

Kronos InTouch® DX User Guide

*How to use and administer the
Kronos InTouch DX timeclock.*



Document Revision: 2

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Chapter 1

Overview

Note: If you are configuring the Kronos InTouch DX for the first time, go to [“Initial setup and configuration”](#) on page 93.

Introduction

The InTouch DX is a data collection device that communicates with the Kronos 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 InTouch DX 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 device.

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

How InTouch DX 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 Workforce Dimensions, use the Device Configuration page to define which transactions users can perform, and to monitor the data that the host application and device exchange.

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

The device supports SSL encryption so that sensitive information about employees and their timecards is protected on the Internet.

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

InTouch DX 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 device 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 device, execute diagnostic tests, and define configuration settings.

InTouch DX features

Schedule enforcement

Administrators: To configure devices 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.

Default transactions

Administrators: You can use the device configuration settings to set up default transactions for InTouch DX 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 *persists* until the employee or manager (on the employee's behalf) performs a punch, edit, or transfer—at the device 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.

Language support

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

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Dutch
- English (G.B.)
- English (U.S)
- French (France)
- French (Canada)
- German
- Hindi
- Italian
- Japanese
- Korean

- Polish
- Portuguese (Brazil)
- Spanish (Mexico)
- Spanish (Universal)

Administrators: You can translate the user interface into other languages, or customize the text in any of the supported languages. For details, see the Guide to Translating and Customizing the InTouch DX Interface.

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: To perform a transaction in a different language, select a language from the language bar. The home page and the subsequent transaction pages appear in the selected language. Complete and submit the transaction. The Employee home page reappears and reverts to the default language.

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.

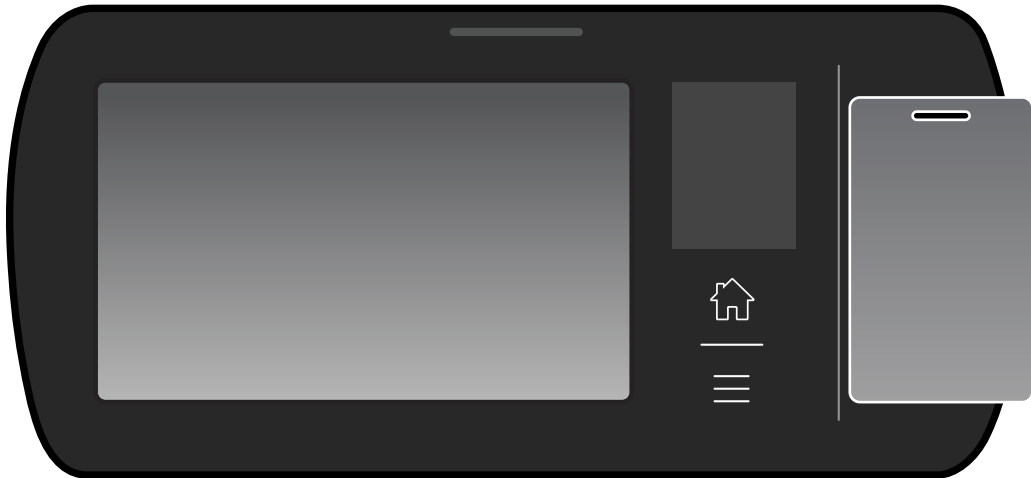
Badges

Integrated badge readers

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

- HID® Prox
- Smart card: MIFARE/DESFire, iCLASS, or FIPS 201
- Bar code
- Magnetic stripe

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



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

If the device reads the badge successfully, the LED 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.

FIPS PIV cards

The InTouch DX can read an employee badge number from a FIPS 201 PIV card, which is a type of smart card issued by the US Federal Government.

As with any non-Kronos-provided credential, contact your Kronos Representative to evaluate the credential's compatibility, and to determine the configuration requirements for reading the appropriate data from the card. After configuration is completed, you use FIPS 201 PIV cards at the InTouch DX in the same way that you use other smart cards and proximity cards.

