Easy Time Clock

Reader Manual

Thank you for purchasing a reader for your Easy Time Clock account! Below is a list of what you have received with your purchase.

Reader Contents	Additional Contents
Reader	Reader Manual
Back Plate	USB Drive
Ethernet Cord	Lens Cleaning Wipes (Fingerprint Only)
Power Cord	
3 Port Terminal	White Box and Packing Material
Screws/Anchors	

Remember: Keep all of these items… just in case!

What you should know about this reader:

- Operating temperature is between 32° to 113°.
- Humidity level is limited to 5-80%.
- Do not mount reader in direct sunlight.
- If the reader loses connection to the internet, it can store up to 50,000 punches. Once reconnected, the punches should automatically send to your account. If they don't send, they can also be uploaded manually.
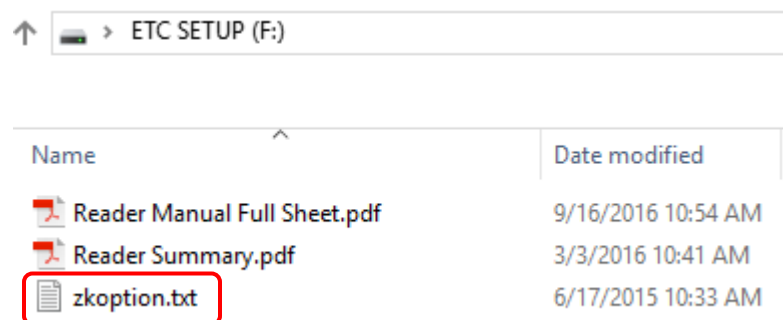
Wi-Fi Network Setup

Step 1: USB Drive + Computer

1. Insert the "ETC SETUP" USB drive into your computer and open drive.

2. Double click on the **zkoption.txt** file, the contents should be **WIFIPassword=**.

Name	Date modified
Reader Manual Full Sheet.pdf	9/16/2016 10:54 AM
Reader Summary.pdf	3/3/2016 10:41 AM
zkoption.txt	6/17/2015 10:33 AM

ETC SETUP (F:)

3. **Without adding a space**, enter your Wifi password directly after the "=".

4. File > Save

zkoption - Notepad

File   Edit   Format   View   Help

WIFIPassword=typeyourpasswordhere
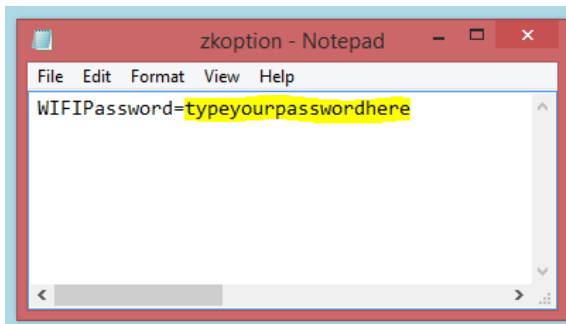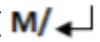
5. Make sure the file is saved as **zkoption**

    with contents: **WIFIPassword=YourPassword**.

    These must be exact!

6. Safely eject the USB from your computer.

Wi-Fi Network Setup

Step 2: USB + Reader

1. Insert USB drive into reader.

2. Press **Enter** (M/↵) to display the menu options.

3. Arrow right to **Comm.** and press Enter.

4. Arrow down to **Wireless** and press Enter.

5. Arrow down to highlight your wireless network and press Enter.
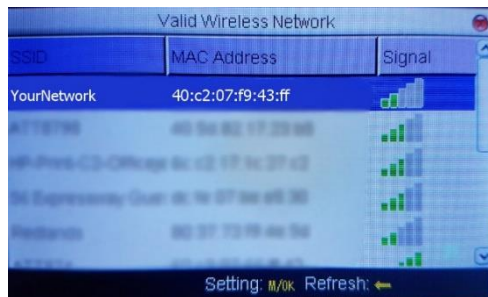
Signal must be at least 2 bars in order to connect properly.

6. Arrow down to **Load Password** and press Enter. This will display **asterisks or the Wifi password**.

7. Arrow down to **OK** and press Enter.

8. The reader will search for your network. Once connected, Esc. out to the home screen.

9. Manually **restart the reader**. Hold down the red power button until the reader counts

   down and powers off. Press the red button again to restart.

