TimeForce II

The Hardware Guide

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Table of Contents

Introduction

There are three lines of time clocks available for use with TimeForce II. Each line consists of multiple clock models, allowing you a range of functionality and communication options. The lines of clocks that Qqest offers are ETC clocks, IntelliClocks (or IQ clocks), and Velocity clocks (or V800/V850 clocks).

ETC 100 Clock

The 100 Series time clock is used for collecting only the most basic Time & Attendance information, and uses a standard magnetic stripe card reader.

IntelliClocks

There are four models of IntelliClocks which offer basic Time & Attendance tracking, as well as Departmental and Job Tracking support. IntelliClock models are IQ 300, IQ 400, IQ 500, and IQ 1000.

Data may be entered into an IQ Series clock by using a magnetic card reader and time cards, by using a bar code wand or reader, by using proximity time cards, or by entering data directly into the clock's keypad, if this option is enabled.

The IntelliClocks have In, Out, Lunch and Break buttons so that the employee can designate very specific punches.

These clocks also offer multi-level password protection, so that the time clock menu options can only be accessed by users with an "Admin" or "Supervisor" password.

Both clock lines are available with a variety of options, each of which will be explained in a later section.

The IQ 1000 model clock also comes equipped with a biometric reader, allowing your employees to clock in and out using their finger templates.
Note: The biometric reader is optional on a model IQ 1000 clock.

Velocity Clocks

The major difference between a Velocity clock and an ETC or IQ clock is the absence of a card reader. Data is entered at the clock exclusively through direct keypad entry and finger ID verification. This allows you to eliminate the hassle of assigning and maintaining physical time cards for your employees. The V800 clock model is used for basic Time & Attendance tracking. The V850 offers the additional functionality of Departmental, Job/Task and Disbursement (Tips) tracking.

Installing the ClockLink Utility

The ClockLink utility is a separate utility to the TimeForce system which connects to your time clock, downloads the stored punches and sends them to the TimeForce II database. The ClockLink utility handles all tasks pertaining to the time clock, including sending the date and time to the clock as well as creating and maintaining Relay Events.

The following instructions walk you through installing the ClockLink utility.

Program Installation

The ClockLink utility must be installed on a machine that has access to each time clock that you would like the utility to manage. The installation is located on the TimeForce II Installation disk.

1. Insert the TimeForce disk into your computer's CD-ROM drive.
2. The main “Installation Menu” should automatically appear. If it does not, go to My Computer, browse the contents of your CD-ROM drive and double-click on “Setup.exe.”
3. From the main “Installation Menu” screen, click on the [UTILITIES] icon.
4. Click on the [ClockLink] icon.
5. A dialog box opens which reads “This will install ClockLink for TimeForce II. Do you wish to continue?” Click on the [YES] icon. The InstallShield Wizard opens and guides you through the rest of the setup process.
6. The InstallShield Wizard opens with a “Welcome” screen. Click on the [NEXT] icon to continue. The “Choose Destination Location” screen opens.
7. The default installation directory is “C:\Program Files\Qqest Software Systems\TimeForce II\ClockLink.” To select a custom install directory, click on the [BROWSE] icon. Once the install directory has been selected, click on the [NEXT] icon to continue.

Note: It is recommended that you allow the program to be installed in its default installation directory.

8. The “IP Address” screen opens. Enter the address of the machine hosting the TimeForce II database into the **IP Address** field. Click on [NEXT] to begin the program installation.
9. Once the program installation has completed, click on [FINISH] to exit the InstallShield Wizard. You can now exit the TimeForce II Installation Disk menu as well.

Logging In

The first time you open the ClockLink utility, you will be asked to supply the program with login information.

- The **TimeForce Server** is the network server name or IP address of the machine that hosts the TimeForce II database.
- Enter the **User Name** of a TimeForce II user with administrative access to the program.
- Enter the **Password** for the specified user name.
- Enter the **Company Code** that *all* users must specify when logging into the TimeForce II system.

Once you have entered the required login information, click on the 

icon. The login information will be saved by the system unless you logout before closing the utility.

Clock Server

The Clock Server utility is used to download the punches from your On Demand Ethernet or Cellular clock and send them to the TimeForce II database. The server software listens on the specified port for a connection to the time clock. When the clock initiates an upload, the server downloads the punches, logs off the clock and continues listening for more connections.

Note:
The Clock Server is *only* used with Cellular or On Demand Ethernet time clocks.

Installing the Clock Server

Use the following instructions to install the Clock Server software.

1. Insert the TimeForce II installation disk into your computer's CD-ROM drive. The main "Installation Menu" opens.
2. Click on the [UTILITIES] icon, and select [CLOCK SERVER]. This launches the InstallShield Wizard which guides you through the rest of the installation procedure.
3. A "Welcome" screen opens. Click on the [NEXT] icon.
4. A pop-up box opens which reads "Clock Server requires access to a SQL database server. Press yes if you have valid login information to continue." Click on the [YES] icon. A message appears warning that if you are performing an update to an existing installation of Clock Server, it must first be shut down before continuing. Click on [YES] to continue.
5. The "Software License Agreement" window opens. If you accept the terms stated in the agreement, click on the [YES] icon.
   Note: The Licence Agreement must be accepted before the program installation will continue.
6. The "Setup Type" screen opens asking whether you are using the 2000 or 2005 version of SQL. Make the appropriate selection and click on the [NEXT] icon to continue.

7. The “Installation Options” screen opens. This screen allows you to select whether you would like to install the program files, database files or both on this machine. Make the desired selection, and click on [NEXT] to continue.
   Note: This setting allows you to split the Clock Server install between multiple machines. The machine(s) running the program files must have access to the database machine.
8. If you have selected to install database files, the “Program Group” screen allows you to select where in the Windows Start Menu the program icons will be created. The default setting is “TimeForce.” Enter the desired program group and click on the [NEXT] icon to continue.
9. The “Clock Server SQL Database Advance Setup” screen opens.
   - In the **Computer** field, enter the computer name of the machine hosting the TimeForce II database.
   - In the **Instance** field, enter the SQL instance name. Click on the [NEXT] icon to continue.
10. Enter the **User Name** and **Password** for the SQL Server, and **Confirm** the password. Click on the [NEXT] icon.
11. The “Program Destination Path” screen allows you to select where in the program files will be created. The default setting is “C:\Program Files\Qqest Software Systems\Clock Server.” If you would like to select a different directory, click on the [BROWSE] icon. Click on [NEXT] to continue.
12. A pop-up window appears asking you if you are using Windows 2008 Server. Click on [YES] or [NO] as appropriate.
13. The program installation begins. Once it has completed, click on [FINISH] to exit the InstallShield Wizard. You can now exit the TimeForce II Installation Disk menu as well.
14. On the TimeForce II Installation Menu, click on the [RETURN TO MAIN MENU] icon, then on [EXIT].

You are now ready to log into and configure the Clock Server utility.

Setting Up the Clock Server

Before you can use the Clock Server, the following setup steps must be completed.

Add Database Connection

Before the Clock Server will be able to send the punches from your time clock to TimeForce, you must first configure a connection to the TimeForce II database.

1. From the main Clock Server menu, click on the "File" drop-down menu and select **Add/Edit Database Connection**. The "SQL Server Connection" window opens.
2. In the **SQL Server** field, enter the name of the SQL Server that the TimeForce program is using.
3. Select "SQL Server Authentication" and enter the **Login Name** and **Password** for the specified SQL Server.
4. Click on the [OK] icon to save the changes that you have made.

Network Interface Details

The Clock Server must be set up with the IP address of the machine that is hosting the Clock Server utility.
Note: If you are using Cellular clocks, this computer must be set up so that a publicly available IP address on the internet resolves to this machine.

1. From the main Clock Server menu, click on the "Network Interface" drop-down menu and select **New**. The "Network Interface Details" screen opens.
2. From the **IP** drop-down menu, select the appropriate IP address.
3. Click on the [OK] icon. The specified settings appear on the main Clock Settings screen.
   - The **MAC** column displays the MAC address.
   - The specified IP address is displayed in the **IP Address** column.

- The port that the program listens on is displayed in the **Port** column. This setting is always “5402.”
- The **Status** column displays the status of the network interface. While listening, “Waiting” will be displayed in this column.

Add Company

The next step is to add a company to the database that pertains to the clocks which will be connecting to the server for downloading.

1. From the main Clock Server menu, click on the “File” drop-down menu and select **Add/Edit Clocks**.
2. Click on the  [ADD COMPANY] icon located in the upper left-hand corner of the screen. The right-hand section of the screen opens, allowing you to insert company settings.
3. Enter your **Company Name**.
4. Enter the **Company Code** that all users must specify when logging into the TimeForce system.
   Note: The company code must be unique for each company in the application.
5. Enter the main TimeForce administrator **Username**.
6. Enter the **Password** assigned to the main TimeForce administrator.
7. Enter the path to the **TimeForce Server**. If the server is installed on the same machine as TimeForce a setting of “http://localhost/” will suffice.
8. Enter the **Port** that is used for the TimeForce Punches Service. In most cases the default setting of “5405” is used.
9. Click on the [OK] icon to save the company information.

The company information is displayed directly below the row of icons in the upper left-hand corner of the screen. To delete a company, highlight the desired company in the list and click on the  [DELETE COMPANY] icon.

Add Clock

A profile must be created for each time clock that will be connecting to the server for downloading.

1. From the main Clock Server menu, click on the “File” drop-down menu and select **Add/Edit Clocks**.
2. Each company that you have inserted into the system is listed in the left-hand section of the screen. Highlight the desired company name and click on the [ADD CLOCK] icon. The right-hand section of the screen changes, allowing you to enter clock settings.
3. Enter the **Clock ID**. This is the ID that is specified in the memory of the clock itself.
   Note: Every clock connecting to the Clock Server must have a unique ID.
4. Enter the clock **Password**. This is the password that is specified in the memory of the clock itself.
5. If you would like the server to update the clock with the current time while connected, put a check mark in the **Update Time** option.
6. In the **Offset** field, enter the offset in hours that you wish the clock time to be offset by when using **Update Time**.
7. Click on the [OK] icon to add the clock profile.

Existing profiles are listed in the left-hand section of the screen, under the company that they are assigned to. To delete a clock, highlight the desired profile and click on the [DELETE CLOCK] icon.

The Clock Server application must be open in order for clocks to be able to connect to it. It does not run as a service. A user must be logged on to the machine with the application running in order for communication to occur. When the program is closed it will continue running in the System Tray.

Determining Your Clock Model

Each time clock comes with a clock code located on the bottom of the clock which allows you to determine your clock type. Use the following instructions to determine your clock model.

Clock Codes

The clock code is located on a sticker on the bottom of the clock. Code definitions are as follows:

ETC Clocks

Once you have determined your clock type, refer to "Hardware Installation" on page 18 for instructions on installing and connecting your time clock.

Time & Attendance Clocks (100 Series)

For model-specific clock usage instructions, see "Time & Attendance Clock (100 Series)" on page 22.

- **100:** Model 100 ETC clock with Serial communication. A Serial clock is connected directly to a computer's serial com port. See page 19 for instructions on installing a Serial time clock.
- **100 D:** Model 100 ETC Daisy clock. A Daisy clock is not physically connected to a computer or phone line, but is "chained" to a Master time clock. Any Serial clock can be used as the Master in a Daisy Chain.
- **100 M:** Model 100 ETC clock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See page 20 for instructions on installing a Modem time clock.

Additional Clock Codes

B (Bell): This means that the clock includes a relay switch to operate an external bell or other signal device. Every clock has the relay option, but the physical relay itself will only be installed if this code appears with the regular clock code. For example, 100 B, 100 M B, etc.
Note: The "B (Bell)" code is only used with ETC Model time clocks.

IntelliClocks (IQ Clocks)

Once you have determined your clock type, refer to "IntelliClock Setup Instructions" on page 23 for instructions on installing and connecting your time clock.

IQ 300 Clocks

For model-specific clock usage instructions, see "IQ 300 Clock" on page 35.

- **300 S:** Model IQ 300 IntelliClock with Serial communication. A Serial clock is connected directly to a computer's serial com port. See page 27 for instructions on installing a Serial time clock.
- **300 D:** Model IQ 300 IntelliClock Daisy. A Daisy clock is not physically connected to a computer or phone line, but is "chained" to a Master time clock. Any Serial clock can be used as the Master in a Daisy Chain.
- **300 M:** Model IQ 300 IntelliClock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See page 27 for instructions on installing a Modem time clock.
- **300 IP:** Model IQ 300 IntelliClock with Ethernet communication. An Ethernet clock is connected directly to a network hub or server, and is seen by the system as a "Network Device." See page 28 for instructions on installing an Ethernet time clock.
- **300 PoE:** A Model IQ 300 Ethernet clock with PoE support. See page 189 for more information on PoE support.

IQ 400 Clocks

For model-specific clock usage instructions, see “IQ 400 Clock” on page 37.

- **400 S:** Model IQ 400 IntelliClock with Serial communication. A Serial clock is connected directly to a computer’s serial com port. See page 27 for instructions on installing a Serial time clock.
- **400 D:** Model IQ 400 IntelliClock Daisy. A Daisy clock is not physically connected to a computer or phone line, but is “chained” to a Master time clock. Any Serial clock can be used as the Master in a Daisy Chain.
- **400 M:** Model IQ 400 IntelliClock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See page 27 for instructions on installing a Modem time clock.
- **400 IP:** Model IQ 400 IntelliClock with Ethernet communication. An Ethernet clock is connected directly to a network hub or server, and is seen by the system as a “Network Device.” See page 28 for instructions on installing an Ethernet time clock.
- **400 PoE:** A Model IQ 400 Ethernet clock with PoE support. See page 189 for more information on PoE support.

IQ 500 Clocks

For model-specific clock usage instructions, see “IQ 500 Clock” on page 39.

- **500 S:** Model IQ 500 IntelliClock with Serial communication. A Serial clock is connected directly to a computer’s serial com port. See page 27 for instructions on installing a Serial time clock.
- **500 D:** Model IQ 500 IntelliClock Daisy. A Daisy clock is not physically connected to a computer or phone line, but is “chained” to a Master time clock. Any Serial clock can be used as the Master in a Daisy Chain.
- **500 M:** Model IQ 500 IntelliClock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See page 27 for instructions on installing a Modem time clock.

- **500 IP:** Model IQ 500 IntelliClock with Ethernet communication. An Ethernet clock is connected directly to a network hub or server, and is seen by the system as a "Network Device." See page 28 for instructions on installing an Ethernet time clock.
- **500 SB:** Model IQ 500 Small Business IntelliClock. The Small Business clock initiates its own communications to the TimeForce database so that no manual downloading is necessary.
- **500 PoE:** A Model IQ 500 Ethernet clock with PoE support. See page 189 for more information on PoE support.

IQ 1000 Clocks

For model-specific clock usage instructions, see "Using the Model IQ 1000 IntelliClock" on page 51.

- **1000 S:** Model IQ 1000 IntelliClock with Serial communication. A Serial clock is connected directly to a computer's serial com port. See page 27 for instructions on installing a Serial time clock.
- **1000 M:** Model IQ 1000 IntelliClock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See page 27 for instructions on installing a Modem time clock.
- **1000 IP:** Model IQ 1000 IntelliClock with Ethernet communication. An Ethernet clock is connected to a network hub or server, and is seen by the system as a "Network Device." See page 28 for instructions on installing an Ethernet time clock.
- **1000 C:** Model IQ 1000 IntelliClock with Cellular Modem communication. A Cell clock uses a cellular connection to a GSM network to communicate.
- **1000 W:** Model IQ 1000 IntelliClock with Wireless communication. The clock uses a wireless network connection to communicate.
- **1000 PoE:** An Ethernet IQ 1000 IntelliClock with PoE support. See page 189 for more information on PoE support.

Card Reader Types

The type of card reader included in your clock can be determined by the colored dot located next to the clock code on the bottom of the clock.

- If there is no colored dot next to the clock code on the bottom of the clock, this means that your clock is equipped with a standard magnetic card reader.
- A green dot next to the clock code on the bottom of the clock means that the clock is equipped with a barcode card reader.
- A blue dot on the bottom of the clock means that the clock is equipped with a proximity card reader.
- A yellow dot on the bottom of the clock means that the clock is equipped with a HID card reader.

Velocity Clocks

Once you have determined your clock type, refer to “Velocity Clocks” on page 105 for instructions on installing and connecting your time clock.

V800 Clock

For model-specific clock usage instructions, see “V800 Clock Usage Instructions” on page 118.

- **V800 S:** Model V800 clock with Serial communication. A Serial clock is connected directly to a computer’s serial com port. See “Hardware Installation” on page 107 for instructions on installing a Serial time clock.
- **V800 M:** Model V800 clock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See “Hardware Installation” on page 107 for instructions on installing a Modem time clock.
- **V800 IP:** Model V800 clock with Ethernet communication. An Ethernet clock is connected to a network hub or server, and is seen by the system as a “Network Device.” See “Configuring the Ethernet Clock” on page 109 for instructions on installing an Ethernet time clock.

- **V800 C:** Model V800 clock with Cellular Modem communication. A Cell clock uses a cellular connection to a GSM network to communicate.
- **V800 W:** Model V800 clock with Wireless communication. The clock uses a wireless network connection to communicate.
- **V800 PoE:** Model V800 Ethernet clock with PoE support. See page 189 for more information on PoE support.

V850 Clock

For model-specific clock usage instructions, see "V850 Clock Usage Instructions" on page 128.

- **V850 S:** Model V850 clock with Serial communication. A Serial clock is connected directly to a computer's serial com port. See "Hardware Installation" on page 107 for instructions on installing a Serial time clock.
- **V850 M:** Model V850 clock with Modem communication. A Modem clock is connected directly to an analog (*not* digital) phone line. See "Hardware Installation" on page 107 for instructions on installing a Modem time clock.
- **V850 IP:** Model V850 clock with Ethernet communication. An Ethernet clock is connected to a network hub or server, and is seen by the system as a "Network Device." See "Configuring the Ethernet Clock" on page 109 for instructions on installing an Ethernet time clock.
- **V850 C:** Model V850 clock with Cellular Modem communication. A Cell clock uses a cellular connection to a GSM network to communicate.
- **V850 W:** Model V850 clock with Wireless communication. The clock uses a wireless network connection to communicate.
- **V850 PoE:** Model V850 Ethernet clock with PoE support. See page 189 for more information on PoE support.

ETC 100 Model Clock

ETC Model clocks are available with the following communication options, Serial, Serial Daisy and Modem. Each clock model is explained in detail in this chapter.

Creating a Time Clock Profile

Before the ClockLink utility will be able to connect to your time clock, you must first create a profile for the clock within the TimeForce program. Clock profiles are created from the main “Clocks” section of the TimeForce software.

1. Open the TimeForce software and log in as a user with administrative rights.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. To create a new clock profile, click on the [ADD CLOCK] icon located under the **New Clocks** header on the left-hand side of the screen.
4. Select “ETC” from the **Model** drop-down menu.
5. The clock **Number** is also known as the Clock ID. This number is assigned in the memory of the clock itself. The default number is “1.”
6. Enter the clock **Password**. This password is also assigned in the memory of the time clock. The default password is “ETC.”
7. If you would like to restrict it so that only a specific range of card numbers will be accepted at the time clock, enter the desired range into the **Card Range** fields.
8. Enter a **Description** for this clock as you would like it to appear in TimeForce II and ClockLink.
9. If you would like to assign this clock to a group, make the desired selection from the **Clock Group** drop-down menu.
   Note: See page 211 for instructions on creating clock groups.

10. If you would like to assign this clock to a **Default Department**, click on the "No Department" link and make the desired selection from the tree-directory that appears.
11. If you would like to upload relay events to the time clock, put a check-mark in the **Upload Relay Events** field.
    Note: Relay Events can only be accessed once the clock profile has been saved.
12. Select the **Time Zone** that the clock resides in from the drop-down menu.
13. Enter any desired **Notes** about the clock profile.
14. Select the **Connection Type** from the drop-down menu. The steps to completing the clock profile vary slightly depending on what connection type you are using.
    - **Serial Clock:** Select the **Com Port** that the clock is connected to from the drop-down menu. Select "Auto Detect" to have the system automatically determine which port the clock is connected to.
    - **Modem Clock:** In the **Phone Number** field, enter the phone number of the line that the clock is connected to. Enter the number exactly as you would dial it into a telephone, including any necessary area code or extension numbers. Do not use dashes or brackets.
      Example: A phone number of (800) 555-4855 would be entered as "18005554855."

When you have finished entering clock information, click on the [CREATE] icon to add the time clock profile.

Hardware Installation

Use the following instructions to place your time clock in the desired location and to establish communications with the clock. Follow the instructions below that correspond with the type of communication that your clock uses.

Once you have installed your time clock, refer to page 22 for model-specific usage instructions.

Serial Clocks

Qqest recommends that you test communication with your time clock before installing the clock to its permanent location. If you purchased a 20-ft. cable, use it for the communications test. Otherwise, test communications with the 6-ft. test cable that was included with your purchase.

Testing Time Clock Communications

1. Connect the power cord to the bottom of the time clock and plug it into the closest available (110 - 120 VAC) outlet.
2. Connect the RJ-11 connector of the cable into the port labeled "Phone/Computer/Daisy" on the bottom of the time clock.
3. Connect the RS-232 end of the cable (the 9-pin connector) into an available serial port on your computer.
4. Open the ClockLink utility.
5. In the "TimeClocks" section on the left-hand side of the screen, select the desired clock from the tree-directory. Click on the "Connect" link located directly to the right of the "TimeClocks" header. **Note:** Before ClockLink can connect to a time clock, you must first create a time clock profile in the TimeForce system. See "Creating a Time Clock Profile" on page 17.
6. Once communication has been established with your time clock, the right-hand section of the screen opens.

If the time clock successfully connects, you can now install the time clock to its permanent location. If the clock does not connect, refer to "Clock Communication Troubleshooting" on page 169 of this guide.

Installing the Local ETC Time Clock

The clock should be placed in a convenient location where employees typically enter and exit the work area.

1. Attach the time clock to the wall with the provided mounting screws.
2. Connect the power cord to the bottom of the time clock and plug it into the closest available electrical (110-120 VAC) outlet.
3. Connect the RJ-11 connector of the serial cable into the port labeled "Phone/Computer/Daisy" on the bottom of the time clock.

4. Connect the RS-232 end of the cable (the 9-pin D-connector) into an available serial port on your computer.

Modem Clocks

The time clock should be placed in a convenient location where employees typically enter and exit the work area.

Note: A Modem time clock will only communicate over an analog phone line. Digital lines *are not* supported. Due to possible problems when running a modem clock on some types of phone systems, we require that only a “two wire” phone cable be used with our clocks (as opposed to a standard “four wire” cable). This prevents possible damage to the clock motherboard or modem due to power running through the two extra wires.

We have provided a two wire phone cable with the time clock. If you need longer cables, please use this cable as a template to properly modify a standard four wire phone cable, or you can purchase a new cable of sufficient length from Qqest Software Systems.

1. Attach the time clock to the wall with the provided mounting screws.
2. Connect the power cord to the bottom of the time clock and plug it into the closest available electrical (110-120 VAC) outlet.
3. Insert one of the square, plastic RJ-11 connectors of the Telephone Adapter Cable into the port of the bottom of the Time Clock labeled “Phone/Computer/Daisy.” Ensure that the connector locks into place.
4. Insert the RJ-11 connector on the other end of the Telephone Adapter Cable into an active telephone wall jack. Ensure that the connector locks into place.

Uploading the Date and Time

Before you can begin using your time clock, you must first upload the date and time to the clock using the ClockLink utility.
Note: Before you will be able to upload the date and time, you must first create a time clock profile in TimeForce for each clock that you would like to connect to. See “Creating a Time Clock Profile” on page 17 for more information.

1. Open the ClockLink utility. From the Windows Start Menu go to Programs | TimeForce II and click on “ClockLink.”
2. Each time clock that has been set up in the TimeForce software is listed in the left-hand section of the screen. Highlight the clock that you would like to upload the date and time to and click on the “Connect” link.
3. Once communication has been established with your time clock, the right-hand section of the screen opens. From the row of tabs at the top of the screen, ensure that [PARAMETERS] is selected.
4. From the **Actions** section of the screen, click on the 

icon. The “Upload Date/Time” screen opens.
   - Enter the desired **Date**. By default this field is populated with the system date of the machine that the ClockLink is installed on. Click on the down-arrow icon at the end of the field to select the date from a calendar.
   - Enter the **Time**. By default this field is populated with the system time of the machine that ClockLink is installed on. Click on the up and down arrow keys at the end of the field to select the time, or place your cursor in the field and manually type the desired time.
   - Put a check mark in the **Use System Time** option to send the computer's system date and time to the clock. With this setting enabled, the “Date” and “Time” fields are grayed-out.
5. Click on the [OK] icon to send the date and time to the clock.

You can now exit the ClockLink utility.

Time Clock Usage Instructions

Once you have installed the clock your employees can begin using it to punch in and out. Periodically, you will need to process those punches to calculate the hours and earnings required for payroll.

Time & Attendance Clock (100 Series)

The Model 100 time clock uses a magnetic card reader and time cards to collect your employees' punches. This is the simplest model of time clock, and is for use when only the most basic Time & Attendance calculations are being performed.

Clocking In and Out

1. Ensure that the green READY light on the clock face is illuminated. If the green light is not on, refer to "Clock Communication Troubleshooting" on page 169.
2. Hold the time card with the magnetic strip facing right.
3. Quickly and evenly slide the card through the card reader slot from top to bottom.
4. If the card was swiped correctly, the card number appears briefly on the display, a short beep sounds, and the READY light flashes. If the card was not swiped correctly, three beeps sound, the card number does not appear on the display, and the red WAIT/ERROR light comes on. If the READY light returns after the WAIT/ERROR light stops blinking, swipe the card again. If the WAIT/ERROR light remains on, the system is not ready to accept card swipes. To correct this you will need to refer to "Clock Communication Troubleshooting" on page 169 of this guide.

See "Downloading Your Time Clock" on page 163 for instructions on downloading the punches from your time clock.

IntelliClock Setup Instructions

IntelliClocks have all the basic Time & Attendance features of the ETC 100 clock model, as well as the option for Departmental, Quantity, and Tips entry, plus Job and Task tracking. These premium options are purchased separately so that you may configure the clock to suit your needs. If you do not purchase an option with the clock, but decide to add it later, you may do so at any time. Contact the Qqest Sales Department to enable options on your IntelliClock.

The Bell/Buzzer, Daisy, and Modem options can also be used with IntelliClocks. Contact a Qqest Sales Representative if you wish to use one of these options with your IntelliClock. In addition, the IQ 1000 model features biometric capabilities. Employees clock in using a bar code, magnetic card, or keypad entry, then verify their identity using finger template identification.

IntelliClocks are available with the following communication options, Serial, Serial Daisy, Modem, Ethernet, and Wireless. Each clock model is explained in more detail later in this chapter.

Creating a Time Clock Profile

Before the ClockLink utility will be able to connect to your time clock, you must first create a profile for the clock within the TimeForce program. Clock profiles are created from the main “Clocks” section of the TimeForce software.
Note: The following instructions focus primarily on IQ 300, 400 and 500 model clocks. See page 51 for detailed instructions on setting up an IQ 1000 clock profile.

1. Open the TimeForce software and log in as a user with administrative rights.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. To create a new clock profile, click on the [ADD CLOCK] icon located under the **New Clocks** header on the left-hand side of the screen.

4. Select the appropriate clock model from the **Model** drop-down menu (as in “IQ400,” “IQ500,” “IQ1000,” etc.).
5. The clock **Number** is also known as the Clock ID. This number is assigned in the memory of the clock itself. The default number is “1.”
6. Enter the clock **Password**. This password is also assigned in the memory of the time clock. The default password for an IQ 300, 400 or 500 clock is “ETC.” The default password for an IQ 1000 clock is “IQ 1000.”
7. If you would like to restrict it so that only a specific range of card numbers will be accepted at the time clock, enter the desired range into the **Card Range** fields.
8. Enter a **Description** for this clock as you would like it to appear in TimeForce II and ClockLink.
9. If you would like to assign this clock to a group, make the desired selection from the **Clock Group** drop-down menu.
   Note: See page 211 for instructions on creating clock groups.
10. If you would like to assign this clock to a **Default Department**, click on the “No Department” link and make the desired selection from the tree-directory that appears.
11. If you would like to upload relay events to the time clock, put a check-mark in the **Upload Relay Events** field.
    Note: Relay Events can only be accessed once the clock profile has been saved.
12. Select the **Time Zone** that the clock resides in from the drop-down menu.
13. Enter any desired **Notes** about the clock profile.
14. Select the **Connection Type** from the drop-down menu. The steps to completing the clock profile vary slightly depending on what connection type you are using.
    - **Ethernet Clock:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.

Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

- **Serial Clock:** Select the **Com Port** that the clock is connected to from the drop-down menu. Select "Auto Detect" to have the system automatically determine which port the clock is connected to.
- **Modem Clock:** In the **Phone Number** field, enter the phone number of the line that the clock is connected to. Enter the number exactly as you would dial it into a telephone, including any necessary area code or extension numbers. Do not use dashes or brackets.
  Example: A phone number of (800) 555-4855 would be entered as "18005554855."

When you have finished entering clock information, click on the [CREATE] icon to add the time clock profile.

Editing and Deleting Existing Clock Profiles

Time clock profiles are displayed in the "Clock Settings" section of the TimeForce program.

1. Open the TimeForce II program and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. If you would like to view clock profiles belonging to a specific clock group only, make the desired selection from the **Group Name** drop-down menu. Select "All" to display all time clock profiles.
5. The **Sort** by fields allow you to select how the displayed list of clock profiles are sorted.
6. Click on the [DISPLAY] icon to view time clock profiles.
7. Clock profiles are displayed under the **Clock List** section of the screen. The following information is displayed for each profile.

- **Number:** This is the ID of the displayed time clock. The setting in this field is a link. Click on the link to bring up the profile for this clock.
- **Model:** This column displays the clock model (as in “IQ400,” “IQ1000,” etc.).
- **Connection Type:** This is the type of connection that the time clock uses (as in “Serial,” “Ethernet,” “Modem,” etc.).
- **Method:** This is the additional information entered, based on the connection type (as in the com port selected, or the phone number entered, etc.).
- **Group:** If the time clock is assigned to a clock group, this field displays the name of the group that the clock is assigned to.
- **Description:** This is the description that was inserted when the clock profile was created.
- **Relay Events:** If you selected the “Upload Relay Events” option when creating the clock profile, a “View” link appears in this field. Click on the link to manage Relay Events for the clock.
- Click on the ✕ icon to remove a clock profile from the system.

Hardware Installation

Use the following instructions to place your time clock in the desired location and to install communications with the clock. Follow the instructions below that correspond with the type of communication that your clock uses.

Once you have installed your time clock, refer to the following sections for model-specific usage instructions:

- “Using the Model IQ 300, 400 or 500 IntelliClock” on page 35
- “Using the Model IQ 1000 IntelliClock” on page 51

Serial Clocks

The IntelliClock should be placed in a convenient location where employees typically enter and exit the work area. It includes a mounting panel with four holes. Mounting screws are included. Once the mounting panel is attached to the wall, the clock's face can be snapped into place and locked onto the mounting panel.

