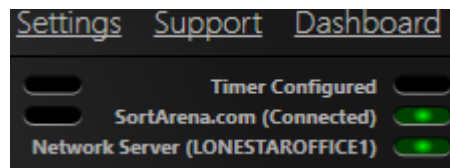


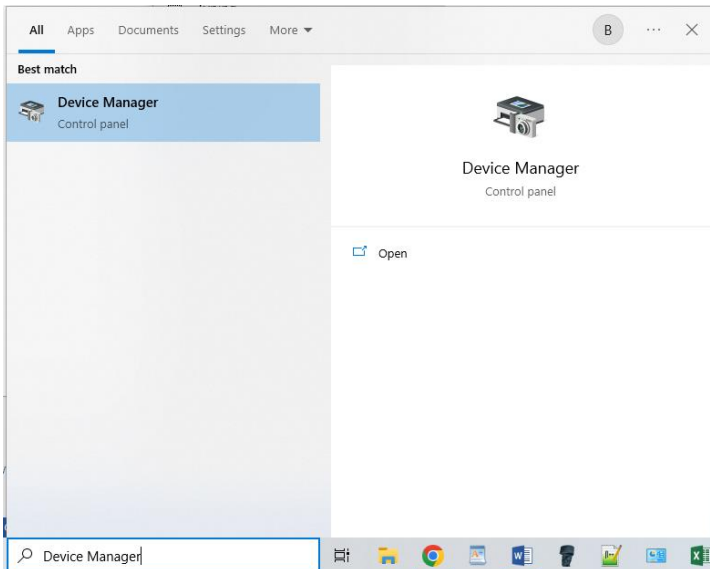
SortArena™ ShowRunner™

Troubleshooting FarmTek™ Timer connection issues.

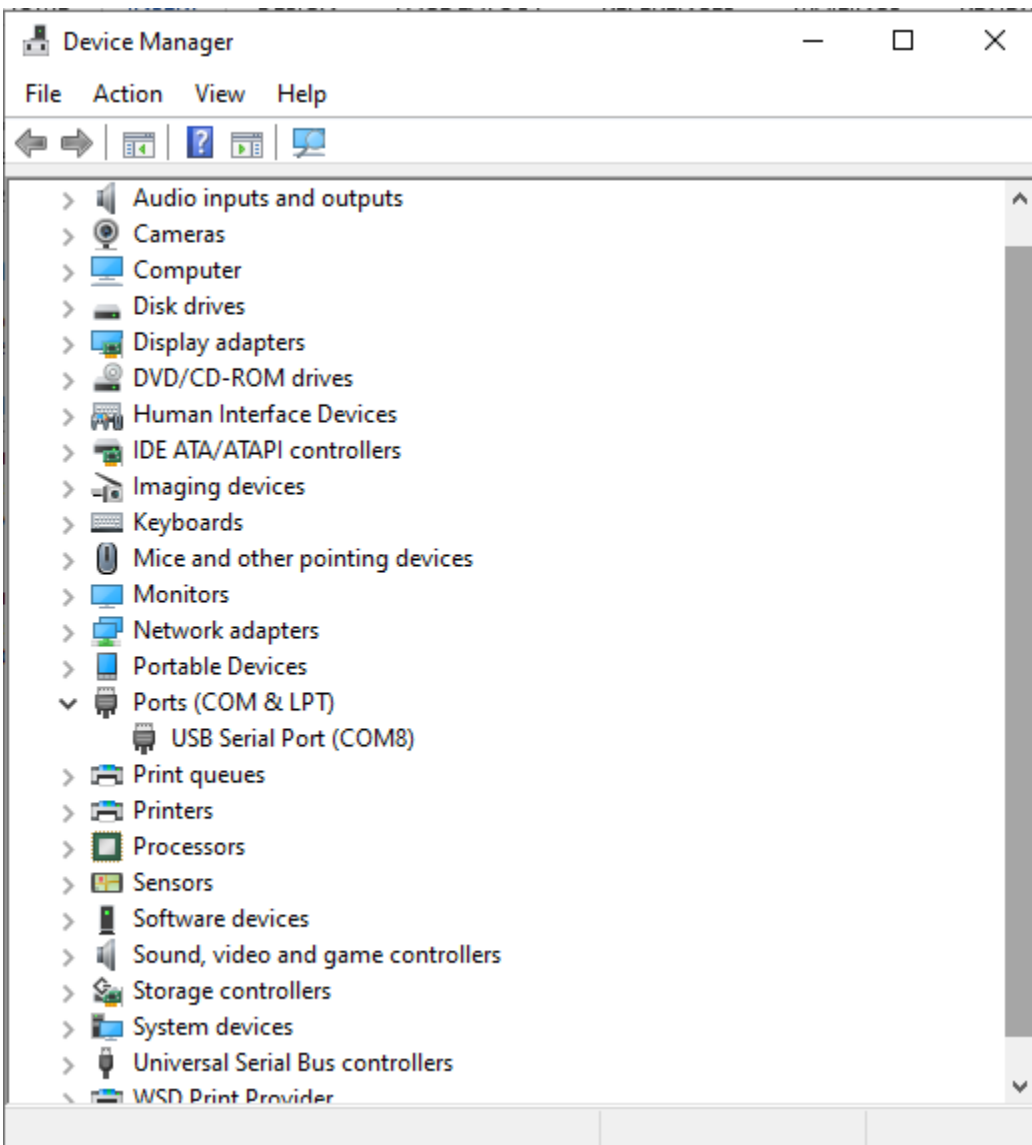
When ShowRunner does not recognize your connected FarmTek timer it will not display the green LED indicator at the top right corner of the screen. When this happens there are only 3 known causes.