10. Your reader screen should now show 🌐 in the top right corner.

Having trouble getting connected to Wifi? Try these troubleshooting steps:

Step One: On the home screen, what do you see?

There is a red "X" over both the globe and the Wifi bars.

There is a red "X" over just the globe.

Go to page 7

When you upload the password, what happens?

The box remains blank. No " * " or password appears.

"Get IP Address Failed"

Go to page 6

Is the file titled "**zkoption**" (not zkoption(2) or any other variance)?

File must be exactly:

zkoption.txt

Is it saved as a **.txt** file?

Does the file contain "WIFIPassword=" with exact capitalization and no space after the "="?

Must be exactly:
WIFIPassword=YourPx

YES

Contact Customer Support

"Get IP Address Failed"

In the Wireless page, are you selecting the correct network name? — NO → Make sure you are choosing **your** network name.

YES

Verify the network password is correct. → Your network password is case, character, and space sensitive, and needs to be exact.

Verify there are no extra spaces in your password.

Check for this:

WIFIPassword=YourPx__

WIFIPassword=__YourPx

When on the Wireless page (where you choose your network), does your network show at least 2 bars of signal? — NO →

In order for the reader to detect your wireless network, it generally needs at least 2 bars of signal.

Try moving the reader closer to your router. Some items in your office may affect the signal such as water, microwaves, or concrete walls.

YES

There may be a restriction on your network, such as MAC address filtering. If an exception for the device needs to be made within your network, the **WIFI MAC address** can be found in System Info, in the Device tab.

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Cloud-Based Time & Attendance System

There is a red "X" over just the globe.

First, reboot the reader. → (Hold down the red power button until it counts down. Press red button again to turn back on.)

Is the DHCP off?

Menu > Comm > Network

NO → The DHCP should be off when connecting to WiFi.

YES

Do you have a firewall or any other security on your network that could possibly block a connection?

YES → An exception must be made for the reader. Contact your IT department.

NO

Do you have a "Terms and Conditions" or other type of sign-on page for your WiFi network?

YES

NO

When on the Wireless page (where you choose your network), does your network show at least 2 bars of signal?

In order for the reader to detect your wireless network, it generally needs at least 2 bars of signal.

Try moving the reader closer to your router. Some items in your office may affect the signal such as water, microwaves, or concrete walls.
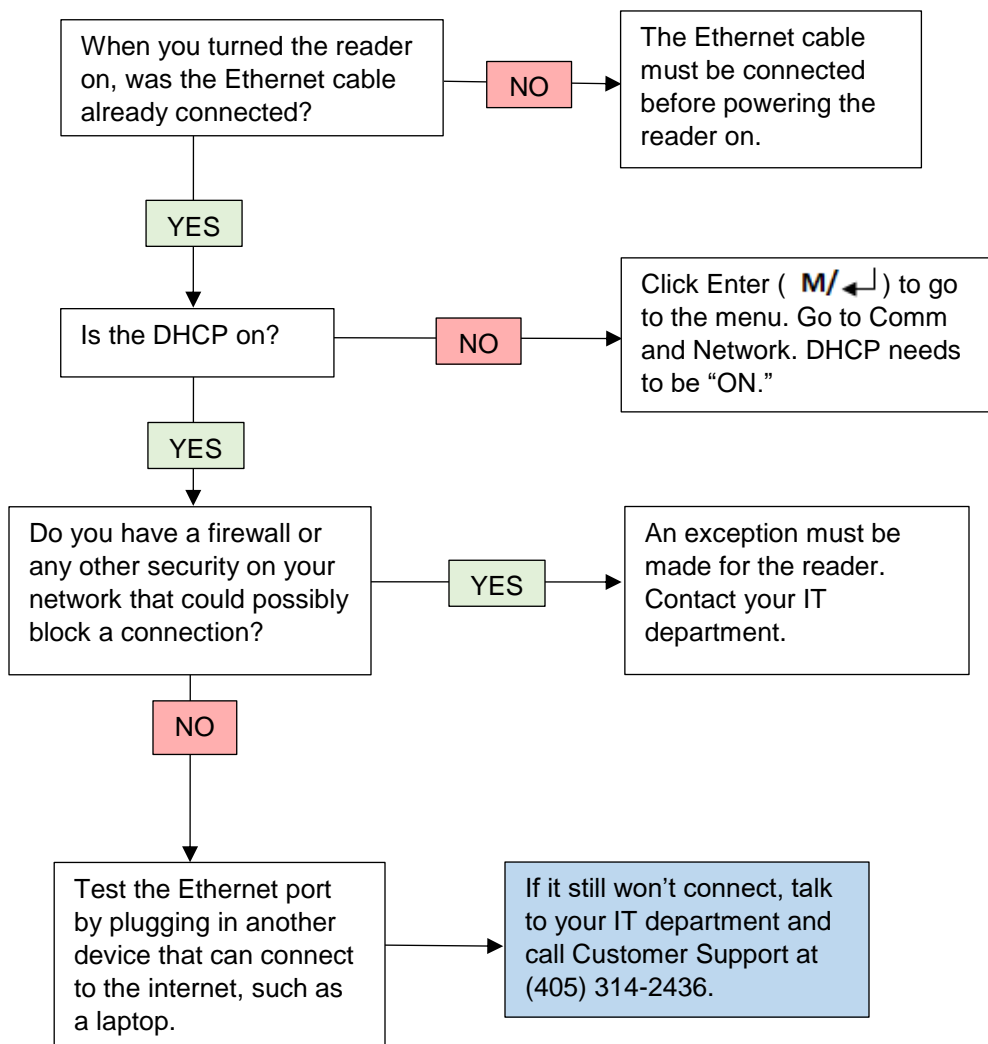
NO →