1. Attach the IntelliClock mounting panel to the wall with the provided mounting screws.
2. Connect the power cord to the bottom of the IntelliClock and plug it into the closest available electrical (110-120 VAC) outlet.
   Note: It is highly recommended that you place the time clock on a battery backup or surge protector. Power surges can permanently damage the clock.
3. Connect the RJ-11 connector of the cable (the one that looks like a phone-jack) into the port labeled "PHONE/COMPUTER/DAISY" on the bottom of the time clock.
4. Snap the IntelliClock face piece into place on the mounting panel and lock it in with the two locks located on the bottom of the mounting panel.
5. Connect the RS-232 end of the cable (the 9-pin D-Connector) into an available serial port on your computer.

Modem Clocks

The IntelliClock includes a mounting panel with four holes. Mounting screws are included. Once the mounting panel is attached to the wall, the clock's face can be snapped into place and locked onto the mounting panel.

1. Attach the IntelliClock mounting panel to the wall with the provided mounting screws.
2. Connect the power cord to the bottom of the IntelliClock and plug it into the closest available electrical (110-120 VAC) outlet.
   Note: It is highly recommended that you place the time clock on a battery backup or surge protector. Power surges can permanently damage the clock.

3. Insert one of the square, plastic RJ-11 connectors of the Telephone Adapter Cable into the port on the bottom of the time clock labeled "PHONE/COMPUTER/DAISY."
4. Snap the IntelliClock face piece into place on the mounting panel and lock it in with the two locks located on the bottom of the mounting panel.
5. Insert the other RJ-11 connector into an active analog telephone wall-jack.

Ethernet Clocks

The ethernet clock includes a mounting panel with four holes. Mounting screws are included. Once the mounting panel is attached to the wall, the clock's face can be snapped into place and locked onto the mounting panel.

1. Attach the clock mounting panel to the wall with the provided mounting screws.
2. Connect the power cord to the bottom of the IntelliClock and plug it into the closest available electrical (110-120 VAC) outlet.
   Note: It is highly recommended that you place the time clock on a battery backup or surge protector. Power surges can permanently damage the clock. For instructions on connecting a PoE clock, see page 189.
3. On the back of the clock, you'll see a panel cut out of the clock case. The ethernet port is located in the upper left-hand corner of this cutout section, directly above the clock relays (labeled "BELL" and "DOOR"). Plug one end of the Standard Category 5 (CAT5) cable into the Ethernet port.
4. Connect the other end of the CAT5 cable to your network. The cable used to connect the clock must be a straight-through cable, not a crossover. To tell the difference between a straight-through and a crossover cable, hold the connectors side by side, with the same side of each connector facing you. Look at the wires inside of the connector. If the colors of the wires run in identical order from left to right in both connectors, the cable is a straight-through. If the colors run in opposite order, the cable is a crossover.

Configuring the Ethernet Clock

The Ethernet clock uses Ethernet Settings, an ID and a Password for communication. The Ethernet Settings include an IP Address, Subnet Mask and Gateway. These settings are comparable to giving the clock an "address" at which it can be found over the network. Consult your Network Administrator about acquiring these settings.
Note: The clock must be given a static IP address that is reserved for the clock alone.

1. From the clock's keypad, press the <MENU> button, enter your password (the default password is "1111"), and press <ENTER>.
2. Press 1 for System Maintenance.
3. Press 3 for Ethernet.
4. Press 1 to set the IP address, press 2 to set the Subnet Mask, or press 3 to set the Gateway. Selecting any one of these options will bring you to an Ethernet Settings menu. The current setting will be displayed, and the clock will prompt you to enter the new setting.
5. Enter the new setting at the keypad (remember to use the Period key), and press <ENTER>. To exit the menu without making changes, simply press the <ENTER> key.

Important: The Ethernet Settings are specific to your Local Area Network. You *must* change the default settings. Qqest Technical Support cannot supply these settings.

Configuring the Wireless Time Clock

If you have a wireless IQ 1000 Ethernet clock, use the following section to configure your clock for wireless communication.

The wireless time clock supports the following communication protocols: 802.11 a and b.

The optimum communication range for the wireless time clock is 50 - 100 feet from the wireless access point. Some wireless access points advertise communication up to 1000 feet. Regardless of this specification, Qqest Software Systems cannot guarantee communication at a distance of over 100 feet.

The following settings must be specified before your time clock will communicate:

- IP Address
- Subnet Mask
- Gateway
- SSID

These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

1. From the clock keypad, press the <MENU> button and select "Admin."
2. Enter an administrator ID (or Card #) and press the <ENTER> key.
   Note: The default administrator ID is "8888."
3. Enter the password (or PIN) for the entered administrator ID and press the <ENTER> key.
   Note: The password for the default admin ID is "1111."
4. From the Main Admin Menu, press 1 for "System Maintenance."
5. Press 3 for "Ethernet." This menu contains the time clock's ethernet options.

Set IP Address

From the Ethernet Menu, press 1 for "Set IP Address." The following prompt appears:

SET NEW IP ADDRESS:
CURRENTLY:

ENTER NEW IP:

The "Currently" field displays the current IP address. To change the clock IP address, type in the new address at the clock keypad (remember to use the period key) and press <ENTER>.

Set Subnet Mask

From the Ethernet Menu, press 2 for "Set Subnet Mask." The following prompt appears:

SET NEW SUBNET MASK:
CURRENTLY:

ENTER NEW MASK:

The "Currently" field shows the current Subnet Mask. To change the mask, type in the new setting at the clock keypad (remember to use the period key) and press <ENTER>.

Set Gateway

From the Ethernet Menu, press 3 for "Set Gateway." The following prompt appears:

SET NEW GATEWAY:
CURRENTLY:

ENTER NEW GATEWAY:

The "Currently" field shows the current Gateway. To change the Gateway, type in the new setting at the clock keypad (remember to use the period key) and press <ENTER>.

Set SSID

The SSID is the ID of the wireless access point that the clock will connect to.

1. From the Ethernet Menu, press 6 for "Wireless Settings."
2. Press 1 for "Enter SSID." The following prompt appears:

   ENTER WIRELESS ID:
   (SSID)
   (ALPHANUMERIC ENTRY)

3. Use the grey buttons above the clock keypad to enter the ID of the wireless access point and press <ENTER>.

Note: See page 82 for further instructions on wireless settings.

How Do I Find the Clock ID and Password?

The clock ID and password are stored in the time clock itself. These settings can be changed from ClockLink once you have connected to the time clock, but you must specify the clock's current ID and password before a connection can be made.
Note: The default clock ID is "1." The default clock password is "ETC."

The following procedures are performed at the keypad of the clock itself.

Finding the Clock ID

1. On the clock keypad, press the <MENU> button.
2. Enter an administrator password and press <ENTER>.
   Note: The default admin password is "1111."
3. Press 1 for "System Maintenance."
4. Press 2 for "Memory."
5. Press 3 for "Set Clock ID." The "Set New Clock ID" screen opens.
6. The "Currently" field displays the clock's current ID. If you would like to change the clock ID, enter the desired number at the keypad and press <ENTER>.

You can now exit the time clock menu by pressing <CLR> repeatedly until "Ready" is shown on the clock display.

Finding the Clock Password

1. On the clock keypad, press the <MENU> button.
2. Enter an administrator password and press <ENTER>.
   Note: The default admin password is "1111."
3. Press 3 for "Passwords."
4. Press 3 for "Clock/Modem." The "Passwords" screen opens.
5. The current clock password is *not* displayed. Type in a new password at the keypad and press <ENTER>.
6. Re-type the new password and press <ENTER>.

You can now exit the time clock menu by pressing <CLR> repeatedly until "Ready" is shown on the clock display.

Uploading the Date and Time

Before you can begin using your time clock, you must first upload the date and time to the clock using the ClockLink utility.
Note: Before you will be able to upload the date and time, you must first create a time clock profile in TimeForce II for each clock that you would like to connect to. See “Creating a Time Clock Profile” on page 17 for more information.

1. Open the ClockLink utility. From the Windows Start Menu go to Programs | TimeForce II and click on “ClockLink.”
2. Each time clock that has been set up in the TimeForce software is listed in the left-hand section of the screen. Highlight the clock that you would like to upload the date and time to and click on the “Connect” link.
3. Once communication has been established with your time clock, the right-hand section of the screen opens. From the row of tabs at the top of the screen, ensure that [PARAMETERS] is selected.
4. From the **Actions** section of the screen, click on the 

icon. The “Upload Date/Time” screen opens.
   - Enter the desired **Date**. By default this field is populated with the system date of the machine that the ClockLink is installed on. Click on the down-arrow icon at the end of the field to select the date from a calendar.
   - Enter the **Time**. By default this field is populated with the system time of the machine that ClockLink is installed on. Click on the up and down arrow keys at the end of the field to select the time, or place your cursor in the field and manually type the desired time.
   - Put a check mark in the **Use System Time** option to send the computer's system date and time to the clock. With this setting enabled, the “Date” and “Time” fields are grayed-out.
5. Click on the [OK] icon to send the date and time to the clock.

You can now exit the ClockLink utility.

Using the Model IQ 300, 400 or 500 IntelliClock

IntelliClocks are feature-rich, sophisticated time & attendance systems with the ability to perform job tracking and costing functions as well (depending on the clock model). IntelliClocks used in conjunction with the TimeForce system automate the process of collecting hours worked from all employees, apply pay rules consistently and correctly, and track company accruals.

Note: For instructions on using the model IQ 1000 time clock, refer to page 51.

Collecting Data

The instructions for collecting data on an IntelliClock vary depending on which model you are using. Refer to the instructions below that correspond with the model of time clock that you are using.

IQ 300 Clock

The following instructions walk you through entering data at a model IQ 300 IntelliClock. The IQ 300 tracks basic time & attendance information, as well as departmental and disbursement (tips) tracking.

Time & Attendance Punches

Use the following instructions to enter basic time and attendance punches at the clock (with no job, task or department information).

1. Check to see if the display panel on the clock reads “READY.” If the word “READY” is not visible, refer to “Clock Communication Troubleshooting” on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom.

Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.

4. The display panel shows the card number of the card just swiped, and reads

MAKE SELECTIONS
THEN PRESS "ENTER"

Press the <ENTER> key on the clock keypad to complete the punch entry.
Note: The <ENTER> key should always be pressed when completing a punch at the clock, unless the "Quick Punch" system option is enabled. See "System Options" on page 47 for a description of clock options.

Department Entries

Use the following instructions to enter punches at the time clock that are assigned to a specific department level.

There are two different types of department entries, "Department Overrides" and "Department Transfers."

- **Department Override:** Employees can be assigned to a default department level in the TimeForce software. When employees punch at the time clock *without* entering department information, their punches are assigned to their specified default department. When an employee needs to clock in at the beginning of the day with a department number *other than* their default department level, a "department override" punch is used.
- **Department Transfer:** This type of punch is used when an employee is already clocked into a department level, but needs to switch to a new department at some point during the day. Two entries are generated with each department transfer, an "out" punch from the current department, and an "in" punch for the new.

1. Check to see if the display panel on the clock reads "READY." If the word "READY" is not visible, refer to "Clock Communication Troubleshooting" on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.

3. Quickly and evenly slide the card through the card reader slot from top to bottom.
   Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.
4. The display panel shows the card number of the card just swiped, and reads:

   MAKE SELECTIONS
   THEN PRESS “ENTER”

5. Press the <DEPT> key. The following is displayed:

   CARD: X OVERRIDE
   DEPT:

6. A punch type of “override” is selected by default. Note that the <DEPT> key is a toggle. Press it again to switch to a punch type of “transfer.”

Once you have specified the punch type, enter the desired department number and press <ENTER>.

IQ 400 Clock

The following instructions walk you through entering data at a model IQ 400 IntelliClock. The IQ 400 tracks basic time & attendance information, as well as job, task and quantity tracking.

Time & Attendance Punches

Use the following instructions to enter basic time and attendance punches at the clock (with no job, task or department information).

1. Check to see if the display panel on the clock reads “READY.” If the word “READY” is not visible, refer to “Clock Communication Troubleshooting” on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom.
   Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.

4. The display panel shows the card number of the card just swiped, and reads

MAKE SELECTIONS
THEN PRESS “ENTER”

Press the <ENTER> key on the clock keypad to complete the punch entry.
Note: The <ENTER> key should always be pressed when completing a punch at the clock, unless the “Quick Punch” system option is enabled. See “System Options” on page 47 for a description of clock options.

Job Tracking Entries

Use the following instructions to enter punches at the time clock which are assigned to job and task information in the TimeForce system.

1. Check to see if the display panel on the clock reads “READY.” If the word “READY” is not visible, refer to “Clock Communication Troubleshooting” on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom.
   Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.
4. The display panel shows the card number of the card just swiped, and reads:

MAKE SELECTIONS
THEN PRESS “ENTER”

5. Press the <JOB> key on the time clock keypad.
6. Enter the desired job either by typing the job number at the keypad and pressing <ENTER>, or by scanning it in using an optional barcode reader or wand. The following message appears:

QTY, TASK, or ENTER

7. If you are finished entering punch information, press the <ENTER> key to save the punch entry. Press the <TASK> key to enter task information, or the <QTY> key to enter a quantity.

8. Press the <TASK> key to specify a task with the punch. Enter the desired task number at the keypad, or scan it using a barcode wand or reader, and press <ENTER>. The following message appears:

   QTY or ENTER

9. If you are finished entering punch information, press the <ENTER> key to save the punch entry. If you would like to specify a quantity with this punch, press the <QTY> button.
   Note: The <QTY> button can be pressed at any point during the punch entry process.
10. Enter the desired quantity. By default, a decimal is assumed at two places. For example, an entry of "1500" would appear as "15.00" when downloaded.
    Note: Assumed decimal places can be configured from the Clock-Link utility.
11. Press the <ENTER> key to save the punch.

Note: Time clock entry procedures can vary depending on the settings specified in the TimeForce software. Refer to the "Job Settings" section of the TimeForce Job Tracking guide for information on the available job tracking settings.

IQ 500 Clock

The following instructions walk you through entering data at a model IQ 500 IntelliClock. The IQ 500 tracks basic time & attendance information, as well as job tracking, departmental, and disbursement (tips) tracking.

Time & Attendance Punches

Use the following instructions to enter basic time and attendance punches at the clock (with no job, task or department information).

1. Check to see if the display panel on the clock reads "READY." If the word "READY" is not visible, refer to "Clock Communication Troubleshooting" on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.

3. Quickly and evenly slide the card through the card reader slot from top to bottom.
   Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.
4. The display panel shows the card number of the card just swiped, and reads

   MAKE SELECTIONS
   THEN PRESS “ENTER”

5. Press the <ENTER> key on the clock keypad to complete the punch entry.
   Note: The <ENTER> key should always be pressed when completing a punch at the clock, unless the “Quick Punch” system option is enabled. See “System Options” on page 47 for a description of clock options.

Job Tracking Entries

Use the following instructions to enter punches at the time clock which are assigned to job and task information in the TimeForce system.

1. Check to see if the display panel on the clock reads “READY.” If the word “READY” is not visible, refer to “Clock Communication Troubleshooting” on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom.
   Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.
4. The display panel shows the card number of the card just swiped, and reads:

   MAKE SELECTIONS
   THEN PRESS “ENTER”

5. Press the <JOB> key on the time clock keypad.

6. Enter the desired job either by typing the job number at the keypad and pressing <ENTER>, or by scanning it in using an optional barcode reader or wand. The following message appears:

   QTY, TASK, or ENTER

7. If you are finished entering punch information, press the <ENTER> key to save the punch entry. Press the <TASK> key to enter task information, or the <QTY> key to enter a quantity.
8. Press the <TASK> key to specify a task with the punch. Enter the desired task number at the keypad, or scan it using a barcode wand or reader, and press <ENTER>. The following message appears:

   QTY or ENTER

9. If you are finished entering punch information, press the <ENTER> key to save the punch entry. If you would like to specify a quantity with this punch, press the <QTY> button.
   Note: The <QTY> button can be pressed at any point during the punch entry process.
10. Enter the desired quantity. By default, a decimal is assumed at two places. For example, an entry of "1500" would appear as "15.00" when downloaded.
    Note: Assumed decimal places can be configured from the ClockLink utility.
11. Press the <ENTER> key to save the punch.

Note: Time clock entry procedures can vary depending on the settings specified in the TimeForce software. Refer to the "Job Settings" section of the TimeForce Job Tracking guide for information on the available job tracking settings.

Department Entries

Use the following instructions to enter punches at the time clock that are assigned to a specific department level.

There are two different types of department entries, "Department Overrides" and "Department Transfers."

- **Department Override:** Employees can be assigned to a default department level in the TimeForce software. When employees punch at the time clock *without* entering department information, their punches are assigned to their specified default department. When an employee needs to clock in at the beginning of the day with a department number *other than* their default department level, a "department override" punch is used.
- **Department Transfer:** This type of punch is used when an employee is already clocked into a department level, but needs to switch to a new department at some point during the day. Two entries are generated with each department transfer, an "out" punch from the current department, and an "in" punch for the new.

1. Check to see if the display panel on the clock reads "READY." If the word "READY" is not visible, refer to "Clock Communication Troubleshooting" on page 169 of this guide.
2. If you are using magnetic time cards, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom.
   Note: Proximity time card users need only hold their time card up to the target located on the right of the face of the clock.
4. The display panel shows the card number of the card just swiped, and reads:

   MAKE SELECTIONS
   THEN PRESS "ENTER"

5. Press the <DEPT> key. The following is displayed:

   CARD: X OVERRIDE
   DEPT:

6. A punch type of "override" is selected by default. Note that the <DEPT> key is a toggle. Press it again to switch to a punch type of "transfer."

Once you have specified the punch type, enter the desired department number and press <ENTER>.

Other Punch Options

After the card number has been specified, press <ENTER> to complete the punch and have the software determine whether it is an in or out punch. If you wish to assign the punch type, press the <IN>, <LUNCH>, <BREAK>, or <OUT> buttons, then press <ENTER>. You can press the buttons in combination to specify a punch type; for example, <LUNCH> plus <OUT>, or <BREAK> plus <IN>. If you make a mistake, such as accidentally pressing <IN> rather than <OUT>, simply press the correct button and the display shows the new punch type that you've specified. When the punch type is correct, press <ENTER>. Unless you have the Quick Punch option enabled, you should always press <ENTER> to complete any entry at the IntelliClock.

If the punch is accepted, the clock displays an "ACCEPTED" message. If the clock does not accept the punch, three error beeps sound and the display does not show the card number. Wait until the clock stops beeping, then swipe the card again.

Additional Features

An IntelliClock includes many advanced features. The following is a brief description of the features offered by this clock.

Press the <MENU> button to see additional options. When you do so, a prompt appears asking you to enter your password. Type in your password and press <ENTER>.

Note: When you purchase your clock, the default administrator password is set as "1111." The default supervisor password is set as "2222." Enter the default administrator password the first time that you use the clock. Once you have accessed the main menu, you can select the Passwords option and reset the defaults to the passwords of your choice.

Main Menu

When you enter your password, the Main Menu appears with three options:

1. SYSTEM MAINT
2. SYSTEM OPTIONS
3. PASSWORDS

Type in the number of the option that you wish to access.

Note: Press the [CLR] button to return to the previous menu from any point in the clock menu options.

System Maintenance

The System Maintenance menu has three options:

1. REPORTS
2. MEMORY
3. ETHERNET

Type in the number for the option you wish to access.

Reports

The Reports menu has three options:

1. BLOCKS USED
2. PACKETS STORED
3. SYSTEM VER, DATES

Type in the number for the report that you wish to view. The information you request appears in the display menu. After a few seconds, the screen clears and the display returns to the Reports menu.

Press the <MENU> button to return to the System Maintenance menu.

Memory

The Memory menu has three options:

1. CLEAR DATA MEMORY
2. SET TO DEFAULTS
3. SET CLOCK ID

Type in the number for the option you wish to access.

Clear Data Memory

Warning: This option deletes all data that is currently being stored in the clock. There is no way to recover data that has been deleted from the clock.

When you select this option, you receive the following prompt:

PLEASE CONFIRM:
DELETE ALL DATA?
NO YES

The <NO> and <YES> buttons are two gray rectangular buttons located above the numeric keypad on the clock face. The button on the left is the <NO> button and the one on the right is the <YES> button. Press the appropriate response. When you have made a selection, you will be returned to the Memory menu.

Set to Defaults

This option resets the clock ID, Password and all custom-definable ranges to the default settings. When you select this option, you receive the following prompt:

PLEASE CONFIRM:
SETTING DEFAULTS
NO YES

Press the appropriate response. When you have made a selection, you will be returned to the Memory menu.

Set Clock ID

When you select this option, you receive the following prompt:

SET NEW CLOCK ID
CURRENTLY: [XXXXX]

CLOCK ID:

The Currently field shows the current clock ID. By default, this is “00001.” To change the clock ID, type in the new ID and press <ENTER>.

Ethernet

This menu contains the clock's ethernet settings. This menu has four options:

1. SET IP ADDRESS
2. SET SUBNET MASK
3. SET GATEWAY
4. SHOW SETTINGS

Set IP Address

When you select this option, you receive the following prompt:

SET NEW IP ADDRESS:
CURRENTLY:

ENTER NEW IP:

The Currently field shows the current IP Address. To change the clock IP address, type in the new address and press <ENTER>.

Set Subnet Mask

When you select this option, you receive the following prompt:

SET NEW SUBNET MASK:
CURRENTLY:

ENTER NEW MASK:

The Currently field shows the current Subnet Mask. To change the Subnet Mask, type in the new mask and press <ENTER>.

Set Gateway

When you select this option, you receive the following prompt:

SET NEW GATEWAY:
CURRENTLY:

ENTER NEW GATEWAY:

The Currently field shows the current Gateway. To change the Gateway, type in the new setting and press <ENTER>.

Show Settings

This option displays the clock's current IP Address, Subnet Mask and Gateway settings.

System Options

When you select this menu item, the following message appears:

SYSTEM OPTIONS
ENTER OPTION NUMBER
FOLLOWED BY *ENTER*

Type in the option number you wish to access. When you do so, you receive a prompt inviting you to change the current setting for this option by typing 1 for Yes or 0 for No. Make changes as you wish. Press <ENTER> to save your change(s), and <CLEAR> to return to the Main Menu.

Note: Some options are premium options and must be purchased separately. A password is required to activate these options if you did not purchase them at the same time as your clock.

Options

The following table lists the system options that are available on the IntelliClocks. Type in the option number, then press <ENTER> to access the option.

TABLE: Hardware-1: IntelliClock Options

Number	Function
1	This option enables keypad entry of employee numbers, so that swipe cards are not necessary. Type in 1 to enable keypad entry, and 0 to disable it. This is a premium option, and requires a special password. Press <CLR> to cancel, and <ENTER> to enter your password and access the option.
2	This option allows the use of barcode time cards. Type in 1 to enable the option, and 0 to disable it.
3	This number is currently undefined. An option may be added here at a future date.
4	This option enables the key click. Enable this option if you want the clock to beep every time a key is pressed. Type in 1 to enable the option, and 0 to disable it.

TABLE: Hardware-1: IntelliClock Options

Number	Function
5	This option enables relay events. Type in 1 to enable relay events, and 0 to disable them. This is a premium option, and requires a special password. Press <CLR> to cancel, and <ENTER> to enter your password and access the option. **Note:** Option #5 and option #13 are mutually exclusive. It is not possible to enable both options.
6	This option enables the <JOB> key. Type in 1 to enable the <JOB> key, and 0 to disable it. This is a premium option, and requires a special password. Press <CLR> to cancel, and <ENTER> to enter your password and access the option.
7	This option enables the <DEPT> key. Type in 1 to enable the <DEPT> key, and 0 to disable it. This is a premium option, and requires a special password. Press <CLR> to cancel, and <ENTER> to enter your password and access the option.
8	This option enables the <TIPS> key. Type in 1 to enable the <TIPS> key, and 0 to disable it. This is a premium option, and requires a special password. Press <CLR> to cancel, and <ENTER> to enter your password and access the option.
9	This option enables the <IN> and <OUT> keys that allow you to manually determine whether a punch is an In or an Out punch.
10	This option allows you to select the displayed date format. Choose between a US and European date format.
11	This option allows you to turn fingerprint verification on or off for all employees.
12	This option allows you to select the baud rate at which the clock communicates. The available selections are 9600 and 38400 bps. This option is only used when the clock is communicating with additional Daisy time clocks. When using ETC Daisy clocks, a baud rate of 9600 bps is used. Use a baud rate of 38400 bps for IQ 500 Daisy clocks.
13	This option allows you to enable the Door Security feature. The time clock relay is connected to an external door switch. When an employee's punch at the time clock is accepted, the relay activates, and the door opens. This is a premium option, and requires a special password. **Note:** Option #5 and option #13 are mutually exclusive. It is not possible to enable both options.

TABLE: Hardware-1: IntelliClock Options

Number	Function
14	This option is currently undefined. An option may be added here at a future date.
15	This option enables the Quick Punch feature. With this feature enabled, employees do not have to press the final <ENTER> when clocking In or Out.
16	This option is used with the barcode and Proximity card readers. It specifies whether the first or last 5 digits of the card number are to be used.

Passwords

When you select this menu item, the following prompt appears:

PASSWORD ENTER
1. ADMINISTRATOR
2. SUPERVISOR
3. CLOCK MODEM

The **Administrator** password gives the user full access rights to the clock menu options.
The **Supervisor** password gives the user access to the System Maintenance section of the main menu, but not to System Options.
The **Clock Modem** password is the password that is used when the software connects to the time clock.

Type in the number for the option you want to access. When you do so, you receive a prompt asking you to type in the new password. Type in the password and press <ENTER>. The clock asks you to re-enter the password. Type in the password and press <ENTER> again. The new password is now entered into the clock.

See “Downloading Your Time Clock” on page 163 for instructions on downloading the punches from your time clock.

Using the Model IQ 1000 IntelliClock

The IQ 1000 is an advanced model of time clock with many features and benefits designed to offer you a wide range of options in how you collect your time and attendance data.

Note that the operating temperature range of the IQ 1000 is 5° F to 125° F.

Creating an IQ 1000 Clock Profile

The IQ 1000 time clock allows your employees to access their current punch, schedule, accrual, and departmental information directly from the clock. This information is uploaded to the time clock using the ClockLink utility. A time clock profile must be created in the TimeForce II program for each IQ 1000 clock.

Clock information is inserted into the TimeForce system from the main "Clocks" section of the program.

1. Open the TimeForce software and log in as a user with administrative rights.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **New Clocks** section, click on the [ADD CLOCK] icon.
4. Select "IQ 1000" from the **Model** drop-down menu.
5. Enter the clock **Number**. This number is assigned in the memory of the time clock itself. The default number is "1."
6. Enter the clock **Password**. This is the password that is assigned at the time clock itself. The default clock password is "IQ1000." **Note:** See"How Do I Find the Clock Number and Password?" on page 65 for further instructions.
7. Enter a **Description** for this clock as you would like it to appear in TimeForce II and ClockLink.

8. If you would like to assign this clock to a group, make the desired selection from the **Group Name** drop-down menu.
   Note: See page 211 for instructions on creating clock groups.
9. If you would like to assign the clock to a **Default Department** level, click on the "No Department" link, and make the desired selection from the tree-directory that appears.
10. The **Vacation Time** drop-down menu contains each accrual policy that you have inserted into the TimeForce system. Select the policy that employee vacation time is deducted from. This setting allows your employees to log into the time clock and view their available vacation hours.
11. The **Sick Time** drop-down menu contains each accrual policy that you have inserted into the TimeForce system. Select the policy that employee sick time is deducted from. This setting allows your employees to log into the time clock and view their available sick time hours.
12. If you would like to upload individual employee schedules to the time clock, put a check mark in the **Upload Schedules** field. This setting makes it so that employees can only punch at the time clock during the range of time specified in the schedule that they are assigned to.
    Note: In order for this feature to function properly, employees *must* be assigned to a schedule in the TimeForce system. Also, employee schedules must be assigned to a Schedule Template.
13. If you would like to upload relay events to the time clock, put a check mark in the **Upload Relay Events** field. See "Creating Relay Events" on page page 55 for further instructions.
14. Select the **Time Zone** that the clock will reside in from the drop-down menu.
15. Enter any desired **Note**s about this time clock in the provided text-entry field.
16. Select the **Connection Type** from the drop-down menu. The steps to completing the clock profile vary slightly depending on what connection type you are using.

- **Ethernet:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.
  Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.
- **Serial:** Select the **Com Port** that the clock is connected to from the drop-down menu. Select "Auto Detect" to have the system automatically determine which port the clock is connected to.
- **Modem:** In the **Phone Number** field, enter the phone number of the line that the clock is connected to. Enter the number exactly as you would dial it into a telephone, including any necessary area code or extension numbers. Do not use dashes or brackets.
  Example: A phone number of (800) 555-4855 would be entered as "18005554855."
- **Cellular:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.
  Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

Before you can customize the information to be sent to the clock from TimeForce II, you must first add the clock profile to the system. Click on the [CREATE] icon located in the lower left-hand section of the screen.

Customizing Time Clock Information

Multiple levels of information can be uploaded to the time clock from the TimeForce database.

Allowed Period

This is the period of time during which the time clock will accept punches. Any employee punching outside of this time range will receive an error message stating that supervisor approval is required in order to complete this punch. The punch will only be recorded if a supervisor user enters their administrator password and “clears” the punch.

Note: Default Allowed Periods are only used when employee schedules are not uploaded to the clock. When schedules are being used, the time range specified in the Schedule Template that the employee's schedule is assigned to is used as the employee's allowed period.

Default Allowed Periods are specified within each clock's time clock profile in the TimeForce II system. Use the following instructions to customize allowed periods.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select “All” to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. In the **Number** column, click on the ID of the time clock that you would like to specify allowed periods for. The “Clock” screen appears. The **Allowed Periods** setup is located directly below the clock info section of the screen.

7. For each day of the week, enter the start time and end time of the range during which employees are allowed to punch at the clock. To leave a day unrestricted, set the start time to “00:00” and the end time to “23:59.”
8. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made to the time clock profile.

Relay Events

Qqest time clocks come with an optional feature called “Relay Events.” This feature allows you to connect an external bell, buzzer or other signal device to the time clock and program specific times of the day for the signal to go off, usually indicating schedule start, stop or break times. Each time clock can handle up to 32 relay events.

Relay Events are assigned to time clock profiles in TimeForce II. Use the following instructions to assign relay events to your time clock profiles.
Note: The option to edit Relay Events will only appear if the “Upload Relay Events” option is selected in the time clock profile.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select “All” to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired time clock, and click on the “View” link in the **Relay Events** column.
   Note: This link will only appear if the “Upload Relay Events” option is selected in the time clock profile.
7. To create a new relay event, click on the [ADD] icon.
8. In the **Relay Time** column, enter the time of day that this event is to be activated. The time must be entered in 24-hour format.

