Universal Time Clock™
Product User Guide

RTC-1000 2.5®

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RTC-1000 2.5 Universal Time Clock User Guide

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Chapter 1 | Getting Familiar with Your Time Clock

Introduction

Welcome

Welcome to Universal Time Clock 2.5 software!

Thank you for choosing Icon Time Systems, we appreciate your business.

Our mission is to provide our customers with ease-of-mind through our quality products and excellent customer service. All of us at Icon Time Systems wish to thank you for placing your trust in our products. We pride ourselves on being innovators in the time and attendance industry, by developing products that are quick to install, simple to operate and reliable.

Use this guide to learn how to use your Universal Time Clock to perform essential tasks that will make tracking employee time, as well as your payroll processes, more efficient.

The Universal Time Clock system offers breakthrough web-enabled technology that brings the simplicity of embedded software to your time and attendance system, all without requiring Internet access. With the Universal Time Clock, you will be able to track and manage your employees' time and attendance, add employees, edit timecards, run and export reports, and much more directly from your Web browser.

Your Universal Time Clock can be connected directly to your computer via USB, Ethernet connection, or to your network via Ethernet. For instructions on connecting your employee time clock, please refer to the Quick Start Guide that came in your time clock package.

System Requirements

- Windows PC, Mac, Linux, Android, iOS, or any other device that uses a web browser.
- One available Ethernet port for a Network connection, or an available USB port on a Windows based PC.
- If connecting remotely over the Internet, Network and Internet connection is required.
- USB connection requires Windows Operating System (XP and above).
- QuickBooks Plug-in and the ADP Export programs require Windows Operating System (XP and above) and can be found on the Setup Wizard / Documentation CD included.

Note: If you are using your Universal Time Clock with a Macintosh computer, you must connect your time clock to your Network using Ethernet.

Features

The Universal Employee Time Clock can be found in two distinct models: the SB-100 PRO 2.5 and the RTC-1000 2.5.

- The **SB-100 PRO 2.5** Universal Time Clock offers a basic set of features at an entry level price and is designed for small companies that do not require a lot of features. The SB-100 PRO 2.5 comes standard with 25 employees and is upgradeable up to 250 employees.

- The **RTC-1000 2.5** Universal Time Clock is the perfect fit for a growing business that requires a time clock that can keep up with changing needs. This time clock is ideal for those companies looking for a feature-rich product that is fully supported by a nationwide network of experts. The RTC-1000 2.5 comes standard with 50 employees and is upgradeable up to 250 employees.

Feature Comparison Chart

Feature	SB-100 PRO	RTC-1000
Employee Capacity	25 (upgrade to 250)	50 (upgrade to 250)
Proximity Entry	Badges Sold Separately	15 Badges Included
Remote Internet Access Option	Additional Setup Required	Additional Setup Required
Paid Break Tracking	✔	✔
QuickBooks, ADP and Flex Interface	✔	✔
Auto Deduct Lunch	✔	✔
Timecard & Attendance Report	✔	✔
Holiday / NonWorked Hours Tracking	✔	✔
Global Add Hours (add hours for multiple employees, with a single transaction)	✔	✔
Track Tips, Job Numbers, or Piece Counts		✔
Department Support		✔
Timecard by Department Report		✔
Supervisor Logins with Employee Assignment		✔
Connect Up-to 16 Clocks Together (250 employee max)		✔
Custom Employee PIN #		✔
Customize Report Filter Options		✔
Notes by the Punch		✔
Employee Web Punch Entry		5 Employee License Included

Upgrade Comparison Chart

Upgrade Feature	SB-100 PRO	RTC-1000
Benefit Tracking • Accrue Benefit Hours for Vacation, Sick, and Personal Time • Additional Overtime Options	✔	✔
Upgrade Employee Capacity	50, 100 or 250	100 or 250
Proximity Entry Badges • Wave badge in front of clock, to clock In or Out • Sold in packs of 15 or 25	Badges Sold Separately	15 Badges Included
Employee Web Punch Entry • Clock In/Out from Web browser on Smart Phone, Tablet or work station • Sold in packs of 5, maximum of 25 employees can use Web Punch entry	✔	5 Employee License Included
Email Alerts • Email Timecard Reports to one or more recipient • Send email alerts to Supervisor for high hours, low hours, approaching overtime • SSL Data Encryption for increased security	✔	✔

Connection / Setup

Refer to the Universal Time Clock ***Quick Start Guide*** for instructions on setting up your employee time clock's connection and logging into your time clock for the first time.

You can find a copy of the Quick Start Guide on the Setup Wizard / Documentation CD supplied with the time clock or on our website at the link below.

http://www.icontime.com/index.php/support/knowledge-base-search/44-user-manuals/312-rtc-1000-2-5-quick-start-guide

Logging In

To log in and view employee information and punch details, enter the time clock's assigned Internet Protocol (IP) address into your Internet browser address field. You will not need to enter www at the beginning of the address.

You must enter the address exactly as displayed below. For example, if the assigned address is 192.168.2.103, enter that text directly into the address field, preceded with **"http://"**.

Note: If you are logging in using USB, click the Employee Time Clock Login icon on your desktop or follow the same instructions described above, entering 127.0.0.1 as the IP address.

Support and Troubleshooting

For your convenience, troubleshooting tips and how-tos can be found in Chapter 8 | Troubleshooting and Frequently Asked Questions. In addition, our technical support site lists more troubleshooting tips and how-tos to assist you with the Universal Time Clock. You can reach this site at www.support.icontime.com.

This system includes a 30-day trial of our Gold Technical Support Plan, which includes unlimited telephone support and remote assistance. Support can be reached Monday through Friday from 7:30am to 4:30pm (PST) at (800) 847-2232 option 1 or via email at support@icontime.com.

Payroll Interfaces

Your time clock package includes QuickBooks, Paychex Flex, and ADP Payroll Export interfaces, as well as a CSV export. The Paychex Flex export can be downloaded directly from the clock software under: Go to **Reports** | **Payroll**.

The QuickBooks Plug-in and ADP Payroll Export programs are compatible with Windows operating systems, only.

To download the Payroll Export program, click on the appropriate link below:

- **QuickBooks** – www.icontime.com/utc-quickbooks-export
- **ADP** – www.icontime.com/utc-adp-payroll-export

Register your Time Clock

We highly recommend that you register your employee time clock to ensure that you receive email notification of free software updates, instate your manufacturer's warranty, and 30 days of free technical support.

Register Your Time Clock at - www.icontime.com/universal_time_clock_registration.asp

Navigating the Time Clock Software

The time clock interface is designed to allow you to quickly and easily complete your tasks and run your reports. In this chapter you will learn how to navigate through your time clock application. Application navigation is done through six distinct menus: Home, Lists, Reports, Files, Settings, and Help. Moving your mouse cursor over each icon displays the individual drop-down menu items.

Home Page

When you first log into your time clock application, the Home page displays automatically. The Home page provides a quick glance at the activity on your time clock, including notifications of custom alerts. The Home page also contains helpful links to configure your software.

Current Alerts

The Home page displays important system alerts and time clock activity alerts.
For instructions on customizing your alert settings, refer to Setting Your Alert Preferences in Chapter 2.

When you no longer want to be notified of a particular task or alert, check the checkbox next to that item in the **IGNORE** column, and click **Submit**. If you would like to see past alerts, click **Show All**.

To view the details of the alert, click the alert link in the **ALERT/TASK** list.

Lists Menu

Use the Lists menu for adding, modifying or deleting employees, departments, supervisors, or enabling or disabling additional time clocks connected to the system. Refer to Chapter 3 | Setting Up Your Employees for instructions on setting up employees, and Chapter 4 | Departments and Supervisors for instructions on configuring departments and additional time clock supervisors.

Reports Menu

Your time clock comes with four reports that make it quick and easy to get the information you need to complete your work and process payroll. In addition, with the Create Report option, you can run custom filters for specific punch times, dates, employees, and departments. Use the Reports menu to access the reports. Refer to Chapter 5 | Generating Reports, for additional information on generating and customizing reports.

Files Menu

Use the Files menu to back up data, restore data back-ups, delete unneeded data, and update your employee time clock. Refer to Chapter 6 | Maintaining Your Time Clock, for additional information on time clock maintenance.

Settings Menu

Use the Settings menu to customize your payroll, overtime, punch, device, and alert preferences. Before running any reports, set your preferences as described in Chapter 2 | Setting Your Time Clock Preferences.

Help Menu

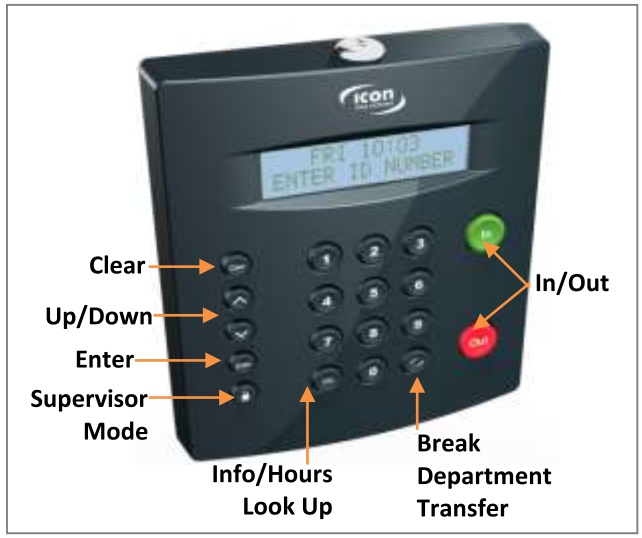
The Help menu gives you quick access to the Help Center and to view the About Your Clock page for your time clock.

Using Your Time Clock Terminal

It is important for you to understand the features and functions available on your time clock terminal. Take the time to familiarize yourself with these features. In this section, we will give a brief overview of the features available.

Time Clock Key Functions

- **In/Out** - Used by the employee to punch IN or OUT.
- **Break/Department Transfer** - Used by the employee to transfer into a Department or Paid Break.
- **Info** - Displays daily and weekly hourly totals for the employee.
- **Supervisor Mode** - Allows supervisor to access advanced employee time clock terminal options.
- ∧ or ∨ - Used to scroll up or down through menu options.
- **Enter** - Selects and saves menu options.
- **Clear** - Returns user to the previous menu option.



Employee Functions at the Clock

Employees use the time clock to enter their work information. This section describes how employees will use the time clock for daily activities.

Punching In and Out

The employee procedure to punch In and Out at the time clock may vary depending on the entry method selected. Refer to Chapter 3 | Setting Up Your Employees, for additional information.

The punch entry method procedures are described below.

Validated Entry Method

The Validated Entry Method is the most common and recommended method for punching In/Out with the time clock.

1. Enter the assigned PIN/badge number on the time clock terminal. The employee name displays on the time clock. Under the display name, the In and Out options display. One of these options will be flashing.

2. Press the corresponding **In** or **Out** key on the time clock. Once the punch is accepted, a message displays stating they punched In or Out.

3. After an employee punches Out, the total hours worked for the shift displays on the time clock display. Additional hours information can be viewed by pressing the **Up** or **Down** key on the time clock.

Note: The Show Hours option is activated in the **Device Preferences** tab as discussed in Chapter 2 | Setting Your Time Clock Preferences.

Non-Validated Entry Method

1. Enter the assigned PIN/badge number on the time clock terminal. The employee name displays on the time clock. Under the display name, the In and Out options display.

2. Press the corresponding **In** or **Out** key on the time clock. Once the punch is accepted, a message displays stating they punched In or Out.

3. After an employee punches Out, the total hours worked by the employee for the shift can be viewed on the time clock display. Additional hour information is available by pressing the **Up** or **Down** key. This will display the total hours for the day and the week.

Automatic Entry Method

This method is also known as "Swipe and Go". By entering your assigned PIN/badge number on the time clock terminal:

1. The time clock displays the employee name and Entry Recorded. You are not allowed to make any other selections at the employee time clock terminal. This provides a simple and quick method for punching In and Out at the employee time clock.

2. The employee time clock automatically determines if the punch is an In or Out punch.

Note: You cannot use Show Hours at the employee time clock terminal, make any lunch override, or hours adjustments to these types of punches. Refer to Adding a Punch in Chapter 4, for additional information.

Proximity Badge Entry

Proximity badges allow employees to punch In/Out by waving the badge in front of the time clock keypad. There are many benefits to using proximity badges; minimizing buddy punching, quicker punching in and out, and no PIN to memorize.

Proximity badges are assigned at the time clock terminal. Follow the instructions below to assign a proximity badge to an employee.

1. Enter into Supervisor Mode at the time clock terminal.
   - Press on the time clock terminal.
   - Enter your security code. The default security code is **00 00 00**.

2. Scroll through the options using the **Up** or **Down** key until you find Assign Badges, then press **Enter**.

3. The time clock will display *Enter ID Number*. Use the keypad to enter the assigned PIN/badge number of the employee you wish to assign the badge, press **Enter**.

4. Wave the badge in front of the time clock keypad (over the 5 key is the optimal location to wave the badge). The time clock displays *Assigned* when the badge is assigned to the employee.

The employee can now use the badge to punch In and Out. Repeat the steps above for each employee.

Note: To assign a proximity badge to an employee from the software interface, enter the 9-digit code, found on the back of the badge into the **PIN/Badges** field on the **Edit an Employee** screen. If this option is used, the employee must enter the 9-digit code as their assigned PIN.

Web Punch Time Clock Entry

The Web Punch Time Clock allows you to capture your employees' time anytime, anywhere using a web browser from any device on the network (LAN, WAN) or Internet. The RTC-1000 2.5 comes with a 5 employee Web Punch Time Clock license.

For employees or supervisors to access the time clock application remotely over the Internet, additional set up is required. Refer to Chapter 10 | Configure the Time Clock for Remote Access for more details.

Web Punch Time Clock is offered in packages of 5 licenses and will allow a maximum of 25 employees to clock In using a Web browser on their PC, smart phone or tablet. For more detailed information on the Web Punch Time Clock, refer to Chapter 8 | Software Upgrades.

For instructions on assigning Web Punch Time Clock licenses, refer to Chapter 7 | Alternate Employee Entry Options.

Tracking Paid Breaks

The Universal Time Clock includes one department that can be used to track paid breaks. Tracking paid breaks allows you to better manage the time your employees are taking during their paid break periods.

> **Note:** This option must be activated for each individual employee, as discussed in Chapter 3 | Setting Up Your Employees.

To track time that an employee spends on their paid break, the employee must be assigned to the break department and must transfer into the break department.

To transfer into the break department, follow the instructions below. The employee must already be punched In to the employee time clock.

1. Enter the assigned PIN/badge number on the time clock terminal, or wave the proximity badge in front of the number pad.

2. Instead of pressing Out, press the **Break/Department Transfer** key on the time clock

3. A message stating "Going To... Break" displays on the time clock. To clock into break, press Enter. This punches the employee out of the work department and into the break department.

To transfer out of the break department and back to work:

1. Enter your PIN/badge number at the time clock terminal, or wave the proximity badge in front of the number pad.

2. Instead of pressing In or Out, press the **Break/Department Transfer** key on the time clock.

3. A message stating "Going To... Break" displays on the time clock. Press **Up** or **Down** to select the work department. To punch out of break and into work, press **Enter**. This punches the employee out of the break department and into the work department.

Department Change (Punch In and Transfer)

The RTC-1000 2.5 Universal Time Clock can track time spent by an employee in a particular department. Employees can be assigned to multiple departments and will be prompted to select their department when punching In.

To punch into a department, follow the instructions below.

1. Enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press **In**.

2. Use the **Up** or **Down** key to select the applicable department.

3. Press **Enter**.

By pressing the **Break/Department Transfer** key, the employee has the ability to quickly transfer from one department to another.

1. If an employee needs to punch out of one department and into another department, enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press the **Break/Department Transfer** key.

2. Use the **Up** or **Down** keys to select the desired department. Press **Enter** to punch into that department. The employee is automatically punched out of the previous department.

