



RE2000
Biometric Time Clock
Product Manual



Scan this QR Code or go to
support.trackmytime.com for
more help setting up your account.

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QUESTIONS? Call 800-518-8925 or Visit support.trackmytime.com

YOUR TIME CLOCK AT A GLANCE

What's in the Box:

- Time clock
- Power adapter
- Tabletop stand
- Mounting plate + screws
- Quick Start Guide



Clock Features:

- Wi-Fi connectivity
- Fingerprint + PIN punch options
- Supports up to 1000 employees
- Supports up to 300 fingerprint templates.
- Offline mode will sync with the cloud when connectivity is restored

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.

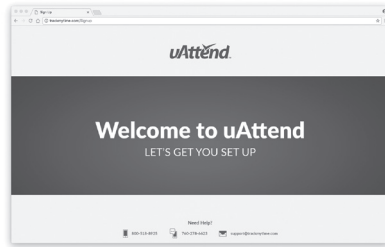
- 1 **CREATE YOUR ACCOUNT**
- 2 **ADD DEPARTMENTS AND EMPLOYEES**
- 3 **ACTIVATE YOUR TIME CLOCK**
- 4 **HANG YOUR TIME CLOCK**
- 5 **ADD EMPLOYEE FINGERPRINTS**

? QUESTIONS? Call 800-518-8925 or Visit support.trackmytime.com

02 CREATE YOUR uATTEND ACCOUNT

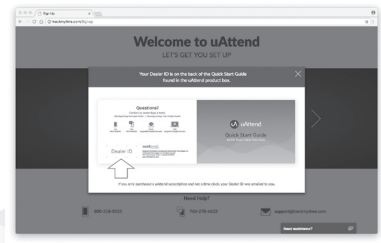
⚠ Before you can set up your new uAttend Time Clock, you will need to set up your uAttend Cloud Account.

1. Open your web browser and visit **www.TrackMyTime.com/signup** then follow the prompts.



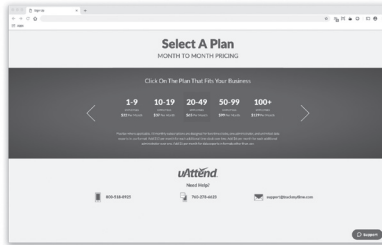
Here are some helpful tips to make the setup as smooth as possible.

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 for a list of Dealer IDs.

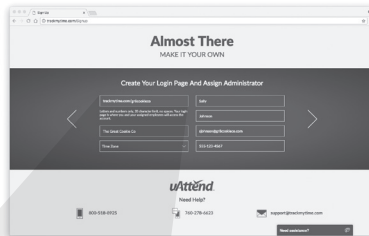


3. When selecting your plan size, keep in mind that your **employees** are your hourly workforce.

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.



4. 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



QUESTIONS? Call 800-518-8925 or Visit support.trackmytime.com

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.

uAttend

Departments

add punch

Code: NEW ADD P... ID: 179429

Data Cable installers

Code: 101 ID: 83896

Jhovanny's dept

Code: 008 ID: 10307

laborer

Code: LABORER ID: 142197

Add Department

General

Code: SLS

Department Name: Enter Name

Punch Rounding: OFF

Employees punch for breaks?: NO

Paid break/duration: OFF

Employees punch for Lunch?: NO

Lunch deduction/duration: OFF

Overtime

Weekly/Bi-weekly Overtime: OFF

Advanced

Day Changes At: 12:00 AM

Maximum Shift: 14

New Shift Starts: 3

Night Shift?: NO

CANCEL

SAVE & ADD NEW

SAVE & CONTINUE

SAVE & CLOSE

Need assistance?

uAttend

Departments

add punch

Code: NEW ADD P... ID: 179429

Data Cable installers

Code: 101 ID: 83896

Jhovanny's dept

Code: 008 ID: 10307

laborer

Code: LABORER ID: 142197

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Code: SLS

Department Name: Sales Department

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Weekly/Bi-weekly Overtime: OFF

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New Shift Starts: 3

Night Shift?: NO

CANCEL

SAVE & ADD NEW

SAVE & CONTINUE

SAVE & CLOSE

Need assistance?