9. In the **Duration Seconds** column, enter the number of seconds that you want the bell or buzzer to sound for when the event is activated.
10. When the relay event occurs, it can either pulse for its duration or it can sound continuously. With **Pulse** selected, the bell or buzzer sounds as a series of pulses (on...off...on...off...on...off) for the duration of the event. If not selected, the bell or buzzer sounds continuously for the duration of the event.
11. Put a check mark in the box for each day of the week on which you want this event to occur.
12. Click on the [ADD] icon to insert additional events. Click on the [SAVE] icon to save the changes that you have made.

The clock can handle up to 32 relay events. To remove a relay event from the clock profile, click on the ✕ icon.

Employees at Clock

The time clock gives you the option of restricting the employees who are allowed to punch in and out. If an employee who is not assigned to this time clock attempts to punch they will receive an error stating that they are not assigned to the clock, and that a supervisor override is required. A supervisor can then enter their clock password and allow the punch, if desired.

By default all employees are allowed to punch at the time clock. Use the following instructions to restrict employees.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select “All” to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.

6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Employees at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Employees** option. The **Departments**, **Supervisors** and **Other Employees** sections appear.
   - The **Departments** section allows you to restrict employees based on the default department level that they are assigned to. All department levels appear in the "Unassigned" box. Highlight the departments that you would like to allow to use this clock, and click on the » icon. The selected departments are moved to the "Assigned" box.
   - The **Supervisors** section allows you to restrict employees based on the supervisor that they are assigned to in the system. All supervisors appear in the "Unassigned" box. Highlight the supervisors that you would like to allow to use this clock, and click on the » icon. The selected supervisors are moved to the "Assigned" box.
   - The **Other Employees** option allows you to assign or restrict employees on an individual basis. The settings in this section override any assignments made in the "Departments" or "Supervisor" sections. Your employees are displayed in the **All Employees** box. Highlight the desired employees, and click on the » icon to assign them to the clock. Click on the « icon to restrict them from the clock.
   - The **Current Assigned Employees** section to the right displays all employees assigned to the clock, based on all 3 selection methods.

   To unassign employees from any section, highlight the desired settings in the **Assigned** box and click on the « icon. The selections are moved to the **Unassigned** box.
8. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Departments at Clock

This option allows you to define which department levels your employees will be able to punch into and out from at this time clock. If an employee attempts to punch into a department that is not assigned to this clock they will receive an error message stating that supervisor approval is required for this punch. A supervisor can then enter their clock password and accept the punch, if desired.

By default all departments are assigned to the clock. Use the following instructions to restrict departments.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Departments at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Departments** option. The **Assigned Departments** section appears.
8. All department levels are displayed in the **Unselected** box. Highlight the desired department levels and click on the » icon (hold down the {CTRL} key on your keyboard to select multiple departments). The selected departments are moved to the **Selected** box.
9. To unassign departments, highlight the desired names in the **Selected** box and click on the « icon. The selected departments are moved to the **Unselected** box.
10. Click on the [UPDATE] icon located in the bottom of the screen to save the changes that you have made.

Jobs at the Clock

This section will only be available if you are using the "Job Tracking" module of the TimeForce II system.

Use this option to define which jobs your employees will be allowed to punch into from this time clock. If an employee attempts to punch into a job that is not assigned to this clock, an error message will appear stating that a supervisor override is necessary to complete the punch. A supervisor can then enter their clock password and accept the punch, if desired.

By default all jobs are allowed at the clock. Use the following instructions to restrict jobs.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Jobs at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Jobs** option. The **Assigned Jobs** section appears.
8. All jobs are displayed in the **Job Unselected** box. Highlight the desired jobs and click on the » icon (hold down the {CTRL} key on your keyboard to select multiple jobs). The selected jobs are moved to the **Job Selected** box.
9. To unassign jobs, highlight the desired names in the **Job Selected** box and click on the « icon. The selected jobs are moved to the **Job Unselected** box.

10. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Tasks at the Clock

This section will only be available if you are using the Job Tracking module of the TimeForce system.

Use this option to define which Tasks your employees will be allowed to punch into from this time clock. If an employee attempts to punch into a task that is not assigned to this clock, an error message will appear stating that a supervisor override is necessary to complete this punch. A supervisor can then enter their clock password and accept the punch, if desired.

By default all tasks are allowed at the time clock. Use the following instructions to restrict tasks.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select “All” to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Tasks at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Tasks** option. The **Assigned Tasks** section appears.
8. All tasks are displayed in the **Task Unselected** box. Highlight the desired tasks and click on the » icon (hold down the {CTRL} key on your keyboard to select multiple tasks). The selected tasks are moved to the **Task Selected** box.

9. To unassign tasks, highlight the desired names in the **Task Selected** box and click on the « icon. The selected tasks are moved to the **Task Unselected** box.
10. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Editing and Deleting Existing Time Clock Profiles

Time clock profiles are displayed in the "Clock Settings" section of the TimeForce program.

1. Open the TimeForce II program and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. If you would like to view clock profiles belonging to a specific clock group only, make the desired selection from the **Group Name** drop-down menu. Select "All" to display all time clock profiles.
5. The **Sort** by fields allow you to select how the displayed list of clock profiles are sorted.
6. Click on the [DISPLAY] icon to view time clock profiles.
7. Clock profiles are displayed under the **Clock List** section of the screen. The following information is displayed for each profile.
    - **Number:** This is the ID of the displayed time clock. The setting in this field is a link. Click on the link to bring up the profile for this clock.
    - **Model:** This column displays the clock model (as in "IQ400," "IQ1000," etc.).
    - **Connection Type:** This is the type of connection that the time clock uses (as in "Serial," "Ethernet," "Modem," etc.).
    - **Method:** This is the additional information entered, based on the connection type (as in the com port selected, or the phone number entered, etc.).

- **Group:** If the time clock is assigned to a clock group, this field displays the name of the group that the clock is assigned to.
- **Description:** This is the description that was inserted when the clock profile was created.
- **Relay Events:** If you selected the "Upload Relay Events" option when creating the clock profile, a "View" link appears in this field. Click on the link to manage Relay Events for the clock.
- Click on the ✕ icon to remove a clock profile from the system.

IQ 1000 Clock Messages

The IQ 1000 gives you the option of displaying a message on the face of the clock itself when your employees punch in or out. These messages can be displayed to the entire company, on a departmental basis, or individually to specific employees.

Only one message will be shown to an employee at the clock. The order of precedence is **employee > department > company**. This means that an employee message will take precedence over a department or company message, and a department message will take precedence over a company message.

Creating Clock Messages

Log into the TimeForce system as an administrator user and click on the main "Clocks" navigation tab at the top of the screen.

Click on the [CLOCK MESSAGES] icon located under the **Existing Clocks** section of the screen. The "Clock Messages" screen opens.

This screen is divided into three sections, **Company Messages**, **Department Messages** and **Employee Messages**.

Company Messages

1. Click on the [ADD] icon located directly to the right of the **Company Messages** header. The "Company Clock Message" screen appears.
2. The **Message ID** is automatically generated by the system, and is not editable.

3. Put a check mark in the **Default Message** field if you would like this message to be the default message that is displayed when all other messages have expired, or haven't activated yet. Note that with the default message option selected, the option to enter a date range for this message disappears.
4. Enter a **Start Date** for this message if you would like this message to be displayed for a limited time only. Enter the date manually by typing it into the field, or click on the icon to select the date from a calendar.
5. Enter an **End Date** for this message if you would like this message to be displayed for a limited time only. Enter the date manually by typing it into the field, or click on the icon to select the date from a calendar.
6. Use the **Message** field to enter the desired message. The message may contain a maximum of 21 characters.
7. Click on the [CREATE] icon to add the company message.

Department Messages

1. Click on the [ADD] icon located directly to the right of the **Department Messages** header. The “Department Clock Message” screen appears.
2. The **Message ID** is automatically generated by the system, and is not editable.
3. Put a check mark in the **Default Message** field if you would like this message to be the default message that is displayed when all other messages have expired, or haven't activated yet. Note that with the default message option selected, the option to enter a date range for this message disappears.
4. Enter a **Start Date** for this message if you would like this message to be displayed for a limited time only. Enter the date manually by typing it into the field, or click on the icon to select the date from a calendar.
5. Enter an **End Date** for this message if you would like this message to be displayed for a limited time only. Enter the date manually by typing it into the field, or click on the icon to select the date from a calendar.

6. Select the desired **Department** by clicking on the “No Department” link, and making the appropriate selection from the tree-directory that appears.
7. Use the **Message** field to enter the desired message. The message may contain a maximum of 21 characters.
8. Click on the [CREATE] icon to add the department message.

Employee Messages

1. Click on the [ADD] icon located directly to the right of the **Employee Messages** header. The “Employee Clock Message” screen appears.
2. The **Message ID** is automatically generated by the system, and is not editable.
3. Put a check mark in the **Default Message** field if you would like this message to be the default message that is displayed when all other messages have expired, or haven't activated yet. Note that with the default message option selected, the option to enter a date range for this message disappears.
4. Enter a **Start Date** for this message if you would like this message to be displayed for a limited time only. Enter the date manually by typing it into the field, or click on the icon to select the date from a calendar.
5. Enter an **End Date** for this message if you would like this message to be displayed for a limited time only. Enter the date manually by typing it into the field, or click on the icon to select the date from a calendar.
6. The **Employees** section allows you to select the employees who will see this message. All employees are listed in the **Unused** box.

   Highlight the desired employees in the list and click on the » icon. The selected employees are moved to the **Used** box.
7. Use the **Message** field to enter the desired message. The message may contain a maximum of 21 characters.
8. Click on the [CREATE] icon to add the department message.

Editing and Deleting Existing Messages

Each existing message is listed under the **Active Messages** section beneath its corresponding header.

- To edit a message, click on the **Message ID**. Make the desired changes in the detail screen and click on the [UPDATE] icon to save your changes.
- To delete a message, click on the ✕ icon to the far right of the desired message in the list.

How Do I Find the Clock Number and Password?

The clock ID number and password are stored in the time clock itself. These settings can be changed from the ClockLink program once you have connected to the time clock, but you must specify the clock's current ID and password before a connection can be made.

Note: The default clock ID is “1.” The default clock password is “IQ1000.”

The following procedures are performed at the keypad of the clock itself.

Finding the Clock ID

1. On the clock keypad, press the {MENU} button. The time clock displays the following:

   SELECT MENU FUNCTION
   ADMIN PERSONAL

2. There are two grey buttons directly above the numeric keys on the clock keypad. Press the button located below “ADMIN” on the clock display.
3. The clock prompts you for your card number. Type in a card number with administrator-level access rights and press <ENTER>.
   Note: The default admin card number is “8888.”
4. The clock prompts you for a PIN. Enter the appropriate password (based on the card number used) and press <ENTER>.
   Note: The default admin password is “1111.”

5. The “Main Admin Menu” appears. Press 1 for “System Maint.”
6. Press 2 for “Memory.”
7. Press 3 for “Set Clock ID.”
8. The “Currently” field displays the clock's current ID. Enter a new ID if desired and press <ENTER>.

You can now exit the time clock menu by pressing <CLR> repeatedly until the time is shown on the clock display.

Finding the Clock Password

1. On the clock keypad, press the <MENU> button. The time clock displays the following:

   SELECT MENU FUNCTION
   ADMIN PERSONAL

2. There are two grey buttons directly above the numeric keys on the clock keypad. Press the button located below “ADMIN” on the clock display.
3. The clock prompts you for your card number. Type in a card number with administrator-level access rights and press <ENTER>.
   Note: The default admin card number is “8888.”
4. The clock prompts you for a PIN. Enter the appropriate password (based on the card number used) and press <ENTER>.
   Note: The default admin password is “1111.”
5. The “Main Admin Menu” appears. Press 3 for “Clock Passcode.”
6. The current clock password is displayed in the field at the bottom of the screen. Enter a new password if desired (using the “Prev” and “Next” buttons for alpha-numeric entry) and press <ENTER>.

You can now exit the time clock menu by pressing <CLR> repeatedly until the time is shown on the clock display.

Using the IQ 1000 Clock

The IQ 1000 is our most advanced model of clock with many options and features. It can be used to restrict employee punching, allowing employees to punch at the clock during their scheduled shift times only. This model also allows your employees to view various information at the clock itself such as accrual totals, scheduled shift times and the date and time of their last clock entry.

Enrolling Finger Templates

Note: The Biometric unit on an IQ 1000 is optional. The following instructions only apply if you purchased a clock with a Biometric unit.

1. Press the <MENU> button on the time clock keypad. A screen appears which reads:

   MAIN SYSTEM MENU
   SELECT MENU FUNCTION
   ADMIN PERSONAL

2. Click on the grey button directly below the “ADMIN” option (at the very top of the clock keypad). The following message appears:

   ENTER YOUR CARD #

3. Enter the card number of a user that has access to the “Admin” clock features and press the <ENTER> key on the clock keypad.
   Note: The default administrator username is “8888.”

   The following message appears:

   ENTER PIN:

4. Enter the password for the given card number and press the <ENTER> key on the clock keypad.
   Note: The default administrator password is “1111.”
5. The main menu appears with several options. Press 1 for System Maintenance.
6. Press 4 for Finger ID.

7. The Finger ID menu appears with the following options:

   1. NEW FINGER ID
   2. CHECK EXISTING
   3. DELETE EXISTING
   4. GLOBAL SECURITY

   Press 1 to enter finger templates for the first time.

8. The prompt ENTER CARD NUMBER appears. Enter the card number or keypad entry number that you assigned to this employee in the TimeForce software and press <ENTER>.

9. A prompt appears that reads:

   READING FINGER ID
   PUT FINGER
   ON SENSOR

10. Have the employee whom you are enrolling place his or her finger in the IQ 1000 fingerprint reader. Usually the index finger is used, though the middle and ring fingers can also produce good results. To ensure correct placement, the employee should place the first joint of the finger against the raised ridge at the base of the reader screen, and place the fingertip firmly against the screen.

11. Once the clock has read the fingerprint, the following message appears:

    QUALITY: [X]/100
    CONTENT: [X]/100
    OK TO ACCEPT?
    YES NO

    This message denotes the general quality of the fingerprint read. You want both the “QUALITY” and “CONTENT” numbers to be as high as possible. Press the grey button under “YES” to accept the fingerprint read. Press the button below “NO” to have the clock read the fingerprint again.

12. If the “QUALITY” and “CONTENT” reads are too low, the following message may appear:

QUALITY: [X]/100
CONTENT: [X]/100
QUAL. OR CONTENT LOW
RETRY ACCEPT

If you get this message, you can have the employee moisten his or her finger slightly. Moisture helps the reader collect a high quality image of the fingerprint.

Check Existing Finger ID Records

To verify an existing finger ID record, from the Finger ID menu select #2, CHECK EXISTING. A prompt appears asking for the CARD number. Type in the CARD number and press <ENTER>. If the number is valid for a record that has already been created, the clock displays this message:

CARD #[X]
IS A VALID CARD
WITH [X] TEMPLATE(S)
SECURITY VERIFY

Press the grey button below “VERIFY.” When prompted, place a finger in the fingerprint sensor. The clock will verify or reject the fingerprint.

Deleting Existing Finger ID Records

To delete a finger ID record, from the Finger ID menu select #3, DELETE EXISTING. The clock asks you to enter the card number of the employee whose templates are to be deleted. Type in the card number and press <ENTER>. The following message appears:

PLEASE CONFIRM:
OK TO DELETE *ALL*
TEMPLATES FOR CARD?
YES NO

Press the grey button under the “YES” option to delete this employee’s stored finger templates.

Setting Finger ID Security Levels

Once you have enrolled your employees and they begin punching at the IQ 1000 clock, you may notice that the clock has difficulty verifying the identity of one or two employees. If this is the case, you may change the security level for that employee, making it easier for the clock to positively identify him or her.

1. At the clock, press the <MENU> button and log into the Administrator clock options.
2. Select #1 for SYSTEM MAINT.
3. Select # 4 for FINGER ID.
4. Select # 2 for CHECK EXISTING.
5. The clock asks you to enter a card number. Enter the card number at the keypad and press <ENTER>. The following message appears:

   CARD #[X]
   IS A VALID CARD
   WITH [X] TEMPLATE(S)
   SECURITY VERIFY

6. Press the grey button below the “SECURITY” option. The following message appears:

   CURRENT SECURITY
   LEVEL IS: 3
   1=MINIMUM, 5=MAXIMUM
   NEW SECURITY:

The default security level for all finger templates is 3. Type in the new security level for the employee and press any key to continue. It is recommended that you try lowering the security to level 2 first. If the employee still has difficulty clocking in you may choose to lower the security further to level 1.

Setting the Global Security Level

In addition to an individual security level that is set for each employee, the IQ 1000 also has a global security setting. By default, this is set to level 5, the highest level of security. When an employee is clocking in, the clock checks the global setting and the individual setting and uses the lower of the two. If you wish to, you may change the global security setting as well, though this is not recommended.

1. Press the <MENU> button on the keypad, select the "ADMIN" menu option, and enter your card number and password.
2. Press # 1 for SYSTEM MAINT.
3. Press # 4 for FINGER ID.
4. Press # 4 for GLOBAL SECURITY. The following message appears:

CURRENT SECURITY
LEVEL IS: 3
1=MINIMUM, 5=MAXIMUM
NEW SECURITY:

The default global security level is 5. Type in the new security level and press the <ENTER> key.

Collecting Data

Punching in and out is very simple with the IQ 1000. Within the TimeForce software, each employee is assigned a "Card Number." This number corresponds with either a magnetic swipe card, a proximity time card, a barcode card, or a number the employee enters at the clock's keypad. If the IQ 1000 is ready to accept punches, the word "Ready" appears in the display panel.

Note: Employees may enter their card number using the keypad rather than swiping a card if the Direct Keypad Entry option is enabled on your IQ 1000.

Time & Attendance Punches

Use the following instructions to enter basic time and attendance punches at the clock (with no job, task or department information).

1. Check to see that the clock display is showing the logo screen with the time displayed at the bottom.
2. If you are using cards with magnetic strips, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom. If you are using direct keypad entry, type the card number into the clock keypad and press <ENTER>. The display panel shows the card number and reads:

   READING FINGERPRINT
   PUT FINGER
   ON SENSOR

   Note: The Biometric unit on an IQ 1000 is optional. Finger template steps do not apply to a clock with no Biometric unit.
4. Place your finger on the IQ 1000 fingerprint reader. To ensure correct placement, the employee should place the first joint of the finger against the raised ridge at the base of the reader screen, and place the fingertip firmly against the screen. Once your fingerprint has been verified, the following message is displayed:

   CHOOSE:
   DEPT
   JOBS IN/OUT
   TIPS LUNCH/BREAK
   ENTER TO ACCEPT

   Note: The available options on this screen depend on which features are enabled on your clock. For instance, if you do not have the "IN/OUT" keys enabled, then the option for IN/OUT will not appear on this screen.
5. Press the <ENTER> key to complete the punch entry.
   Note: Unless you have enabled the clock's Quick Punch feature, you should always press <ENTER> to complete a punch entry at the IQ 1000. See "System Options" on page 85 for more information.

Job Tracking Entries

Use the following instructions to enter punches at the time clock which are assigned to job and task information in the TimeForce system.

1. Check to see that the clock display is showing the logo screen with the time displayed at the bottom.
2. If you are using cards with magnetic strips, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.
3. Quickly and evenly slide the card through the card reader slot from top to bottom. If you are using direct keypad entry, type the card number into the clock keypad and press <ENTER>. The display panel shows the card number and reads:

   READING FINGERPRINT
   PUT FINGER
   ON SENSOR

   Note: The Biometric unit on an IQ 1000 is optional. Finger template steps do not apply to a clock with no Biometric unit.
4. Place your finger on the IQ 1000 fingerprint reader. To ensure correct placement, the employee should place the first joint of the finger against the raised ridge at the base of the reader screen, and place the fingertip firmly against the screen. Once your fingerprint has been verified, the following message is displayed:

   CHOOSE:
   DEPT
   JOBS IN/OUT
   TIPS LUNCH/BREAK
   ENTER TO ACCEPT

   Note: The available options on this screen depend on which features are enabled on your clock. For instance, if you do not have the “IN/OUT” keys enabled, then the option for IN/OUT will not appear on this screen.
5. Press the <JOB> key on the time clock keypad. The following message is displayed:

ENTER JOB #:
OR PRESS A KEY BELOW
TO SELECT FROM A LIST

JOB #:

6. There are two methods of specifying a job at the clock:
   - **Job Number:** Enter the number assigned to the job in the TimeForce system and press <ENTER>. If you are using an optional barcode wand or gun, you can also scan a job barcode.
   - **Job List:** To select the desired job from a list of jobs that have been uploaded to the time clock, press either one of the grey buttons located above the number pad on the clock keypad. Use the up and down arrow buttons to scroll though the available jobs. Once the desired job in the list is highlighted, press <ENTER> on the clock keypad.

     Note: The job list contains the job profiles from the TimeForce software that you have uploaded to the IQ 1000 using the ClockLink utility.

7. The following message appears on the clock:

   JOB, TASK OR QTY
   ENTER = FINISHED

8. If you are finished entering punch information, press the <ENTER> key to save the punch entry. Press the <TASK> key to enter task information, or the <QTY> key to enter a quantity.
9. Press the <TASK> key to specify a task with the punch. The following message is displayed:

   ENTER TASK #:
   OR PRESS A KEY BELOW
   TO SELECT FROM A LIST

   TASK #:

10. There are two methods of specifying a task at the clock:
    - **Task Number:** Enter the number assigned to the task in the TimeForce system and press <ENTER>. If you are using an optional barcode wand or gun, you can also scan a task barcode.

- **Task List:** To select the desired task from a list of tasks that have been uploaded to the time clock, press either one of the grey buttons located above the number pad on the clock keypad. Use the up and down arrow buttons to scroll though the available tasks. Once the desired task in the list is highlighted, press <ENTER> on the clock keypad.
  Note: The task list contains the task profiles from the TimeForce software that you have uploaded to the IQ 1000 using the ClockLink utility.

11. The following message appears on the clock:

    JOB, TASK OR QTY
    ENTER = FINISHED

12. If you are finished entering punch information, press the <ENTER> key to save the punch entry. If you would like to specify a quantity with this punch, press the <QTY> button.
    Note: The <QTY> button can be pressed at any point during the punch entry process.
13. Enter the desired quantity (remember to use the period key), and press <ENTER> to save the punch.

Note: Time clock entry procedures can vary depending on the settings specified in the TimeForce software. Refer to the "Job Settings" section of the TimeForce Job Tracking guide for information on the available job tracking settings.

Department Entries

Use the following instructions to enter punches at the time clock that are assigned to a specific department level.

There are two different types of department entries, "Department Overrides" and "Department Transfers."

1. Check to see that the clock display is showing the logo screen with the time displayed at the bottom.
2. If you are using cards with magnetic strips, hold the card with the magnetic strip facing right. If you are using cards with barcodes, hold the card with the barcode facing left.

3. Quickly and evenly slide the card through the card reader slot from top to bottom. If you are using direct keypad entry, type the card number into the clock keypad and press <ENTER>. The display panel shows the card number and reads:

   READING FINGERPRINT
   PUT FINGER
   ON SENSOR

   Note: The Biometric unit on an IQ 1000 is optional. Finger template steps do not apply to a clock with no Biometric unit.

4. Place your finger on the IQ 1000 fingerprint reader. To ensure correct placement, the employee should place the first joint of the finger against the raised ridge at the base of the reader screen, and place the fingertip firmly against the screen. Once your fingerprint has been verified, the following message is displayed:

   CHOOSE:
   DEPT
   JOBS IN/OUT
   TIPS LUNCH/BREAK
   ENTER TO ACCEPT

   Note: The available options on this screen depend on which features are enabled on your clock. For instance, if you do not have the "IN/OUT" keys enabled, then the option for IN/OUT will not appear on this screen.

5. Press the <DEPT> key. The following is displayed:

   ENTER NEW DEPT NUMBER
   OR PRESS KEY BELOW
   TO SELECT FROM A LIST

   DEPT #:

6. There are two different methods for selecting a department at the clock:

   •**Department Number:** Enter the number assigned to the department level in the TimeForce software, and press the <ENTER> key.

•**Department List:** Press one of the grey buttons located above the number pad on the clock keypad to select the department from a list. Use the up and down arrow buttons to scroll through the list of departments. When the desired department in the list is highlighted, press the <ENTER> key.
Note: The department list contains the department levels from the TimeForce program that have been uploaded to the IQ 1000 using the ClockLink utility.

7. The clock prompts you to select whether you would like this punch to be a "TRANSFER" or an "OVERRIDE."

   - **Department Transfer:** This type of punch is used when an employee is already clocked into a department level, but needs to switch to a new department at some point during the day. Two entries are generated with each department transfer, an "out" punch from the current department, and an "in" punch for the new.
   - **Department Override:** Employees can be assigned to a default department level in the TimeForce software. When employees punch at the time clock *without* entering department information, their punches are assigned to their specified default department. When an employee needs to clock in at the beginning of the day with a department number *other than* their default department level, a "department override" punch is used.

   Select the desired option using the grey buttons located directly above the numeric keypad. You do not need to press the <ENTER> key. Once a selection has been made, the punch is automatically saved.

Other Punch Options

After the card number has been specified, press <ENTER> to enter the punch and have the software determine whether it is an in or out punch. If you wish to assign the punch a type, press the <IN>, <LUNCH>, <BREAK>, or <OUT> buttons, then press <ENTER>. You can press the buttons in combination to specify a punch type; for example, <LUNCH> plus <OUT>, or <BREAK> plus <IN>. If you make a mistake, such as accidently pressing <IN> rather than <OUT>, simply press the correct button and the display shows the new punch type you've specified. When the punch type is correct, press <ENTER>. Unless you have enabled the clock's Quick Punch feature, you should always press <ENTER> to complete a punch entry at the IQ 1000. See "System Options" on page 85 for more information.

Additional Clock Features

The IQ 1000 includes many advanced features. The following is a brief description of the features offered by this line of clocks.

Press the <MENU> button to see the additional clock options. The clock includes two different methods of user interface, "ADMIN," and "PERSONAL."

- The **ADMIN** user interface allows administrator users unlimited access to the time clock and its options.
- The **PERSONAL** user interface allows employees to log into the time clock and view their individual personal settings.

A user's level of access to the time clock and its functions is defined by the "Class" that the user is set up with in their TimeForce employee profile.

Admin Clock Interface

When you select "Admin," and enter your card number and password, the Main Menu appears with the following options:

Note: The default clock administrator username is "8888." The default admin password is "1111."

1. SYSTEM MAINT
2. SYSTEM OPTIONS
3. CLOCK PASSCODE
4. CLOCK INFORMATION

Type in the number for the option you wish to access.

Note: Press the <CLR> button to return to the previous menu from any point in the clock Menu options.

System Maintenance

The System Maintenance menu has five options:

1. REPORTS
2. MEMORY
3. ETHERNET
4. FINGER ID
5. SET DATE/TIME
6. OUTBOUND OPTIONS
7. UPLOAD DATA

Type in the number for the option you wish to access.

Reports

The Reports menu has three options:

1. STORAGE USED
2. SYSTEM VER. & DATES
3. COMPANY INFORMATION
4. FINGER ID VERSION
5. DEFAULT SCHEDULES

Type in the number for the report you wish to view. The information you request appears in the display menu. After a few seconds, the screen clears and the display returns to the Reports menu.

Press the <MENU> button to return to the System Maintenance menu.

Memory

The Memory Menu has three options:

1. CLEAR DATA MEMORY
2. SET TO DEFAULTS
3. SET CLOCK ID
4. SCAN DATA MEMORY
5. CLEAR EMP, TIMES
6. SET GLOBAL TIMEOUT

Type in the number for the option you wish to access.

Clear Data Memory

This option deletes all data that is currently stored in the clock. When you select this option, you receive the following prompt:

THIS WILL DELETE
ALL DATA IN THE
CLOCK AND IS
** IRREVERSIBLE!**
ARE YOU SURE??
YES NO

The <NO> and <YES> buttons are the two gray rectangular buttons above the numeric keypad on the clock face. The button on the left is the <NO> button and the one on the right is the <YES> button. Press the appropriate response. This option is restricted for security purposes. A menu will appear asking you to enter a passcode. To obtain this pass-code, call Qqest Technical Support at 1-800-697-7010.

Set to Defaults

When you select this option, you receive the following prompt:

SET TO DEFAULTS
ARE YOU SURE?
YES NO

Press the appropriate response. When you have made a selection, you will be returned to the Memory menu.

Set Clock ID

When you select this option, you receive the following prompt:

ENTER CLOCK ID
CURRENTLY: [X]

The Currently field shows the current clock ID. By default, this is 1. To change the clock ID, type in the new ID and press <ENTER>.

Scan Data Memory

This option scans the data being stored by the time clock looking for data that is outside of its known pointers. If data is found, the pointers are reset to include the found data, making the information available for download. This option is intended for use by Qqest Technical Support.

Clear Emp, Times

This option clears all information that has been uploaded to the clock from the TimeForce system (such as employees, departments, default schedules, etc.). This option is *not* reversible. Once deleted, data must be re-uploaded to the clock using the ClockLink program.

When you select this option, you receive the following prompt:

THIS WILL DELETE ALL
COMPANY AND EMPLOYEE
INFO AND IS
** IRREVERSABLE! **
CONFIG IS UNCHANGED
ARE YOU SURE??

The <NO> and <YES> buttons are the two gray rectangular buttons above the numeric keypad on the clock face. The button on the left is the <NO> button and the one on the right is the <YES> button. This option is restricted for security purposes. A menu will appear asking you to enter a passcode. To obtain this passcode, call Qqest Technical Support at 1-800-697-7010.

Set Global Timeout

This option allows you to configure the number of seconds for which menus are displayed on the face of the time clock before the clock times out and returns to the main “ready” screen.

When you select this option, you receive the following prompt:

ENTER GLOBAL TIMEOUT
(KEYPRESS WAIT TIME)
IN SECONDS:
NOW: 20
RANGE 20 - 60

The available range of seconds is 20 through 60. By default, the default timeout is set to 20 seconds. Enter the desired number of seconds at the clock keypad and press <ENTER>.

Ethernet

This menu contains the clock's ethernet settings. This menu has four options:

1. SET IP ADDRESS
2. SET SUBNET MASK
3. SET GATEWAY
4. SET LIVE SERVER
5. SET PUSH SERVER
6. WIRELESS SETTINGS
9. SHOW SETTINGS

Set IP Address

When you select this option, you receive the following prompt:

SET NEW IP ADDRESS:
CURRENTLY:

ENTER NEW IP:

The Currently field shows the current IP Address. To change the clock IP address, type in the new address and press <ENTER>.

Set Subnet Mask

When you select this option, you receive the following prompt:

SET NEW SUBNET MASK:
CURRENTLY:

ENTER NEW MASK:

The Currently field shows the current Subnet Mask. To change the Subnet Mask, type in the new mask and press <ENTER>.