YES

Contact Customer Support

Ethernet Network Setup

1. Plug the Ethernet cable in to the back of the reader and to an active internet port.
2. Plug the power cable into the back of the reader and into an electrical outlet.
3. Make sure the DHCP is turned **ON**.
   a. Go into the menu
   b. Comm – Network
   c. DHCP – set to "ON"
   d. Arrow down to OK and press Enter
   e. Reboot the reader

Your reader screen should now show 🌐 in the top right corner.

Having trouble getting connected to Ethernet? Try these troubleshooting steps:

When you turned the reader on, was the Ethernet cable already connected?

NO → The Ethernet cable must be connected before powering the reader on.

YES

Is the DHCP on?

NO → Click Enter (**M/↵**) to go to the menu. Go to Comm and Network. DHCP needs to be "ON."

YES

Do you have a firewall or any other security on your network that could possibly block a connection?

YES → An exception must be made for the reader. Contact your IT department.

NO

Test the Ethernet port by plugging in another device that can connect to the internet, such as a laptop.

→ If it still won't connect, talk to your IT department and call Customer Support at (405) 314-2436.

Step One: Adding Employees

(Computer)

Log in as Admin

Setup tab > **Employee Setup**

✓ Assign a Username
✓ Assign an Employee #
✓ Add Employee

To send log in instructions (for viewing time card or clocking in and out online), enter the employee's email address and click "Send."

		Add New Employee (Bulk import or remove users with the [Employee Import] page)			
Username	**Employee #**	**Password (Optional)**	**Email (Optional)**		**Status**
Bathory, Elizabeth	13		ebathory@easytimeclock.co ☑ Send[?]		● Active ○ Inactive ○ Terminated

[Add Employee] ◄ Click **Add Employee**

Assign a **Username** and **Employee #**

If employees will be logging in online to view their time cards, you can leave the passwords blank to allow them to set their own.

Now your employees are added to the system. The next step is to send this information to the reader.

Step Two: Download Employees

(Computer)

Setup tab > **Reader Download**

✓ Click "Download" next to Employee
✓ Save Changes

Multiple Readers:
Choose one or more readers at the top.

Select Reader:
☐ 6695143800010 - Joshua
☑ 6695163000001 - Sandra Dee

Filter by:
Reader Access [All ▼] Department [All ▼] Employee [All ▼]

Employee	Employee #	ID Card	Download Check All	Disable Web Clock In Check All	Fingerprints Enrolled	Reader PIN [What's This?]	Reader Access [What's This?]	Last Download
Admin	99999		☐ Download		0	Set	User ▼	Aug 24 2017 9:57AM sending to 6695143800010 Aug 24 2017 9:58AM download complete Aug 24 2017 10:40AM sending to 6695143800010 Aug 24 2017 10:40AM sending to 6695163000001 Aug 24 2017 10:40AM download complete Aug 24 2017 10:40AM download complete
Bathory, Elizabeth	13	12001591	☑ Download	☐ Reader Only	7	Set	User ▼	Aug 24 2017 9:57AM sending to 6695143800010 Aug 24 2017 9:58AM download complete Aug 24 2017 10:40AM sending to 6695143800010 Aug 24 2017 10:40AM sending to 6695163000001 Aug 24 2017 10:40AM download complete Aug 24 2017 10:40AM download complete

Enter **ID Card** or **Key Fob** numbers here. There is a number printed on each badge.