Entering Tips, Job Numbers or Piece Counts

The RTC-1000 2.5 allows an employee to enter additional data at the clock (Employee Inputs) on either an In or Out punch. Employee Inputs are used to track employee tips, piece counts, or job numbers. This optional data will be recorded on the Timecard Report.
Employee Inputs can be configured to collect data on either the In punch or Out punch. Follow the instructions below to collect employee input data on the In punch.

> **Note:** This option must be activated under Setting Your Punch Preferences and for each individual employee, as discussed in Chapter 3 | Setting Up Your Employees.

Collecting Employee Inputs on an In Punch

1. Enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press **In**.

2. If multiple departments are assigned, use the Up or Down key to select the applicable department.

3. Press **Enter.**

4. When prompted, enter the Employee Input value.

5. Press **Enter**.

Collecting Employee Inputs on an Out Punch

1. Enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press **OUT**.

2. Press **Enter.**

3. When prompted, enter the Employee Input value.

4. Press **Enter**

Chapter 2 | Setting Your Time Clock Preferences

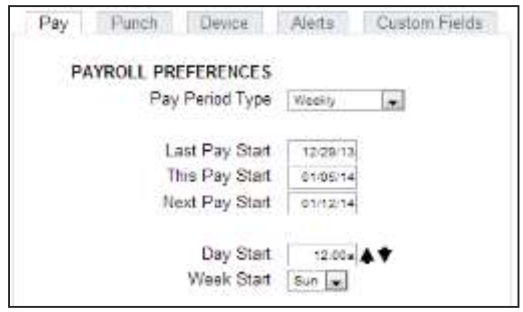
Before accurate reports can be generated and employee punch details are calculated correctly, you must set your time clock rules and preferences.

Setting Your Pay Preferences

You can access your Pay Preferences in one of two ways:

- Click **Set up Your Pay Period** in the Alert/Task list
- Select **Preferences** from the Settings menu.

Follow the instructions below to set your Pay Preferences.



1. Select the applicable option from the **Pay Period Type** drop-down menu:
   - **Weekly** - Employees are paid once per week
   - **Bi-Weekly** - Employees are paid every two weeks
   - **Semi-Monthly** - Employees are paid twice per month
   - **Monthly** - Employees are paid once per month

2. If you select the semi-monthly pay period, two additional date fields display that must be completed.
   - Type the first day of the month that your pay period begins in the **Start Semi-Monthly on** field.
   - Type the second day of the month that your pay period begins in the **and on** field.

3. Click in the **Last Pay Start** field to open the calendar and select the date that your previous pay period started.

Tip: Use the **<<** and **>>** arrows to select the year. Use the **<** and **>** arrows to select the month.

4. Click in the **This Pay Start** field to open the calendar and select the date that your current pay period started.

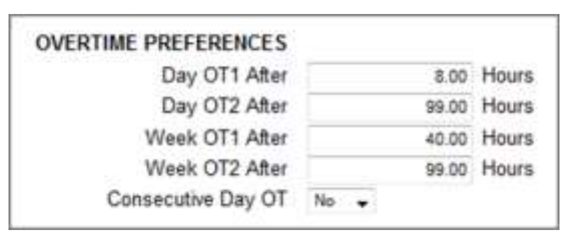
5. Click in the **Next Pay Start** field to open the calendar and select the date that your next pay period will start.

6. Type the time of day that your workday begins in the **Day Start** field. You only need to modify this setting if your company has a 24-hour work schedule and needs to accommodate overnight shifts; it is recommended that this setting remain at 12:00am.

7. Select the day of the week that your work week begins from the **Week Start** drop-down menu. The company's weekly overtime calculations are based on this setting.

Setting Your Overtime Preferences

Your Overtime Preference settings are on the Pay tab under Payroll Preferences. The Universal Time Clock comes standard with two levels of daily and weekly overtime and consecutive day overtime.



Overtime (OT1) is calculated at time-and-a-half (1.5) the rate of pay, and double overtime (OT2) is calculated at two times the rate of pay (2.0).

Follow the instructions below to set your Overtime Preferences.

1. To set daily overtime rules, type the number of hours an employee must work in one day before they receive overtime pay in the **Day OT1 After** and the **Day OT2 After** fields as required. If your company does **not** pay daily overtime, type **99**.

2. To set weekly overtime rules, type the number of hours an employee must work in one week before they receive overtime pay in the **Week OT1 After** and the **Week OT2 After** fields as required. If your company does **not** pay weekly overtime, type **99**.

3. To set consecutive day overtime rules, change the **Consecutive Day OT** drop-down menu to **Yes.** This option will pay OT1 and/or OT2 as selected to employees on the seventh consecutive day of work, regardless of hours worked during the work week. This rule is most commonly used by unions and in California. If your company does **not** pay consecutive overtime, change the **Consecutive Day OT** drop-down menu to **No**.

Note: Making a change to the overtime options prompts the time clock to restart. Doing so will make the time clock unavailable until the clock fully reboots.

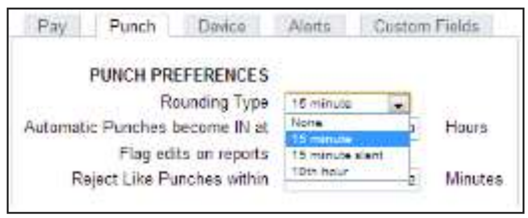
4. Click **Submit** to save your settings and return to the Home page.

Setting Your Punch Preferences

Select **Settings** | **Preferences** and click on the **Punch tab**. The Punch Preferences section displays.

Note: The rounding rule selected affects all punches system wide. The original punch time remains unchanged on the employee timecard. The punch hours round according to the rounding rules set.

Follow the instructions below to set your Punch Preferences.



1. Select the applicable rounding type from the **Rounding Type** drop-down menu. The available rounding types are:

- **None:** (No Rounding) Accumulates 100% of all time registered on the clock.

- **15 Minute (7/8 Rounding):** Rounds and calculates punches to the nearest quarter hour (15 minutes). The split occurs in the middle of each quarter hour.

  To illustrate: An In punch of 7 minutes 59 seconds *rounds back*
  An In punch of 8 minutes 00 seconds *rounds forward*

  Example: An In punch of 7:52am would calculate as 7:45 a.m.
  An In punch of 7:53am would calculate as 8:00 a.m.

- **15 Minute Slant (10/5 In, 5/10 Out):** Quarter hour rounding similar to above except the break point occurs on the 5th minute or 10th minute depending on whether it is an In punch or an Out punch.

  To illustrate: An In punch of 4 minutes 59 seconds *rounds back*
  An In punch of 5 minutes 00 seconds *rounds forward*

  An Out punch of 9 minutes 59 seconds *rounds back*
  An OUT punch of 10 minutes 00 seconds *rounds forward*

  Example: An In punch at 7:49am would calculate as 7:45 a.m.
  An In punch at 7:50am would calculate as 8:00 a.m.

- **10th Hour:** Rather than rounding the punch hours, this selection calculates punches from the tenth hour point and advances each six minutes.

Minutes 10th	Minutes 10th
00-05 = .0	30-35 = .5
06-11 = .1	36-41 = .6
12-17 = .2	42-47 = .7
18-23 = .3	48-53 = .8
24-29 = .4	54-59 = .9

To Illustrate: An In punch from :00 minutes after the hour to :05 after the hour rounds to the top of the hour (.0).
An In punch from :30 minutes after the hour to :35 minutes after the hour rounds to .5.

Example: An In punch at 7:30am would calculate at 7.5 a.m.
An Out punch at 4:05pm would calculate as 4.0 p.m.

2. The **Automatic Punches become IN at** field automatically makes the next punch an In punch after a determined number of hours. This option is convenient if an employee forgets to punch Out.

   This option is only used when an employee entry method is set to Automatic. Refer to Chapter 3 | Setting Up Your Employees, for additional information.

3. Check the **Flag edits on reports** checkbox to flag manually edited punches on reports. If checked, all edited punches are marked with **E**.

4. Type the number of minutes in the **Reject Like Punches** within field. If an employee accidentally tries to enter the same type of punch at the time clock, within the minutes specified, the second punch is ignored.

5. Click **Submit** to save your settings and return to the Home page.

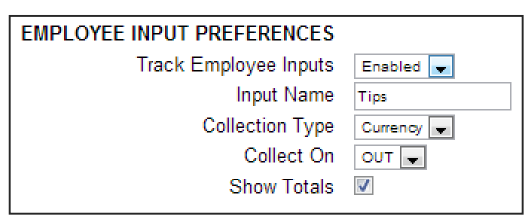
Note: Making a change to the rounding options will prompt the time clock to restart. Doing so will make the time clock unavailable until the clock fully reboots.

Setting Employee Input Preferences

Your time clock can allow an employee to enter data at the clock (Employee Inputs) on either an In or Out punch. Employee Inputs are used to track employee tips, piece counts, or job numbers. This optional data will be recorded on the Timecards and Timecards by Dept. Report.

Select **Settings** | **Preferences** and click on the **Punch** tab. The Punch Preferences screen displays.

Follow the instructions below to set your Employee Input Preferences.



1. Enable Employee Inputs by selecting **Enabled** in the **Track Employee Inputs** drop-down menu. Additional Employee Input options will display.

2. Enter a custom name for the Employee Input. Common names may be; Tips, Job #, Piece Counts.

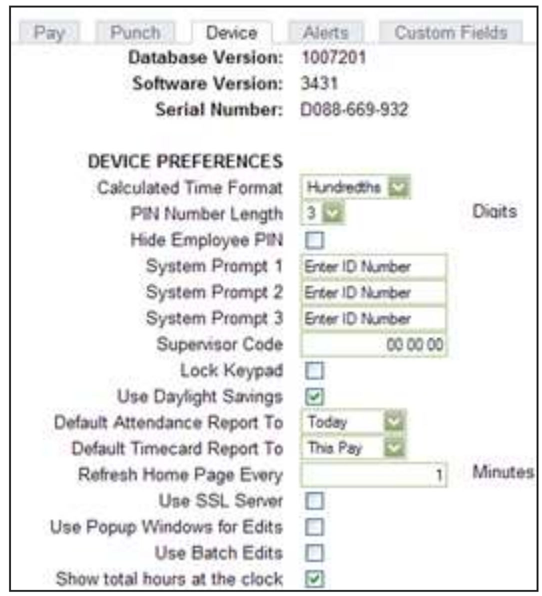
3. Select the applicable **Collection Type** from the drop-down menu.
   - Currency: used for collecting tips or other currency related data.
   - Number: used for collecting any non-currency related numerical data such as, piece counts or job numbers.

4. To determine whether the employee will enter the data on the In punch or Out punch, select the applicable **Collect On** value from the drop-down menu.

5. If you would like to total the data on the Timecard report, select the **Show Totals** check box**.**

Setting Your Device Preferences

Select **Settings** | **Preferences** and click on the **Device** tab to go to the **Device Preferences** screen. Important information such as your Database Version, Software Version, and time clock serial number will appear at the top of this section



Follow the instructions below to set your Device Preferences.

1. Select if you want to display minutes on your reports in decimal or hh:mm (minutes) format from the **Calculated Time Format** drop-down menu.

2. Select the length of the custom employee PIN (ID number) from the **PIN Number Length** drop-down menu. Customize employee PINs (ID numbers) in the **Edit an Employee** screen. Refer to Chapter 3 | Setting Up Your Employees, for additional information.

3. Check the **Hide Employee PIN** checkbox to hide employee PINs (ID numbers) at the time clock terminal, preventing coworkers from viewing another employee's PIN.

4. Use **System Prompt 1, 2**, and **3** fields to set up to three custom prompts at the employee time clock terminal. The default system prompt on the time clock display is *Enter ID Number*.

   Companies often use this feature for employees that speak languages other than English and to send global messages to employees.

   Example:
   Marque Su Numero
   Work Safely
   Closed Tomorrow

5. Type a unique 6-digit security code in the **Supervisor Code** field to secure the employee time clock.

Important: You need this code to access Supervisor Mode on the employee time clock. The default supervisor code is **00 00 00**.

6. Check the **Lock Keypad** checkbox to lock the keypad and prevent keypad entry of employee ID numbers (PIN) at the employee time clock. Use this option if you purchased proximity badges for your employee time clock and you do not want employees using the keypad.

7. Check the **Use Daylight Savings** checkbox if you want the time clock to automatically adjust time for daylight savings.

8. Select the default time frame to view when you open the Attendance Report screen from the **Default Attendance Report To** drop-down menu.

9. Select the default time frame to view when you open the Timecards Report screen from the **Default Timecard Report To** drop-down menu.

10. Type the number of minutes to set how often alerts on the Home page refresh in the **Refresh Home Page Every** field. If your system runs slow, type a larger number for the refresh time.

11. Check the **Use Popup Windows for Edits** checkbox to have a separate pop-up window display when editing a punch in a report screen. This allows you to view the original report screen in the background while you edit. We recommend keeping this option checked.

12. Check the **Show total hours at the clock** checkbox to have the time clock automatically report the employee's total daily hours after the employee punches out.

13. Click **Submit** to save your settings and return to the Home page.

- **Use SSL Server (Upgrade Required):** This option is visible when the Email Alerts upgrade pack is enabled. Use SSL data encryption to encrypt data, ensuring all data passed between the time clock and web browser remains private.

- **Multi-clock Preferences**: Multi-clock refers to multiple time clocks connected together to share one software. For additional information on setting up multi-clock preferences, refer to Chapter 9 | Multi-clock Configuration.

- **Web Punch Preferences**: For additional information on setting up your Web Punch Preferences, refer to Chapter 7 | Alternate Employee Entry Options.

- **SMTP Preferences (Upgrade Required)**: SMTP Preferences (Outgoing Email Settings) should be customized if you wish to receive automatic email alerts or email the Timecard Report to an individual. An SMTP server is a computer that receives outgoing mail messages from users and routes them to their intended recipients. For additional information on setting up your SMTP server, refer to Chapter 8 | Software Upgrades.

Setting Your Alert Preferences

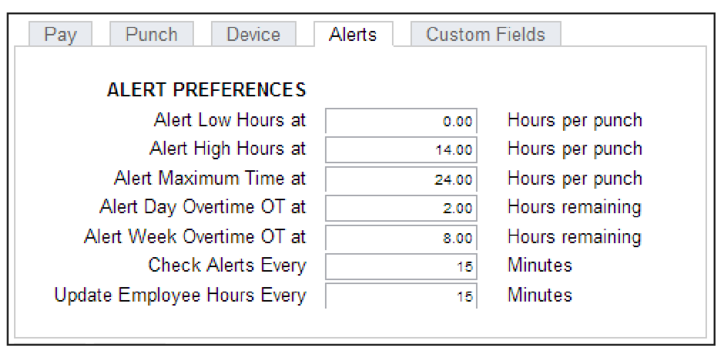
Select **Settings** | **Preferences** and click on the **Alert** tab to setup the alert notices displayed on the Home page. The Home page updates based on your time setting for the **Check Alerts Every** field described below.

1. Type the least amount of hours an employee can work per punch in the **Alert Low Hours at** field. If an employee works fewer hours in a shift than is specified, an alert generates. To disable this alert, set the alert value to **0.**

2. Type the maximum amount of hours an employee can work per shift in the **Alert High Hours at** field. If an employee works a shift more than the hours specified, an alert generates. To disable this alert, set the alert value to **99.**

3. Type the number of hours an employee can work before daily overtime goes into effect in the **Alert Day Overtime OT at** field. This option triggers an alert before employees reach daily overtime by using the daily overtime value that you set under Overtime Preferences.

   Example: If you have Day OT1 set to 8 hours and Alert Day Overtime OT set to 2 hours, an alert posts to the Home page when the employee reaches 6 hours worked for the day.



4. Type the number of hours an employee can work before weekly overtime goes into effect for an employee in the **Alert Week Overtime OT at** field.

This option triggers an alert before employees reach weekly overtime by using the weekly overtime value that you set under Overtime Preferences.

> **Example:** If you have Week OT1 set to 40 hours and Alert Week Overtime OT set to 8 hours, an alert posts to the Home page when the employee reaches 32 hours worked for the week.

