



# WORKFORCE ONE

Clock Troubleshooting

## InTouch Troubleshooting

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## ***Common Error Messages and Problems***

### **Error Message: Valid for home employees only [NGT 06-1]**

**What This Means:** This employee badge does not match any of the employee badge numbers loaded onto the clock.

#### **Troubleshooting:**

- Does the employee have a badge number entered in their employee profile?
  - See [Where to Record an Employee's Badge Number](#)
- Are there leading zeros in the badge number?
  - Remove the leading zero(s) and send an update to the clock.
- Has the clock received an update since the time the employee's badge number was saved in WFO?
  - See [How to View the Last Time a Clock Updated](#)
  - If the clock needs to be updated, see [How to Send an Update to the Clock](#)

### **Problem: Clock is not connected to WorkForceONE.**

#### **Troubleshooting:**

- Restart the clock, either by unplugging it, or via Maintenance Mode (see [How to Restart the Terminal](#))
- Test to see if the clock can connect to another website (see [How to Check the Device's Internet Connection](#))
- Check to see if there have been any recent changes to your network or firewall configurations. If so, the clock's IP configuration may need to be updated.
- Have Paypro create a new Device ID and Password for the clock in WFO, using the same serial number, and then enter the new Device ID and Password into the terminal's configuration screen.

### **Problem: Clock has lost all softkeys.**

#### **Troubleshooting:**

- Send an update to the clock (see [How to Send an Update to the Clock](#))

### **Problem: Touchscreen is not responding and/or selecting the correct softkeys.**

#### **Troubleshooting:**

- Recalibrate the touchscreen.
  - See [How to Recalibrate the Touchscreen](#)
  - If you are unable to press the buttons to get to that menu, VNC into the clock (see [How to VNC into a Clock](#))

## **Error Message: Invalid function for this employee [NGT 06-4]**

**What This Means:** The employee is attempting to perform a manager mode transaction, but is not set up as a manager in the clock.

### **Troubleshooting:**

- See [How to Change an Employee's Security Level at the Clock](#)
- Update the clock with this new information (see [How to Send an Update to the Clock](#))

## **Error Message: Device Configuration has changed. You must enroll for Biometrics.**

**What This Means:** There is a mismatch between the biometric configuration in the system and the clock.

### **Troubleshooting:**

- Unplug and re-plug in the biometric reader from the clock (see [Adjusting the TouchID+'s Connection to Clock](#))
- If the clock is using Verification mode, is it set to verify Everyone, or Enrolled Employees Only?
  - If clock is set to verify Everyone, does the person trying to clock in have a fingerprint on file? (See [How to Determine Whether an Employee has Prints Enrolled](#))
  - If someone needs to be able to clock in without verifying their finger, change the verification settings to Enrolled Employees Only.

## **Problem: Bell is not ringing per the bell schedule.**

### **Troubleshooting:**

- Run a test ring (see [How to Test Bells or Gates](#))
- Ensure the bell schedule is correct (see [How to View Bell Schedules](#))

## ***Functions to Perform Within WorkForceONE***

Please note that not all functions may be available to you, depending on your security settings. Please contact Paypro if you need assistance.

## **How to View the Last Time a Clock Updated**

Company Settings > System > InTouch Installations

Click the Edit Middleware Information icon next to the clock in question.



Click the View Commands icon in the Added Terminals section.



Look for the last successful UPLOAD\_ALL\_SETTINGS or GET\_ALL\_EMPS command.

View Commands


Rows On Page: 20 | 1-20 of 137 | Page 1 of 7

Date Created: Calendar Range | Last Month | (09/01/2017 – 09/30/2017)

TYPE	DATA	IS PROCESSED	LAST UPLOADED TO TERMINAL	STATUS
UPLOAD_ALL_SETTINGS		Y	09/27/2017 01:49a	SUCCESS
UPLOAD_ALL_SETTINGS		Y	09/27/2017 01:03a	SUCCESS
GET_ALL_EMPS		Y	09/26/2017 09:33a	SUCCESS
UPLOAD_ALL_SETTINGS		Y	09/26/2017 02:03a	SUCCESS

## How to Send an Update to the Clock

Company Settings > System > InTouch Installations

Click the Edit Middleware Information icon next to the clock in question. 

