

Troubleshooting

Network Connection

You can always force the time clock to attempt to contact the timekeeping server at any time by pressing the [9] key.

The time clock's ability to transmit depends on your Internet connection. If you are having trouble transmitting, ensure your Internet connection is up.

You can unplug the clock's power cable at any time and plug it back in to force it to acquire a new IP address using Dynamic Host Control Protocol (DHCP).

Additional Questions

If you have any additional questions regarding the installation or use of your clock, please contact your service provider.

Daylight Saving Time

Your clock automatically adjusts for Daylight Saving Time (DST) as instructed by the server. The adjustment takes place immediately when the clock reaches the designated time (e.g. 2:00 a.m.) Adjustments occur on a Sunday. From Sunday through Tuesday the clock will show a "DST checkmark" icon next to the time, to remind employees that the DST correction has taken place.

FlexClock Z12 Setup Guide

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FlexClock

Multi-Purpose Time Device



Setup Guide Z12

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Initial Setup Continued

If you receive the message “UNKNOWN SERIAL #,” your service provider may need to finish setting up your account. Once your account has been set up on the server, wait about 10 minutes, then press [9] again. You may want to check the clock’s internal serial number readout by pressing the [*] button in the rare event that the serial number on the box has been misprinted.

Although you can initiate a connection at any time by pressing [9], once your clock has made the initial connection with the server it will automatically transmit punch data and get any updates as needed.

Using the Z12

Clocking In & Out

When the Z12 records a time (often referred to as a “punch”) for an employee, it will need to know if the employee is *clocking in* or *clocking out*.

To select “in” or “out,” (at the *Main* or *Time and Date* screen) press [1] to record an “in” punch or press [2] to record an “out” punch.

After selecting [1] or [2] you will then either swipe your magnetic stripe card (or Bar Code Card depending on model) or input your employee PIN number.

Clock Prompts

Once an employee is recognized by the device, they may be prompted for additional information (such as *department #*, *job #*, or *tip* amount). These prompts are usually configured by your service provider. Optionally, the [4] and [5] keys can also be used to clock *in* and *out*, if enabled on your account. This allows an alternate set of prompts to be shown to certain employees, but not others. If the message “entry too short” is displayed on the screen after an employee PIN is entered, your service provider may need to change a setting on your account.

Troubleshooting

If any issues arise while installing, setting up, or using this device, please contact your service provider with the error message and/or other details.

Network Settings

Firewall Setup

Most firewalls will not need any additional setup, however, this device requires specific open ports to connect to the Internet. These ports are detailed below. If any connection issues arise, this is one likely cause.

Notify your firewall administrator that this device will need **TCP ports 8288 and 8289**. This device will make outgoing connections only and will not require any inbound ports.

Network Setup

The FlexClock Z12 uses your company's network to access the Internet. Most networks will allow this device to connect automatically using a "dynamic" IP address (DHCP). Your IT administrator can tell you if your network is DHCP enabled or if you will need to set up a "static IP" address for this device. If any connection issues arise, this is one likely cause.

Static IP Setup

Note: Only use these steps to setup a static IP address if your company's network configuration requires it.

To set up a static IP address you will need the following information from your IT Administrator.

Static IP address: _____

Subnet mask: _____

Default gateway: _____

DNS server: _____

Alternate DNS server (optional): _____

To access the Z12 network setup menu from the time and date screen: Press the [*] key on the clock's keypad; Type "2663"; Press [OK]; Press [1]; Press [2]; then follow the instructions on the screen and input each required IP address.

Initial Setup

When the clock has been connected to your network, press [9]. At this time the settings for the clock will be retrieved from the server as long as your account has been fully setup. These include: The current date and time, your time zone, any Daylight Saving Time (DST) information, then any additional needed settings.

Installation and Setup Overview

More details for each step can be found on the page number indicated.

Basic Installation Steps:

1. Find a suitable location for installation that is close to both a power outlet and an Ethernet port
2. Unpack items from the box:
 - (1) FlexClock Z12 time clock
 - (1) 12V/1.5 power adaptor
 - (1) 6 ft. Ethernet cable
 - (1) wall mount w/clock fastener screw
 - (4) drywall screws with anchors
3. Mount the device to the wall (Page 4)
4. Connect the cables to the device (Page 5)
5. Determine if any additional settings are required for the network connection (Page 6)
6. Download device settings from the server (Page 6)
7. Normal use (Page 7)

Z12 Overview

The FlexClock Z12 is an Ethernet-enabled timekeeping solution that tracks employees' magnetic stripe card (or bar code depending on model) or PIN code punch data in real time.

Connectivity

The Z12 uses an Ethernet connection to send employee punch data through the Internet. This provides real-time* access to employee punch data, as the flow of data continues throughout the workday.

Installation

Wall Mounting

The Z12 has a removable *back plate* that must be attached to the unit as the final step of wall mounting. This *back plate* will serve as the mounting bracket and as a template for wall anchor placement.

After the *back plate* is securely fastened to the wall, there are two tabs on the top of the *back plate* that the clock must be slid down onto. These tabs are then secured by inserting (1) fastener screw into the bottom of the clock and the *back plate*.

*Real-time connection — Punch data becomes available online within minutes of being entered at the time clock.

Installation Continued

Connecting Z12

There are only two cables required to set up your new FlexClock Z12. An Ethernet cable that connects to your network, and a power supply cable.

Follow the steps below to connect your Z12. For detailed network setup instructions, see page 6.



Ethernet Cable



Power Cable

Step-by-step instructions:

1. Find the supplied Ethernet cable
2. Insert one end of the Ethernet cable into the Ethernet port on the wall and the other end into the Ethernet port on the Z12 (shown in picture)
3. Find the supplied power adapter
4. Insert the power adapter into the wall outlet and the "small end" into the power port on the Z12 (shown in picture)
5. Once the clock has power, follow the network setup steps on page 6



Ethernet Power