5. Type the number of minutes to check alerts in the **Check Alerts Every** field. New alerts are checked and posted to the Home page based on the time entered here. To maximize system speed and performance, we recommend setting this value to 10 minutes or more.

6. Click **Submit** to save your settings and return to the Home page.

For additional Alert configuration, select **Settings | Alert Setup**.

Alert Setup

Using the Alert Preferences set earlier, select **Settings | Alerts Setup**, and follow the instructions below to set up Home page and email alerts (with Email Alerts Upgrade).

- **Enabling/Disabling Alerts**: To disable an alert, deselect the checkbox in the far left column. This prevents the alert from being posted on the Home page

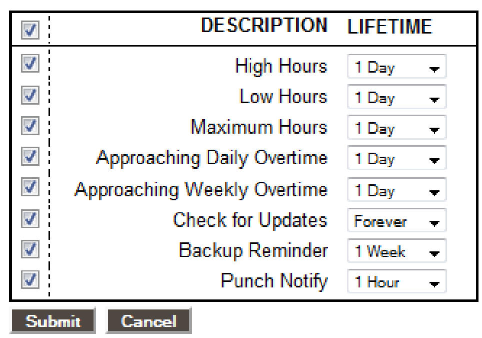
- **Lifetime**: Use the drop-down menus under the **Lifetime** column to select the amount of time the alert remains on the Home page. After that time, the alert is automatically removed.

- **E-mail**: If you have purchased the Email Alerts upgrade, select how often you would like an e-mail alert sent from this drop-down menu. See Email Alerts Upgrade for more information.

- **Repeat**: If you have purchased the Email Alerts upgrade, select how often you would like an e-mail alert to be resent from this drop-down menu.

- **Recipient**: If you have purchased the Email Alerts upgrade, type the alert recipient's e-mail address. For multiple addresses, add a space or comma in between each e-mail address.

> **Tip:** We recommend disabling any unused alerts to minimize the resources used by your time clock and optimize system performance.



Creating Custom Fields

The Universal Time Clock offers 10 additional fields for tracking static information in Custom Fields. These fields display in the system or employee pages.

> **ADP EXPORT:** Use the Custom Field to track the employee's ADP Payroll ID. Refer to the ADP Export User guide installed with the ADP Payroll Export for instructions.

- **System**: These fields display on the bottom of the Custom Fields page.

- **Employee**: These fields display on the bottom of each employee's Edit Employee page.

Follow the instructions below to set your Custom Fields.

1. Type the title for the custom information in the **Title for Field X** field (X being the field number).

2. Select where this custom field should display from the **Assign Field X to** drop-down menu (X being the field number).

3. Click **Submit** to save your settings and return to the Home page.

4. Go to the new custom field on the page specified and complete the applicable field as needed.

Chapter 3 | Setting Up Your Employees

In order for your employees to use the time clock, you must enter them into the application. This section discusses how to enter employees.

RTC-1000 2.5 comes with a 50 employee limit and can be upgraded to handle up to a total of 250 employees.

Employee List

A list of your employees and their ID numbers (PINs) are in the Lists Menu under Employees.

Make Employees Inactive: Making an employee inactive removes them from the Employee List and hides the employee data from the reports.

Inactive employee punch data remains stored in the application.

- To make an employee inactive, deselect the checkbox in the far left column, click **Submit.**
- To select all employees, and make them active, click on **Select All**.
- To make all employees inactive, click **Select None**.
- To show inactive employees, click on the **Show Inactive** option.

Time Remaining Before Overtime:

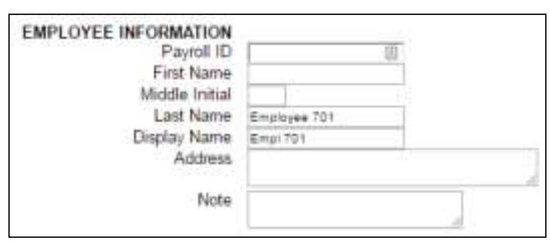
- The **Daily** column displays the number of hours left in the day before the employee starts earning daily overtime.
- The **Weekly** column displays the number of hours left in the week before the employee starts earning weekly overtime.
- The **Consecutive Days** column displays the number of days left in the work week before the employee starts earning consecutive day overtime.

To edit employee information, click the employee ID number in the **Display ID** column. This displays the **Edit an Employee** screen.

Adding Employees

To customize an employee, select an employee or one of the available employee slots. Follow the instructions below to set up an employee.

Employee Information

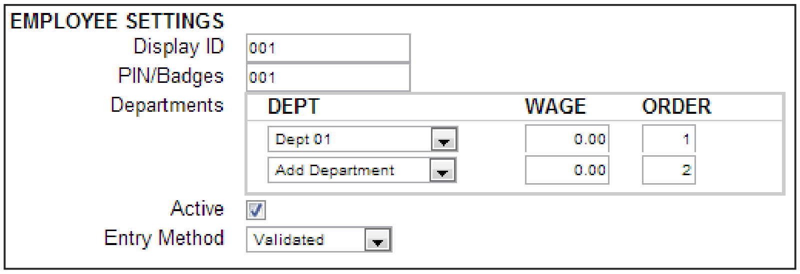


- **Payroll ID:** (optional) Enter the employee's payroll ID number provided by the payroll company. This payroll ID is used when generating payroll exports.

- **First Name**: Enter the employee's first name.
- **Middle Initial:** Enter the first initial of the employee's middle name.
- **Last Name**: Enter the employee's last name.
- **Display Name:** Enter the name that the employee will see at the clock and on reports.
- **Address**: Enter the employee’s address. This field is optional.

Employee Settings

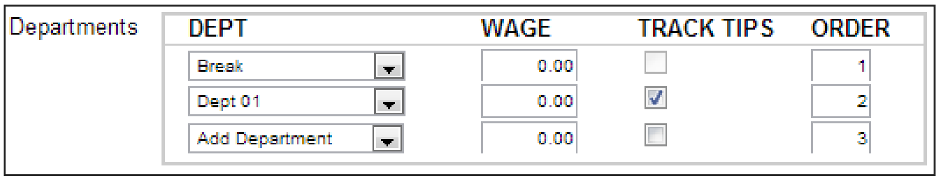
- **Display ID:** Type the assigned company Employee ID number or Payroll ID number.
- **PIN/Badges**: The employee PIN number is used to clock In or Out at the time clock. Type the custom PIN you want to assign to the employee. The default PIN length is set to three digits; you can customize the PIN length up to nine digits under **Device Preferences**.



- **Departments**: Select departments to assign to the employee. The employee is able to transfer into these at the time clock. If you are tracking paid breaks, set the first department to **Break**.

  Specify a wage the employee is paid for working in the assigned department.

  If Employee Inputs are enabled under Punch Preferences, you will see an additional check box option in the departments table to track employee input.



  If you are assigning more than one department, specify the order that the departments will be displayed at the clock when the employee clocks In.

  For additional information on setting up departments, refer to Chapter 4 | Departments and Supervisors.

- **Active**: All employees default to an active status. Deselect this checkbox to make the employee inactive and to hide their name from reports.
- **Entry Method**: This option determines the procedure for punching in and out by the employee at the employee time clock. Select the desired method from the drop-down menu.

  Review the description of the time clock entry methods below and choose your entry method carefully.

  - **Validated**: The employee is required to either punch in or out at the employee time clock. The correct option blinks on the time clock display. The employee is required to press the correct key at that time.

Example: If an employee forgets to punch out the day before, they will be required to punch out first before they can punch in for their current shift. The punch information can be edited in the software so the proper punch out time and date is recorded on the reports.

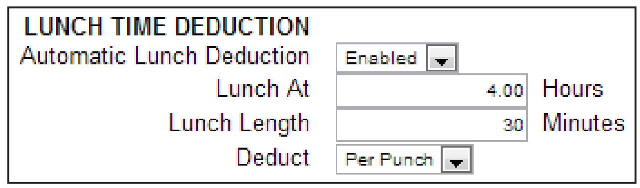
  - **Non Validated**: In and Out displays under the employee's name at the employee time clock. The employee is required to press the correct key at that time, either **In** or **Out**. Either entry is accepted by the employee time clock.

  - **Automatic**: This is also known as “Swipe and Go”. After the employee enters their PIN/badge number, the display on the employee time clock displays the employee name and the message, “Entry Recorded”. The employee is not allowed to make any other selections at the employee time clock. This provides a simple and quick method for the employee at the employee time clock.

- You cannot make lunch overrides or hours adjustments to these types of punches. Refer to the Adding a Punch section in Chapter 5 for additional information.

Lunch Time Deduction

- Enable **Automatic Lunch Deduction** to have the time clock automatically deduct the employee lunch time for the day or the punch pair.



- In the **Lunch At** field, enter the number of hours the employee is required to work before the lunch period automatically deducts from the employee’s shift.

- Enter the amount of time in minutes to deduct for lunch (typically 30 to 60 minutes) in the **Lunch Length** field.

- Deduct:

  - When **Per Punch** is selected the time worked from the last In punch is used to calculate the lunch deduction time. If an employee goes to break or punches Out before the lunch time is deducted, the Lunch At trigger will be started again.

  - When **Per Day** is selected, the total amount of the employee’s hours for the day will be added up to determine whether the **Lunch At** threshold has been met. Lunch deduction will occur once the threshold has been met.

Note:

Only one lunch deduction will occur per day when Deduct is set to Per Day.

Manually entering a lunch deduction will prevent an automatic lunch deduction from occurring that day.

Web Punch Time Clock Settings

Web Punch Time Clock Settings: The RTC-1000 2.5 allows for up to 5 employees to punch In/Out using Web Punch. Additional licenses may be purchased. For additional information on this option, refer to Chapter 8 | Software Upgrades.

Accrual Settings (Upgrade Required)

Accrual Settings are used with the benefit tracking and accruals feature included with the Benefit Tracking upgrade. Benefit Accruals allow you to track and manage Vacation, Sick, and Personal Time benefits. Benefit Tracking and Accruals allow you to automate maximum accrual amounts, yearly carryover, and borrowing of benefits.

Use these settings when the Rules Plus upgrade has been enabled and Benefit Accruals are allowed. For additional information on this option, refer to Chapter 8 | Software Upgrades.

Delete Employee's Punches

Delete All Punches for this Employee: Use this option to delete all punches for an employee. This is typically used when an employee leaves the company and you want to re-use the employee ID (PIN).

To delete the employee's punches, click **Delete all punches for this employee**. A confirmation message displays.

Click **OK**.

> **Note:** Before purging employee punches, we recommend that you save a backup of your data. This allows you to view that employee's data at a later date. Refer to Chapter 6 | Maintaining Your Time Clock, for additional information.

Chapter 4 | Departments and Supervisors

Departments

The RTC-1000 2.5 system has the ability to track and report labor on a departmental level. Hours worked and labor costs are included in these reports. Overall the system supports up to 32 different departments and each employee can be assigned to one, multiple or all 32 departments.

Customize Your Departments

To view the departments list, select **Lists | Departments**. Click an available department in the Department column to open the Edit A Department screen.

1. Type a name for the department in the **Department Name** field.

2. All departments default to Active status. Uncheck the **Active** checkbox to make them inactive.

3. Enter any notes to be associated with this department in the **Note** field.

4. If you have purchased the Benefit Tracking upgrade, you have the option to set Revision Zones by department. Revision Zones round punch hours to the start and end times of a specific shift. For additional information, refer to Revision Zones in Chapter 8.

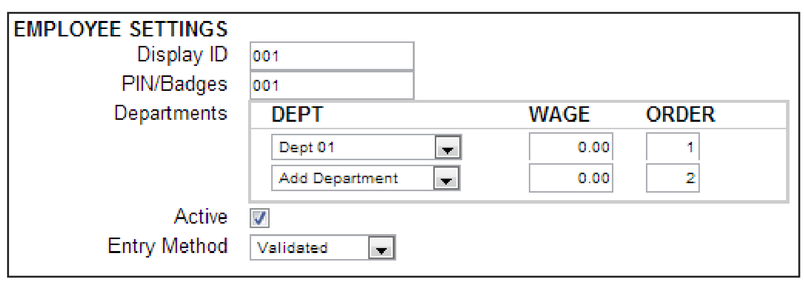
5. Click **Submit**.

Assigning/Changing Departments

Each employee is automatically assigned to the first department in the list and must be assigned to at least one department. Follow the instructions below to assign a department(s) to an employee.

1. Select **Lists | Employee**.

2. Select an employee. On the Edit an Employee screen, locate the **Departments** table.



3. Select the department that you wish to assign to the employee from the drop-down menu.

4. If you are assigning more than one department, enter the order that the departments display at the time clock when the employee punches in.

5. The **Add Department** option automatically populates with additional departments.

6. Click **Submit** at the bottom of the screen to save your changes.

Note: If employees punch for breaks, the break department is at the top of the list and does not have an order number.

Removing a Department

To remove a department, select **Remove Department** from the drop-down menu in place of an existing department.

Punching In/Out of a Department

After pressing **In** at the time clock, an employee assigned to multiple departments has the option to select a department at the time clock terminal.

1. Press **Up** or **Down** to select the applicable department.

2. Press **Enter** to sign into that department.

   By pressing **Department Change**, discussed in Department Change (Punch In and Transfer), the employee has the ability to quickly transfer from one department to another.

3. If an employee needs to punch out of one department and into another department, enter the PIN/badge number or wave their badge, then press **Department Change**. The employee is prompted to select a department.

4. Press **Up** or **Down** to select the applicable department.

5. Press **Enter** to sign into that department. The employee is automatically signed out of the previous department.

Note: Employees who are assigned the Automatic Entry Method in the program are not able to select departments at the employee time clock terminal.

Supervisors

The RTC-1000 2.5 allows for each supervisor to have their own separate time clock software login. Supervisors can be assigned unique permissions settings to access different areas of the system and specific employees.

Setting Supervisor Permissions

Follow the instructions below to setup your supervisors.

1. Select **Lists | Supervisors**.

2. Click **Add Supervisor**.

3. Type the supervisor's Username, Supervisor's Full Name, and Password in the applicable fields.

4. Designate the access Permission Level and Permission Type using the radio buttons.

   - Click **No Access** to make the area off limits for the supervisor.

   - Click **Full Access** to give the supervisor permission to create, edit, and view transactions in that area.

- Click **Read Only** to allow the user to only view the data in that area. Edits are not allowed.

5. Once complete, click **Submit** to save user settings.

After setting up a new supervisor account, it is recommended to assign employees to the supervisor. If you chose not customize the supervisors assigned employees, they will have access to *all employees* by default.

Note: Once you click **Submit**, you cannot change the username. To change the username, you must create a new supervisor account and delete the old one.

Assigning Employees to a Supervisor

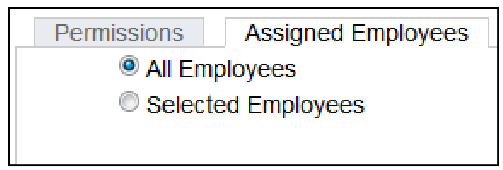
Supervisors can be given restricted access to view and edit data for only those employees assigned directly to them. They will also receive Home page and email alerts for only their assigned employees.

1. Select **Lists | Supervisors**.

2. Select the appropriate supervisor from the list.

3. From the Edit a Supervisor page, select **Assigned Employees**.

4. Select one of the available options:
   - Select **All Employees** to assign all employees to the supervisor.
   - Select **Selected Employees** to assign specific employees to the supervisor. Selecting this will display additional options allowing you to assign individual employees to the supervisor.



5. The **Unassigned Employees** column displays a list of available employees that are not currently assigned to the supervisor.

6. The **Assigned Employees** column displays a list of employees that have been assigned to the supervisor.

7. Select an employee(s) in the **Unassigned Employees** column, click **>** to move them to the **Assigned Employees** column.

8. Select an employee(s) in the **Assigned Employees** column, click **<** to move them to the **Unassigned Employees** column.

9. Click **Select All** to select all employees in the column.

10. Click **Select None** to deselect the employees in a column.

11. Use the **Filter by Department** drop-down menu to filter the **Unassigned Employees** column by department assignment.

