PUNCH+

CONNECTING YOUR TIME CLOCK
USER GUIDE

hotel effectiveness
by actabl

Overview

Your hotel is switching to a new Hotel Effectiveness time clock. This installation guide will assist you with connecting to our server, allowing your employees' punches to post within our software.

Prior to your first day using this new time clock, it's extremely important that you test your new time clock to ensure it can connect to our server through your hotel's network.

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Testing your time clock connection
(This step should be completed as soon as possible!)

1. If applicable, unplug your current existing clock from the Ethernet port.

2. Plug the power supply and the Ethernet cord into the new time clock.

3. Plug the power supply and the Ethernet cord into the wall.

4. The time clock will turn on and the main screen will display the date and time.
    (NOTE: Don't worry if the time and date are not correct, they'll update automatically once the clock connects).

5. Press the '9' button on the time clock, this will force the clock to transmit and attempt to connect with our server. If the clock connects successfully, the clock will display the following:

    "TRANSMIT DATA"

    "CONNECTING TO SERVER"

    "TRANSMITTING"

    "RECEIVING"

    "UPDATING"

    "FINISHED"

⊕ PRO TIP

If you're not sure the time clock connected, you can press the '9' key to try to transmit again.

If the time clock connects, please follow the directions on **Testing 1-2-3: Verify Your Setup** below. If not, please refer to the **Basic and Advanced Troubleshooting Steps** (beginning on page 6).

Testing 1-2-3
(Verify your setup)

Once your time clock is connected, it's important to make a test punch to verify your staff can clock in and out. There are two methods to clocking in/out: using an employee PIN or a magstripe card. You can find instructions for both below:

Making A Test Punch by PIN

1. Press IN to clock in.

2. When prompted, enter 99999 as your test PIN number.

3. If you are prompted to enter a position, enter position code 999 and then press 'OK'. The clock should read 'Successful'

Enroll Your Fingerprint

The Punch+ time clock adds additional security by providing the option to have your employees clock in using their fingerprint. The next steps will guide you through testing the fingerprint reader. First, you'll need to enroll a fingerprint to test the reader:

1. Press '3' on the time clock to access the Enrollment Menu.
   The default master password is 1234. You should change this password to something more secure when convenient; write your new password down. All managers responsible for tasks with the clock should be aware of this password.

2. Press '1' from the Enrollment Menu to enroll a fingerprint.

3. Enter a test PIN number of 99999

4. Choose a finger to enroll.
   We suggest you enroll with the ring finger on your non-dominant hand to test (i.e., if you're right-handed, choose your left ring finger; if you are left-handed, choose your right ring finger).

5. You will be asked to touch the fingerprint sensor three times – twice to capture the enrollment and once more for verification.

Once you have successfully enrolled a finger, press X to go to the main screen

NOTE: Legacy fingerprint/biometric clocks, including the Punch Plus and z34, are not supported in areas that require biometric consent, like Illinois.

Conduct a Test Fingerprint Punch

1. Press '1' to clock in.

2. When prompted, touch the same finger you just enrolled on the sensor exactly the same way you placed it when you enrolled your finger.

3. If you are prompted to enter a position, enter position code '999' and then press 'OK'. The clock will say 'Successful'.

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Proximity Cards
(Optional)

If your hotel elected to purchase proximity cards to punch in and out, you should test out that they work. If you do not have proximity cards, please follow directions on After the Punch below. Proximity cards need to have the card number registered to the applicable employee's Punch PIN field in Employee Manager. To register the cards:

1. Log in to Hotel Effectiveness.

2. Navigate to Employee Manager.

3. Select "View/Edit >>" next to the employee you wish to edit or "Add New Employee/ Contractor >>" at the top of the page.

