

# **Reader Manual**

**Model:** US10C-ID / US10CR

**Capacity**

Fingerprints : 3,000

Cards : 10,000

Record Storage : 100,000

**Display**

Display/3 in. TFT color LCD

**Standard Functions**

(Usable, but not compatible with time clock account)

Door Unlock

Bell Schedule

**Communications**

Ethernet, Wifi

**Power**

Power Supply : 12V DC, 1.5A

**Environment**

Operating Temperature : 32° F to 113° F ( 0° C to 45° C)

Humidity : 5% to 80%

Do not mount reader in direct sunlight.

**Dimensions**

Height : 5.5 in.

Width : 6.5 in.

Depth : 2 in.

## Wi-Fi Network Setup

### Step One: USB Drive + Computer

1. Insert a USB flash drive into your computer
2. Log into the time clock account using the **Admin** username
3. Go to **Setup > Fingerprint and Badge Readers**



#### Reader

**Fingerprint and Badge Readers** time clock  
hardware that works in real time with the account

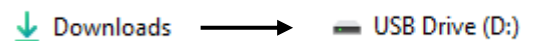
4. Under **WIFI Password File Creator**, enter your network's  
WIFI password in the text box and click **Download**

**WIFI Password File Creator**

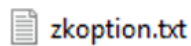
WIFI password:

Enter your WIFI password and click "Download."  
Save the file onto a flash drive.

5. Move the file from your Downloads folder onto the flash drive



6. Make sure the file is saved as **zkoption.txt**



*This must be exact!*

7. Safely eject the USB drive

## Wi-Fi Network Setup

### Step 2: USB + Reader

1. Insert USB drive into reader.
2. Press **Enter** ( **M/↵** ) to display the menu options.



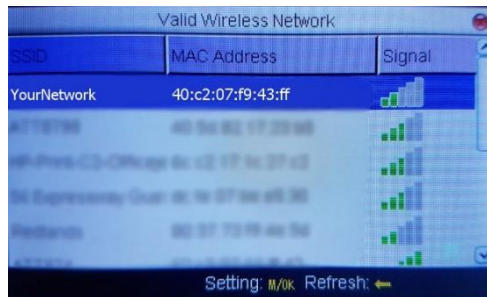
3. Arrow right to **Comm.** and press Enter.



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.