12. Select **View All Assigned Employees** to generate a report of employees that have been assigned to the supervisor.

13. Click **Submit** to save your settings.

Supervisor Login

To login to the time clock application as a new user, follow the instructions below.

1. At the employee time clock Login page, have the new user enter their username and password in the applicable fields.

2. Click **Submit** to log in to the time clock software.

If an employee attempts to access an unauthorized page or tries to edit a page with Read Only access, an Access Denied error message displays.

Chapter 5 | Generating Reports

Reports in your application are designed to be intuitive to read and edit; this creates ease and simplicity when generating your reports on payroll day.

The Universal Time Clock uses “Click-and-Edit” reports. This means that you can edit the employee and punch data directly from the report. Most of the text that displays on reports are web links that open additional screens or editing options.

Reports Overview

Punch information on your reports update based on the setting entered in the **Update Employee Hours Every** field in the **Alert Preferences** screen, as discussed in Chapter 2 | Setting Your Time Clock Preferences. Click **Refresh** at the top of the Report screen to update punch information immediately.

- **Attendance Report** displays all employee punch data sorted by date.
- **Timecards Report** displays punches and hours info sorted by employee.
- **Department Report** shows punches and hours sorted by Department.
- **Timecards by Dept**. lists employee punches and hours sorted first by employee, then by department.
- **Create Report** allows you to customize the report based on employee, date, time and department filters.

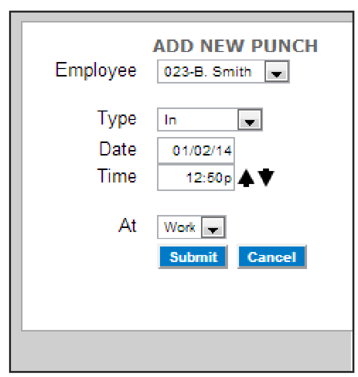
EMPLOYEE	TIME IN	AT	TIME OUT
01/02/14			
023-B. Smith	Thu 08:00a	Work	Thu 04:30p
Totals: (Format: Hundredths)			

Adding a Punch

From the Attendance or Timecards report screen, click **Add Punch** at the top of the report to add a new punch. You may also use this functionality for an In or Out punch on a certain day that does not have a matching punch.

To complete the punch pair, click **Add Punch** on the employee’s timecard to display the **Add New Punch** screen.

Perform the following when adding a punch:



1. Confirm or select the correct employee. When selecting **Add Punch** from an employee’s timecard, the correct employee’s ID and name display automatically.
2. Select the punch type that you want to add from the **Type** drop-down menu.
   - Automatic allows the time clock to select the appropriate punch type.
   - When adding or editing an Automatic punch in the **TIME OUT** column, change the punch type from Automatic to Out, if you would like to add a lunch or hours adjustment, as you cannot complete a lunch override or adjust hours to an Automatic punch.
3. Click in the **Date** field to use the calendar to select the punch date.
4. Type the time for the punch in the **Time** field. The application assumes a.m. unless otherwise specified.

5. For In punches, select the department from the **Department** drop-down menu.

6. For an Out punch, you have the option to enter an additional lunch deduction. Type the number of minutes for the employee lunch deductions in the **Lunch** field.

7. For an Out punch, you have the option to enter an additional time adjustment. Type positive or negative values to adjust time for the shift in the **Adjust** field.

   Example: An employee may be credited an hour of bonus time for additional workload that day. If taking a 60 minute lunch, type **60** in the **Lunch** field, type **1.00** in the **Adjust** field, then click **Submit**. The following posts to the report.

145-ECurley						
DATE	TIME IN	DEPT	TIME OUT	LCH	ADJ	STD
03/25/13	Mon 06:15a	Shipping	+Mon 04:00p	60min		8.00
			NOTE: Great work today!			

8. Type any applicable notes in the **Note** field. You have an additional option to print notes that coincide with each particular punch. This feature is often used to track an event that happened with that punch. A plus sign (+) accompanies that punch.

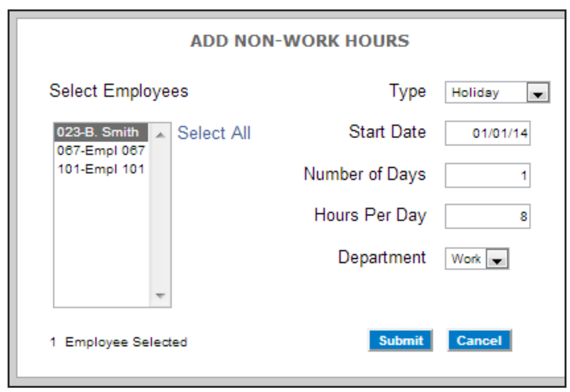
9. Click **Submit** to save your changes.

Adding Non-Work Hours (Holiday and Non-Worked)

From the Attendance or Timecards report, click **Add Non-Work** at the top of the report to add a non-work punch. A non-work punch is a punch where the employee was not actually working, but was using benefit time like holiday.

Non-work hours can be assigned to one or more employees across one or more days.

Perform the following when adding a non-work punch:



1. Select **Add Non-Work** from the Timecard report.

2. Select the employee(s) from the **Select Employees** list.

3. Select the applicable punch type that you want to add from the **Type** drop-down menu.

   The available punch types are:
   - **NonWorked** – used for employees working off site.
   - **Holiday**

4. Click in the **Start Date** field to use the calendar to select the date when the non-work hours should begin.

5. Type the number of days that you wish to assign to the selected employee(s) in the **Number of Days** field.

6. Type the number of hours that you wish to assign to the selected employee(s), for each day, in the **Hours Per Day** field.

7. If you have selected only one employee, select the department to assign the non-work hours to in the **Department** drop-down menu. If you have selected more than one employee, the Department field will auto-populate and hours will be assigned to each employee's default department.

8. Type any applicable notes in the **Note** field. You have an additional option to print notes that coincide with each particular punch. This feature is often used to track an event that happened with that punch. A plus sign (+) accompanies that punch.

145-ECurley						
DATE	TIME IN	DEPT	TIME OUT	LCH	ADJ	STD
03/25/13	Mon 06:15a	Shipping	+Mon 04:00p	60min		8.00
			NOTE: Great work today!			

9. Click **Submit**, you will be directed to the Add Non-Work Hours Confirmation page.

10. Review the information on the Add Non-Work Hours Confirmation page for accuracy.
    - Click **Submit** to save your changes.
    - Click **Cancel** to cancel the transaction.
    - Click **Back** to go back to the Add Non-Work page and revise the data.

Editing a Punch

Modifying or editing a punch on the reports is simple.

1. Click on the In or Out time you want to edit. Each punch entry in the TIME IN and TIME OUT columns of the report is a link that will take you to the **Edit a Punch** window.

2. Follow the instructions in the Adding a Punch section to edit your punch data.

Note: All edited and manually entered punches will be flagged on the report with an '**E**' next to the punch. Refer to Chapter 2 under Punch Preferences for instructions on disabling this option.

TIME IN	TIME OUT
Thu 08:00aE	Thu 04:30pE
E = Edited Punch	

Viewing Additional Reporting Details

Customizing your reports and viewing additional details on the reports is uncomplicated.

The blue links in the **Timecard** and **Attendance** report are Web links that allow you to customize or view details of your data. The **Timecard** report has additional detail options. Refer to the next section for additional information.

From: 09/16/16 Thru: 09/29/16 Add Punch Add Non-Work Export			Summary · Page Break · Daily · Notes · Labor · Exceptions · Refresh							
045-1 - E. Ingram										
DATE	TIME IN	DEPT	TIME OUT	LCH	ADJ	REG	OT1	OT2	HOL	TOTAL
09/20/16	Tue 07:50a E	Work	Tue 04:30p E	30min		8.00				8.00
Totals: (Format: Hundredths)						8.00				8.00

- **Edit Employee Info**: Click the employee's name in the Employee column of the report to edit an employee's details.

- **Select a Report Time Period**: To change the report timeframe, click the date link at the top of the Report screen.

From: 01/05/14 Thru: 01/11/14 Add Punch	
· Today	· Yesterday
· This Week	· Last Week
· This Pay Period	· Last Pay Period
From: 01/05/14	Thru: 01/11/14
Submit	Cancel

- Click the appropriate predefined timeframe link or use the **From** and **Thru** date fields to enter a custom timeframe to run the report.
- Click **Submit** after entering custom dates.

- **Daily**: This option displays the total hours worked for each day in a report. This is convenient if the employee clocks in and out multiple times during the day.

  Note: You can also click the date in the Employee column of the report to view daily totals for a specific day. Click the date again to hide the information.

- **Labor**: this option will display the calculated labor cost (pay), entered in the Edit an Employee screen.

- **Exceptions**: Click this link to view punches that may require the attention of the payroll manager. Click the link again to hide this information.

  Exception types and settings are found under Setting Your Alert Preferences in Chapter 2 | Setting Your Time Clock Preferences. Descriptions of the exception flags are listed below.

H	Punch pair reached the Alert High Hours.
L	Punch pair is below the Alert Low Hours.
M	Punch pair reached the Alert Maximum Time.

- **Refresh**: Click this link to update the report. All recent punches or changes display.

Using the Attendance Report

To view the **Attendance Report**, go to **Reports** and then click **Attendance**. The **Attendance Report** is designed to give you a quick at-a-glance view of your employee's daily attendance. Most companies use this report to view who has clocked In or Out for the day.

Click on the date link to choose the time period for the report. From the resulting page, you can perform edits.

ATTENDANCE REPORT

From: 09/16/16 Thru: 09/29/16 Add Punch Add Non-Work Daily · Notes · Labor · Exceptions · Refresh

EMPLOYEE	TIME IN	DEPT	TIME OUT	LCH	ADJ	REG	OT1	OT2	HOL	TOTAL
09/20/16										
045-1 - E. Ingram	Tue 07:50a E	Work	Tue 04:30p E	30min		8.00				8.00
Totals: (Format: Hundredths)						**8.00**				**8.00**

Using the Timecard Report

This report includes reporting options not available on the Attendance Report. The Timecard Report allows you to run a report for one specific employee, or all employees. To view the Timecard Report, go to **Reports** | **Timecards**.

TIMECARD REPORT

From: 09/16/16 Thru: 09/29/16 Add Punch Add Non-Work Export Summary · Page Break · Daily · Notes · Labor · Exceptions · Refresh

045-1 - E. Ingram

DATE	TIME IN	DEPT	TIME OUT	LCH	ADJ	REG	OT1	OT2	HOL	TOTAL
09/20/16	Tue 07:50a E	Work	Tue 04:30p E	30min		8.00				8.00
Totals: (Format: Hundredths)						**8.00**				**8.00**
						REG	**OT1**	**OT2**	**HOL**	**TOTAL**
Grand Total: (Format: Hundredths)						**8.00**				**8.00**

- To filter by employee, click the date link at the top of the report.

- Select the employee from the **Employee** drop-down menu.

- Click **Submit** to save your selection.

- **CSV Export**: Exports a report in comma-delimited (CSV) format. This report is used for importing employee punch data into programs that use CSV files.
    - Click **Export** at the top of the report to save the report in comma-delimited (CSV) format.
    - Click **Save in the File Download** screen, type a name for the file, and select a location to save the file. You can open the CSV file in a text editor or Microsoft Excel.

- **Summary**: Click **Summary** at the top of the Timecards Report to display a summary of total hours on the Timecard report, without the punch detail.

- **Signature**: Click **Signature** at the top of the Timecards Report to display an employee signature line. When you print timecards, this line displays on the timecard. This also creates a page break between employee timecards. This option is often used by companies that keep a printed record of employee time and to show employee timecard approval.

Using the Department Report

To view the Department report, hover your cursor over **Reports**, and then click **Department**. The Department report is designed to give you a report with a summary of hours worked per department.

Click the date link to select the time period for the report. From the resulting page, you can perform edits.

Using the Timecards by Department Report

To view the Timecards by Department report, hover your cursor over **Reports**, and then click **Timecards by Department**. This report is designed to give you a report of each employee's timecard, with hours grouped and totaled by department .

Click the date link to select the time period for the report. From the resulting page, you can perform edits.

023-Bill Smith

Server

DATE	TIME IN	TIME OUT	LCH	ADJ	REG	OT1	OT2	HOL	TOTAL
12/30/13	Mon 04:00p	Tue 12:30a	30min		8.00				8.00
12/31/13	Tue 04:25p	Wed 01:00a	30min		8.00	0.08			8.08
01/01/14	*Holiday							8.00	8.00
Totals: (Format: Hundredths)					16.00	0.08		8.00	24.08

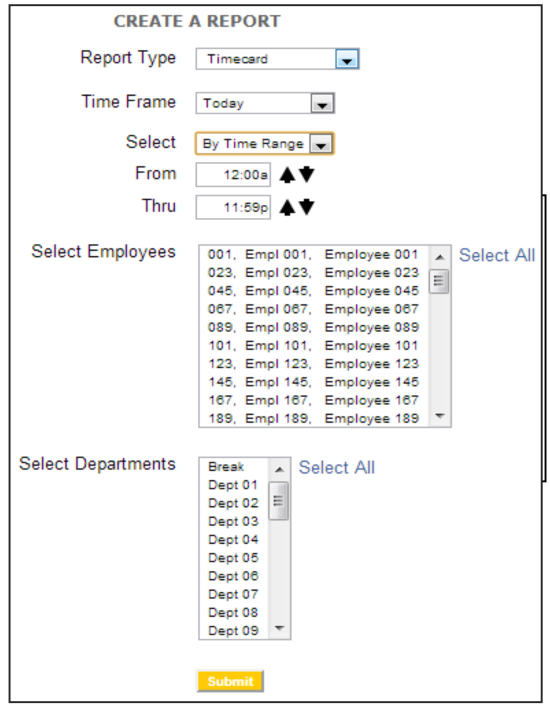
Host

DATE	TIME IN	TIME OUT	LCH	ADJ	REG	OT1	OT2	HOL	TOTAL
01/02/14	Thu 04:00p	Fri 12:22a	30min		7.87				7.87
01/03/14	Fri 03:39p	Sat 12:36a	30min		8.00	0.45			8.45
Totals: (Format: Hundredths)					15.87	0.45			16.32
023-Bill Smith Total: (Format: Hundredths)					31.87	0.53		8.00	40.40

Creating Custom Reports

The application offers advanced report functionality, allowing you to filter reports by employees, dates, or by departments.

From the Navigation menu, hover your cursor over **Reports**, and click **Create Report** from the drop-down menu.



To create a report, perform the following.

1. Select the type of report to run from the **Report Type** drop-down menu.

2. Select the time frame for the report from the **Time Frame** drop-down menu.

3. Under the **Select** drop-down menu you are given three options.
   - **All Punches** is the default selection and displays all punches for the selected time frame.
   - **By Time Range** allows you filter the report to show only those punches that fall between the selected time-range. This option is most often used when running reports for tardy arrival or early departures.
   - **Only Non-work** allows you to select only Non-work or benefit time. In addition, you are given the option to select which Non-work type, Holiday or non-worked, to display on the report.

4. Select the applicable employee(s) to view on the report from the Select Employees list, or click **Select All** to run a report for all employees.

5. Select the applicable department(s) to view on the report from the Select Departments list, or click **Select All** to run a report for all departments.

Note: Press **Ctrl** key to select more than one employee or department.

6. After defining the parameters of your report, click **Submit**.

Exporting to Paychex Flex

When creating a Paychex Flex export, a text file is created with the employee's time card data. At the end of the pay period, compile employee data and import it to Paychex Flex to process your Payroll.

Note: Contact your New Client Specialist to assist in setting up your Paychex Flex account to accept the time clock export file.

1. Select the timeframe of the data from the Pay Period dropdown menu.

2. Click **Submit**.

Note: You are notified if any employees do not have an assigned Paychex employee ID. The message and the option to view a list of these employees' displays at the bottom of the Payroll report screen.