Download
This is what sends information to the reader. To send employee names to the reader (or to send updated usernames, employee numbers, badge numbers, or PINs), check "**Download**" and Save Changes.

"**Disable Web Clock In**" – Check to disable access to clock in and out of a computer or other devices, check "Reader Only" and Save Changes.

"**Reader PIN**" – As a backup to fingerprint/badge, set a numeric PIN for the employee to use when clocking in on the reader. To clock in with a PIN, the employee will punch in the **Employee #**, **Enter**, **PIN**, and **Enter** again.

"**Reader Access**" – See *"Security"*

"**Last Download**" – This will show the status of downloads to the reader. If blank, the employee's information has not been downloaded.

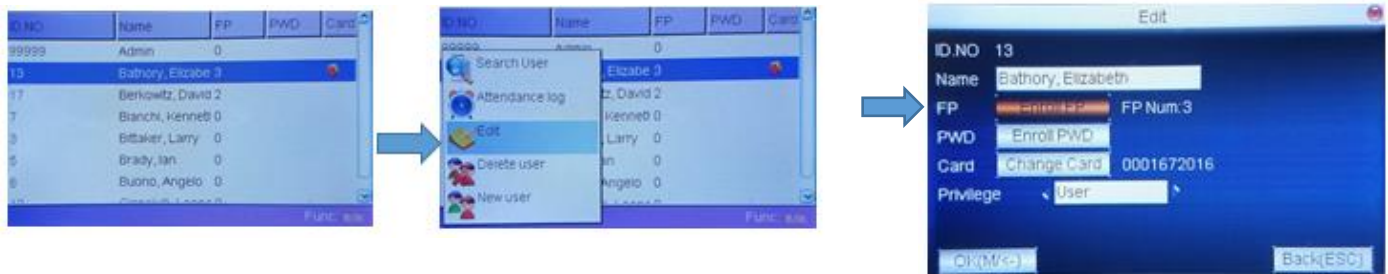**Step 3: Enroll Fingerprints**

(Reader)

✓ User Manage > Manage
✓ Employee > Edit
✓ Enroll FP
✓ Scan finger 3 times
✓ Esc
✓ Ok

Enter (**M/↵**) > **User Mng**. > **Manage**

Choose **employee's name**

Choose "**Edit**"

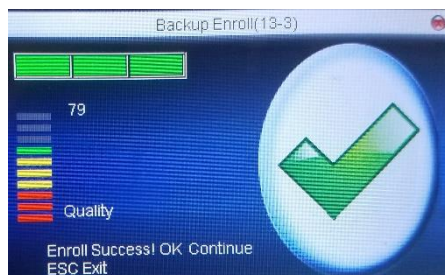On the employee's Edit screen, choose "**Enroll FP**"

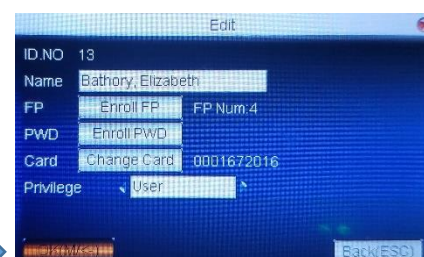Scan the same finger 3 times. Make sure the print is clear and the quality is in the green.

Bad Read

Good Read

To enroll another fingerprint: Click **Enter**

To save this print and move on to next employee: Click **Esc**

To save: Scroll down to "OK" and click Enter

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Optional: Set a restriction so that only designated individuals have access to the reader menu pages.