? **QUESTIONS?** Call 800-518-8925 or Visit support.trackmytime.com

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 People tab on your Dashboard

2. Select "Add Person"

3. Assign that person 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 person's profile at any time.

Add Person

General

Role

Employee

First Name (Required)

Last Name (Required)

Department

Customer Support

Department Transfer

Off

Exemption Status

Not Selected

Timezone

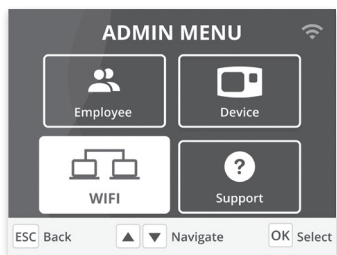
(GMT -05:00) Eastern

? **QUESTIONS?** Call 800-518-8925 or Visit support.trackmytime.com

05 ACTIVATE YOUR TIME CLOCK

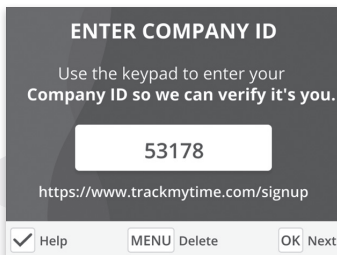
1. Plug your clock into a power outlet.

- Follow the onscreen prompts to select your Wi-Fi 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!



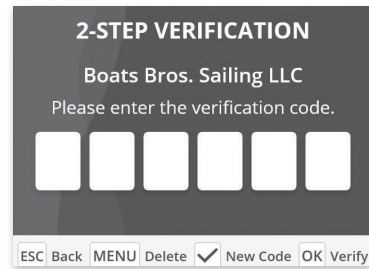
2. Enter your uAttend Company ID.

- 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.

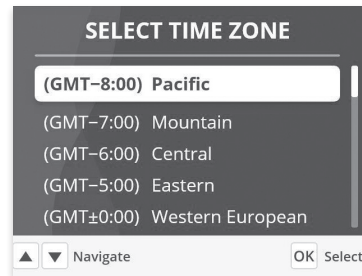


3. Enter the 2-factor Verification Code, emailed to your uAttend Account administrator's email address.

- 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!

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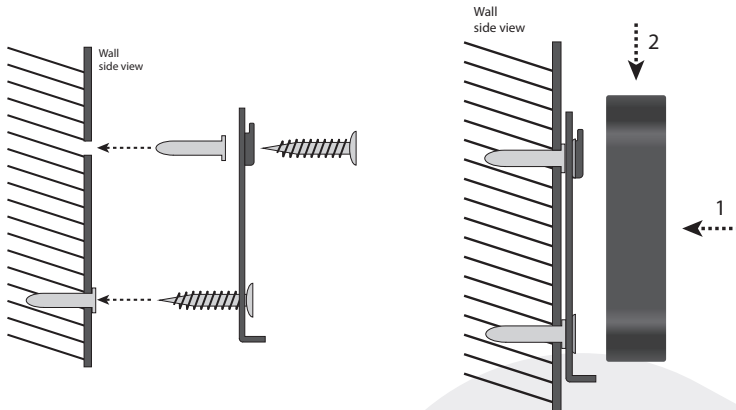
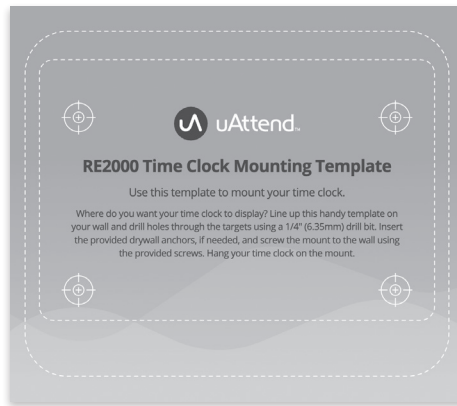
06 WALL MOUNT

Included with your time clock, you will find a metal back plate, 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.
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.
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.