Chapter 6 | Maintaining Your Time Clock

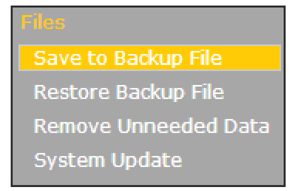
The Universal Time Clock application offers a simple way of backing up your data, removing of unneeded data and performing updates to keep your system running at an optimal level. This chapter shows you how to create backups of your time clock data, how to restore those backups for future reference, how to delete unneeded data and how to perform system updates.

Creating a Data Backup

It is important to make a backup (copy) of your employee time clock data periodically. Use this backup to restore your data in case of any data loss. We recommend creating a backup of your time clock data each pay period and prior to performing any updates to your time clock.

Data Backup from the Software Interface

Follow the instructions below to create a backup of your time clock's data:



1. To create a backup file, select **Files | Save to Backup File**.
2. Click **Submit** to create a backup in the Save to Backup File screen. Click **Save.**
3. A file name is automatically assigned for you. The file name includes the current date for easy reference. For example, a typical file name might be *icon-201-08-15.db*.

   If you prefer a different file name, enter the name in the **File name** field.

   a. Browse to the directory where you would like to save the file.

   b. Click **Save**.

   c. After the download is complete, click **Close.**

Data Backup to a USB Flash Drive

Creating a backup of your data can be simplified even further by simply saving your backup to a USB flash drive. A flash drive is a portable device that you can purchase at any computer store. Follow the directions below to create a backup of your time clock data using a USB flash drive.

1. Plug the USB flash drive into the bottom of the employee time clock terminal.
2. Enter into Supervisor Mode:
   - Press  on the time clock.
   - Enter your security code - the default security code is "00 00 00".
3. Press **Up** or **Down** until the **DOWNLOAD BACKUP** option displays.
4. Press **ENTER**.
5. The clock will display *Backing up data* and then *Backup complete*.

Note: The backup file saved on the USB flash drive is called backup.db. This file can be renamed and transferred to a folder on your main computer.

Restore Time Clock Data Backup

On occasion you may need to restore historical data to your time clock. Follow the instructions below to restore a backup of your time clock data.

Important: Restoring a backup file will OVERWRITE the current data on the clock. Create a CURRENT backup of your data before attempting to restore and view "historical" data.

Restore a Time Clock Data Backup from the Software Interface

1. To restore a backup file, select **Files | Restore Backup File**.

2. Type your password in the **Current Password** field.

3. Click **Browse** and navigate to the location of your backup file.

4. Select the file in the Choose File window and click **Open**.

5. Click **Submit** in the Restore Backup File screen to restore the backup file.

6. A warning message will display reminding you that your current data will be overwritten at the employee time clock. Click **OK** to continue. It may take several minutes to restore a backup file, especially if you are using a USB connection. The employee time clock will display a *Please Wait* and then a *Performing Restore* message.

7. After the restore is complete, you will be required to log back into the time clock to view the backup information.

Restore a Time Clock Data Backup from a USB Flash Drive

Restoring a backup of your data is easy using your USB flash drive. Follow the directions below to restore a backup from a USB drive.

1. Copy the backup file data to the root of the memory stick.

2. Rename the file to **backup.db** and ensure the name is all in lower case letters.

3. Connect the storage device to the bottom of the employee time clock.

4. Enter Supervisor Mode on the employee time clock.
   - Press  on the time clock.
   - Enter in your security code - the default security code is "00 00 00".

5. Press **Up** or **Down** until RESTORE BACKUP displays and press **ENTER**.

6. If the file is found, Restoring Data, then Performing Restore displays. The time clock reboots.

7. After the time clock reboots, log back into the employee time clock software to view your data.

Removing Data from Your Application

It is recommended to keep less than 40,000 individual punches on your system at one time, for best performance. To keep your system running optimal, delete unneeded data off of the clock.

Important: Before removing any data from your time clock, we recommend you first make a backup of your existing data.

1. Go to **Files | Remove Unneeded Data**.
2. Select a date using the calendar in the **Delete Punches Prior** to field.
3. Click **Submit** to remove punches up to the date specified.

Note: When selecting a date, any data prior to that date will no longer be available as part of your active database.

4. Click **Cancel** to go back to the time clock Home page.

Updating Your Time Clock

Occasionally, Icon Time Systems releases new updates for your employee time clock. These updates are provided for free and often include new features and improvements.

Note: Before performing updates to your employee time clock, we recommend that you save a backup of your data. Refer to the creating a backup of your time clock data section.

Updating Your Time Clock from the Software Interface

IMPORTANT: If you are using a Macintosh computer to manage your time clock software, you must update using the USB flash drive. Go to Updating Your Time Clock Using a USB Flash Drive section in this chapter.

Follow the instructions below to update your Universal Employee Time Clock.

1. Download the time clock update file from our website to your desktop. www.icontime.com/universal_time_clock_update
2. From the **Navigation** menu, go to **Files** and select **System Update**.
3. In the System Update screen, type your time clock password in the **Current Password** field.
4. Click **Browse** to locate and select the **update.bin** file in the File Upload screen.
5. Click **Open** in the File Upload screen.
6. Click **Submit** in the System Update screen.
7. A pop-up window displays for you to save a backup of your data. If you already created a backup of your data, disregard this message by clicking **OK**. Your time clock starts the update process, then automatically reboots. Wait for this process to complete. This process may take up to 15 minutes.
8. When rebooting is complete, click **Home** to log back into your time clock.

Updating Your Time Clock Using a USB Flash Drive

Updating your time clock is even faster if you use a USB flash drive.

Important:	If you are using a Macintosh computer to manage your time clock software, you must update using the USB flash drive.

1. Download the time clock update file from our website to the root directory on your storage device. www.icontime.com/universal_time_clock_update

2. Connect the storage device to the bottom of the employee time clock. Your time clock begins the update process and automatically reboots. Wait for this process to complete.

3. When the reboot is complete, log back into your time clock.

Resetting Your Time Clock Passwords

Perform the following procedures to reset the Software Interface and time clock Supervisor Mode passwords. Use this procedure if there is a time clock administrator change or an existing administrator forgot their password for the time clock application.

Resetting the Software Interface Password

1. Enter into Supervisor Mode:
   - Press  on the time clock terminal.
   - Enter in your security code - the default security code is **00 00 00**.

2. Scroll through the options using **Up** or **Down** until you find the option **Reset Password** and press **Enter**.

3. Press **In** to reset the password or **Out** to cancel.

4. Once the password is reset you will receive the message *Password Set Successfully* on the time clock display.

5. At the time clock **Login** page enter the default login information, and click **Submit**.
   - Default Username: admin
   - Default Password: admin

6. Change your password.
   - Type the default administrator password.
   - Type your new password.
   - Confirm your new password.

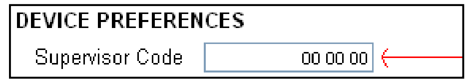
Resetting the Supervisor Mode Security Code

The Supervisor Mode security code is set from the software interface. This code allows changes to be made at the time clock by the administrator. The default supervisor code is **00 00 00**.
It is recommended you change the default code to a new six-digit code using the procedure that follows:

1. Select **Settings | Preferences** from the Navigation menu.

2. Click the **Device** tab.

3. Type the supervisor code in the **Supervisor Code** field. This is required to access Supervisor Mode on the employee time clock terminal.



4. Click **Submit** to save your settings.

Changing Your Time Clock Software Interface Password

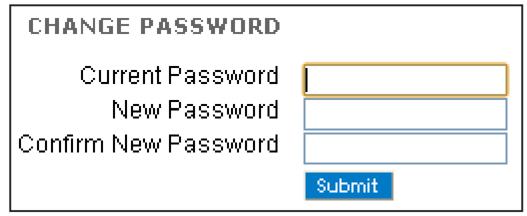
You can change the password by selecting **Change Password** from the Settings menu.

1. Enter your current password in the **Current Password** field.

2. Type your new password in the **New Password** field.

3. Type your new password again in the **Confirm New Password** field.

4. Click **Submit**.



Changing the Time on the Time Clock Terminal

The instructions below outline changing the time on your time clock terminal.

1. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock terminal.
   - Enter your security code. The default security code is **00 00 00**.

2. Scroll through the options using **Up** or **Down** until you find the option **Set Date/Time** and press **Enter**.

3. The Set Date option displays.
   - The **Month** field flashes. Use **Up** or **Down** to select the current month, and press **Enter**.
   - In the **Day** field, use **Up** or **Down** to select the current day of the month and press **Enter**.
   - In the **Year** field, use **Up** or **Down** to select the current year and press **Enter**.

4. The Set Time option displays.
   - The **Hour** field flashes. Use **Up** or **Down** to select the current hour and press **Enter**.
   - In the **Minute** field, use **Up** or **Down** to select the current minutes and press **Enter**.
   - In the **AM/PM** field, use **Up** or **Down** to select either **A** for a.m. or **P** for p.m. and press **Enter**.

5. Once the new time and date is set, *Date/Time and Set Successfully* displays on the time clock display. You are taken back to Supervisor Mode menu. Press **Clear** to exit Supervisor Mode.

Chapter 7 | Alternate Employee Entry Options

Web Punch Time Clock

The Web Punch Time Clock allows you to capture your employees' time anytime, anywhere using a web browser from a device on the network (LAN, WAN) or Internet. The RTC-1000 2.5 comes with a 5 employee Web Punch Time Clock license.
For employees or supervisors to access the time clock application remotely, over the Internet, additional set up is required. Refer to Chapter 10 | Configure the Time Clock for Remote Access, for more details.

The Web Punch Time Clock also offers advanced functionality like IP location restrictions and GPS tracking to help better manage your employees' punches.

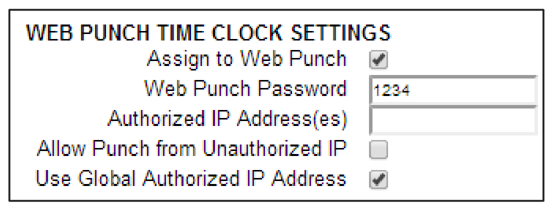
> **Note:** If you are using USB communications, Web Punch will not be available to employees through your local area network or the Internet.

Setting Up Your Employees - Web Punch Time Clock

To assign the employees to use the Web Punch Time Clock, open the **Roster Report** and select the employee. This brings up the **Edit an Employee** screen.

Follow the instructions below to assign the employee to the Web Punch Time Clock.

1. Select **Lists | Employee List**.



2. Select an employee. The Edit an Employee screen displays.

3. Check the **Assign to Web Punch** checkbox to enable Web Punch for this employee.

4. Type a password for the employee to use when punching in/out on the Web Punch Time Clock in the **Web Punch Password** field.

5. Type the IP address that this employee may punch from in the **Authorized IP Addess(es)** field. Leave this field blank to allow the employee to punch from any IP address.

6. Check the **Allow Punch from Unauthorized IP** checkbox to allow the employee to punch from an unauthorized IP address.

7. Check the **Use Global Authorized IP Address** checkb ox to allow an authorized IP address for all employees.

8. Click **Submit** to save your settings. Repeat the steps above for each employee you wish to assign to the Web Punch Time Clock.

If you exceed your Web punch license limit, you will receive an error message stating that you do not have enough Web Punch Licenses available.

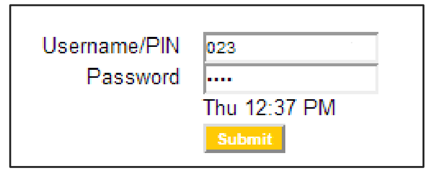
Punching In/Out Using Web Punch Time Clock

Employees assigned to the Web Punch Time Clock can now punch In/Out anytime, anywhere, using a web browser based time clock.

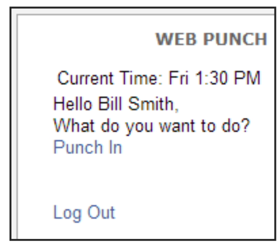
Follow the instructions below to punch in or out using the Web Punch Time Clock.

> **Note:** If you are using USB communications, Web Punch will not be available to employees through your local area network or the Internet.

1. Open the employee time clock **Login** page.
2. Type the assigned PIN/badge number in the **Username/PIN** field.
3. Type the employee's assigned Web Punch password in the **Password** field.
4. Click **Submit**. The employee Web Punch screen displays.
5. Select the appropriate option (**Punch In**, **Punch Out**, or **Department Change**) to complete your punch.
   - If the employee has the ability to change departments, select the department.



6. Click **Confirm**.
7. After punching In or Out, the Web Punch screen lists the employee punch information.
   - **Week Hrs**: Lists the total hours the employee worked for the week.
   - **Day Hrs**: Lists the total hours the employee worked for the day.
   - **Punch Hrs**: Lists the total hours the employee worked for that punch pair.



Clocking In/Out from GPS Enabled Smart Phone – Location Tracking

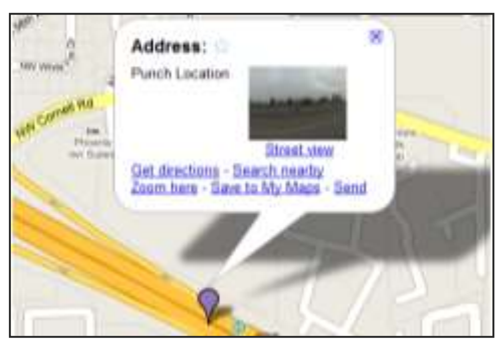
If an employee clocks In/Out using an iPhone, Android or Blackberry, additional punch information is available stating the employee's exact location at the time of the punch.

> **Note:** A punch that includes GPS location information is flagged with a '**G**' on the reports. By clicking on that punch you can view additional information provided by the phone's GPS.

GPS Location

- **Latitude/Longitude:** The location of the employee when they created the punch.
- **Accuracy**: The accuracy of the coordinates given by the GPS.

  Example: The accuracy of this punch is up to 372 feet. In other words, the employee was within a 372ft radius of the coordinates given.
- **Speed**: States how fast the employee was traveling when they created the punch.



By using Google Maps integration and clicking on the GPS Location link, you can see where the employee was on a map when they created the punch.

IP Address Restriction

Using IP Address Restriction, you can restrict an employee to web punch In/Out from only authorized locations via the IP address of their computer or web-enabled device. If an employee attempts to web punch In/Out from an unauthorized location (IP address), you may set the system to lock them out or allow it, and flag the punch as coming from an unauthorized location. This information displays on a report.

IP address restrictions are enforced by setting authorized IP addresses globally (company-wide) and/or by employee.

Setting Authorized IP Addresses Globally

Global Authorized IP Address(es) assigns the IP address that all employees are authorized to use. To set this, follow the instructions below.

1. Select **Settings** | **Preferences** and click the **Device** tab.

2. In the Global Authorized IP Address(es) field, enter the IP address(es) of the computer (or other web-enabled device) the employees are authorized to punch in/out on.

   The authorized IP address can be listed in the following ways.

   - **Any IP Address**: Leave the field blank to allow employees to punch in/out from any IP address.

   - **Multiple IP Addresses**: Put a comma between the authorized IP addresses to allow the employee to punch from any IP address listed.

     Example: 192.168.3.6, 192.168.3.784

   - **Range of IP Addresses**: The employee can punch at computers with an IP address that falls within the 30-45 range.

     Example: 192.168.3.30-45

3. Click **Submit** to save your changes.

Note: If an employee is not restricted to punch In/Out from the Global Authorized IP Address, uncheck the **Use Global Authorized IP Address** option in the employee's Edit an Employee screen.

Setting Authorized IP Addresses by Employee

The employee's **Authorized IP Address(es)** field assigns the IP address that a particular employee is authorized to punch in/out. To set the authorized IP address(es), perform the following instructions.

1. Go to the **Employee** page and select the employee from this list.

2. In the **Authorized IP Address(es)** field, enter the IP Address(es) of the computer (or other web-enabled device) that the employee is authorized to punch in/out.

3. You can list the authorized IP address(es) in the following ways.
   - **Any IP Address**: Leave the field blank to allow employees to punch in/out from any IP address.
   - **Multiple IP Addresses**: Put a comma between the authorized IP addresses to allow the employee to punch from any IP address listed.

