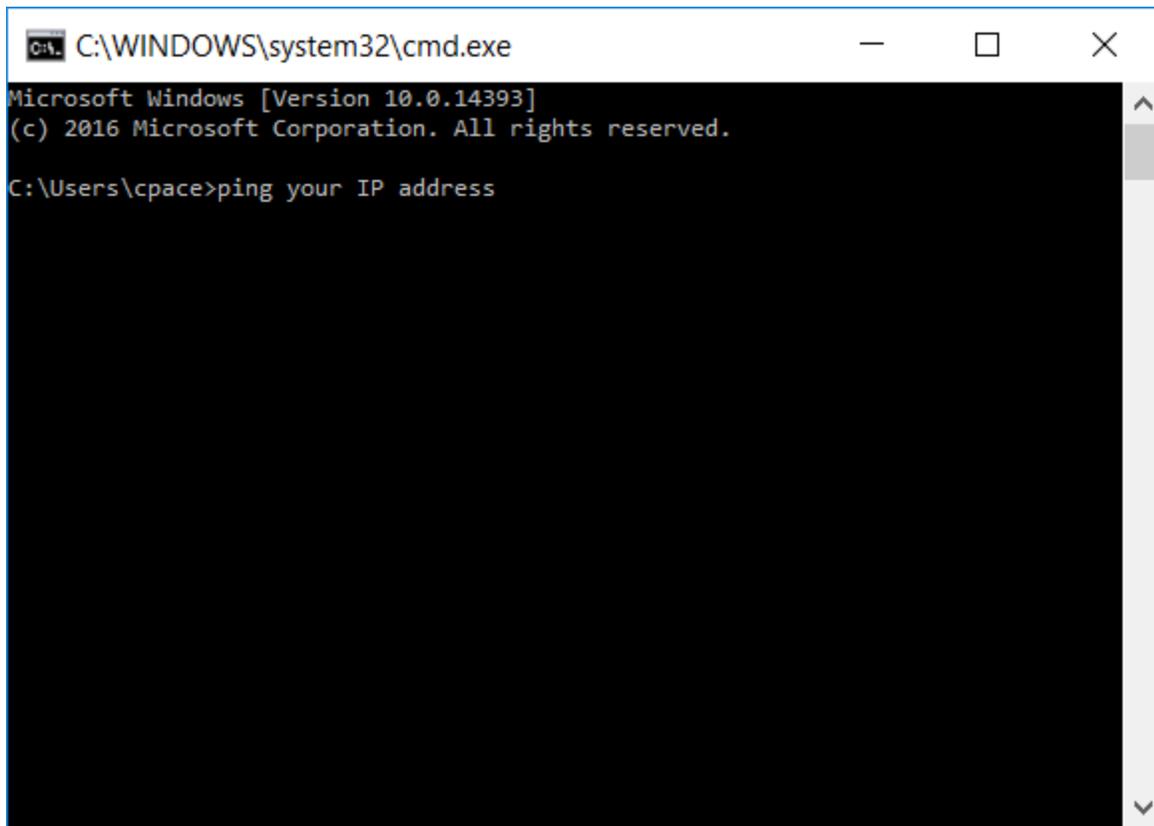


## **NO RECORDER FOUND ETHERNET**

### **ETHERNET CONNECTIONS**

- 1.** Make sure that your clock is plugged into an electrical source and displaying date and time, 8888 or time not set.
  - a.** If the clock is plugged in and is not displaying date and time and the screen is blue please try another electrical source. If at that point there still is not a date and time and is a blue screen then the clock will need to be replaced.
- 2.** Please verify that the clock is connected to a DHCP enabled device and you are using a standard CAT 5 Ethernet cable. If you do not have a DHCP enabled device please go to step 5.
- 3.** 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 clock from the Ethernet Port on the router or switch for 10 seconds.
  - c.** Reconnect the clock to the Ethernet port.
  - d.** Reconnect the clock to the electrical source.
    - If you have an Elite series time clock, you will need press the F1 and 4 to see the IP address, any other clock you will need unplug the clock from power for 10 seconds and plug back in. The IP address will display on the clock.
    - If your clock is picking up a valid IP address (EX 192.168.1.2) Please skip to step 4.
    - If your clock is displaying an IP address of 169.254.254.169 this means that the clock is not picking up an IP address from your network. Please proceed to step 6.
- 4.** Now you will need to ping the IP address. Please follow the instructions below
  - a.** Hold down the Windows key and the letter R (see pictures below. 7a and 7b)
  - b.** Type in CMD
  - c.** On the black command screen type ping press the space bar once then your IP address. Please see sample below



