

## K64 V5 Clock is offline

**\*\*IF ONE STEP DOES NOT WORK CONTINUE TO THE NEXT. \*\***

### **1. Power cycle**

- a. Unplug the clock from the electrical source.
- b. Disconnect the Ethernet cord from the back of the clock for 20 seconds.
- c. Reconnect the Ethernet cord back into the clock 1st.
- d. Reconnect the clock to the electrical source 2nd.

### **2. Software and firmware version (for K64 clocks)**

- a. If you have a time clock with a firmware version starting with 5, find your clock's firmware with step **i** or **ii** based on your clock type, your software will need to start with a 5.3 number. The software version is at the bottom of the login screen.
  - i. If you have an Elite series time clock, you will need press the **F1 key** 1<sup>st</sup> and then the **number 1** on the time clock to see the firmware.
  - ii. If you have an EZ Ethernet series time clock, you will need to unplug the clock from power for 15 seconds and plug back in. The firmware will be the first info to scroll across the screen. You may need to do this step more than once as the information can go by quick.

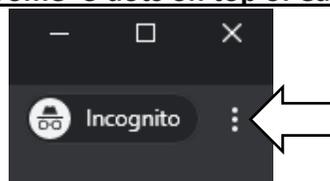
### **3. Connection**

Please verify that the clock is connected to power and a DHCP (Dynamic Host Configuration Protocol) enabled device (like a router switch or hub) and that you are using a standard CAT 5 Ethernet cable with no additional connections or adaptors.

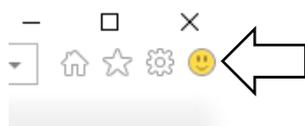
### **4. Correct Web browser**

Please be sure the software is opening in **Google Chrome** or **Firefox**. You will need to change your computer's default web browser if it is different. Here are some typical web browser identifiers, located in the upper right corner of the page.

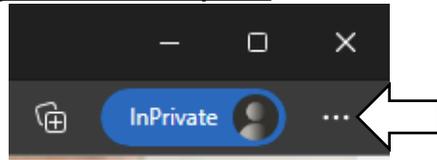
#### **b. Chrome- 3 dots on top of each other**



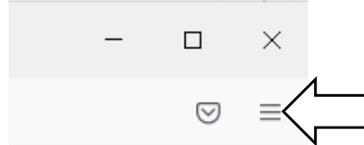
#### **c. Internet explorer- a smiley face**



d. Edge- 3 dots side by side



e. Firefox- 3 lines on top of each other



5. Valid IP address

If you are connected to a DHCP enabled device you will need to refresh the clock as follows:

- a. Unplug the clock from the electrical source.
- b. Disconnect the Ethernet cord from the back of the clock for 20 seconds.
- c. Reconnect the Ethernet cord back into the clock 1st.
- d. Reconnect the clock to the electrical source 2nd. Use the next steps based on your type of clock.
- e. If you have an Elite series time clock, you will need press the **F1 key** 1<sup>st</sup> and then the **number 4** on the time clock to see the IP address.
  - i. If your clock is picking up a valid IP address based on your network (EX 192.168.1.2), and is still not seen go to step "Adding the Clock".
  - ii. If your clock is displaying different IP address of (EX. 169.254.254.169 or 0.0.0.0) this means that the clock is not picking up an IP address from your network. Please consult your IT person or continue to Step "Direct Connect".
- f. If you have an EZ Ethernet series time clock, you will need to unplug the clock from power for 15 seconds and plug back in. The IP address will scroll across the screen. You may need to do this step more than once as the information cam go by quick. Please write down the IP address that you get.
  - i. If your clock is picking up a valid IP address based on your network (EX 192.168.1.2), and is still not seen go to step "Adding the Clock".
  - ii. If your clock is displaying different IP address of (EX. 169.254.254.169 or 0.0.0.0) this means that the clock is not picking up an IP address from your network. Please consult your IT person or continue to Step "Direct Connect".

## 6. Adding the Clock

a. In the software click on **Clock** and then **Hardware Manager**.

b. Next click **Add Device**.



c. Type in the valid IP address of the clock. You can get the ip address by doing the “Valid IP address” step. Type in the dots/periods as you put in the numbers of the IP. Click **Search**. The software should now find the clock. Click on **Save** and then **Close**. If this does not work proceed to next step.