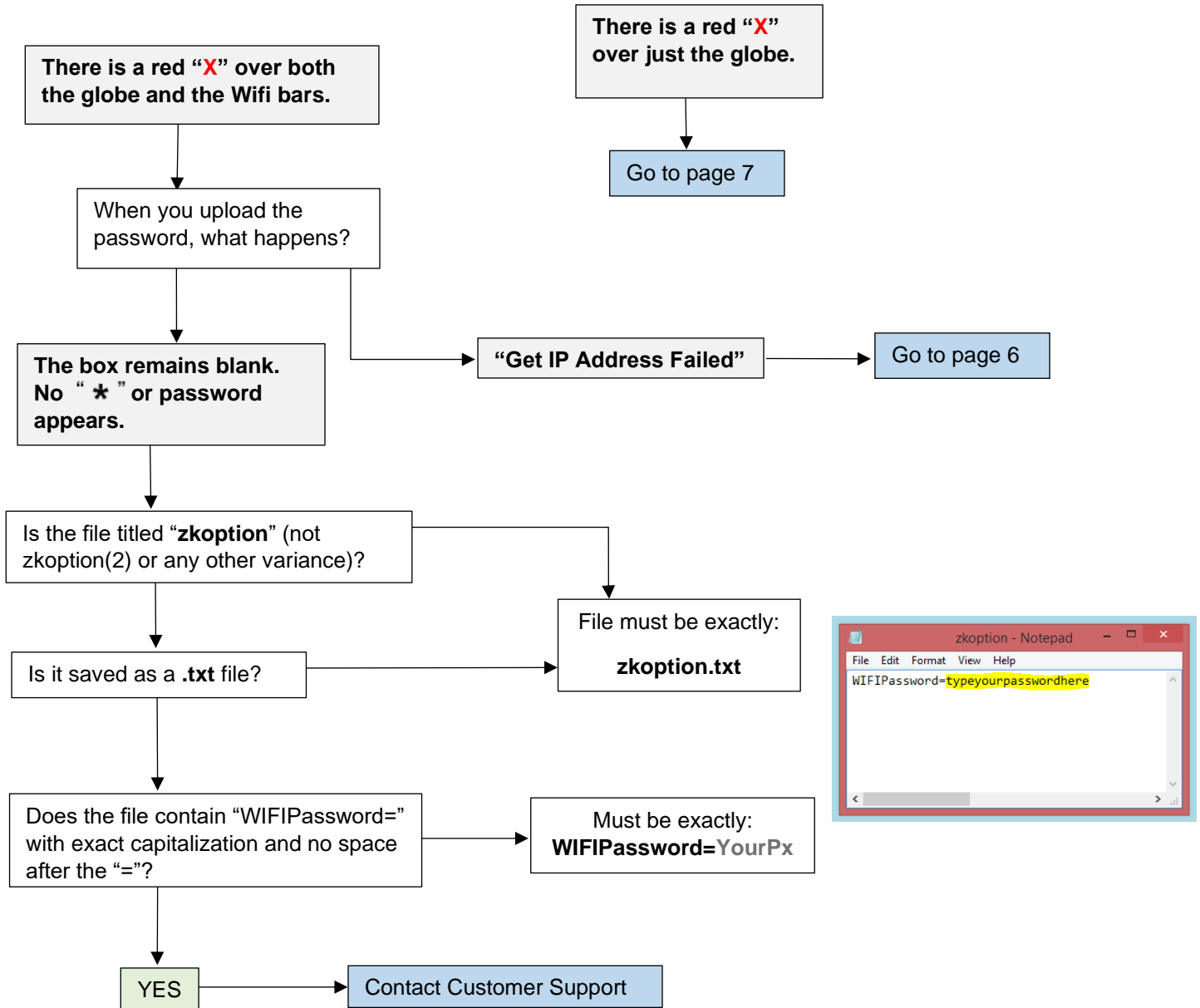
9. Manually **restart the reader**. Hold down the red power button until the reader counts down and powers