Set Gateway

When you select this option, you receive the following prompt:

SET NEW GATEWAY:
CURRENTLY:

ENTER NEW GATEWAY:

The Currently field shows the current Gateway. To change the Gateway, type in the new setting and press <ENTER>.

Set Live Server

This option allows you to set the IP address of the server that the time clock connects to when using the Live Lookup option. See page 94 for more instructions.

Set Push Server

When using the Cellular clock, this option allows you to set the IP address for the server that the clock connects to. See the cell clock documentation for further instructions.

Wireless Settings

This menu allows you to configure various wireless options.

Enter SSID

The SSID is the ID of the wireless access point that the clock will connect to.

1. From the Ethernet Menu, press 6 for “Wireless Settings.”
2. Press 1 for “Enter SSID.” The following prompt appears:

   ENTER WIRELESS ID:
   (SSID)
   (ALPHANUMERIC ENTRY)

3. Use the grey buttons above the clock keypad to enter the ID of the wireless access point and press <ENTER>.

Connection Type

This option lets you configure whether your clock will connect to a wireless access point (infrastructure), or computer-to-clock (AD HOC).

Security Settings

This option allows you to configure network authentication options.

Show Settings

This menu displays the clock's current wireless settings.

Show Settings

This option displays the clock's current IP Address, Subnet Mask and Gateway settings.

Finger ID

This menu contains the time clock's finger template settings. See "Enrolling Finger Templates" on page 67 for instructions on this menu.

Set Date/Time

This option allows you to set the date and time on the clock manually from the clock keypad.

When you select this option, you receive the following prompt:

CURR DATE: XX/XX/XXXX
MONTH:

- Enter a number between 1 and 12 to denote the desired month and press <ENTER>. "DAY" appears below the specified month setting.
- Enter the desired date and press <ENTER>. "YEAR" appears below the specified day setting.
- Enter the desired year and press <ENTER>.

The current time is displayed at the top of the screen. The following prompt appears:

ENTER TIME AS hhmmss

In 24-hour format, enter the desired time as "HH/MM/SS" and press <ENTER>. For example, a time of four o'clock p.m. would be entered as "160000."

The date and time setting is saved, and the clock returns to the main "System Maintenance" menu.

System Options

When you select this menu item, the following message appears:

SYSTEM OPTIONS
ENTER OPTION NUMBER
FOLLOWED BY *ENTER*

Type in the option number you wish to access. When you do so, you receive a prompt inviting you to change the current setting for this option by pressing the button below [YES] or [NO] on the clock display. Make the desired changes. Press <ENTER> to save your changes and <CLR> to return to the Main Menu.

Note: All options are accessible from the System Options screen. However, certain options require additional hardware for use.

Options

The following table lists the system options that are available on the IQ 1000 equipped with firmware main code revisions 5.0n and above (On Demand application code). Type in the option number then press <ENTER> to access the option.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
1	Card Key	This option allows keypad entry of employee Card Numbers, making physical time cards unnecessary. Press the key located under [YES] on the clock display to enable this option. Press the key under [NO] to disable.
2	Barcode	This option allows the use of barcode time cards. Barcodes can always be used for entering Job and Task information, but can only be used as employee time cards with this option enabled. **Note:** See related option #18.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
3	Printer	This option is for use when a reciept printer is attached to the time clock. **Note:** Enabling this option with no printer attached will result in excessive wait times as the time clock attempts to communicate with the non-existent printer.
4	Key Click	With this option enabled, the time clock will emit a short beep each time a key is pressed.
5	Relay Events	When enabled, this option will cause the time clock to check for scheduled Relay Events and activate the Clock Relay when an event time occurs.
6	Job Key	This option enables or disables the <JOB>, <TASK> and <QTY> keys on the clock keypad. Press the key located under [YES] on the clock display to enable these keys. Press the key under [NO] to disable them.
7	Dept Key	This option enables or disables the <DEPT> key on the clock keypad. Press the key located under [YES] on the clock display to enable this key. Press the key under [NO] to disable it.
8	Tips Key	This option enables or disables the <TIPS> key on the clock keypad. Press the key located under [YES] to enable this key. Press the key under [NO] to disable it.
9	IN/OUT Keys	This option enables or disables the <IN> and <OUT> keys on the clock keypad. Press the button located under [YES] on the clock display to enable these keys. Press the key under [NO] to disable them.
10	US/EURO Date Format	This option allows you to select the format of the date displayed on the time clock. Choose between a US and European date format.
11	Fingerprint	This option allows you turn finger template verification on or off. When enabled, finger template requirements can be manually disabled on an individual basis from the TimeForce II program. With this option disabled, verification will be disabled for *all* employees.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
12	Lunch Punch Restriction	With this option enabled and configured on a per-employee basis in TimeForce, the clock will track when the employee clocks out for a lunch break, and will require the employee to take the specified amount of time for lunch before being allowed to clock back in.
13	Security	This option allows you to enable or disable the Door Security feature. The Door Relay on the time clock can be connected to an external Door Security switch. When an employee's punch is accepted at the time clock, the relay activates, and the door is opened for a pre-determined number of seconds.
14	Wiegand Out	This option is used to specify the Wiegand format the clock outputs to an external Wiegand device such as a security system. **Note:** This option is mutually exclusive with option #36. Both cannot be enabled simultaneously.
15	Quick Punch	This option enables/disables the Quick Punch feature. When enabled, employees do not have to press the final <ENTER> when punching at the clock. This feature is intended to allow very fast Time and Attendance punching when additional information is not required. Enabling this option automatically disables the <JOB>, <TASK>, <QTY>, <DEPT>, and <TIPS> keys.
18	Card Reader Type	This option configures the card reader to read either mag-stripe or barcode time cards. Select the appropriate setting and press the <ENTER> key. **Note:** See related option #2 above.
19	HID26 Decode	This option is used with a Proximity Card Reader to extract an HID 26-bit pattern that will represent an employee Card Number. The decoding properties of this option are mutually exclusive with other decoding format options.
20	Job Restriction	This option allows you to restrict Jobs at the time clock. With this option enabled, the time clock will only accept Job Numbers that have been sent to the time clock from the TimeForce II program. All other Job Numbers will be rejected. Disable this option to accept *all* Job Numbers.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
21	Task Restriction	This option allows you to restrict Tasks at the time clock. With this option enabled, the time clock will only accept Task Numbers that have been sent to the clock from the TimeForce II system. All other numbers will be rejected. Disable this option to accept *all* Task Numbers.
22	Dept Restriction	This option allows you to restrict Departments at the time clock. With this option enabled, the time clock will only accept Department Numbers that have been sent to the clock from the TimeForce II system. All other numbers will be rejected. Disable this option to accept *all* Department Numbers.
23	Time Correction	When enabled, this option disables Relay Events and Door Security and uses relay closure to synchronize electronic time clocks to IQ time using 3-wire synchronization. Minute synchronization will occur each hour at 58 minutes past the hour. Hour synchronization will occur at 5:58 AM and PM.
24	Receipt Print	With this option selected, a reciept will be printed for each successful punch. This option should only be enabled when using a printer attached to the clock. Excessive wait times will occur if this option is not disabled when no printer is in use. **Note:** When using this feature, System Option #3 must also be enabled.
25	Track1 Decoding	Enables decoding of magstripe data as track 1 (7-bit) data instead of track 2 (5-bit) data. **Note:** This option is mutually exclusive with other decode format options.
26	Zonar Decoding	Enables the retrieval of Binary Coded Decimal data (or Zonar Decoding) on a time card (magstripe or Proximity). **Note:** This option is mutually exclusive with other decode format options.
27	CIC Magstripe Decoding	Enables decoding of CIC-encoded HID Proximity cards (37-bit Wiegand). **Note:** This option is mutually exclusive with other decode format options.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
29	Auto Entry	When enabled, a MIN number of card digits is selected. When the MIN number is entered at the clock by a user, the clock will act as if the final <ENTER> key has been pressed and accept or reject the punch.
30	EMP Not In Clock	This option allows you to select whether an employee that has not been uploaded to the time clock will use the clock's default schedules, or will be notified that a supervisor override is required to successfully punch at the clock. **Note:** This option may not be used in conjunction with option #37.
31	FP Required for Menus	When enabled, the clock requires finger template verification for access to clock menus. **Note:** This option is only used when Finger Template Verification is enabled (option #11).
32	Alpha Chars in Barcode	When enabled, a barcode scan may consist of a combination of numeric and alphabetic characters. When disabled, the barcode scan must consist of numeric characters only.
34	Lunch/Break Keys	This option enables the <LUNCH> and <BREAK> keys on the clock keypad. Press the button located under [YES] to enabled the option, and the button located under [NO] to disable it.
35	Barcode Concatenation	This option enables the reading of multiple barcodes and combines them into a single number (10 character limitation on entire read).
36	Wiegand Input	With this option enabled, the clock will recognize Wiegand input for Card Number entry.
37	Door Open on Card Entry	If Door Security (option #13) is selected, and the option is enabled for the employee in TimeForce, this option will open the door immediately after the card number entry (as opposed to waiting for the full completion of the punch). This allows for the use of an external card reader, while still being able to input Job Tracking information. **Note:** This option cannot be used in conjunction with option #31.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
38	HID 10302 37-Bit Decode	This option decodes HID 37-BIT Binary cards, and is mutually exclusive with other decode formats.
39	HID 10320 37-Bit Decode	This option decodes HID 37-BIT Binary Coded Decimal cards, and is mutually exclusive with other decode formats.
40	Print Details	When using a receipt printer, this option enables the printing of punch details such as job number, task number, quantity and disbursement amounts, etc. (See option #24)
41	Ignore Supervisor Required	When selected, the clock will not display the “Supervisor Required” message on schedule violations (for employees not in the clock, use option #30). This allows for logging out-of-schedule access without any delay for systems with external readers. The clock generates a supervisor override punch with a supervisor ID of “9999999999.”
42	Qqest 40-Bit Decode	This option allows for the decoding of external Wiegand cards as straight binary (no parity bits), and is mutually exclusive with other decode formats.
43	Ext. Reader Door Only	With this option enabled, a swipe generated from an external Wiegand reader will open a door only. No time and attendance data is collected.
45	Disable Tones	When selected, the tone emitted by the clock on the accepting of a punch is disabled. **Note:** Error tones cannot be disabled. Key-click tones are enabled/disabled by option #4.
46	Enable Debug	When enabled, debug logging messages are collected and sent to the Serial Port.
47	Power Save	When selected, the clock will disable electrical power to the LED display backlight and finger template reader after a period of 15 seconds inactivity. This is done to conserve electricity. Power to both items will be restored instantly upon user interaction with the clock.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
49	Door External Only	The TimeForce system allows you to specify that finger template verification is not required for certain employees. With this clock option enabled, those employes will be granted door access with no finger template verification, while still enforcing verification for others.
50	In/Out Keys Required	When enabled, the clock requires the use of the <IN> and <OUT> keys on the clock keypad before a punch is accepted.
51	Cell Provider	For IQ 1000 Cellular clocks only, this option is used to choose the “Cellular Network Access Provider” (AT&T, T-Mobile) that is used to gain cell network access for the clock.
52	Custom Wiegand	This option is used with Wiegand card readers, and allows the user to specify how the collected bit patterns (data) read from time cards will be interpreted by the clock.
53	GPRS Static IP	For use with GPRS Cell clocks only, this option is used to enable or disable the Static IP feature built into GPRS SIMM cards that are equipped with “special” network programming. The Static IP SIMM card feature allows users to upload information (such as profiles and finger templates) to the clock using the ClockLink utility.
54	DHCP	When enabled, Ethernet equipped clocks will query the World Wide Network for an IP address that the clock will use for communicating on the network. **Note:** Each time the clock is power-cycled it will request and may receive a different IP address. With this option disabled, Ethernet equipped clocks must be given a static IP address from within the clock’s menu.
56	Cache Preferred	With this option enabled, the clock will first look in its own memory files for employees clocking in or out. If the employee cannot be found in the clock memory, employee information will be requested from the On Demand server.

TABLE: Hardware-2: IQ 1000 Clock Options

Number	Name	Description
57	Enforce Password	When enabled, the password sent by the ClockLink or Clock Server utilities at login will be evaluated. The login will be denied if the password does not match the password stored in the clock. With this option disabled, any password sent by ClockLink or Clock Server will be accepted. **Note:** ClockLink and Clock Server must still attempt the password to gain login access.
58	Job Required	When enabled, the clock requires the user to enter a job number using the <JOB> key on the clock keypad before a punch will be accepted.
59	Qty Required	When enabled, the clock requires the user to enter a quantity amount using the <QTY> key on the clock keypad before a punch will be accepted.
60	Task Required	When enabled, the clock requires the user to enter a task number using the <TASK> key on the clock keypad before a punch will be accepted.
61	Dept Required	When enabled, the clock requires the user to enter a department number using the <DEPT> key on the clock keypad before a punch will be accepted.
62	Break Punch	With this option enabled and configured on a per-employee basis in TimeForce, the clock will track when the employee clocks out for a break, and will require the employee to take the specified amount of time before being allowed to clock back in.

Clock Passcode

This is the clock password that the ClockLink uses to communicate with the IQ 1000. You must supply ClockLink with the correct password before you will be able to communicate with your time clock.

When you select this option the following message appears:

```
NEW ALPHA PASSCODE
IN=QUIT    OUT=DONE
IQ1000
<<PREV    NEXT>>
```

Enter the desired passcode and press the <OUT> key. Select [YES] to keep the changes that you have made, or [NO] to reject the changes and keep the previous passcode. The default clock passcode is "IQ1000." **Note:** When changing this setting, remember that it must also be changed in the Time Clock Profile. See "How Do I Find the Clock Number and Password?" on page 65 for instructions on entering the clock password.

Clock Information

This screen displays the various settings that you have selected for your time clock. Press any key to return to the main menu.

Personal Clock Interface

When you select "Personal," and enter your card number and password, the Main Menu appears with the following options:

1. VALID PUNCH TIMES
2. ACCRUALS
3. DEPT, PERS.
4. FIND PUNCHES
5. LIVE LOOKUP

Type in the number for the option you wish to access. Press the <CLR> button to return to the previous menu from any point in the clock menu options.

Note: The "Live Lookup" option is only available on IQ 1000 clocks with a communication type of "Ethernet" or "Wireless." See page 94 for more information on setting up and using Live Lookup.

Valid Punch Times

Select this option to view the window of time during which you are allowed to punch at the time clock. This option is used when the administrator user has set up restricted times within the IQ 1000. Press any key to return to the main menu.

Accruals

Select this option to view the number of “Sick” and “Vacation” hours that you currently have available. Press any key to return to the main menu.

Department and Personal

This menu option displays your default department level. For Administrators, Supervisors, and Team Leaders the “Class” setting that is assigned to the user in their employee profile is also shown. The Class setting defines your level of access rights to the time clock and its functions. Employee messages are also displayed on this screen.

Find Punches

This option allows you to view your punches that are currently being stored by the clock. Use the gray buttons located directly below the clock display to scroll to the “Previous” and “Next” punches.

See “Downloading Your Time Clock” on page 163 for instructions on downloading the punches from your time clock.

Live Lookup

The Live Lookup option connects your IQ 1000 to the TimeForce database via the Live Lookup Server software. This allows your employees to access current hours information directly from the clock itself.

Note:

Live Lookup is only available on IQ 1000 time clocks with a communication type of “Ethernet” or “Wireless.” “Serial” and “Modem” clocks do not support this feature.

Installing the Live Lookup Server

The installation for the Live Lookup Server is located on the main TimeForce installation disk.

1. Insert the TimeForce disk into your computer’s CD-ROM drive. The main Installation Menu appears.
2. From the main Installation Menu, click on the [UTILITIES] icon, and then on [IQ 1000 LIVE LOOKUP].

3. A message box appears which reads “This will install Live Lookup for TimeForce. Do you wish to continue?” Click on the [YES] icon. The InstallShield Wizard opens and guides you through the rest of the installation process.
4. The InstallShield Wizard opens with a “Welcome” screen. Click on the [NEXT] icon to continue.
5. The “Destination Directory” screen opens. The default installation directory for the Live Lookup Server is “C:\Program Files\Qqest Software Systems\TimeForce.” If you would like to select a custom install directory, click on the [BROWSE] icon. Click on the [NEXT] icon to continue.
   Note: It is recommended that you allow the program to install to its default location.
6. The “Program Folders” screen opens. Select the folder in the Windows Start Menu where you would like the program icons to be created. The default folder is “TimeForce/Live Lookup.” Click on the [NEXT] icon to continue.
7. The selected installation settings are displayed. Review the specified settings and click on the [BACK] icon to make any necessary changes. Click on the [NEXT] icon to begin the program installation.
8. Once the installation has completed, click on the [FINISH] icon to exit the InstallShield Wizard.
9. From the TimeForce “Utilities” menu, click on the [RETURN TO MAIN MENU] icon, and then on [EXIT].

Configuring the Server

The following instructions walk you through configuring the Live Lookup Server to connect to the TimeForce database.

1. From the Windows Start Menu, go to Programs | TimeForce | Live Lookup and click on “Live Lookup.” The Live Lookup Server opens.
2. Click on the 

icon in the top left-hand corner of the screen.

3. In the **TimeForce Server** field, enter the name of the machine or IIS webserver that hosts the TimeForce website. If the Live Lookup Server is installed on the same machine as the TimeForce system, enter “http://localhost” into this field.
4. In the **Username** field, enter the login user name of an administrator-level TimeForce user.
5. In the **Password** field, enter the login password for the above specified user.
6. Enter the **Company Code** that *all* users must enter when logging into the TimeForce system.
7. Click on the 

icon to save the changes that you have made. The server logs into the TimeForce database.
8. You can now click on the 

icon to close the Live Lookup Server window. The program remains running in the Windows System Tray.

Note: In order to use Live Lookup functionality, the Live Lookup Server *must* be running.

Configuring the Time Clock

Before you can use Live Lookup options, you must first specify the IP address of the machine that is hosting the Live Lookup Server. The following procedures are performed at the time clock itself.

1. At the clock, press the <MENU> button and log into the Administrator clock options.
2. Select #1 for SYSTEM MAINT.
3. Select #3 for ETHERNET.
4. Select #4 for SET LIVE SERVER.
5. Enter the IP address of the machine that is hosting the Live Lookup Server. Remember to use the period [.] key.
6. Press the <ENTER> button to save the changes that you have made.

You should now be able to access Live Lookup options from the time clock.

Using Live Lookup Options

The following instructions walk you through using Live Lookup options at the time clock.

1. Press the <MENU> button on the clock keypad, and select the PERSONAL option.
2. Enter your Card # using the number keys on the clock keypad and press <ENTER>.
3. Enter your assigned PIN and press <ENTER>. The main “Personal Options” menu opens.
4. Press 5 for “Live Lookup.” The following message appears:

   CONNECTING TO SERVER
   --PLEASE WAIT--

5. Once communication with the Live Lookup Server has been established, the main “Live Lookup” menu opens.
6. Press 1 for “Hours” in order to view your current hours information.
7. The following options appear:
   - **Yesterday:** Select this option to view the number of total hours worked on the previous day.
   - **Week:** Select this option to view the total number of hours assigned to you for the current work week.
   - **Pay Period:** This option displays the total number of hours assigned to you for the current pay period.

View hours information as desired. Press the button located below the “BACK” option to return to the main Live Lookup screen. When you have finished viewing hours information, press the button located under the “DONE” option to disconnect from the Live Lookup Server.

Adjust Display Contrast

The IQ 1000 is equipped with a control which allows you to adjust the contrast of the main clock display screen.

1. Remove the time clock from the wall (if mounted). The contrast control is located on the back of the clock.
2. Turn the clock over and examine the back of the clock case. At the top of the case are two horizontal slots used to attach the clock to the mounting panel. Directly below the horizontal slot on the left is a cut-out hole. This is the contrast control.
3. Insert a small screwdriver (either phillips or flathead) into the hole, and adjust the display contrast as desired.

Reboot Sequence

If for some reason you need to reboot your IQ 1000, this action can be performed by pressing a sequence of keys at the clock keypad. This sequence is <MENU>, < 7 > and <ENTER>.

This option is useful for when rebooting is necessary on a clock that is mounted with no access to the power adapter.

Enter Date and Time Screen

If for some reason your time clock loses the stored date and time, the "Enter Date and Time" screen appears.

The following prompt appears on the clock display:

CURR DATE: XX/XX/XXXX
MONTH:

- Enter a number between 1 and 12 to denote the desired month and press <ENTER>. "DAY" appears below the specified month setting.
- Enter the desired date and press <ENTER>. "YEAR" appears below the specified day setting.
- Enter the desired year and press <ENTER>.

The current time is displayed at the top of the screen. The following prompt appears:

ENTER TIME AS hhmmss

In 24-hour format, enter the desired time as “HH/MM/SS” and press <ENTER>. For example, a time of four o’clock p.m. would be entered as “160000.”

The date and time setting is saved, and the clock returns to its normal state.

IQ 1000 Battery Backup Pack

The IQ 1000 Battery Backup Pack allows you to connect an external power supply to your time clock so that in the event of a power outage, the clock will remain functional.

The backup pack will keep your clock running for a minimum of 2 hours. Once the clock’s main power is restored, the battery pack will automatically recharge. Once the battery pack is drained of power, it takes 16 hours to fully recharge.

Connecting the Battery Backup Pack

The battery backup pack plugs into the 6-prong plug located on the back of the IQ 1000, next to the “Phone/Computer/Daisy” port. The word “Battery” appears at the base of the plug on the clock board. Insert the battery backup connector into the battery port and press firmly until the connector snaps into place. The backup pack itself can then be placed behind the time clock in the IQ 1000 mounting bracket. The clock snaps into place over the backup pack.

LED Status Light

A red LED status light appears on the battery pack, located on the right-hand side of the backup pack board. This light will inform you of the status of your backup pack.

- When the battery pack is fully charged and *not* in use, the status light is off.
- When charging, the status light is on.
- When the battery backup is in use, the status light will be off.

On Demand Ethernet Settings

The IQ 1000 On Demand clock uploads its stored data to the Clock Server automatically. This makes the process manually connecting to your time clock for the purpose of downloading its stored punches unnecessary.

The clock automatically uploads any stored data to the Clock Server immediately upon its entry into the clock. Manual data upload can also be selected.

Note:
The following setup instructions are specific to the Push Clock options. All other ethernet setup steps are identical to the IQ 1000 Ethernet clock.

Setting the IP Address

The time clock uploads its data to the Clock Server software. Before your clock will be able to successfully transfer punches, you must first enter the IP Address.
Note: See page 5 for instructions on setting up the Clock Server. You may have chosen to use a Clock Server hosted by Qqest. In this case, the server IP should have been supplied to you at the time of purchase.

1. From the keypad of the clock, press the <MENU> button and select “ADMIN.”

2. Enter your card number and password. The Main Menu appears.
   Note: The default administrator username is “8888.” The default admin password is “1111.”
3. Select 1 for “SYSTEM MAINT.”
4. Select 6 for “OUTBOUND OPTIONS.”
5. Select 3 for “ENTER SERVER IP.”
6. From the keypad of the clock, enter the IP address of the Push Server. Remember to use the period [.] key. Once the IP has been entered, press <ENTER>. The “Port” screen appears.
7. Enter the port number at the clock keypad. Press the upper-right soft key to automatically populate this setting with the default of “5705.”
   Note: In most cases, the default setting will be used.
8. Press the <ENTER> key to save the changes that you have made. You can now exit the clock menu.

Set Call Times

The time clock allows you to specify how stored punches are uploaded to the database.

1. From the keypad of the clock, press the <MENU> button and select “ADMIN.”
2. Enter your card number and password. The Main Menu appears.
   Note: The default administrator username is “8888.” The default admin password is “1111.”
3. Select 1 for “SYSTEM MAINT.”
4. Select 6 for “OUTBOUND OPTIONS.”
5. Select 1 for “SET CALL TIME(S).”
6. The “Set Dial Times” screen opens. The following options are available:

1. EVERY MIDNIGHT
2. 9, 1, & 6:00
3. MANUAL ONLY
4. REAL TIME
5. ONDEMAND

- **Every Midnight:** With this option selected, all of the punches accumulated during the day will be uploaded to the Clock Server at 12:00 am.
- **9, 1, & 6:00:** Use this option to upload punches during "off peak" times. This option is intended to upload punches when fewer employees will be actively clocking in and out. Punches will be uploaded at 9:00 am, 1:00 pm, and 6:00 pm.
- **Manual Only:** With this option selected, the clock *will not* automatically upload its stored punches. The punches will remain in the clock until a manual upload is initiated.
  Note: See the section below for instructions on manually uploading your time clock.
- **Real Time:** With this option enabled, all punches entered at the clock will be immediately uploaded to the Clock Server.
- **On Demand:** This option is only available with the Ethernet and Cellular clocks. When enabled, the clock will capture the employee's card number at the clock and query the On Demand server to see if the employee exists in its database. If so, the employee will be allowed to continue with the punch procedure. When the punch process is complete, the resulting punch will be immediately transferred to the On Demand server.

You can now exit the clock menu by pressing <CLR> repeatedly until you are brought back to the displayed time.

Initiating a Manual Upload

The clock can be manually uploaded from the main "Outbound Options" menu.

1. From the keypad of the clock, press the <MENU> button and select "ADMIN."

2. Enter your card number and password. The Main Menu appears.
   Note: The default administrator username is “8888.” The default admin password is “1111.”
3. Select 1 for “SYSTEM MAINT.”
4. Select 7 for “UPLOAD DATA.”

The time clock initiates communication with the Clock Server and uploads its time and attendance data.

Note: You can also manually upload data by pressing the following combination of keys at the clock keypad: <MENU>, < 9 > and then <ENTER>.

Velocity Clocks

Velocity Clock models V800 and V850 are advanced clocks with many options and features. They can be used to restrict employee punching, allowing employees to punch at the clock during their scheduled shift times only. This model also allows your employees to view various information at the clock itself such as accrual totals, scheduled shift times and the date and time of their last clock entry.

Rugged Edition

Both the V800 and the V850 are available in Rugged Edition. These clocks give you the same features and ease of use as the standard Velocity Clocks, but are designed for portability and use in industrial settings.

Before communication with the clock can be established, you must first create a Time Clock Profile in the TimeForce software.

How Do I Find the V800 / V850 Clock ID and Password?

The clock ID and password are stored in the time clock itself. These settings can be changed from ClockLink once you have connected to the time clock, but you must specify the clock's current ID and password before a connection can be made.

- The default ID on a V800 clock is “1.” The default password is “V800.”
- The default ID on a V850 clock is also “1.” The default password is “V850.”

The following procedures are performed at the keypad of the clock itself.

Finding the Clock ID

1. On the clock keypad, press the <MENU> button. Select 1 for "ADMIN."
2. The clock prompts you for your card number. Type in a card number with administrator-level access rights and press <ENTER>.
   Note: The default admin card number is "8888."
3. The clock prompts you for a PIN. Enter the appropriate password (based on the card number used) and press <ENTER>.
   Note: The default admin password is "1111."
4. The "Main Admin Menu" appears. Press 3 for "Clock Setup."
5. Press 2 for "Clock ID/Pass."
6. Press 1 for "Clock ID."
7. The "NOW:" field displays the clock's current ID. Enter a new ID if desired and press <ENTER>.
   Note: The clock ID may be up to 10 digits in length.

You can now exit the time clock menu by pressing <CLR> repeatedly until the time is shown on the clock display.

Finding the Clock Password

1. On the clock keypad, press the <MENU> button. Select 1 for "ADMIN."
2. The clock prompts you for your card number. Type in a card number with administrator-level access rights and press <ENTER>.
   Note: The default admin card number is "8888."
3. The clock prompts you for a PIN. Enter the appropriate password (based on the card number used) and press <ENTER>.
   Note: The default admin password is "1111."
4. The "Main Admin Menu" appears. Press 3 for "Clock Setup."
5. Press 2 for "Clock ID/PASS."
6. Press 2 for "Passcode."
7. The current passcode is displayed. Use the alpha-numeric keypad to enter the passcode you desire. When done, press the <OUT> key. When prompted to save your changes, press [YES].

You can now exit the time clock menu by pressing <CLR> repeatedly until the time is shown on the clock display.

Hardware Installation

Use the following instructions to place your time clock in the desired location and to install communications with the clock. Follow the instructions below that correspond with the type of communication that your clock uses.
Note: See page page 114 for instructions on installing the V800/V850 Cellular Modem Clock.

The clock should be placed in a convenient location where employees typically enter and exit the work area. It includes a mounting plate with four holes. Mounting screws are included. Once the mounting plate is attached to the wall and all cables are connected, the clock's face can be slid into place and secured to the mounting plate.

1. The clock is shipped with the mounting plate attached. Remove the mounting plate from the clock and attach it to the wall with the provided mounting screws. The flat side should face to the left, with the rounded side facing to the right.
   Note: Removing the metal mounting plate from the back of the time clock *will not* void your hardware warranty.
2. Connect the power cord to the bottom of the clock and plug it into the closest available electrical (110-120 VAC) outlet.
   Note: It is highly recommended that you place the time clock on a battery backup or surge protector. Power surges can permanently damage the clock. For instruction on connecting an Ethernet PoE clock, see page 189.
3. Connect the clock's communications cable. Use the instructions below that correspond with your clock's communication type.

   ### Ethernet Clocks

   - The Ethernet port is located in the top center of the back of the clock. Plug one end of the Standard Category 5 (CAT5) cable into the Ethernet port.

- Connect the other end of the CAT5 cable to your network. The cable used to connect the clock must be a straight-through cable, not a crossover. To tell the difference between a straight-through and a crossover cable, hold the connectors side by side, with the same side of each connector facing you. Look at the wires inside of the connector. If the colors of the wires run in identical order from left to right in both connectors, the cable is a straight-through. If the colors run in opposite order, the cable is a crossover.

Serial Clocks

- Connect the RJ-11 connector of the cable (the one that looks like a phone-jack) into the right side port on the bottom center of the time clock.
- Connect the RS-232 end of the cable (the 9-pin D-Connector) into an available serial port on your computer.
  Note: Serial clocks can also be connected through a USB port using a Keyspan USB to serial adapter.

Modem Clocks

- Connect the RJ-11 connector of the cable (the one that looks like a phone-jack) into the right side port on the bottom center of the time clock.
- Insert the other RJ-11 connector into an active analog telephone wall-jack.

4. The clock can now be attached to the mounting plate. Place the top of the clock on the lip at the top of the mounting plate. Slide the clock over the center tab on the bottom of the clock until the center screw hole at the bottom of the clock aligns with the screw hole in the tab. Secure the clock by placing a screw through the aligned hole.

Rugged Edition Battery Charging

The battery on a Rugged Edition clock gives you a minimum of 12 hours of operation per-charge, and can be recharged using vehicle power supply, or a standard outlet. The battery should be charged for 24 hours before initial use to ensure that the battery is fully charged. After daily use, charge the battery overnight.

The LED charging indicator is lit during the initial 4-hour rapid charge cycle. The battery may still be charging when the LED is not illuminated.