Click the Functions icon in the Added Terminals section. 

Select UPLOAD ALL SETTINGS.

The update will be sent the next time the clock checks in with WFO (usually every 5 minutes, as determined by the Small Update field in the Middleware Information screen). To get the clock to update sooner, you can have it check in faster by initiating a Communications Test. See [Forcing an Update at the Clock](#).

## Where to Record an Employee’s Badge Number

Employee’s Profile > Badges

**BADGES**

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**SIMPLE BADGES**

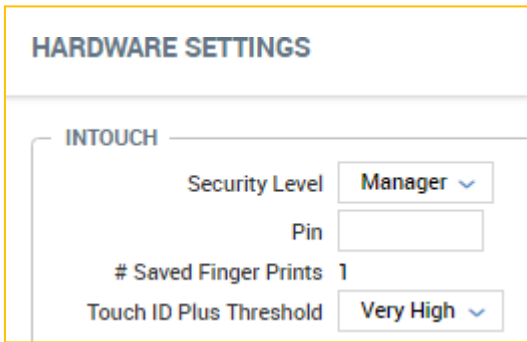
Badge Id #1

If your clock has a finger scanner, **do not** use Badge 2 or 3 fields, and **do not** use Effective-Dated Badge fields.

## How to Change an Employee's Security Level at the Clock

Employee's Profile > Hardware Settings

Change the drop-down for Security Level from Employee to Manager.



**HARDWARE SETTINGS**

**INTOUCH**

Security Level **Manager** ▾

Pin

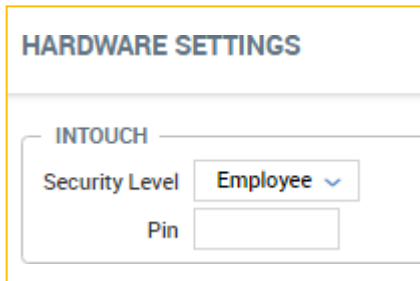
# Saved Finger Prints **1**

Touch ID Plus Threshold **Very High** ▾

## How to Determine Whether an Employee has Prints Enrolled

Employee's Profile > Hardware Settings

Prints are not enrolled:



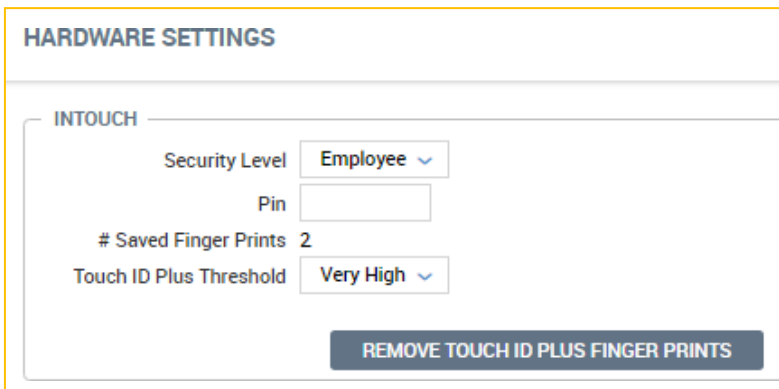
**HARDWARE SETTINGS**

**INTOUCH**

Security Level **Employee** ▾

Pin

Prints are enrolled:



**HARDWARE SETTINGS**

**INTOUCH**

Security Level **Employee** ▾

Pin


# Saved Finger Prints **2**

Touch ID Plus Threshold **Very High** ▾

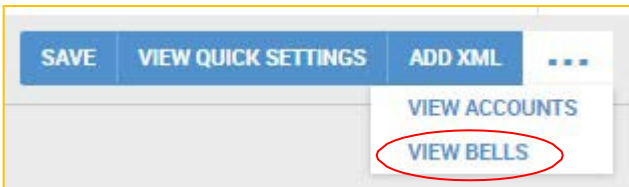
**REMOVE TOUCH ID PLUS FINGER PRINTS**

## How to View Bell Schedules

Company Settings > System > InTouch Installations

Click the Edit Middleware Information icon next to the clock in question. 