Note: The FIPS 201 PIV card takes slightly longer to be read than most smart cards, but typically within 1-3 seconds of when you position it.

FIPS 201 PIV card support requires:

- InTouch v2.1.0 or later firmware.
- InTouch H3 or later version hardware, with integrated smart card reader.]

There are a variety of US Government-issued credentials that may be (correctly or incorrectly) referred to as FIPS or PIV cards. The FIPS 201 PIV card supports a multitude of data elements, but only a portion of them are used by the InTouch DX to determine the employee badge ID. The technical details of InTouch DX support for FIPS 201 PIV cards follow.

- Card Type: FIPS 201 PIV Contactless Smart Card.
- Card Data Read: Card Holder Unique Identifier (CHUID) plus the card expiration date, sometimes referred to as GSA 75 bit format.
- Card Data Used: The InTouch uses the 4-digit Agency Code + 4-digit + 6-digit credential number as a 14-digit employee badge number.

Note: The InTouch DX does not use the card expiration date or any other data on the PIV card.

Federal Government-related card types *not* supported by the integrated smart card reader in the InTouch DX include, but are not limited to:

- PIV-I Cards (Personal Identify Verification - Interoperable).
- CIV (Commercial Identity Verification).
- CAC (Common Access Card).
- TWIC (Transportation Worker Identification Credential).

Also, the InTouch DX does *not* support reading or using additional data from PIV cards, including:

- Personal Identification Number (PIN) for multi-factor authentication.
- Biometric data for multi-factor identification.
- Global Unique Identifier (GUID).

Remote badge readers

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

Navigation

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.

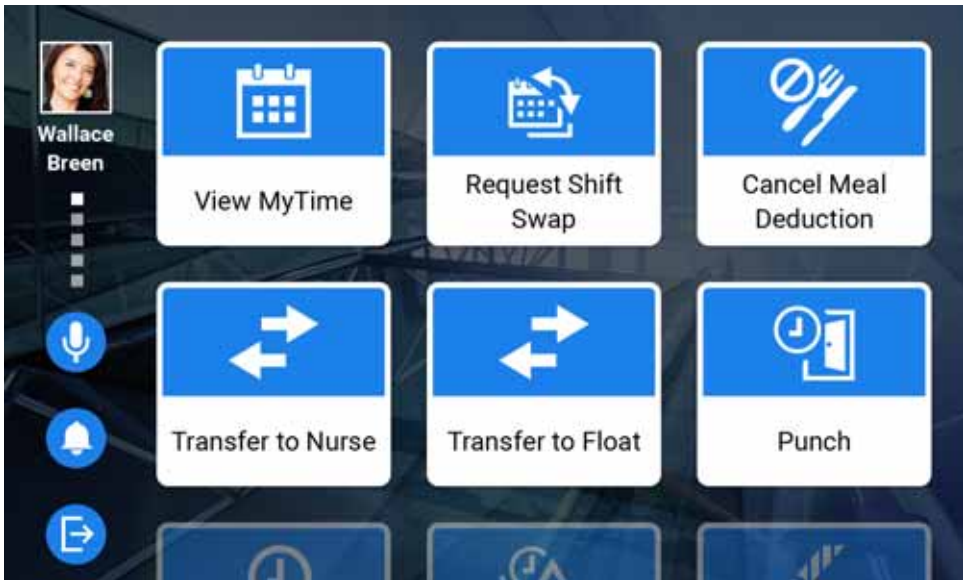
To scroll vertically through a list, press the screen with a single finger and swipe up or down. You do not have to place your finger on the arrows or scroll bar. Alternatively, you can tap the arrows to scroll through the items.

To scroll horizontally through a group of items (such as the soft keys on the home page), 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.

