



BN Series  
Biometric Time Clock

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# 01 INTRODUCTION

Setting up your uAttend Time Clock requires an interaction between your Time Clock and Cloud Portal.

First we'll begin in the Cloud, then we'll finish with the Time Clock.

Once you've completed the following 5 easy steps, your employees will be ready to use the time clock.

- 1** CREATE YOUR ACCOUNT

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  - 2** ADD DEPARTMENTS AND EMPLOYEES

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  - 3** ACTIVATE YOUR TIME CLOCK

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  - 4** HANG YOUR TIME CLOCK

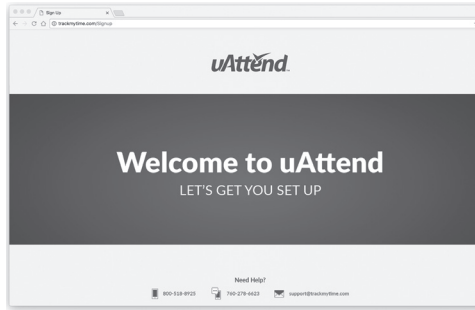
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  - 5** ADD EMPLOYEE FINGERPRINTS

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- 

## 02 CREATE YOUR uATTEND ACCOUNT

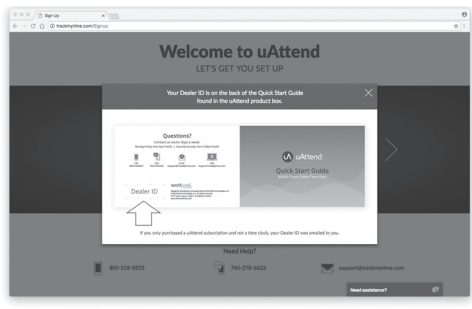
▲ Before you can set up your new uAttend Time Clock, you will need to set up your uAttend Cloud Account.

1. Open your web browser and visit [www.TrackMyTime.com/signup](http://www.TrackMyTime.com/signup) then follow the prompts.



**Here are some helpful tips to make the setup as smooth as possible.**

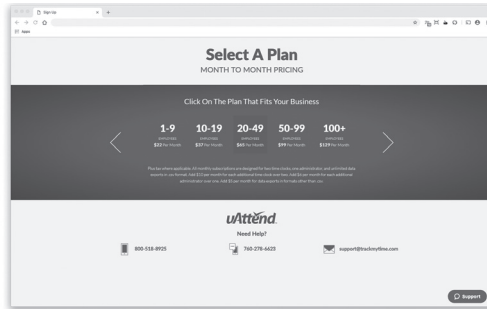
2. Your **Dealer ID** will be found on the back of your **Quick Start Guide**. If the **Dealer ID** is missing, please visit [support.trackmytime.com](http://support.trackmytime.com) for a list of Dealer IDs.



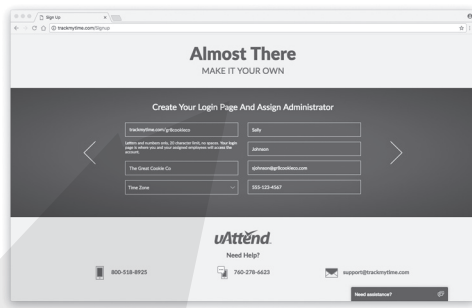
**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](http://support.trackmytime.com)

- When selecting your plan size, keep in mind that your **employees** are your hourly workforce.

Supervisors (not paid hourly) and administrators are not included in this number. Your plan is month-to-month and can be changed at any time.



- Your login URL is going to become the **“web address”** for your company's uAttend Portal. For example, you can type in “gr8cookieco” to create **trackmytime.com/gr8cookieco** to represent The Great Cookie Company.



**trackmytime.com/gr8cookieco**

## 03 ADD DEPARTMENTS

Departments are used to group employees together within the uAttend system. The uAttend Setup Wizard will create a default department, which you can modify as needed. You can create more departments within your account and choose other department settings, such as overtime and punch rounding rules.