The 'Add Devices' dialog box contains the following fields and buttons:

- Buttons: Save, Save & Close, Cancel
- IP Address: 192.168.1.4
- Search: Search button
- Device Model: ELITE BIO
- Firmware Ver: 5.1228
- MAC Address: 00:17:f6:01:26:1a
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.1.1

## 7. Direct Connect

- a. Log out of the software.
- b. Remove the clock from the network by unplugging the Ethernet cord and power.
- c. Reboot the PC.
- d. Connect the clock to the Ethernet port on your computer with a **DIFFERENT** Ethernet cord 1<sup>st</sup>. Do not use any adaptors.
- e. Plug the clock into power 2<sup>nd</sup>.
- f. Log back into the software and check the clock in hardware manager to see if it is now online.
- g. If you don't see the clock try clicking '*Refresh Device List*' or '*Refresh*'

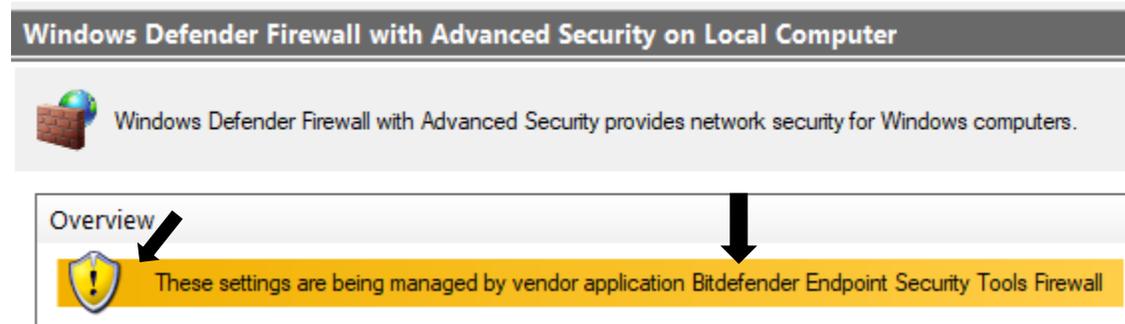
**At this point if you see the clock there is possible something on your network stopping the communication.**

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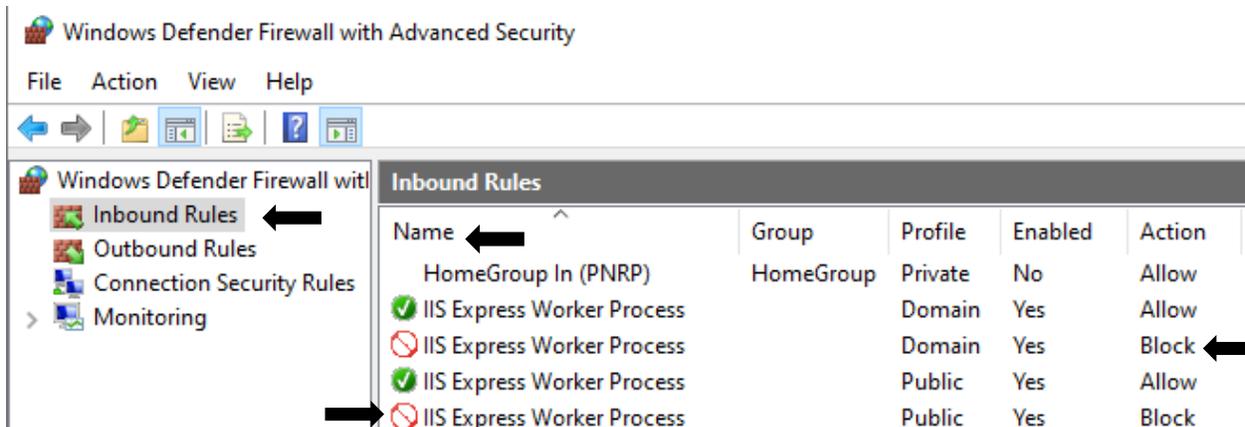
**If you still don't see the clock there may be an issue with the Ethernet cord, the computer or the time clock. Proceed to the following steps.**

## 8. Virus protection and firewalls

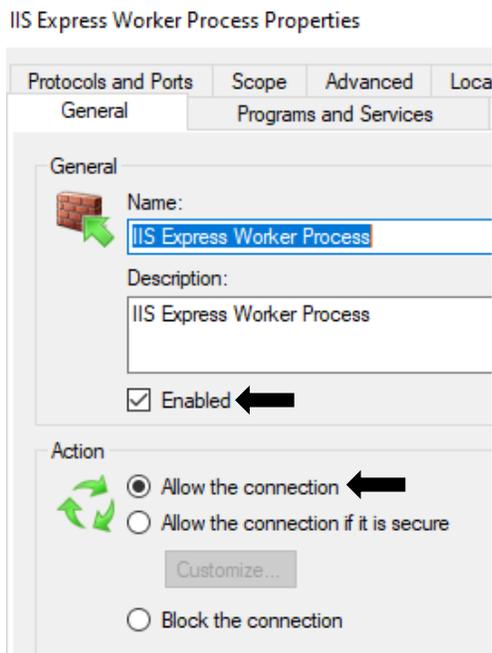
- a. Type Windows Defender Firewall with Advance Security, in your computer search option.
- b. Choose the option with same name
- c. On Windows Defender Firewall with Advance Security if you have a yellow shield like the one below, you will need to turn off the firewalls for that virus protection.



- d. On Windows Defender Firewall with Advance Security click on Inbound Rules on the left hand side
- e. Click the word Name in the middle to organize the list
- f. You are looking for IIS Express Worker Process. If you don't have it go to step "Adding IIS worker process". If you do have continue.