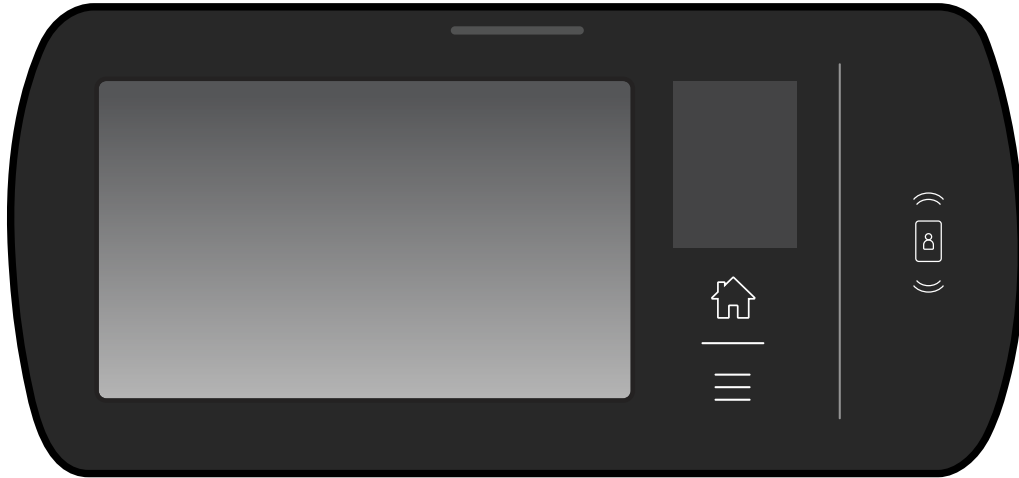
Home page

The following illustration is an example of the employee home page.

Administrators: You can configure the employee or manager home page to display *only* the date and time. In addition, you can configure the size and shape of the soft keys, how they are labeled, and the number of them that appear on each page. For more information, see the device configuration online help.



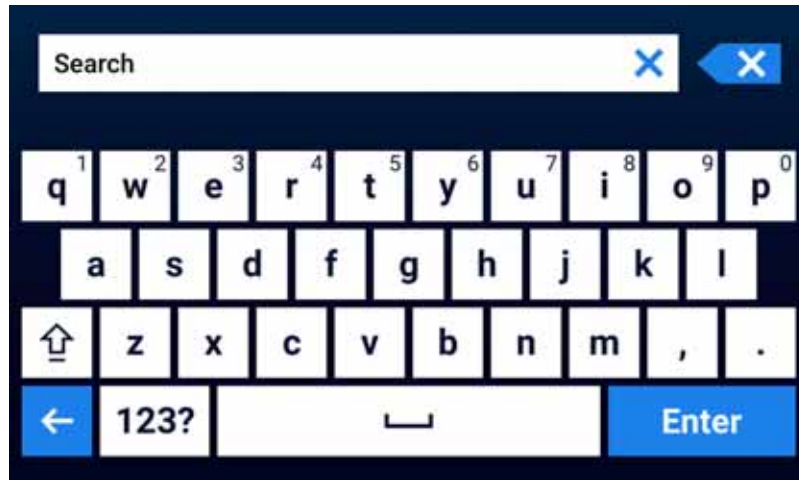
Home and Menu keys



The front of the timeclock contains two keys. The Home key returns users to the respective employee mode, manager mode, or maintenance mode home page. The Menu key (below the Home key) allows authorized users to access the following:

- Maintenance Mode: Opens the maintenance mode home page.
- Clean Touchscreen: See [“Clean the touchscreen”](#) on page 149.

Alphanumeric keypad



Interface standards:

- The “X” in the text box clears your entire entry.
- The “X” on far right is the Backspace key.
- To close the keypad without saving, tap the Back icon.
- The **123?** key toggles between the alphabetic and numeric keypads.



Calendar



Interface standards:

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

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 bottom 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 transactions. Only home employee photos can appear on timeclocks.

