uAttend

MN1000/MN2000

TABLE OF CONTENTS

1.0   INTRODUCTION

Thank you for purchasing the MN1000/MN2000 Timeclock, part of the uAttend™ Employee Management System by ProcessingPoint, Inc. This document will guide you through the steps of setting up your uAttend account, setting up your timeclock, and linking the timeclock to your uAttend account. It will also give an overview of the features and functionality of the timeclock.

To get started with uAttend, you will need to perform these tasks in the following order:

1. Create your uAttend account, using the steps provided in Section 2.1.

2. Add departments, using the steps provided in Section 2.2.

3. Add employees, using the steps provided in Section 2.2.

4. Set up your timeclock, using the steps provided in Section 3.0.

2.0   SETTING UP YOUR uATTEND ACCOUNT

This section describes the steps you will take to create a new uAttend account and set up departments and employees.
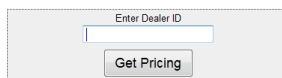
2.1 Creating an Account
1. Open your web browser and visit: http://trackmytime.com/signup
You will be prompted to enter the Dealer ID, which can be found on a sticker on the outside of the timeclock box and on the cover of this document. If the Dealer ID is missing, please contact Customer Support at support@trackmytime.com or 1-800-518-8925.

2. Enter the Dealer ID.

Get pricing plans
Please enter your Dealer ID (printed on your time clock box).
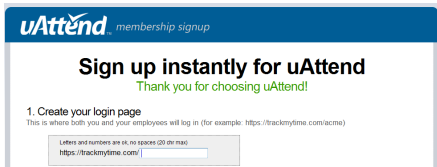
Enter Dealer ID

Get Pricing

3. Click Get Pricing.
You will be prompted to select a price plan that best suits your needs, based on the number of employees who will use the system. The plans are delivered via a monthly subscription. You can easily upgrade or downgrade your plan at any time and all plans are month-to-month.
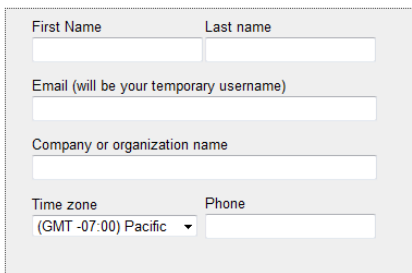
4. Click the Sign Up button for the plan that you select.

The Sign Up screen will appear, prompting you to create your login page, enter the clock administrator, and sign up (enter billing information). See below for more information.
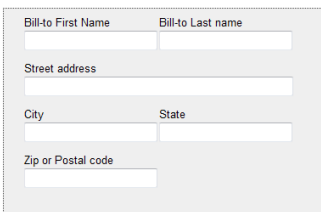
Create Your Login Page–This step allows you to customize your uAttend login page, which you and your employees will use to log in to the system. Specify an easy URL extension (web address) for you to remember. You might wish to use a shortened version of your company name. The URL extension cannot be longer than 20 letters or numbers and cannot contain special characters or spaces.

Enter Clock Administrator–This step allows you to enter information for the clock administrator. This is the person who will have full access to the account and is required to set up and manage the account. Supervisors and users will be added later.

Sign Up–This step allows you to enter billing information for the service. Enter the billing name, billing address, and credit card information that you wish to use. This information will be stored on our system (encrypted and secure) for recurring monthly billing. All plans come with a 30-day money back guarantee, if you are not satisfied. When you have entered all information, click **Create my account.**

Once you have created your account, you will have access to the uAttend Online Help. The link is found in the upper-right corner of the uAttend screen.

2.2 Adding Departments and Employees

After you have created your uAttend account, you will need to set up at least one department and one employee. There is no limit to the number of departments you can set up. However, the number of employees is limited based on the plan you selected.

You can upgrade your plan to include more employees by selecting **My Account** from the drop-down menu in the upper-right corner of the uAttend screen.

2.2.1 Adding Departments

Follow these steps to add a department to your uAttend account:

> **1. Click the Departments tab on the main menu.**
>
> **2. Click Add Department.**

> **3. In the Code field, enter a code for the department.**
>
> A code can be up to 20 characters. The code is used as a reference to the department and will appear on timecards.
>
> **4. In the Department Name field, enter a name for the department.**
>
> You can specify other department settings, such as Punch Rounding and Overtime, on this screen or you may choose to enter that information later.
>
> **5. Click Save & Continue to continue adding department settings, click Save & Add New to add a new department, or click Save & Close.**

For help setting up departments, click the **Online Help (?)** link in the upper-right corner of the uAttend screen.

