

UKG InTouch DX™ G2

User Guide:

UKG Dimensions™

*How to use and administer
the UKG InTouch DX G2 timeclock.*



Document Revision: 3

The information contained in this document is intended for use with the licensed software products to which the information relates (the "Products"). The information and the specifications for the Products set forth herein are subject to change without notice, and should not be construed as a commitment by the licensor to provide the functionality described herein. The licensor may make improvements and/or changes to the Products and/or the information set forth in this publication at any time without notice. The licensor assumes no responsibility for any errors that may appear in this resource. © 2022 UKG Inc. All rights reserved.

This document contains certain trademarks that are the property of UKG Inc., which may be found on the "trademarks" page at www.ukg.com. All other trademarks or registered trademarks used herein are the property of their respective owners and are used for identification purposes only.

When using and applying the information generated by the Products, customers should ensure that they comply with the applicable requirements of all applicable law, including federal and state law, such as the Fair Labor Standards Act. Nothing in this document shall be construed as an assurance or guaranty that the Products comply with any such laws.

Published by UKG Inc.
900 Chelmsford Street, Lowell, Massachusetts 01851 USA
Phone: +1 978 250 9800, Fax: +1 978 367 5900
UKG Inc. Global Support: +1 800 394 HELP (+1 800 394 4357)

For links to information about international subsidiaries of UKG Inc., go to <http://www.ukg.com>

Note: To view or print other language versions of this guide, access the customer web site or contact your representative.

Nota: Para ver o imprimir versiones de esta guía en otro idioma, acceda al sitio web del cliente o comuníquese con su representante.

Remarque : Pour afficher ou imprimer ce guide en d'autres langues, accédez au site Web client ou contactez votre représentant.

FCC Notice (for U.S. Customers)—This device complies with Part 15 of the FCC Rules. Operation is subject to the following 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.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Modifications: Changes and modifications not expressly approved by Kronos Incorporated can void your authority to operate this equipment under Federal Communications Commission rules.

Canadian DOC Compliance—This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

In order to comply with ISED Instantaneous Nerve Stimulation limits, a minimum separation distance of 0.8 inches (2.0 centimeters) must be maintained between the device and all persons during normal operation. Afin de se conformer aux limites de stimulation nerveuse instantanée ISED, une distance de séparation minimale de 0.8 inches (2.0 centimètres) doit être maintenue entre l'appareil et toutes les personnes pendant le fonctionnement normal.

EN 55032 (CISPR 32)—This product is a Class A product. In a domestic environment, it may cause radio interference in which case the user may be required to take adequate measures.

RoHS Directive—This data collection device and all hardware options currently qualified to work with this device are designed in accordance with the restricted substance requirements of Directive 2002/95/EC and 2011/65/EU of the European Parliament and of the Council of the European Union, including Commission Delegated Directive (EU) 2015/863 amending Annex II of the Directive. The RoHS directive prohibits the sale of electronic equipment containing certain hazardous substances such as cadmium (Cd), lead (Pb), mercury (Hg), hexavalent chromium (Cr VI), polybrominated biphenyls (PBB), polybrominated diphenyl ethers (PBDE), bis(2-ethylhexyl) phthalate (DEHP), benzyl butyl phthalate (BBP), dibutyl phthalate (DBP), and diisobutyl phthalate (DIBP) in the European Union. The manufacturer has a program in place to address the requirements of the RoHS Directive in respect to the various categories of electronic products.

根據 NCC 低功率電波輻射性電機管理辦法 規定：

- 第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
- 第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Document Revision History

Revision	Release Date
1	October 2021
2	January 2022
3	March 2022

Contents

Chapter 1: Overview

Introduction	12
How the InTouch DX G2 timeclock works	13
How the timeclock operates with the host application	13
Home employees	13
Cross-punching	13
Modes of operation	14
InTouch DX G2 timeclock features	15
Schedule enforcement	15
Multi-clock schedule enforcement	15
Default transactions	16
Transaction persistence	16
Soft key schedules	17
Badges	18
Integrated badge readers	18
Remote proximity badge readers	19
Badge read status light	19
Navigation	20
Home page	20
Gesture support	21
Keypads	24
Calendar	25
Language support	26
Device status icons	28
Backup battery	28
Global Home Override	28
Global Non-Home Override	29
Low disk space	29
Network communications error	30

Uncollected offline Smart View transactions	30
Wi-Fi network communications error	31
Multiple issues	31
Customize the user interface	32
Logo	32
Screen saver	32
Scrolling messages	32
Employee photos	32
Soft key colors	33

Chapter 2: Employee Mode Transactions

Introduction	36
Access your Individual home page	37
Use a soft key	37
Enter your credentials	39
SmartLanding	40
Standard transactions	42
Punch	42
Add Transfer	43
Cancel Meal Deduction	44
Edit Paycode	45
Enter Gate	46
Enter Tips	46
Request Time-Off	47
Review Punches	49
View Punch Status	50
View Schedule	50
Smart View transactions	51
Edit Paycode (Smart View)	52
Message Center (Smart View)	53
Move Paycode (Smart View)	54
Request Open Shift (Smart View)	55
Request Shift Swap (Smart View)	56
Respond to Shift Swap Request (Smart View)	57
View Accruals (Smart View)	57

View My Time (Smart View)	58
View Schedule (Smart View)	62
View Timecard (Smart View)	62
View Totals (Smart View)	63

Chapter 3: Manager Mode Transactions

Introduction	66
Access your manager home page	67
Use a soft key	67
Enter your credentials	69
Biometric transactions: UKG Touch ID Plus™	71
Templates	72
Terminology	73
Enroll or Re-Enroll Employee—finger scan	75
Unenroll Employee	83
Standard transactions	84
Add Punch	84
Delete Punch	85
Manage Bell	86
Manage Gate	88
Override Global Home	91
Override Global Non-Home	92
Override Single Home Employee Restriction	93
Override Single Non-Home Employee Restriction	94
Override Schedule	95
View Biometric Template Reports	97
View Employee Information	98
View On or Off Premises Employees	99

Chapter 4: Maintenance Mode Functions

Introduction	102
Initial setup and configuration	103
Launch Quick Setup	104
Step 1: Pick Language	104
Step 2: Date & Time	104

Step 3: Maintenance Mode Password	105
Step 4: Add Device ID	106
Step 5: Select Network	106
Step 6: Connect to Server	108
Complete the setup	108
Access Maintenance mode	109
Use a Maintenance badge	110
Use the Menu icon	110
Use the Maintenance mode button	111
Set System Language	114
Edit Settings	115
General Communication	115
Connect to Network	117
Date and Time	120
Audio	121
Display	121
VNC Remote Access	121
SSH Remote Access	123
Bar Code Symbology	124
Remote Readers	125
Strong Passwords	126
Edit Advanced Settings	127
Failure Override	127
Employee Enroll Count	127
Restart Device	128
Change Maintenance Mode Password	128
Change Database Password	129
Factory Defaults	129
Delete All Punches	130
Delete All Offline Data	130
Biometric Verification	130
Configure Smartcard Reader	131
Configure LEGIC Reader	131
Badge Icon	132

View Reports	133
Software	133
File System	133
Database	134
Hardware	134
Communication Settings	134
Network	135
Device Status	135
Memory	135
Ethernet	136
Readers	136
Biometric	137
Biometric Templates	137
Diagnostics	138
Run Tests	139
Sequential	139
Communications	139
Integrated Badge	140
Display	140
Tone	141
LED	141
GPIO Output Bits	141
Monitor GPIO Inputs	142
Microphone	142
Remote Badge	142
Network Connectivity	143
 <i>Chapter 5: Troubleshooting</i>	
Error messages	146
Troubleshooting	153
Use the timeclock	153
Use a remote PC	155
Use the host application	155
Restart timeclocks	156
Clean the touchscreen	157

Appendix A: Wi-Fi Option Registration Label

Chapter 1

Overview

Note: If you are configuring the InTouch DX G2 timeclock for the first time, go to [“Initial setup and configuration”](#) on page 103.

Introduction

The InTouch DX G2 timeclock is a data collection device that communicates with the UKG host applications. The timeclock collects information that employees enter using a badge reader, biometric device, or keypad. The host application software collects data from the timeclocks to track and process labor-related data, generate management reports, and transfer information to the payroll service.

The timeclock does the following:

- Enforces schedules, by controlling when specific employees can swipe in and swipe out for shifts, meals, and breaks.
- Displays accrued vacation, sick time, and messages to individual employees (depending on the host application).
- Enables users to perform transactions such as labor category transfers, paycode transactions, and Smart View transactions. Smart View transactions allow users to access and interact with current information that is not resident at the timeclock.

Note: This documentation refers to transactions by their default names. Your administrator can change these names to conform with your business practices.

How the InTouch DX G2 timeclock works

How the timeclock operates with the host application

Administrators: Use the host application to configure employees and information such as schedules, punch restrictions, and labor categories. The host application downloads this information to the timeclock, which uses it to accept or restrict employee punches.

When employees swipe their badges at the timeclock, the punch information is stored in the timeclock database. The host application collects the stored data and totals the hours, computes overtime, calculates wages, tracks labor, and generates reports. In UKG Dimensions, use the Device Configuration page to define which transactions users can perform, and to monitor the data that the host application and timeclock exchange.

Note: The device configuration instructions in this document assume that you are using UKG Dimensions as the host application.

The timeclock stores employee data in an encrypted database using AES256 encryption with a randomly generated seed, and communicates via HTTPS using TLS 1.2 or TLS 1.3, so that employee information is protected at rest and in transit on the Internet.

Home employees

An employee who is assigned to a device group (that is, one or more timeclocks) is considered a “home employee” with respect to those timeclocks. Employees who are not assigned to this device group are considered “non-home employees.”

Cross-punching

Cross-punching allows employees (referred to as non-home employees) to punch at a timeclock to which they are not assigned.

Administrators: To enable the cross-punching feature for a device, access the Device Configuration page, choose **Transaction Settings**, and select **Allow non-home employees**.

Modes of operation

The InTouch DX G2 timeclock operates in three modes:

- Employee
- Manager
- Maintenance

Each mode has its own set of transactions, depending on how the host application is configured. To access a mode, authorized users can swipe a badge or use other methods, as described in this document.

Employee mode

The timeclock most often operates in Employee mode. It accepts punch data that employees enter using a badge reader or the touch screen.

Manager mode

Manager mode allows authorized users to perform tasks such as editing employee punches, adding missed employee punches, and viewing employee information.

Maintenance mode

Maintenance mode allows authorized users to display technical information about the timeclock, execute diagnostic tests, and define configuration settings.

InTouch DX G2 timeclock features

Schedule enforcement

Administrators: To configure timeclocks to validate employee punches against their schedules, use the host application. The punch rules contain a setting that enables schedule enforcement. You can tailor the complexity of schedule enforcement to meet your business needs. Depending on your system configuration, the devices can do the following:

- Limit how early and late employees can punch in or punch out.
- Enable managers to perform punches for employees, and to override punch restrictions for employees.
- Prevent employees from punching in when they are not scheduled.
- Enforce meal and break schedules for employees, including minors, to satisfy state and federal labor laws.

To configure a full array of punch restrictions for the device, see the online help for the host application.

Multi-clock schedule enforcement

Administrators: You can configure timeclocks to perform punches online so that schedule restrictions can be enforced at many timeclocks. When a timeclock is offline, it still collects punches, but the system does not enforce schedule restrictions.

For more information, see the online help for the host application.

Default transactions

Administrators: You can use the device configuration settings to set up default transactions for InTouch DX G2 timeclock users. When an employee swipes a badge or enters a badge ID, the timeclock automatically initiates the transaction that you designate as the default. Default transactions include punches, labor category transfers, job transfers, and so on. If you can assign a transaction to a soft key, you can assign it to a badge swipe or badge ID entry as a default transaction.

You can assign default transactions to home and non-home employees, and to local and remote readers. If you assign a default transaction to an internal reader, it also applies to the external reader.

When the default transaction for a home employee's badge swipe is a punch, you can assign a different default transaction for a badge ID entry. For example, if a group of home employees routinely change job assignments when they start a shift, you can set the default transaction to a job transfer for a start-of-shift badge read.

The types of default transactions are:

- Home employee default
- Home employee shift start
- Home employee IN during shift
- Home employee shift end
- Non-home employee default

Transaction persistence

An administrator can configure the host application to repeatedly apply an employee's paycode edits and transfers to the employee's record, for each scheduled work day. The transaction *persistence* until the employee or manager (on the employee's behalf) performs a punch, edit, or transfer—at the timeclock or using the host application. The repeating transaction generates amounts (for paycode edits) or punches (for transfers), based on the employee's daily schedule.

A paycode edit is persistent when both of the following are true:

- The employee is assigned to a schedule.
- The host application is configured to repeat the paycode edit on days that the employee works.

A labor category transfer or work rule transfer is persistent when both of the following are true:

- The employee is assigned to a schedule.
- The employee's assigned pay rule is configured to repeat labor category transfers or work rule transfers on days that the employee works.

If the host application automatically generates punches based on an employee's schedule, and a persistent transaction is in effect for that employee, the persistent transaction takes precedence.

Soft key schedules

Administrators: You can use the device configuration settings to create soft key schedules, during which certain device transactions are not available to employees. For example, during periods when many employees punch in or punch out, you can de-activate the View Totals or View Schedule soft keys. Each soft key schedule can contain up to eight time intervals for each day of the week.

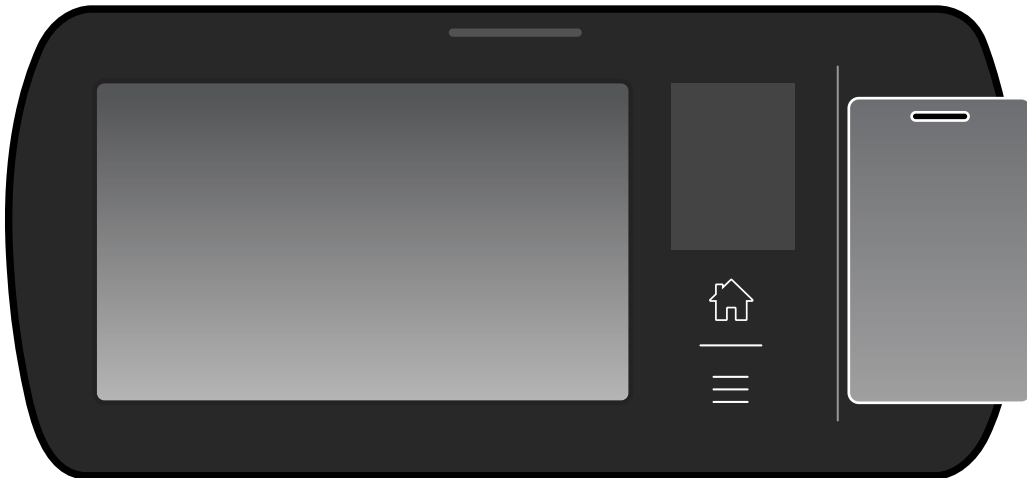
Badges

Integrated badge readers

The InTouch DX G2 timeclock is equipped with one of the following integrated badge readers:

- HID[®] Proximity.
- LEGIC[®] smart card.
- HID[®] smart card: MIFARE/DESFire, or iCLASS.
- Bar code.
- Magnetic stripe.

If the timeclock is equipped with a proximity, LEGIC, or smart card reader, hold the badge within one inch of the timeclock, as shown in the following illustration.

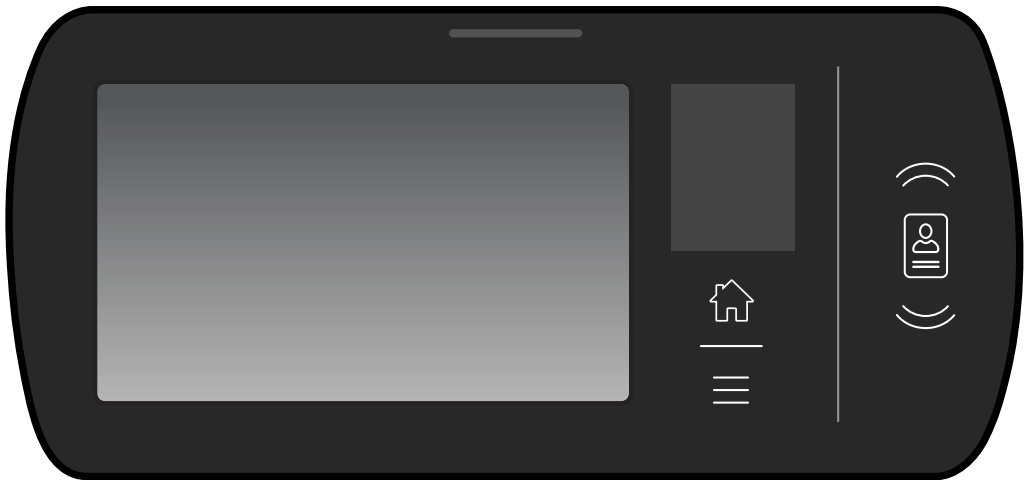


If the timeclock is equipped with a bar code reader or a magnetic stripe reader, swipe the badge through the reader to perform transactions.

Remote proximity badge readers

Remote or external readers (for example, Wiegand Proximity) are available, as an option. For more information, contact your UKG Representative.

Badge read status light



If the timeclock reads the badge successfully, the LED above the screen flashes green, and the speaker emits a tone. If the badge read is unsuccessful, the LED flashes red, the speaker emits a different tone, and an error message appears on the screen. Wait until the message times out or tap the **X** to close the message. Then re-attempt the badge read.