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

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 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 employee 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 employee home page contains your photo or initials, a link to the Message Center (if configured), and a log-out button.



Community home page

There are three ways to access your employee home page when the timeclock is configured to display the community home page.

Option 1

1. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
2. Enter your password. A message confirms that your punch was successful.
3. Do one of the following:
 - Tap **Accepted**. The community home page re-opens.
 - Tap the messages link. Enter your credentials to access the Message Center.

Option 2

1. Tap **Employee Logon**.
2. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
3. Enter your password. Your employee home page opens.

Option 3

1. Tap any soft key except **Employee Logon**.
2. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
3. Enter your password.
4. Complete the transaction. The community home page re-opens.

Individual home page

To access your employee home page when the timeclock is configured to display the individual home page.

1. Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID.
2. Enter your password.
3. Either the Smart Landing page (if configured) or your employee home page opens.

Note: If you are not a home employee, and cross-punching is not allowed at this timeclock, the community home page opens.

Smart Landing

The optional Smart Landing feature displays time-sensitive messages (such as a reminder to punch, or acceptance of a time-off request) when you access your individual home page. Your administrator can configure a Smart Landing soft key.

Note: Typically, a single event, such as an accepted time-off request, appears in both the Smart Landing area (to immediately alert you) and the Message Center (so that you can retain it for later reference). All messages that appear in the Message Center appear as Smart Landing notifications, but not vice-versa: Some Smart Landing notifications do not appear in the Message Center, usually because they are not directly work-related. For more information, see [“Message Center \(Smart View\)”](#) on page 46.

Navigation

- The message in the leftmost position is considered open. To close it, tap **Close**. To view the previous or next message, swipe right or left. You can close only messages that are in the leftmost position.
- If you tap the log out button, the messages are considered unread, and will appear in the Message Center.
- When you swipe left on the last open message, Smart Landing closes.

Biometric scanning

Timeclocks that include the Kronos Touch ID Plus option can validate your identity based on a finger (or biometric) scan. This option offers three types of biometric scanning: biometric verification, biometric identification, and biometric identification with badge ID.

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

Before you can use biometric scanning to perform transactions, your manager must enroll you for biometrics.

Managers: For details about enrolling employees for biometric scanning, see [“Biometric transactions: Kronos Touch ID Plus”](#) on page 61.

Standard transactions

Standard (or local) transactions use information that is stored in the timeclock.

Administrators: You can configure the following options for standard transactions. For details, see the device configuration online help.

- Enable biometric verification or biometric identification for home employees.

Access the Device Configuration page, and select **Cards and Readers > Biometric**. To enable biometric identification, select **Enable Biometric Identification**. To enable biometric *verification*, clear this check box.

- Enable biometric verification for non-home employees (that is, to enable cross-punching).

Access the Device Configuration page, and select **Cards and Readers > Biometric**. Select **Enable Biometric Validation**.

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

- Enforce biometric verification (that is, to require employees to enroll for biometrics before performing transactions that use biometrics).

Access the Device Configuration page, and select **Cards and Readers > Biometric**. Select **Enforce Biometric Verification**.

- Enable biometric verification for all standard transactions.

Access the Device Configuration page, and select **Cards and Readers > Biometric**. Select **Enable Biometric Verification on all Transactions**.

Employees who are enrolled for biometrics can then use biometric verification or biometric identification for *all* of the standard transactions—that is, those that result in timecard entries, and others such as View Attendance Balance or View Punch Status.

Note: You cannot enable biometric scanning 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 of the standard transactions.

The following standard employee transactions are included with the InTouch DX. All procedures assume that you have already entered your credentials.

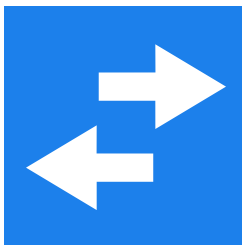
Add Missed Punch



Allows you to add a missed punch to your timecard.