off. Press the red button again to restart.



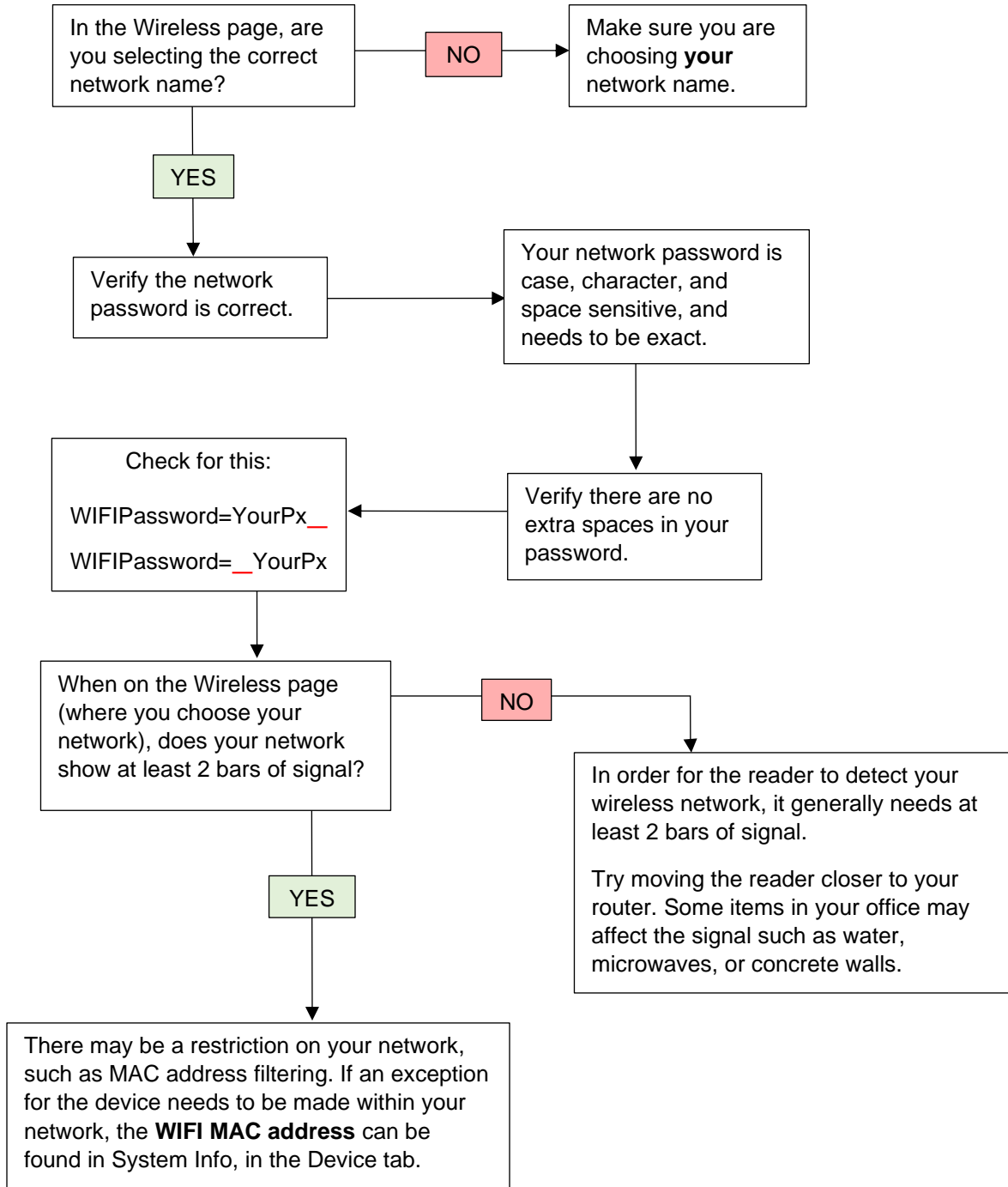
10. Your reader screen should now show  in the top right corner.