4. Enter/Update the Punch PIN field with the card number using the below instructions; this field can also be labeled "Webclock Login" Save at the bottom
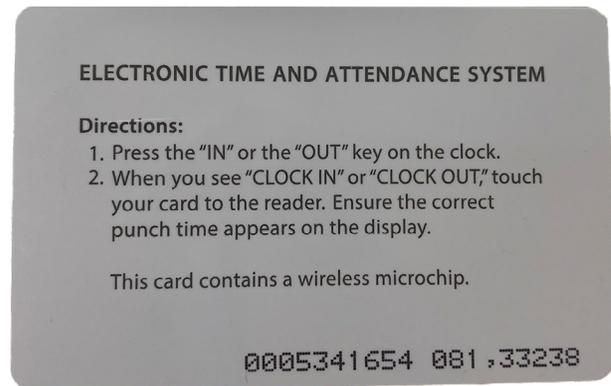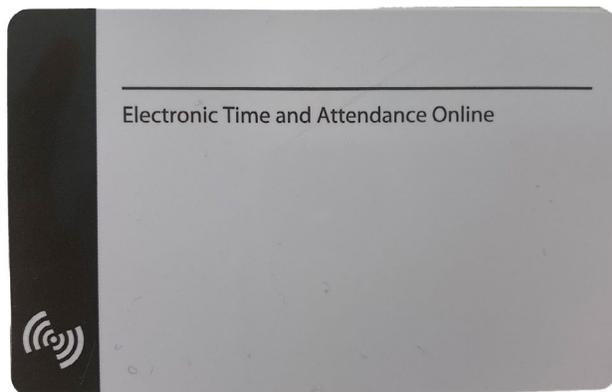
Finding the Card Numbers

We offer two different types of cards, so the numbers you enter will depend on the card type your hotel uses. Never enter leading zeros.

In either case (as seen in the image above), you enter the numbers highlighted in red here without the leading zeros.
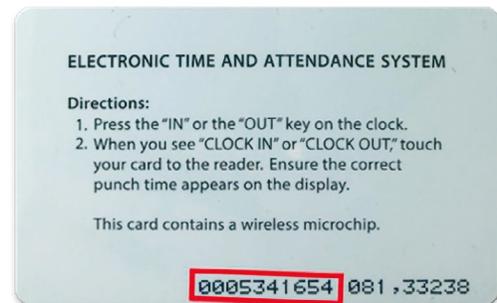
On Card A, you use the set of numbers on the card. In this example, we would enter "22154383" on the employee's profile.

On Card B, you use the first set of numbers on the card, without leading zeros. For this card, we would input "5341654" on the employee's profile. Once saved, all punches made using that card will show up on that employee's time card.

Card A
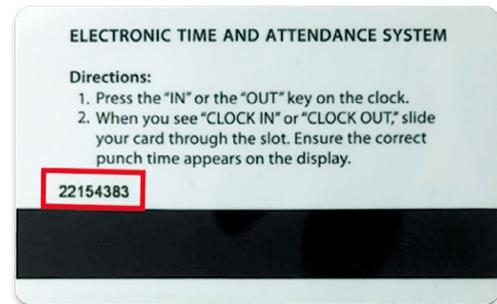
Card B

🎗 PRO TIP

If you are ever unsure of the card's unique number, you can press 0 on the clock and swipe the card. The clock will tell you the card number. Write this down and enter it on the employee's profile.

Making a Test Punch by Proximity Card

1. Press IN to clock in.

2. When prompted, swipe one of the proximity cards through the card slot on the right.

3. If you are prompted to enter a position, enter position code 999 and then press 'OK'. The clock should read 'Successful'.

After the Punch
Delete 'em (Get rid of unwanted records)

After you make a test punch, you should login to our manager portal to delete the test punch(es) to avoid any confusion.

1. Log into Hotel Effectiveness (my.hoteleffectiveness.com)

2. Navigate to Time & Attendance

3. From the welcome page, select the small blue 'unmatched punches' link under the Quick Links heading

4. Check the box next to your test punch(es)

5. Select Delete Checked at the bottom of the list

If you made a fingerprint punch, you can delete that test punch by following the steps below:

1. Press '3' on the time clock to access the Enrollment Menu ---
    The default master manager password is 1234.

2. Press '2' from the Enrollment Menu to delete a fingerprint.

3. Enter the test PIN number 99999 and press 'OK'

4. Choose option 1 to delete the fingerprint from the server.

5. Press 'OK' to exit. The clock should say 'Successful'

Enrolling Employees Fingerprints

You'll need to enroll each employee's fingerprint into the time clock before they can use it to clock in and out. We recommend you do this before your hotel starts using the time clock on a daily basis. A live internet connection is not required while you are enrolling your employees' fingerprints. This allows you to enroll fingerprints in a manager office or other central location if this is more convenient. Note: If this a replacement or additional Punch+ fingerprint time clock, your employees' fingerprint profiles are already on our server. These fingerprint profile will automatically download, so it is not necessary to re-enroll those same employees.