1. Tap **Add Missed Punch**. The punches for each day in the current pay period appear. Missed punches are denoted by an exclamation point icon.
2. Do one of the following:
 - Tap the row with the missed punch, enter the punch time, and tap **Add**.
 - Tap **Add Punch**, select the date, enter the punch time, and tap **Add**.
3. To attest that your timecard is accurate, tap **Approve**.

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
 - Pay Cost Center
 - Work Rule
 - Project
 - Work Order
 - Comment Code
3. Enter the Date.
4. Enter the Time.
5. Tap **Submit**.

Edit Paycode



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

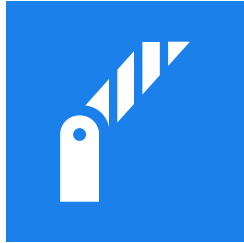
Hours

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.
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.
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.
7. (Optional) Tap **View Message Center**, or **Create New Request**.

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.

Review Timecard



Allows you to attest to the accuracy of your current timecard.

1. Tap **Review Timecard**.
2. At the prompt, tap **Proceed**. A read-only view of your timecard for the current pay period appears.
3. To view details about a day, such as transfers and exceptions, tap the day.

4. Depending on your configuration, do one of the following:
 - To add missing punches to your timecard, tap **Continue**. The Add Missed Punch transaction opens. For details, see [“Add Missed Punch”](#) on page 36.
 - To approve your timecard as is, tap **Review**. At the attestation prompt, tap **Approve**.

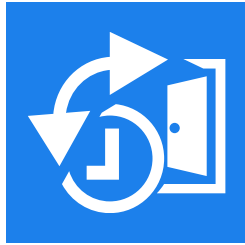
View Attendance Balance



Displays your attendance balances for a specified pay period.

1. Tap **View Attendance Balance**.
2. Use the calendar icon to select the pay period. The total for each balance type appears, as of the current day. Depending on your configuration, the balances are measured in hours or points.
3. To view details about a balance, such as events that occurred during the pay period, or pending manager actions, tap the row.
4. (Optional) In some configurations, you can perform the **View My Time** transaction. For details, see [“View My Time \(Smart View\)”](#) on page 52.

View Punch Status



Tap **View Punch Status** to view the date and time of your last punch. The time span that the system searches is configurable.

Smart View transactions

Unlike standard transactions, Smart View transactions do not rely on information that is stored in the InTouch DX. 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).

Administrators: You can enable biometric scanning 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 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 enabled non-home employees to perform biometric scanning for *standard* transactions.

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.

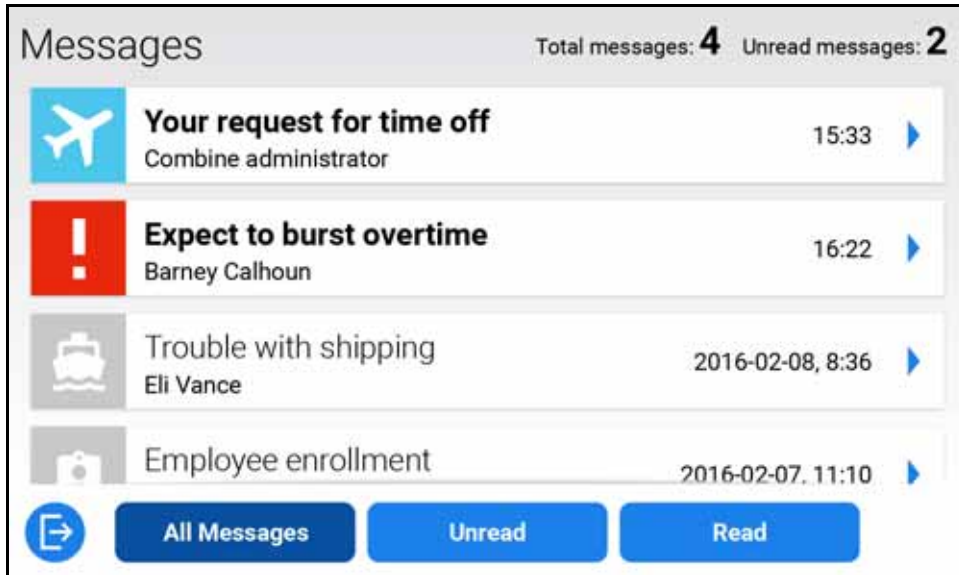
5. (Optional) Select the business structure, and one or more labor levels.
6. Tap **Submit**.

