

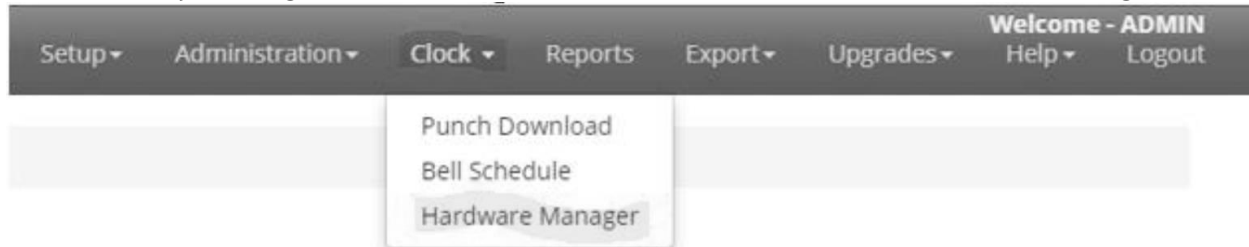
V5 Time Clock is Off Line

1. Verify the time clock is connected to a DHCP enabled device using a standard CAT 5 Ethernet cable.

2. If the time clock is connected to a DHCP enabled device, refresh the clock as follows:

- a. Unplug the time clock from electrical source.
- b. Disconnect the Ethernet cord from back of time clock for 10 seconds.
- c. Reconnect the Ethernet cord back to the time clock.
- d. Reconnect the time clock to electrical source.
 - i. If using an Elite series time clock, press F1 and 4 on the time clock to see the IP address. If using an EZ time clock, unplug the time clock from power for 10 seconds and plug back in. The IP address will scroll across the screen. Write down the IP address.
 - ii. If the time clock is picking up a valid IP address (ie. 192.168.1.2), and is still off line, go to step 3.
 - iii. If time clock is displaying an IP address as 169.254.254.169 this indicates the time clock is not picking up an IP address from your network. Please consult your IT person or proceed to Step 6.

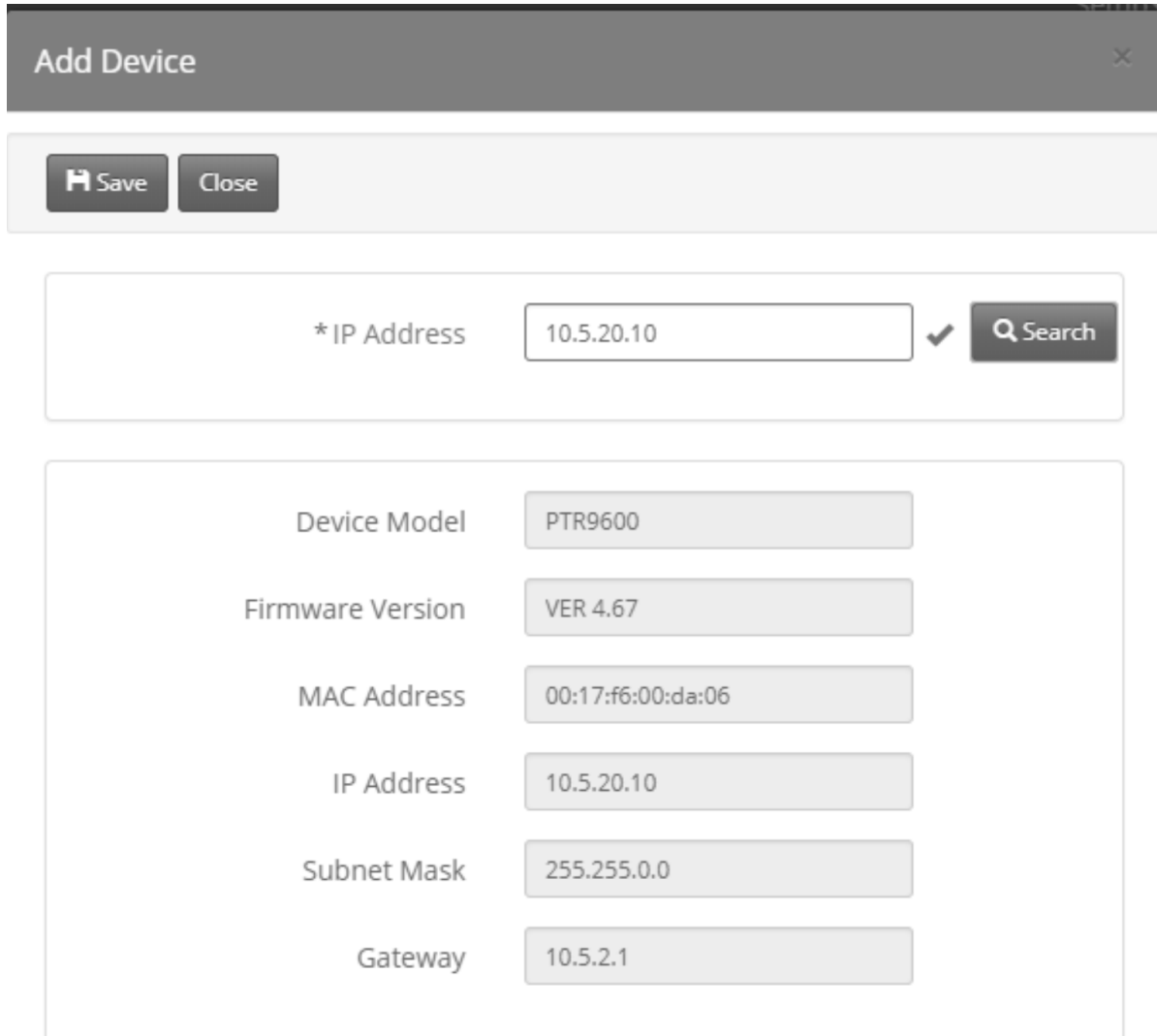
3. If you have a valid IP address and the time clock is not detected by TimeTrax software, try adding the device. Click on **“Clock”** and then **“Hardware Manager”**.



4. Click **“Add Device”**



5. Type in valid IP address from the time clock. Be sure to include the dots/periods within the IP address. Click “Search”. The software should discover the time clock. Click “Save” and then “Close”.



The screenshot shows the 'Add Device' dialog box. At the top, there is a title bar with the text 'Add Device' and a close button (X). Below the title bar, there are two buttons: 'Save' and 'Close'. The main area of the dialog is divided into two sections. The top section contains a search field labeled '* IP Address' with the value '10.5.20.10' entered. To the right of the search field is a checkmark icon and a 'Search' button. The bottom section contains a list of device details, each with a label and a corresponding value in a text box:

Device Model	PTR9600
Firmware Version	VER 4.67
MAC Address	00:17:f6:00:da:06
IP Address	10.5.20.10
Subnet Mask	255.255.0.0
Gateway	10.5.2.1

6. If unable to obtain a valid IP address from the network, connect the time clock directly to your computer as follows:

- a. Log out of TimeTrax software.
- b. Connect the time clock to the Ethernet port on computer.
- c. Log back into TimeTrax software and check the time clock in hardware manager to verify if it is online.

i. If the clock is still offline, click “Refresh Device List”.

7. If the clock is still off line, the local network may be blocking the connection, or there may be an issue with the time clock.

8. Call Pyramid technical support at 888.479.7264 opt. 1.