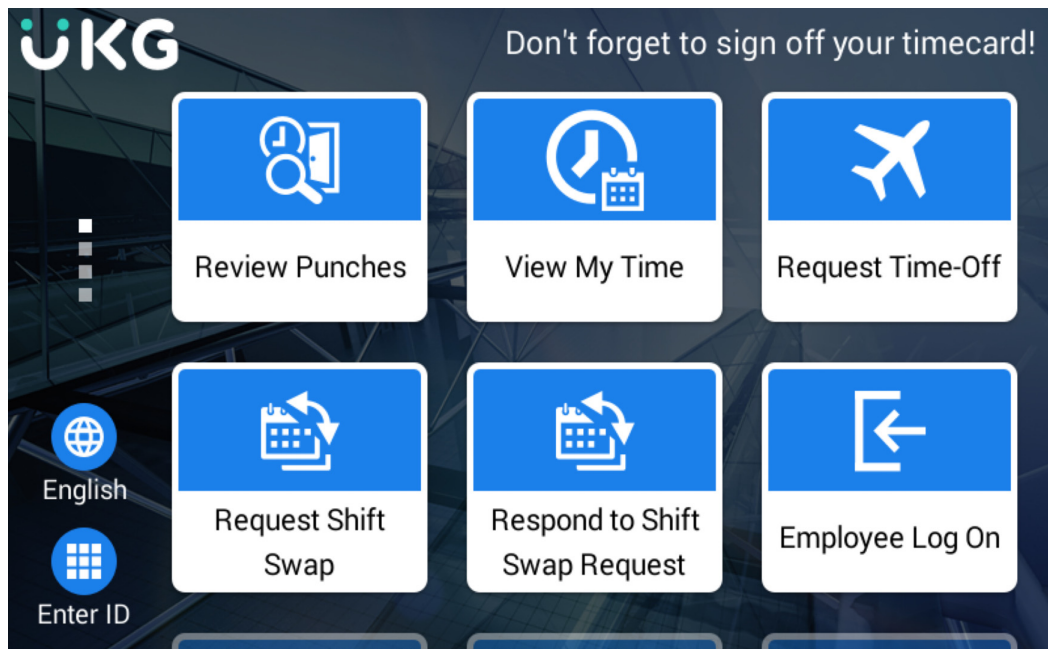
Navigation

Home page

A timeclock can be configured with a Community profile or an Individual profile. A Community profile displays a home page that is not employee-specific. An Individual profile displays a personal home page that contains your photo or initials, a link to the Message Center (if configured), and transactions that are assigned to you.

Note: For information about timeclocks that are configured with an Individual profile, see [“Access your Individual home page”](#) on page 37.

The following illustration shows a home page with a Community profile. It is the default home page for non-home employees, and for employees who do not have an Individual profile.



Administrators: You can change the soft key labels and colors. For more information, see the device configuration online help.

Gesture support

Select

To select an item (for example, a labor category) from a list, press the item with one finger for at least one second. Release your finger to complete the action. If you cannot view an item's description in its entirety (for example, the location transfer set Hospital A/Nursery/RN1), press and hold the item until all of the text appears.

Scroll

If a list of items (such as work orders) is too long to be viewed in its entirety, the interface uses arrows and scroll bars to signify that users can scroll through the list.

To scroll vertically through a list, press the screen with a single finger and swipe up or down. You do not have to place your finger on the arrows or scroll bar. Alternatively, you can tap the arrows to scroll through the items.

To scroll horizontally through a group of items, press the screen with a single finger and swipe right or left. You do not have to place your finger on the arrows. Alternatively, you can tap the arrows to scroll through the items.

Quick action buttons

Many of the transaction screens include buttons that enable you to perform related tasks without needing to exit the current transaction. As shown in the following example, after you have submitted a shift swap request, the **Request Time-Off** and **See Pending Requests** buttons allow you to request time-off or view the status of your pending shift swap requests.

Request Shift Swap

✓ Submitted

My Shift

Shift Type: **Regular**

Date: **9/7/2018**

Shift: **9am - 5pm / D8 (8h)**

Job: **Electrician**

Omni Consmer Products/USA/Black_Mesa_East/
Support/Maintenance/Electrician

Requested Shift(s)

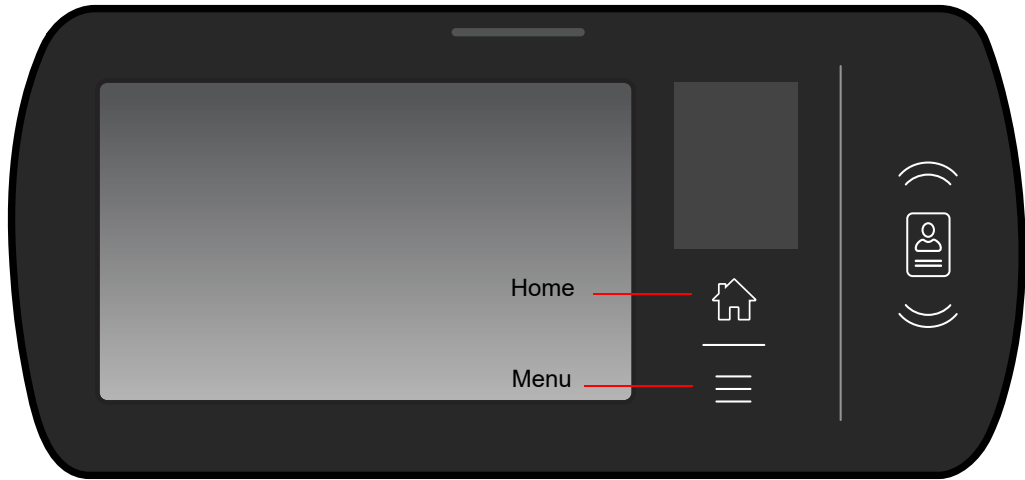
➞

Request Time-Off

See Pending Requests

Note: The quick action buttons are not configurable.

Home and Menu icons

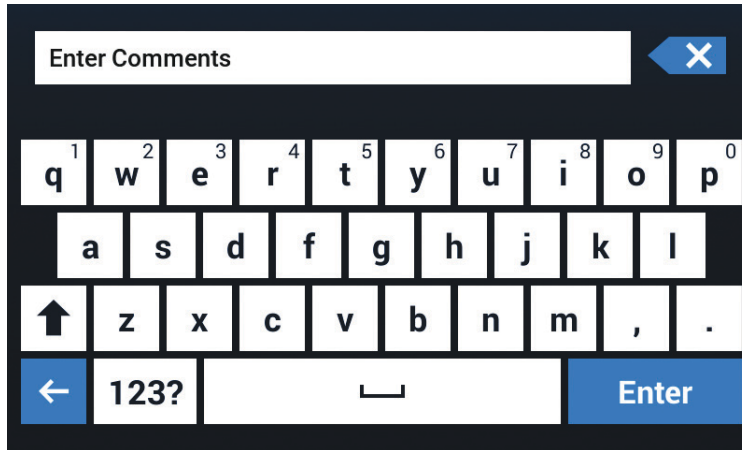


The front of the timeclock contains two icons. The Home icon returns users to the respective Employee mode, Manager mode, or Maintenance mode home page. The Menu icon allows authorized users two options:

- Maintenance Mode: Opens the Maintenance mode home page.
- Clean Touchscreen: See [“Clean the touchscreen”](#) on page 157.

Keypads

You can enter data using an alphabetic keypad (as follows) or a numeric keypad.



Interface standards:

- When you enter data in the text box, an “X” appears; it allows you to clear the entire entry. The “X” on the far right is the Backspace key.
- To close the keypad without saving, tap the Back icon.
- To view the numeric keypad, tap the **123?** key.

Calendar

January 2021							Cancel
S	M	T	W	T	F	S	
					1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31							

Interface standards:

- The calendar defaults to the current date, which is orange.
- The selected date is in a blue circle.
- The arrows allow you to scroll through the months.

Language support

The InTouch DX G2 timeclock includes pre-installed, translated versions of the user interface and error messages. The timeclock currently supports the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Dutch
- English (G.B.)
- English (U.S)
- French (France)
- French (Canada)
- German
- Hindi
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Portuguese (Brazil)
- Spanish (Mexico)
- Spanish (Universal)
- Swedish

Multi-language support

Administrators: The timeclock can display the interface in one or *more* of the supported interface languages. To choose the languages, and to designate one of them as the default interface language, access the Device Configuration page, and select **Languages**.

Employees: If the timeclock is configured with a Community profile, you can perform a transaction in a different language by tapping the language icon and selecting a language. The home page and the subsequent transaction pages appear in the selected language. After you complete and submit the transaction, the home page reappears and reverts to the default language. Employees cannot change the language when the timeclock is configured with an Individual profile.

Note: When a user who is in Manager mode or Maintenance mode chooses a different language, it remains in effect for all transactions during the current logon session—unless the user selects another language.

Device status icons

A status icon can appear in the upper left area of the home page. Each icon indicates a condition that might require attention, as described in the following sections.

Backup battery



Indicates that the timeclock has lost power and is operating on the backup battery. Check the plugs, connections, and so on.

Global Home Override



Indicates that a manager has performed the Global Home Override transaction, which overrides schedule and punch restrictions for home employees. This icon appears for the entire duration of the override.

Global Non-Home Override



Indicates that a manager has performed the Global Non-Home Override transaction, which allows non-home employees to punch at restricted times. This icon appears for the entire duration of the override.

Low disk space



Indicates that the disk free space has fallen below the low disk-space threshold. When this condition occurs, the Compress Database feature automatically reclaims unused, allocated space within the embedded InTouch DX G2 database. The Compress Database process results in freeing disk space because it decreases the overall database file sizes.

Network communications error



Indicates that the timeclock is failing to communicate with the host application, or with a Smart View server, which can reside on a different machine. Check the Ethernet connections and configuration.

Uncollected offline Smart View transactions



Indicates that there are one or more uncollected Smart View transactions, typically Activities or Attestation transactions, caused by a prior network connectivity or server issue. After the network or server issue is corrected, these transactions should be collected. If the icon remains on the screen, contact your administrator.

Wi-Fi network communications error



Indicates that the timeclock is failing to communicate with the host application, or with a Smart View server, which can reside on a different machine. Check the Wi-Fi connections and configuration.

Multiple issues



Indicates that two or more of the previously mentioned icons are active. For example, if the Uncollected offline Smart View transactions and Wi-Fi network communications error icons are active, the Multiple issues icon appears.

Customize the user interface

For details about performing these tasks, see the device configuration online help.

Logo

Administrators: Use the device configuration settings to add your company logo to the home page. First, import your company logo to the device. Access the Device Configuration page, open the Main Menu, and select **Manage Imports > Logo File**. Then, add your logo by selecting **General Settings > Logo**.

Screen saver

Administrators: Use the device configuration settings to add a screen saver URL to the timeclock.

To configure the URL and the wait time, access the Device Configuration page, and select **General Settings > Display**.

Scrolling messages

Administrators: Use the device configuration settings to configure one or two messages to periodically appear at the top of the page.

Access the Device Configuration page, and select **General Settings > Display**. Specify a primary message, alternate message, and the language in which they appear.

Employee photos

Administrators: Use the device configuration settings to add employee photos to the confirmation pages that appear after many InTouch DX G2 transactions. Only home employee photos can appear on timeclocks.

Access the Device Configuration page, and select **Download Option**.

Soft key colors

Administrators: Use the host application to change the colors of the timeclock soft keys.

Chapter 2

Employee Mode Transactions

Introduction

Employee mode enables you to perform activities such as punching in, requesting time off, or viewing your schedule. When the InTouch DX G2 timeclock is in Employee mode (the default mode), you initiate a transaction by tapping the appropriate soft key.

The following sections describe how to perform Employee mode transactions.

Access your Individual home page

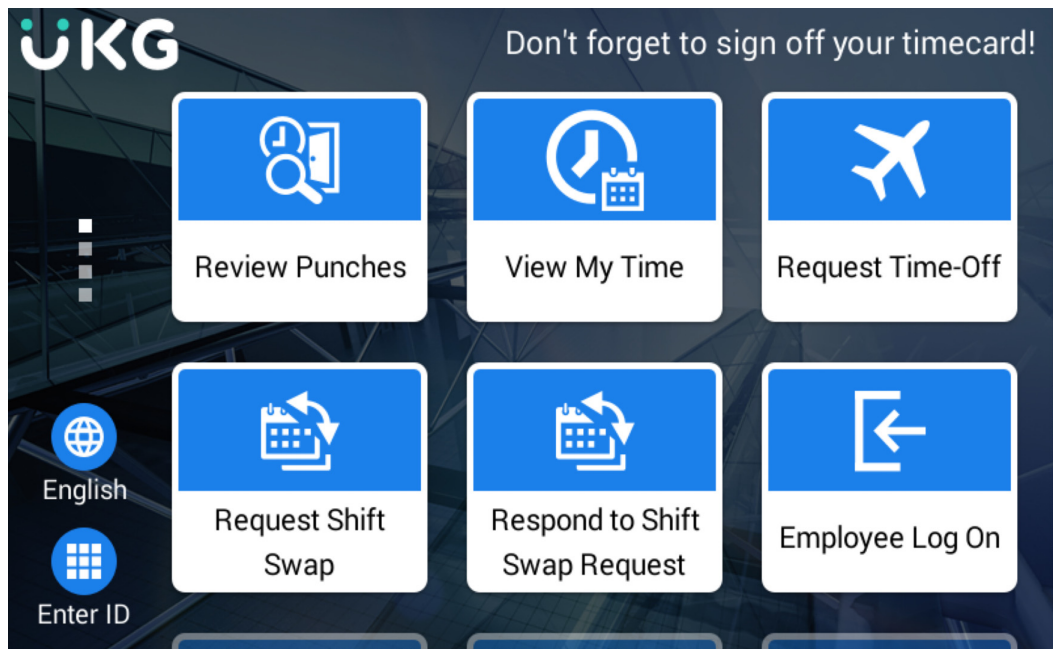
Note: This section assumes that your administrator has configured a punch as the default transaction for a badge swipe or finger scan.

Your Individual home page is a personal home page that contains your photo or initials, a link to the Message Center (if configured), and transactions that are assigned to you.

There are two ways to log in and access your Individual home page, depending on how your timeclock is configured.

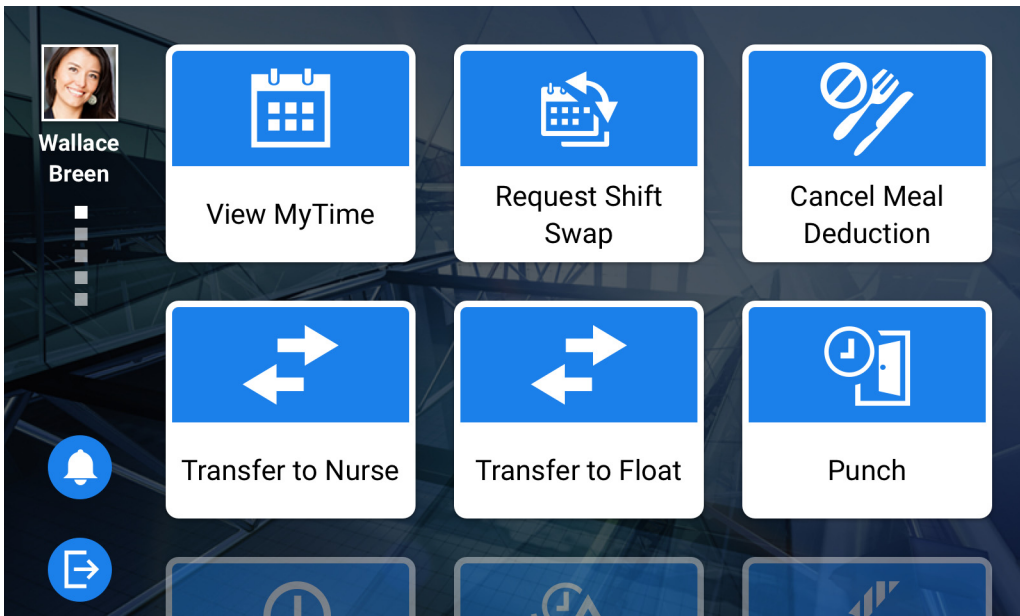
Use a soft key

A timeclock that is configured with a Community profile displays a home page that is not employee-specific (as in the following example).



To access your Individual home page:

1. Tap **Employee Login** (or an equivalent soft key).
2. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
3. Enter your password. Your Individual home page opens, as in the following example.



Enter your credentials

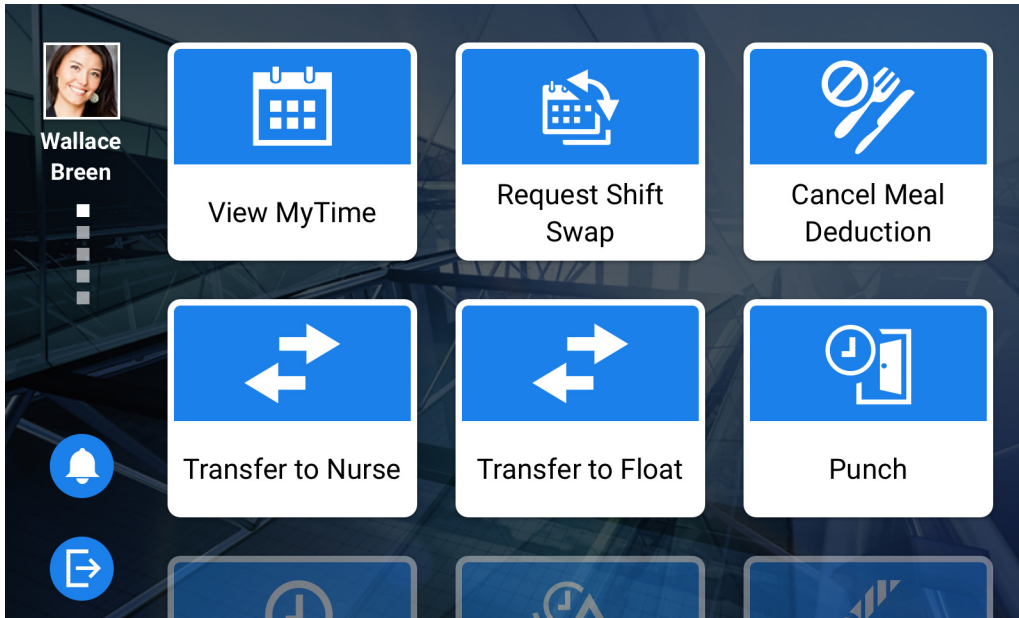
A timeclock that is configured with an Individual profile is employee-specific. It displays the following home page:



To access your Individual home page:

1. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
2. Enter your password.

Either the SmartLanding page (if configured) or your Individual home page opens, as in the following example:

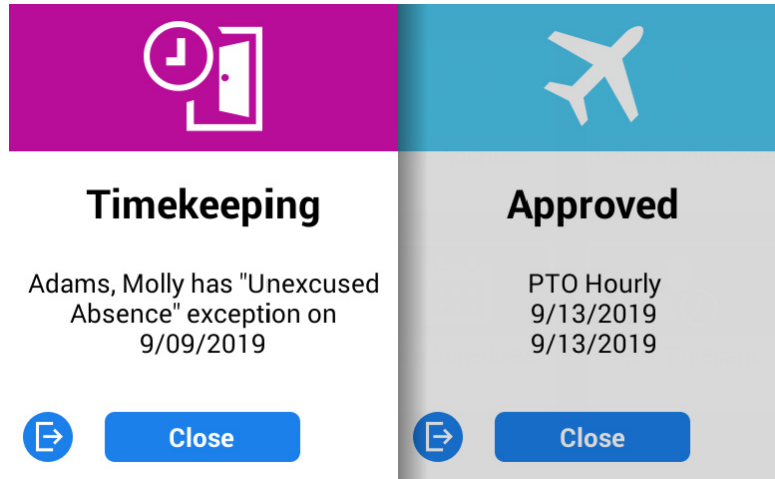


Note: For non-home employees, the timeclock displays the soft keys associated with the Community profile.