### 1. Select the Departments tab on your Dashboard

### 2. Select "+ Add Department"

### 3. Create a Department Code

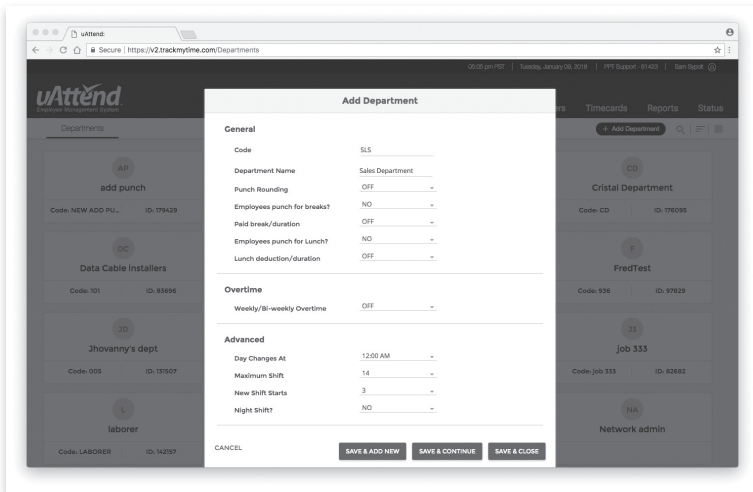
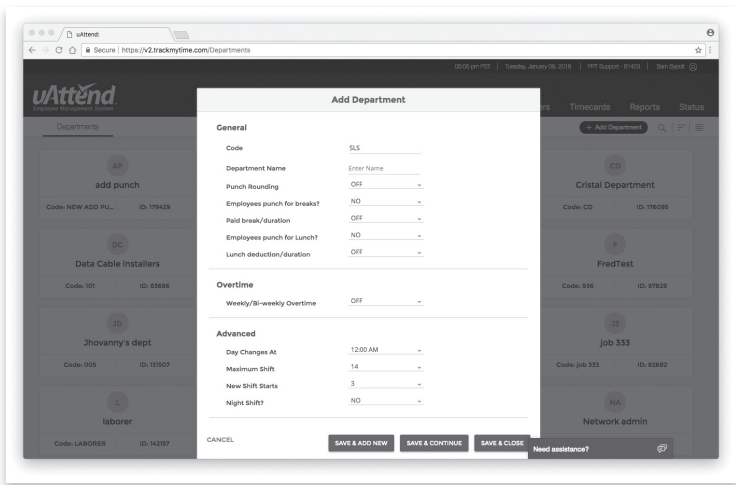
The Department Code is used as a reference on employee time cards to ensure that hours are appropriately allocated to the correct departments. For example, the code for "Sales" can be "SLS."

### 4. Enter the full Department Name

Specify additional department settings on this screen now or enter that information later.

### 5. Select...

- a. "Save & Add New" to add a new department.
- b. "Save & Continue" to add more rules and policies.
- c. "Save & Close" to move to the next step.



## 04 ADD EMPLOYEES

The number of employees you can add to your account is limited by the plan size you have chosen. Add and assign employees to your departments in the uAttend Setup Wizard or simply add them later within your account.

Change the size of your plan at any time by selecting your user icon in the upper right corner of your uAttend Portal, then selecting **"My Account"** from the drop down menu.

### 1. Select the Users tab on your Dashboard

### 2. Select "Add User"

### 3. Assign the user a role, then add their first and last name

**Employees** are the portion of your workforce that use the time clock to track their time.

**Supervisors** can view and edit time cards, but do not punch in and out of the time clock.

**Administrators** have full access to the account and its settings. Additional administrators can be added for \$6 per month, per administrator.

### 4. Select...

- a. **"Save and Continue"** to set up the employee's profile.
- b. **"Save and Close"** to move on to the next steps.

You can add more details by going back to that user's profile at any time.



**Add User**

Users Timecard

**General**

Role  
**Employee**

First Name (Required)  
**Linda**

Last Name (Required)  
**Oppenheimer**

Department  
**Customer Service**

Department Transfer  
**Off**

Exemption Status  
**Exempt**

Timezone  
**(GMT -08:00) Pacific**

**Preferences**

Edit Rights  
**View Only**

View Time Card  
**Yes**

Allow Website Punch  
**Yes**

Smart Phone Access  
**On**

**CANCEL** **SAVE AND ADD NEW** **SAVE AND CONTINUE**  
**SAVE AND CLOSE**

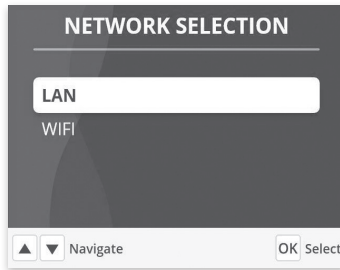
## 05 ACTIVATE YOUR TIME CLOCK

▲ LAN Only models will not display the Network selection screen and instead start on step 1b.