2.2.2 Adding Employees

Follow these steps to add an employee to your uAttend account:

> **1. Click the Users tab on the main menu.**
>
> **2. Click Add User.**

3. From the Role drop-down menu, select the role that you wish to assign to the user.

Employee–users who are assigned to departments within uAttend and will be punching in and out of the system.

Supervisor–users who are assigned departments for which they are responsible. Supervisors may have view only or view and edit rights.

Administrator–users who have control over the uAttend account and are responsible for setting all preferences.

NOTE: Each uAttend account is licensed for one administrator. If you wish to add administrators to your account, there will be an additional fee of $6.00 per month, per administrator.

4. In the First Name field, enter the user's first name.

5. In the Last Name field, enter the user's last name.

6. From the Department drop-down menu, select the user's home department.

7. From the Timezone drop-down menu, select the user's timezone.

You can add other user information on this screen or you may choose to enter it later.

8. Click Save & Continue to continue adding user information, click Save & Add New to add a new user, or click Save & Close.

NOTE: If the employee will be using a PIN to punch in, enter it in the **PIN Number** field. If they will be using an RFID Badge, enter the badge number that is printed on the RFID Badge in the **Badge Number** field. If the employee will be using facial recognition to punch in, you will register their facial templates using the steps in Section 3.3 of this document.

3.0 SETTING UP AND USING THE MN100/MN2000

Now that you have set up your uAttend account, you may mount your timeclock and link it to your account.

3.1 Mounting Your Timeclock
Follow these steps to mount your timeclock to a wall:

1. Find a location near a power outlet and a router, switch, or Ethernet jack where you would like to mount the timeclock.

NOTE: Make sure you mount your timeclock low enough on the wall so that the camera can take photos of all employees regardless of height. When mounted, the timeclock will be tilted up at an angle.

NOTE: Make sure that the timeclock is mounted in a location where there will be no mirrors or direct light on the camera lens.

2. Line up the mounting paper on the wall where you would like to mount the timeclock.

3. Drill holes into the wall, using the marks on the mounting paper as a guide.

4. Hammer the dowels into the holes that you drilled.

5. On the mounting bracket, remove the oval-shaped cable hole to allow room for the cables to be pulled through.

6. Attach the AC120V power cord and the Ethernet cable to the back of the timeclock.

7. Line up the mounting bracket against the dowels and attach the screws through the mounting bracket into the dowels.

8. Screw the metal back plate into the mounting bracket.

9. Affix the timeclock to the metal back plate by lining up the slots in the back of the timeclock to the metal prongs on the back plate. Push down lightly to make sure the timeclock is securely fastened to the back plate.

10. Plug the Ethernet cable into the router.

11. Plug the power cord into the power outlet.

3.2 Linking the Timeclock to Your uAttend Account

Follow these steps to link the timeclock to your uAttend account:

1. Attach an Ethernet cable between the timeclock and your router, then plug the timeclock into a power outlet.
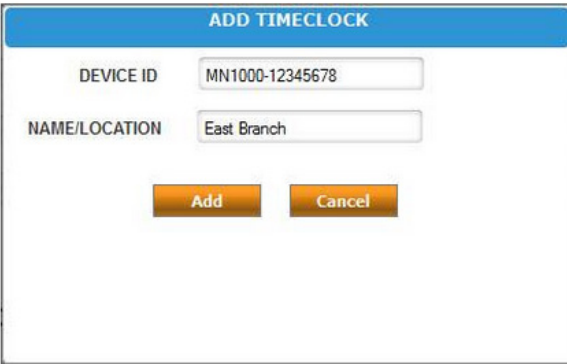
The timeclock should be turned on, with the display illuminated.

2. Log in to your uAttend account, if you are not already logged in.

3. Click the Settings tab on the main menu.

4. Click the Punch Management link.

5. Click Add Timeclock.

6. In the Device ID field, enter the Device ID assigned to the timeclock.

You can find the Device ID on a sticker on the back of the timeclock. If you cannot locate this sticker, you can also find the Device ID in the timeclock. To do this, press the Menu button and enter the password (default password is 53178). Select Device Management, then select Device ID.

Be sure to enter the complete Device ID. An example of a Device ID is MN1000-12345678.

7. In the Name/Location field, enter the name for the timeclock.

This field is used to easily identify the timeclock.

8. Click Add.

9. IMPORTANT: Restart the timeclock.

The timeclock will now be linked to your uAttend account.

3.3 Registering Facial Recognition Templates

Registering a facial recognition template requires interaction with both the timeclock and your uAttend account.

Follow these steps on your timeclock:

1. Press the Menu button.

2. Enter the default password (53178) if it has not been changed, then press OK.

3. From the menu, select the first option, User Management.

4. Press Add.

5. Enter an ID code for the facial recognition template and press OK.

We recommend using the employee's birth date as an ID code. For example, a birth date of October 22, 1984 would be registered as "102284." Each template must be assigned a unique code. Make note of the employee's name and 6-digit code in the Template Assignment Sheet at the back of this guide.

