# No Recorders Found *Elite Series*
Ethernet Connections – Vista/Win 7 Computer

1. Verify that the clock is plugged into an electrical source and that the unit is displaying a date and time, time not set or 8888.
   a. If your clock is plugged in but only displaying a blank, blue screen, please try a different outlet. If the screen remains blank and blue please contact Customer Support at (888) 479-7264 option 1.

2. Verify that the clock is connected to hub, switch or a router using a standard CAT 5 cable. This is the recommended method of connecting an Ethernet clock.
   If you don't have the option of using our recommended connection and your clock is directly connected to the back of the PC, you can skip ahead to step 5.

3. Refresh the clock by unplugging the clock from the electrical source. Once you have plugged the clock back into its electrical source you will want to press F1 then 4 and the IP address will display.
   a. If the clock displays 169.254.254.169 the clock is not getting an IP address and you will want to skip to step 5.
   b. If the clock displays a valid IP address you will want to write it down.

4. Close out and then log back into the software. If you are still getting no recorders found you will now try inserting the IP address you wrote down in step three into the software by doing the following:
   a. Click **ok (continue)**
   b. Navigate to the top of the TimeTrax screen and click **File**
   c. Click **Show more menus**
   d. Click **Setup**
   e. Click **Static IP Address**
   f. Type in the IP address in the IP Address field
   g. Click **Add**
   h. Click **Save**
   i. Click **Exit**
   j. Exit the software
   k. Re launch the software
   l. If the message No Recorders Found still pops up, proceed to the next step

5. You want to connect the clock directly to the back of the PC by doing the following:
   a. Connect the Cat 5 cable to the Ethernet port on the back of the PC
   b. Exit the software and open up the **Control Panel**.
   c. Double click **Network and Sharing Center**
   d. Double click **Local Area Connections or View Status**
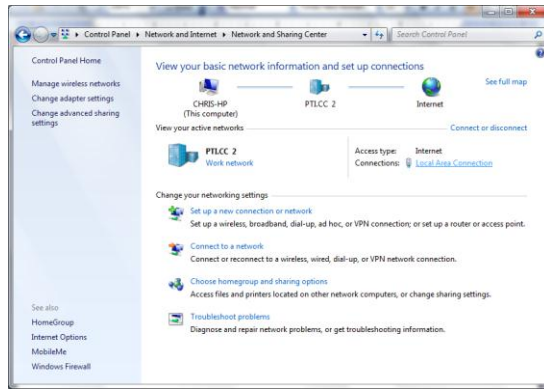
e. Click **Properties** on the Local Area Connect Status Page
f. Double Click **Internet Protocol Version 4 (TCP/IP 4)**
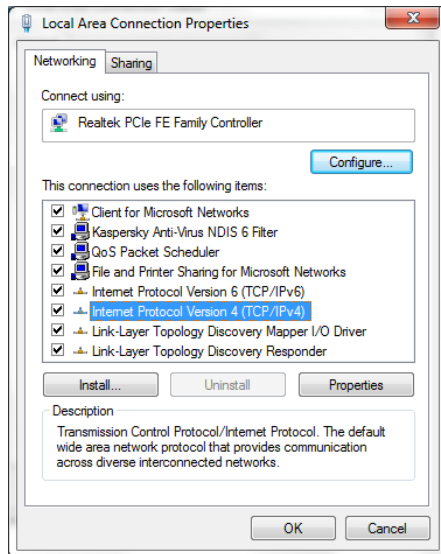
g. You will get the following screen. Please select the option that reads **Use Following IP Address**
h. Type **169.254.254.9** into the IP addresses field and then type **255.255.255.0** into the Subnet Mask field
i. Once the direct connect has been completed you will lose connection to the internet.

6. Open the software
   a. If you are still getting No Recorders Found you will want to contact Customer Support at (888) 479-7264 option 1 for additional help.
   b. If the recorder is found your clock is working but you will want to contact an IT person to check the network. You can recommend that the IT person creates a reservation on the network.