Configuring the Ethernet Clock

The Ethernet clock uses Ethernet Settings, an ID and a Password for communication. The Ethernet Settings include an IP Address, Subnet Mask and Gateway. These settings are comparable to giving the clock an "address" at which it can be found over the network. Consult your Network Administrator about acquiring these settings.
Note: If the clock is On Demand capable, a static IP address cannot be allocated to it. Enable the Dynamic Host Configuration Protocol (DHCP) option so that an IP address will be automatically set aside for the clock by the network. Please be aware that if using the DHCP option, each time the clocks power is cycled a different IP address may be assigned.

1. From the clock keypad, press the <MENU> button and select 1 for "ADMIN."
2. Enter an administrator ID (or Card #) and press the <ENTER> key.
   Note: The default administrator ID is "8888."
3. Enter the password (or PIN) for the specified administrator ID and press the <ENTER> key.
   Note: The password for the default admin ID is "1111."
4. Press 3 for "Clock Setup."
5. Press 1 for "Communication." The "Ethernet" menu opens.
6. Press 2 for "IP Address." The current setting will be displayed, and the clock will prompt you to enter the new setting.
7. Enter the new setting at the keypad (remember to use the Period key when necessary), and press <ENTER>.

Important: The Ethernet Settings are specific to your Local Area Network. It is highly recommended that you change the default settings. Qqest Technical Support cannot supply these settings.

Set IP Address

From the "Ethernet" menu, press 2 for "IP Address." The following prompt appears:

SET NEW IP ADDRESS:
NOW:

ENTER NEW IP:

The "NOW" field displays the current IP address. To change the clock IP address, type in the new address at the clock keypad (remember to use the period key) and press <ENTER>.

Set Subnet Mask

From the "Ethernet" menu, select 3 for "Subnet Mask." The following prompt appears:

SET NEW SUBNET MASK:
NOW:

ENTER MASK:

The "NOW" field shows the current Subnet Mask. To change the mask, type in the new setting at the clock keypad (remember to use the period key) and press <ENTER>.

Set Gateway

From the "Ethernet" menu, select 4 for "Set Gateway." The following prompt appears:

SET NEW GATEWAY:
NOW:

ENTER GATEWAY IP:

The "NOW" field shows the current Gateway. To change the Gateway, type in the new setting at the clock keypad (remember to use the period key) and press <ENTER>.

Enable DHCP

From the “Ethernet” menu, select 7 for “Enable DHCP.” The following prompt appears:

```
DHCP
NOW:

*ENTER* WHEN DONE
YES                NO
```

The “NOW” field shows the current DHCP setting. To enable DHCP press the key located under the [YES] label on the clock display, or the key under the [NO] label to disable. The “NOW” field will show your choice. Press <ENTER> when done, or <CLR> to cancel changes and exit back to the Ethernet menu.

Configuring the Wireless Clock

The wireless time clock supports the following communication protocols: 802.11 a and b.

The optimum communication range for the wireless time clock is 50 - 100 feet from the wireless access point. Some wireless access points advertise communication up to 1000 feet. Regardless of this specification, Qqest Software Systems cannot guarantee communication at a distance of over 100 feet.

The following settings must be specified before your time clock will communicate:

- IP Address
- Subnet Mask
- Gateway
- SSID

These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

All wireless options are specified from the “Communications” clock menu.

1. From the clock keypad, press the <MENU> button and select 1 for "Admin."
2. Enter an administrator ID (or Card #) and press the <ENTER> key.
   Note: The default administrator ID is "8888."
3. Enter the password (or PIN) for the entered administrator ID and press the <ENTER> key.
   Note: The password for the default admin ID is "1111."
4. From the Main Admin Menu, press 3 for "Clock Setup."
5. Press 1 for "Communications." The "Wi-Fi" menu opens.This menu contains the time clock's communications options.

Set IP Address

From the "Wi-Fi" menu, select 5 for "IP Address." The following prompt appears:

SET NEW IP ADDRESS:
NOW:

ENTER NEW IP:

The "NOW" field displays the current IP address. To change the clock IP address, type in the new address at the clock keypad (remember to use the period key) and press <ENTER>.

Set Subnet Mask

From the "Wi-Fi" menu, select then 6 for "Subnet Mask." The following prompt appears:

SET NEW SUBNET MASK:
NOW:

ENTER MASK:

The "NOW" field shows the current Subnet Mask. To change the mask, type in the new setting at the clock keypad (remember to use the period key) and press <ENTER>.

Set Gateway

From the “Wi-Fi” menu, select 7 for “Set Gateway.” The following prompt appears:

SET NEW GATEWAY:
NOW:

ENTER GATEWAY IP:

The “NOW” field shows the current Gateway. To change the Gateway, type in the new setting at the clock keypad (remember to use the period key) and press <ENTER>.

Set SSID

The SSID is the ID of the wireless access point that the clock will connect to.

1. From the “Wi-Fi” menu, select 2 for “Set SSID.” The following prompt appears:

   ENTER WIRELESS ID:
   IN=QUIT OUT=DONE

   <<PREV NEXT>>

2. Use the clock keypad to enter the ID of the wireless access point and press <OUT>.

Alpha-Numeric Keypad Entry

To enter alphabetic characters at the clock keypad, press a number key repeatedly until the desired character appears.

The keys on the keypad contain the following letters/characters:

- **[1]:** Special characters (#@&?)
- **[2]:** A, B, C
- **[3]:** D, E, F
- **[4]:** G, H, I
- **[5]:** J, K, L
- **[6]:** M, N, O
- **[7]:** P, Q, R, S
- **[8]:** T, U, V
- **[9]:** W, X, Y, Z
- **[CLR]:** (backspace)
- **[.]:** (space)

Configuring the Cellular Modem Clock

The Cellular Modem Clock is used to collect time & attendance data in an environment where no Ethernet, serial or modem connection is available. The clock uses a cellular connection to a GSM network to communicate.
Note: The only mobile phone companies that currently support this type of communication are Cingular, AT&T and T-Mobile.

The time clock contains a cellular modem device. A cellular service provider SIM card is installed in the cellular modem, allowing it to access the GSM network for time clock communications.

Once a connection has been established, the GSM network changes the communication method from a phone call to an Ethernet connection. The clock provides the GSM network with the IP address and the port to the Qqest hosted server. Once a connection to the server has been established, all further communication between the clock, GSM network and Qqest Server is TCP/IP.

Hardware Installation

The clock should be placed in a convenient location where employees typically enter and exit the work area. It includes a mounting plate with four holes. Mounting screws are included. Once the mounting plate is attached to the wall and all cables are connected, the clock's face can be slid into place and secured to the mounting plate.

1. Attach the clock mounting plate to the wall with the provided mounting screws.
2. Connect the power cord to the bottom of the time clock and plug it into the closest electrical (110 - 120 VAC) outlet.
3. Connect the RJ-11 connector of the cable (the one that looks like a phone-jack) into the right side port on the bottom center of the clock.
4. Connect the 9-pin serial connector end of the communications cable to the "SERIAL" port.
5. Insert a SIM card from your cellular phone company into the port labeled "SIM."
6. The clock can now be attached to the mounting plate. Place the top of the clock on the lip at the top of the mounting plate. Slide the clock over the center tab on the bottom of the clock until the center screw hole at the bottom of the clock aligns with the screw hole in the tab. Secure the clock by placing a screw through the aligned hole.

Set Outbound Call Times

This option allows you to specify how often stored punches are uploaded to the TimeForce database.

1. From the clock keypad, press the <MENU> button and select 1 for "ADMIN."
2. Enter an administrator ID (or Card #) and press the <ENTER> key.
   Note: The default administrator ID is "8888."
3. Enter the password (or PIN) for the entered administrator ID and press the <ENTER> key.
   Note: The password for the default admin ID is "1111."
4. From the Main Admin Menu, press 3 for "Clock Setup."
5. Press 1 for "Communications." The "CELLULAR MODEM" menu appears.
6. Press 4 for "OUTBOUND OPTIONS."
7. Press 2 for "OUTBOUND CALL TIMES."
8. The "Outbound Call Times" menu opens. The following options are available:
   - **Every Midnight:** Select this option if you would like the clock to upload its stored punches every day at midnight.
   - **9, 1 & 6:00:** Select this option to have the clock upload its stored punches three times a day at 9 a.m., 1 p.m. and 6 p.m.
   - **Manual Only:** With this option selected, the clock *will not* automatically upload its stored punches. The punches will remain in the clock until a manual upload is initiated.
     Note: See the section below for instructions on manually uploading your time clock.
   - **Real Time:** With this option enabled, all punches entered at the clock will be immediately downloaded to the Clock Server.
   - **On Demand:** When enabled, the clock will capture the employee's card number at the clock and query the On Demand server to see if the employee exists in its database. If so, the employee will be allowed to continue with the punch procedure. When the punch process is complete, the resulting punch will be immediately transferred to the On Demand server.

You can now exit the clock menu by pressing <CLR> repeatedly until you are brought back to the displayed time.

Initiating a Manual Upload

The stored data in the clock can be manually uploaded to the TimeForce database from the clock main menu.

1. At the clock keypad, press the <MENU> button.
2. Press 5 for "UPLOAD DATA."

The clock initiates communication and uploads its stored data.

Uploading the Date and Time

The date and time can be uploaded to the clock from the ClockLink utility. Before you will be able to upload the date and time, you must first create a time clock profile in TimeForce for each clock that you would like to connect to.

1. Open the ClockLink utility. From the Windows Start Menu go to Programs | TimeForce II and click on "ClockLink."
2. Each time clock that has been set up in the TimeForce software is listed in the left-hand section of the screen. Highlight the clock that you would like to upload the date and time to and click on the "Connect" link.
3. Once communication has been established with your time clock, the right-hand section of the screen opens. From the row of tabs at the top of the screen, ensure that [PARAMETERS] is selected.
4. From the **Actions** section of the screen, click on the 

icon. The "Upload Date/Time" screen opens.
    - Enter the desired **Date**. By default this field is populated with the system date of the machine that ClockLink is installed on. Click on the down-arrow icon at the end of the field to select the date from a calendar. Select the **Use System Time** option to restore the system date/time.

- Enter the **Time**. By default this field is populated with the system time of the machine that ClockLink is installed on. Click on the up and down arrow keys at the end of the field to select the time, or place your cursor in the field and manually type the desired time. Select the **Use System Time** option to restore the system date/time.
- Click on the [OK] icon to send the date and time to the clock. You can now exit the ClockLink utility.

Note: The date and time can also be manually specified from the clock keypad. See “Set Date/Time” on page 149 for further instructions.

V800 Clock Usage Instructions

The V800 is an advanced model of clock with many options and features. It can be used to restrict employee punching, requiring a supervisor override for unassigned employees. This model also allows your employees to view various information at the clock itself such as accrual totals and the date and time of their last clock entry.

Creating a Clock Profile

The time clock allows employees to access their current punch, schedule, accrual, and departmental information directly from the clock. This information is sent to the time clock using the ClockLink utility. A time clock profile must be created in TimeForce for each time clock.

1. Open the TimeForce software and log in as a user with administrative rights.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **New Clocks** section, click on the [ADD CLOCK] icon.
4. Select “V800” from the **Model** drop-down menu.
5. Enter the clock **Number**. This number is assigned in the memory of the time clock itself. The default number is “1.”
6. Enter the clock **Password**. This is the password that is assigned at the time clock itself. The default clock password is “V800.”

Note: See “How Do I Find the V800 / V850 Clock ID and Password?” on page 105 for further instructions.

7. Enter a **Description** for this clock as you would like it to appear in TimeForce II and ClockLink.
8. If you would like to assign this clock to a group, make the desired selection from the **Group Name** drop-down menu.
   Note: See page 211 for instructions on creating clock groups.
9. If you would like to assign the clock to a **Default Department** level, click on the “No Department” link, and make the desired selection from the tree-directory that appears.
10. The **Vacation Time** drop-down menu contains each accrual policy that you have inserted into the TimeForce system. Select the policy that employee vacation time is deducted from. This setting allows your employees to log into the time clock and view their available vacation hours.
11. The **Sick Time** drop-down menu contains each accrual policy that you have inserted into the TimeForce system. Select the policy that employee sick time is deducted from. This setting allows your employees to log into the time clock and view their available sick time hours.
12. If you would like to upload relay events to the time clock, put a check mark in the **Upload Relay Events** field. See “Relay Events” on page 132 for more information.
13. Select the **Time Zone** that the clock will reside in from the drop-down menu.
14. Enter any desired **Note**s about this time clock in the provided text-entry field.
15. Select the **Connection Type** from the drop-down menu. The steps to completing the clock profile vary slightly depending on what connection type you are using.
    - **Ethernet:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.

Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

- **Serial:** Select the **Com Port** that the clock is connected to from the drop-down menu. Select "Auto Detect" to have the system automatically determine which port the clock is connected to.
- **Modem:** In the **Phone Number** field, enter the phone number of the line that the clock is connected to. Enter the number exactly as you would dial it into a telephone, including any necessary area code or extension numbers. Do not use dashes or brackets.
  Example: A phone number of (800) 555-4855 would be entered as "18005554855."
- **Cellular:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.
  Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

Before you can customize the information to be sent to the clock from TimeForce II, you must first add the clock profile to the system. Click on the [CREATE] icon located in the lower left-hand section of the screen.

Customizing Time Clock Information

Multiple levels of information can be sent to the time clock from the TimeForce II database.

Relay Events

Qqest time clocks come with an optional feature called "Relay Events." This feature allows you to connect an external bell, buzzer or other signal device to the time clock and program specific times of the day for the signal to go off, usually indicating schedule start, stop or break times. Each time clock can handle up to 32 relay events.

Relay Events are assigned to time clock profiles in TimeForce II. Use the following instructions to assign relay events to your time clock profiles.

Note: The option to edit Relay Events will only appear if the "Upload Relay Events" option is selected in the time clock profile.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired time clock, and click on the "View" link in the **Relay Events** column.
   Note: This link will only appear if the "Upload Relay Events" option is selected in the time clock profile.
7. To create a new relay event, click on the [ADD] icon.
8. In the **Relay Time** column, enter the time of day that this event is to be activated. The time must be entered in 24-hour format.
9. In the **Duration Seconds** column, enter the number of seconds that you want the bell or buzzer to sound for when the event is activated.
10. When the relay event occurs, it can either pulse for its duration or it can sound continuously. With **Pulse** selected, the bell or buzzer sounds as a series of pulses (on...off...on...off...on...off) for the duration of the event. If not selected, the bell or buzzer sounds continuously for the duration of the event.
11. Put a check mark in the box for each day of the week on which you want this event to occur.
12. Click on the [ADD] icon to insert additional events. Click on the [SAVE] icon to save the changes that you have made.

The clock can handle up to 32 relay events. To remove a relay event from the clock profile, click on the ✕ icon.

Employees at Clock

The time clock gives you the option of restricting the employees who are allowed to punch in and out. If an employee who is not assigned to this time clock attempts to punch they will receive an error stating that they are not assigned to the clock, and that a supervisor override is required. A supervisor can then enter their clock password and allow the punch, if desired.

By default all employees are allowed to punch at the time clock. Use the following instructions to restrict employees.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select “All” to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Employees at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Employees** option. The **Departments**, **Supervisors** and **Other Employees** sections appear.
    - The **Departments** section allows you to restrict employees based on the default department level that they are assigned to. All department levels appear in the “Unassigned” box. Highlight the departments that you would like to allow to use this clock, and click on the » icon. The selected departments are moved to the “Assigned” box.

- The **Supervisors** section allows you to restrict employees based on the supervisor that they are assigned to in the system. All supervisors appear in the "Unassigned" box. Highlight the supervisors that you would like to allow to use this clock, and click on the » icon. The selected supervisors are moved to the "Assigned" box.
- The **Other Employees** option allows you to assign or restrict employees on an individual basis. The settings in this section override any assignments made in the "Departments" or "Supervisor" sections. Your employees are displayed in the **All Employees** box. Highlight the desired employees, and click on the » icon to assign them to the clock. Click on the « icon to restrict them from the clock.
- The **Current Assigned Employees** section to the right displays all employees assigned to the clock, based on all 3 selection methods.

To unassign employees from any section, highlight the desired settings in the **Assigned** box and click on the « icon. The selections are moved to the **Unassigned** box.

Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Editing and Deleting Existing Clock Profiles

Time clock profiles are displayed in the "Clock Settings" section of the TimeForce program.

1. Open the TimeForce II program and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. If you would like to view clock profiles belonging to a specific clock group only, make the desired selection from the **Group Name** drop-down menu. Select "All" to display all time clock profiles.

5. The **Sort** by fields allow you to select how the displayed list of clock profiles are sorted.
6. Click on the [DISPLAY] icon to view time clock profiles.
7. Clock profiles are displayed under the **Clock List** section of the screen. The following information is displayed for each profile.
   - **Number:** This is the ID of the displayed time clock. The setting in this field is a link. Click on the link to bring up the profile for this clock.
   - **Model:** This column displays the clock model (as in "IQ400," "IQ1000," etc.).
   - **Connection Type:** This is the type of connection that the time clock uses (as in "Serial," "Ethernet," "Modem," etc.).
   - **Method:** This is the additional information entered, based on the connection type (as in the com port selected, or the phone number entered, etc.).
   - **Group:** If the time clock is assigned to a clock group, this field displays the name of the group that the clock is assigned to.
   - **Description:** This is the description that was inserted when the clock profile was created.
   - **Relay Events:** If you selected the "Upload Relay Events" option when creating the clock profile, a "View" link appears in this field. Click on the link to manage Relay Events for the clock.
   - Click on the ✕ icon to remove a clock profile from the system.

Enrolling Finger ID Templates

Before your employees will be able to enter punches at the V800, their finger IDs must first be enrolled at the clock.

1. Press the <MENU> button on the time clock keypad. Select 1 for "Admin." The following message appears:

   ENTER YOUR CARD #

2. Enter the card number of a user that has access to the "Admin" clock features and press the <ENTER> key on the clock keypad. **Note:** The default administrator username is "8888." The following message appears:

ENTER PIN:

3. Enter the password for the given card number and press the <ENTER> key on the clock keypad.
   Note: The default administrator password is "1111."
4. The main menu appears with several options. Press 2 for "Manage Finger IDs."
5. Press 1 for "New Finger ID."
6. The prompt ENTER CARD NUMBER appears. Enter the card number or keypad entry number that you assigned to this employee in the TimeForce software and press <ENTER>.
7. A prompt appears that reads:

   CARD # XXXX:YY
   FIRST OF 2 SCANS
   PUT FINGER
   ON SENSOR

   Note: "XXXX" denotes the employee's card number. "YY" denotes the number of templates already stored in the clock for the displayed card number.
8. Have the employee whom you are enrolling place his or her finger in the template reader. Usually the index finger is used, though the middle and ring fingers can also produce good results. To ensure correct placement, the employee should place the first joint of the finger against the raised ridge at the base of the reader screen, and place the fingertip firmly against the screen.
9. Once the clock has read the finger, the following message appears:

   QUALITY: [X]/100
   OK TO ACCEPT?
   YES NO

   This message denotes the general quality of the template read. You want the "QUALITY" to be as high as possible. Press the soft key under "YES" to accept the template read. Press the button below "NO" to have the clock read the template again.

10. If the “QUALITY” read is too low, the following message may appear:

    QUALITY: [X]/100
    QUALITY LOW
    RETRY ACCEPT

    If you get this message, you can have the employee moisten his or her finger slightly. Moisture helps the reader collect a high quality reading of the finger.

Deleting Existing Finger ID Records

To delete a finger ID record, from the “Manage Finger IDs” menu select 2 for “Delete.” The clock asks you to enter the card number of the employee whose templates are to be deleted. Type in the card number and press <ENTER>. The following message appears:

PLEASE CONFIRM - OK
TO DELETE TEMPLATES
FOR CARD [X]?
YES NO

Press the soft key under the “YES” option to delete this employee’s stored finger ID templates.

Setting the Global Security Level

Use the following instructions to change the global security level.

1. Press the <MENU> button on the keypad, select the “Admin” menu option, and enter your card number and password.
2. Press 2 for “Manage Finger IDs.”
3. Press 4 for “Global Security.” The following message appears:

    GLOBAL SECURITY
    NOW: 3
    0=AUTO, 1=MIN, 5=MAX
    NEW SECURITY:

The default global security level is 3. Type in the new security level and press the <ENTER> key.

Collecting Data

Punching in and out is very simple with the V800. Within the TimeForce software, each employee is assigned a "Card Number." This number corresponds with the number assigned to the employee's finger templates stored in the time clock itself. If the V800 is ready to accept punches, the word "Ready" appears in the display panel with the date and time.

Time & Attendance Punches

Use the following instructions to enter basic time and attendance punches at the clock (with no job, task or department information).

1. Check to see that the clock display reads "Ready" with the date and time displayed at the top of the screen.
2. Enter your card number at the clock keypad and press <ENTER>. The display panel shows the card number and reads:

   CARD #[X]
   READING FINGER ID
   PUT FINGER
   ON SENSOR

3. Place your finger on the template reader. To ensure correct placement, the finger should be placed with the first joint of the finger against the raised ridge at the base of the reader screen, and with the fingertip pressed firmly against the screen. Once your finger ID has been verified, the following message is displayed:

   ID [X] CHOOSE
   IN/OUT
   ENTER = ACCEPT

4. Press the <ENTER> key to complete the time & attendance entry. **Note:** The <ENTER> key should always be pressed when completing a punch at the time clock, unless the "Quick Punch" system option is enabled. See "Quick Punch" on page 157.

Other Punch Options

After the ID number has been specified, press <ENTER> to enter the punch and have the software determine whether it is an in or out punch. If you wish to assign the punch a type, press the <IN>, <MEAL>, <BREAK>, or <OUT> buttons, then press <ENTER>. You can press the buttons in combination to specify a punch type; for example, <MEAL> plus <OUT>, or <BREAK> plus <IN>. If you make a mistake, such as accidentally pressing <IN> rather than <OUT>, simply press the correct button and the display shows the new punch type you've specified. When the punch type is correct, press <ENTER>. Unless you have enabled the clock's Quick Punch feature, you should always press <ENTER> to complete a punch entry at the V800.

Note: The <MEAL> and <BREAK> keys on the clock keypad can be enabled and disabled from the clock menu. See "Keypad Behavior" on page 154 for more information.

V850 Clock Usage Instructions

V850 is our most advanced model of clock with many options and features. It can be used to restrict employee punching, allowing employees to punch at the clock during their scheduled shift times only. This model also allows you to track Jobs, Tasks, Departments, and Tips at the clock. Employees can also view various information at the clock itself such as accrual totals, scheduled shift times and the date and time of their last clock entry.

Creating a Clock Profile

The time clock allows employees to access their current punch, schedule, accrual, and departmental information directly from the clock. This information is uploaded to the time clock using the ClockLink utility. A time clock profile must be created in TimeForce II for each time clock.

1. Open the TimeForce software and log in as a user with administrative rights.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **New Clocks** section, click on the [ADD CLOCK] icon.

4. Select “V850” from the **Model** drop-down menu.
5. Enter the clock **Number**. This number is assigned in the memory of the time clock itself. The default number is “1.”
6. Enter the clock **Password**. This is the password that is assigned at the time clock itself. The default clock password is “V850.”
   Note: See “How Do I Find the V800 / V850 Clock ID and Password?” on page 105 for further instructions.
7. Enter a **Description** for this clock as you would like it to appear in TimeForce II and ClockLink.
8. If you would like to assign this clock to a group, make the desired selection from the **Group Name** drop-down menu.
   Note: See page 211 for instructions on creating clock groups.
9. If you would like to assign the clock to a **Default Department** level, click on the “No Department” link, and make the desired selection from the tree-directory that appears.
10. The **Vacation Time** drop-down menu contains each accrual policy that you have inserted into the TimeForce system. Select the policy that employee vacation time is deducted from. This setting allows your employees to log into the time clock and view their available vacation hours.
11. The **Sick Time** drop-down menu contains each accrual policy that you have inserted into the TimeForce system. Select the policy that employee sick time is deducted from. This setting allows your employees to log into the time clock and view their available sick time hours.
12. If you would like to upload individual employee schedules to the time clock, put a check mark in the **Upload Schedules** field. This setting makes it so that employees can only punch at the time clock during the range of time specified in the schedule that they are assigned to.
    Note: In order for this feature to function properly, employees *must* be assigned to a schedule in the TimeForce system. Also, employee schedules must be assigned to a Schedule Template.
13. If you would like to upload relay events to the time clock, put a check mark in the **Upload Relay Events** field. See “Relay Events” on page 132 for more information.

14. Select the **Time Zone** that the clock will reside in from the drop-down menu.
15. Enter any desired **Note**s about this time clock in the provided text-entry field.
16. Select the **Connection Type** from the drop-down menu. The steps to completing the clock profile vary slightly depending on what connection type you are using.
    - **Ethernet:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.
      Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.
    - **Serial:** Select the **Com Port** that the clock is connected to from the drop-down menu. Select "Auto Detect" to have the system automatically determine which port the clock is connected to.
    - **Modem:** In the **Phone Number** field, enter the phone number of the line that the clock is connected to. Enter the number exactly as you would dial it into a telephone, including any necessary area code or extension numbers. Do not use dashes or brackets.
      Example: A phone number of (800) 555-4855 would be entered as "18005554855."
    - **Cellular:** Put a check mark in the **DHCP** option to use Dynamic Host Configuration Protocol. Otherwise, enter the **IP Address** where the clock can be reached. Remember to use periods. If the clock can only be reached using a specific port number, enter the appropriate port into the **Port Number** field. Leave this field blank to use the default port.
      Note: These settings are specific to your network setup. Qqest Software Systems cannot supply these settings.

17. Before you can customize the information to be sent to the clock from TimeForce II, you must first add the clock profile to the system. Click on the [CREATE] icon located in the lower left-hand section of the screen.

Customizing Time Clock Information

Multiple levels of information can be uploaded to the time clock from the TimeForce database.

Allowed Period

This is the period of time during which the time clock will accept punches. Any employee punching outside of this time range will receive an error message stating that supervisor approval is required in order to complete this punch. The punch will only be recorded if a supervisor user enters their administrator password and "clears" the punch.

Note: Default Allowed Periods are only used when employee schedules are not uploaded to the clock. When schedules are being used, the time range specified in the Schedule Template that the employee's schedule is assigned to is used as the employee's allowed period.

Default Allowed Periods are specified within each clock's time clock profile in the TimeForce II system. Use the following instructions to customize allowed periods.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. In the **Number** column, click on the ID of the time clock that you would like to specify allowed periods for. The "Clock" screen appears. The **Allowed Periods** setup is located directly below the clock info section of the screen.

7. For each day of the week, enter the start time and end time of the range during which employees are allowed to punch at the clock. To leave a day unrestricted, set the start time to "00:00" and the end time to "23:59."
8. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made to the time clock profile.

Relay Events

Qqest time clocks come with an optional feature called "Relay Events." This feature allows you to connect an external bell, buzzer or other signal device to the time clock and program specific times of the day for the signal to go off, usually indicating schedule start, stop or break times. Each time clock can handle up to 32 relay events.

Relay Events are assigned to time clock profiles in TimeForce II. Use the following instructions to assign relay events to your time clock profiles.
Note: The option to edit Relay Events will only appear if the "Upload Relay Events" option is selected in the time clock profile.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired time clock, and click on the "View" link in the **Relay Events** column.
   Note: This link will only appear if the "Upload Relay Events" option is selected in the time clock profile.
7. To create a new relay event, click on the [ADD] icon.
8. In the **Relay Time** column, enter the time of day that this event is to be activated. The time must be entered in 24-hour format.

9. In the **Duration Seconds** column, enter the number of seconds that you want the bell or buzzer to sound for when the event is activated.
10. When the relay event occurs, it can either pulse for its duration or it can sound continuously. With **Pulse** selected, the bell or buzzer sounds as a series of pulses (on...off...on...off...on...off) for the duration of the event. If not selected, the bell or buzzer sounds continuously for the duration of the event.
11. Put a check mark in the box for each day of the week on which you want this event to occur.
12. Click on the [ADD] icon to insert additional events. Click on the [SAVE] icon to save the changes that you have made.

The clock can handle up to 32 relay events. To remove a relay event from the clock profile, click on the ✕ icon.

Employees at Clock

The time clock gives you the option of restricting the employees who are allowed to punch in and out. If an employee who is not assigned to this time clock attempts to punch they will receive an error stating that they are not assigned to the clock, and that a supervisor override is required. A supervisor can then enter their clock password and allow the punch, if desired.

By default all employees are allowed to punch at the time clock. Use the following instructions to restrict employees.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main “Clocks” navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select “All” to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.

6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Employees at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Employees** option. The **Departments**, **Supervisors** and **Other Employees** sections appear.
   - The **Departments** section allows you to restrict employees based on the default department level that they are assigned to. All department levels appear in the "Unassigned" box. Highlight the departments that you would like to allow to use this clock, and click on the » icon. The selected departments are moved to the "Assigned" box.
   - The **Supervisors** section allows you to restrict employees based on the supervisor that they are assigned to in the system. All supervisors appear in the "Unassigned" box. Highlight the supervisors that you would like to allow to use this clock, and click on the » icon. The selected supervisors are moved to the "Assigned" box.
   - The **Other Employees** option allows you to assign or restrict employees on an individual basis. The settings in this section override any assignments made in the "Departments" or "Supervisor" sections. Your employees are displayed in the **All Employees** box. Highlight the desired employees, and click on the » icon to assign them to the clock. Click on the « icon to restrict them from the clock.
   - The **Current Assigned Employees** section to the right displays all employees assigned to the clock, based on all 3 selection methods.

   To unassign employees from any section, highlight the desired settings in the **Assigned** box and click on the « icon. The selections are moved to the **Unassigned** box.
8. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Departments at Clock

This option allows you to define which department levels your employees will be able to punch into and out from at this time clock. If an employee attempts to punch into a department that is not assigned to this clock they will receive an error message stating that supervisor approval is required for this punch. A supervisor can then enter their clock password and accept the punch, if desired.

By default all departments are assigned to the clock. Use the following instructions to restrict departments.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Departments at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Departments** option. The **Assigned Departments** section appears.
8. All department levels are displayed in the **Unselected** box. Highlight the desired department levels and click on the » icon (hold down the {CTRL} key on your keyboard to select multiple departments). The selected departments are moved to the **Selected** box.
9. To unassign departments, highlight the desired names in the **Selected** box and click on the « icon. The selected departments are moved to the **Unselected** box.
10. Click on the [UPDATE] icon located in the bottom of the screen to save the changes that you have made.

Jobs at the Clock

This section will only be available if you are using the "Job Tracking" module of the TimeForce II system.

Use this option to define which jobs your employees will be allowed to punch into from this time clock. If an employee attempts to punch into a job that is not assigned to this clock, an error message will appear stating that a supervisor override is necessary to complete the punch. A supervisor can then enter their clock password and accept the punch, if desired.

By default all jobs are allowed at the clock. Use the following instructions to restrict jobs.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Jobs at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Jobs** option. The **Assigned Jobs** section appears.
8. All jobs are displayed in the **Job Unselected** box. Highlight the desired jobs and click on the » icon (hold down the {CTRL} key on your keyboard to select multiple jobs). The selected jobs are moved to the **Job Selected** box.
9. To unassign jobs, highlight the desired names in the **Job Selected** box and click on the « icon. The selected jobs are moved to the **Job Unselected** box.

10. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Tasks at the Clock

This section will only be available if you are using the Job Tracking module of the TimeForce system.

Use this option to define which Tasks your employees will be allowed to punch into from this time clock. If an employee attempts to punch into a task that is not assigned to this clock, an error message will appear stating that a supervisor override is necessary to complete this punch. A supervisor can then enter their clock password and accept the punch, if desired.

By default all tasks are allowed at the time clock. Use the following instructions to restrict tasks.

1. Open the TimeForce II software and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. The program allows you to search for existing clock profiles based on the clock group that they are assigned to. Make the desired selection from the **Group** drop-down menu. Select "All" to bring up all time clock profiles.
5. Click on the [DISPLAY] icon. The found clock profiles are displayed.
6. Locate the desired clock profile in the list, and click on the link in the **Number** column. The clock profile opens. The **Tasks at the Clock** setup is located in the bottom section of the screen.
7. Remove the check mark from the **Send All Tasks** option. The **Assigned Tasks** section appears.
8. All tasks are displayed in the **Task Unselected** box. Highlight the desired tasks and click on the » icon (hold down the {CTRL} key on your keyboard to select multiple tasks). The selected tasks are moved to the **Task Selected** box.

9. To unassign tasks, highlight the desired names in the **Task Selected** box and click on the « icon. The selected tasks are moved to the **Task Unselected** box.
10. Click on the [UPDATE] icon located at the bottom of the screen to save the changes that you have made.

Editing and Deleting Existing Time Clock Profiles

Time clock profiles are displayed in the "Clock Settings" section of the TimeForce program.

1. Open the TimeForce II program and log in as an administrator-level user.
2. Click on the main "Clocks" navigation tab at the top of the screen.
3. From the **Existing Clocks** section of the screen, click on the [EDIT/VIEW] icon.
4. If you would like to view clock profiles belonging to a specific clock group only, make the desired selection from the **Group Name** drop-down menu. Select "All" to display all time clock profiles.
5. The **Sort** by fields allow you to select how the displayed list of clock profiles are sorted.
6. Click on the [DISPLAY] icon to view time clock profiles.
7. Clock profiles are displayed under the **Clock List** section of the screen. The following information is displayed for each profile.
    - **Number:** This is the ID of the displayed time clock. The setting in this field is a link. Click on the link to bring up the profile for this clock.
    - **Model:** This column displays the clock model (as in "V800," "V850," etc.).
    - **Connection Type:** This is the type of connection that the time clock uses (as in "Serial," "Ethernet," "Modem," etc.).
    - **Method:** This is the additional information entered, based on the connection type (as in the com port selected, or the phone number entered, etc.).

- **Group:** If the time clock is assigned to a clock group, this field displays the name of the group that the clock is assigned to.
- **Description:** This is the description that was inserted when the clock profile was created.
- **Relay Events:** If you selected the "Upload Relay Events" option when creating the clock profile, a "View" link appears in this field. Click on the link to manage Relay Events for the clock.
- Click on the ✕ icon to remove a clock profile from the system.

Enrolling Finger ID Templates

Before your employees will be able to enter punches at the V850, their finger IDs must first be enrolled at the clock.

1. Press the <MENU> button on the time clock keypad. Select 1 for "Admin." The following message appears:

   ENTER YOUR CARD #

2. Enter the card number of a user that has access to the "Admin" clock features and press the <ENTER> key on the clock keypad.
   Note: The default administrator username is "8888." The following message appears:

   ENTER PIN:

3. Enter the password for the given card number and press the <ENTER> key on the clock keypad.
   Note: The default administrator password is "1111."
4. The main menu appears with several options. Press 2 for "Manage Finger IDs."
5. Press 1 for "New Finger ID."
6. The prompt ENTER CARD NUMBER appears. Enter the card number or keypad entry number that you assigned to this employee in the TimeForce software and press <ENTER>.

7. A prompt appears that reads:

   CARD # XXXX:YY
   FIRST OF 2 SCANS
   PUT FINGER
   ON SENSOR

8. **Note:** "XXXX" denotes the employee's card number. "YY" denotes the number of templates already stored in the clock for the displayed card number.
9. Have the employee whom you are enrolling place his or her finger in the template reader. Usually the index finger is used, though the middle and ring fingers can also produce good results. To ensure correct placement, the employee should place the first joint of the finger against the raised ridge at the base of the reader screen, and place the fingertip firmly against the screen.
10. Once the clock has read the finger, the following message appears:

    QUALITY: [X]/100
    OK TO ACCEPT?
    YES NO

    This message denotes the general quality of the template read. You want the "QUALITY" to be as high as possible. Press the soft key under "YES" to accept the template read. Press the button below "NO" to have the clock read the template again.
11. If the "QUALITY" read is too low, the following message may appear:

    QUALITY: [X]/100
    QUALITY LOW
    RETRY ACCEPT

    If you get this message, you can have the employee moisten his or her finger slightly. Moisture helps the reader collect a high quality reading of the finger.

Once the first scan is accepted, a second scan is performed on the same finger. Repeat the above steps.

Deleting Existing Finger ID Records

To delete a finger ID record, from the “Manage Finger IDs” menu select 2 for “Delete.” The clock asks you to enter the card number of the employee whose templates are to be deleted. Type in the card number and press <ENTER>. The following message appears:

PLEASE CONFIRM - OK
TO DELETE TEMPLATES
FOR CARD [X]?
YES NO

Press the soft key under the “YES” option to delete this employee’s stored finger ID templates.

Setting the Global Security Level

Use the following instructions to change the global security level.

1. Press the <MENU> button on the keypad, select the “Admin” menu option, and enter your card number and password.
2. Press 2 for “Manage Finger IDs.”
3. Press 4 for “Global Security.” The following message appears:

GLOBAL SECURITY
NOW: 3
0= AUTO, 1=MIN, 5=MAX
NEW SECURITY:

The default global security level is 3. Type in the new security level and press the <ENTER> key.

Collecting Data

Punching in and out is very simple with the V850. Within the TimeForce software, each employee is assigned a “Card Number.” This number corresponds with the number assigned to the employee’s finger templates stored in the time clock itself. If the V850 is ready to accept punches, the word “Ready” appears in the display panel with the date and time.

Time & Attendance Punches

Use the following instructions to enter basic time and attendance punches at the clock (with no job, task or department information).

1. Check to see that the clock display reads “Ready” with the date and time displayed at the top of the screen.
2. Enter your card number at the clock keypad and press <ENTER>. The display panel shows the card number and reads:

   CARD #[X]
   READING FINGER ID
   PUT FINGER
   ON SENSOR

3. Place your finger on the template reader. To ensure correct placement, the finger should be placed with the first joint of the finger against the raised ridge at the base of the reader screen, and with the fingertip pressed firmly against the screen. Once your finger ID has been verified, the following message is displayed:

   ID [X] CHOOSE
   IN/OUT
   ENTER = ACCEPT

4. Press the <ENTER> key to complete the time & attendance entry. **Note:** The <ENTER> key should always be pressed when completing a punch at the time clock, unless the “Quick Punch” system option is enabled. See “Quick Punch” on page 157.

Job Tracking Entries

Use the following instructions to enter punches at the time clock which are assigned to job and task information in the TimeForce system.

1. Check to see that the clock display reads “Ready” with the date and time displayed at the top of the screen.
2. Enter your card number at the clock keypad and press <ENTER>. The display panel shows the card number and reads:

CARD #[X]
READING FINGER ID
PUT FINGER
ON SENSOR

3. Place your finger on the template reader. To ensure correct placement, the finger should be placed with the first joint of the finger against the raised ridge at the base of the reader screen, and with the fingertip pressed firmly against the screen. Once your finger ID has been verified, the following message is displayed:

   ID [X] CHOOSE
   IN/OUT
   JOBS, TASKS
   ENTER = ACCEPT

4. Press the <JOB> key on the clock keypad. The following message is displayed:

   JOB:
   OR PRESS IN OR OUT KEY
   TO SEL. FROM A LIST

5. There are three methods of specifying a job at the clock:
   - **Job Number:** Enter the number assigned to the job in the TimeForce system and press <ENTER>. If you are using an optional barcode wand or gun, you can scan a job barcode. You can also press the <IN> or <OUT> keys to select from a drop-down list of jobs that have been set up in the TimeForce system and sent to the clock.
   - **Job List:** To select the desired job from a list of jobs that have been uploaded to the time clock, use the up and down arrow buttons labeled “Scroll dn” and “Scroll up.” (also the <IN> and <OUT> keys) to scroll though the available jobs. Once the desired job in the list is highlighted, press <ENTER> on the clock keypad.
     Note: The job list contains the job profiles from the TimeForce program that you have uploaded to the time clock using the ClockLink utility.

6. The following message appears on the clock:

```
JOB: XXXX      PRESS:
                | JOB
                | TASK
ENTER=DONE      | QTY
```

If you are finished entering punch information, press the <ENTER> key to save the punch entry. Press the <TASK> button if you would like to enter task information, or <QTY> to enter a quantity.

After pressing the <TASK> button, the following prompt appears:

```
TASK:
PRESS IN OR OUT KEY
TO SEL. FROM A LIST
```

There are three methods of specifying a task at the clock:

- **Task Number:** Enter the number assigned to the task in the TimeForce system and press <ENTER>.
- **Barcode:** If you are using an optional barcode wand or gun, you can scan a task barcode.
- **Task List:** To select the desired task from a list of tasks that have been uploaded to the time clock, use the buttons labeled “Scroll dn” and “Scroll up” (also the <IN> or <OUT> keys) to select from the available tasks. Once the desired task has been highlighted, press <ENTER> on the clock keypad.
  Note: The available options in the task list have been created in the TimeForce system and sent to the time clock using the ClockLink utility.

7. The following message appears on the clock:

```
JOB: XXXX      PRESS:
TASK: XXXX      | JOB
                | TASK
ENTER=DONE      | QTY
```

8. If you are finished entering punch information, press the <ENTER> key to save the punch entry. If you would like to specify a quantity with the punch, press the <QTY> button.
   Note: The <QTY> button can be pressed at any point in the punch entry procedure (as long as the button is enabled from the clock System Options screen).
9. Enter the desired quantity (remember to use the period key, if necessary), and press <ENTER> to save the punch.

Department Entries

Use the following instructions to enter punches at the time clock that are assigned to a specific department level.

There are two different types of department entries, “Department Overrides” and “Department Transfers.”

1. Check to see that the clock display reads “Ready” with the date and time displayed at the top of the screen.
2. Enter your card number at the clock keypad and press <ENTER>. The display panel shows the card number and reads:

   CARD #[X]
   READING FINGER ID
   PUT FINGER
   ON SENSOR

3. Place your finger on the template reader. To ensure correct placement, the finger should be placed with the first joint of the finger against the raised ridge at the base of the reader screen, and with the fingertip pressed firmly against the screen. Once your finger ID has been verified, the following message is displayed:

   ID [X] CHOOSE:
   IN/OUT
   DEPT
   ENTER = ACCEPT

4. Press the <DEPT> button on the clock keypad. The following is displayed:

DEPT:
PRESS IN OR OUT KEY
TO SEL. FROM A LIST

5. There are two different methods for selecting a department at the clock:
   - **Department Number:** Enter the number assigned to the department level in the TimeForce software, and press the <ENTER> button.
   - **Department List:** Use the "Scroll dn" and "Scroll up" keys (also the <IN> and <OUT> keys) to scroll through the list of departments. When the desired department in the list is highlighted, press the <ENTER> button.

   Note: The department list contains the department levels from the TimeForce program that have been uploaded to the time clock using the ClockLink utility.
6. The clock prompts you to select whether you would like this punch to be a "TRANSFER" or an "OVERRIDE."
   - **Department Transfer:** This type of punch is used when an employee is already clocked into a department level, but needs to switch to a new department at some point during the day. Two entries are generated with each department transfer, an "out" punch from the current department, and an "in" punch for the new.
   - **Department Override:** Employees can be assigned to a default department level in the TimeForce software. When employees punch at the time clock without entering department information, their punches are assigned to their specified default department. When an employee needs to clock in at the beginning of the day with a department number other than their default department level, a "department override" punch is used.

Select the desired option using the grey buttons located directly above the numeric keypad. You do not need to press the <ENTER> key. Once a selection has been made, the punch is automatically saved.

Other Punch Options

After the ID number has been specified, press <ENTER> to enter the punch and have the software determine whether it is an in or out punch. If you wish to assign the punch a type, press the <IN>, <MEAL>, <BREAK>, or <OUT> buttons, then press <ENTER>. You can press the buttons in combination to specify a punch type; for example, <MEAL> plus <OUT>, or <BREAK> plus <IN>. If you make a mistake, such as accidentally pressing <IN> rather than <OUT>, simply press the correct button and the display shows the new punch type you've specified. When the punch type is correct, press <ENTER>. Unless you have enabled the clock's Quick Punch feature, you should always press <ENTER> to complete a punch entry at the V800.

Note: The <MEAL> and <BREAK> keys on the clock keypad can be enabled and disabled from the clock menu. See "Keypad Behavior" on page 154 for more information.

Additional Clock Features

A V800/V850 clock includes many advanced features. The following is a brief description of the features offered by this clock.

Press the <MENU> button to see additional options. When you do so, a prompt appears asking you to enter your password. Type in your password and press <ENTER>.

Note: When you purchase your clock, the default administrator password is set as "8888." The default supervisor password is set as "1111." Enter the default administrator password the first time that you use the clock. Once you have accessed the main menu, you can select the Passwords option and reset the defaults to the passwords of your choice.

Main Menu

When you enter your password, the Main Menu appears with the following options:

1. ADMIN
2. PERSONAL
3. RESTART CLOCK
4. PRODUCTION/TEST
5. UPLOAD DATA
6. GPRS SIG STRENGTH
7. REQUEST CONFIG
8. TST GPRS CONNECT

Note: See “Personal Clock Interface” on page 158 for instructions on “Personal” clock options.

- The “Production/Test” option is for use by Qqest Software Systems, and is only accessible with a password.
- The “Upload Data” option will upload all of the current punches saved in the clock’s memory to the TimeForce system.
- The “GPRS Signal Strength” option is used by Cellular modem clocks only, and displays a bar graph showing the strength of the GPRS unit’s connection to the Cellular provider.
- The “Request Configuration” option is used by clocks configured for On Demand processing. This selection will ask the On Demand server to send all of the configuration settings that have been set up for use with the clock.
- The “Test GPRS Connection” option is used with Cellular modem clocks only, and will tell the clock to test the connections that hit has to the GPRS unit, and the connections to the Cellular network, and report the status of both.

Select 1 for “ADMIN.” The MAIN ADMIN MENU appears, with the following options:

Note: Menus are displayed using vertical scrolling. Three options are visible at a time. Use the “Scroll dn” and “Scroll up” keys (also the <IN> and <OUT> keys) to view additional menu options.

1. SET DATE/TIME
2. MANAGE FINGER IDS
3. CLOCK SETUP
4. REPORTS
5. MANAGE MEMORY
6. IB DENABD TESTS

Set Date/Time

This option is used to manually set the date and time on your time clock. The date and time can also be uploaded from your computer's system date and time using the ClockLink utility.

When this option is selected, the SET DATE/TIME menu appears.

SET DATE TIME
1. SET TIME
2. SET DATE

Time

To set the time on the clock, select the "Set Time" option by pressing the number 1 on the clock keypad, or by using the scroll keys to highlight the appropriate option and pressing the <ENTER> key.

In 24-hour format, enter the appropriate time in the following format: "HH:MM:SS." Press the <ENTER> key to save.

Date

To specify the date on the clock select the "DATE" option by either pressing the number 2 on the clock keypad, or by using the scroll keys to highlight the option and pressing the <ENTER> key. Using the clock keypad, enter the appropriate date in the following format: "MM/DD/YYYY" and press the <ENTER> key.

Manage Finger IDs

Select this option to manage your employees' finger templates.

Note: See clock usage instructions for detailed instructions on managing finger templates.

The following options appear under this menu:

1. NEW FINGER ID
2. DELETE
3. CHECK FOR ID
4. GLOBAL SECURITY

New Finger ID

Select this option to enroll an employee's finger template.

Delete

This option allows you to delete the templates that are being stored by the time clock on an per-employee basis.

Check For ID

This option allows you to check an employee's existing finger templates.

Global Security

By default the global security level for finger IDs is set to 3, the middle level of security. If you wish to, you may change the global security setting, though this is not recommended.

Clock Setup

This menu allows you to customize how your time clock functions by configuring various system options. See page 153 for a detailed breakdown of this menu and its options.

Reports

This option allows you to view reports about your clock hardware and firmware versions, as well as information about the data that is being stored by the clock. There are six options on this screen:

1. CLOCK INFORMATION
2. STORAGE USED
3. SYSTEM VERSION
4. COMPANY INFO
5. FINGER ID VERSION
6. DEFAULT SCHEDULES

Clock Information

This report shows the clock model, ID number, interface serial number, the GUID in ASCII format, and the product ID code.

Storage Used

This report allows you to view the amount of memory that is currently being used to store punches that have not been downloaded from the time clock. It displays the number of blocks used, and the number of packets currently stored.

System Version

This report allows you to view the clock's boot and main code versions along with the date/time they were installed. It also displays the clock's product code, and the revision number assigned to the motherboard.

Company Information

Use this report to view any company information that has been uploaded to your clock from the TimeForce system (such as, company name and company message).

Finger ID Version

Use this report to view model and version information on your clock's finger ID reader.

Default Schedules

Use this information to view the default schedule information that has been uploaded to your clock from TimeForce.

Manage Memory

This menu option gives you access to the memory of the time clock. From here, the following actions can be taken:

1. CLEAR PUNCH MEMORY
2. SET TO DEFAULTS
3. SCAN DATA MEM
4. CLEAR EMPLOYEE INFO
5. SEARCH FOR DATA
6. DUMP PUNCH MEM
7. TEST I2C MEMORY

Clear Punch Memory

When this option is selected, the clock will erase all punch data.
Note: This procedure is *irreversible*. Any data that is cleared from the clock can never be recovered.

Set to Defaults

This option restores the clock to its default Clock ID and Password.
Note: The ClockLink software uses the Clock ID and Password to communicate with your clock. The information specified in the Time Clock Profile must match the information set in the time clock itself.

Scan Data Memory

This option scans the memory set aside to hold employee punches. The number of punch packets currently saved in the clock is displayed along with the memory address of where punches start and end. It also looks for punch data being stored by the time clock looking for data that is outside of its known pointers. If data is found, the pointers are reset to include the found data, making the information available for download. This option is intended for use by Qqest Technical Support.

Clear Employee Information

This option clears all information that has been uploaded to the clock from the TimeForce system (such as employees, departments, default schedules, etc.). This option is *not* reversible. Once deleted, data must be re-uploaded to the clock using the ClockLink program.

Search for Data

This option scans the punch memory space and reports where punch data starts/ends in memory, and where the clock thinks it starts/ends. If the actual punch data differs from the information in the clock, the user is given the option to change the start/stop address to match the actual punch data locations. This option is intended for use by Qqest Technical Support.

Dump Punch Memory

This option lets the user view the actual punch data this is saved in the clock's memory. Punches consist of 12 bytes of data, thus the first punch will be found at address 0, the second will be found at address 12. This address will increment to 24, 36, etc. Punch data is saved in hexadecimal and Binary Coded Decimal formats. Use the <IN> and <OUT> keys to move forward and backward through memory.

Test I2C Memory

This selection opens a menu that allows the user to test the different parcels of memory used in the clock. This option is intended for use by Qqest Technical Support.

Clock Setup

This menu allows you to enable, disable and customize various time clock options. The main Clock Setup screen contains the following options:

1. COMMUNICATION
2. CLOCK ID/PASS
3. KEYPAD BEHAVIOR
4. FINGER ID DEVICES
5. EXTERNAL DEVICES
6. DISPLAY OPTIONS
7. PUNCH RESTRICTIONS

Communication

The communications menu allows you to specify the settings that your clock uses to communicate. This screen varies depending on the communications type of your clock. See "Hardware Installation" on page 107 for detailed instructions on each clock type.

Clock ID/Pass

This menu allows you to view and edit the ID and password that your clock uses to communicate. See "How Do I Find the V800 / V850 Clock ID and Password?" on page 105 for detailed instructions on this menu.

Keypad Behavior

This menu allows you to specify how the clock keypad functions, and contains the following options:

1. KEY CLICK
2. IN/OUT KEYS
3. MEAL/BREAK KEYS
4. KEY TONES
5. AUTO-ENTER ID
6. JOB KEY
7. DEPARTMENT KEY
8. TIPS KEY

Key Click

Enable this option if you want the clock to emit a short beep every time a key is pressed.

In/Out Keys

This option enables the <IN> and <OUT> keys on the clock keypad. Enable this option if you would like your employees to be able to specify an "in" or "out" status with their punches.
Note: This option is not required. The TimeForce system automatically determines punch "in/out" order.

Meal/Break Keys

This option enables the <MEAL> and <BREAK> keys on the clock keypad. Enable this option if you would like to allow your employees to specify a punch as a "meal" or "break" punch.

Key Tones

This option allows you to enable or disable the tones that the clock emits when a punch is accepted.
Note: It is not possible to disable punch error tones.

Auto-Enter ID

This option allows you to set the maximum number of digits for an ID.
Example: The "Auto-Enter ID" setting is set to 3. As soon as the third digit in an ID is entered at the keypad, the punch is automatically entered (without pressing the <ENTER> key).

Job Key

This option enables the <JOB>, <TASK> and <QTY> keys on model V850 clocks. These keys are used to add Job Tracking information to employee punches.

Department Key

This option enables the <DEPT> key on the V850 clock keypad.

Tips Key

This option enables the <TIPS> key on the V850 clock keypad.

Finger ID Devices

This menu allows you to configure the finger ID reader on your clock, and contains the following options:

1. SHOW SETTINGS
2. ENABLE READER
3. REQ'D FOR MENUS

Show Settings

This option displays the settings that your finger ID device is currently set to.

Enable Reader

This option allows you to turn finger template verification on or off for all employees. With this option disabled, no employees will be asked to place their finger on the sensor when clocking in or out.

When this option is selected, the following prompt appears:

FINGER ID ENABLED?
NOW: YES
ENTER WHEN DONE
YES NO

Press the soft key under the "YES" or "NO" option, as desired.

Required for Menus

With this option enabled, finger template verification is required in order to access the clock's menu options.

When this option is selected, the following prompt appears:

REQUIRE FP FOR ADMIN
NOW: NO
ENTER WHEN DONE
YES NO

Press the soft key under the “YES” or “NO” option, as desired.

External Devices

Use this menu option to specify how your clock is to work with an external device (such as a bell/buzzer). The following options are available:

1. DISABLE RELAYS
2. ENABLE BREAK BELL
3. ENABLE DOOR CTRL

Disable Relays

This option allows you to disable the current relay setup. No external device attached to the clock relay will operate with this option selected.

Enable Break Bell

This option enables a bell relay connected to the clock and disables any door security relay that may be attached.
Note: A bell relay may be an external bell, buzzer or other signal device.

Enable Door Control

This option enables a door security relay setup that is attached to the clock, and disables all bell relay setups. Select this option when you would like to use the clock’s relay in conjunction with an external door locking mechanism, making it so that employees can gain access to a secured area upon successful verification of their finger ID.

Display Options

This menu allows you to configure how your clock display and keypad functions, and contains the following options:

1. US/EURO DATE
2. QUICK PUNCH
3. GLOBAL TIMEOUT
4. LCD BACKLIGHT

US/Euro Date

This option allows you to select whether you would like the date shown on the face of your clock to be displayed in US or European format. **Note:** US date format is "MM/DD/YYYY." European date format is "DD/MM/YYYY."

Quick Punch

With this feature enabled, employees do not have to press the final <ENTER> when clocking in or out.

Global Timeout

This option allows you to specify the amount of time in seconds after which the clock will "timeout" to the Ready screen due to inactivity. The default setting is 30 seconds.

LCD Backlight

This option allows you to enable "Power Save" mode on the clock. With this option enabled, the backlight on the clock will only be lit when the clock is in use.

Punch Restrictions

Use this option to restrict the information that your employees are able to specify with their punches. This menu has several options:

1. LUNCH RESTRICT
2. SUPERVISOR OVERRIDE
3. EMPL NOT IN CLOCK
4. RESTRICT JOBS
5. RESTRICT TASKS
6. RESTRICT DEPT.

Lunch Restriction

Enabling this option requires the employee to take a lunch break during their shift. The length of the lunch is configured on a per-employee basis in TimeForce. This data is then sent to the clock and enforced when this option is enabled.

Supervisor Override

This option causes the "Supervisor Required" message to not be displayed at the clock on schedule violations (for employees not in the clock, use the "Use Default Schedule" option).

Employee Not in Clock

This option allows you to specify whether an employee who is not in the time clock uses the default schedules stored in the clock memory, or requires a supervisor override in order to punch.

Restrict Jobs

When enabled, the clock will only accept job numbers that have been sent to the clock from the TimeForce system. All other job numbers will be denied, and the punch attempt will be rejected.

Restrict Tasks

When enabled, the clock will only accept task numbers that have been sent to the clock from the TimeForce system. All other task numbers will be denied, and the punch attempt will be rejected.

Restrict Departments

When enabled, the clock will only accept department numbers that have been sent to the clock from the TimeForce system. All other department numbers will be denied, and the punch attempt will be rejected.

Personal Clock Interface

The “Personal” menu options allow your employees to log into the clock and view various kinds of information. This menu contains the following options:

1. VALID PUNCH TIMES
2. ACCRUALS
3. DEPT, PERS.
4. FIND PUNCHES

Valid Punch Times

Select this option to view the window of time during which you are allowed to punch at the time clock. This option is used when the administrator has uploaded schedules to the clock from the TimeForce database.

Accruals

Select this option to view the number of “Sick” and “Vacation” hours that you currently have available.
Note: This option is updated each time an upload from the TimeForce database is performed. The displayed hours totals will only be as current as the last upload.

Department and Personal

This menu option displays your default department level. Any “Employee Messages” are also displayed on this screen.

Find Punches

This option allows you to view your punches that are currently being stored in the time clock’s memory. Use the “Scroll dn,” <IN>, and “Scroll up,” <OUT> keys to scroll through punches.
Note: All punches that are currently stored in the memory of the time clock itself can be displayed. This includes punches that have been sent to the TimeForce database.

V800 / V850 On Demand Ethernet Clock

The On Demand Ethernet Clock uploads any stored data to the Clock Server automatically. This makes the process of manually connecting to your time clock for the purpose of downloading its stored punches unnecessary.

The clock can automatically upload any stored data to the Clock Server immediately upon its entry into the clock. Manual data upload can also be selected.

Note:
The following setup instructions are specific to the On Demand options. All other Ethernet setup steps are identical to the V800 / V850 Ethernet clock. See page 107 for further instructions.

Setting the Push Server IP

The time clock uploads its punch data to the Clock Server software. Before your clock will be able to successfully transfer punches, you must first enter the Push Server ID.

Note: See page 5 for instructions on setting up the Clock Server. You may have chosen to use a Clock Server hosted by Qqest. In this case, the server IP should have been supplied to you at the time of purchase.

1. From the keypad of the clock, press the <MENU> button and enter your password.
2. Select 1 for “ADMIN.”
3. Select 3 for “CLOCK SETUP.”
4. Select 1 for “COMMUNICATION.”
5. Select 4 for “OUTBOUND OPTIONS.”
6. Select 3 for “PUSH SERVER IP.”
7. From the keypad of the clock, enter the IP address of the Push Server. Remember to use the period [.] key. Once the IP has been entered, press <ENTER>. The “Port” screen appears.
8. If a specific port number is required, enter it at the clock keypad. Press the upper-right soft key to automatically populate this setting with the default of “5402.”
   Note: In most cases, the default setting will be used.
9. Press the <ENTER> key to save the changes that you have made. You can now exit the clock menu.

Set Dial Times

The time clock allows you to specify how stored punches are uploaded to the database.

1. From the keypad of the clock, press the <MENU> button and enter your password.
2. Select 1 for “ADMIN.”
3. Select 3 for “CLOCK SETUP.”
4. Select 1 for “COMMUNICATION.”
5. Select 4 for “OUTBOUND OPTIONS.”

6. Select 2 for “OUTBOUND CALL TIMES.”
7. The “Outbound Call Times” screen opens. The following options are available:
   - **Every Midnight:** With this option selected, the clock will send all punches accumulated during the day to the Clock Server at 12:00 am.
   - **9, 1, & 6:00:** This option is intended to send punches when there are fewer employees actively punching at the clock. Punches will be sent at 9:00 am, 1:00 pm and 6:00 pm.
   - **Manual Only:** With this option selected, the clock will not automatically send its stored punches. The punches will remain in the clock until a manual upload is initiated.
     Note: See the section below for instructions on manually uploading your time clock.
   - **Real Time:** With this option enabled, all punches entered at the clock will be immediately uploaded to the Clock Server.
   - **On Demand:** This option is only available with Ethernet and Cellular clocks. When enabled, the clock will capture the employee ID at the clock, and then query the On Demand server to see if this employee is in the database. If so, the employee will be allowed to continue the punch process. When the process is completed, the punch will be immediately transferred to the On Demand server.

You can now exit the clock menu by pressing <ENTER> repeatedly until you are brought back to the displayed time.

Initiating a Manual Upload

The clock can be manually uploaded from the main “Main Menu.”

1. Press the <MENU> button on the keypad.
2. Select 4 for “Upload Data.” The clock initiates communication with the Clock Server and uploads its time and attendance data.

Note: You can also manually upload data by pressing the following combination of keys at the clock keypad: <MENU> < 9 > <ENTER>.

Downloading Your Time Clock

The following instructions walk you through using the ClockLink utility to download your time clock(s).

1. From the Windows Start Menu go to Programs | TimeForce II and click on "ClockLink." The ClockLink utility opens.
2. Enter your login information if necessary and click on the 

icon.
Note: With the **Remember Me** option selected, you are not required to enter login information when opening ClockLink.
3. The main ClockLink screen is divided into two columns. From the **TimeClocks** tree-directory on the left-hand side of the screen, select the time clock that you would like to download and click on the "Connect" link located directly to the right of the **TimeClocks** header.
4. Once connected, information for the selected time clock is displayed in the right-hand section of the screen. From the **Actions** section of the screen, click on the 

icon.

Your time clock is downloaded and the punches are sent to the TimeForce database.

Setting Up a Scheduled Clock Download

The ClockLink Scheduler is used to automate the downloading and uploading of data to your time clock(s).

A "script" is created within the ClockLink program defining what you would like the time clock to do. The script is then scheduled using the ClockLink Scheduler. The Scheduler then connects to the time clock automatically and performs the scripted operation.

Notes:

- In order for scheduled tasks to run, you must have the **Remember Me** option enabled on the main ClockLink login page.
- When using ClockLink with Windows XP, the first time you load Scheduler a dialog box may appear which reads: "Microsoft Anti-Spyware has detected a program trying to add itself to your startup registry." Click on the [ALLOW] icon. This allows the Scheduler to be automatically re-started the next time your system is booted.