6. Follow the audio instructions.

NOTE: Please remove eyeglasses, as the scan will not work properly with them.
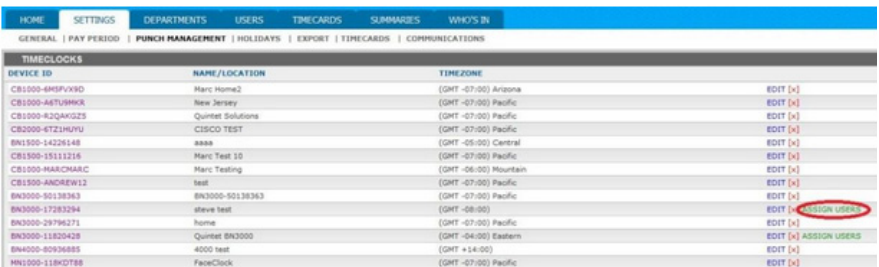
The instructions will direct you to "focus eyes inside the green box" three times as the cameras take photos.

7. Repeat the previous steps for each employee who will be using the timeclock.

Follow these steps from your uAttend account:

1. Click the Settings tab on the main menu.

2. Click the Punch Management link.

3. Click the Assign Users link that appears next to the name of the timeclock that you used to register the facial recognition templates.

4. In the Face ID column, find the ID for the employee.

5. From the Employee Name drop-down menu, select the employee's name.

6. Click Save.

7. Assign each facial recognition template to the appropriate employee, using the Template Assignment Sheet in this guide as a reference.

The timeclock is now ready for registered employees to punch in and out using facial recognition.

3.3.1 Transferring Facial Recognition Templates to Other Timeclocks

Transferring a facial recognition template to additional timeclocks requires interaction with both the timeclock and your uAttend account.

Follow these steps from your uAttend account:

1. Click the Users tab on the main menu.

2. Click Manage Face Templates.

3. Check all of the face templates that you wish to transfer to an additional timeclock.

4. Use the drop-down menu to select the timeclock(s) to which you wish to transfer the templates.

5. Click Submit.

Follow these steps on each timeclock that you selected to receive the templates:

1. Press the Menu key.

2. Enter the default password (53178) if it has not been changed, then press OK.

3. Select the Template menu.

4. Select Download Templates.

5. Press OK.

6. Wait for the templates to download to the timeclock.

4.0 OVERVIEW OF THE MN1000/MN2000

The MN1000 and MN2000 timeclocks are touchscreen biometric time-recording devices that allow employees to punch in or out using facial recognition, an RFID card, or a PIN. The MN1000 can store 100 user templates and the MN2000 can store 200 user templates.

NOTE: If the MN1000/MN2000 detects motion, the screen will change to display a countdown, which indicates that facial recognition is about to initiate.

4.1 Using the Timeclock Buttons
There are three buttons on the MN1000/MN2000: MENU, DEPT, and PIN.

MENU
If you press the MENU button, a password screen allows you to log in. There are two levels of administration: Administrator and Super User.

> **Administrator–**The default password is 53178. Administrators can access the Admin menu, where they can perform all of the functions available.

> **Super User–**The default password is 6318. After entering the password, the super user will see the user management selection screen, where they can add user templates to the timeclock.

DEPT
If you press the DEPT button, a list of departments will display on the screen. You can select a department using the touch screen. Then you can punch in using a PIN, an RFID card, or facial recognition.

PIN
If you press the PIN button, you can enter a PIN to punch in. The PINs are set up through the user's profile in your uAttend account.

4.2 Using the Timeclock Menus
There are two main menus available in the MN1000/MN2000: the Admin menu and the Super User menu.

4.2.1 Admin Menu
The Admin menu is comprised of five sub-menus: User Management, Template, Communication Settings, Device Management, and System Management.

User Management ("User Mgt")–From the User Management menu, administrators can add new user templates, delete user templates, and search for an ID number.

Template ("Template")–From the Template menu, administrators can download user templates from your uAttend account.

Communication Settings ("Comm")–From the Communication Settings menu, administrators can change the timeclock's default network configuration of DHCP to a static IP address assignment.

Device Management ("Device)–From the Device Management menu, administrators can view the Device ID, download your company logo, change the date and time format, control the sound on your timeclock, change the Administrator password, and change the Super User password.

System Management ("System")–From the System Management menu, administrators can access the Help phone number and submit a Help ticket, view the timeclock's MAC address, view the firmware version, update the firmware, and configure clock options.

4.2.2 Super User Menu

The Super User menu is comprised of three sub-menus: User Management, Template, and System Management.