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

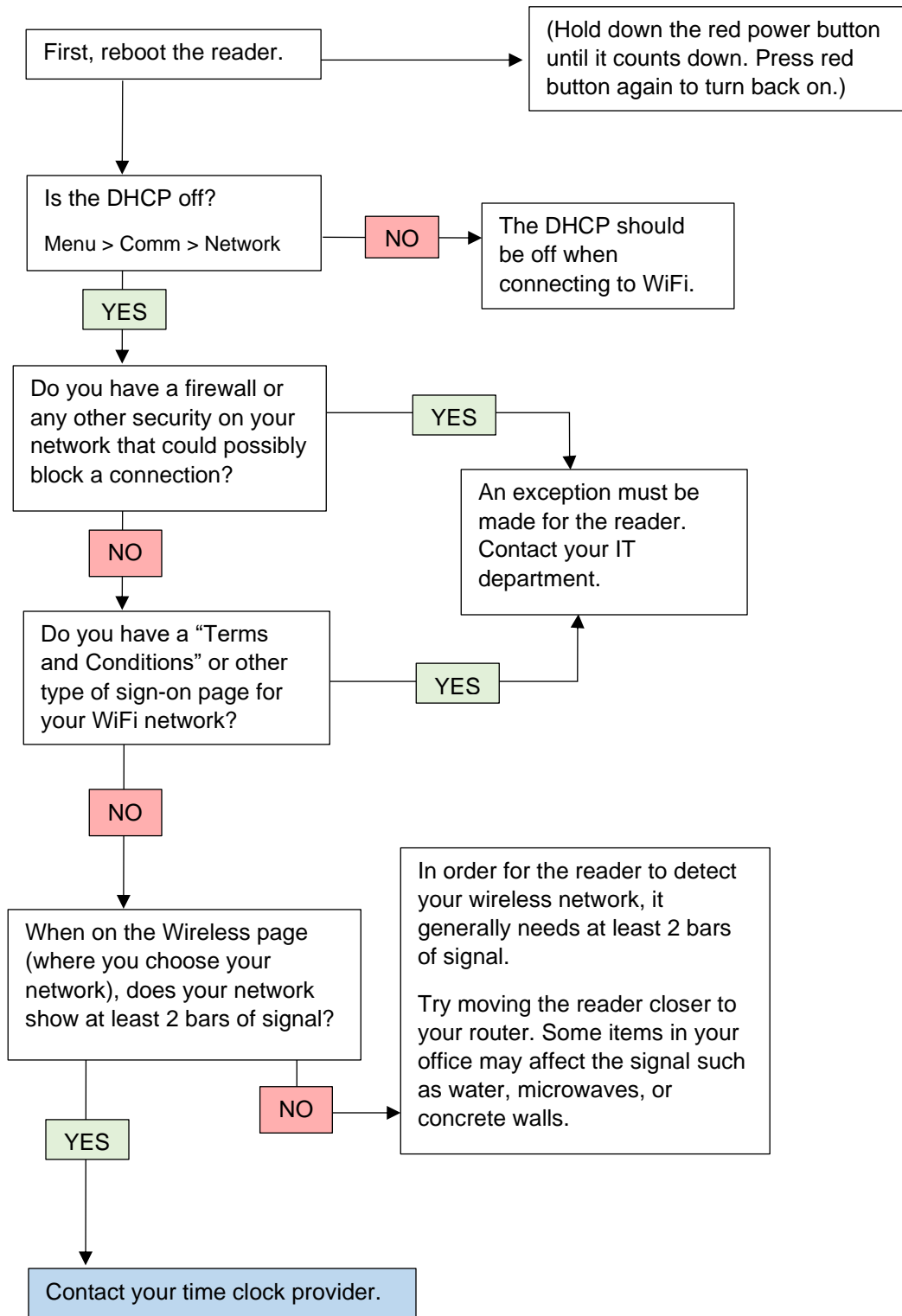
Step One: On the home screen, what do you see?