### ACTIVATE VIA LAN

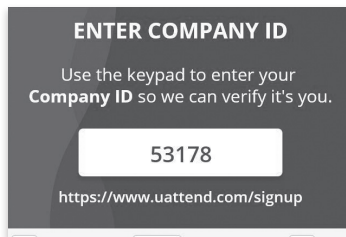
#### 1. Attach a LAN cable to your clock and router, then plug your clock into a power outlet.

- Follow the onscreen prompts to confirm your network selection.
- The clock will check for any needed updates once the connection is established to ensure you have the most up-to-date version of the clock firmware.



#### 2. Enter your uAttend Company ID.

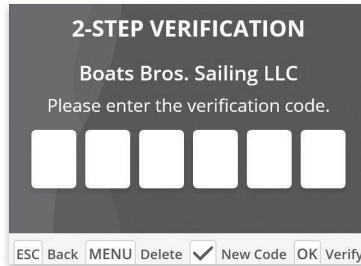
- This ID can be found in the upper right corner of your uAttend Web Portal. If you do not have an account, please set one up as outlined in Section 2 of this manual.



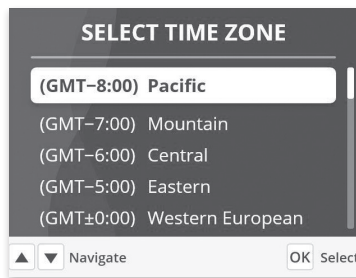
**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](https://support.trackmytime.com)

**3. Enter the 2-factor Verification Code, emailed to your uAttend Account administrator's email address.**

- a. This helps to keep your account secure, by ensuring nobody can add a clock to your account without your permission.



**4. Select a time zone based on the location of the clock.**



**5. Set your Administrator Passcode.**

- a. This 5-digit code will be used to access administrator-only functions. If you ever lose it, it can be recovered by visiting your uAttend Account and going to Settings > Punch Management.

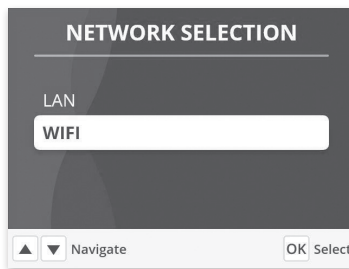
**6. Clock setup is now complete!**

## ACTIVATE VIA WIFI

▲ WIFI models only

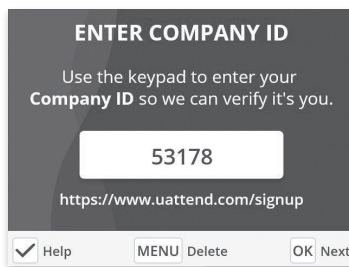
### 1. Plug your clock into a power outlet.

- Follow the onscreen prompts to select your WiFi Network.
- Enter your password onscreen.
- The clock will check for any needed updates once the connection is established, to be sure you have the most up-to-date version of the clock firmware possible!



### 2. Enter your uAttend Company ID.

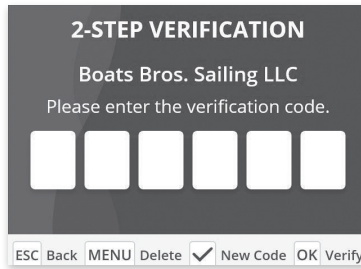
- This ID can be found in the upper right corner of your uAttend Web Portal. If you do not have an account, please set one up as outlined in Section 2 of this manual.



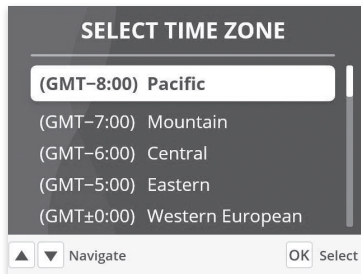
**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](https://support.trackmytime.com)

**3. Enter the 2-factor Verification Code, emailed to your uAttend Account administrator's email address.**

- a. This helps to keep your account secure, by ensuring no one can add a clock to your account without your permission.



**4. Select a time zone based on the location of the clock.**



**5. Set your Administrator Passcode.**

- a. This 5-digit code will be used to access administrator-only functions. If you ever lose it, it can be recovered by by visiting your uAttend Account and going to Settings > Punch Management.