SmartLanding

The SmartLanding feature is available on timeclocks that are configured with an Individual profile. It displays your most recent unread messages from the Message Center (Smart View) transaction (for details, see “[Message Center \(Smart View\)](#)” on page 53). The messages are formatted as a set of up to five cards that you can view by swiping.

Navigation



- The message in the leftmost position is considered open. Tap the message to view its details in the Message Center. To close it and mark it as read, tap **Close**. You can close only messages that are in the leftmost position. To view other messages, swipe right, left, up, or down (the messages are still considered unread).
- If you tap the logout button on any message card, the system logs out of the entire set of cards. The messages are considered unread, and will appear in the Message Center.
- When you swipe left on the last open message, SmartLanding closes.
- If there are more than five unread messages, you are prompted to go to the Message Center to view them.

Standard transactions

Standard transactions use information that is stored in the timeclock. The following standard employee transactions are included with the InTouch DX G2 timeclock. All procedures assume that you have already entered your credentials. Depending on how the timeclock is configured and equipped, you can enter your credentials by swiping your badge, scanning your finger, or entering your badge ID.

Punch

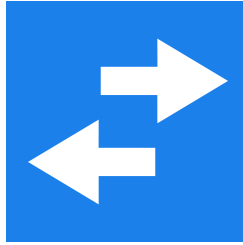


Note: If your administrator has configured a punch as the default transaction for a badge swipe, this soft key may not be available. For more information, see [“Default transactions”](#) on page 16.

Use the Punch transaction to punch in or punch out.

1. Tap **Punch**.
2. Swipe your badge or enter your badge ID and tap **Enter**.

Add Transfer



Enables you to transfer to another job, pay cost center, project, and so on. The available options depend on how the host application is configured.

1. Tap **Add Transfer**.
2. Depending on your configuration, complete one or more of the following fields:
 - Business Structure

Select Business Structure

Yukon North ▶ Dawson ▶ Canada ▶ Facility Management ▶ Department 1

Department [2]

☐ Administration ▶

☐ Maintenance ▶

Jobs [2]

☐ Overseer



Select



- Cost Center
 - Labor Transfer
 - Location Transfer
 - Work Rule
3. Enter the Date.
 4. Enter the Time.
 5. Tap **Submit**.

Cancel Meal Deduction



Note: This transaction functions only if meals are automatically deducted from the hours totals on your timecard.

If you work through a meal, tap **Cancel Meal Deduction** to add the worked time back into the hours totals on your timecard.

Edit Paycode



Allows you to edit the number of hours or the amount of money charged to a paycode.

Hours

1. Tap **Edit Paycode**.
2. Tap **Hours**.
3. Tap the Date text box, and select the date. You can enter a date up to 29 days in the past or in the future.
4. Enter the number of hours.
5. Open the Paycode list, and select the paycode that you are editing.
6. (Optional) Select the Business Structure.
7. Tap **Submit**. If successful, a summary of the transaction appears.

Money

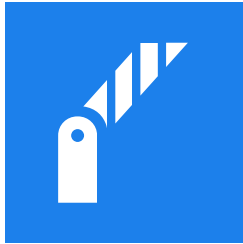
1. Tap **Edit Paycode**.
2. Tap **Money**.
3. Tap the Date text box, and select the date. You can enter a date up to 29 days in the past or in the future.
4. Tap the Time text box, and select the time.
5. Tap the Amount text box, select the dollar amount, and tap **Enter**.

6. Open the Paycode list, and select the paycode that you are editing.

Note: The timeclock validates the paycode against the employee's paycode edit profile.

7. (Optional) Select the Business Structure.
8. Tap **Submit**. If successful, a summary of the transaction appears.

Enter Gate



Tap **Enter Gate** to unlock a door or turnstile without affecting your punch status.

Enter Tips



Allows you to record your tips.

1. Tap **Enter Tips**.
2. Enter the Tip Amount.
3. Select the Business Structure.

4. Select the Cost Center.
5. Select the Work Rule.
6. Depending on how your system is configured, you may have the option to add a transfer.
7. Tap **Submit**.

Request Time-Off



Enables you to request vacation time, sick time, or other time off from work. In a single transaction, you can make one or more requests for time-off.

1. Tap **Request Time-Off**.

2. If prompted, select a time-off sub-type. Otherwise, go to the next step.

Request Time-Off

Start Date	12/23/2017	
End Date	12/24/2017	
Paycode	Vacation	
Duration	Full day	

3. Complete the following fields:
 - Start Date
 - End Date
 - Paycode
 - Duration
 - (Optional) Comments Code
 - (Optional) Comments
4. Do one of the following:
 - If you are submitting a single request, tap **Submit**. A confirmation message appears, followed by a summary page. Go to step 5.
 - If you are submitting multiple requests, tap **Add Another**. Repeat steps 2–3 for each additional request. Then go to the next step.
5. Tap **Review**. You have the option to edit or delete your requests.
6. Tap **Submit**. A confirmation message appears, followed by a summary page, which indicates how many hours of time-off remain.

7. (Optional) Tap **Create New Request**, or tap the bell icon to open the Message Center.
8. Select **Logout**.

Review Punches

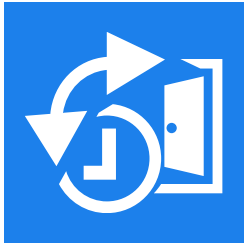


Enables you to view successful punches, rejected punches, and labor transfers that have occurred during a specified time period.

Administrators: To configure the number of hours' worth of data that the timeclock displays, see the online help for the host application.

1. Tap **Review Punches**. Each punch, rejected punch, and labor transfer that occurred in the previous review period.
2. To view details about a rejected punch or labor transfer, tap the row.

View Punch Status



Allows you to view the date and time of your last in-punch or out-punch. The time span that the system searches is configurable.

View Schedule



Displays your schedule for the current or future pay periods. You can also request time-off or a shift swap.

1. Tap **View Schedule**. Your schedule for the current pay period opens. To view your schedule for a future pay period, tap the calendar icon.
2. Tap a scheduled day to view details.
3. (Optional) Tap **Request Time-Off** or **Request Shift Swap**.

Smart View transactions

Unlike standard transactions, Smart View transactions do not rely on information that is stored in the InTouch DX G2 timeclock. Instead, they allow you to perform transactions at the timeclock and submit the information directly to the host application database. Transaction information and data entry screens are HTML pages that you access using a web address (URL).

The following Smart View transactions are available when you are working in Employee mode.

Edit Paycode

Message Center

Move Paycode

Request Open Shift

Request Shift Swap

Respond to Shift Swap Requests

View Accruals

View Schedules

View Timecard

View Totals

View My Time

Administrators: You can create custom Smart View transactions for your employees. For example, you can configure a Smart View transaction that plays a training or educational video that resides on the host application. For more information, see the device configuration online help.

Edit Paycode (Smart View)



Use the Edit Paycode transaction to associate a positive or negative amount of time or money with a paycode. Use this feature to enter non-productive time when you are unable to punch in and out (for example, sick, vacation, or personal time). The paycodes that are available depend on your configuration in the host application.

1. Tap **Edit Paycode**.
2. Swipe your badge or enter your badge ID and tap **Enter**.
3. Do one of the following:
 - To edit a paycode in hours, go to Hours.
 - To edit a paycode in money, go to Money.

Hours

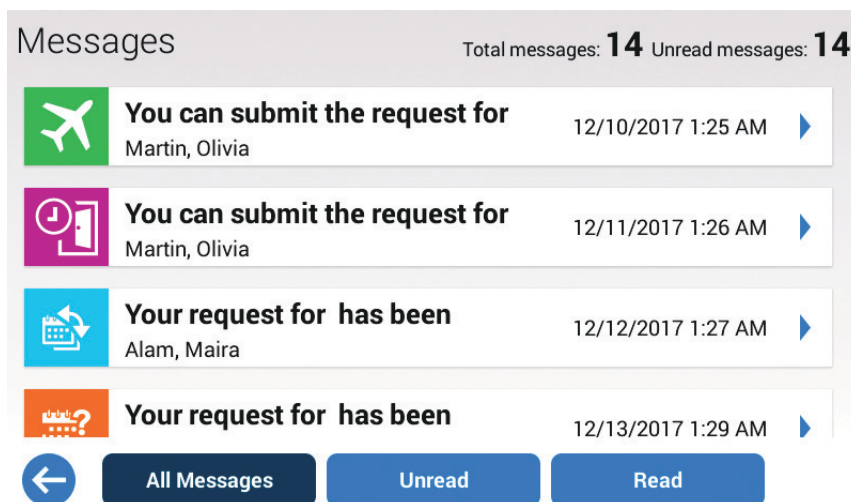
1. Tap **Hours**.
2. Select the date. You can enter a date up to 29 days in the past or in the future.
3. Enter the number of hours.
4. Select the paycode.
5. (Optional) Select the business structure, and one or more labor levels.
6. Tap **Submit**.

Money

1. Tap **Money**.
2. Select the date. You can enter a date up to 29 days in the past or in the future.
3. Enter the amount.
4. Select the paycode.
5. (Optional) Select the business structure, and one or more labor levels.
6. Tap **Submit**.

Message Center (Smart View)

The Message Center transaction allows you to view and store messages related to time-off requests, shift-swap requests, and other transactions. When you successfully punch, the confirmation page indicates the number of unread messages (if any) that are in the Message Center, which is denoted by a bell icon. To view the messages, tap the link and enter your credentials.



Navigation

- Unread messages contain bold text and color graphics. Messages that you have read are grayed out.
- By default, all messages appear in the list, but you can choose to view only unread messages or only read messages by tapping the appropriate button.
- To view the contents of a message, tap its row.

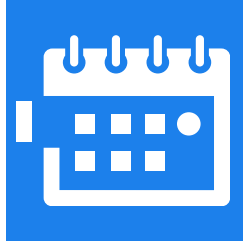
Move Paycode (Smart View)



Use this transaction to deduct hours charged to a paycode and add them to a different paycode.

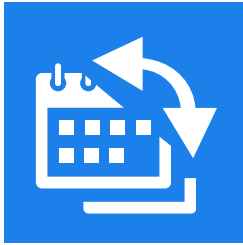
1. Tap **Move Paycode**.
2. Tap the Date text box, and select the date. You can enter a date up to 29 days in the past or in the future.
3. Tap the Time text box, and select the time.
4. Enter the number of hours.
5. Open the From Paycode list, and select the paycode from which you are deducting hours.
6. Open the To Paycode list, and select the paycode to which you are charging hours.
7. (Optional) Select the business structure, and one or more labor levels.
8. Tap **Submit**. If successful, a summary of the transaction appears.

Request Open Shift (Smart View)



1. Tap **Request Open Shift**.
2. If prompted, select a shift sub-type. Otherwise, go to the next step.
3. Tap the Select Shift text box. A list of open shifts appears (to view details, tap the shift).
4. Select the appropriate shift.
5. Tap **Select**.
6. On the Shift Preferences page, complete the following fields:
 - Start Date
 - End Date
 - Shift Type
7. Tap **Apply**.
8. (Optional) To request another shift, tap **Create New Request**.

Request Shift Swap (Smart View)



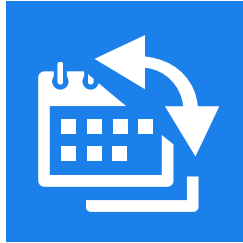
This transaction allows you to exchange one of your shifts for the shift of another employee.

1. Tap **Request Shift Swap**.
2. Tap the Offered Shift field to view your shifts. Select the shift that you are offering to swap, and tap **Select**. The information icon reveals shift details.
3. Tap the Available Shifts field to view the available shifts. Select the appropriate shift, and tap **Select**.
4. Tap **Submit**.

Note: If the Respond to Swap Request button appears, another employee has submitted a request to swap a shift with you. See “Respond to Shift Swap Request (Smart View).”

5. (Optional) On the confirmation page, you can request time-off or view pending requests by tapping the appropriate button.

Respond to Shift Swap Request (Smart View)



Use this transaction to respond to requests for shift swaps from other employees.

1. Tap **Respond to Shift Swap Request**. The requests for the current pay period appear.
2. Tap an employee to view the offered and requested shifts. To view details, tap the information icon.
3. Tap **Refuse** or **Accept**.
4. Continue in this manner to accept or refuse any other requests.

View Accruals (Smart View)



Use the View Accruals transaction to view current totals of accrued time, such as vacation, personal, and sick time. The totals are accurate as of the time that you perform the transaction. Accrual totals information includes the available, ending, opening vested, and tracking period balances.

1. Tap **View Accruals**. A green bar indicates an accrual with a positive balance; a red bar indicates an accrual with a negative balance.

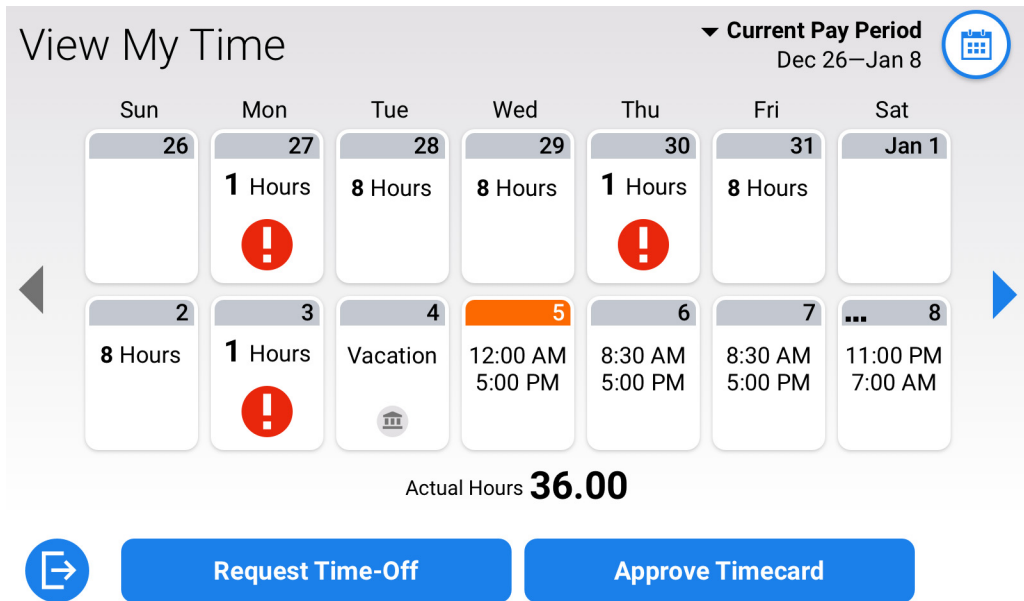
2. To view details about an accrual, tap its row.
3. (Optional) Depending on your configuration, you can perform the **View Totals** or **Request Time-Off** transactions.

View My Time (Smart View)



View My Time allows you to compare actual punches to your schedule, and includes transfers, exceptions, paycodes, upcoming shifts, past punches, and hours per day. It essentially combines features of the View Schedules and View Timecard transactions.

Tap **View My Time**.



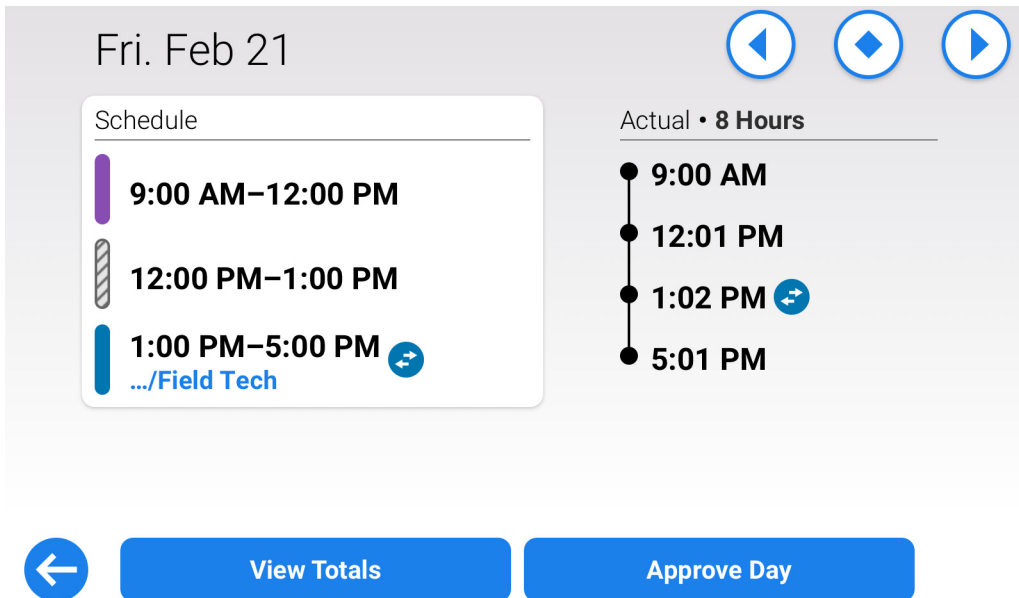
The page defaults to the current pay period, but you can select the previous or next pay periods, and view past punches and upcoming shifts.

The number of timecard exceptions for the day is denoted by a counter. The affected shift is denoted by an exclamation point; tapping it shows the exception details.

When viewing a complete pay period, you can perform the following transactions:

- **Request Time-Off:** For details, see [“Request Time-Off”](#) on page 47.
- **Approve Timecard** (if configured): Approves all days in a pay period through the current day. The timecard shows actual punch times even if the host application is configured to perform punch rounding. When you tap **Approve Timecard**, the button toggles to **Remove Timecard Approval**, which allows you to revert an approved timecard to its unapproved state.