Example: 192.168.3.6, 192.168.3.784

- **Range of IP Addresses**: The employee can punch at computers with an IP address that falls within the 30-45 range.

  Example: 192.168.3.30-45

4. Check the **Allow Punches from Unauthorized IP** checkbox to allow employees to punch In/out from an unauthorized IP address. Punches from unauthorized IP addresses are flagged with an **X** on the reports.

5. Click **Submit** to save your changes.

Running Reports with the Web Punch Time Clock

To make it simple to identify punches from a web browser, punches are flagged with a **W** after the punch time. If a punch comes from an unauthorized IP address, it is flagged with an **X**.

By clicking on the punch, additional information about that punch displays.

- **Web Punch IP Address**: Lists the IP address of the computer/device the employee punched in/out from.

- **Web Punch Browser**: Lists the web browser the employee used while punching in/out.

Using Proximity Badges

To add Proximity Badge Entry to your Universal Time Clock, simply purchase the badges as a separate add-on to your clock. Proximity badges use the latest in RFID proximity technology and allow employees to clock In/Out by simply waving the badge in front of the time clock keypad. There are many benefits to using proximity badges including; minimizing buddy punching, quicker clock In, no PIN to memorize, keeps dirty hands off the clock, and more.

Proximity Badges can be purchased in boxes of 10 or 25 badges. These badges also conveniently fit into your employee's wallet or can be hung on a lanyard. Badges can be easily reassigned to a new employee if needed.

Assigning Proximity Badges to an Employee

Proximity Badges are assigned at the employee time clock terminal. Follow the instructions below to assign your proximity badge to an employee.

1. Enter into Supervisor Mode at your employee time clock terminal.
   - Press  on the time clock.
   - Enter in your security code - the default security code is "00 00 00".

2. Scroll through the options using **Up** or **Down** until you find the option **Assign Badges** and press **Enter**.

3. The time clock display will prompt *Enter ID Number*. Use the keypad to enter the ID number (PIN) of the employee you wish to assign the badge and press **Enter**.

4. Wave the badge in front of the time clock keypad (the 6 key is the optimal location to wave the badge). The clock will display *Assigned* when the badge has been assigned to the employee.

   The employee can now use the badge to punch In and Out. Repeat the steps above for each employee.

Note: To reassign a currently used badge, select the new employee in the **Assign Badges** menu and wave the badge. A *Badge Already Assigned* message will appear. Press **Enter** to reassign the badge.

Locking the Time Clock Terminal Keypad

This feature prevents employees from punching in for a coworker, otherwise known as "buddy punching". This is recommended for those using the Proximity badges for employee punching. To lock the time clock terminal keypad, follow the steps below.

1. Select **Settings | Preferences**, then click the **Device** tab.

2. Under **Device Preferences**, check the **Lock Keypad** checkbox. By checking this box, employees are no longer able to punch In or Out using their PIN number.

Punching In/Out Using Proximity Badges

Wave the badge next to the keypad of the time clock terminal to punch In or Out. Follow the punch procedure established in Chapter 1 under Employee Functions at the Clock.

Chapter 8 | Software Upgrades

Your Universal Time Clock is designed to meet the needs of most small companies. Out of the box, your time clock comes with all that is needed to begin streamlining your payroll process immediately.

For those companies that desire greater functionality and extended automation, Icon Time Systems offers software upgrades that provide additional functionality such as; emailing alerts to supervisors, track benefit accruals, Web browser employee entry and more. We also offer proximity badges as an optional add on for your time clock, making employee sign in quicker and more secure.

Software upgrades can be applied at any time after you purchase your Universal Time Clock and can be purchased through your reseller. If you need help finding a reseller, give our Sales Department a call.

All software upgrade packs can be unlocked immediately by simply entering the software key provided by your reseller. For instructions on entering your software key, review the **Error! Reference source not found.** section of this chapter.

Installing Software Upgrades

In order to purchase a software upgrade, provide your reseller with your time clock serial number. You can find the serial number in the About Your Clock page under the Help menu.

Once you have purchased the software upgrade, your reseller will provide you with the 9 digit software upgrade code. Once you receive the 9 digit code, follow the instructions below to complete the software upgrade installation.

1. Enter into Supervisor Mode at your employee time clock terminal.
   - Press  on the time clock terminal.
   - Enter in your security code - the default security code is "00 00 00".

2. Scroll through the options using **Up** or **Down** until you find the option *Enable Upgrade* and press **Enter**.

3. Using the keypad, enter in the 9 digit software upgrade code provided to you and then press **Enter**.

4. The time clock terminal will display the name of the upgrade.

5. Unplug the time clock from the power, plug it back in to reboot the time clock. Once the time clock is fully rebooted, the new upgrade features are ready to use.

   If there is a problem, contact our technical support team at 1-800-847-2232.

Once the upgrade has been installed, go the next section for instructions on setting up and customizing your new upgrade features.

Employee Capacity Upgrades

The RTC-1000 2.5 comes standard with a 50 employee limit.

If at any point in time your company grows beyond your employee limit, you can easily upgrade your employee capacity to the next available level. Employee capacity upgrades are available in options of 100 or 250 employees per system.

After enabling additional employee licenses, refer to Chapter 3 | Setting Up Your Employees for instructions on setting up your employees.

Web Punch Time Clock

The Web Punch Time Clock allows you to capture your employees' punches anytime, anywhere using a browser based time clock that runs on LAN, WAN, Internet, or a stationary computer.

The RTC-1000 2.5 comes with a 5 employee license. Contact our Sales Department for information on purchasing additional licenses.

Web Punch Time Clock is offered in packages of 5 employee licenses and will allow a maximum of 25 employees to clock In or Out using the Web browser interface. The Web Punch Time Clock also offers advanced functionality like IP location restrictions and GPS tracking to help better manage your employee's punches.

Benefit Tracking Upgrade

The Benefit Tracking upgrade can help increase payroll efficiency and help reduce labor costs with the following features.
The Benefit Tracking upgrade includes:

- Benefit Tracking and Accruals
  - Track and manage Vacation, Sick, and Personal Time benefits.
  - Automate maximum accrual amounts, yearly carryover, and borrowing of benefits.

- Enhanced Overtime Preferences
  - Customize overtime multipliers; allows you to pay time-and-a-half, double time, or other custom rate on a defined overtime.

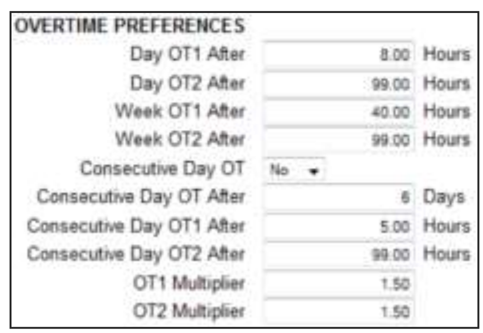
- Revision Zones
  - Round punch hours to the start and end times of a specific shift. Employees will not get paid for punching In early or Out late.

Enhanced Overtime Preferences

The additional Overtime options can be found under the **Pay** tab under **Preferences** in the Settings menu.

1. **Consecutive Day OT1 After** - this is used with the Consecutive Day OT Trigger setting.

   Example: If the Consecutive Day OT is set 'Yes' and the Consecutive Day OT After is set to 7 days, employees will receive Overtime 1 on the seventh consecutive day of work. If the Consecutive Day OT1 After setting is set to 1 hour, the first hour worked on the seventh day is considered straight time and the rest of the hours will be Overtime 1 (OT1).



2. **Consecutive Day OT2 After** - refer to the previous example. If this entry is set to 8 hours, employees will receive Overtime 2 on the seventh consecutive day of work for any hours over 8 hours in the day.

3. **OT1 Multiplier** - enter the pay rate for Overtime 1 (usually 1.5).

4. **OT2 Multiplier** - enter the pay rate for Overtime 2 (usually 2).

Note: Making a change to the overtime preferences will prompt the time clock to restart. This will make the time clock unavailable until it fully reboots.

Non-worked Hours and Benefit Time (Vacation, Sick, Personal)

The Benefit Tracking and Accruals feature included with the Benefit Tracking upgrade allows you to track and manage Vacation, Sick, and Personal Time benefits.

Customizing Benefit Accrual Rules

Benefit Tracking and Accruals allow you to automate maximum accrual amounts, yearly carryover, and borrowing benefits. Benefit balances are available for each day of an employee's employment, letting you deliver real-time balances to managers and employees. Accrual rates and tracking are customized for each employee, which allows for the maximum in flexibility.

To customize an employee's Benefit Accrual Rules, go to the **Edit an Employee** screen by selecting the employee name from the **Employee List.**

ACCRUAL SETTINGS

Accrual Start Date 01/01/11

Accrual Reset Date 01/01/12

Accruals

ACCRUAL NAME	HOURS AVAILABLE	HOURS USED	LAST CALCULATED	YEARLY HOURS	YEARLY MAX	RESET AMOUNT	ALLOW NEGATIVE
Vacation	0.00	0.00	12/02/11	0.00	0.00	0.00	☐
Sick	0.00	0.00	12/02/11	0.00	0.00	0.00	☐
Personal	0.00	0.00	12/02/11	0.00	0.00	0.00	☐

1. **Accrual Start Date** - click on the field and using the calendar select the date to begin tracking accruals for the employee.

2. **Accrual Reset Date** - click on the field and using the calendar, select the ending date of the employees annual benefit period. The Accrual values will be reset on this date based on the information provided below. The Reset Date will advance forward by 12 months.

3. **Accrual Name** - lists the name of the specific benefit. The benefit names cannot be edited.

4. **Hours Available** - during initial set up, enter the hours the employee currently has available for the current year. Additional hours will be automatically posted each day according to the value set under **Yearly Hours.** As the employee uses the accrued benefit, the hours are automatically subtracted.

5. **Hours Used** - this field lists the total hours the employees has used for that benefit since the **Accrual Start Date.** This value is reset on the **Accrual Reset Date**.

6. **Last Calculation** - the date that the benefit accrual totals were last updated.

7. **Yearly Hours** - enter the total benefit hours that the employee can accrue in one year.

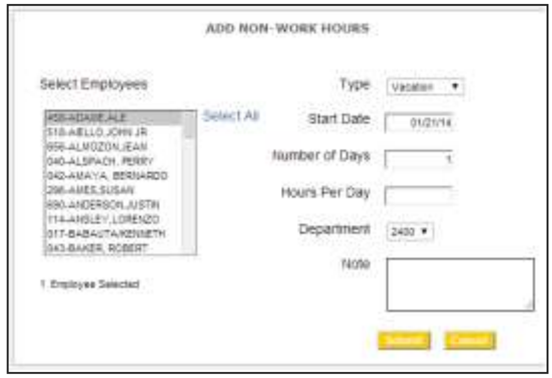
8. **Yearly Max -** enter the maximum number of benefit hours allowed to accumulate for the benefit. If you allow vacation hours to carry over from one year into the next, post the annual earned amount plus the amount allowed to carry over. If your company employs a "use it or lose it" policy, you should post the annual amount only.

Note: This field should not be set to zero unless your benefits do no accrue.

9. **Reset Amount** - set this value to the hours that an employee is to receive at the beginning of a new accrual period. Most companies would leave this field set to *zero*.

10. **Allow Negative** - check this box if your company allows employees to use benefit hours before they are actually earned.

Using Accrued Benefit Hours (Vacation, Sick, Personal)



Follow the instructions below to enter the Accrued Benefit Hours for the employee.

1. Select **Add Non-Work** from Timecard report.

2. Select the employee(s) from the **Select Employees** list.

3. Select the applicable punch type that you want to add from the **Type** drop-down menu.

4. The available punch types are:
   - **NonWorked** – used for employees working off site.
   - **Holiday**
   - **Vacation**
   - **Sick**
   - **Personal**

5. Click in the **Start Date** field to use the calendar to select the date when the non-work hours should begin.

6. Type the number of days that you wish to assign to the selected employee(s) in the **Number of Days** field.

7. Type the number of hours that you wish to assign to the selected employee(s), each day for time period specified, in the **Hours Per Day** field.

8. Click **Submit**, you will be directed to the Add Non-Work Hours Confirmation page.

9. Review the information on the Add Non-Work Hours Confirmation page for accuracy.
   - Click **Submit** to save your changes.
   - Click **Cancel** to cancel the transaction.
   - Click **Back** to go back to the Add Non-Work page and revise the data.

10. If the employee does not have enough accrued time to enter the benefit hours, an error page will appear, directing you to correct the time.

Accrual Summary Report

To generate the **Accrual Summary Report**, go to the **Reports** icon from the **Navigation** menu, select **Accrual Summary** from the drop-down menu.

This report lists the total Benefit Accrual Hours available and the hours used in real time, for each employee.

ACCRUAL SUMMARY

ADAME,ALE

Accrual Name	Hours Available	Hours Used
Vacation	20.00	12.00
Sick	8.00	8.00
Personal	8.00	0.00

Revision Zones

After installing the Benefit Tracking upgrade, you can access the Revision Zones by going to **Lists | Departments** and clicking on the individual department that you would like to add revision zones to.

1. In the In Revision Start Time field, enter a time in **hh:mm:a/p** format. For example, 7:30a.
2. In the **In Revision End Time** field, enter a time in **hh:mm:a/p** format. For example, 8:00a.

Example: If work for a particular department cannot start until 8:00 a.m., you can setup a revision zone to prevent hours from calculating before the specified time (8:00 a.m.). If an employee clocks In between the In Revision Start and In Revision End Time, the shift start time rounds to the In Revision End Time displayed in the example above. If an employee clocks In between 7:30 a.m. and 8:00 a.m., the shift start time rounds to 8:00 a.m.

1. In the **Out Revision Start Time** field, enter a time in **hh:mm:a/p** format. For example, 4:30p.
2. In the **Out Revision End Time** field, enter a time in **hh:mm:a/p** format. For example, 5:00p.

Example: If an employee clocks Out between the Out Revision Start and End Time, the shift end time rounds to the Out Revision Start Time, which is 4:30 p.m.

Note: Making a change to the revision zones will prompt the time clock to restart. This will make the time clock unavailable until the clock fully reboots.

Email Alerts Upgrade

The RTC-1000 2.5 application allows system alerts to be automatically e-mailed to one or more managers. The system will send email alerts as employees come and go, before they accumulate overtime, if they leave early, and more. It also includes the ability to email the Timecard Report to one or more recipients.

Also included; use of SSL technology to encrypt your data for increased security when transferring data over the Internet.

Important: To send email alerts, you must have a SMTP server available. Contact your network administrator to find out if your company has a SMTP server. If your company does not have an SMTP server, there are many free email server services available. Settings for the most common free web based SMTP server accounts can be found on page 51ction.

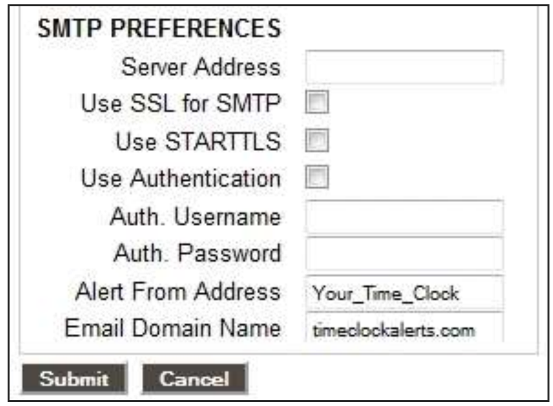
What is an SMTP Server? An SMTP server works like a post assistant, handling the sending of emails from an email client to an email server. It receives outgoing mail messages from users and routes them to the intended mail recipients.

Outgoing Email Settings (SMTP Server)

1. To assign your SMTP server settings, go to Device Preferences by clicking **Settings | Preferences | Device**.
2. Type your complete SMTP e-mail server address in the **Server Address** field. If you do not have this information, contact your network administrator or your service provider.

   If used with the SSL encryption option, you may need to specify the mail server port by entering a colon and then the port number after the server address.

Example: smtp.gmail.com:587 connects to smtp.gmail.com and uses port 587. If a port number is not defined, default port number 25 is used.



