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## ADD/REMOVE TEMPERATURE READER

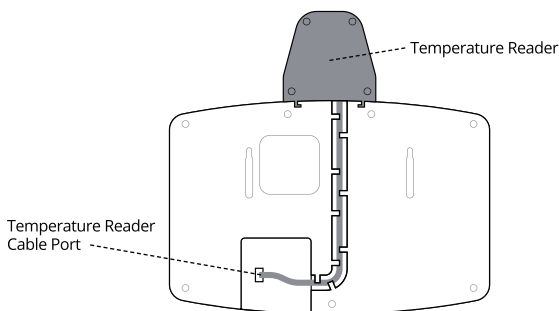
Unless you've purchased a temperature reader to add to your DR2000 or you are troubleshooting an issue, there should be no need to add or remove the temperature reader from your device. Should you need to add or remove the temperature reader, follow the simple steps below.

### ADDING THE TEMPERATURE READER

1. Disconnect your device from the power outlet.
2. Connect the temperature reader to the top of the time clock.
3. Plug the cord attached to the temperature reader into the corresponding port on the time clock.
4. Reconnect your device to the power outlet to turn on.

### REMOVING THE TEMPERATURE READER

1. Disconnect your device from the power outlet.
2. Unplug the cord attached to the temperature reader from the time clock.
3. Disconnect the temperature reader from the top of the time clock.
4. Reconnect your device to the power outlet to turn on.



**Please note:** Workwell is not advertising its products for use in the medical industry or for medical purposes. Our products are not intended to diagnose or exclude contagions such as COVID-19, SARS, or any other medical condition and should not be used as such. Our products are intended to serve as a first-line filter by assisting an organization and its employees in identifying those employees who may have an elevated body temperature. While our products may archive readings for reporting and audit purposes, it is solely the responsibility of the organization to communicate the use of the information to its employees, to obtain any necessary consent from its employees and to determine how the information is used. The organization should not rely solely on our products for making such a determination. Various environmental and methodological factors can impact thermal imaging; therefore, the readings from our products should not be relied upon as the sole determinant of a person's body temperature. Competent medical advice and further checks should be sought if there are concerns regarding an employee's health or possible illness. Workwell hereby disclaims all liability with respect to the conditions and limitations described in this paragraph.



**QUESTIONS?** Call 800-518-8925 or email [support@trackmytime.com](mailto:support@trackmytime.com)

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## TROUBLESHOOTING

See the following table for help with the error messages that you might encounter with your DR 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.                                                                                       |

## 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.** 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 WWTech, 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 WWTech and immediately returned to end user, freight collect.
2. Ship the items being returned to WWTech, 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. WWTech will pay surface freight to return products covered by this Limited Warranty. However, if WWTech 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.



**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 used.
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**

**WARNING:** TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT OPEN THE TIME CLOCK. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE COMPLETED BY AUTHORIZED SERVICE PERSONNEL ONLY.

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## FCC Statement

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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

### RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.



# Questions?

**Call** 800-518-8925

**Text** 760-278-6623

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

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



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