**6. Clock setup is now complete!**

## 06 WALL MOUNT

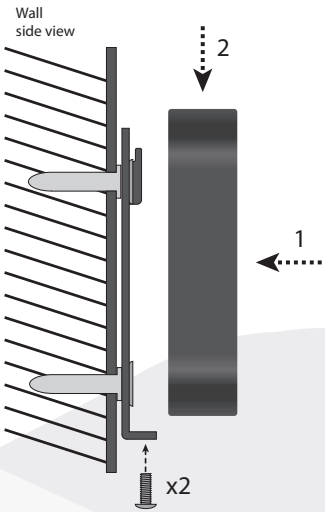
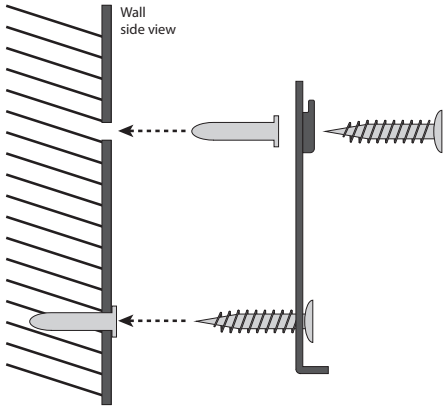
Included with your time clock, you will find a metal back plate, a LAN cord, a power adapter, four drywall anchors, four screws, and two small bracket screws. You will need your own Phillips-head screwdriver.

Note: You may need alternate mounting hardware depending on your wall material.

### MOUNTING YOUR TIME CLOCK ONTO YOUR WALL

1. Select a location for your time clock near a power outlet and LAN port (if applicable).
2. Place the provided mounting template against the wall (shown at right). Drill holes through the targets using a 1/4" (6.35mm) drill bit.
3. Insert drywall anchors into the center of the wall marks.
4. Align the metal back plate with the holes. Ensure that the prongs are facing away from the wall, then secure the back plate to the wall with the included screws.
5. Attach the power adapter and the LAN line (if applicable).
6. Align the two slots on the back of the clock with the two prongs on the back plate. Push down slightly to ensure the clock is securely fastened.
7. Optionally, screw the time clock to the metal back plate with the included bracket screws at the bottom of the time clock.

**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](http://support.trackmytime.com)



## 07 FINGERPRINT TEMPLATES

uAttend's biometric fingerprint time clock allows you to register employee fingerprints and transfer them between uAttend BN Series Time Clocks.

### REGISTERING FINGERPRINT TEMPLATES

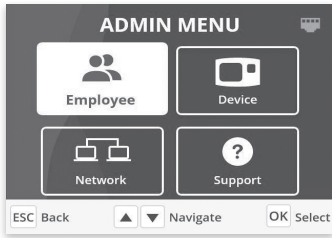
1. Access the Admin Menu.
2. Select Employee.
3. Choose "View Employees" to select an employee from a drop-down list or "Search Employees" to find an employee by name.
4. Select the employee you wish to register fingerprint templates for.
5. Select a finger to scan, then follow the onscreen prompts to register up to four fingerprint templates. The template will be captured after three successful scans of each finger.
6. The employee needs to perform a scan test to complete registration. Once the test is successful, a fingerprint symbol will be added next to the employee's name to show their fingerprint registration as complete.

### DELETING FINGERPRINT TEMPLATES:

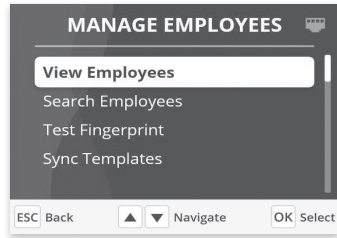
The Admin can replace or delete an existing fingerprint template. From the Employee menu, select an employee then the fingerprint template you'd like to delete or replace.