3. Check the **Use SSL for SMTP** checkbox to use data encryption when sending e-mails. Using SSL may be a requirement for some SMTP server providers and may require that you define the SMTP port.

4. Check the **Use STARTTLS** checkbox if you are using SSL and your SMTP service provider requires that you first connect to the server using an unsecure connection before connecting using SSL.

5. Check the **Use Authentication** checkbox if your SMTP server requires a username and password to send e-mails.

6. Enter the **Auth Username** if you checked **Use Authentication**; enter your SMTP server username.

7. Enter the **Auth Password** if you checked **Use Authentication**; enter your SMTP server password.

8. Type the e-mail address you want to display in the **FROM** field in your e-mail in the **Alert From Address** field. The default setting is Your_Time_Clock.

9. Type your e-mail domain name in **the Email Domain Name** field. You can leave this set at the default setting, timeclockalerts.com.

10. Click **Submit** to save your settings.

For your convenience, configuration settings for the most common SMTP Server providers are located in the following section.

Common SMTP Server Settings

Refer to the list below to find the most common SMTP Servers and their configuration settings. If your Internet Service Provider (ISP) is not on the list below, contact your ISP or Network Administrator for configuration instructions.

For the latest information on the ISPs listed, contact the ISP directly.

Note: We recommend using Google's free Gmail account for companies that don't have an available SMTP Server. In order to use this service, you must have a Gmail account. Refer to the configuration settings below to set this up.

Gmail

Server Address: smtp.gmail.com:587
Use SSL: checked
Use STARTTLS: checked
Use Authentication: checked
Auth. Username: Gmail account email address (user@gmail.com)
Auth. Password: Gmail account password
Alert From Address: Gmail account email address
Email Domain Name: optional customization

Comcast

Server Address: smtp.comcast.net:465
Use SSL: checked
Use STARTTLS: un-checked
Use Authentication: checked

Auth. Username: Comcast username
Auth. Password: Comcast account password
Alert From Address: Comcast account email address
Email Domain Name: optional customization

Verizon

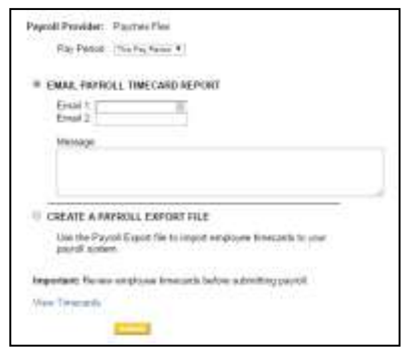
Server Address: outgoing.verizon.net:587
Use SSL: un-checked
Use STARTTLS: un-checked
Use Authentication: checked
Auth. Username: Verizon username
Auth. Password: Verizon account password
Alert From Address: Verizon account email address
Email Domain Name: optional customization

Apple MobileMe

Server Address: smtp.mac.com:587
Use SSL: user preference
Use STARTTLS: if user selects to use SSL above
Use Authentication: checked
Auth. Username: MobileMe username
Auth. Password: MobileMe account password
Alert From Address: MobileMe account email address
Email Domain Name: optional customization

Emailing the Timecard Report

To email the Timecard Report, go to **Reports | Payroll**.



Note: Email functionality requires that the clock is connected via the Ethernet and that the SMTP Preferences be set.

11. Select the **Pay Period** that you wish to include in the Timecard Report.

12. Enter the recipients email address and a custom message to include in the email.

13. Press **Submit**.

Note: You are notified if any employees do not have an assigned Payroll ID. The message and the option to view a list of these employees' displays at the bottom of the Payroll Report screen

Setting up Email Alerts

Before setting up automatic Email Alerts, you must customize your Alert settings. For instructions on how to do this, refer to Chapter 2 | Setting Your Alert Preferences.

With the Email Alerts upgrade enabled, you will have two additional columns under the **Alerts Setup** screen, as shown below.

1. Using the Alert Preferences set earlier, select **Settings | Alerts Setup**, and follow the instructions below to set up Home page and email alerts.

2. **Enabling/Disabling Alerts**: To disable an alert, deselect the checkbox in the far left column. This prevents the alert from being posted on the Home page or emailed.

Tip: We recommend disabling any unused alerts to minimize the resources used by your time clock and optimize system performance.

3. **Lifetime**: Use the drop-down menus under the **Lifetime** column to select the amount of time the alert remains on the Home page. After that time, the alert is automatically removed.

4. **E-mail**: Select how often you would like an e-mail alert sent from this drop-down menu.

5. **Repeat**: Select how often you would like an e-mail alert to be resent from this drop-down menu.

6. **Recipient**: Type the alert recipient's e-mail address. For multiple addresses, add a space or comma in between each e-mail address.

Enabling SSL Server - Data Encryption

SSL data encryption ensures that all data passed between the time clock and web browser remains private. Enabling SSL is simple.

1. Select Preferences | Settings, then the Device tab.

2. Check the **Use SSL Server** box.

Note: Do **not** use SSL data encryption with USB connection. Enabling SSL data encryption while using USB, disables access to the time clock.

Chapter 9 | Multi-clock Configuration

The RTC- 1000 2.5 offers a unique way to connect up to 16 time clocks together, accessed through one software interface, through your local area network or over the Internet.

Follow the instructions in this section to connect your clocks together using multiple time clock connection.

> **Note:** Connecting multiple time clocks requires that your time clock terminals are connected to a Network port via Ethernet.

In a multiple clock system there are two types of clocks:

Parent Clock: The Parent Clock hosts the time clock software, settings, and punch data. There is only one Parent Clock in a system with multiple time clocks connected together.

Child Clock: A Child Clock sends punch information to the Parent Clock for calculation and storage. There can be a maximum of 15 Child Clocks on a system.

Connecting Multiple Time Clocks

Set Up the Parent Clock

1. Before setup begins, designate which clock will be the Parent Clock hosting the time clock software, settings, and punch data.

2. Follow the instructions in the Quick Start Guide to connect your time clock to your Network. The Quick Start Guide can be found in the time clock package.

3. Write down the serial number of the Parent Clock located on a label on the back of the time clock terminal.

> **Note:** It is recommended that the Parent Clock is located in a location nearest to the person managing the time clock and the Parent Clock be assigned a static IP address. For instructions on assigning a static IP address, refer to Assign a Static IP Address to the Time Clock.

Set Up the Child Clock(s)

1. With the Child Clock connected to the Network, enter Supervisor Mode.
   - Press on the time clock.
   - Enter your security code. The default security code is **00 00 00**.

2. Press **Up** or **Down** until the *Convert to Child* option displays.

3. Press **Enter**. The time clock displays, *This will remove all data*, then *Erase all Memory*.

4. When prompted, press **In** to remove all data from the Child Clock. The Child Clock will then need to locate to the Parent Clock. The Child Clock locates the Parent Clock through one of two method, broadcast or IP address.

5. Select **By Broadcast** to locate the Parent Clock on a standard Network connection (LAN) by pressing **Enter**. The Child Clock displays *Finding Clocks Please Wait* as it scans the network for the Parent Clock.

- Once the Child Clock locates the Parent Clock, the clock displays “Choose One” and the serial number of the Parent Clock displays. Select the serial number of the clock that you previously designated as the Parent Clock, then press **Enter**.
- If there is more than one Parent Clock on the Network, use the **Up** or **Down** key to find the correct Parent Clock serial number, then press **Enter**. Proceed to Step 7.

6. Select **By IP address** to locate the Parent Clock over a Wide Area Network, VPN, or the Internet. Press the **Down** key to select **By IP address**, then press **Enter**.

   - Enter the IP address of the Parent Clock used for accessing the software interface, then press **Enter**. Proceed to step 7.

Note: If connecting over the Internet, enter the public IP address used to access the Parent Clock. For additional information on assigning a public IP address, with port-forwarding, refer to Chapter 10 | Configure the Time Clock for Remote Access.

7. Once the Parent Clock is located the clock converts to a Child Clock. When finished, the Child Clock displays **Child Mode**, then **Enter ID Number**. The symbol ' - ' displays in the top right corner. This ' **-** ' indicates the Child Clock is establishing a connection to the Parent Clock.

8. Once the connection is established, the symbol **d** displays in the top right corner of the display. The **d** indicates the Child Clock is connected to the Parent Clock, but the Child Clock is disabled.

9. To enable the Child Clock, log into the Parent Clock using a web browser.

10. Go to **Lists | Child Clocks**, then select the serial number of the Child Clock.

11. In the Edit a Clock screen, enter a name for the Child Clock.

12. Check the **Enabled** checkbox to enable the Child Clock to send data to the Parent Clock, click **Submit**. The Child Clock displays “#’ in the top-right corner of the terminal display indicating the Child Clock is communicating with the Parent Clock. After a few minutes this will change to “+” indicating that the Child Clock is active and ready to use.

13. To set up additional Child Clocks, repeat the steps in this section for each clock.

Additional Child Clock Settings Available in Supervisor Mode

The following additional options display in Supervisor Mode on the clock and are used for troubleshooting only.

- **Show Parent IP** - Displays the IP address of the Parent Clock.

- **Force Connect** - Forces a connection between the Child Clock and Parent Clock. Once the connection is made, any changes on the Parent Clock are sent to the Child Clock.

- **Force Full Sync** - Forces a connection and synchronization between the Child Clock and Parent Clock. The data on the Child Clock is erased and the Child Clock downloads the data from the Parent Clock.

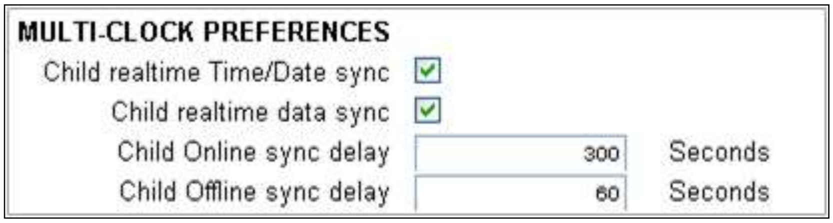
- **Show Sync Status** - Displays the synchronization status between the Child and Parent Clock.

Multi-Clock Software Settings and Optimal Configuration

Additional Multi-Clock configuration options are available in your time clock software. It is important to pay close attention to this section. Your time clock configuration can greatly affect the performance of your system.

To access these settings, log into your time clock software interface using the Parent Clock's IP Address.

Select **Preferences | Settings**, then click the **Device** tab.



- **Child realtime Time/Date sync** - Check this option to have the Child Clock automatically synchronize its time and date with the Parent Clock. If your Child Clock(s) is located in a different time zone than the Parent Clock, do **not** check this option.

- **Child realtime data sync** - Check this box to set the Child Clock(s) to synchronize data with the Parent Clock in realtime. With this option enabled, the employee is able to view punch and hours information upon clock out.

If punching In or Out takes longer than preferred, disable this option by unchecking the box. The Child Clock synchronizes data at set intervals, as described below.

> **Note:** By disabling this option, the employee will not be prompted by the clock to select the correct punch option (In or Out) at the clock (punch validation is disabled). The employee must select the correct punch option. In addition, the employee will no longer automatically see the punch and hours information after punching out.

- **Child Online sync delay** - This option allows you to set a time interval (in seconds) to sync the Child Clock's data with the Parent Clock data when the Child realtime data sync option is disabled. This option is set to a 300 second (5 minutes) interval as default.

- **Child Offline sync delay** - This option allows you to set a time interval (in seconds) for attempting to sync the Child Clock with the Parent Clock in the event that the Child Clock or the Parent Clock loses connection with the network. This option is set to a 60 second interval as default.

Chapter 10 | Configure the Time Clock for Remote Access

Icon Time Systems' Universal Time Clocks (RTC-1000 and SB-100 PRO) are unique because they can be accessed remotely over the Internet. This feature allows managers to log into the time clock software from home, on the road or from a remote location. If you have purchased the Web Punch Time Clock upgrade, employees can also clock In or Out remotely when away from the office, with this feature.

> **Note:** There are many different types, brands, and models of routers and networks. Every business network is different, for this reason **Icon Time Systems is** unable to and **not responsible for configuring your router for remote setup**.

We recommend that you contact an IT professional or consultant if you are in need of additional troubleshooting help.

Follow the instructions below to set your time clock up with remote access, using Port Forwarding.

System Requirements:

- A Broadband Internet connection (Cable, DSL, T1, etc.) at the location of the clock.
- Universal Time Clock connected to your network by an Ethernet (i.e. CAT5) cable.
- A router with "Port Forwarding" functionality.
- Static public/external IP address, although not required, is *highly* recommended. Contact your Internet Service Provider for a static public/external IP address.

If your business performs PCI Security Scanning for credit card processing, we do not recommend that you set up port forwarding for remote access on your network, as setup can be complicated and may be incompatible. Some customers choose to set up a separate network for their time clock, running separately from their credit card processing system.

> **RECOMMENDATION:** If you are not familiar with port forwarding or your Network configurations, contact your IT person for assistance. If your company does not have an IT person, consider contacting The Geek Squad or other IT service company for assistance.

Step 1: Set Up the Universal Time Clock on the Local Network

Follow the instructions on the Universal Time Clock Quick Start Guide to set up your time clock on the Local Network. Once you are able to access the Universal Time Clock software Home page from a PC inside your internal/local network, you are ready to configure the system for remote access.

Step 2: Router Configuration

You will now configure your router for port-forwarding. Port forwarding allows remote computers, for example, computers on the Internet, to connect to a specific computer or service within a private local area network (LAN).

These instructions include general guidelines for configuring a router for Port Forwarding. Actual steps required may vary with each router. For specific instructions on your particular router, please contact the router's manufacturer.

RECOMMENDATION: For instructions on configuring your specific router, go to the website www.portforward.com and select your router brand and model.

Assign a Static IP Address to the Time Clock

Assign a static IP address to the time clock along with the subnet mask, gateway address and DNS address. Your Network Administrator should be able to provide you with this information.

1. Determine an available IP address to be assigned to the time clock.

2. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock.
   - Enter in your security code - the default security code is **00 00 00**.

3. Scroll through the options until you find the option View IP Address - press **Enter.**

4. The current IP address of the clock will appear. Press **Enter** again.

5. Enter the desired IP address including leading zeros. Press **Enter**.
   Example: 192.168.004.155

6. Enter the Subnet Mask - press **Enter**.
   Example: 255:255:255:000

7. Enter the Gateway address - press **Enter.**
   Example: 192.168.004.001

8. Enter the DNS address of your network - press **Enter.**
   Example: 192.168.004.001

9. Press **Clear** to exit out of Supervisor Mode.

10. Open a Web browser on a computer in the same local network, in the address bar type in the IP address of the clock to log into the time clock.

Set Up Port Forwarding on the Router

These instructions are general guidelines for configuring a router for port-forwarding. Actual steps required may vary with each router. For instructions on configuring your specific router, go to the website www.portforward.com and select your router brand and model, or contact your router's manufacturer.

If you are using both a router and a cable modem router/DSL modem router, port forwarding must be configured on both the router and cable modem router/DSL modem router. Alternatively you may contact your ISP to disable the router function on your cable modem router/DSL modem router.

1. Open a web browser like Internet Explorer or Firefox. Enter the internal/local IP address of your router in the address bar of your browser.

   If you do not know your routers internal/local IP address, refer to **How To Find Your Routers IP Address** guide (http://portforward.com/networking/routers_ip_address.htm).

Examples: 192.168.1.1 and 192.168.0.1

HINT: It should be the same as the Default Gateway number entered in step 7 of the “Assign a Static IP Address to the Time Clock” section above.

2. The router will ask for a username and password. Below are some default router logins
   - Linksys Router - "admin" for both username and password
   - Netgear Router - "admin" for username and "password" for password
   - D-Link Router – "admin" for username and (leave blank) for the password
   - 3Com Router – "admin" for both username and password
   - Microsoft Broadband – "admin" for both username and password

3. Look for a tab with a name like, "Port Forwarding" or "Applications and Gaming"

4. Next, enter port **80** as the desired port. If port 80 is unavailable, you may enter port **9844** as an alternative.
   - If your router asks you whether to open ports for TCP or UDP select **TCP** or **both**.
   - Some routers offer port range option, such as; from port ___ to port ___. Enter the same number into both blank fields.