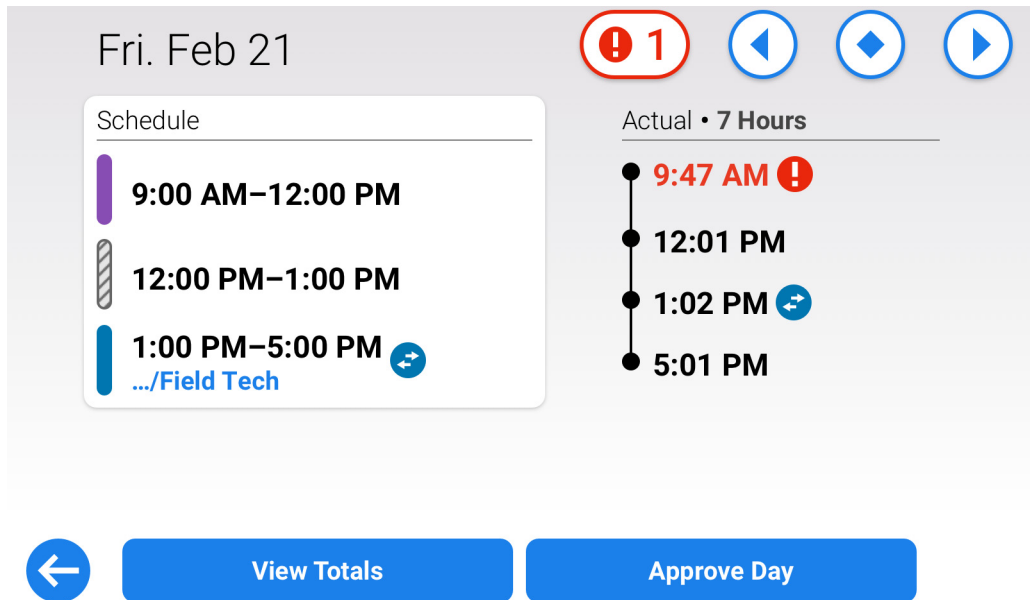
When viewing a day, you can perform the following transactions:



- **View Totals:** For details, see “[View Totals \(Smart View\)](#)” on page 63.
- **Approve Day** (if configured): Approves the day that you are viewing. When you tap **Approve Day**, the button toggles to **Remove Day Approval**, which allows you to revert an approved day to its unapproved state.

Note: If the timeclock is not configured to permit daily approvals, the **Approve Day** button is replaced by the **Approve Timecard** button.

The following illustration shows a timecard with an exception, denoted by the exclamation point icon:



View Schedule (Smart View)



Displays your schedule for the current or future pay periods. You can also request time-off or a shift swap.

1. Tap **View Schedule**. Your schedule for the current pay period opens. To view your schedule for a future pay period, tap the calendar icon.
2. Tap a scheduled day to view details.
3. (Optional) Tap **Request Time-Off** or **Request Shift Swap**.

View Timecard (Smart View)



Displays your timecard (for employees who use the hourly time-entry method only).

View Totals (Smart View)



Use the View Totals transaction to view total hours for each job in a selected pay period.

1. Tap **View Totals**. A list of total hours per job appears.
2. Tap a row to view the hour amounts categorized by type, such as regular, evening, and overtime.

When viewing your totals, you can perform the following transactions:

View Accruals: For details, see [“View Accruals \(Smart View\)”](#) on page 57.

Request Time-Off: For details, see [“Request Time-Off”](#) on page 47.

Chapter 3

Manager Mode Transactions

Introduction

Administrators: Use the device configuration function to set up access to Manager mode. You can configure a timeclock to include one or more Employee mode transactions while it is in Manager mode. For information about Employee mode transactions, see [“Employee Mode Transactions”](#) on page 35.

To perform transactions for employees (such as adding punches, or overriding restrictions), you must be enrolled in UKG Dimensions as an employee with a Manager license.

Caution: Performing Manager mode transactions can affect data that the timeclock has already sent to payroll for processing.

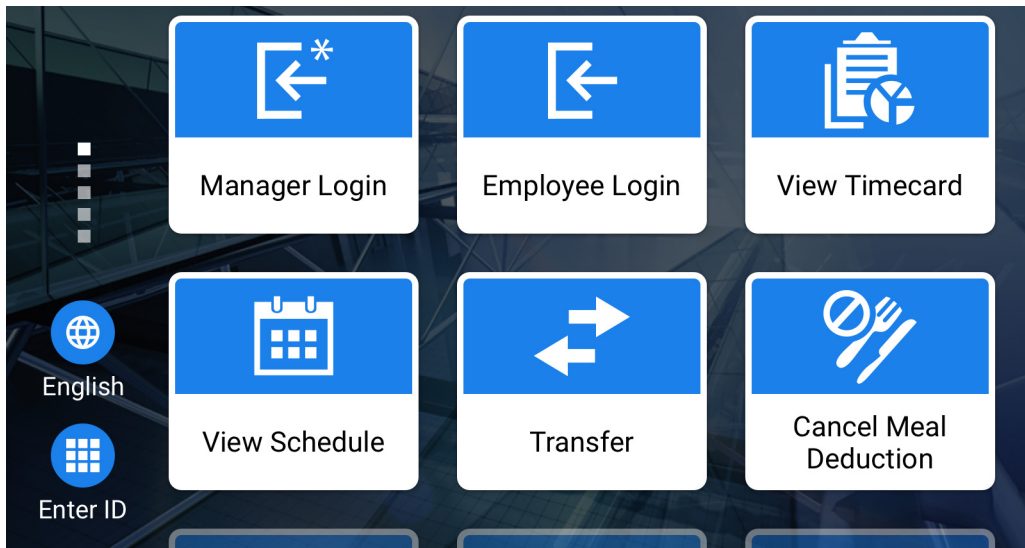
Access your manager home page

Your manager home page allows you to perform supervisory transactions, such as enrolling employees for biometric authentication, adding punches, or overriding schedule restrictions. Your home page contains your photo or initials, a link to the Message Center (if configured), and transactions that are assigned to you.

There are two ways to log in and access your manager home page, depending on how your timeclock is configured.

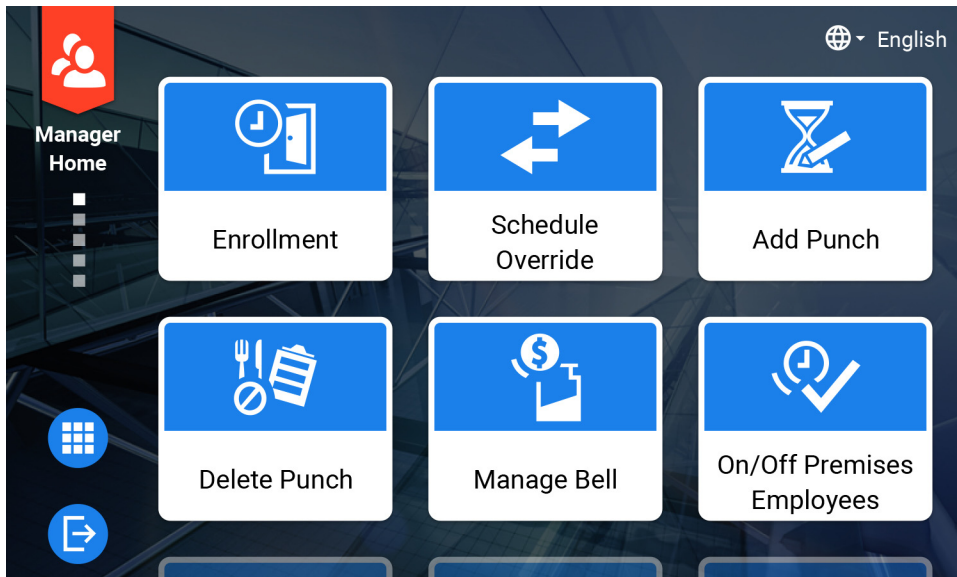
Use a soft key

A timeclock that is configured with a Community profile displays a home page that is not employee-specific (as in the following example).



To access your manager home page:

1. Tap **Manager Login**.
2. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
3. Enter your password. Your manager home page opens, as in the following example.



Enter your credentials

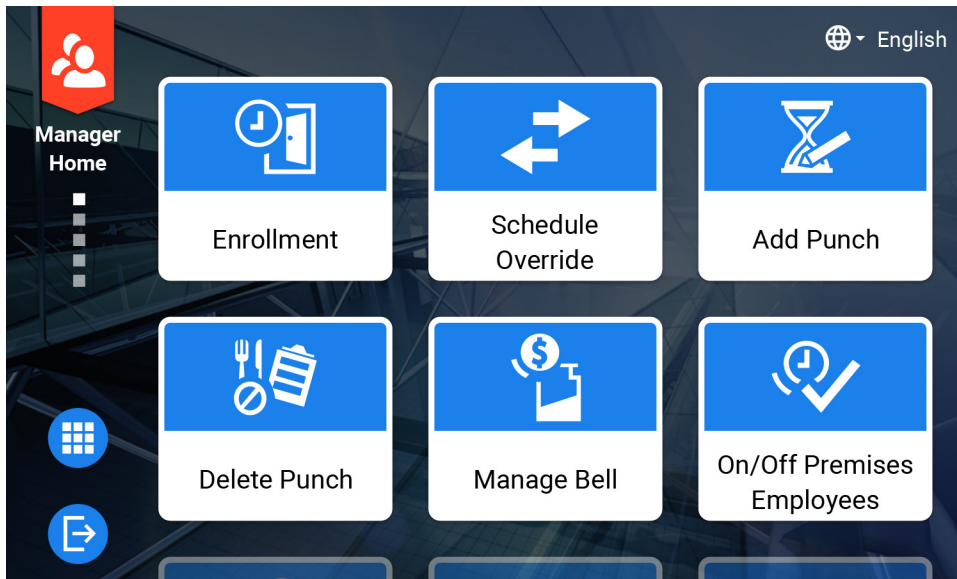
A timeclock that is configured with an Individual profile is employee-specific. It displays the following home page:



To access your manager home page:

1. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
2. Enter your password.

Your manager home page opens, as in the following example:



Biometric transactions: UKG Touch ID Plus™

Timeclocks that include the UKG Touch ID Plus option can validate an employee's identity based on a finger scan. This option offers two types of biometric scanning: biometric verification and biometric identification.

- Biometric *verification* requires employees to swipe their badge or enter their badge ID before they scan a finger—on a timeclock that is configured for biometric verification.
- Biometric *identification* requires employees to perform only a finger scan—on a timeclock that is configured for biometric identification.

If you are using the UKG Touch ID Plus option, the Enroll Employee and Unenroll Employee transactions are available.

Administrators: Biometric transactions require some configuration in the host application. Access the Device Configuration page, and select **Cards and Readers > Biometric**.

- To enable biometric identification for home employees, select **Enable Biometric Identification**. To enable biometric *verification* for home employees, clear this check box.
- The Device Biometric Verification Threshold is a measure of how closely an employee's live finger scan must match the stored enrollment template. Select **High, Normal, Low, or None**.
- **Enable Biometric Verification on all Transactions:** Enables employees who are enrolled for finger scan biometrics to use biometric verification or biometric identification for *all* standard transactions—that is, those that result in timecard entries, and others such as View Attendance Balance or View Punch Status.

You cannot enable finger scan biometrics for only *selected* standard transactions. The device configuration setting that enables biometric verification or biometric identification applies to *all* standard transactions that can result in timecard entries. If you select **Enable Biometric Verification on all Transactions**, you enable biometrics for all standard transactions.

You *can*, however, enable finger scan biometrics for individual Smart View transactions. Access the Device Configuration page, and select **Smart View**. Open the **Smart View Transaction Editor** and select the **Prompt for Employee Badge and Biometric Verification** check boxes. The Smart View transaction then allows biometric scanning for home employees who are enrolled in biometrics. Non-home employees can also use biometric scanning for the Smart View transaction, provided that you enable non-home employees to perform biometric scanning for *standard* transactions.

- **Enforce Biometric Verification:** Requires employees to enroll for finger scan biometrics before performing transactions that use biometrics
- **Enable Biometric Validation:** Allows non-home employees to use biometric verification (that is, allows cross-punching).

Note: Employees cannot cross-punch using biometric *identification*.

Templates

The Enroll Employee transaction creates a template for an employee's finger. A template is a mathematical representation of a fingertip that is stored on the InTouch DX G2 device, in an encrypted format. The finger scan device uses a composite of three different images of an employee's fingertip to create the template. The UKG Touch ID Plus technology does *not* store actual fingertip images. Furthermore, the mathematical representations of the fingertips cannot be used to re-create the original images.

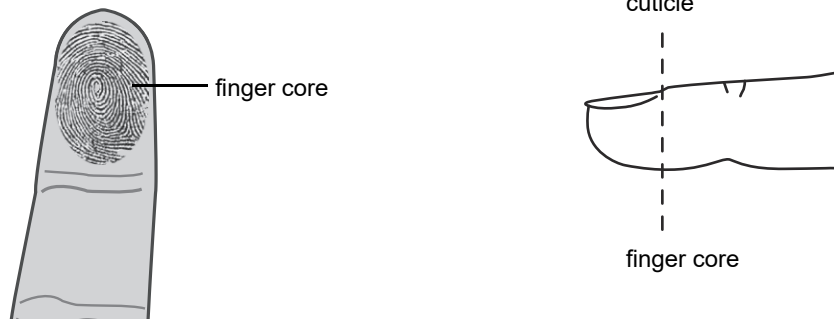
Each employee can enroll two fingers—a primary finger and, if required, a secondary finger. The InTouch DX G2 timeclock uses these templates to perform biometric verification or biometric identification when employees perform a finger scan. Biometric *verification* requires an employee to swipe a badge or enter a badge ID before scanning a finger. Biometric *identification* requires only a finger scan.

Note: Biometric identification supports *only* home employees.

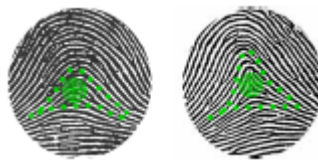
The finger scan device can enroll a maximum of 5,000 employees *and* 10,000 templates. If you attempt to enroll an employee after this limit is reached, an error message appears.

To determine the current capacity of a device, run the Biometric report. See [“Biometric”](#) on page 137.

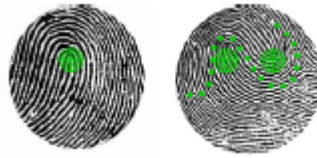
Terminology



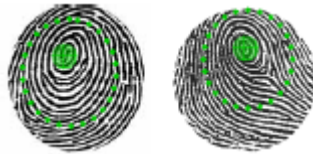
A finger contains a pattern of ridges, with typically one innermost ridge that curves in on itself, near the center. The finger scan device uses the unique characteristics of a fingertip's ridges to construct the template.



arches (plain and tented)

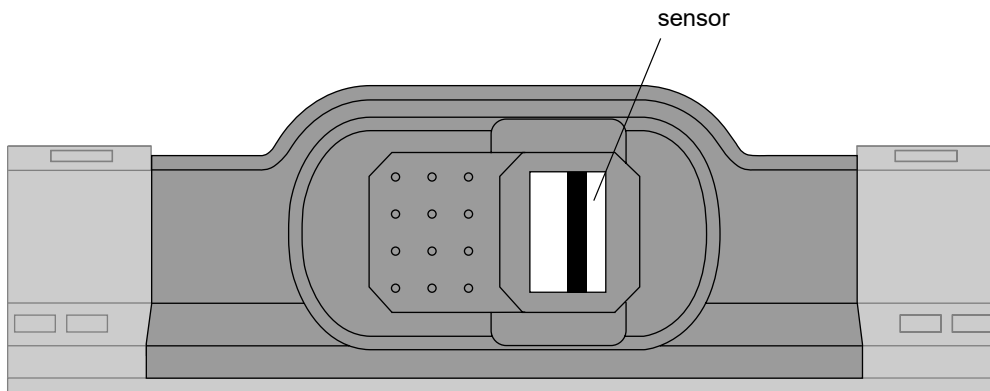


loops (singular and twin)

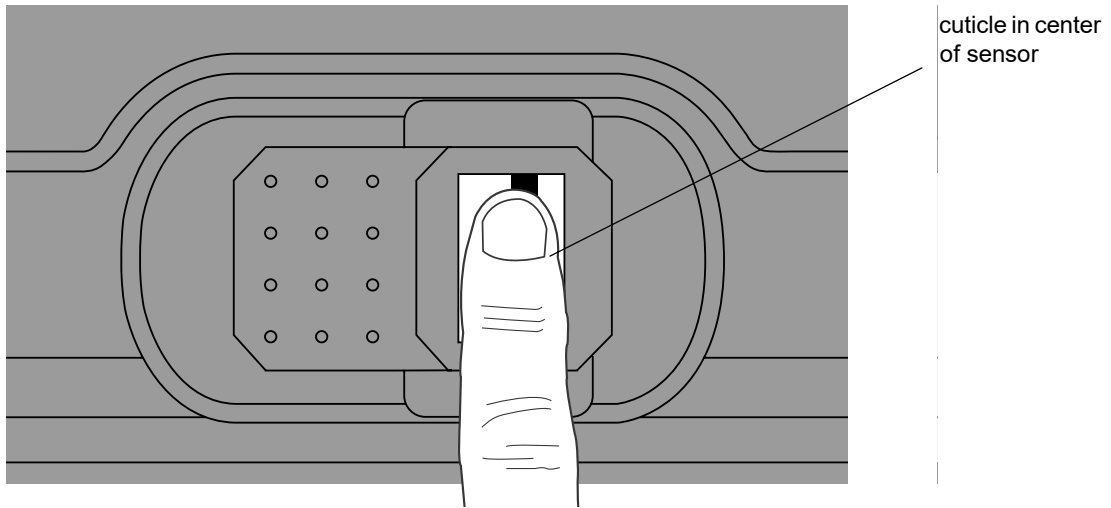


whorls and central pocket loops

Managers: Before you attempt to enroll *employees*, practice enrolling yourself several times, and observe how finger placement, pressure, and moisture affect the scan results. Then enroll a small group of employees to familiarize yourself with the process. Keep future enrollment groups as small as practical.



Place your finger on the sensor with your cuticle at its center.



Enroll or Re-Enroll Employee—finger scan



Administrators: When an employee places a finger on the sensor, the timeclock displays a live image of the fingertip. The image helps the employee position the fingertip on the sensor to achieve a Good enrollment. You can, however, disable this feature and substitute a static image of a finger by using free-form XML. Access the Device Configuration page, and select **General Settings > XML**. For details, see the device configuration online help.