1-2



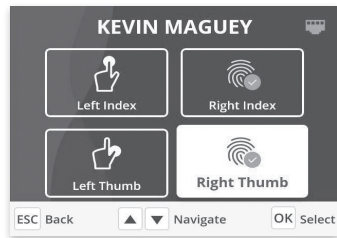
3



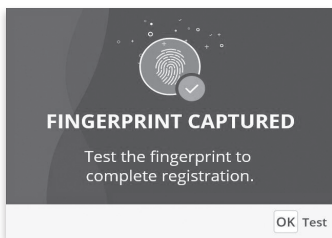
4



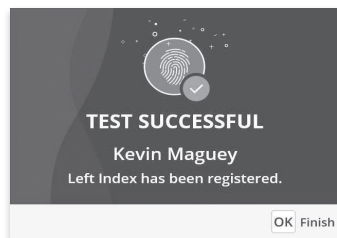
5



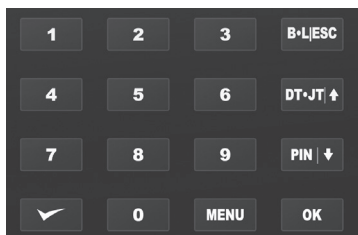
6a



6b



## 08 USING YOUR KEYPAD



The table below explains the functionality of each key on the keypad.

Key	Function
1-10	Digits function as numbers for performing functions such as entering a PIN or as the alpha character they represent.
Menu	Pressing <b>MENU</b> prompts a login screen for three levels of time clock access: Admin, Super Admin, Default Admin.
B-L/ESC	Pressing the <b>ESC/B-L</b> key in standby mode enables selecting the Break Punch or Lunch Punch function.
DT-JT/UP ARROW	Pressing the <b>DT-JT/Up Arrow</b> key in standby mode enables selecting the Department Transfer or Job Tracking function. Pressing Up Arrow moves selection to the one above or one to the left.
PIN/DOWN ARROW	Pressing the <b>PIN/Down Arrow</b> key in standby mode enables the PIN menu. Pressing Down Arrow moves selection to the one below or one to the right.
OK	Used to accept key entries, select the highlighted option, or confirm a setting change.
Check symbol	Used to change keypad layers when entering information or activate secondary punch screen functions.

**NOTE:** To make changes to a menu option, press the MENU key, use the up and down keys to make your selection, then press OK.

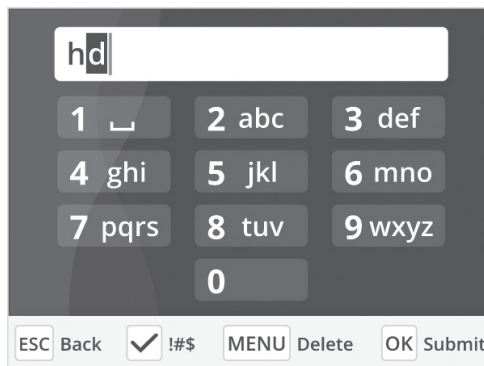
**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](http://support.trackmytime.com)

# KEYBOARD INPUT LAYERS

In order to enter letters and symbols, you will need to multitap layers on the keypad using the following instructions.

1. Capital Letters (A-Z) > ABC
2. Lowercase letters (a-z) > abc
3. Numbers (0-9) > 123
4. Symbols ? !# \$

- Pressing the check symbol (✓) button will change the keypad layer displayed on the screen.
- Selecting specific letters will work through multi-tap. An individual letter is selected by repeatedly pressing the same key to cycle through the letters for that key.
  - Example: On Layer 1 - to select 'h' the user would press the 4 key two times.
- An individual letter will be recorded after 1 second. The user must wait 1 second before entering an additional letter.
  - Example: On Layer 1 - after inputting "h," the user must wait 1 second for the time clock to record the letter before pressing the 3 key once to input "d."
- Characters can be deleted once the input has been recorded.



## 09 USING YOUR MENUS

The BN Series includes three different levels of Administrator access (Admin, Super Admin, and Default Admin) with different menu options and functionalities.

- Admin: requires a unique PIN that is set during onboarding. This gives access to administrator settings, features, and functions.
- Super Admin: requires a unique PIN. The default PIN is 31468912 and must be reset on first device login by Super Admin. This gives access to additional management functions.
- Default Admin: this user can only reset the device using the PIN 53178.

Admin and Super Admin can update their PINs as needed. The Default Admin PIN cannot be changed.