Requesting Employee PIN Numbers

1. Log in to Hotel Effectiveness.
2. Navigate to Employee Manager
3. Hover over Reports' and click on the option that says 'Time Clock Login List'
4. Choose the correct hotel and then click 'Generate CSV file.'

Normally, the CSV file will open using Microsoft Excel. We suggest you print this file so you can mark off every employee as you enroll their fingerprint to keep track of who still needs to be enrolled.

Enroll Fingerprints at Time Clock

1. Go to the timeclock with the employee you wish to enroll and the list of employee PINs.
2. Press '3' to access the Enrollment Menu
3. Press '1' from the Enrollment Menu to enroll a fingerprint.
4. Enter the Time Clock PIN/Card 1 for the employee
    *   This is the Card Number 1 from the Time Clock Login List. It can also be found on the Employee Setup inside of Time & Attendance Manager in the Card 1 field.
5. ENROLL FINGERPRINTS AT TIME CLOCK

The employee will be asked to touch the fingerprint sensor a few times to enroll – two touches to capture the enrollment and once more for verification. Let the employee know he/she will need to use that same finger to clock in and out every time and place it on the sensor the exact same way they did when you just enrolled them. Repeat these steps for every employee who is responsible for using the time clock.

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Best Practices and Other Notes

- Poor image quality at enrollment will cause poor fingerprint matching when using the time clock. Hands should be clean and dry before enrolling. We strongly recommend that immediately before enrollment each person completely wash and dry his/her hands or use hand sanitizer. We suggest you enroll the index finger of the employee's non-dominant hand (i.e., if they are right-handed, choose their left index finger; if they are left-handed, choose their right index finger). This is only a suggestion, so you can enroll whatever finger appears to have the best quality fingerprint

- A manager should ensure that the employee touches the sensor firmly enough so that the skin is flattened and easily read. The center point of the finger should be in the center of the sensor and the finger should be held still while it's being enrolled.

- On the Enrollment Menu, option 7 (Tests) allows you to test the automatic identification capability of the fingerprint reader without punching anybody in or out. In test mode, the clock will attempt to identify the finger on the sensor and shows the corresponding PIN number. The test mode can be used to train employees on the best way to touch the sensor. The score displayed after testing a print is an indication of how well the finger matched the original template. You should try for a score of 100 whenever possible

- The system does not store or record the actual fingerprint image. The system measures several key points on the person's fingerprint as sample landmarks. These fingerprint landmarks are encoded as a series of numbers. Since the system never captures the entire fingerprint, the original fingerprint image can never be recreated from the sample landmarks that you are storing in the time clock.

Basic Connection Troubleshooting
(What if the time clock did not connect as expected?)

Normally, if your clock did not connect successfully, it is because either the Ethernet port is not active or there is a network restriction that is preventing your time clock from getting access to the internet.

You should confirm that the Ethernet port and cord you are using are working successfully. The easiest way to do this is to connect a laptop other computer to the same Ethernet cord and Ethernet port and verify that the device has internet connectivity using this connection. If your computer cannot access the internet using this same connection, it likely means that there is something wrong with your Ethernet port or your Ethernet cord and you should contact your network administrator to make sure that the port is active.