To enroll or re-enroll an employee for biometric validation:

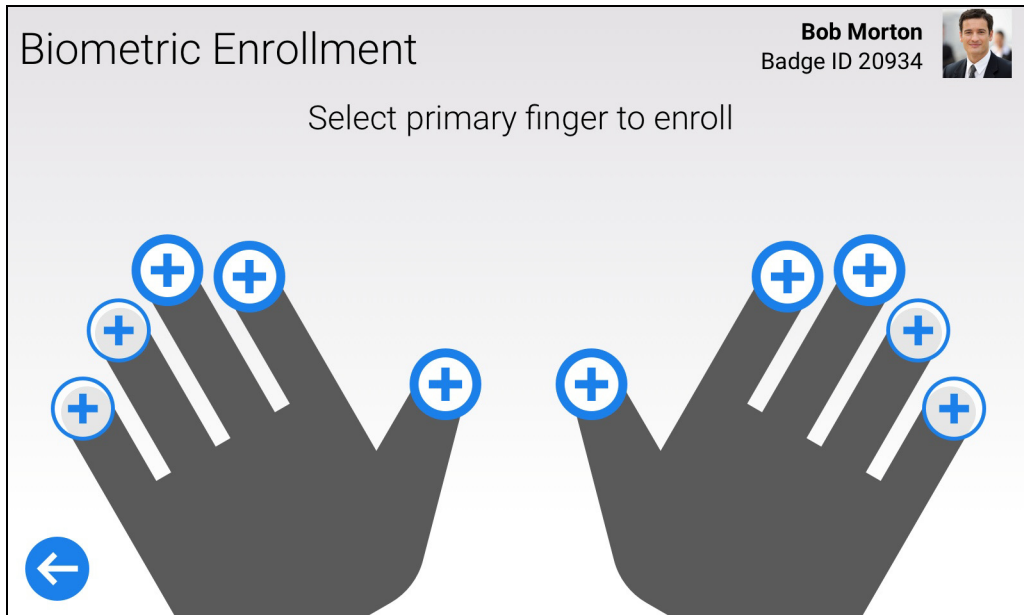
1. Tap **Enroll Employee**.
2. To select the employee, use one of the following methods:
 - Swipe the employee's badge.
 - Enter the employee's badge ID.
 - Search by employee name.
 - Browse the employee list.

Note: If you select an employee who is already enrolled, the enrollment summary page opens.

Managers: If the employee is already enrolled, the system offers you the option of re-enrolling the employee's primary or secondary finger.

The system guides the employee through the enrollment process.

Scan finger



1. Tap the target (+) that corresponds to the finger you are enrolling. In order of preference, select your index finger, middle finger, or thumb. Enroll your ring finger or pinky *only* if you cannot successfully enroll the other fingers. If you *do* tap the ring finger or pinky, a warning message appears; you can then continue or change the finger.

Note: Ensure that your finger is clean, and not too dry.

2. Directly face the timeclock so that you can comfortably place your finger on the sensor—without awkwardly extending your arm or hand.
3. Position your finger core above the center of the sensor.
4. Place your finger flat on the sensor. Do not twist, rotate, or slide your finger while it is on the sensor. If your finger is positioned incorrectly, the system instructs you to reposition it for a successful scan.

Note: If the system directs you to reposition your finger, do not *slide* the finger into place. Rather, lift your finger from the sensor and then place the finger in the recommended position.

5. Apply firm, even pressure. If you apply too little pressure, the sensor might not detect your finger. If you apply too much pressure, the image might be too dark. In either case, the enrollment can fail.
6. Hold your finger on the sensor until the image frame turns green, the LED flashes green, and the timeclock emits a tone; then remove it.

Administrators: To disable the tone, access the Device Configuration page, and select **General Settings > Display**. Then, clear the **Enable tone for response** check box.

The system grades the scan quality as Good, Fair, or Poor, and prompts you to re-scan the same finger.

7. When instructed, re-scan the same finger. Repeat the process until you have obtained three scans. The system uses the three images to create a single template.

The results pages for the three scans include the following information:

Parameter	Description
Enrollment	Good Fair Poor
Quality Score	A measure of the useful data that the sensor detected in the finger scan. Some fingers have indistinct ridges, scars, or other characteristics that can lower the quality score. The system uses the following scale: • Good: 60 or greater • Fair: 40–59 • Poor: 39 or less
Threshold	A measure of how closely an employee’s live finger scan must match the stored enrollment template. There are four threshold settings: High, Normal, Low, and None.

The results pages vary, depending on the enrollment score: Good, Fair, or Poor.

Good Enrollment

After a few seconds, the confirmation screen times out.

Fair Enrollment

Do one of the following:

- Tap **Retry**. Return to step 1. Re-scan the same finger, and try to achieve a Good enrollment.
- Tap **Change Finger**. Return to step 1 and select a different finger.
- If you have tried enrolling each finger, without achieving a Good Enrollment, tap **Accept Best**. Go to “Confirm finger scan.”

Poor Enrollment

Note: A low Quality score might indicate that your finger is too dry. Moisten it using the PreScan® fingertip enhancer pad.

Do one of the following:

- Tap **Retry**. Return to step 1. Re-scan the same finger, and try to achieve a Good enrollment.
- Tap **Change Finger**. Return to step 1 and select a different finger.
- If you have tried enrolling each finger, without achieving a Good Enrollment, tap **Accept Best**.

If you tap **Continue**, and thereby accept a Poor enrollment, you can use only biometric verification or biometric identification with badge ID at the timeclock. That is, you must first swipe a badge or enter a badge ID before scanning the finger that you enrolled. Go to “Confirm finger scan.”

For more information, see [“Biometric identification with badge ID”](#) on page 81.

Confirm finger scan

When you are prompted to confirm your finger scan, re-scan the same finger that you used in the “Scan finger” section. The biometric device compares the previously captured finger scan image (or template) with your current *live* finger scan.

The following sections describe the possible results of the enrollment test.

Accepted

If you have enrolled only a primary finger, the system prompts you to enroll another, secondary finger. Tap **Enroll Secondary Finger**, and repeat the steps in the “Scan finger” section for the secondary finger.

Tap one of the following:

- **Yes:** Return to “Scan finger” (step 1), and select another finger.
- **No:** The enrollment process is completed.

Failed

Do one of the following:

- Tap **Retry**. Return to “Scan finger” (step 1). Re-scan the same finger, and try to achieve an Accepted enrollment test.
- Tap **Change Finger**. Return to “Scan finger” (step 1), and select a different finger.

Managers: If the employee fails the enrollment test three consecutive times, on a timeclock that is configured for biometric verification, the system prompts you to change the threshold, or ask the employee to enroll a different finger.

Note: The employee should first attempt to successfully enroll *any* finger, by tapping **Change Finger**, before you consider lowering the threshold.

A lower threshold—**Normal** or **Low**—allows a wider variance between the enrollment template and the live finger scan. This adjustment increases the chance that the device will accept the employee’s test results—but it also increases the chance that the device will incorrectly accept *another* employee’s finger scan. Furthermore, if you lower the threshold from **High**, these templates will be ineligible for biometric *identification*—but they can be used for biometric verification or biometric identification *with badge ID*. If you set the threshold to **None**, the device will always accept the employee’s test result, regardless of its quality. When you lower the threshold setting at this screen, it applies to the current employee only.

Biometric identification with badge ID

Biometric identification with badge ID is designed for employees who attempt to enroll for biometric identification, but whose finger scans are consistently Poor.

The “Biometric identification with badge ID” feature thus allows organizations to use InTouch DX G2 timeclocks for biometric identification for the majority of its employees—that is, those employees who achieve Good or Fair enrollments can identify themselves by using a finger scan only. For those few employees who can only achieve Poor enrollments, this feature permits them to use the device by swiping a badge (or entering the badge ID) and then scanning a finger.

Managers: After you complete the enrollment process for an employee, the system prompts you to enroll another employee.

Re-enroll employee

Managers: You can re-enroll an employee whose enrollment scores are unsatisfactory. In this example, the employee is re-enrolling the secondary finger, which achieved only a Fair enrollment.

1. Tap **Enroll Employee**.
2. Swipe the employee’s badge or enter the badge ID and tap **Enter**.
3. Tap **Yes**.
4. Tap **Secondary**. The check mark indicates the primary finger that the employee enrolled.

5. Instruct the employee to select any *other* finger as the secondary finger.
6. Go to “Scan finger” (step 2) to continue the enrollment process.

Troubleshooting

Result	Possible cause
Dark image	You are applying too much pressure. Your finger is too moist. Your finger is not clean. The sensor is not clean. Apply diluted dishwashing liquid to a soft, lint-free cloth, and wipe the sensor. Let the sensor dry before resuming enrollments. Do <i>not</i> use disinfectant wipes, alcohol, or abrasive cleaners on the sensor.
Screen reads “Press harder.”	You are not applying enough pressure. Your finger is too cold. Fingers that are at room temperature scan best. Rub your hands together. Your finger is too dry. Use the PreScan® fingertip enhancer pad or apply hand moisturizer.

Unenroll Employee



The Unenroll Employee transaction removes an employee's template from the timeclock. It revokes the employee's ability to punch using a finger scan.

1. To start, tap **Unenroll Employee**.
2. To select the employee, use one of the following methods:
 - Swipe the employee's badge.
 - Enter the employee's badge ID.
 - Search by employee name.
 - Browse the employee list.

Note: If you select an employee who is not yet enrolled, you have the option to enroll the employee.

3. You are prompted to confirm your action. Tap **Unenroll**.
4. After successfully unenrolling the employee, you are prompted to unenroll another employee.

Standard transactions

Standard transactions use information that is stored in the timeclock. The following standard manager transactions are included with the InTouch DX G2.

The instructions for all Manager mode transactions assume that you are already in Manager mode.

Add Punch



Use the Add Punch transaction to add a missing punch for an employee, or to edit punch information. You cannot change the date or time of an existing punch. However, you can delete the punch (see [“Delete Punch”](#) on page 85) and then add a punch with a new date or time.

You can perform this transaction for 29 days before or after the current date, which is considered day 0.

1. Tap **Add Punch**.
2. To select the employee, use one of the following methods:
 - Swipe the employee’s badge.
 - Enter the employee’s badge ID.
 - Search by employee name.
 - Browse the employee list.
3. Select the date.

4. Select the time.

Note: Midnight (enter as 00:00) is the first minute of a day; 11:59 P.M. (enter as 23:59) is the last minute of a day.

5. (Optional) Select a comment code.
6. Depending on how your system is configured, you can make selections from one or more transfer-related fields. For example:
 - Business Structure
 - Pay Cost Center
 - Work Rule
 - Project
 - Department
 - Work Order
7. Tap **Submit**. If accepted, a confirmation message appears. Depending on the system configuration, you have the option of performing the View Employee Timecard or View Employee Schedule transactions.

Delete Punch



Use the Delete Punch transaction to delete an improperly entered employee punch. You can enter a date up to 30 days before or after the current date.

1. Tap **Delete Punch**.
2. To select the employee, use one of the following methods:
 - Swipe the employee's badge.
 - Enter the employee's badge ID.
 - Search by employee name.
 - Browse the employee list.
3. Select the date.
4. Select the time.
5. (Optional) Select a comment code.
6. Tap **Submit**. If successfully deleted, a confirmation message appears. Depending on the system configuration, you have the option of performing the View Employee Timecard or View Employee Schedule transactions.

Manage Bell



If the timeclock is connected to a bell, organizations can schedule the bell to ring at specific times, such as the start of a break. Bell schedules include primary bells and optional warning bells. Primary bells signal the start of a transaction; warning bells signal the *approach* of a transaction (for example, the start of a shift).

Administrators: To configure bell schedules, access the Device Configuration page, and select **Bells & Gates > Bells**.

Ring Bell

To ring the bell at unscheduled times (such as during an emergency):

1. Tap **Manage Bell**.
2. From the Duration Seconds menu, select the duration.
3. Tap **Ring Bell**.

Silence Bell

To either prevent the bell from ringing as scheduled (for a specified duration), or to silence a bell that is ringing:

1. Tap **Manage Bell**.
2. From the Duration Seconds menu, select the duration. If you enter 0, the bell is silent for an indefinite period.
3. Tap **Silence Bell**.

Note: To revert the silencing of the bell so that it *will* ring, as scheduled, perform this transaction again and specify a duration other than 0.

View Bell Times

To view the bell schedules downloaded to the timeclock:

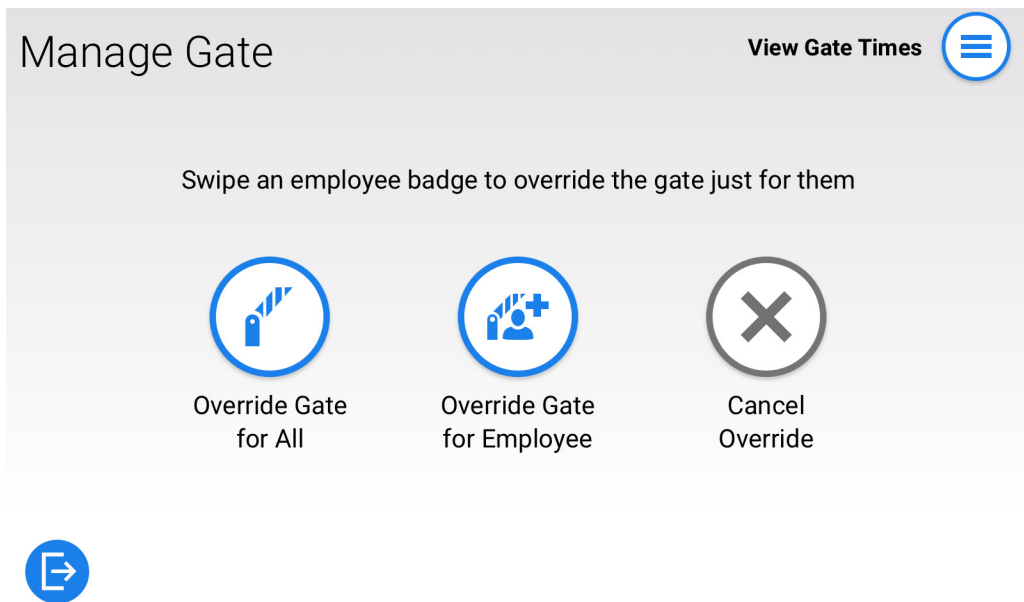
1. Tap **Manage Bell**.
2. Tap **View Bell Times**. The information includes:
 - The days and times that the primary bell rings.
 - The length of time that the primary bell rings.
 - The length of time before the primary bell rings that the warning bell rings.
 - The length of time that the warning bell rings.

Manage Gate



Administrators: You can connect a timeclock to a door latch, to control employee access to a locked building or room. To do the following, access the Device Configuration page, and select **Bells & Gates > Gates**.

- Configure the timeclock to accept gate entry punches from home employees only, or all employees.
- Connect a remote badge reader to a device that is configured for gate entry. You can install the reader outside the door to the building that houses the device. The default transaction for the reader is Enter Gate.
- Configure the device to interpret a badge read as either of the following:
 - Entry only—Set up a soft key to perform this transaction.
 - Entry and a simple in-punch or out-punch for a shift—The punch can also be subject to schedule enforcement and biometric verification or identification.
- Set up the gate schedules for a device. A gate *open* schedule is a period when a door is unlocked, and employees can access an area without swiping their badges. A gate *off* schedule is a period when the gate remains locked, even if an employee performs a transaction that would otherwise unlock the gate.



Override Gate for All

Opens a door for all employees for a specified time span—without requiring them to swipe a badge. This feature is useful when you are not restricting access to an area.

Note: If a gate is already overridden for an employee, this transaction cancels that override and replaces it with the current one.

1. Tap **Manage Gate**.
2. Tap **Override Gate for All**.
3. Enter the duration of the override, in minutes. Maximum amount: 10,080 (or 7 days).

4. Tap **Override**. The door unlocks to allow unrestricted entry. The status of the override appears on the screen. Tap it to view the employees who have active overrides.
5. (Optional) To cancel the override and restore the gate schedule, tap **Cancel Override**. A confirmation message appears.

Override Gate for Employee

Opens a door for a specific employee. This feature is useful when the timeclock cannot read an employee's badge, or when the employee has forgotten the badge.

1. Tap **Manage Gate**.
2. Tap **Override Gate for Employee**.
3. Swipe the employee's badge or enter the badge ID.
4. Enter the duration of the override, in minutes. Maximum amount: 10,080 (or 7 days).
5. Tap **Override**. The door unlocks to allow the employee to enter.
6. (Optional) To cancel the override for this employee, tap **Cancel Override**. A confirmation message appears.

View Gate Times

To view the gate schedules downloaded to the timeclock:

1. Tap **Manage Gate**.
2. Tap **View Gate Times**. A summary of the gate open and gate close schedules appears.

Override Global Home



Administrators: For information about punch interpretation rules, see the device configuration online help.

Use this transaction to override schedule and punch restrictions for home employees when unusual circumstances occur. For example, if there is inclement weather, this feature enables home employees to punch out early.

1. Tap **Override Global Home**.
2. Tap the Duration Hours text box.
3. Enter the duration of the override, in minutes (use the hh:mm format). Tap **Enter**.
4. Tap **Enable Override**.

Note: After a successful override, a summary page opens. To disable the override, tap **Disable Override**.

Override Global Non-Home



Use this transaction to temporarily or indefinitely allow non-home employees to punch at restricted times. For example, this feature enables non-home employees to punch out early because of inclement weather.

1. Tap **Override Global Non-Home**.
2. Tap the Duration Hours text box.
3. Enter the duration of the override, in minutes (use the hh:mm format). Tap **Enter**.
4. Tap **Enable Override**.

Note: After a successful override, a summary page opens. To disable the override, tap **Disable Override**.

Override Single Home Employee Restriction



When unusual circumstances occur, use this transaction to override schedule and punch restrictions for a specific home employee. For example, you can allow an employee to start or leave work earlier than scheduled.

1. Tap **Override Single Home Employee Restriction**.
2. To select the employee, use one of the following methods:
 - Swipe the employee's badge.
 - Enter the employee's badge ID.
 - Search by employee name.
 - Browse the employee list.
3. Enter the number of credits (99 or fewer).
4. Enter the duration of the credit, in minutes (use the hh:mm format).
5. Tap **Submit**. If the override is accepted, a confirmation message appears. You have the option to select another employee and perform the same transaction.

Override Single Non-Home Employee Restriction



Use this transaction to enter a punch for a non-home employee when there is a Global Restriction in effect. You can perform this transaction for several employees in succession.

1. Tap **Override Single Non-Home Employee Restriction**.
2. Swipe the employee's badge or enter the badge ID and tap **Enter**.
3. Swipe the next employee's badge or enter the badge ID and tap **Enter**.
4. Continue in this manner until you have included all of the appropriate employees.

Override Schedule



This transaction allows managers to modify an employee's schedule from the timeclock—without needing to use the host application. The host application validates these revisions against the punch interpretation rules that apply to the employee. If the changes are accepted, the revised schedule is saved to the host application database. The host application then sends the revised schedule back to the timeclock, which accepts or rejects the punches.

1. Tap **Override Schedule**.
2. To select the employee, use one of the following methods:
 - Swipe the employee's badge.
 - Enter the employee's badge ID.
 - Search by employee name.
 - Browse the employee list.

Note: If configured to override the schedules of non-home employees, you cannot search by employee name, or browse the employee list.

You can add, edit, or delete a shift for the employee you selected.