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 view only unread or only read messages by tapping the appropriate button (if configured).
- To view the contents of a message, tap its row.
- Some messages, such as requests for time-off, allow you to view the original transaction without exiting the Message Center.

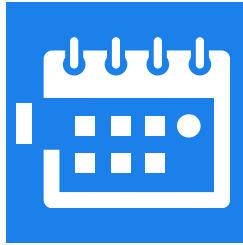
Move Paycode (Smart View)



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

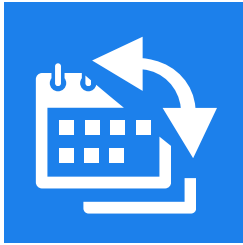
1. Tap **Move Paycode**.
2. Tap the Date text box, and select the date. You can enter a date up to 29 days in the past or in the future.
3. Tap the Time text box, and select the time.
4. Enter the number of hours.
5. Open the From Paycode list, and select the paycode from which you are deducting hours.
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)



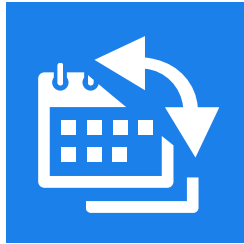
This transaction allows you to exchange one of your shifts for the shift of another employee.

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.

Note: If the Respond to Swap Request button appears, another employee has submitted a request to swap a shift with you. See [“Review Punches”](#) on page 41.

3. Tap the Requested Shifts field to view the available shifts. Tap one or more shifts and tap **Select**.
4. Tap **Submit**.
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.

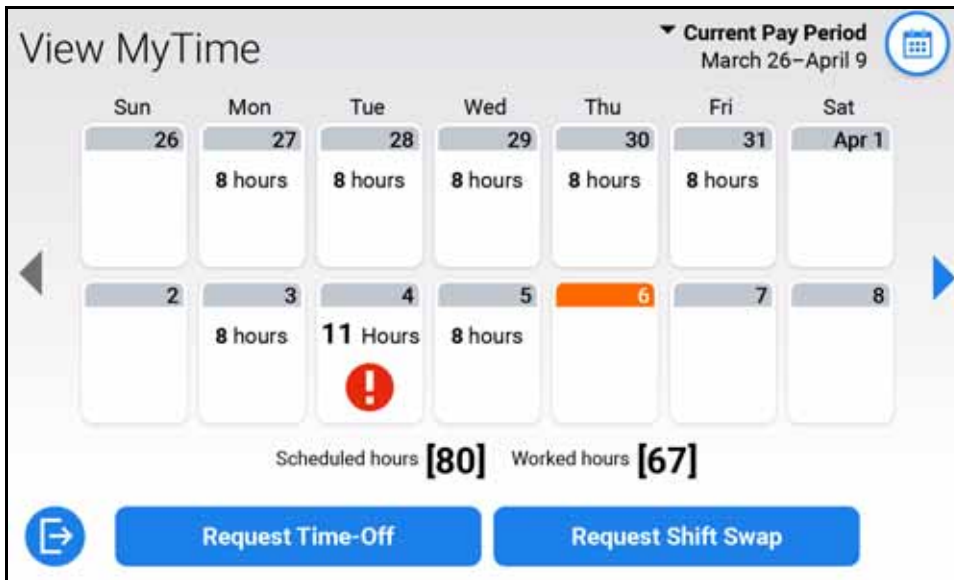
2. To view details about an accrual, tap its row.
3. (Optional) Depending on your configuration, you can perform the **View Totals** or **Request Time-Off** transactions.