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07 FINGERPRINT TEMPLATES

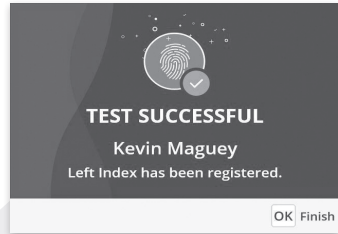
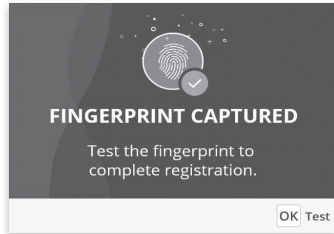
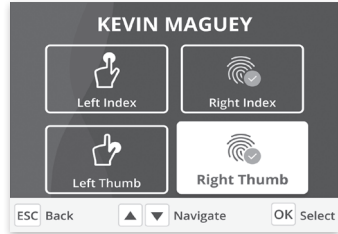
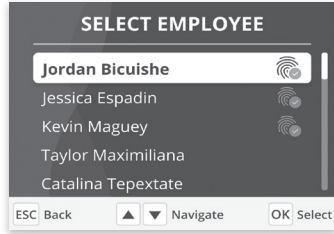
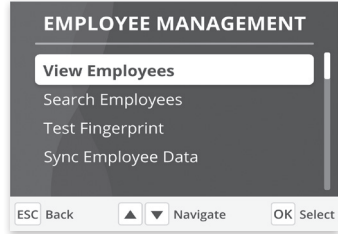
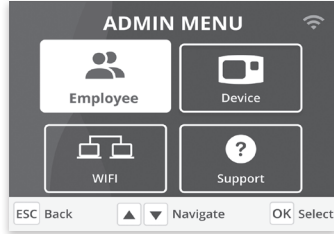
Employee fingerprint templates automatically sync across all RE series time clocks on your account.

REGISTERING FINGERPRINT TEMPLATES

1. Before registering finger templates, please ensure you have added the employee in your online uAttend account.
2. Enter your Administrator PIN a. This is the PIN which you chose during device setup. It can be found in your clock details at **Settings > Punch Management** in your online account.
3. Select **View Employees**.
4. Select the employee you wish to register finger templates for from the list.
5. Select a finger, and follow the prompts onscreen.
6. Repeat steps 4 & 5 for every employee that will need to use this clock.

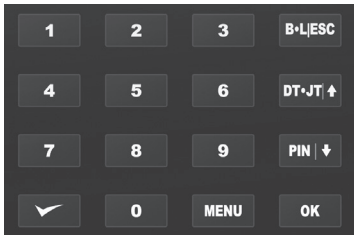
DELETING FINGERPRINT TEMPLATES:

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.



? **QUESTIONS?** Call 800-518-8925 or Visit support.trackmytime.com

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 MENU prompts a login screen for three levels of time clock access: Admin, Super Admin, Default Admin.
B-L/ESC	Pressing the ESC/B-L key in standby mode enables selecting the Break Punch or Lunch Punch function.
DT-JT/UP ARROW	Pressing the DT-JT/Up Arrow key in standby mode enables selecting the Department Transfer or Job Tracking function. Pressing Up Arrow moves selection to the one above or

PIN/ DOWN ARROW	Pressing the PIN/Down Arrow 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.

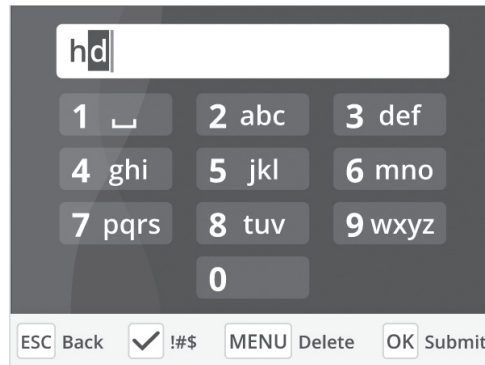
KEYBOARD INPUT LAYERS

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 RE2000 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:

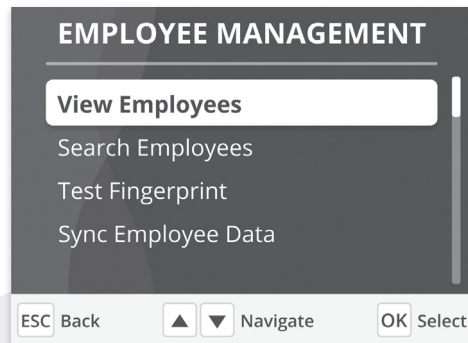
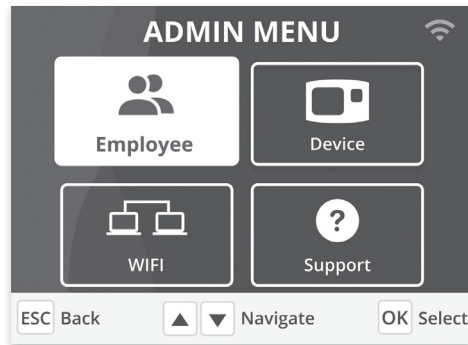
- Employee
- Device
- Wi-Fi
- Support

? **QUESTIONS?** Call 800-518-8925 or Visit support.trackmytime.com

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 Employee Data



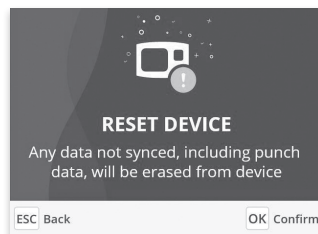
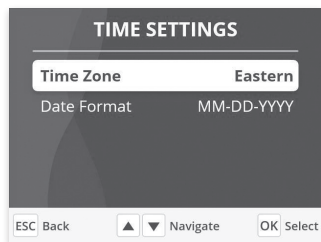
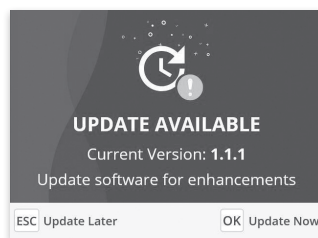
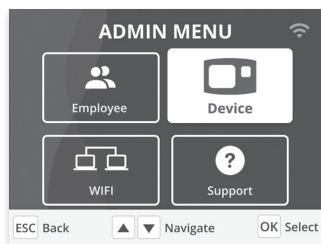
ADMIN MENU - DEVICE

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.

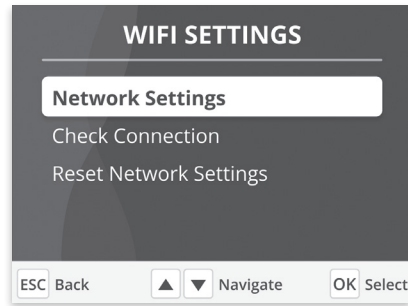
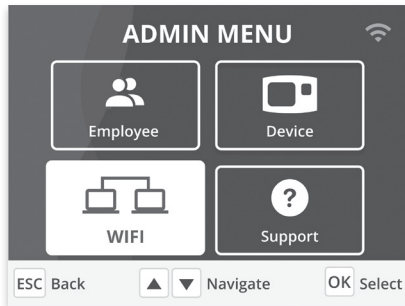




ADMIN MENU - NETWORK

Submenus will include:

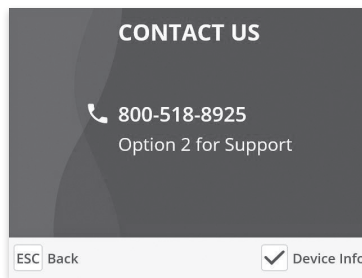
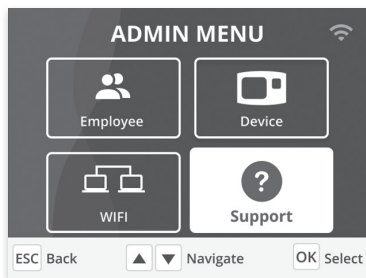
- Network Settings
- Check Connection
- Reset Network Settings