Add shift

1. Tap **Add Shift**.
2. Enter the following information:
 - Start Date
 - Start Time
 - End Date
 - End Time
 - Paycode
 - Comment Code (optional)
3. Tap **Add Shift**. If the override is accepted, a confirmation message appears.

Edit shift

1. Tap **Edit Shift**. A list of all of the shifts for the current date appears.
2. Do one of the following:
 - Tap the appropriate shift.
 - To view shift on a different day, tap **Select Date**, choose the day, and then tap the appropriate shift.
3. Tap **Select**.
4. Edit one or more of the parameters.
5. Tap **Submit**. If the override is accepted, a confirmation message appears.

Delete shift

1. Tap **Delete Shift**. A list of all of the shifts for the current date appears.
2. Do one of the following:
 - Tap the appropriate shift.
 - To view shift on a different day, tap **Select Date**, choose the day, and then tap the appropriate shift.

3. Tap **Select**.
4. (Optional) Select a comment code.
5. Tap **Submit**. If the override is accepted, a confirmation message appears.

View Biometric Template Reports



Displays a list of some or all of the biometric templates that are stored in the biometric device.

To start, tap **View Biometric Template Reports**.

Templates with Problems

By default, the transaction displays templates with problems (if any), such as low quality or content scores.

All Templates

To view a list of all of the templates, including any problematic ones, tap **All Templates**.

Filter

To view a list of templates sorted by one or more criteria:

1. Tap **Filter**.
2. Select the search criteria, and tap **Apply**.

Note: For details about these terms, see [“Biometric transactions: UKG Touch ID Plus™”](#) on page 71.

View Employee Information



1. To display a set of data for a specific employee, tap **View Employee Information**.
2. To select the employee, use one of the following methods:
 - Swipe the employee’s badge.
 - Enter the employee’s badge ID.
 - Search by employee name.
 - Browse the employee list.

The information that appears includes the punch interpretation rule, the date and time of the last punch, and whether the employee is enrolled in biometric validation.

View On or Off Premises Employees



Use the View On or Off Premises Employees transaction to view a list of home employees (that is, those who are assigned to this timeclock) who are currently on or off the premises.

1. Tap **View On or Off Premises Employees**.
2. Tap the search icon. A list of home employees appears.
3. To view only the employees who are on the premises, or only those who are off the premises, tap the appropriate button.

Chapter 4

Maintenance Mode Functions

Introduction

Maintenance mode allows you to display technical information about the InTouch DX G2 timeclock, perform configuration tasks, and execute diagnostic tests. These tests can help you troubleshoot hardware malfunctions.

Important: The application software for the timeclock resides on the SD (Secure Digital) card, which is in the unit. Copying or altering the SD card voids your warranty.

Initial setup and configuration

The procedure for setting up and configuring a newly installed InTouch DX G2 timeclock can vary, depending on which options are installed and which features your organization is using.

Some configuration tasks, such as defining which transactions users can perform at the timeclock, require you to use the device configuration settings in the host application. In addition, many of the settings that you configure on the timeclock must match the corresponding settings in the host application. These settings are identified throughout this chapter. For more information, see the device configuration online help.

Launch Quick Setup



When a new InTouch DX G2 timeclock powers up, the **Launch Quick Setup** feature guides you through the initial setup process.

Note: If the timeclock times out during the initial setup, you can re-access Maintenance mode in three ways: use a Maintenance badge; use the tools menu on the front of the timeclock; or use the Maintenance mode button. If you have not yet created a Maintenance mode password, enter the default password (115190), when prompted. For details, see [“Access Maintenance mode”](#) on page 109.

Step 1: Pick Language

1. Select the language.
2. Tap **Next, Set Date & Time**.

Step 2: Date & Time

1. Year: Enter the year (four-digit format).
2. Month: Enter the month (numeric format).
3. Day: Enter the date.
4. Time: Tap the field; the time selector opens. Enter the time (the system automatically formats it). Tap the **AM/PM** key to toggle between AM and PM, and tap **Enter**.

5. To synchronize the time with an NTP server, tap **Enabled**.
6. Tap **Next, Set Maintenance Mode Password**.

Step 3: Maintenance Mode Password

Note: Even if you do *not* require users to enter a password to access Maintenance mode, you must change the default password (115190) to a new value. That is, you cannot set a blank password.

By default, you are required to create a strong password to access Maintenance mode. Strong passwords require at least eight characters, including one uppercase letter, one lowercase letter, one digit, and one special character (, . / \ + -). If strong passwords are required, but a user creates a password that does not meet the criteria, the system rejects it.

If a user enters an incorrect Maintenance mode password five consecutive times, the system prevents the user from any further attempts for a 10-minute lock-out period. The screen counts down the time remaining in the lock-out period, during which punches and other employee transactions are unaffected. After the lock-out period expires, the user can again attempt to access Maintenance mode.

1. Enter the Password. Retain this password; you must enter it before you can change the Maintenance mode password.
2. Select the Password Strength:
 - Strong
 - Weak
3. To require users to enter this password when they swipe a Maintenance badge, enable **Require Password with Badge**.
4. Tap **Next, Add Device ID**.

Step 4: Add Device ID

1. Enter the ID.
2. Enter the Password.
3. Tap **Next, Connect to Local Network**.

Step 5: Select Network

Note: The InTouch DX G2 timeclock supports device-initiated communication only.

Ethernet

1. Tap **Ethernet**.
2. Do one of the following:
 - Tap **Static IP**. Go to the next step.
 - Tap **DHCP**. Go to step 4.
3. Complete the following fields:
 - IP Address: Enter the IP address for this timeclock.
 - Subnet Mask: Enter the IP address for the sub-network.
 - Gateway Address: Enter the gateway IP address.
 - Primary DNS: Enter the IP address for the primary DNS server.
4. Tap **Save Configuration**.
5. Tap **Next, Connect to Server**.

Wi-Fi (Optional)

1. Tap **Wi-Fi**.
2. Do one of the following:
 - Select a network. Go to step 6.
 - Tap **Add Network**. Go to the next step.
3. Enter the SSID.
4. Select the type of Security.
5. Tap **Add Network**.
6. Add any necessary network details.
7. Tap **Save Configuration**.
8. Tap **Next, Connect to Server**.

Proxy Server (Optional)

1. Tap **Proxy Server (Optional)**.
2. Complete the following fields:
 - Host Name: Enter the IP address of the proxy server.
 - Port: Enter the port number.
 - Proxy Type: Select **HTTP-Connect** or **SOCKS5**.
3. To add a username, tap **Add Username** and complete the Username and Password fields. Otherwise, go to the next step.
4. Tap **Save Connection Setting**.
5. Tap **Next, Connect to Server**.

Step 6: Connect to Server

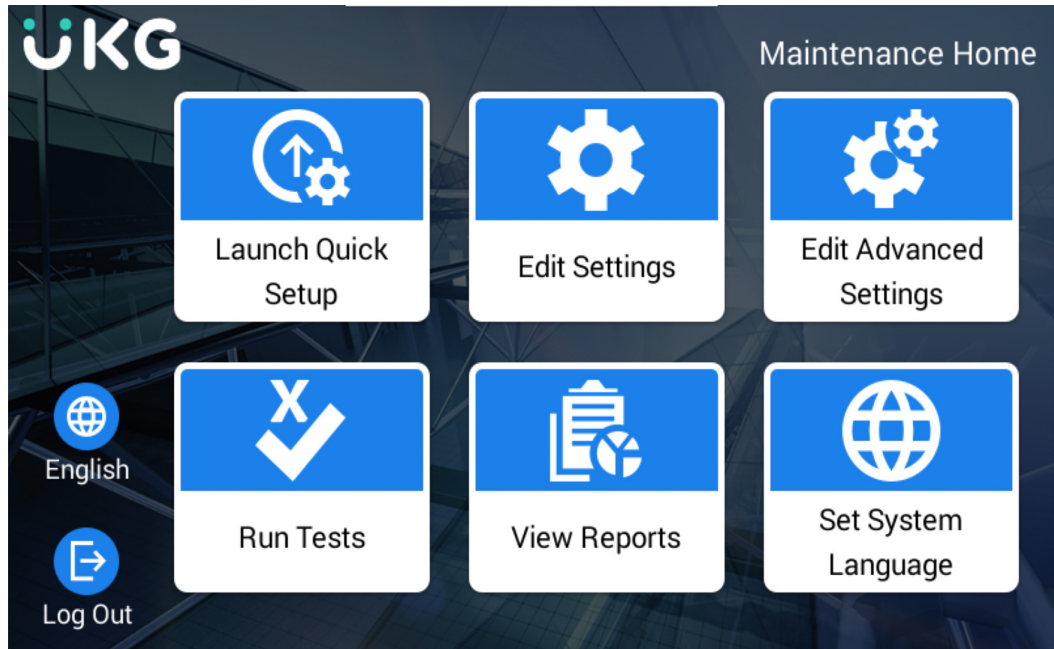
1. Enter the Server Name.
2. Enter the Tenant Identifier.
3. Enter the Port number.
4. Indicate whether HTTPS is enabled.
5. Tap **Next, Test Connectivity**. If successful, a configuration summary appears. If unsuccessful, the system provides troubleshooting suggestions.

Complete the setup

Use the host application to complete the following tasks (for details, see the device configuration online help).

- Add the timeclock to your system configuration, and assign it to a device group.
- Test the communication between the host application and the timeclock.
- Define the transactions (in Employee mode and Manager mode) that users can perform at the timeclock.
- Define which type of data to download from the host application to the timeclock (for example, activity codes, paycodes, and so on).
- Download or initialize the timeclock with the configuration that you defined in the device configuration settings.

Access Maintenance mode



There are three ways to access Maintenance mode, as described in the following sections.

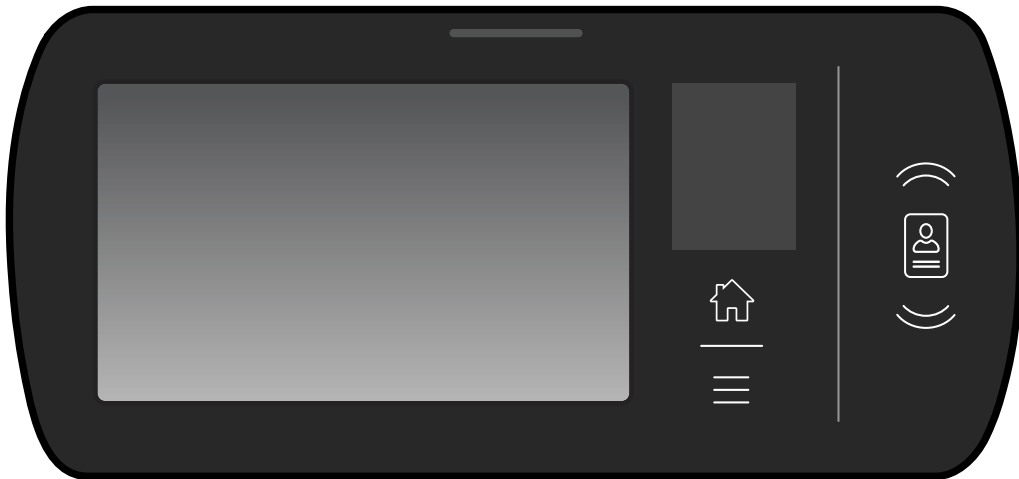
Note: To exit Maintenance mode, press the home icon on the front of the timeclock; the timeclock reverts to Employee mode. If the timeclock is idle for 45 seconds without any input from a user, it automatically exits Maintenance mode and reverts to Employee mode.

Use a Maintenance badge

Note: Some InTouch DX G2 timeclock configurations do not ship with a Maintenance badge.

Swipe the Maintenance (“M”) badge within two inches of the target area. Depending on how the timeclock is configured, the system prompts you for a password.

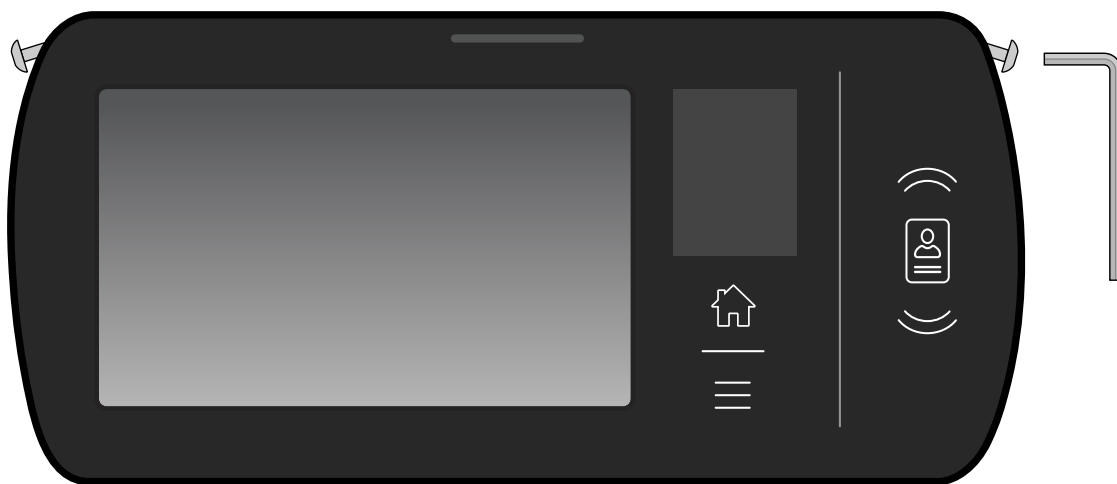
Use the Menu icon



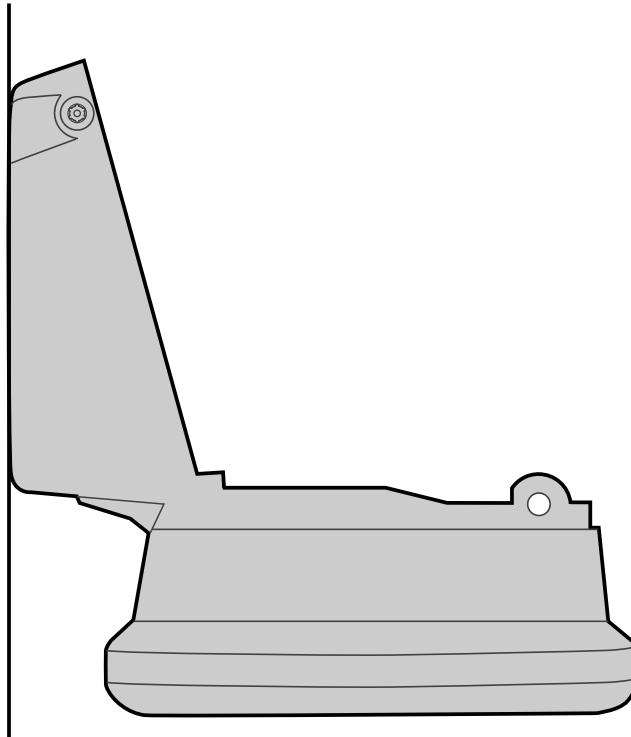
Press the Menu icon on the front of the timeclock (below the Home icon), and tap **Maintenance Mode**. Enter the Maintenance mode password, and tap **Enter**.

Use the Maintenance mode button

1. Use the security wrench that was supplied with the timeclock to loosen the screws on the sides of the timeclock. By design, the screws remain attached to the mounting bracket.

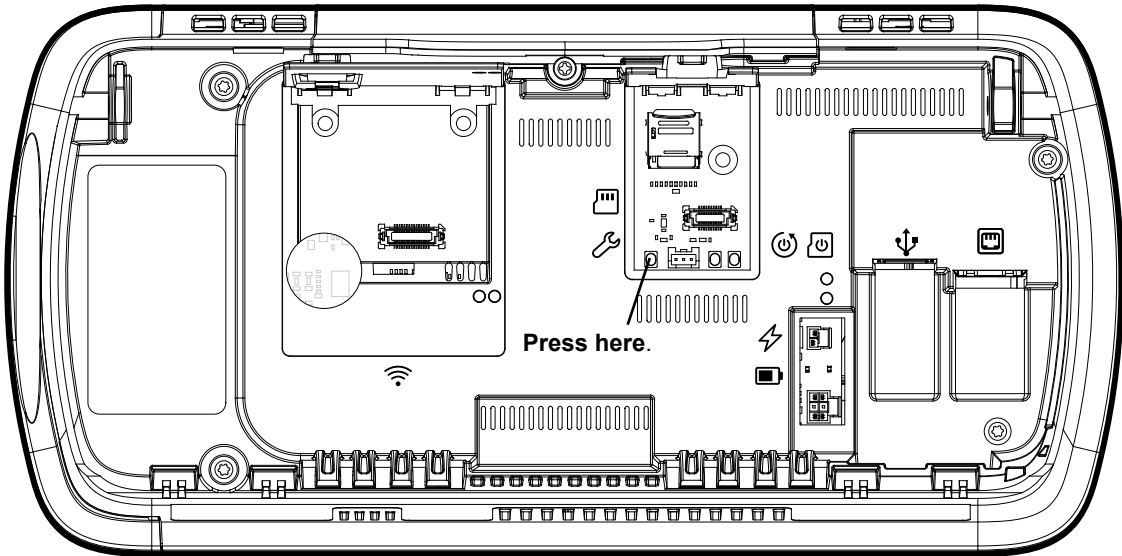


2. Grasp the sides of the timeclock assembly, and gently pull it down so that it swings open on its hinge:



3. Grasp the curved ridge, and pull open the cover of the microSD card compartment. Do not remove the cover from the hinges.

4. Press and hold the button (see the following illustration) for at least fifteen seconds.



5. Slightly rotate the timeclock assembly into view to confirm that the timeclock is in Maintenance mode.
6. Close the cover of the microSD card compartment.
7. Close the timeclock assembly, and fasten the two screws on the mounting bracket.

Note: The instructions for Maintenance mode functions in this chapter assume that you are already in Maintenance mode.

Set System Language



Use the Set System Language setting to specify the language for the timeclock's user interface.

1. Tap **Set System Language**.
2. Select the language.

Edit Settings



General Communication

Note: The communication settings for the timeclock must match the corresponding settings that you enter in the host application.

1. Tap **Edit Settings**.
2. Tap **General Communication**.
3. Device ID: Enter the same ID that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
4. Device Password: This password allows the host application to identify the timeclock when it performs operations such as Smart View transactions. Enter a numeric password whose length is 6–10 digits.

Note: If the password is enabled for the device in the host application (on the Device Configuration page, select **Communication Settings > Device Initiated Authentication** tab), enter the same password here. If the password is disabled for the device, enter any combination of six digits.