1. Order of Operation.
 - a. When the ShowRunner software starts to launch, it checks for the presence of a recognized USB to Serial Port adapter. This is the only time when ShowRunner 'looks' for the USB to Serial Port adapter. Plugging in the USB to Serial adapter after ShowRunner has been launched by you, ShowRunner will never 'see' the adapter. Make sure the USB to Serial adapter is plugged in to your laptop before you launch the ShowRunner software.
2. Older or unsupported USB to Serial adapter.
 - a. Although the old USB adapters not supported by current Windows™ versions are rare, if you have one of these, ShowRunner will never 'see' that adapter because Windows does not support it.
 - b. If you have purchased your USB to Serial adapter after about 2018 it is probably supported by your version of Windows which should be Windows 10 or later.
 - c. If you have a USB adapter that you got from FarmTek in the last several years, the USB adapter will have a blue LED light in one end of the cable. If you have the blue light in your cable when it is plugged in, that adapter should be compatible and supported.
 - d. If you are in doubt about your USB to serial adapter, here is a link to an adapter that has worked well. [Terra Grand USB to Serial Adapter](#)
 - e. Windows Device Manager™ can help you to see if you are having a problem with your USB to Serial adapter. Typing 'Device Manager' into the Windows search box will bring up the option to launch the Device Manager application.



Once Device Manager has launched you will see a list of devices like this:



If you look for Ports (COM & LPT), you can expand the list to see the USB to Serial adapters that are

connected to your laptop. If you see a small yellow triangle  with an exclamation symbol in it, it means that Windows has detected a problem with that device. If a problem is indicated, it can be several things such as outdated device drivers. Contact Microsoft support for help.

- f. If you do not see the yellow triangle, it usually means that things are working properly for that device.

ShowRunner will recognize and support any of the devices that have names starting with any of the following:

Prolific USB-to-Serial Comm Port
Prolific PL2303GT USB-to-Serial
USB Serial Port

- 3. New devices that have device names not supported by ShowRunner. (See 2f above)

Note: FarmTek ships two cable configurations. Both cable configurations come in two pieces, a USB to Serial adapter that plugs in to your laptop USB port, and a timer data cable that plugs into the FarmTek Timer Console. This timer data cable can be ordered in two versions. The standard version comes with a single mini-phone jack to plug into the timer console's output port. This 'standard' version will work for most producers just fine.

The second version is a 'Bi-directional' cable that comes with two mini-phone jacks to plug in to the FarmTek Timer Console. This 'Bi-directional' cable is only needed if you use handicaps where time is added or subtracted from the typical (usually 60 seconds) time for a run. The second mini-phone jack plugs in to the timer console 'Input' port, which allows the software to tell the timer to set the warning and final horns to more or less time than normal.

If you are using a cable connection from the FarmTek Timer Console to your laptop and you also use a 'wired' connection to a large arena timer display, you will need a 'Y' cable so that both the laptop and the display timer can share the timer console 'output' port.

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