Creating Scripts

Open the ClockLink program and log in. The main "ClockLink for TimeForce" screen opens. From the row of icons located in the upper right-hand corner of the screen, click on 

. The "Scripts" screen opens. This screen is divided into two columns.

Actions and **Scripts** are located on the left-hand side of the screen.

1. From the **Actions** section of the screen, click on 

. The "Create New Script" window opens.
2. Type the name that you would like the program to use for this script into the **Script Name** field and click on [OK]. The new script is added to the list in the **Scripts** section of the screen.
3. With a script highlighted in the **Scripts** section of the screen, a detail screen for the selected script opens to the right. The header at the top of this screen displays the name of the selected script.
4. A tree-diagram of the clock groups and time clock profiles in the TimeForce system appears directly under the header. From this diagram, select the time clock that you would like to schedule a task for. The selected clock name appears in the title bar at the bottom section of the screen. The following options are available for each time clock:

- **Download Punches:** Select this option if you would like to schedule times for your time clock punches to be downloaded to the TimeForce system.
- **Upload TimeForce Data to TimeClock:** Select this option if you would like the data from the time clock profile in the TimeForce system to be sent to the clock on a scheduled basis. This includes Allowed Employees, Allowed Departments and Employee Schedules (for IQ 1000 or V850 clocks) or Allowed Card, Department, Job, and Task Numbers (for IQ 300, 400 or 500 clocks).
- **Send Date and Time to TimeClock:** Select this option if you would like the system date and time of the machine that is running ClockLink to be uploaded to the time clock on a scheduled basis. With this option selected, the Time Zone Offset section of the screen becomes active. If you would like to add or subtract hours or minutes from the time that is to be sent to the clock, make the desired selections from the Hours and Minutes fields.
- **Wait x Seconds:** With this option selected the program will wait for the specified number of seconds before attempting to connect to the next time clock. This option is for use with multiple clocks over a slow modem or ethernet connection.

5. There is no option to save. Your settings are automatically retained when you exit this screen.

Create as many scripts as desired. See “Scheduling Scripts” below for instructions on setting up scheduled times for your scripts to be executed.

Scheduling Scripts

Use the following instructions to schedule a script to run at the desired times of the day.

1. From the main “Scripts” screen, click on the 

icon located above the **Scripts** header. The main “ClockLink Scheduler” screen opens.

Note: You can also open ClockLink Scheduler from the Windows Start Menu.

2. Go to Start | Program Files | TimeForce and click on "ClockLink Scheduler."
3. To create a schedule, click on the 

icon located in the upper right-hand section of the screen. The "Edit Schedule Event" screen opens.
4. In the **Title** field, enter a name for this schedule. Ensure that there is a check-mark in the **Active** option. With this option de-selected the schedule will not run, but will be retained by the system for future re-activation.
5. From the drop-down menu labeled **Script**, select the script that you would like to create a schedule for. This field contains each script that has been created from within the ClockLink program. See the "Creating Scripts" section above for further instructions.
6. The **Execution Time** field is where you enter the time at which you would like the scheduled action to be performed. Either place your cursor in the field and type in the desired time of day, or click on the up and down arrow icons located at the end of the field.
7. If you would like to specify a starting date for this schedule, put a check mark in the box next to the **Start Date** field. Click on the down arrow icon at the end of the field to select the desired starting date from a calendar.
8. If you would like to specify an ending date for this schedule, put a check mark in the box next to the **End Date** field. Click on the down arrow icon at the end of the field to select the desired ending date from a calendar.
9. If you would like this scheduled action to be repeated throughout the day, put a check mark in the **Repeat Every** field and enter the desired interval settings.
   Example: This field is set to "Repeat every 60 minutes for 480 minutes." The scheduled event would be repeated every hour for 8 hours.

10. The **Schedule Type** field allows you to select how many days should pass between scheduled events. The following options are available:

    •**Daily:** This schedule type executes the scheduled script every day, based on the "Execution Time" and "Start / End Date."

    •**Weekly:** This schedule type executes the scheduled script on a weekly basis. Put a check mark in the box next to each day of the week on which you would like the script to be executed.

11. Click on the [OK] icon at the top of the screen to save the schedule.

Existing Schedules

Existing schedules are displayed on the main "ClockLink Scheduler" screen.

- The **Event** column displays the chosen name for the schedule. A  icon is displayed next to active schedules. If a schedule has a  icon next to it, this means that the schedule has been disabled. To activate a schedule, click on the [EDIT] icon and put a check mark in the **Active** option.
- The **Script** column displays the script in the ClockLink program that will be performed when this schedule is executed.
- The **Last Run** column displays the date and time on which this schedule was last performed.
- The **Next Run** column displays the date and time of the next time that this event is scheduled to be executed.

To edit an existing schedule, select the desired schedule from the list and click on the [EDIT] icon. To remove a schedule from the system, select the desired schedule and click on [DELETE].

Clock Communication Troubleshooting

Serial Clock Troubleshooting

If the ClockLink utility is unable to connect to your time clock, follow the directions below. Contact Qqest Technical Support at 1-800-697-7010 if these steps do not resolve your problem. You can also chat with a live technician via the TimeForce website at www.qqesttime.com. E-mail Technical Support at tech@qqest.com

1. If you connected your time clock to your computer's serial com port while the machine was running, reboot and try communications again.
2. Check both ends of the communication cable. Ensure that one end is connected snugly into the computer's com port. Ensure that the other end is connected into the first port on the clock located to the left of the power adapter port. This port is labeled "Serial/Modem Line."
3. Use the original cable that came with the clock (it should not have been spliced or modified in any way). Use the shortest length of cable available (6ft. test cables are available upon request from Qqest Technical Support).
4. Test the com port to make sure it works with another serial device, such as a serial mouse or external modem. Be sure to shut down and restart your computer so that the IRQ is reassigned to the new device. If the test device does not work, you have a problem with the com port and should have a computer technician check it out (it could be an IRQ conflict, a port disabled in system bios, loose or non-functioning com port connection to the PC motherboard, etc.).

5. Sometimes various software applications can attempt to take control of the same com port and conflict with each other. Shut down all other open applications and try clock communication again. You may also want to see what applications are running in the background of the machine. Press <CTRL> + <ALT> + <DELETE> simultaneously to bring up the Task Manager. Consult with your system administrator to see which background applications can be shut down.

If a working com port is not available, the clock can be connected to a USB drive using a Keyspan USB to serial adapter.

Modem Clock Troubleshooting

Occasionally our customers experience difficulty when initially setting up communication between their modem time clock and the computer that has ClockLink installed. If so, you can call Qqest Technical Support immediately at 1-800-697-7010. However, it may be wise to try these troubleshooting steps before calling support. Most of these steps will be suggested by Technical Support, so trying them yourself could save you time.

On a New Computer:

1. Ensure that you can connect to the Internet or dial up another device using your computer's modem.
2. Ensure that the modem is listed under "Modems" in the Control Panel.

On a Computer That You Have Already Been Using:

1. Check the modem type to see which type of modem you are using. Our clocks will communicate with most modems, but sometimes have difficulty with WIN Modems. If you are using a WIN Modem and have difficulty connecting to the clock, try installing the ClockLink software to another computer (that does not have a WIN Modem) and test the communications from there. If it works, change out your computer's current modem.

   Note: Whether you know your modem type or not, you can still use this step to troubleshoot. If the clock works on a different modem other than the one you have, switch out your modem.

2. Many modems will not communicate with the clock if they do not have the current driver. Check your modem manufacturer's web site for the most current driver. This fixes many modem issues.
3. The clock needs its own line when communicating. This does not mean that the clock cannot share a phone line with another device (such as a fax machine), but when it is communicating it needs to be on the line alone. Make sure that any shared device is unplugged from the wall when you call the clock. A fax machine, credit card machine, or other modem device will always pick up if hooked to the same phone jack as the clock.
   Note: Many companies sell AB switches for telephone lines. Qqest also sells a com device called "The Stick." Using either of these options is preferable to constantly changing the cables since with repeated insertion and removal, the wires inside the connector will eventually wear out and fail.
4. Check the number of the line that the clock is connected to. In the software, ensure that the number is entered exactly as you would dial it over a telephone. Does it need a 9 first? Does it require an area code? Does it require a 1?
5. Pick up a phone and call the clock. When the clock receives the incoming call the word "CALL" should appear on the display where the time is normally shown.
6. Disconnect the clock from the phone jack and plug in a normal phone. You should be able to pick up the phone and hear a dial tone. If there is no dial tone, the modem cannot work with the line. The phone line must be able to send and receive "analog" communications ("digital" will not work).
7. With the phone connected to the line, try connecting to the time clock. The phone should ring, and when you pick it up you should hear tones from the computer modem trying to connect. If the phone doesn't ring, then the number you are calling is not the number for that line.

8. With the phone connected, listen to the line after pressing a number to silence the dial tone. The line should be quite (no pops, hisses or crackles). If there is static on the line a trouble call should be placed with the phone company to clean up the line.

Ethernet Clock Troubleshooting

Occasionally our customers experience difficulty when initially setting up communication between their time clock and the computer that has ClockLink installed. If so, you can call Qqest Technical Support immediately at 1-800-697-7010. However, it may be wise to try these troubleshooting steps before calling support. Most of these steps will be suggested by Technical Support, so trying them yourself could save you time.

1. Re-seat all cables. Ensure that the network link lights on the back of the time clock light up.
2. Ping the time clock. If there is no reply, check the clock IP address.
3. Unplug the network cable from the time clock and then try to ping the clock. If you receive a response, this means that another network device is assigned to the IP address given to the time clock.
4. For wide area networks, port 5402 needs to be open (UDP for IQ 500 and 600 clocks. TCP for IQ 300E, IQ 400E, IQ 500E, IQ 1000, and Velocity series clocks).
5. Windows Firewall and anti-virus programs can cause errors in ethernet clock communication.

If none of the above steps have fixed your communications issue, contact Qqest Technical Support.

Installing a Bell/Buzzer

The following instructions will guide you through connecting your bell or buzzer to the relay connection on your Qqest time clock.

WARNING: ***The relay connection on the time clock handles electricity from a standard 120 VAC circuit. Because of the danger of electrical shock, Qqest*** **strongly** ***recommends that you have a qualified electrician perform the following procedures.***

ETC Clocks

An ETC model clock will have either a 2-screw or a 4-screw card reader. The instructions to installing the bell or buzzer vary slightly depending on which configuration you clock has.

Determining Your Hardware Configuration

Remove the clock from the wall (if it has already been mounted), turn it over and examine the back. You will see six large screws around the edge of the clock case. These screws hold the back panel of the clock case to the front piece.

In addition to the six large screws you will see four smaller holes on the left side of the clock's back panel. This is where the card reader is held in place. Depending on which hardware model you have, these smaller holes may contain four screws, or they may contain only two, with the other two holes left empty.

Count the screws used to hold your card reader in place and follow the instructions for the appropriate hardware type. Procedures for both types are included below.

Removing the Motherboard

2-Screw Card Reader:

1. Remove the six screws connecting the back panel of the clock case to the front-piece using a Phillips screw driver.
2. Remove the back panel. The card reader will still be attached to the back panel.
3. Remove the four corner screws that secure the motherboard to the inside of the case.
4. Gently remove the motherboard from the case so that you can unplug the cable from the motherboard. Make sure you discharge any static from your body before touching the motherboard.
5. Unplug the card reader and keypad cables (if so equipped). See Figure HARDWARE-1.

4-Screw Card Reader:

1. Remove the six screws connecting the back panel of the clock case to the clock front-piece using a Phillips screw driver.
2. Remove the four screws that hold the card reader in place.
3. Remove the back panel.
4. Remove the four screws that secure the motherboard to the inside of the case.
5. Gently remove the motherboard from the case so that you can unplug the cable from the motherboard. Make sure you discharge any static from your body before touching the motherboard.
6. Unplug the card reader and keypad cables (if so equipped). See Figure HARDWARE-1.

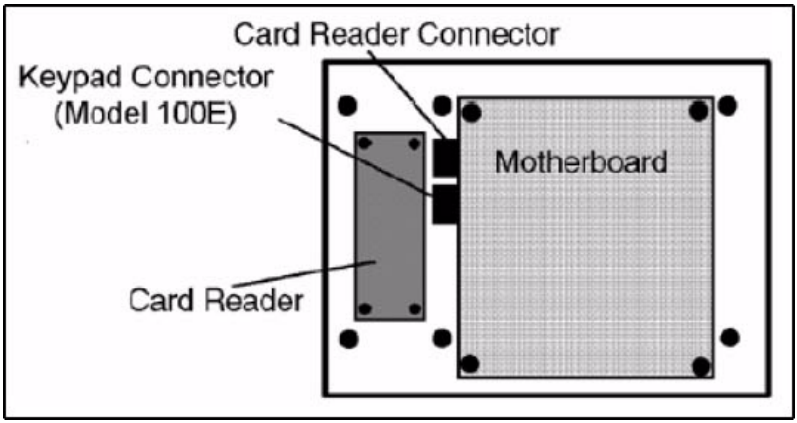

Figure HARDWARE-1: ETC Configuration

Connecting the Bell/Buzzer and Power Source

1. Lay the motherboard on a flat, secure surface with the electronic components facing up. The relay connection is on the lower left corner of the motherboard.
2. Loosen both screws on the top of the relay connection.
   NOTE: ***Ensure that the electrical wires are not live. Serious injury or death can result from coming in contact with live electrical wires.***
3. Locate the three bell wires. One is the ground wire, one is the power source positive wire, and one is the power source negative wire. See Figure HARDWARE-2.

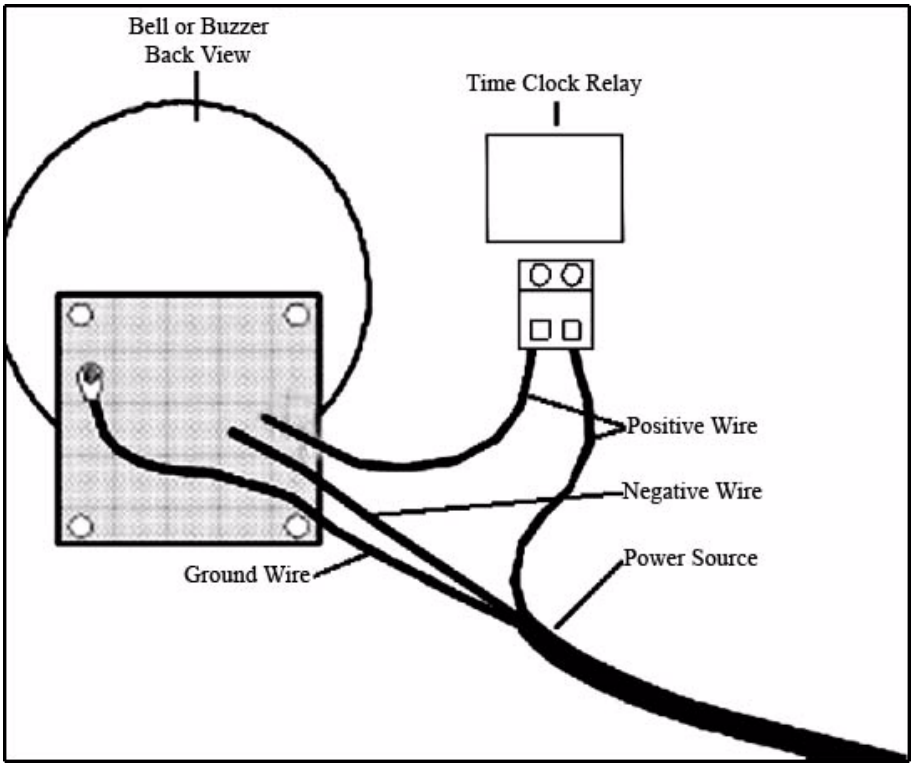

Figure HARDWARE-2: ETC Bell Connection

4. Connect the power source ground wire to the ground terminal on the bell.
5. Connect the power source negative wire to the negative terminal on the bell.
6. Connect the power source positive wire to the positive terminal on the bell.

7. Measure an appropriate distance down the power source positive wire from the bell and cut the wire (the distance between the bell and the place where you cut the positive wire determines how far the bell can be from the clock).
   IMPORTANT: ***Make sure you cut ONLY the positive wire.***
8. Use a pencil or similar instrument to punch out the pre-scored hole in the back panel of the clock case.
9. Strip 1/4 inch of insulation from each of the two positive wire ends created in step 7 and thread both of them through the hole in the back of the clock.
10. Insert one exposed wire into each of the two holes on the relay connector.
11. Tighten both screws to secure the wires.

Replacing the Motherboard

1. Carefully replace the motherboard into the clock case. Ensure that the indicator lights and connectors line up with the slots and holes in the case.
2. Screw the motherboard into place.
3. Plug the card reader and keypad cables (if so equipped) into their respective connectors.
4. Replace the back panel and screw it into place. The wires from the relay connection extend from the holes in the back panel.
5. Attach the clock and bell to the wall in their respective locations.
6. Connect the clock and bell to their power sources and reconnect the clock's communication cable.

Note: In order to use your bell/buzzer, you must first set up "Relay Events." Consult the section of this guide pertaining to your clock type for further instructions on setting up and using Relay Events.

IQ Clocks

The procedures for connecting your bell or buzzer to an IQ clock vary slightly depending on whether you are using an IQ 300/400/500 model clock, or an IQ 1000 model clock. Follow the instructions that correspond to your clock model.

IQ 300, 400 or 500 Time Clock

1. Remove the clock from the wall (if it has already been mounted), turn it over and examine the back. At the bottom of the clock case a panel is cut out, revealing hardware components on the inside of the clock. The relay is locted in the lower left-hand corner of the cutout section. See Figure HARDWARE-3.

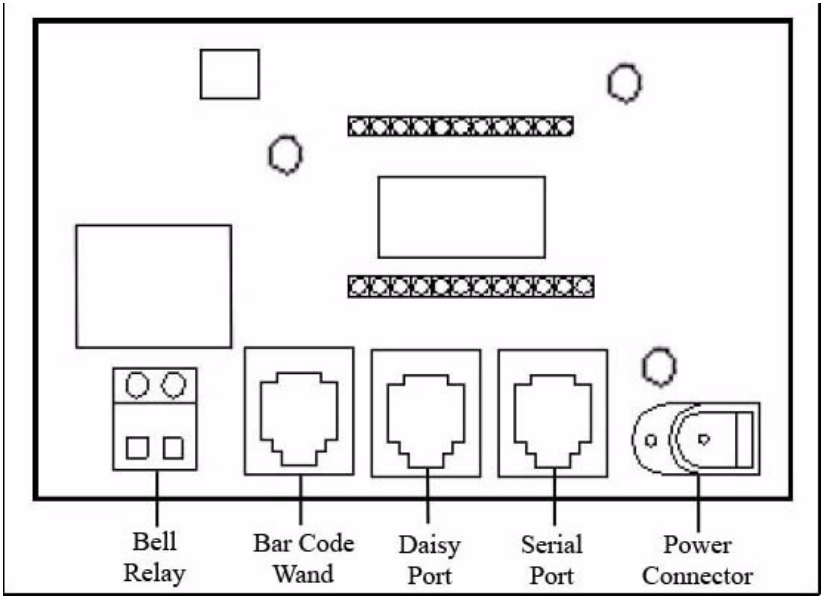

Figure HARDWARE-3: IQ 300, 400 or 500 Motherboard

2. Lay the clock on a flat, secure surface with the electronic components facing up.

3. Loosen both screws on the top of the relay connection.
   NOTE: ***Make sure that the electrical wires are not live. Serious injury or death can result from coming in contact with live electrical wires.***
4. Locate the three bell wires. One is the ground wire, one is the power source positive wire, and one is the power source negative wire.
5. Connect the power source ground wire to the ground terminal on the bell.
6. Connect the power source negative wire to the negative terminal on the bell.
7. Connect the power source positive wire to the positive terminal on the bell.
8. Measure an appropriate distance down the power source positive wire from the bell and cut the wire (the distance between the bell and the place where you cut the positive wire determines how far the bell can be from the clock). ***Make sure you cut* only *the positive wire***.
9. Strip 1/4 inch of insulation from each of the two positive wire ends created in step 8 and insert one exposed wire into each of the two holes on the relay connector. See Figure HARDWARE-4.

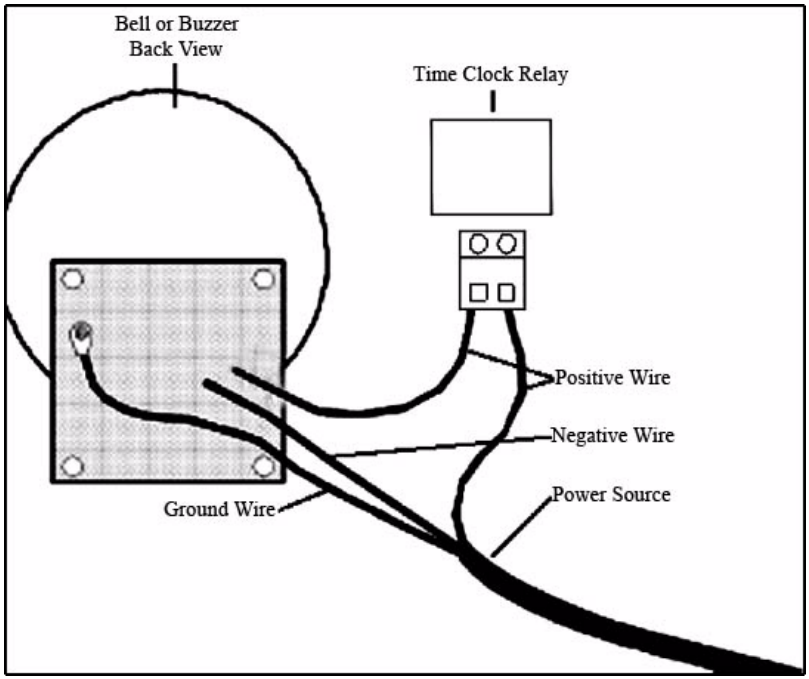

Figure HARDWARE-4: IQ 300, 400 or 500 Bell Connection

10. Tighten both screws to secure the wires.
11. Attach the clock and bell to the wall in their respective locations.
12. Connect the clock and bell to their power sources and reconnect the clock's communication cable.

Note: In order to use your bell/buzzer, you must first set up "Relay Events." Consult the section of this guide pertaining to your clock type for further instructions on setting up and using Relay Events.

IQ 1000 Time Clock

1. Remove the clock from the wall (if it has already been mounted), turn it over and examine the back. At the bottom of the clock case a panel is cut out, revealing the hardware components on the inside of the clock. The clock relays are located in the lower left-hand corner of the cutout section. See Figure HARDWARE-5.

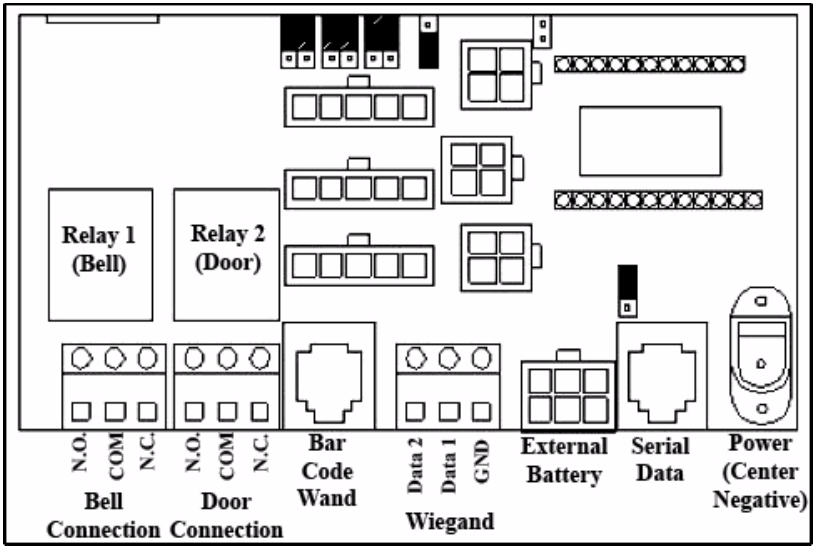

Figure HARDWARE-5: IQ 1000 Motherboard

2. The motherboard on an IQ 1000 clock contains *two* relays. One is used with the "Bell/Buzzer" feature, the other is used with the "Door Security" feature. The bell/buzzer relay is the first visible component on the left-hand side of the cutout section of the clock case.
3. Lay the clock on a flat, secure surface with the electronic components facing up.
   NOTE: ***Make sure that the electrical wires are not live. Serious injury or death can result from coming in contact with live electrical wires.***

4. Locate the three bell wires. One is the ground wire, one is the power source positive wire, and one is the power source negative wire.
5. Connect the power source ground wire to the ground terminal on the bell.
6. Connect the power source negative wire to the negative terminal on the bell.
7. Connect the power source positive wire to the positive terminal on the bell.
8. Measure an appropriate distance down the power source positive wire from the bell and cut the wire (the distance between the bell and the place where you cut the wire determines how far the bell can be from the clock). ***Make sure you cut* only *the positive wire***.
9. Strip 1/4 inch of insulation from each of the two positive wire ends created in step 8 and insert each exposed wire into the appropriate holes in the relay connector. See Figure HARDWARE-6.
   Note: The relay on an IQ 1000 clock contains 3 holes. See the following figure and steps in order to determine into which of the 3 holes you should insert the 2 ends of the wire.

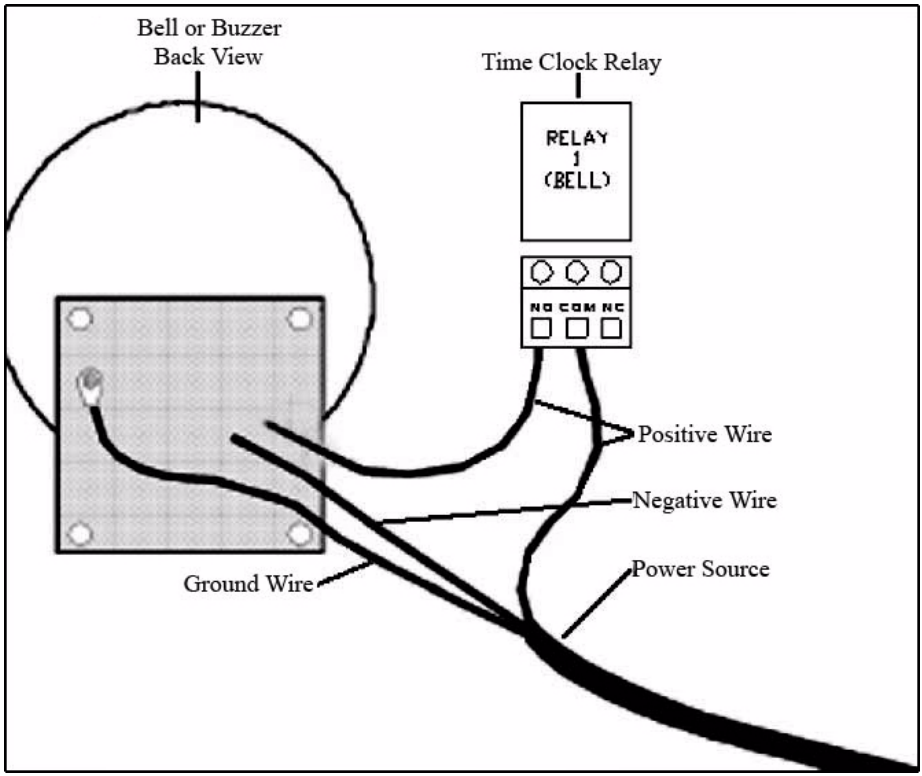

Figure HARDWARE-6: IQ 1000 Bell Connection

10. The 3 holes in the IQ 1000 relay are labeled “N.O.,” “COM” and “N.C.”
    - **N.O. (Normally Open):** This circuit is normally open. When the relay is activated the circuit closes, causing the bell or buzzer to go off. A vast majority of our customers connect their bells using this port, as opposed to using the “N.C.” port.
    - **COM (Common):** One end of the positive wire is *always* inserted into the Common port.
    - **N.C. (Normally Closed):** This circuit is normally closed. When the relay is activated the circuit opens, causing the bell or buzzer to go off. In most cases, this port will not be used.

11. Insert the 2 exposed wires into the appropriate ports on the clock relay.
12. Tighten both screws to secure the wires.
13. Attach the clock and bell to the wall in their respective locations.
14. Connect the clock and bell to their power sources and reconnect the clock's communication cable.

Note: In order to use your bell/buzzer, you must first set up "Relay Events." Consult the section of this guide pertaining to your clock type for further instructions on setting up and using Relay Events.

Installing an External Door Security Reader

Introduction

The Door Security feature of a Qqest time clock allows you to connect the clock relay to an external door switch (or, Wiegand reader). When an employee's punch at the time clock is accepted, the relay activates and the door opens.

External Wiegand readers (either Qqest or HID) connect to the clock via a 3 or 4 contact screw terminal. There may be either 3 or 4 wires used from the external reader, depending on the version of your time clock motherboard.

Table HARDWARE-3: Wiegand Contacts

Signal	Wire Color	Description
Data1	White	Data from reader to clock
Data0	Green	Data from reader to clock
Ground	Black/Bare Shield Wire	Power and data ground
VCC	Red	Power (not present on earlier board versions)

Wires of any other color should be trimmed so that no bare wire shows, and then taped or tie-wrapped so that they do not contact any other wire or metal, such as conduit or door frames.

Before You Install the Reader

The external reader should be mounted in the correct location before connecting it to the time clock. Mount at shoulder-height if cards are normally worn around the neck on a lanyard. Mount at hip-height if cards are activated “hands-free” by bringing the hip containing the card holder (i.e., wallet) close to the reader.

The wires from the reader must be long enough to reach from the reader to the clock. The wires may be extended up to 100 feet total length, although you must be cautious to ensure that longer wire runs are routed away from electrical noise sources such as power lines, motors, flores-cent lights, etc.

Installing the Reader

The following instructions will walk you through connecting your exter-nal door security reader to the time clock.
Note: Power should be removed from the clock before connecting the reader wires.

1. Remove the clock from the wall (if it has already been mounted), turn it over and examine the back. At the bottom of the clock case a panel is cut out, revealing the hardware components on the inside of the clock. The Wiegand connector is located directly to the right of the RJ11 (telephone-type) “WAND” connector. See Figure HARD-WARE-7.