- If there is a red marking or shows Block under Action for **IIS Express Worker Process** right click and choose properties
- Under the General tab change the action to **Allow the connection**, and be sure that Enable is checked then click Apply and OK. Repeat this for any others that are red.



## 9. Adding IIS worker process

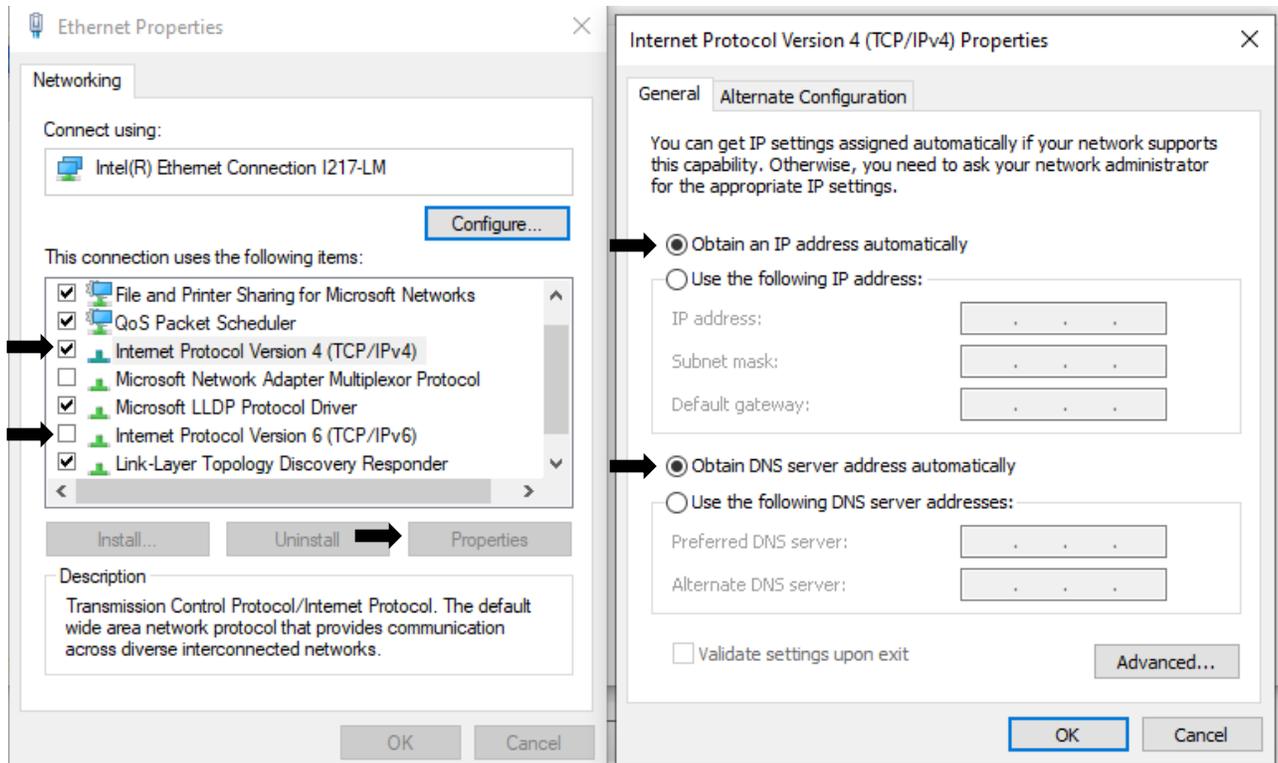
- Go to our website [pyramiddtimesystems.com](http://pyramiddtimesystems.com), under Resources then Support, click downloads. Here is a link [downloads](#).
- Click on **IISExpress.bat file**
- Once downloaded locate **IISExpress.bat** in your downloads then right click choose copy and paste to your desktop
- Right click and choose **Run as administrator**

- e. If you get a blue popup click more info and then Run Anyway
- f. Press any key when advised

**10. Network setting- this step is best done after doing “Direct Connect” step**

Check the address bar of the software after you have the clock connected directly to the computer as advised in step “Direct connect”.

- a. Type **NCPA.CPL** in your computer search option
- b. Choose the option with same name
- c. For Wi-Fi and/or Bluetooth right click on them and click **Disable** regardless if used.
- d. For Ethernet it should say, Unidentified network, if not check that the clock is directly connected to your computer’s Ethernet port.
- e. Right click the Ethernet option and choose properties
- f. Find **Internet Protocol Version 6 (TCP/IPv6)** and uncheck if it is checked.
- g. Find **Internet Protocol Version 4 (TCP/IPv4)** click once and choose properties



- h. The properties should be set to Obtain an IP address automatically
- i. If Use the following IP address is being used consult your IT or whoever set the IP address up for you as this may be needed for your computer, otherwise change to Obtain an IP address automatically. **Be sure this is ok.**

**11. If the clock is still missing call Pyramid Tech. support 888 479-7264 opt. 1. To see if the clock will need to be replaced.**