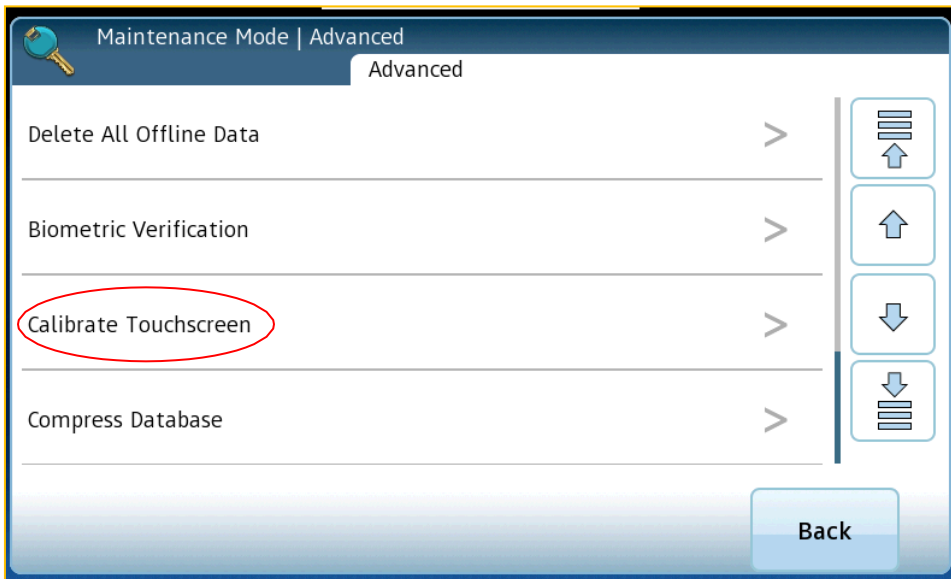
Click Terminal, and then View Bells.