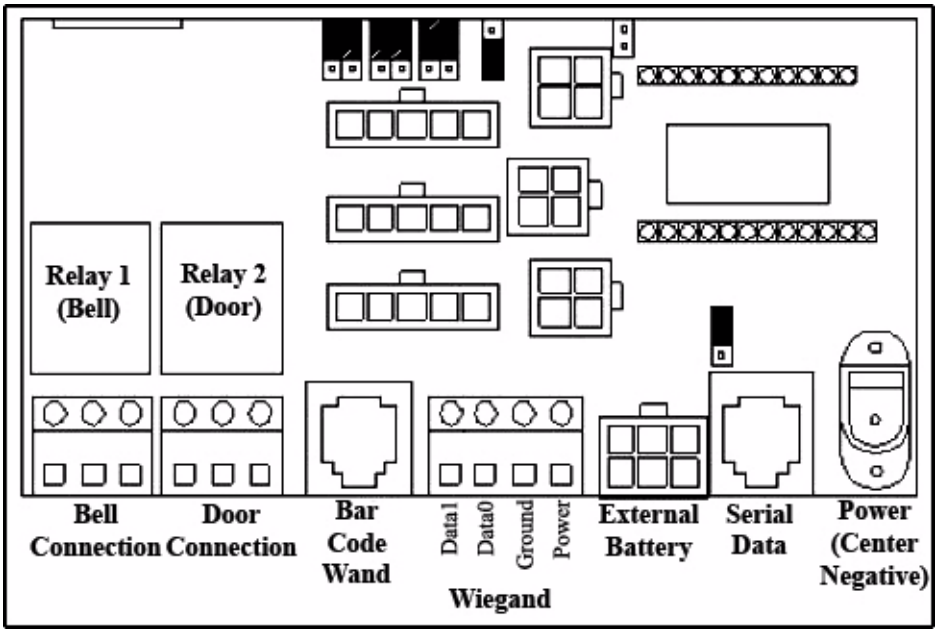

Figure HARDWARE-7: Wiegand Connector

2. The connections on the Wiegand port are (from left to right) “Data1,” “Data0,” “Ground,” and “VCC (Power).” See page 185 for a table detailing which colored wires are to be installed into which ports.
3. Connect the data wires into the screw terminals.
4. On the “Ground” wire, twist the black and shield wires together and insert into the appropriate terminal.
5. Finally, connect the red power wire.
   Note: Boards with 3-terminal Wiegand connectors will still function when connected to the clock, but must be connected it an external power supply. 4-terminal clocks are capable of powering the reader with no external connections beyond the clock and reader.

Once the door security unit has been connected you can re-mount the clock on the wall and re-connect its data and power cables.

PoE Clocks

A PoE clock is a time clock with an Ethernet communications type for which all power supplied to the clock comes directly from the ethernet cable. No a/c power is needed.

Clock Models

PoE is available on the following clock models:

- V800
- V850
- IQ 1000
- IQ 500
- IQ 400
- IQ 300

PoE is *not* supported for the ETC 100 clock model.

Specifications

In order to use PoE, your network must be set up so that the clock's Ethernet cable runs into a switch, router or hub that supports PoE functionality. Note that this functionality *is not* standard on network devices. This device must be IEEE 802.3af compliant.

In order to prevent loss of data in the event of a power outage or surge, the network device that the time clock is connected to should be connected to a UPS or surge protector.

Clock Installation

The instructions for installing a clock with PoE support are virtually identical to the instructions for installing a clock of the same model with standard A/C power.

Simply locate the communications port on the back of the clock in the upper left-hand corner of the cutout section of the clock case (directly above the clock relays). Plug one end of the Standard Category 5 (CAT5) cable into the Ethernet port. The other end of the CAT5 cable is plugged into your network switch, router or hub.

The cable used to connect the clock must be a straight-through cable, not a crossover. To tell the difference between a straight-through cable and a crossover cable, hold the connectors side by side, with the same side of each connector facing you. Look at the wires inside of the connector. If the colors of the wires run in identical order from left to right in both connectors, the cable is a straight-through. If the colors run in opposite order, the cable is a crossover.

No additional power supply is needed. Once the clock has been plugged in to the network device, simply mount the clock on the wall, as desired.

Refer to the section of this guide on your specific model for more detailed clock mounting instructions.

Identifying a PoE Clock

The time clock comes with a “clock code” label located on the bottom of the clock. The following PoE labels will be displayed (depending on the clock model).

- V800 PoE
- V850 PoE
- IQ 1000 PoE
- IQ 500 PoE
- IQ 400 PoE
- IQ 300 PoE

A clock with PoE support can also be identified visually by examining the back of the clock. Located directly above the Ethernet communication port, you will see a large square component labeled “WiPort NR.”

Static Discharge Plate

The fingerprint sensor on an IQ 1000, V800 or V850 time clock contains very delicate circuitry that is susceptible to damage from static shock. When you touch the time clock and your finger gets "zapped," you are actually discharging static electricity from your body, shocking the clock and potentially damaging the fingerprint sensor.

The static discharge plate is a 4" x 4" stainless steel plate that is connected to the ground wire of an electrical outlet. When mounted somewhere near the time clock, employees can quickly touch this plate-- discharging the static electricity from their bodies-- *before* touching the clock's fingerprint sensor.

Installing the Static Discharge Plate

WARNING: *Due to the danger of electrical shock, Qqest strongly recommends that you have a qualified electrician perform the following procedures.*

1. Mount the static discharge plate somewhere near the time clock using the provided mounting tape.
2. In the lower-right hand corner of the plate is a metal post with a nut attached to it. Unscrew the nut from the metal post and attach it to one end of the 8 ft. ground wire.
3. Replace the nut, securing the ground wire in place.

WARNING: *Ensure that there is no power running to the electrical outlet before performing the following steps.*

4. Remove the face-plate from the electrical outlet.
5. The remaining end of the ground wire can be attached to any one of three places:

   •Any of the four mounting ears
   •The ground terminal
   •The face-plate mounting screw

   See Figure HARDWARE-7.

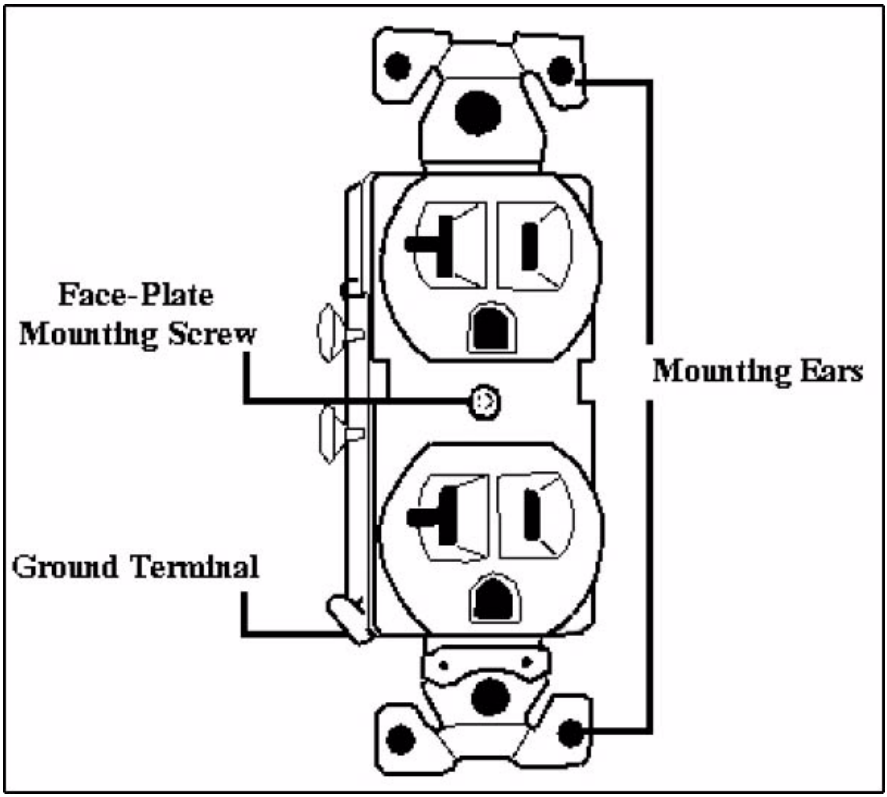

Figure HARDWARE-8: Electrical Outlet

6. Attach the ground wire to the desired location by slipping the ring-terminal at the end of the wire onto the screw and replacing.
7. Replace the electrical outlet face-plate.
8. You may now resume use of the clock, with employees using the static discharge plate as desired.

Note: When connecting the ground wire to the face-plate mounting screw, you do not have to remove the face plate. You can simply attach the ring-terminal to the mounting screw on the *outside* of the face-plate.

Fingerprint Sensor Security Guard

The fingerprint sensor security guard is a clear plastic cover that fits over the top of the fingerprint sensor. In order to reach the sensor, employees must reach their fingers through the cutout section of the security guard. This helps to protect the sensor from damage due to dust, scratches and intentional vandalization.

WARNING:

The following instructions walk you through removing the screws on the side of the fingerprint module and replacing them with longer screws used to hold the security guard in place. The circuitry and ribbons inside the fingerprint sensor are *extremely* delicate. While the fingerprint module is un-screwed, it is *imperative* that you ensure that the module ***does not*** come apart. When re-assembled, the ribbons and circuitry inside get pinched between the two halves of the module case, destroying the fingerprint sensor. Repair/replacement of the fingerprint sensor ***is not*** covered by your Service Agreement.

1. Disconnect the data and power cables, and remove the time clock from the wall.
2. Examine the clock. On the right-hand side of the fingerprint module you will see 2 screws. These screws hold together the fingerprint module case.
3. Using a small Phillip's screwdriver, remove these screws, taking extreme care to not let the fingerprint module case come apart. ***WARNING:*** The circuitry and ribbons inside the fingerprint module are *extremely* delicate. If by chance the clock case does come open, stop what you are doing and call Qqest Technical Support *immediately.* Damage to the fingerprint module *is not* covered by your Service Agreement.
4. Place the fingerprint sensor security guard over the fingerprint module, with the cut-out hole facing out and down. The screw-holes in the security guard will line up with the holes in the fingerprint module.

5. Using the provided Torx security screws and screwdriver bit, secure the guard to the fingerprint module. This also secures the fingerprint module case.

You can now replace the clock to its permanent location. Remember to re-connect the data and power cables.

Finger Enrollment Station

The Finger Enrollment Station is used to enroll and store the finger templates of your employees from a computer workstation, instead of having to perform new enrollments at a time clock.

Finger templates are stored in the TimeForce database. The ClockLink utility can then be used to upload the stored templates to your time clocks.

The following instructions walk you through installing, setting up and using the Finger Enrollment Station.

Hardware Installation

Use the following instructions to connect your Enrollment Station to a computer. The Enrollment Station must be installed on the same machine as the utility that connects to the unit. This machine must also have access to the TimeForce program database.

Two cords extend from the base of the Enrollment Station. One is the power cable, the other is a serial cable.

- Locate the power cable and plug it into the closest available electrical (110-120 VAC) outlet.
- Locate the serial cable (with standard 9-pin connector) and connect it to an available serial port on your computer.

Note: The Enrollment Station can also be connected to a USB port using a Keyspan USB to serial adapter.

Before you can begin using your Enrollment Station, you must first install the utility that the station works with.

Software Installation

The utility that the Enrollment Station uses is installed from the main TimeForce installation disk. The utility must be installed on the machine that the Enrollment Station is physically connected to. This machine must also have access to the TimeForce program database.

1. Insert the TimeForce installation disk into your computer's CD-ROM drive. The main Installation Menu should automatically appear. If it does not, open My Computer or Windows Explorer, right-click on the icon for the appropriate CD-ROM drive, and select “Run.”
2. From the main Installation Menu, click on the [UTILITIES] icon.
3. Click on the [ENROLL] icon. A dialog box appears which reads “This will install Enrollment Station. Do you wish to continue?” Click on the [YES] icon.
4. The InstallShield Wizard opens with a **Welcome** screen. Click on the [NEXT] icon to continue.
5. The **Destination Directory** screen opens. Select the directory where you would like the Enrollment Station utility to be installed. Click on the [BROWSE] icon to select the desired directory. Once you have specified the desired installation directory, click on the [NEXT] icon to continue.
   Note: It is recommended that you allow the utility to install to its default location of “C:\Program Files\Qqest Software Systems\TimeForce.”
6. The **Program Folders** screen opens. Select the directory in the Windows Start Menu where you would like the program icons to be created. The default location is “TimeForce.” Click on the [NEXT] icon to continue.
7. The **Current Settings** screen opens. Review the displayed installation settings. If you need to make any changes, click on the [BACK] icon. Click on the [NEXT] icon to begin the program installation.
8. Once the installation has completed successfully, click on the [FINISH] icon to exit the InstallShield Wizard.

9. On the TimeForce Installation Menu, click on the [RETURN TO MAIN MENU] icon, then on [EXIT].

You can now open the utility and begin using your Enrollment Station.

Enrollment Station Utility Login

In order to log in to the Enrollment Station utility, you must supply it with the user name and password of the administrator TimeForce user, as well as the company code that all users enter when logging into the system.

1. Open the Enrollment Station utility. From the Windows Start Menu go to Programs | TimeForce and click on "Enrollment Station." The main login screen opens.
2. In the **TimeForce Server** field, enter the location of the TimeForce webserver. If the database is installed on the machine that you are working at, a setting of "http://localhost" will suffice.
3. In the **Username** field, enter the user name of the default Time-Force administrator user.
4. In the **Password** field, enter the login password of the specified user.
5. In the **Company Code** field, enter the code that *all* users must enter when logging into the TimeForce system.
6. Click on 

the icon. You are logged into the Enrollment Station utility.

The utility will automatically remember the information from a successful log in, making it unnecessary for you to enter login information every time you open the utility.

To log out of the utility and require the next user who opens the program to enter login information, click on the "File" drop-down menu at the top of the screen, and select "Log Out."

Using the Enrollment Station

The following instructions walk you through understanding how the enrollment process works, and lead you step-by-step through creating finger templates.

Enrolling Legible Finger Templates

The following topic is intended to give you a basic knowledge of finger enrollment process.

How it Works

When the Enrollment Station or a biometric time clock attempts to read a finger, it senses on an array of 160 by 160 “dots” how close to the surface of the sensor the skin is. Then, it senses finger “ridges” as being very close (actually contacting the sensor), while the “valleys” in the finger register as being further away.

Because of the way the sensor takes the distance measurement, the skin must contain moisture. For this reason, the clock would not read a rubber finger molded from a real finger. This is also the reason why exceptionally dry fingers or very dirty fingers will cause unreadable templates.

The presence of a finger on the sensor is detected by the contrast seen by the sensor between the close and “distant” portions of the finger. Thus, a completely smooth finger would not be detected, no matter how well cleaned or moisturized it was. The biometric unit also looks for the swirl pattern in the center of the finger, so if the finger is placed on the sensor so that the center of the fingertip is not near the center of the sensor, no finger will likely be detected, and no match will occur.

Note: A finger template is generated using a mathematical algorithm. No image of the employee's fingerprint is generated or saved by the system during the process of enrolling a template.

Quality and Content

When a new template is enrolled a “Quality” and “Content” reading is generated, informing you of the overall quality of the scan.

Quality

The “Quality” reading refers to how well the ridge pattern is defined within the finger image that was enrolled. See Figure HARDWARE-08 below.

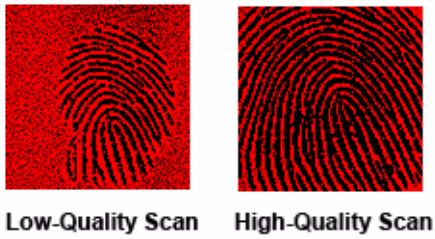

Figure HARDWARE-9: Quality Readings

A high-quality scan should fill the entire sensor with a crisp, clear image of the scanned finger. Dry or excessively dirty fingers can result in a low quality reading.

Content

The “Content” reading refers to the amount of usable information the sensor reads in the finger. See Figure HARDWARE-09 below.

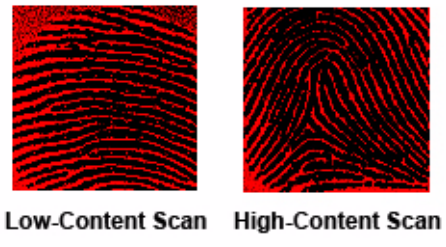

Figure HARDWARE-10: Content Readings

A finger template consists of the identifiable characteristics of your fingertip. These characteristics vary depending on which pattern type your finger contains (see “Finger Pattern Types” below for a definition of each of the three pattern types). If these characteristics are not captured when the template is created, the verification process will have little to compare a scanned finger to.

The “Content” reading is based almost entirely on the proper placement of your finger upon the sensor. Use of the Ridge Lock helps minimize issues associated with poor finger placement and reduces the likelihood that information-rich areas of the finger are outside the view of the image. To use the Ridge Lock, place the joint of the first knuckle firmly against the ridge located at the bottom of the sensor area.

Finger Pattern Types

There are three different types of patterns that make up an identifiable fingertip.

Loop

In a loop pattern ridges enter from either side of the template image, loop around the image and pass out again, creating a “Core” (or center of the loop) generally located near the center of the template image.

Whorl

In a whorl pattern ridges at the core of the template image are usually circular, resulting in a “Delta” (or, an area where there is a triangulation or dividing of the ridges).

Arch

In an arch pattern, ridges enter from one side of the template image, make a rise in the center and generally exit on the opposite side.

Troubleshooting

If you experience difficulty when enrolling finger templates, try the following troubleshooting steps:

- Ensure that both the sensor and the finger are clean. An excessively dirty finger or sensor will affect the quality of an enrolled template.
- If the finger and sensor are clean, but a dry finger is suspected, try re-enrolling one more time, leaving the finger on the sensor for several seconds prior to enrollment. This allows moisture to accumulate on the fingertip to provide a good image.
- Finger template qualities can vary among individual fingers for the same person. Try enrolling alternate fingers to see if the score improves.
- Ensure that the finger is placed on the sensor properly, using the Ridge Lock located at the bottom of the sensor.

Creating a Finger Template

Use the following instructions to enroll a finger template using the Enrollment Station.

Note: Before enrolling finger templates, each employee must be set up with an employee profile in the TimeForce software.

1. Open the Enrollment Station software. From the Windows Start Menu go to Programs | TimeForce and click on “Enrollment Station.” The main Enrollment Station screen opens.
   Note: If you have never before logged into the program, you may be asked to enter a TimeForce Username, Password and Company Code. Successful login information is automatically saved.
2. In the **Card Number** field, enter the card number that you would like to assign a finger template to and click on the  icon.
   Note: Card Numbers are specified in the employee profile section of TimeForce.

3. The card number is detected within the TimeForce database. The assigned employee's name is displayed in the header at the top of the screen. Any finger templates that currently exist for this employee within the TimeForce database are displayed on the left. The **New Finger Template** section of the screen is where new templates are enrolled.
4. To enroll a new template, click on the [ENROLL] icon. A message appears which reads “Place Finger on Reader.”
5. Have the employee place his or her finger on the sensor, fitting the joint of the first knuckle against the Ridge Lock located at the bottom of the sensor.
6. The Enroll Station scans the employee's finger. When completed, the **Quality** and **Content** of the scan is displayed. Ideally, both settings should be as high as possible.
   Note: See “Enrolling Legible Finger Templates” on page 198 for more information on the “Quality” and “Content” settings.
7. The following options are available:
   - If the “Quality” or “Content” is low, click on the [ENROLL] icon again to re-scan the finger template. A message appears which reads “Do You Want to Save the Current Template?” Click on the [YES] or [NO] icon as desired.
     Note: The [YES] icon will only appear if both the “Quality” and “Content” scores are above 50%.
   - Click on the [VERIFY] icon to re-scan the employee's finger for the purpose of comparing the new scan with the enrolled template. The **Verify** status is displayed. This setting should be as high as possible. If the setting is low, re-enroll the template.
   - Click on the [SAVE] icon to save the finger template. This option does not appear if either the “Quality” or “Content” scores are below 50%. Saved templates are displayed under the **Templates** header on the left-hand section of the screen.
     Note: Saved templates are displayed by index number. This number is assigned based on how many templates exist for this employee.
   - If the “View Image” setting is enabled, the [IMAGE] icon will also be available. See “Viewing a Template Image” below for more information on this option.

Enter up to five templates for this employee, as desired. Finger templates are automatically stored in the TimeForce database. Once a template has been enrolled, it can immediately be transferred to your time clock(s) using the ClockLink utility.

Viewing a Template Image

The Enrollment Station gives you the option of viewing an image of the scanned finger template. This option can be helpful in learning proper finger placement.

Note: This image is generated for your information *only.* The system uses a mathematical algorithm to generate and verify a finger template, ***not*** an image of the employee's fingerprint. When you exit out of the "View Image" option, the generated fingerprint image is immediately deleted, and is not stored by the system.

Enabling the "View Image" Option

The "View Image" option is disabled by default. In order to enable it, you must edit a setting in the "Enroll.ini" file.

1. Ensure that the Enrollment Station utility is not running.
2. Using My Computer or Windows Explorer, browse to the following location: "C:\Program Files\Qqest Software Systems\TimeForce\Enroll."
3. Double-click on the "Enroll.ini" icon. A screen may appear asking you which program you would like to open this file with. Select "Windows Notepad," or a similar word processing application.
4. The file contains various program settings, separated by section headers. Locate the [Settings] heading, near the bottom of the file.
5. Insert a new line at the bottom of this section and enter the following setting: "ViewImage=1" (Do not include quotation marks).
6. Select the "File" drop-down menu at the top of the screen and click on "Save."

You can now exit the "Enroll.ini" file and open the Enrollment Station utility.

Using the “View Image” Option

1. Open the Enrollment Station utility. From the Windows Start Menu go to Programs | TimeForce and click on “Enrollment Station.” **Note:** You may be asked login using a TimeForce username, password and company code.
2. From the main program screen, enter the desired employee **Card Number** and click on the  icon.
3. With the “View Image” option enabled, the [IMAGE] icon appears in the row of icons in the **New Finger Template** section of the screen. Click on the [IMAGE] icon.
4. A message appears which reads, “Have the employee place their finger on the Enrollment Unit, then press OK.”
5. The **Fingerprint Image** screen opens, displaying an image of the scanned fingerprint.
6. Once you have reviewed the image, click on the [DISCARD IMAGE] icon. The image is permanently discarded.

Common Error Messages

The following is a brief list of common error messages and their causes. Error messages are displayed at the bottom of the main Enrollment Station utility screen, or as dialog boxes that pop up when an error occurs.

No Enrollment Unit Detected

This error occurs when the program cannot detect the presence of an Enrollment Station on this computer.

The program scans for a enrollment unit each time it starts. You can also manually scan for a unit by clicking on the “File” drop-down menu and selecting “Detect Enrollment Unit.”

This message will occur for the following reasons:

- The Enrollment Station is not plugged in to a serial port or USB port via a Keyspan adapter.
- The Enrollment Station is not powered on. Plug the station into a standard electrical (110-120 VAC) outlet.

- Another program has control of the serial port. Close all other programs that may be attempting to use the serial port (such as software for a palm pilot, etc.).

Invalid Login

This error indicates that an invalid TimeForce **Username**, **Password** or **Company Code** has been entered in the program login screen. Re-enter your TimeForce login information.

The Server Name or Address Could Not Be Resolved

This error indicates that the program could not connect to the "IQ1000ws.dll" on login. This error occurs for the following reasons:

- An invalid **TimeForce Server** has been entered on the login screen. Check the setting and re-enter it.
- The IWAM and IUSR permissions are not set correctly on the "Webservices" directory. Refer to the TimeForce Knowledgebase or call Qqest Technical Support for information on resolving this error.
- The Execute Permissions on the "Webservices" directory are not set to "Scripts and Executables" in IIS Console. Refer to the TimeForce Knowledgebase or call Qqest Technical Support for information on resolving this error.

id_BadID – Specified Comport Doesn't Exist

This error occurs when either the [ENROLL] or [IMAGE] icons are clicked with no unit attached. Attach the Enrollment Station and try again.

Cable Specifications

Serial Clocks

In order to ensure proper clock operation, the cable between the computer and the clock and the cable between clocks must meet certain specifications, and also must be correctly pinned out to the computer's serial port.

- The cable between the computer and the Master Serial time clock must not exceed 200 feet in length.
- The total length of the cable from the Master to the last Daisy clock must not exceed 4000 feet in length.
- Any cable over 20 feet in length should be shielded, and should not have any splices. It is recommended that you use shielded cable supplied by Qqest. If you are unable to use cable supplied by Qqest, category 3 or 5 Shielded Twisted Pair cable may be used, but you should only use 1 wire from each twisted pair, and abandon the other wire of each pair. For example, you could use the blue, brown and orange solid-colored wires, and leave the blue/white, brown/white and orange/white wires unconnected on each end. Performance will be reduced (you may not be able to achieve reliable daisy communications all the way to 4000 feet), but for shorter distances performance should be adequate.
- The PC Connector is a standard DB-9 female serial connector.
- The Connector to the Master port labeled "Phone/Computer/Daisy" must be RJ-12 (6 Pin).
- The connector from the Master to Daisy or Daisy to Daisy can be either an RJ-11 or RJ-12, but only 4 contacts are *required*. The cable must only contain 4 wires (***not*** 6).
- If you have a 25-pin serial port you can either use a DB25 to DB9 serial adapter (*recommended*), or build your own cable using a DB25 connector. Contact Qqest Technical Support for a pinout diagram.

- The physical path of the cable must be as free as possible of electromagnetic interference (EMI) or radio frequency interference (RFI). Shielded cable will decrease vulnerability to such interference, but cannot guarantee its elimination. Avoid running cable over or near florescent lighting, electric motors, power distribution panels, transmitters or UTP network cable bundles. Try to keep the cable length *as short as possible*. Data transmission problems may occur if the cable is exposed to any such interference: loss of data, duplicate punch data, packet errors and corruption.

Cable Pinouts

Connect pin 2 on the DB9 to pin 1 on the RJ12. Then connect pin 3 on the DB9 to pin 6 on the RJ12. Then connect pin 5 on the DB9 to pin 3 on the RJ12. Jumper pins 4 and 6 on the DB9 together and pins 1, 7 and 8 on the DB9 together.

See Figures HARDWARE-10 and 11 below.

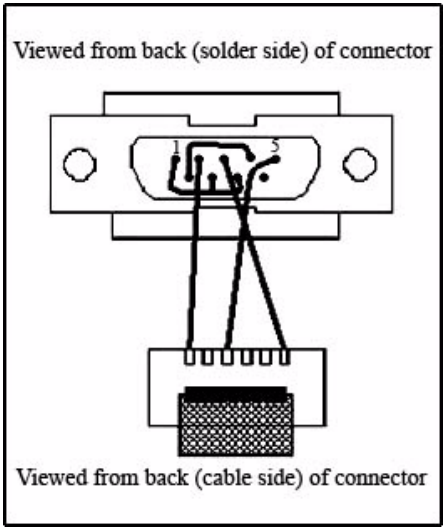

Figure HARDWARE-11: Cable Pinouts

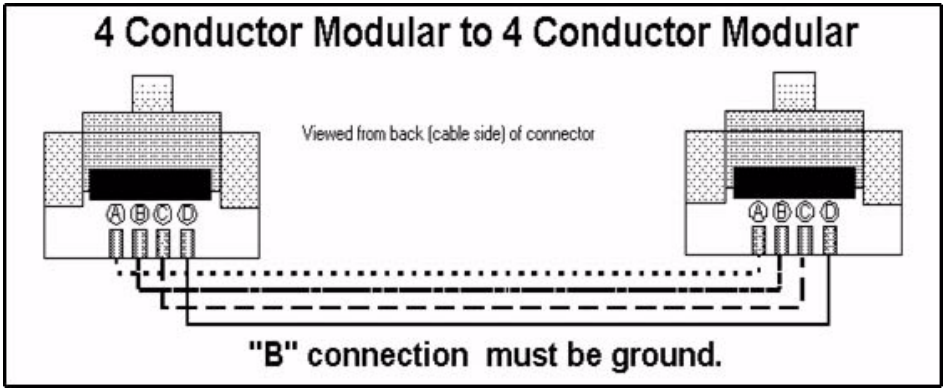

Figure HARDWARE-12: Cable Pinouts

Modem Clocks

Due to possible problems when running a modem clock on some types of phone systems, we require that only a “two wire” phone cable be used with our clocks (as opposed to the standard “four wire” cable).

This prevents possible damage to the clock motherboard or modem due to power running through the extra two wires. We have provided a two wire phone cable with the clock. If you need longer cables, please use this cable as a template to properly modify a standard four wire phone cable, or you can purchase a new cable of sufficient length from Qqest Software Systems.

If you have any questions, please call our Technical Support department at (800)697-7010.

Ethernet Clocks

The Ethernet clock uses a standard Category 5 (CAT5) shielded network cable. The clock comes with a 20 ft. cable. If a longer length is needed, any standard CAT5 cable will work.

How Do I Create Clock Groups?

The TimeForce system allows you to organize your time clocks by assigning them to clock groups. Groups can be created based on their location, the employees that will be using the clock, etc.

Clock groups are created from the “Clocks” section of the TimeForce program.Open the TimeForce program and log in as an administrator-level user.

1. Click on the main “Clocks” navigation tab located at the top of the screen.
2. From the **New Clocks** section of the screen, click on [ADD GROUP].
3. To create a new clock group, click on the [ADD] icon located to the right of the **Name** header.
4. Enter a **Name** for this clock group.
5. Click on the [CREATE] icon to add the group.
6. Enter as many groups as desired. To remove a group, click on the ✕ icon located to the right of each displayed group.

The **Clock Group** drop-down menu in the “Clock Settings” section of the program will now have options to choose from.

Finger ID Sensor Cleaning Instructions

The following instructions walk you through cleaning the finger ID sensor on your IQ 1000, V800 or V850 time clock. Although maintenance and handling requirements for the sensor are few in number, observance of a few basics will help to ensure a high level of performance over the life of the sensor.

Cleaning the Finger ID Sensor

Oily deposits from your finger accumulate on the surface of the template sensor after repeated use. These deposits can inhibit the functionality of the sensor. It is recommended that the sensor be cleaned at least once per week, but it should also be cleaned anytime an oily residue is visible on the sensor surface.

Use rubbing alcohol and a clean cotton cloth or tissue paper to remove oily deposits. Do not use a soiled cloth or tissue paper to clean the sensor. A clean cotton cloth or tissue paper will absorb the deposits, but a soiled cloth will smear deposits over the sensor surface. Rubbing alcohol is the preferred cleaning solution because it absorbs the oily residue and evaporates quickly.

The use of nylon brushes or scouring pads, abrasive cleaning fluids or powders, or steel wool is *not* recommended.

Caring for the Finger ID Sensor

The sensor is designed to perform well even under harsh conditions. Nevertheless, some precautions should be taken to avoid damage.

- The sensor can be damaged by a discharge of static electricity from your body. However, the ridge at the base of the sensor is made with conductive plastic designed to discharge any static from your skin or clothing before your finger comes in contact with the sensor itself. It is recommended that you use a static discharge plate which is connected to a ground plane (contact Qqest Accessory Sales for more information). You should *always* discharge the static electricity from your body before touching the fingerprint sensor.
- Do not place the clock close to a heat source, such as a radiator or hot plate. The sensor should also be protected from excessive moisture or liquids.
- Do not subject the sensor to heavy shocks or vibrations.
- Do not allow the sensor to come into contact with metallic objects.

Index

D

E

F

G

H

I

Q

R

S

T

U

V

W