5. Next, enter the static IP address assigned to the clock.

6. If there is a checkbox to “enable” the port forwarding rule, be sure to check the box.

7. Make sure you click on the **Save Settings** button, or your changes will not take effect.

Note: The router may need to be reset to activate the rule. To reset the router, unplug it from the power and plug it back in.

Step 3: Connect to Your Universal Time Clock over the Internet

After configuring your router to forward your time clock’s IP address to port 80 or port 9844, follow the steps below to connect to the clock through the Internet.

1. Look up your external/public IP address in one of the following ways; (skip to step 2 if you already know the external/public IP address provided by your ISP)
   - On a computer on the same network as your clock go to www.ipchicken.com. Your external/public IP address will be displayed on the page.
   - Log into your router and look at your router's settings for the WAN (Wide Area Network) address.

2. From the remote location, type the external/public IP address into a browser’s address bar.

   If you are forwarding to port 9844, log onto the time clock using your external/public IP address followed by **:9844** and preceded by **“http://”** .

   Example: http://68.213.205.154:9844

   68.213.205.154 is the external IP Address.

   9844 is the port forwarded to the clock.

Remote Connection Frequently Asked Questions

Q. I have multiple locations, not connected over a Network (LAN). How do I connect a Child Clock to the Parent Clock at my main office?

A. To connect the Child Clock to the Parent Clock remotely over the Internet, you must forward an additional port, Port 10923. To do this, follow steps 1-4 under Set Up Port Forwarding on the Router. On step 4, instead of forwarding to Port 80, forward to Port **10923**.

If you would also like to be able to connect to the Parent Clock software application, setup port forwarding for both Port 80 and Port 10923.

Q. What port do I forward if using SSL Data Encription (included with the Email Alerts upgrade)?

A. To access the time clock application remotely, while also using the SSL data encryption option, instead of forwarding to Port 80, forward to Port 443. To do this, follow steps 1-4 under Set Up Port Forwarding on the Router. On step 4, instead of forwarding to Port 80, forward to Port **443**.

Q. My Internet Service Provider will not provide me with a Static external/public IP address. Are there other options?

A. If you are unable to get a static external/public IP address from your ISP, you have two options:

- Use the dynamic external/public IP address, if/when the IP address changes, repeat step 3 above to look up the new external/public IP address.
- Use a 3rd party dynamic DNS service provider.

  There are a number of providers who provide a Dynamic DNS service. These are generally implemented in the user's router or computer, which notices changes to its IP address and automatically sends an update message to the DDNS service provider.
  List of Dynamic DNS Service Providers:
  - dyn.com
  - no-ip.com
  - dnsdynamic.org
  - changeIP.com

Troubleshooting Remote Connection Problems

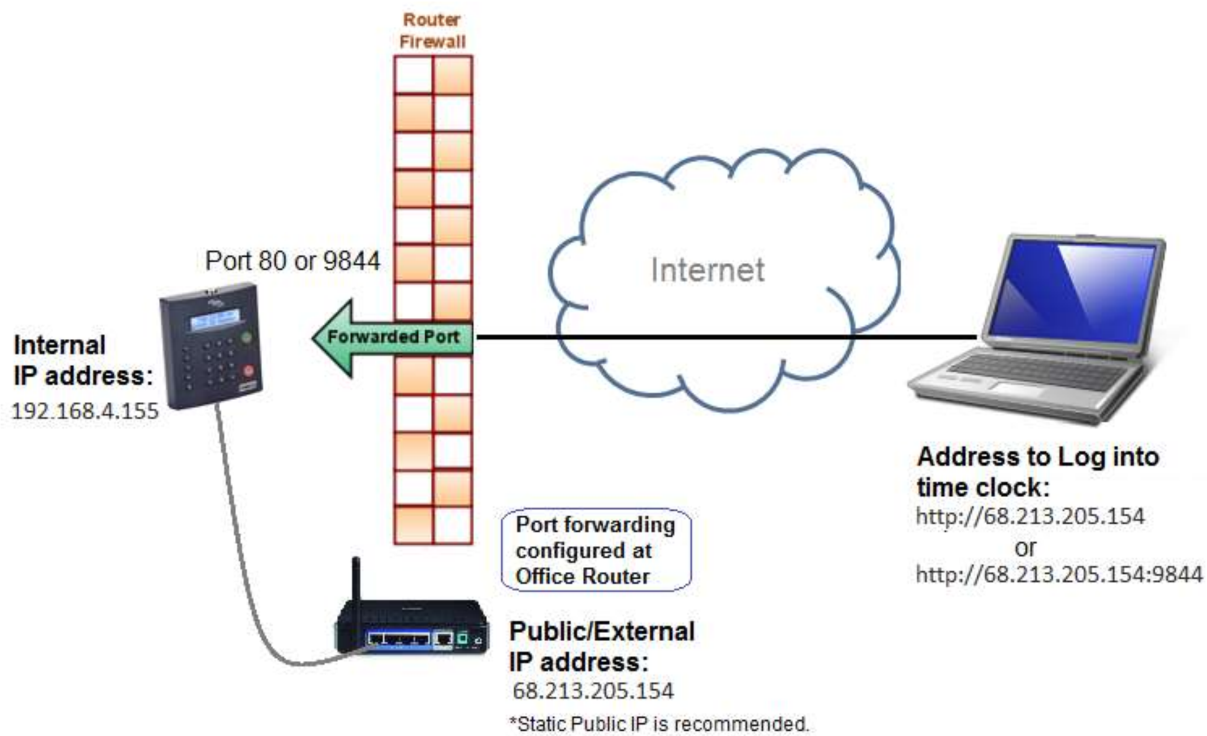
If you are unable to connect to your time clock using the external/public IP address you will need to troubleshoot your connection and configuration.

- Restart your router.
- If you are using both a router and a cable modem router/DSL modem router for port forwarding, ensure that port forwarding has been configured on both the router and cable modem router/DSL modem router.
- The cable modem router/DSL modem router must port forward to the local static IP address assigned to the secondary router.
- Alternatively you may contact your ISP to disable the router function on your cable modem router/DSL modem router.
- Ensure that a static internal IP address has been assigned to the clock along with the proper subnet mask, DNS address, and gateway address. The time clock may need to be rebooted after assigning these values.

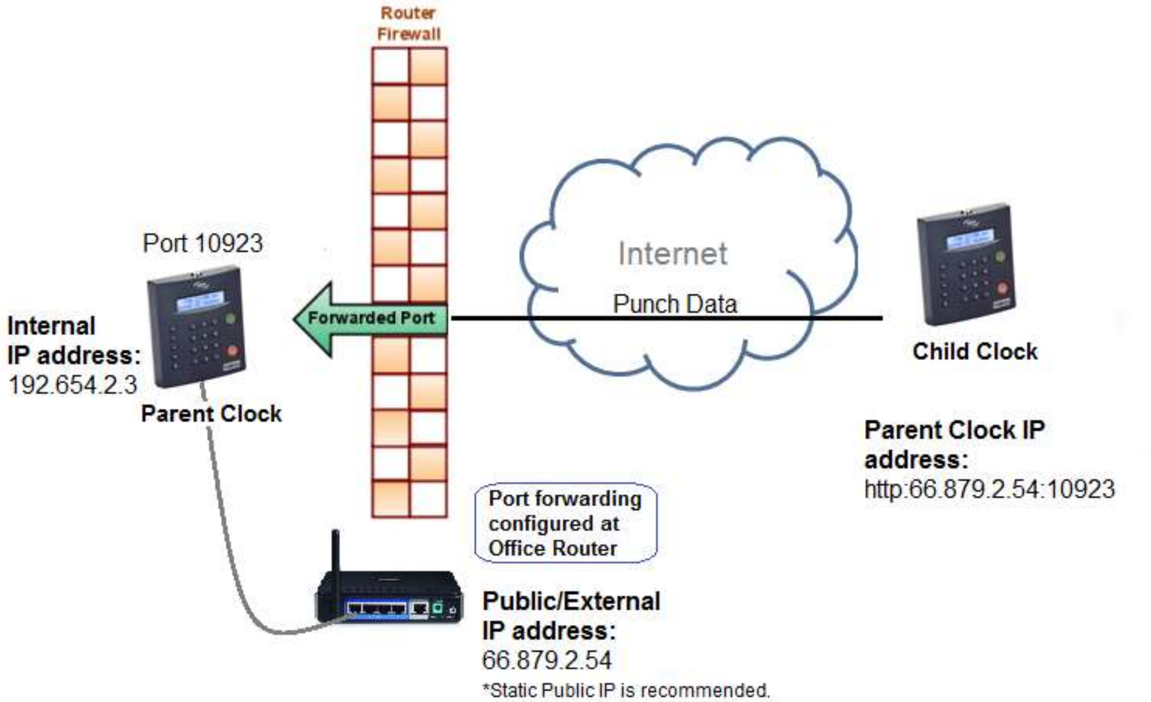
- Make sure that the correct time clock IP address and/or port number has been input in the port forwarding settings in your router.
- Make sure that the correct external/public IP address has been input in at the web browser.
- Make sure that there is not another device on the network that is using a duplicate IP address as the time clock.
- Check the filter settings on the router to be sure that it is not interfering with the connection.
- Use an open port checker, like www.yougetsignal.com to check your external IP address and detect open ports on your connection.

  For additional troubleshooting steps refer to www.portforward.com. Select your router by model name and number for specific port forwarding instructions.

Standard Remote Connection Setup Diagram



Connect Clocks Remotely with Multi-clock Diagram



Troubleshooting & Frequently Asked Questions

For your convenience, troubleshooting tips and answers to the most frequently asked questions are provided in this section. In addition, our technical support site lists more troubleshooting tips and how-to's to assist you with the Universal Time Clock. You can reach this site at www.support.icontime.com.

Upon product registration, you receive a complimentary 30-day trial of our Gold Technical Support Plan, which includes unlimited telephone support, troubleshooting, and remote assistance. For those subscribers of our technical support plans, your dedicated support team can be reached Monday through Friday from 7:30am to 4:30pm (Pacific coast time) at (800) 847-2232 option 1.

Register Your Time Clock - www.icontime.com/universal_time_clock_registration.asp

Frequently Asked Questions

R. I added a new punch for an employee but I do not see it on my report. What could be wrong?

A. The report screen will default to the original time frame after the punch is added. The punch was probably added into a different time frame. Click on the date link to select and view the proper time frame. If you were viewing ALL employees in the **Timecard** report, you will be brought back to a **Timecard** report for that specific employee. From the date link, you will need to select ALL employees to view the original report.

Q. I have added a wage amount for my employee(s) but labor is displaying $0.00 on my reports. What could be wrong?

A. The labor rate will not automatically update if the punches are already on your reports. To update labor totals, click on each **In** punch on the report screen and simply click the SUBMIT button in the **Edit a Punch** screen.

Q. The program seems to be slow when I edit punches. What can I do to improve system performance?

A. If the punch editing process slows down over time, there are various things that you can do to insure optimal performance.

1. We highly recommend only keeping the most recent data on your time clock. In order to keep your system running optimal, delete unneeded data off of the clock. Refer to
2. Removing Data from Your Application for instructions.
3. Instead of using the **Timecard Report** for editing punches, we recommend that you use the **Attendance Report**. Running this report takes less time clock resources and less time to generate.
4. Minimize how often your time clock checks for Alerts. Instructions for changing these settings can be found under Setting Your Alert Preferences as discussed in Chapter 2.
5. Disable any alerts that you are not using from the **Alerts Setup** screen. Use your mouse cursor and click **Settings** and then **Alert Setup**.

   Enabling/Disabling Alerts - to disable an alert, deselect the checkbox in the far left column. This will prevent the alert from being posted to the **Home** page.

Q. How do I determine the software version of my employee time clock?

A. Your current time clock software version can be found under **Help | About Your Clock**. Compare your Software Version with the software version posted on our website.

- RTC-1000 2.5 Universal Time Clock - www.icontime.com/universal_time_clock_update

Q. Why can't I access my time clock? How do I set a static IP Address?

A. If the clock was assigned a dynamic IP Address, this address may have changed if the router reboots or your time clock is unplugged from the power. To assign a Static IP Address, follow the instructions below.

1. First determine an available IP Address for the employee time clock. Your network supervisor can provide you with this information or help with these steps.

2. Enter into Supervisor Mode at your employee time clock terminal.
    - Press on the time clock.
    - Enter in your security code - the default security code is **00 00 00**.

3. Scroll through the options using **Up** or **Down** until you find the option *View IP Address* - press **Enter.**

4. The current IP Address of the clock will appear. Press **Enter** again.

5. Enter the desired IP Address including leading zeros.

    Example: 192.168.002.528

Note: If the clock is on the same local subnet as your computer, you should not have to change the settings for subnet mask, gateway, or DNS server. Your network supervisor will know how to set this up if needed.

6. A message should appear on the clock *IP Address set successfully***.** Press **Clear** to exit Supervisor Mode.

7. Unplug the power to the clock for a few seconds and plug it back in. Allow the clock to reboot.

8. Open a Web browser on your computer and in the address bar type in the IP address of the clock to log into the time clock.

Warranty Information

ICON TIME SYSTEMS, INC., An Oregon Corporation

Notice: The information contained in this document is subject to change without notice.

ICON TIME SYSTEMS MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ICON TIME SYSTEMS shall not be liable for errors contained herein, or for incidental consequential damages in connection with the furnishing, performance, or use of this material.

ONE-YEAR LIMITED WARRANTY

ICON TIME SYSTEMS, INC. offers the original purchaser a warranty for **One (1) Year on Parts and Labor.**

ICON TIME SYSTEMS will repair and exchange parts for your unit free of charge in the USA in the event of a defect in materials or workmanship, as follows:

PARTS
New or comparable rebuilt parts in exchange for defective parts for one (1) year beginning on the date of delivery.

LABOR
Mail-in service for One (1) year beginning on the date of delivery.

SERVICE
If adjustments or repair are required, purchaser must contact our customer service department within the warranty period detailing the request. The purchaser must provide model, serial number, and a copy of original purchase. If ICON TIME SYSTEMS decides a product requires service, ICON TIME SYSTEMS will issue a Return Material Authorization Number (RMA). Products may be shipped to ICON TIME SYSTEMS adequately insured, in their original packaging or equivalent, with shipping charges prepaid. Risk of loss or damage during shipping to ICON TIME SYSTEMS is the sender's responsibility. Once we receive the equipment, it will be inspected, repaired as needed, tested, and returned via standard ground shipping to the purchaser. Return shipping costs of the repaired or replaced unit will be paid by ICON TIME SYSTEMS.

This warranty is extended only to the original purchaser. A purchase receipt or other proof of date of original purchase will be required before warranty work is rendered.

This warranty only covers failures due to defects in materials or workmanship that occur during normal use. It does not cover failures due to damage which occurs in shipment, or failures which are caused by products not supplied by ICON TIME SYSTEMS, or failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, modification or service by anyone other than a factory service center, or damage that is attributable to acts of God.

No warranty is given for damages caused by external wiring indicating improper connection to power supply or line wiring, or for damages caused by spikes, power surges, brown outs, lightning, static electricity, or radio waves. Surge protectors are readily available to enhance and protect equipment performance following initial installation.

ICON TIME SYSTEMS SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. DURATION OF IMPLIED WARRANTIES, IF ANY, IS LIMITED TO ONE (1)YEAR. Some states do not allow the exclusion of limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.
If a problem with your ICON TIME SYSTEMS unit develops during the warranty period, contact ICON TIME SYSTEMS SERVICE DIVISION, 15201 NW Greenbrier Parkway, Suite A1, Beaverton, Oregon 97006

There are no other express warranties except as listed above.

Icon Time Systems
15201 N.W. Greenbrier Parkway, Suite A1
Beaverton, Oregon 97006
971.249.1700
1.800.847.2232

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules.

These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested for compliance with the FCC criteria.