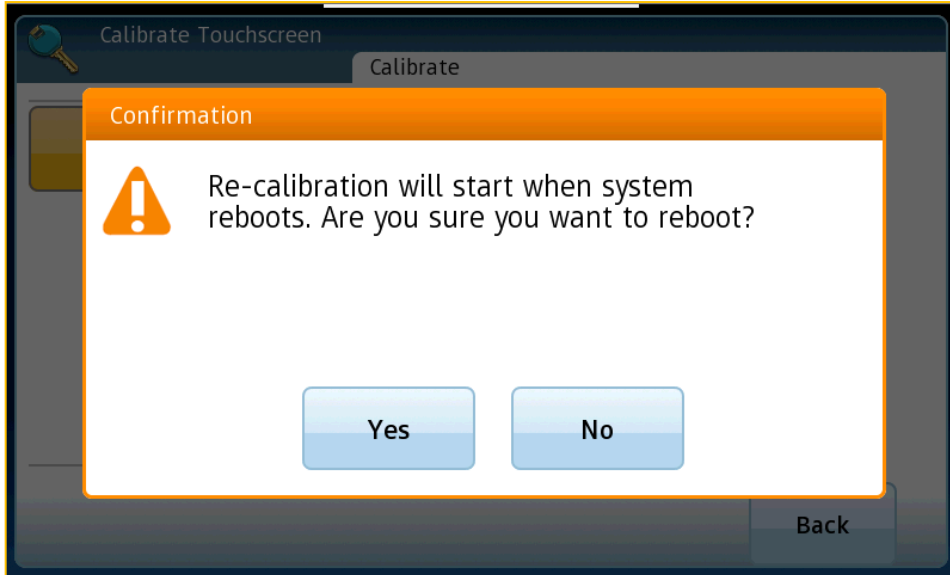


## *Functions to Perform on the InTouch*

### How to Recalibrate the Touchscreen

Maintenance Mode > Advanced > Calibrate Touchscreen



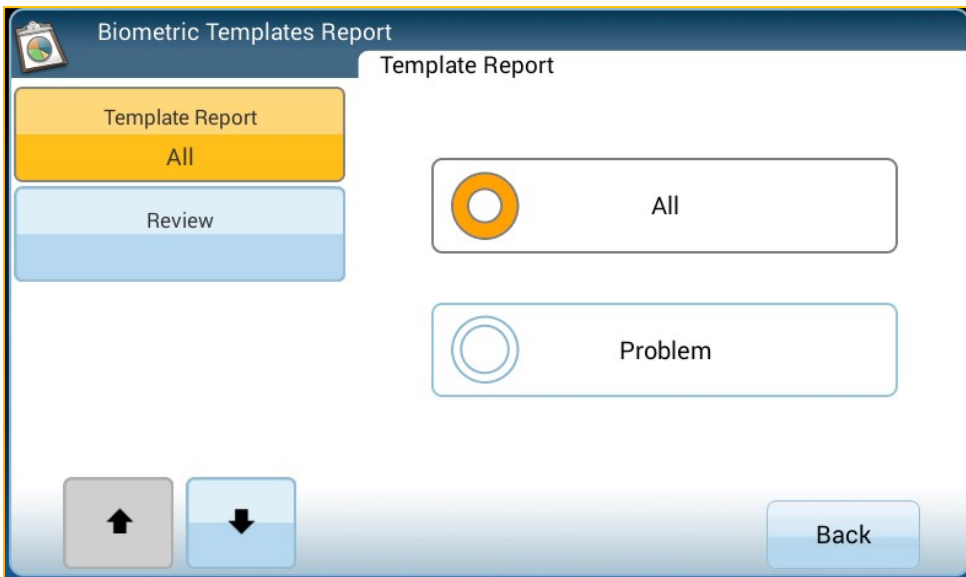


After system reboots, it will prompt you to touch different spots on the screen in order to recalibrate.

## How to Review Templates and Their Scores

Maintenance Mode > Reports > Biometric Templates

You can choose to see all templates that are enrolled, or just the “Problem” ones (low scores, pinky/thumb/ring fingers).





Biometric Templates Report

View	Problem
No. of Employees enrolled	304
No. of Templates in report	4
Fair Enroll	3
Poor Enroll	0
No Threshold	0
Ring or Pinky	1

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Biometric Templates Report

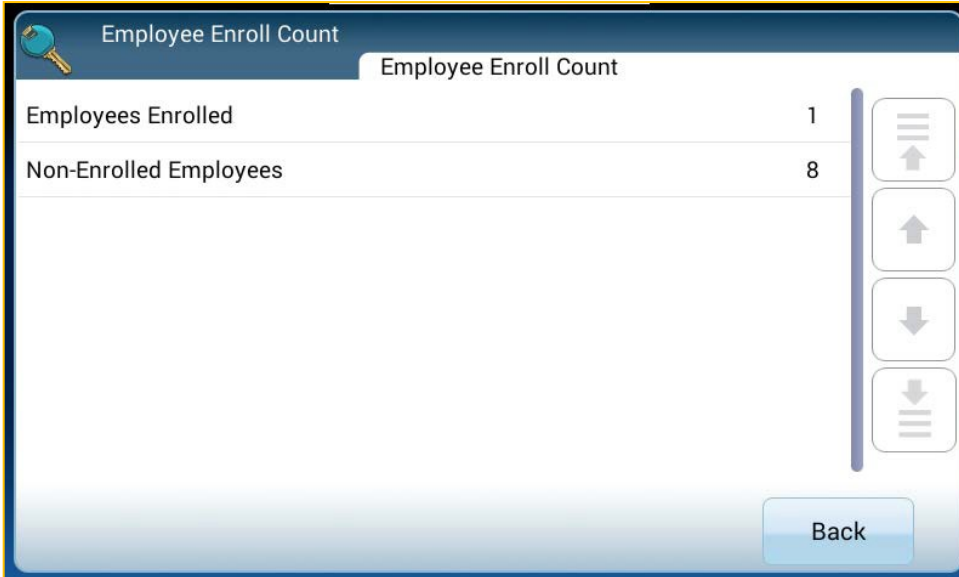
View	All
No. of Employees enrolled	1
No. of Templates in report	1
Alfred Hitchcock	
Updated	Oct-09-17 12:37 PM
Primary Finger	right hand index

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## How to View Enrolled Employee Count

Maintenance Mode > Reports > Employee Enroll Count

If an employee does not have a badge number saved in WorkForceONE, they will **not** be included in this list.