? **QUESTIONS?** Call 800-518-8925 or Visit support.trackmytime.com

ADMIN MENU - SUPPORT

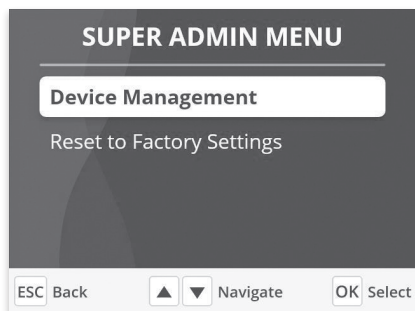
Displays uAttend support contact information.



SUPER ADMIN MENU

The Super Admin can access the following two menus:

- Device Management
- Reset to Factory Settings



SUPER ADMIN MENU - DEVICE MANAGEMENT

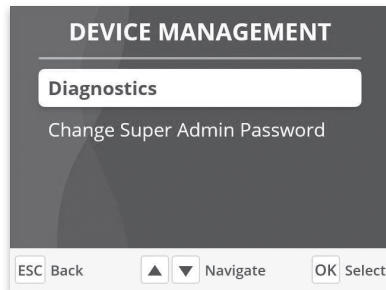
The Super Admin can perform the following functions under the Device Management menu:

Diagnostics

- **Connection Test** – pings uAttend servers to verify communication.
- **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.



QUESTIONS? Call 800-518-8925 or Visit support.trackmytime.com

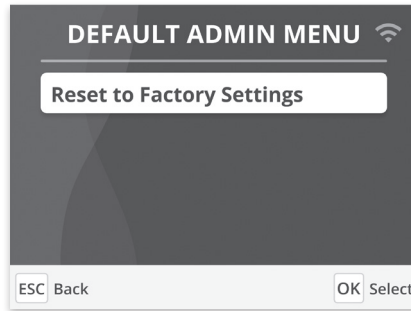
SUPER ADMIN MENU - RESET FACTORY SETTINGS

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:

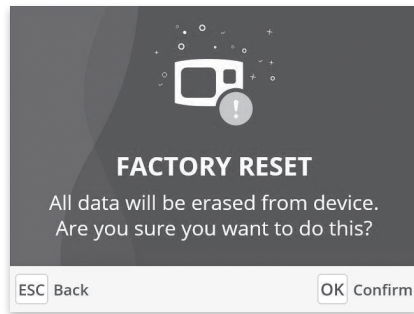
- Reset Device to Factory Settings



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**.



10

TROUBLESHOOTING

See the following table for help with the error messages that you might encounter with your time clock.

ERROR MESSAGE	NOTES
SORRY, DEALER ID NOT FOUND	TrackMyTime.com will report this error if the Dealer ID you entered is not valid. Please contact uAttend Support for assistance.
CANNOT CONNECT TO UATTEND SERVER	If a clock is placed into a functioning network, but is not able to communicate with the uAttend server.
CANNOT ACCESS THE INTERNET	If a clock is connected to the local network, but is unable to communicate with the Internet.

CANNOT LOCATE UATTEND SERVER USING DNS	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.
NO RESPONSE FROM DHCP SERVICE	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.

FCC Statement

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna.

 Increase the separation between the equipment and receiver.

 Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

 Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.



QUESTIONS? Call 800-518-8925 or Visit support.trackmytime.com

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 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

RE2000 TIME CLOCK

Clock Accuracy	5ppm
Power Failure	Memory storage for 3 years
Compensation	5ppm
Operating Environment	5-50 °C
Dimensions	6.3 x 5.12 x 1.18in
Rating	5V
Power Consumption	5W
Rating of Adapter	DC 5V/1A
Cord Length	70.87in



Questions?

Contact us.

Monday-Friday 6am-5pm PST

Call 800-518-8925

Text 760-278-6623

Email support@uattend.com

Visit support.trackmytime.com

workwell.
TECHNOLOGIES

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