To Set Admin Lock
(Computer)

What it restricts:
- Adding or deleting usernames, PINs, fingerprints, badges
- Reader display and time settings
- Network settings

Setup tab > **Reader Download**

Step One:
Usernames with Admin access must first have a numeric PIN.

| Bianchi, Kenneth | 45 | | ☑ Download | ☐ Reader Only | 1 | Set 4567 | User ⌄ | F
F |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |

1. Choose designated username to allow Admin access to reader

2. Click Download

3. Set a numeric PIN

Save Changes ← 4. Save Changes

Step Two:
Now "Admin" is an option in the dropdown menu under Reader Access.

| Bianchi, Kenneth | 45 | | ☑ Download | ☐ Reader Only | 1 | ☐ Clear | Admin ⌄ | Ma
Ma |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |

1. Click Download

2. Choose Admin

Save Changes ← 3. Save Changes

FAQ

How do I access the menu pages after I set an Admin lock?
You must press the Enter (M/⏎) key first. Once you see the lock on the screen, scan your finger or badge. If using a PIN, punch in your Employee #, press Enter, punch in your PIN, press Enter.

To Set Enroll Lock
(Computer)

| Setup tab > **Reader Download** |

What it restricts:
- Reader display and time settings
- Network settings

Step One:
To allow "Enroll" access, you must first set at least one username to Admin access.

| Bianchi, Kenneth | 45 | | ☐ Download | ☐ Reader Only | 1 | ☐ Clear | Admin ∨ | M: Ma |

Step Two:
Now "Enroll" is an option in the dropdown menu under Reader Access.

| Bianchi, Kenneth | 45 | | ☐ Download | ☐ Reader Only | 1 | ☐ Clear | Admin ∨ | M: M: |
| Bittaker, Larry | 33 | | ☑ Download | ☐ Reader Only | 1 | Set | Enroll ∨ | Fe Fe |

1. Choose designated username to allow Enroll access to reader

2. Click Download

3. Choose Enroll

Save Changes

4. Save Changes

*Optional: Enroll Fingerprint at the reader for designated Admin or Enroll usernames.*

FAQ

Why is the Reader Access column grayed out for an employee?
This means the employee does not have a fingerprint, badge, or PIN enrolled yet.

| User ▼ |

Why is "Enroll" grayed out?
An Admin must be enrolled on the reader first. Otherwise, if the reader disconnects from the internet, no one will be able to access the menu pages to get it back on the network.

User
Enroll
Admin
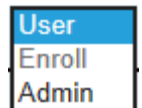
Why is "Admin grayed out?
A numeric PIN must be set first. Otherwise, if the reader disconnects from the internet and no one can unlock it with a fingerprint, no one will be able to access the menu pages to get it back on the network.
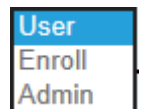
User
Enroll
Admin

What's the difference between User, Enroll, and Admin?
User access will only allow clocking in and out with no access to the menu pages.
Enroll access allows limited access to the employee pages to enroll fingerprints, badges, and PINs.
Admin access unlocks all menu pages.

If you have multiple readers on one account, you will need to choose one or more readers at the top of the Reader Download page.

Transfer Fingerprints

If fingerprints have been enrolled on one reader and they need to be added onto another reader, don't re-enroll! Just send it from the **Reader Download** page.

> If Kenneth already has fingerprints enrolled for North Side, check the box for South Side, click "Download" on Kenneth's line, and Save Changes.

Select Reader:
☐ 6695143800010 - North Side
☑ 6695163000001 - South Side

Filter by:

Reader Access [All ▼] Department [Reps ▼] Em

*To make changes to the **Reader Access** column, please

Employee	Employee #	Download Check All	Disable Web Clock In Check All	Fingerprints Enrolled	Reader PIN [What's This?]	Reade [Wha
Bianchi, Kenneth	7	☑ Download	☐ Reader Only	3	Set	Us

Save Changes

Track Locations

Track time spent at certain locations by assigning a Project to each reader. Make sure to create Projects first under the Features tab.

Setup, **Fingerprint and Badge Readers**

Assign a Project to each reader and Save Changes.

Reader Settings

t Count	Attendance Count	Local IP Address	Name or Location	Project
	0	192.168.3.14	North Side	Kensington ▼
	1	192.168.24.36	South Side	Pickwick ▼

Name your Reader

To keep your readers straight, give them names based on location.

Setup, **Fingerprint and Badge Readers**

Add a name and Save Changes.

Reader Settings

t	Attendance Count	Local IP Address	Name or Location
	0	192.168.3.14	North Side
	1	192.168.24.36	South Side

Select Reader:
☐ 6695143800010 - North Side
☐ 6695163000001 - South Side

Track Projects

Track time spent on different projects through the F-Keys on your reader.

Employees will choose the F-Key associated with their project, then scan their finger or badge to clock into that project. F-Keys can also be used to list many projects.