“Get IP Address Failed”




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



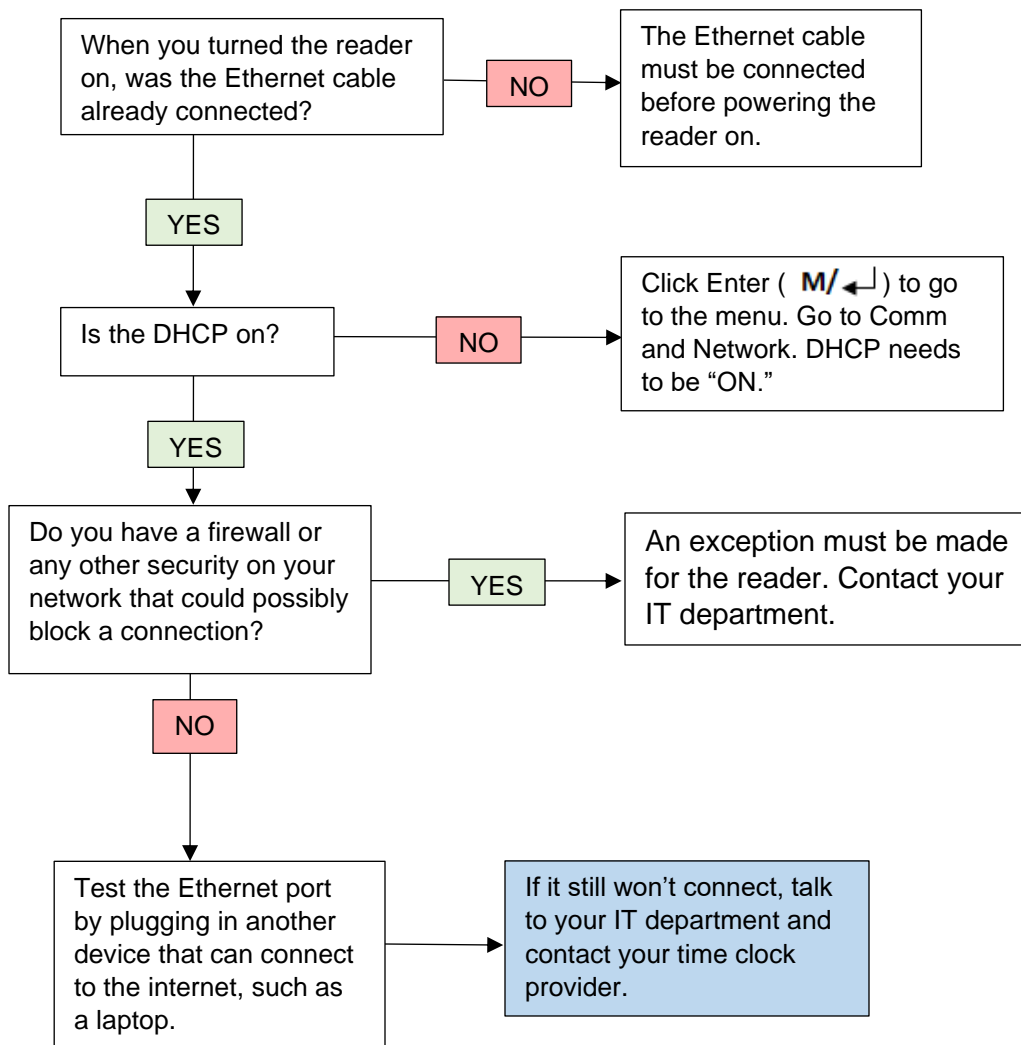


## Ethernet Network Setup

1. Plug the Ethernet cable into the back of the reader and into 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:



### 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 <input checked="" type="checkbox"/> Send[?]	<input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> Terminated

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.

Click **Add Employee**

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	Disable Web Clock In	Fingerprints Enrolled	Reader PIN (What's this?)	Reader Access (What's this?)	Last Download
Admin	99999		<input type="button" value="Download"/>	<input type="button" value="Check All"/>	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	<input checked="" type="button" value="Download"/>	<input type="button" value="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

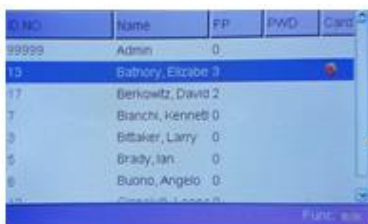
(Reader)

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

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



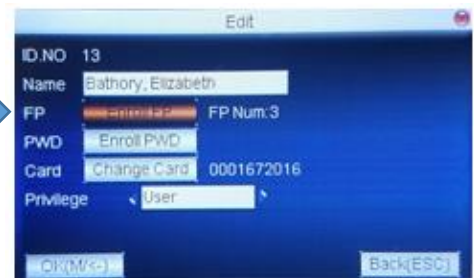
Choose **employee's name**



Choose **"Edit"**



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

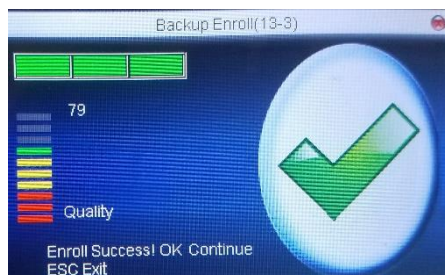


Scan the same finger 3 times. Make sure the print is clear and the quality is in the green.

#### Bad Read

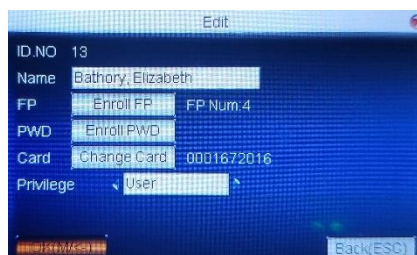


#### Good Read



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

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

**To Set Admin Lock**  
(Computer)

Setup tab > **Reader Download**

What it restricts:

- Adding or deleting usernames, PINs, fingerprints, badges
- Reader display and time settings
- Network settings



**Step One:**

Usernames with Admin access must first have a numeric PIN.

Bianchi, Kenneth	45	<input type="text"/>	<input checked="" type="checkbox"/> Download	<input type="checkbox"/> Reader Only	1	Set <input type="text" value="4567"/>	User <input type="text" value="User"/>	F	F
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1. Choose designated username to allow Admin access to reader

2. Click Download

3. Set a numeric PIN

4. Save Changes

**Step Two:**

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

Bianchi, Kenneth	45	<input type="text"/>	<input checked="" type="checkbox"/> Download	<input type="checkbox"/> Reader Only	1	<input type="checkbox"/> Clear	Admin <input type="text" value="User"/>	Ma	Ma
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1. Click Download

2. Choose Admin

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	<input type="text"/>	<input type="checkbox"/> Download	<input type="checkbox"/> Reader Only	1	<input type="checkbox"/> Clear	Admin ▾	Ma Ma
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**Step Two:**

Now “Enroll” is an option in the dropdown menu under Reader Access.