### ADMIN MENUS

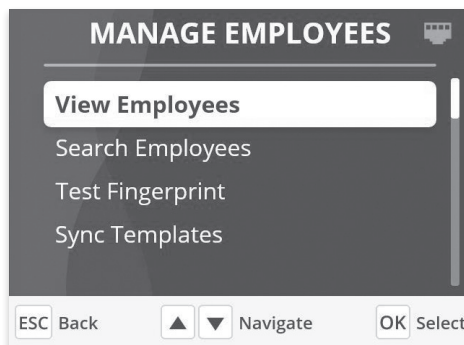
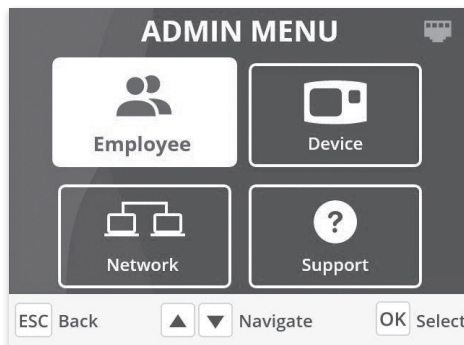
The Admin Menu is divided into four sections:

- Employee
- Device
- Network
- Support

## ADMIN MENU - EMPLOYEE

The Employee Menu is used to manage employee fingerprint templates. In this menu an Admin can search for an employee, review a list of all employees, or test an employee's fingerprint templates to confirm registration.

- View Employees
- Search Employees
- Test Fingerprint
- Sync Templates

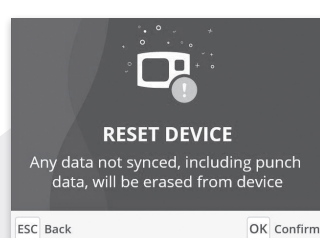
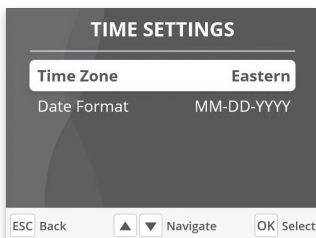
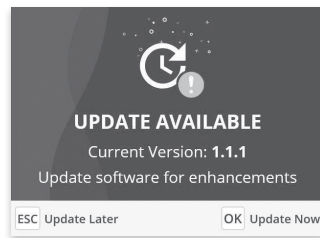
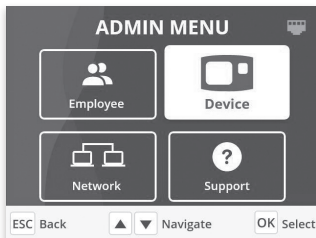


## ADMIN MENU - DEVICE

The Device Management menu provides the following options:

- **Software Update** – will check for new firmware version and allow the user to apply them if found.
- **Time Settings** – to update time zone and date display format.
- **Sound Settings** – to enable/disable key sounds and device volume.
- **Display** – to change the amount of time before screen sleeps.
- **Admin Password** – to change the Admin PIN for the device.
- **Device ID** – to view Device ID.
- **Reboot Device** – to reboot/restart the device.
- **Reset Device\*** – to clear all data from the device (settings, user information, punches, and fingerprint templates).

\*Note: Device will still be connected to the company.



**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](http://support.trackmytime.com)

## ADMIN MENU - NETWORK

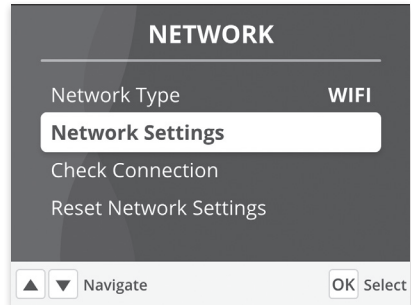
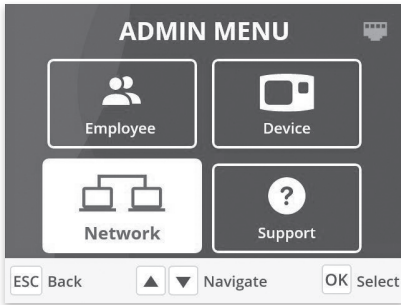
The Network Management menu will provide different options depending on the model of the time clock (LAN only model or LAN and WiFi model) and on the type of network connection established during **Onboarding**.