5. Verify Device Password: Re-enter the password.

6. **Server Name:** The IP address (the default value 127.0.0.5) or the fully qualified domain name of the Web host server that you are connecting to. Enter the same IP address that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
7. **Tenant Identifier:** Enter the tenant identifier.
8. **Port:** Enter the same Port number that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab). The default value is 443 (SSL).
9. **HTTPS:** Indicate whether HTTPS is enabled. Choose the same setting that you specify in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
10. Tap **Save Settings**.

IPv4 Configuration

Important considerations for Dynamic Host Configuration Protocol (DHCP)

Use a DHCP server to automatically assign IP addresses to timeclocks (see step 4, in the procedure that follows). Before you complete the communication settings for the device, note the following:

- Ensure that your DHCP server complies with the minimum requirements of the DHCP RFC2132 standard to supply an IP address, subnet mask setting, and default gateway setting.
- Do not configure timeclocks to use DHCP on a network that does not support DHCP. Otherwise, each timeclock performs an address request every five seconds for an indefinite period. These requests can adversely affect network performance.
- To change the IP address of a timeclock that uses DHCP: Change the address on the network; assign the address to the timeclock; and then remove the address from the DHCP pool so that another timeclock cannot use it.
- If you remove a timeclock that uses DHCP, you can reuse its former IP address.

To configure the timeclock to use the IPV4 address format:

1. Tap **Edit Settings**.
2. Tap **General Communication**.
3. Tap **IPV4**.
4. Address Mode—do one of the following:
 - Tap **DHCP**. Go to step 8.
 - Tap **Static**. Go to the next step.
5. IP Address: Enter the IP address for this timeclock (the default value is 127.0.0.1) and tap **Enter**.
6. Subnet Mask: Enter the IP address for the sub-network (the default value is 255.255.255.0) and tap **Enter**.
7. Gateway: Enter the gateway IP address (the default value is 127.0.0.2) and tap **Enter**.
8. Primary DNS Server: Enter the IP address and tap **Enter**.
9. (Optional) Secondary DNS Server: Enter the IP address and tap **Enter**.
10. Tap **Review**.
11. Tap **Submit**.

Connect to Network

Ethernet

1. Tap **Edit Settings**.
2. Tap **Connect to Network**.
3. Tap **Ethernet**.
4. Do one of the following:
 - Tap **Static IP**. Go to the next step.
 - Tap **DHCP**. Go to step 6.

5. Complete the following fields:
 - IP Address: Enter the IP address for this timeclock.
 - Subnet Mask: Enter the IP address for the sub-network.
 - Gateway Address: Enter the gateway IP address.
 - Primary DNS: Enter the IP address for the primary DNS server.
6. Tap **Save Configuration**.

Wi-Fi (Optional)

Supported Wi-Fi networks

The InTouch DX G2 timeclock supports connections to wireless local area networks (WLAN) that meet the following requirements:

- 802.11 b, g, or n 2.4 GHz compatible wireless local area networks.
- WPA and WPA2 Personal and Enterprise security protocols.

The timeclock does *not* support connections to networks with the following characteristics:

- CDMA/3g/4g or any other type of cellular wireless network.
- Wi-Fi networks that require a secondary password or confirmation via a web browser.

Configure settings

The timeclock supports only DHCP connections for Wi-Fi.

Note: The timeclock can take up to several minutes to make the wireless connection. A confirmation page indicates whether the connection was successful.

After you complete the Wi-Fi settings, ensure that the IPV4 settings are configured correctly for the Wi-Fi network (see “[IPV4 Configuration](#)” on page 116).

1. Tap **Edit Settings**.
2. Tap **Connect to Network**.

3. Tap **Wi-Fi**.
4. Slide the **OFF** button to **ON**.
5. Tap the appropriate network from the list.
6. Tap **Connect to network**.
7. Scroll to and tap the **Identity** field.
8. Use the keypad to enter the user name (for example, john.doe@company.com) and tap **Next**.
9. Tap **Next**.
10. Enter the user's password, and tap **Done**.
11. Tap **Save**. Under the name of the network you selected (in step 5), the processing status appears (Connecting, Saving, and so on).
12. To return to the Maintenance mode home page, press the Home icon on the front of the timeclock.
13. Tap **Reports**.
14. Tap **Network**.
15. Ensure that the Wi-Fi Connection Status is Connected, and that the IPV4 Configuration displays the correct IP address.

Proxy Server (Optional)

The proxy server feature allows you to direct all incoming traffic from the InTouch DX G2 timeclock through a proxy server before it reaches an internal network. It supports communication through HTTP and SOCKS5 proxy servers. Basic authentication is supported for both HTTP and SOCKS5.

When the timeclock is in Maintenance mode, the Network report provides the status and configuration of the proxy client.

Note: InTouch DX G2 timeclocks currently do not support direct user configuration to communicate via a proxy server. VNC and SSH do not use the proxy client.

To configure the InTouch DX G2 to work with an existing proxy server:

1. Tap **Edit Settings**.
2. Tap **Connect to Network**.
3. Tap **Proxy Server**.
4. Enter the Proxy Server IP address.
5. Enter the Proxy Server Port.
6. Select the Proxy Server Type:
 - HTTP
 - SOCKS5
7. Tap **Submit**.

The changes you submitted are effective immediately. Traffic from the timeclock will now be routed through the proxy server to the network.

Date and Time

Use the Date and Time setting to set the date and time on the timeclock.

1. Tap **Edit Settings**.
2. Tap **Date and Time**. The values default to the current date and time.
3. Year: Enter the year (four-digit format).
4. Month: Enter the month (numeric format).
5. Day: Enter the date.
6. Time: Tap the field; the time selector opens. Enter the time (the system automatically formats it). Tap the **AM/PM** key to toggle between AM and PM, and tap **Enter**.
7. Tap **Save Settings**.

Note: When the timeclock establishes a connection with the host application, the latter resets the date and time on the timeclock to match its own settings.

Audio

Use the Audio settings to configure the tones that the timeclock emits.

1. Tap **Edit Settings**.
2. Tap **Audio**.
3. Slide the Volume control, and tap **Test Volume** to listen to the setting.
4. Enable the Key Click control: Indicates whether the timeclock emits a clicking tone when users tap the touchscreen.
5. Tap **Save Settings**.

Display

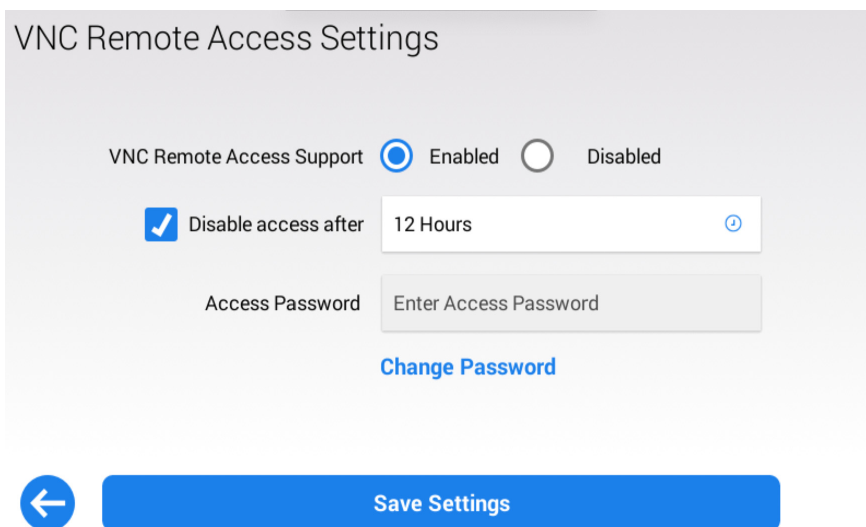
Use the Display setting to adjust the brightness of the timeclock screen.

1. Tap **Edit Settings**.
2. Tap **Display**.
3. Slide the Brightness control to the appropriate level.
4. Tap **Save Settings**.

VNC Remote Access

This function enables a timeclock to be remotely accessed, using a VNC viewer. It is useful for troubleshooting purposes.

1. Tap **Edit Settings**.
2. Tap **VNC Remote Access**.



The screenshot shows the 'VNC Remote Access Settings' screen. At the top, the title 'VNC Remote Access Settings' is displayed. Below it, there is a toggle for 'VNC Remote Access Support' with 'Enabled' selected (indicated by a blue circle) and 'Disabled' (indicated by a grey circle). Underneath, there is a checked checkbox for 'Disable access after' followed by a text input field containing '12 Hours' and a clock icon. Below this is an 'Access Password' section with a text input field containing 'Enter Access Password' and a 'Change Password' link in blue text. At the bottom, there is a blue button with a left arrow and a larger blue button labeled 'Save Settings'.

3. VNC Remote Access Support: Tap **Enabled**.
4. To limit the duration of any active VNC session, tap **Disable access after**, and enter the number of hours (1–24). After the time elapses, any active VNC sessions expire.

Note: If you clear the **Disable access after** check box, the duration is set to Forever. We do not recommend this setting because it creates a security risk.

5. Access Password: Enter the VNC remote access password. If you have not created a password, you are prompted to re-enter the password. The strength requirements for the VNC remote access password are the same as those for the Maintenance mode password. See [“Step 3: Maintenance Mode Password”](#) on page 105.

Note: If you have previously created a password, the **Change Password** option appears.

6. Tap **Save Settings**.

To remotely access this timeclock using a VNC viewer, you must have the following information:

- IP address of the timeclock.
- Access password for the timeclock (see step 5).

When you connect to this timeclock using a VNC viewer, you can use the icons on the front of it:

- To access the Home icon, press **Ctrl+h**.
- To access the tools Menu icon, press **Ctrl+m**.

SSH Remote Access

This function enables a timeclock to be remotely accessed, using an SSH or SCP viewer. It is useful for troubleshooting purposes.

1. Tap **Edit Settings**.
2. Tap **SSH Remote Access**.

Remote Access Settings

Remote Access Support ☒ Enabled ☐ Disabled

Disable access after 2 Hours ⓘ

Access Password Enter Access Password

← Save Settings

3. Remote Access Support: Tap **Enabled**.
4. Disable access after: Enter the duration, in hours (1–24), of any active SSH session. After the time elapses, any active SSH sessions expire.
5. Access Password: Enter the SSH remote access password. If you have not created a password, you are prompted to re-enter the password. The strength requirements for the SSH remote access password are the same as those for the Maintenance mode password. See [“Step 3: Maintenance Mode Password”](#) on page 105.

Note: If you have previously created a password, the **Change Password** option appears.

6. Tap **Save Settings**.

To remotely access this timeclock using an SSH viewer, you must have the following information:

- IP address of the timeclock.
- Access password for the timeclock (see step 5).

Bar Code Symbology

Use the Bar Code Symbology setting to specify the types of bar codes that employee badges use, so that the timeclock can read the badges properly. When the host application sends the device configuration to this timeclock, it overwrites the settings that you select here.

Caution: If you set Interleaved 2-of-5 to False, the timeclock cannot read a Maintenance badge.

1. Tap **Edit Settings**.
2. Tap **Bar Code Symbology**.

3. Select True for each bar code type that employee badges use:
 - Code 3-of-9
 - Interleaved 2-of-5
 - UPC-A (Universal Product Code A)
 - UPC-E (Universal Product Code E)
 - Code 128
 - EAN-8 (European Article Numbering 8)
 - EAN-13 (European Article Numbering 13)
 - Code 39
 - Codabar
4. Tap **Save Settings**.

Remote Readers

You can connect one or two remote badge readers to a given timeclock. Remote readers can allow employees to perform simple punches.

To configure remote readers:

1. Tap **Edit Settings**.
2. Tap **Remote Readers**.
3. Remote Readers 1: Select a reader type.
4. (Optional) Remote Readers 2: Select the same reader type that you chose in the previous step.
5. Tap **Save Settings**. The device automatically restarts.

Strong Passwords

1. Tap **Edit Settings**.
2. Tap **Strong Passwords**.
3. To enforce strong passwords, tap **Enabled**.
4. Tap **Save Settings**.

Edit Advanced Settings



The Advanced settings allow you to support the biometric functions, and to perform routine maintenance and troubleshooting activities.

Failure Override

Note: This setting is available only for timeclocks that include a biometric device.

Use Failure Override to specify whether the timeclock accepts or rejects biometric punches when authentication fails. This setting defaults to **Reject Punches**.

1. Tap **Edit Advanced Settings**.
2. Tap **Failure Override**.
3. Do one of the following:
 - To *allow* punches when authentication fails, tap **Accept Punches**.
 - To *disallow* punches when authentication fails, tap **Reject Punches**.
4. Tap **Save Settings**.

Employee Enroll Count

This function is available only for timeclocks that include a biometric device. It displays the number of employees who are enrolled for biometric authentication, and the number who are not enrolled.

1. Tap **Edit Advanced Settings**.
2. Tap **Employee Enroll Count**.
3. To view the names of the employees in each group, tap the appropriate row.

Restart Device

Note: You can also restart a device using the host application. Access the Device Details page, open the Troubleshooting menu, and select **Reboot Device**.

Use the Restart Device function to restart the timeclock.

1. Tap **Edit Advanced Settings**.
2. Tap **Restart Device**.
3. To confirm your selection, tap **Restart**.

Important: If the timeclock is not responding, you can reboot it using the restart button, which is inside the timeclock assembly. To remove the cover, use the security wrench that was shipped with the timeclock. You must press and hold the button for four seconds. For details, see [“Use the Maintenance mode button”](#) on page 111, and the accompanying illustrations.

Change Maintenance Mode Password

Use this function to change the password for a Maintenance badge, and to require users to enter a password when they swipe their badges.

1. Tap **Edit Advanced Settings**.
2. Tap **Change Maintenance Mode Password**.
3. Enter the Current Password.
4. Enter the New Password.

5. Select the Password Strength:
 - Strong
 - Weak
6. To require users to enter this password when they swipe a Maintenance badge, enable **Require Password with Badge**.
7. Tap **Save Settings**.

Change Database Password

Use the Change Database Password function to change the password for a database.

1. Tap **Edit Advanced Settings**.
2. Tap **Change Database Password**.
3. Enter the new password, which must be eight characters in length, and contain at least one of each of the following: uppercase letter, lowercase letter, number, and special character. Tap **Enter**.
4. Re-enter the new password and tap **Enter**.
5. Tap **Save Settings**.

Factory Defaults

Use Factory Default to restore the device settings to the factory default settings.

Caution: Use the Factory Default settings only if the timeclock is not operating properly. You lose all previous settings and data when you perform this function.

1. Tap **Edit Advanced Settings**.
2. Tap **Factory Defaults**.
3. To confirm your selection, tap **Restore**. The timeclock reboots.

Delete All Punches

Caution: The Delete All Punches function deletes *all* transactions stored in the timeclock database.

Use the Delete All Punches function to correct the “Last punch invalid” error. After you perform the Delete All Punches function, the timeclock contains only home employee data associated with schedule enforcement.

1. Tap **Edit Advanced Settings**.
2. Tap **Delete All Punches**.
3. To confirm your selection, tap **Delete**.

Delete All Offline Data

1. Tap **Edit Advanced Settings**.
2. Tap **Delete All Offline Data**.
3. To confirm your selection, tap **Delete**.

Biometric Verification

Note: This test applies only to timeclocks that include the UKG Touch ID Plus biometric device.

The timeclock confirms that an employee’s finger scan image matches the corresponding template in the biometric device. The Biometric Verification function allows you to perform a typical biometric verification punch without creating an actual punch record for the employee.

1. Tap **Edit Advanced Settings**.
2. Tap **Biometric Verification**.

3. To select the employee, use one of the following methods:
 - Swipe the employee’s badge.
 - Enter the employee’s badge ID.
 - Search by employee name.
 - Browse the employee list.
4. Direct the employee to complete a finger scan (use the same finger that was originally enrolled).

If the timeclock accepts the verification, a confirmation message appears.

If the verification fails, an error message appears. Tap **Retry** and instruct the employee to repeat the verification process. If the verification repeatedly fails, re-enroll the employee’s finger. See [“Biometric transactions: UKG Touch ID Plus™”](#) on page 71.

Configure Smartcard Reader

1. Tap **Edit Advanced Settings**.
2. Tap **Configure Smartcard Reader**.
3. Place the configuration card within two inches of the reader.
4. Tap **Continue**.

Configure LEGIC Reader

The LEGIC reader is an optional third-party badge reader than can be added to the timeclock. Its configuration is limited to the management of “keys,” which are authentication tokens exchanged between the timeclock and the reader.

1. Tap **Edit Advanced Settings**.
2. Tap **Configure LEGIC Reader**.
3. Go to the appropriate section.

View Keys

Tap **View Keys** to display a list of up to 13 previously added keys.

Add Key

1. Tap **Add Key**.
2. Place the configuration card within two inches of the reader.
3. Tap **Continue**. Upon success, a confirmation message appears.

Note: To ensure that the badge is configured properly, run the Integrated Badge test. See [“Integrated Badge”](#) on page 140.

Delete Keys

1. Tap **Delete Keys**.
2. Select one or more keys.
3. At the confirmation prompt, tap **Delete**.

Badge Icon

You can adjust the brightness of the badge icon, which is on the right side of the timeclock.

1. Tap **Edit Advanced Settings**.
2. Tap **Badge Icon**.
3. Slide the Brightness control to the appropriate level.
4. Tap **Save Settings**.

View Reports



Software

This report displays various file components and their version numbers. The report can reveal whether certain components are up-to-date, which can help you perform diagnostics.

1. Tap **View Reports**.
2. Tap **Software**.

File System

This report displays the following information (all sizes in megabytes):

- Total Size: The total size of the partition.
- Used: The amount of space that is currently being used.
- Available: The amount of available space in the partition.
- Used Percentage: The percentage of the partition that is currently being used.

To run the report:

1. Tap **View Reports**.
2. Tap **File System**.

Database

This report displays information about the tables in the database. It includes information about punches, employees, and the biometrics function.

To run the report:

1. Tap **View Reports**.
2. Tap **Database**.

Hardware

This report displays information about the hardware inside or attached to the timeclock, including:

- The serial number of the timeclock, and the device ID.
- The kinds of optional devices that are installed (for example, remote bar code reader, proximity reader, biometric scanner, and so).
- The formats of the optional devices.
- The amount of total and used memory.
- The amount of total and used disk space.

To run the report:

1. Tap **View Reports**.
2. Tap **Hardware**.

Communication Settings

This report displays all of the settings that you configured using the Communication Settings function (See [“General Communication”](#) on page 115). The information in the report can help you diagnose problems with the timeclock.

To run the report:

1. Tap **View Reports**.
2. Tap **Communication Settings**.

Network

This report displays the network configuration for the timeclock. It indicates whether the remote access feature is enabled, provides the status and configuration of the proxy client (if any), and includes the IP addresses for the primary and secondary domain name servers (DNS).