## How to View Non-Enrolled Employees

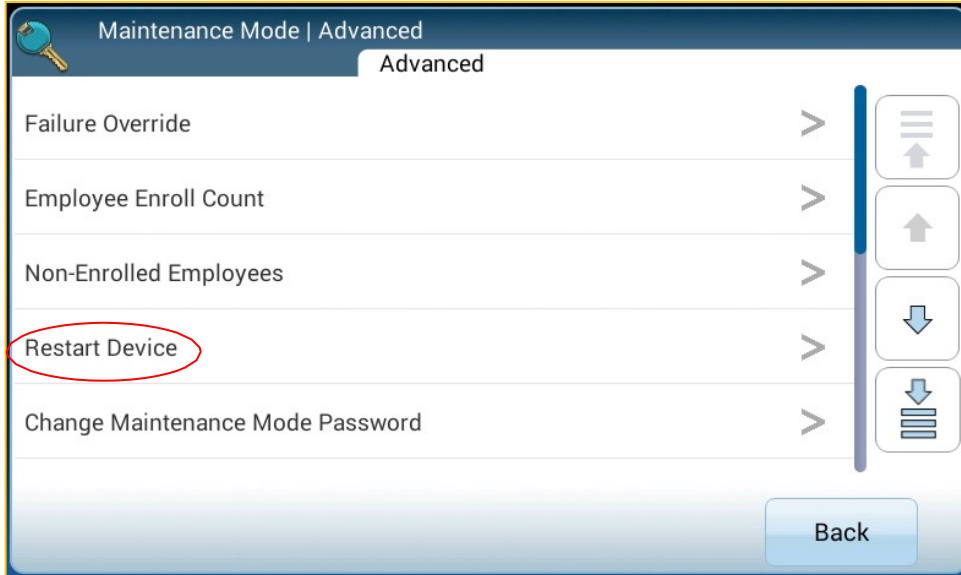
Maintenance Mode > Advanced > Non-Enrolled Employees

If an employee does not have a badge number saved in WorkForceONE, they will **not** be included in this list.



## How to Restart the Terminal

Maintenance Mode > Advanced > Restart Device



## How to Check the Device's Internet Connection

Maintenance Mode > Tests > Network Connectivity

Run the test twice; once using a URL like google.com and then again with an external IP like 8.8.8.8.

If ping test is successful on both URL and the IP, the clock is connecting to the internet and can proceed with clock setup/reprogramming of communication settings.

If ping test is unsuccessful using the URL but successful using IP, please see additional steps below.

NOTE: This may be due to DNS not being configured and or the local DNS not having proper configuration.

Select Maintenance Mode > Settings > Communication Settings > DNS Configuration.

Select "True" to enable.

When prompted, enter primary and secondary DNS server IP address and hit "Enter."

NOTE: If you do not have local one in place, use a public DNS  
(i.e. Google public DNS server: Primary - 8.8.8.8, Secondary - 8.8.4.4).