**LAN Only** model submenus will include:

- Network Settings
- Check Connection
- Reset Network Settings

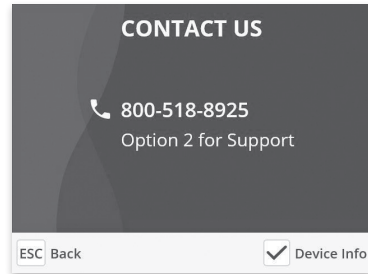
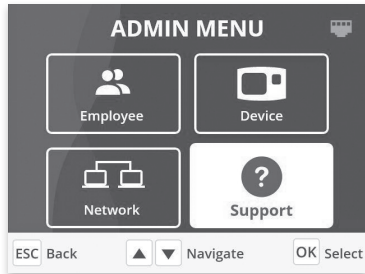
**WiFi and LAN** model submenus will include:

- Network Type
- Network Settings
- Check Connection
- Reset Network Settings



## ADMIN MENU - SUPPORT

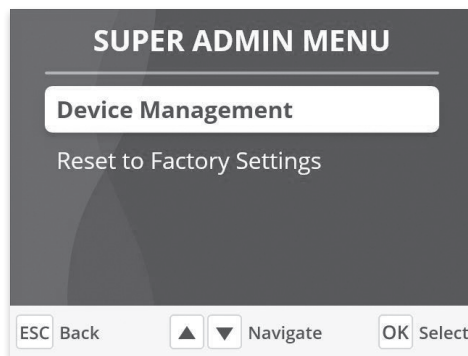
Displays uAttend support contact information.



## SUPER ADMIN MENU

The Super Admin can access the following two menus:

- Device Management
- Reset to Factory Settings



**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](http://support.trackmytime.com)



## SUPER ADMIN MENU - DEVICE MANAGEMENT

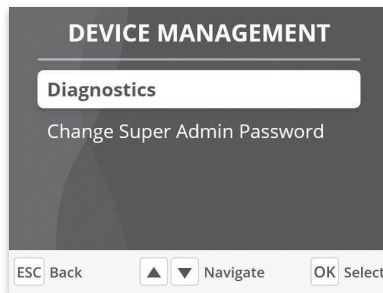
The Super Admin can perform the following functions under the Device Management menu:

### Diagnostics

- **Connection Test** – pings uAttend servers to verify communication.
- **RFID Test** – displays RFID data when RFID card is scanned to verify communication with reader.
- **Test Fingerprint Sensor** – tests fingerprint scanner to verify module is functioning. Does not save fingerprints.
- **Test Audio** – plays test sound to verify speaker and volume adjustments are functioning.

### Change Super Admin Password

- Select to change device PIN for Super Admin.



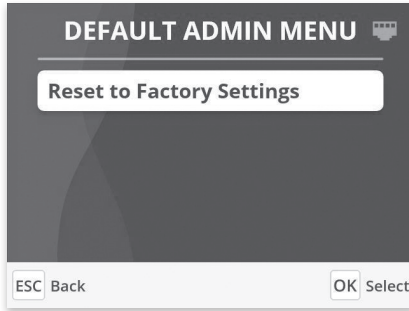
## SUPER ADMIN MENU - RESET FACTORY SETTINGS

The **Reset to Factory Settings** feature will clear all device data and remove the clock from the company account. Clock must be online in order to complete **Factory Reset**.

## DEFAULT ADMIN MENU

The Default Admin can access the following menus:

- Reset Device to Factory Settings

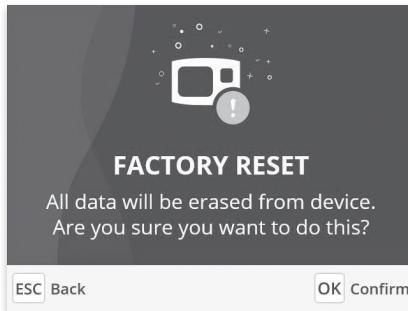


## RESET DEVICE TO FACTORY SETTINGS

In the event the clock is passed between businesses and the admin or super admin passcode are not known or there is no way to determine the account associated with the clock, a user can enter the default PIN (53178) which will present the user with the option to reset factory settings only.

The **Reset to Factory Settings** feature will clear all device data and remove the clock from the Company account. Clock must be online in order to complete **Factory Reset**.

Note: We recommend performing factory reset when connected to LAN even with LAN and WiFi models.



**?** **QUESTIONS?** Call 800-518-8925 or Visit [support.trackmytime.com](https://support.trackmytime.com)

## 10 TROUBLESHOOTING

See the following table for help with the error messages that you might encounter with your BN Series Time Clock.