Bianchi, Kenneth	45	<input type="text"/>	<input type="checkbox"/> Download	<input type="checkbox"/> Reader Only	1	<input type="checkbox"/> Clear	Admin ▾	M. M.
Bittaker, Larry	33	<input type="text"/>	<input checked="" type="checkbox"/> Download	<input type="checkbox"/> Reader Only	1	Set <input type="text"/>	Enroll ▾	Fe Fe

1. Choose designated username to allow Enroll access to reader

2. Click Download

3. Choose Enroll

4. Save Changes

Save Changes

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

**FAQ**

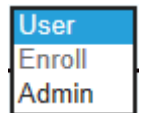
**Why is the Reader Access column grayed out for an employee?**

This means the employee does not have a fingerprint, badge, or PIN enrolled yet.



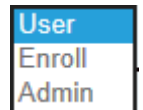
**Why is “Enroll” grayed out?**

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.



**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.



**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	Disable Web Clock In	Fingerprints Enrolled	Reader PIN [What's This?]	Reader [What's This?]
Bianchi, Kenneth	7	<input checked="" type="checkbox"/> Download	<input type="checkbox"/> Reader Only	3	Set <input type="text"/>	Us

### 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				
Reader ID	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			
Reader ID	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

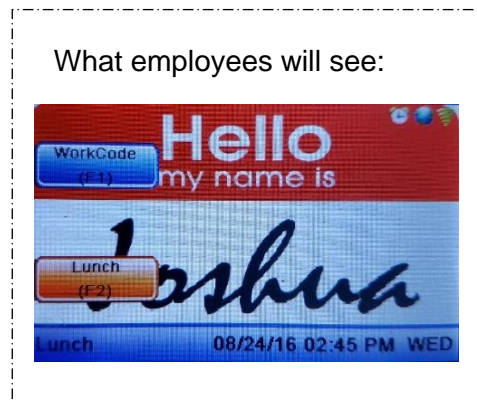
Projects, Lunches, and Breaks can be set up in the Features menu. Then you can assign them to “FKeys” on the reader.

### Setup menu, Function Keys

Readers

Firmware: 8.0.4.2-5.3 Model: US15 Series, Status keys in use

Key	Key Type	Status Key Project	Button Name
F1	<input type="text" value="Work Code"/>	<input type="text" value="Default"/>	<input type="text"/>
F2	<input type="text" value="Status Key"/>	<input type="text" value="Default"/>	<input type="text" value="Lunch"/>
F3	<input type="text" value="None"/>	<input type="text" value="Default"/>	<input type="text"/>
F4	<input type="text" value="None"/>	<input type="text" value="Default"/>	<input type="text"/>



Work Code List

Project / Break	Work Code	Add To List
Project 1		<input checked="" type="checkbox"/>
Project 2		<input checked="" type="checkbox"/>
Project 3		<input checked="" type="checkbox"/>

Employees will choose their Project or Break with an F-Key or from a WorkCode list on an FKey, then scan their finger or badge to clock into that Project or Break.

## Changing the Time Zone

### Setup, Fingerprint and Badge Readers

Reader List			
Clock In/Out	Time Synchronized	Command Check	Time Zone
7:3:14:00 PM	10/30/2017 2:49:16 PM	10/30/2017 4:38:56 PM	<input type="text" value="Central Time (UTC -06:00)"/> <input checked="" type="checkbox"/> DaylightSaving
7:2:47:33 PM	10/30/2017 2:21:00 PM	10/30/2017 4:38:24 PM	<input type="text" value="Eastern Time (UTC -05:00)"/> <input checked="" type="checkbox"/> DaylightSaving

This page is also where you can manage the Daylight Saving time setting for your reader.

Make sure you **don't adjust DST settings on the reader itself** (it's set to OFF and that's ok!).

## 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.

Update Logo - 400 x 210 less than 29k

Select Reader:

6695143800010 - North Side  
 6695163000001 - South Side

No file chosen



## **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**.