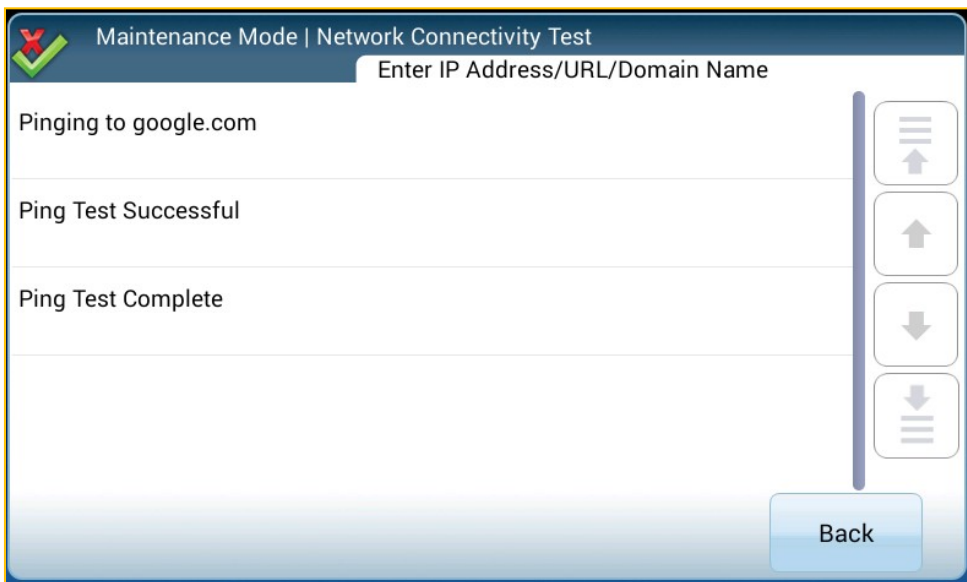
For IPV6 primary and secondary server, leave blank and hit "Enter."

Select Submit and wait for Accepted settings alert.

If ping test is unsuccessful using both the URL and the IP, please see additional steps below.

If you are accessing the clock remotely on a machine, it may mean you have a firewall that your IT will need to put an exception in for the IP address configured on the clock to bypass the firewall.

If you are not accessing the clock remotely, please request your IT Support do basic network troubleshoot. Ping the clock, verify activity on port the clock is plugged in to, move the clock to a new network port with a new network cable.



## Forcing an Update at the Clock

Maintenance Mode > Tests > Communications

This overrides the clock's update settings and checks in with WorkForceONE immediately. After a communications test, any pending updates will start within a minute or two.



## Adjusting the TouchID+'s Connection to Clock

Open up the clock.

With power still on the clock, unplug the bio reader from the clock.

Plug the bio reader back in while looking at the reader itself. Ensure the light on the reader flashes.

Once you see the light on the reader flash, reboot the clock.

## How to Test Bells or Gates

Maintenance Mode > Tests > GPIO Output Bits

Tap one of the following buttons to perform the desired test:

Bit 1 is for a Gate Test - the Universal Relay should click or the gate should open if connected.

Bit 3 is for a Bell Test - the Universal Relay should click or the bell should sound if connected.

If the buttons are grayed out and do not respond, that indicates the Transition Board is not connected properly or is faulty.

If the bell or gate is not working, perform the following steps:

Inspect the device connections between the InTouch, Universal Relay, transition board, and the bell or gate to ensure that all connections are correct and secure.

If the Universal Relay does NOT click, the issue is configuration or a wiring issue between the InTouch device and the Universal Relay.



If the Universal Relay DOES click but the connected gate does not open or the connected bell does not sound, there is a wiring issue between the Universal Relay and the external device or an issue with the external device itself.

The cable for the GATE must be connected to the J4 receptacle on the transition board of the InTouch.

The cable for the BELL must be connected to the J9 receptacle on the transition board of the InTouch.

Review the configuration settings in the host software to ensure that the InTouch is set to support bell and gate operation correctly.

## *Other*

### **How to VNC into a Clock**

From a computer on the same network as the clock, open a VNC program.

If you do not have one already installed, go to <https://www.realvnc.com/en/connect/download/viewer/> and install VNC viewer.

Enter the clock's IP address and connect to the clock.

When prompted for the password, enter the remote access password that was set when the clock was programmed (our default is 123456).

You should now see the clock screen as if you were in front of the clock.

NOTE: To press the physical **Menu** and **Home** keys on the bezel of the clock, use CTRL+M for menu and CTRL+H for home on the keyboard.