Make sure to create Projects or Breaks under the Features tab, then contact Customer Support to set up customized F-Keys.
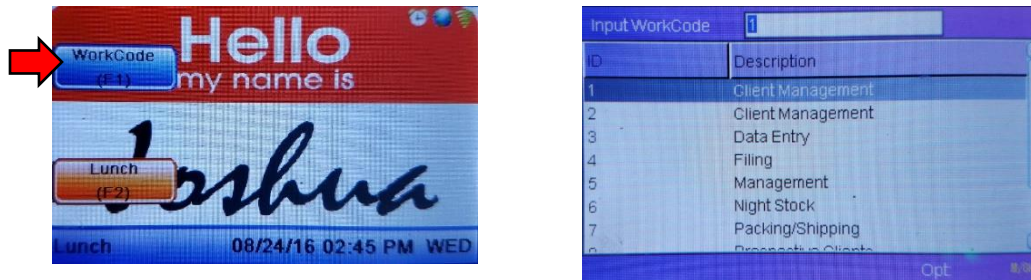
Restrict Clock In Location

Disable the ability to clock in and out on a computer or phone. If restricted to Reader Only, employees can still log in to a computer to view their time cards, request time off, etc., but the "Clock In" button will be disabled.

Setup tab, **Reader Download**

Changing the Time Zone

Setup, **Fingerprint and Badge Readers**
Make sure your account (or Location) is also set to the correct time zone in Setup, **Location Setup**.

Changing the Reader Logo

Setup, **Fingerprint and Badge Readers**

If the reader is connected to the internet, a section will appear with file requirements and the ability to upload a new logo.

Internet Connection

I was connected to the internet, and now there's a red "X" on the globe.

Before anything else, **reboot the reader**. Hold the red button down until it counts down. Wait a few seconds, then press the red button again to power back on. Sometimes your reader just needs a nap.

Has something happened to your internet recently? If the power went out or your network was shut off or worked on, it can disconnect your reader. Go back and follow the "Getting Connected to Wifi" steps again to connect to your new network requirements.

Punches aren't sending to the system.

Before anything else, **reboot the reader**. Hold the red button down until it counts down. Wait a few seconds, then press the red button again to power back on.

If you are seeing a red "X" anywhere on the home screen, the reader has lost connection. Go back and follow the "Getting Connected to Wifi" steps again.

If the reader appears to be online but is still not sending punches, contact Customer Support.

My reader fell offline and the system is missing punches!

Once the reader connects to the internet again, all punches will upload automatically to the system. If you need the punches uploaded before you can get the reader back online, you can manually upload the punches. From the Admin account, go to the **Setup** tab, **Fingerprint and Badge Readers** and click "Upload Time Punches." Follow the directions listed.

I'm not able to use a flash drive to upload my WiFi password. Is there another way?

The WiFi password can be entered manually with a T9 Input.

Access

When I try to access the menu, there's a picture of a lock.

You must press the **Enter** (M/↵) key first. Once you see the lock on the screen, scan your finger or badge. If using a PIN, punch in your Employee #, press Enter, punch in your PIN, press Enter.

I'm trying to get into the menu as an Admin, but it just says "Punch Accepted."

Make sure to press the **Enter** (M/↵) key before scanning your finger or badge.

Employees

I added an employee in the system, but I'm not seeing him on the reader.

Log in as Admin on the computer. Go to the **Setup** tab, **Reader Download**. Click "**Download**" next to the employee's name and Save Changes. You should see an alert that says the information has been sent to the reader. You should also see information about the download in the Last Download column.

Why is my employee having trouble with his fingerprint reading?

There are several possible causes to a fingerprint not reading, such as dirty or dry hands, a dirty sensor, or faint prints.

1. Enroll more than one fingerprint. Follow the "Enroll Fingerprints." After enrolling a fingerprint, press the Enter key instead of "Esc" to enroll another fingerprint. Each employee can have up to 10 fingerprints enrolled.
2. Make sure the employee is placing his finger firmly on the sensor to show a good, clear read.
3. Have employee wash and moisturize his hands.
4. If the problem persists, try setting a numeric PIN on the Reader Download page (don't forget to click "Download" before Save Changes!) or assigning a proximity card or key fob to that employee.

My employee is not able to clock in with a PIN. What is he doing wrong?

Make sure the employee enters his **Employee Number**, then **Enter**, then **PIN**, then **Enter**.