ERROR MESSAGE	NOTES
<b>CANNOT CONNECT TO INTERNAL NETWORK</b>	If clock is not currently plugged into any networking device or the networking device it is plugged into is not turned on or functioning.
<b>SORRY, DEALER ID NOT FOUND</b>	TrackMyTime.com will report this error if the Dealer ID you entered is not valid. Please contact uAttend Support for assistance.
<b>CANNOT CONNECT TO UATTEND SERVER</b>	If a clock is placed into a functioning network, but is not able to communicate with the uAttend server.
<b>CANNOT ACCESS THE INTERNET</b>	If a clock is connected to the local network, but is unable to communicate with the Internet.
<b>CANNOT LOCATE UATTEND SERVER USING DNS</b>	If a clock is not able to properly resolve the hostname of the domain it is trying to contact because it either does not have a valid DNS server IP address to contact or the DNS server it is contacting cannot properly resolve the hostname for the server.
<b>NO RESPONSE FROM DHCP SERVICE</b>	If a clock is placed into a functioning network, is set to use DHCP, but gets no responses when attempting to contact a DHCP server during the Discover process of DHCP.

# 11

## uATTEND DEVICE LIMITED WARRANTY

- A. **Warranty and Warranty Periods.** Workwell Technologies, Inc. (“WWTech”) warrants only to the original Purchaser that the Device will be free from defects in material and workmanship for the time during which (i) the original Purchaser subscribes to the uAttend System, and (ii) until such time the Device has been replaced (the “Warranty Period”).
- B. **WWTech’s Obligation Under Warranty.** WWTech’s sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. WWTech does not assume responsibility for delays in replacement or repair of products or parts. WWTech may, at its sole discretion, replace Devices with refurbished Devices. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.
- C. **DISCLAIMER OF ALL OTHER WARRANTIES.** NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND WWTech EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.
- D. **Limitations.** No salesperson, representative, or agent of WWTech is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of WWTech to be valid, binding, and enforceable. WWTech does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical



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information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. WWTech SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH WWTech PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.

- E. What May Void the Warranty. This Limited Warranty shall be null and void in the following circumstances:
1. Modification or repair by the end user or any non-authorized WWTech service provider; or
  2. Improper use or installation, or damage by accident or neglect, by the end user or any third party, or intentional damage by the end user or any third party; or
  3. Failure of the end user or any third party to exercise caution to protect from electrostatic discharge damage and adverse temperature, or physical abuse; or
  4. Failure by the end user to follow the Return Appointment Process set forth below.
- F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:
1. Obtain a return material authorization (RMA) from Workwell Technologies, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by Workwell Technologies and immediately returned to end user, freight collect.

2. Ship the items being returned to Workwell Technologies, freight prepaid, together with a written description of the claimed defect.
  3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.
- G. Transportation Costs. Except for New in Box items less than 30 days from purchase, end user will pay surface freight to return all products covered by this Limited Warranty. If covered by this Limited Warranty, Workwell Technologies will pay surface freight to ship replacement products to end user.

## 12 uATTEND SAFETY INFORMATION

### SAVE THESE INSTRUCTIONS.

THIS PRODUCT IS FOR COMMERCIAL USE ONLY.

The time clock is an electrical device. In order to reduce the risk of fatal electrical shock and fire, basic safety precautions should be followed, including the following:

1. Read all instructions before operating.
2. This time clock must be properly installed and located in accordance with these instructions before use.
3. Do not use outdoors.
4. Do not expose to water or any liquid.
5. Do not place objects into the time clock.
6. For best operation, plug the time clock into its own electrical outlet.
7. Do not operate the time clock with a damaged cord or plug.
8. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the time clock.
9. Plug the time clock into a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may be voided.



CAUTION/WARNING



DANGEROUS VOLTAGE



DO NOT CONNECT  
DAMAGED SUPPLY CORD

# WARNING

**RISK OF FIRE OR ELECTRIC SHOCK - DO NOT OPEN**

A decorative graphic at the bottom of the page consisting of several overlapping, wavy, light gray shapes that create a sense of movement and depth. A vertical teal bar is also present on the right edge of the page.

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## Questions?

Contact us.

Monday-Friday 6am-5pm PST

**Call** 800-518-8925

**Text** 760-278-6623

**Email** [support@trackmytime.com](mailto:support@trackmytime.com)

**Visit** [support.trackmytime.com](http://support.trackmytime.com)

**workwell.**  
TECHNOLOGIES

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