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\cpace>ping your IP address
```

- d. If your ping was successful you will see **PACKETS SENT =4, RECEIVED =4, LOST=0** now proceed to step 5
  - e. If you are getting a message that **REQUEST TIMED OUT** or **DESTINATION HOST UNREACHABLE**, there is an issue with that IP address and may need an IT tech to assist.
5. If you are not in the software, please log in. If you are in the software please log out and log back in. If you are still getting **NO RECORDERS FOUND**, please follow these instructions:
- a. Click **OK CONTINUE**
  - b. On the top tool bar please click **SETUP**, if you do not see this, please click on **FILE** then **SHOW MORE MENUS**, at this point you should see **SETUP** on the top tool bar
  - c. Now click on **STATIC IP ADDRESS**
  - d. Type in the IP address that you received in step 3d second bullet
  - e. Now type in the IP address in the middle of the page
  - f. Click **ADD**
  - g. Now click **SAVE**
  - h. Next click **EXIT**

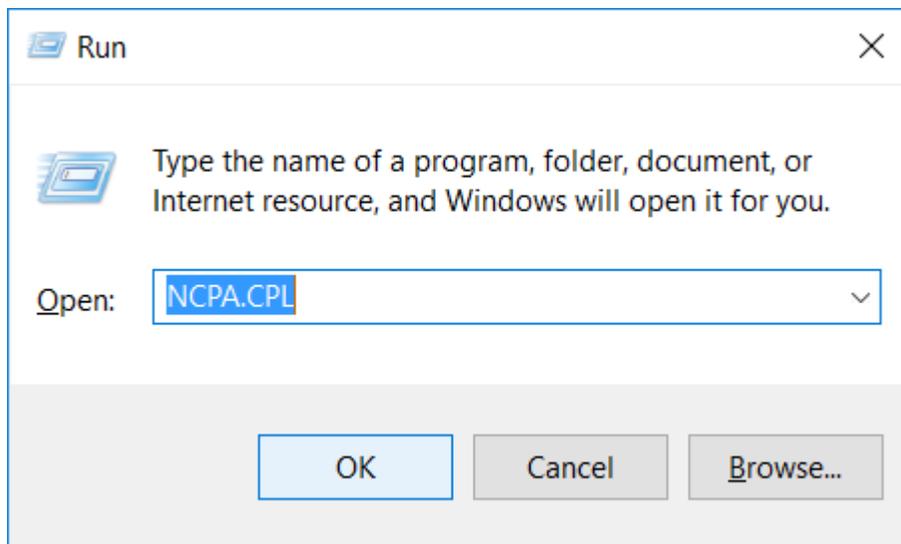
- i. Now close out of the software
- j. Log back into the software
- k. If you are still getting **NO RECORDER FOUND**, please proceed to step 6.

6. You will need to directly connect the clock to the computer that houses the software.

- a. Please click on the Windows key and the letter R at the same time as pictured below



- b. You will type in as follows.



7. Click OK.
8. You will now see either Ethernet or Local Area Connection. You may also see WIFI connection.
9. If you have WIFI on this screen right click and disable. There are instructions at the end to turn WIFI back on.

10. Now right click on the Ethernet or Local Area Connection and choose Properties
11. Click in Internet Protocol Version 4 (TCP/IPv4)
12. Choose Properties
13. Next check USE THE FOLLOWING IP ADDRESS
  - a. If you have a software version 4.3.1- 4.55.23 you will enter the following IP address 192.168.1.2.
  - b. If you have an Elite clock software version 4.6.0-4.95.23 you will enter the following IP address 169.254.254.9
14. Now click the TAB button on your keyboard. Subnet mask of 255.255.255.0 should populate.
15. Click OK
16. Your internet is now turned off. There are instructions at the end to turn the internet back on.
17. Now log back into the software.
  - a. If the recorder is found you are all set and ready to proceed to download punches.
  - b. If you are still getting **NO RECORDER FOUND** proceed to step 16
18. Unplug the clock from power and the computer
19. Restart your computer
20. Once your computer is back up plug the clock into the computer first then power.
21. Log into the software. If you now have recorder found you are ready to proceed to download punches. If you are still getting **NO RECORDER FOUND** please proceed to step 20
22. Try another Ethernet cable. If you are still getting **NO RECORDER FOUND** your clock will need to be replaced.
23. To turn internet back on follow instructions 6 -9. Now click on the OBTAIN an IP ADDRESS AUTOMATICALLY
24. To turn the WIFI back on right click and enable.