If the Ethernet port and cord are working correctly with another device, you will most likely see an error message (e.g. Cannot Connect 146, Cannot Connect 148, No ENQ from Host, Connection Timed Out). These errors usually mean that your network has a restriction preventing the clock from connecting to the network. Commonly, these include firewalls or log-in / authentication screen. Try these items first:

Update Connection Settings on Time Clock
(Basic Troubleshooting Step 1)

1. On the main screen, press the '*' button and then, '2-6-6-3.' Then OK
2. The clock will display the 'TCP/IP Options' screen.
3. Press the '1' button Message will display, "Clock uses DHCP to obtain settings automatically over network." '1- Show Lease' or '2 –Change' DO NOT PRESS 1 or 2.
4. Press the '3' button.
   - This is a hidden menu item - Clock will display message, "This will wipe out any static IP settings you have configured."
5. Press the 'OK' button then press the 'X' button to return to main screen.
6. Press the '9' button to transmit.

If successful, please follow the directions on **'How to Conduct a Test Punch'** at the beginning of this article. If you receive any error message, proceed to the next step.

Reset Router and Time Clock
(Basic Troubleshooting Step 2)

1. Reset the router on the network that the clock is connected to.
    *   Typically, by unplugging the power for 20 seconds.

2. Be sure that all cables are snug and secure.

3. Unplug the power cable from the clock for 20 seconds, then plug it back in.

4. Once the clock powers up and is back to the main screen, press the '9' button on the clock to transmit.

If successful, please follow the directions on 'How to Conduct a Test Punch.'

Advanced Troubleshooting

If the time clock is still not connecting successfully, normally there is either a firewall or login/splash screen that needs to be bypassed or your network requires that new devices be assigned their own static IP address. To troubleshoot either of these options, you will likely need to contact your **network administrator** or **internet provider**. It may be helpful to provide these instructions to them.

1. Please let your Network Administrator or person who manages your hotel's network know that you are going to have a new time clock installed at the property and that it will be connecting through an Ethernet line. Our clocks support DHCP ("plug and play"), but the hotel's firewall may be preventing connections of this type.

2. Ask the administrator if they can make an exception to allow or 'Whitelist' the MAC address of the time clock so the clock can be allowed on the network and to bypass the firewall, splash screen, or login screen. The MAC address of the time clock is on the first page at the top of these instructions. You may also need to mention the port numbers the clock uses to connect are TCP ports 8288 and 8289 - these need to be open for 'Outbound Access.'

After the MAC Address is added as an 'Exception' or have it 'Whitelisted' on the network, press '9' on the clock to see if it is able to connect. If the time clock connects, please follow the directions on 'How to Conduct a Test Punch.'

If you still receive an error message, it's likely that your network requires static IP addresses for a device to connect. You will need to request that your network administer assign a Static IP address for the time clock. You will need to have your network administrator provide you the Static IP address, the Default Gateway, and the Subnet Mask. These numbers will need to be entered into the time clock. Follow the instructions below when these items are given to you.

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Entering a Static IP Address

1. Plug your time clock into the Ethernet port.

2. Press * (you will see "System Info" on the clock) and enter:
   2663 then press OK (you will see "Network Setup").

3. Press 1 to select TCP/IP settings.
   - The clock should say it is currently DHCP enabled.

4. Press 2 to change TCP/IP options from DHCP enabled to Static IP.

5. Press OK to proceed.
   - NOTE: Use the * key as a "period" when entering the rest of
     your informationfrom this point.

6. Enter the Static IP address provided by your administrator, press OK.

7. Enter Subnet Mask, press OK.

8. Enter Default Gateway, press OK.

9. Enter Primary DNS, press OK. (if not provided enter 0.0.0.0)

10. Enter Secondary DNS, press OK. (if not provided enter 0.0.0.0)

11. Press OK to save TCP/IP settings.

12. Press OK again to confirm configuration.

13. Press X twice to exit.

You will now verify your clock is successfully connected to the network by pressing the 9 key to force it to transmit the data to our server. You should see a 'Successful' connection message. Please follow the instructions on how to conduct a test punch.

**NOTE: If your network administrators request our IP addresses, the clocks connect directly to our clock server at the following IP addresses: 208.72.167.2 and 166.70.147.9.
DO NOT ENTER these IP addresses into the time clock.**

If you experience any connection issues or have any questions, you can call the Hotel Effectiveness Support team by phone at: **+1 (877) 770-4683.**
You may also email at: **support@hoteleffectiveness.com.**