To run the report:

1. Tap **View Reports**.
2. Tap **Network**.

Device Status

Use this report to display information about a particular timeclock, including:

- The version number of the operating system.
- The device ID.
- The version number of the database schema.
- The version number of the application firmware.

To run the report:

1. Tap **View Reports**.
2. Tap **Device Status**.

Memory

This report displays the amount of memory on a timeclock. It includes the amount of total memory, free memory, and swap memory.

To run the report:

1. Tap **View Reports**.
2. Tap **Memory**.

Ethernet

This report displays information about the Ethernet connection to the timeclock. The statistics reflect the activity since the timeclock was last restarted, including:

- The MAC (Media Access Control) address.
- The Ethernet speed.
- The number of packets that were transferred and received.
- The number of transfer and receive errors that occurred.
- The number of collisions that occurred.

To run the report:

1. Tap **View Reports**.
2. Tap **Ethernet**.

Readers

This report displays information about the badge readers that are attached to the timeclock. The content varies, depending on the type of reader, but it includes:

- The type of reader.
- The device state.
- The firmware version number.
- The number of good reads.
- The number of bad reads.

To run the report:

1. Tap **View Reports**.
2. Tap **Readers**.

Biometric

This report is available only for InTouch DX G2 timeclocks that include a biometric validation device. The report displays statistics about the biometric activity at the device, including:

- The number of templates that are stored in the biometric device. If a single employee enrolls both a primary and a secondary finger, the device counts them as two templates.
- The maximum number of templates that the device can hold, and the current number of templates.
- The number of successful finger scan images.
- The number of times that the device could not associate a template with the badge ID of an employee.
- The number of firmware and hardware errors associated with the device.

Note: The number of event occurrences are cumulative totals. You cannot reset the totals or report on specific time spans.

1. Tap **View Reports**.
2. Tap **Biometric**.

Biometric Templates

This report displays a list of some or all of the biometric templates that are stored in the biometric device.

1. Tap **View Reports**.
2. Tap **Biometric Templates**.
3. Do one of the following:
 - To view *all* of the templates, tap **All Templates**. Go to step 6.
 - To view *only* templates that have low scores or other problems, tap **Templates with Problems**. Continue to the next step.

4. Select the search criteria. Tap the appropriate soft key and tap **Yes**.
 - Moderate Enroll
 - Poor Enroll
 - No Threshold
 - Ring or Pinky
5. Tap **Review**.
6. Tap **Submit** to view the results.

Diagnostics

This report displays various statistics and historical data about the timeclock, including information about the firmware, Maintenance mode logins, reboots, and punches.

1. Tap **View Reports**.
2. Tap **Diagnostics**.

Run Tests



Sequential

Use this test to execute the Display, LED, and Tone tests, in succession. When the beeper emits two tones, the test is complete.

Note: You can run each test included in the Sequential Tests function individually, using each test's maintenance function.

1. Tap **Tests**.
2. Tap **Sequential**. The tests execute automatically.

Communications

Use the Communications test to determine whether the timeclock is communicating properly with the application server. The application server is also known as the primary server. The information on the report includes:

- The outcome of the test (Success or Failure).
 - The primary server IP address.
 - The primary server instance ID.
 - The primary server port.
1. Tap **Tests**.
 2. Tap **Communications**. The timeclock contacts the primary server and then displays the results screen.

Integrated Badge

Use this test to check a badge or badge reader.

1. Tap **Run Tests**.
2. Tap **Integrated Badge**.
3. Swipe the badge that you are testing. Depending on the type of badge you are testing, the information can include the following:
 - CSN (card serial number)
 - Symbology
 - Badge Data
 - Badge Type
 - Barcode length
 - Company Code
 - String Part1
 - String Part2
 - String Part3

Display

Note: You can execute the Display test, Tone test, and LED test as a group by running the Sequential test. See [“Sequential”](#) on page 139.

This test ensures that the timeclock’s screen is operating properly.

1. Tap **Run Tests**.

2. Tap **Display**. A pattern of vertical bars in each of the following color arrangements appears:
 - Red, green, blue, black, white.
 - Green, blue, black, white, red.
 - Blue, black, white, red, green.
 - Black, white, red, green, blue.
 - White, red, green, blue, black.

Tone

This test ensures that the timeclock's beeper is operating.

1. Tap **Run Tests**.
2. Tap **Tone**. The device emits a tone during this test. If the test is successful, the message "Tone Detected" appears.

LED

This test ensures that the timeclock's LED lights are working.

Note: This test does *not* test the LED light on an attached remote reader.

1. Tap **Run Tests**.
2. Tap **LED**. If the test is successful, the lights flash, in succession, red, green, and yellow.

GPIO Output Bits

Note: This test functions only if the transition board option is installed.

Output bits are electronics that control external devices such as bells or door strikes, which can be attached to the timeclock. If you have installed such external devices, use this test to ensure that they are operating.

1. Tap **Run Tests**.
2. Tap **GPIO Output Bits**.
3. Slide the button that corresponds with the output bit (1-4) that you are testing to toggle the output bit between an on or off state.

Monitor GPIO Inputs

Note: This test functions only if the transition board option is installed.

1. Tap **Run Tests**.
2. Tap **Monitor GPIO Inputs**.

Microphone

This test ensures that the integrated microphone is operating properly.

1. Tap **Run Tests**.
2. Tap **Microphone**.
3. To record a test message, tap **Record**.
4. To listen to the recording, tap **Play**.

Remote Badge

If you have installed the remote badge reader option, this test ensures that it is operating properly.

1. Tap **Run Tests**.
2. Tap **Remote Badge**.

3. Swipe the badge that you are testing, and tap the play button. The information that appears depends on the type of badge you are testing. It can include the following:
 - Badge data
 - Badge type
 - Barcode length
 - Company code
 - String Part1
 - String Part2
 - String Part3

Network Connectivity

This test verifies that the timeclock can communicate with the network using TCP/IP.

1. Tap **Run Tests**.
2. Tap **Network Connectivity**.
3. Enter the IP address, URL, or FQDN (fully qualified domain name) for the primary server. If the test was successful, a confirmation message appears.

Chapter 5
Troubleshooting

Error messages

The InTouch DX G2 timeclock displays various error messages to help you perform transactions and diagnose problems.

Some of the error messages contain a message number, with the prefix “NGT.” A portion of these messages may also include a failure code, as in the following example:

```
Schedule violation [NGT 05-1 ({failureCode})]
```

When you call your UKG Representative for support, refer to the message number and failure code.

Note: Different error messages can have the same message number. In addition, identical error messages can appear in different contexts.

Some error messages contain “{n},” where n represents dynamic content, such as a number or word. The system dynamically inserts the content of {n} into the string, as required by the device transaction. See the following examples:

```
Field precision is {n} [NGT 94-20]
```

```
Maximum value is {n} [NGT 96-1]
```

```
Exact length is {n} [NGT 96-3]
```

This section includes some of the more common error messages and how to address them.

Error reading badge data [NGT 01-1]

The timeclock detected a badge swipe, but it could not interpret the data correctly.

Administrators: Depending on the type of reader, run one of the following tests:

- Integrated Badge (see [“Integrated Badge”](#) on page 140)
- Remote Badge (see [“Remote Badge”](#) on page 142)

Unrecognized badge format [NGT 02-1]

The timeclock can decode the data on the badge, but the bar code does not match any of the associated formats.

Administrators: Use the Bar Code Symbology setting to specify the appropriate types of bar codes that employee badges use (see [“Bar Code Symbology”](#) on page 124).

Punch rejected [NGT 04-1 ({{failureCode}})]

The time that has elapsed since the last punch is less than the required minimum time between punches.

Last punch invalid [NGT 04-2 ({{failureCode}})]

The date and time of the last punch is in the future, so the system cannot perform schedule enforcement.

Schedule violation [NGT 05-1 ({{failureCode}})]

The schedule enforcement logic rejects the employee’s punch. The failure codes provide details about addressing these violations:

101—You are attempting to punch too soon after your previous punch. Wait until the repunch interval passes, and then punch again.

Administrators: The Restrict Punch Interval defines the amount of time that must elapse before an employee can repunch. To configure this parameter, access the Device Configuration page, and select **Transaction Settings**.

102—The host application has not downloaded the punch interpretation rule that you are assigned to.

Administrators: Use the device configuration settings to download the appropriate punch interpretation rule to the device.

104—A previous punch has a future date and time stamp, so the system cannot accept another punch until after the date and time of your previous punch.

105—You are attempting to punch too soon after your previous punch. Wait until the repunch interval passes, and then punch again.

Administrators: The Restrict Punch Interval defines the amount of time that must elapse before an employee can repunch. To configure this parameter, access the Device Configuration page, and select **Transaction Settings**.

108—You are attempting to start a new shift at an unscheduled time. Wait until the start of your next scheduled shift, and then punch in.

Administrators: The Restrict Unscheduled In-punches parameter directs the device to reject in-punches from employees who do not have a scheduled shift. Use the host application to configure this parameter.

109—You are attempting to punch in too early for your next shift. Wait until the start of your next scheduled shift, and then punch in.

Administrators: The punch must be within the Early Start Margin associated with the scheduled start time. Use the host application to configure this parameter.

110—You are attempting to punch in too late to start your next shift.

Administrators: The punch must be within the Late Start Margin associated with the scheduled start time. Use the host application to configure this parameter.

Managers: To allow the employee to punch in, perform a Schedule Override transaction, or use Scheduler to change the employee's schedule.

111—You are attempting to punch out too late to end your shift.

Administrators: The punch must be within the Late End Restriction associated with the scheduled end time. Use the host application to configure this parameter.

Managers: To allow the employee to punch out, perform a Schedule Override transaction.

112—You are attempting to punch out too early to end your current shift. Wait until the end of your shift, and then punch out.

Administrators: The Begin Early End Restriction and Lift Early End Restriction parameters determine when employees can punch out before the end of a shift. Use the host application to configure these parameters.

113—You are attempting to punch out too early to end a meal. Wait until your minimum meal time elapses, and then punch out.

Administrators: The punch must be after the minimum meal time has elapsed, as defined in the Minimum Meal parameter. Use the host application to configure this parameter.

114—Your punch interpretation rule is set for simple schedules, but you are not assigned to a valid schedule.

Administrators: The Punch Restrictions setting specifies whether the device enforces full or simple schedules. Use the host application to configure this parameter. If you select Simple, you must assign a schedule to the employee.

115—You are not allowed to punch out for a break because you are working an unscheduled shift, or your current shift has no scheduled breaks.

Administrators: The Enable Schedule Enforcement setting directs the device to reject home employee punches that are not based on their schedules. To configure this parameter, access the Device Configuration page, and select **Transaction Settings**.

116—You are attempting to punch out for a break too early. Wait until the start of your next break, and then punch out.

Administrators: The Early Start Break Margin parameter specifies how long before scheduled breaks and meals employees can punch out. Use the host application to configure this parameter.

117—You are attempting to punch out too late to start a scheduled break, or you are attempting to punch out too early to end your shift.

Administrators: The Late Start Break Margin specifies how long after the start of scheduled breaks and meals that employees can punch out. The Begin Early End Restriction and Lift Early End Restriction parameters prevent employees from punching out too early to end a shift. Use the host application to configure these parameters.

118—You are attempting to punch in from a break too late.

Administrators: The punch must be within the Late End Break Margin associated with the break. Use the host application to configure this parameter.

Managers: To allow the employee to punch in, perform a Schedule Override transaction.

119—You are attempting to punch in from a break too early. Wait until the end of your current break, and then punch in.

Administrators: The punch must be after the Minimum Meal time (which also governs breaks) has elapsed. Use the host application to configure this parameter.

120—You have already taken the break scheduled for this time. Wait until your next scheduled break or the end of your shift, and then punch out.

Administrators: The employee has punched *twice* within the Late Start Break Margin (this parameter is in the host application). The device interprets the second punch as an improper attempt to punch out for the same break.

121—You entered an invalid password for logging on as a manager.

Valid for home employees only [NGT 06-1]

This transaction can only be performed by home employees, but the employee badge does not match any of the home employees loaded in the timeclock.

Unknown home employee [NGT 06-2 ({failureCode})]

The employee badge does not match any of the home employees loaded in the timeclock.

Managers: Access Manager mode and swipe the employee badge, or enable a single or global restriction credit.

Administrators: Use the host application to allow non-home employees to punch (access the Device Configuration page, and select **Transaction Settings**); or add the employee to the device group and then update the device.

Invalid restriction level [NGT 08-1 ({{failureCode}})]

The employee badge does not match any of the home employees loaded in the device. Non-home employees *are* allowed to punch, but not for the restriction level encoded on the badge.

Managers: Access Manager mode and swipe the employee badge, or enable a single or global restriction credit.

Administrators: Use the host application to allow non-home employees to punch (access the Device Configuration page, and select **Transaction Settings**), with the restriction level encoded on the badge.

Invalid for home employees [NGT 09-1]

The employee badge matches a home employee who is loaded in the device, but only non-home employees can perform this transaction.

Managers: Access Manager mode and enable a single or global non-home restriction override.

Security violation [NGT 11-1 ({{failureCode}})]

No punches allowed now [NGT 17-1 ({{failureCode}})]

DB failure for Passwords [NGT 36-4]

An error occurred when the timeclock attempted to update its database with a new password.

No restriction profile assigned [NGT 41-1 ({{failureCode}})]

The punch interpretation rule that the employee is assigned to is not available.

Enter valid data [NGT 94-8]

The invalid value that the user entered may appear to the right of the message.

Negative values not allowed [NGT 94-13]

Positive values not allowed [NGT 94-19]

Field precision is {0} [NGT 94-20]

You have not entered the required number of digits after the decimal point.

Password is incorrect [NGT 95-1 ({failureCode})]

You entered an invalid password for the Maintenance badge.

Enter data in decimal format [NGT 95-5]

Maximum length is {0} [NGT 96-1]

Minimum length is {0} [NGT 96-2]

Exact length is {0} [NGT 96-3]

Maximum number of digits is 16 [NGT 96-4]

Troubleshooting

This section provides some first steps you can take to perform troubleshooting. There are three ways to troubleshoot a timeclock:

- Use the timeclock.
- Use a remote PC.
- Use the host application.

Note: To troubleshoot more complicated hardware problems, which may require an electrician, see the InTouch DX G2 Installation Guide, or contact your UKG Representative.

Use the timeclock

Communications

To diagnose communication problems between the timeclock and the application or primary server, perform one or more of the following functions:

Communications test—Determines whether the timeclock is communicating properly with the application server. See [“Communications”](#) on page 139.

Network Connectivity test—Determines whether the timeclock can communicate with the network and with the application server. See [“Network Connectivity”](#) on page 143.

Communications Settings report—Displays the settings that were entered in the Communication Settings. See [“Communication Settings”](#) on page 134. This report is only available with timeclocks that operate in device-initiated mode.

Network report—Displays the Ethernet connection status, the IPV4 configuration address, the connection type, and so on. See [“Network”](#) on page 135.

Biometrics

To diagnose problems related to biometric authentication devices, run the following reports:

Biometric report—Displays biometric statistics, including the number of firmware and hardware errors associated with a device. See [“Biometric”](#) on page 137.

Biometric Templates report—Displays templates that have low scores or other problems. See [“Biometric Templates”](#) on page 137.

Badges

To diagnose problems with badges and badge readers, run the following tests:

Integrated Badge test—Confirms whether a badge or badge reader is functioning properly. See [“Integrated Badge”](#) on page 140.

Remote Reader test—Confirms whether a remote badge reader is working properly. See [“Remote Badge”](#) on page 142.

Display

To address problems with the timeclock’s touchscreen or LED lights, perform one or more of the following functions:

Display test—Confirms that the touchscreen displays properly. See [“Display”](#) on page 121.

LED test—Confirms that the LED lights are working. See [“LED”](#) on page 141.

Audio

To ensure that the audio components are working correctly, run the following tests:

Microphone test—Confirms that the microphone is operating properly. See [“Microphone”](#) on page 142.

Tone test—Confirms that the beeper is working. See [“Tone”](#) on page 141.

External devices

If external devices (for example, bells or door strikes) are attached to the timeclock, run the following tests to ensure that they are operating properly.

GPIO Output Bits—See [“GPIO Output Bits”](#) on page 141.

Monitor GPIO Inputs—See [“Monitor GPIO Inputs”](#) on page 142.

Use a remote PC

To diagnose problems using a remote PC, perform either of the following tasks:

VNC Remote Access—Enables a timeclock to be remotely accessed, using a VNC viewer. See [“VNC Remote Access”](#) on page 121.

SSH Remote Access—Enables a timeclock to be remotely accessed, using an SSH or SCP viewer. See [“SSH Remote Access”](#) on page 123.

Use the host application

You can perform the following troubleshooting tasks from the host application. Access the Device Details page, and open the Troubleshooting menu.

- Collect Log Now
- Purge Device Log
- Reboot Device
- Retrieve Device Configuration Data
- Start Log Collection
- Stop Log Collection
- Test Device
- View Device Configuration Data
- View Device Registration
- View Transactions

For details, see the device configuration online help.

Restart timeclocks

There are three ways to restart a timeclock:

- Use the Restart Device function—See [“Restart Device”](#) on page 128.
- Use the internal restart button—If a timeclock is unresponsive, an authorized user can reboot it using the restart button, which is located inside the timeclock assembly. For details, see Chapter 3: Troubleshooting and Preventive Maintenance—in the InTouch DX G2 Installation Guide.
- Use the host application—Access the Device Details page, open the Troubleshooting menu, and select **Reboot Device**.

Clean the touchscreen

Note: Use glass cleaner. Do *not* apply the glass cleaner directly on the touchscreen. Do *not* use abrasives, or solvents such as alcohol, benzene, or acetone, as they can damage the touchscreen. See the InTouch DX G2 Installation Guide for additional cleaning information.

To clean the touchscreen surface, press the menu icon on the front of the timeclock (below the home icon), and tap **Clean Touchscreen**. The system disables the touchscreen for 30 seconds, so that you can clean its surface without inadvertently performing a transaction. The system counts down the number of seconds that the touchscreen remains disabled.

Spray glass cleaner on a soft, lint-free cloth and wipe the screen.

After you finish cleaning the touchscreen, wait until the remaining time elapses, or tap the home icon to exit.

Appendix A

Wi-Fi Option Registration Label

If your company has purchased the Wi-Fi option for the InTouch DX G2 timeclock (this option is not available in all markets), you must complete *each* step in the Wi-Fi Option Installation Guide for the InTouch DX G2 Timeclock, which was included with the kit. The required steps include attaching the registration label, as described in the “Install the Wi-Fi board” section, step 4, which follows:

Remove the backing from the registration label and affix it to the inside of the compartment.