User Management ("User Mgt")–From the User Management menu, super users can add new user templates.

Template ("Template")–From the Template menu, super users can download user templates from your uAttend account.

System Management ("System")–From the System Management menu, super users can access the Help phone number and submit a Help ticket.

5.0 TROUBLESHOOTING

See the following table for help with error messages you might encounter with the MN1000/MN2000.

ERROR MESSAGE	NOTES
DEVICE ID ERROR— PLEASE LINK TO ACCOUNT	THIS MESSAGE DISPLAYS WHEN THE TIMECLOCK HAS NOT BEEN LINKED TO A uATTEND ACCOUNT. PLEASE REFER TO SECTION 3.2 OF THIS GUIDE.
NET NOT FOUND	THIS MESSAGE DISPLAYS IF THE TIMECLOCK IS NOT CURRENTLY PLUGGED INTO ANY NETWORKING DEVICE, OR THE NETWORKING DEVICE IT IS PLUGGED INTO IS TURNED OFF OR IS NOT FUNCTIONING CORRECTLY.
SORRY, DEALER ID NOT FOUND	TRACKMYTIME.COM WILL REPORT THIS ERROR IF THE DEALER ID YOU ENTERED IS NOT VALID. PLEASE CONTACT YOUR DEALER REPRESENTATIVE FOR ASSISTANCE.
UNSUCCESSFUL LOGIN	WHEN YOU ATTEMPT TO LOG IN TO TRACKMYTIME.COM, THE LOGIN FORM REFRESHES. THIS INDICATES THAT THE USERNAME/PASSWORD COMBINATION THAT YOU ENTERED WAS NOT CORRECT. IF YOU HAVE FORGOTTEN YOUR USERNAME AND/OR PASSWORD, CLICK ON THE **EMAIL USERNAME/PASSWORD** LINK AT THE TOP OF THE PAGE.
SORRY, USER NOT FOUND	THIS MESSAGE DISPLAYS IF A USER ATTEMPTS TO PUNCH IN, BUT THEIR FACIAL RECOGNITION ID HAS NOT BEEN ASSIGNED TO THEIR USER PROFILE.
SORRY, USER NOT VERIFIED	THIS MESSAGE DISPLAYS IF A USER ATTEMPTS TO PUNCH IN, BUT THE SYSTEM CANNOT MATCH THE FACIAL FEATURES TO A STORED FACIAL RECOGNITION TEMPLATE.

ERROR MESSAGE	NOTES
SERVER CONNECTION ERROR	THIS MESSAGE DISPLAYS IF THE TIMECLOCK IS UNABLE TO COMMUNICATE WITH THE SERVER DUE TO A FIREWALL, CONTENT FILTER, OR ANY OTHER KIND OF POSSIBLE NETWORK BLOCK.
DNS ERROR	THIS MESSAGE DISPLAYS IF THE TIMECLOCK DOES NOT HAVE A VALID DNS SERVER IP ADDRESS TO USE FOR NAME RESOLUTION, OR THE DNS SERVER IT IS CONTACTING CANNOT PROPERLY RESOLVE OUR HOST NAME FOR OUR UATTEND SERVERS.
DHCP ERROR	THIS MESSAGE DISPLAYS IF THE TIMECLOCK DOES NOT RECEIVE PROPER IP ADDRESS INFORMATION PROVIDED TO IT FROM A DHCP SERVER.
DHCP UNAVAILABLE	THIS MESSAGE DISPLAYS IF THE TIMECLOCK RECEIVES NO RESPONSES WHEN ATTEMPTING TO CONTACT A DHCP SERVER.

6.0 TEMPLATE ASSIGNMENT SHEET

MAKE COPIES OF THIS PAGE FOR ADDITIONAL EMPLOYEES, IF NEEDED.

EMPLOYEE NAME	FACE ID

uATTEND DEVICE LIMITED WARRANTY

This Warranty covers all uAttend™ Devices and any Devices which may now or in the future be connected to your uAttend Account.

A. Warranty and Warranty Periods. ProcessingPoint, Inc. ("PPoint") 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. PPoint's Obligation Under Warranty. PPoint's sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. PPoint does not assume responsibility for delays in replacement or repair of products or parts. PPoint 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 PPOINT 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 PPoint 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 PPoint to be valid, binding, and enforceable. PPoint 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 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. PPOINT 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 PPOINT 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 PPoint 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 PPoint, 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 PPoint and immediately returned to end user, freight collect.

   2. Ship the items being returned to PPoint, 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. PPoint will pay surface freight to return products covered by this Limited Warranty. However, if PPoint determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, the end user shall be liable for all costs of handling and transportation.

PROCESSINGPOINT