View My Time (Smart View)



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

1. Tap **View My Time**.



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

Tap **Scheduled** or **Actual** to view the scheduled or actual shifts for the day.

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 40.
- **Approve Timecard:** Allows you to approve 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 55.

- **Approve Day:** Allows you to approve 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 Approve Timecard button.

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)



The View Timecard transaction displays timecards for employees whose assigned time entry method is hourly.

1. Tap **View Timecard**.
2. At the prompt, tap **Proceed**. A read-only view of the timecard for the current pay period opens. A missed punch is denoted by an exclamation point icon.
 - Tap the calendar icon to select another pay period.
 - Tap a day to view details. An exclamation point icon indicates that there is an exception.
3. Tap **Review**.
4. To attest that your timecard is accurate, tap **Approve**.

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 51.

Request Time-Off: For details, see [“Request Time-Off”](#) on page 40.

Chapter 3

Manager Mode Transactions

Introduction

Administrators: Use the device configuration function to set up access to manager mode. You can configure a device to include one or more employee mode transactions while the device is in manager mode. For information about Employee mode transactions, see [“Employee Mode Transactions”](#) on page 39.

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

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

Access manager mode

Manager mode allows you to perform supervisory transactions (such as enrolling employees for biometric authentication, adding punches, or overriding schedule and punch restrictions). You can access manager mode (that is, the manager home page) in different ways, depending on how the host application is configured. Your administrator can configure the timeclock to open either your manager home page or your employee home page after you enter your credentials.

Administrators: You can use the host application to configure the Manager Logon soft key to immediately open the manager home page.

Community home page

There are two ways to access manager mode when the timeclock is configured to display the community home page.

Option 1

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

Enter your password.

The manager home page opens.

Option 2

Tap **Manager Logon**.

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

Enter your password.

The manager home page opens.

Individual home page

There are two ways to access manager mode when the timeclock is configured to display the individual home page.

Option 1

Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID. Your employee home page opens.

Tap **Manager Logon**.

Tap **Enter ID** and enter your badge ID.

Enter your password.

The manager home page opens.

Option 2

Scan your finger, swipe your badge, or tap **Enter ID** and enter your badge ID. The community home page opens.

Tap **Manager Logon**.

Tap **Enter ID** and enter your badge ID.

Enter your password.

The manager home page opens.

Biometric transactions: Kronos Touch ID Plus

If you are using the Kronos Touch ID Plus option, the Enroll Employee and Unenroll Employee transactions are available. These transactions also require some configuration in the host application. For details, see the device configuration online help.

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 device, in an encrypted format. The fingerscan device uses a composite of three different images of an employee's fingertip to create the template. The Kronos 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.

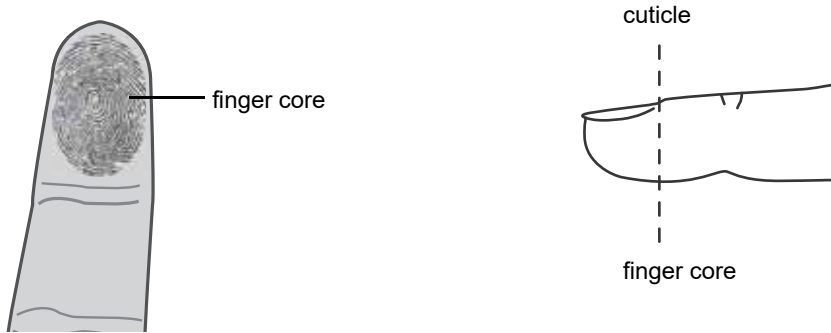
Each employee can enroll two fingers—a primary finger and, if required, a secondary finger. InTouch DX uses these templates to perform biometric verification or biometric identification when employees perform a fingerscan. Biometric *verification* requires an employee to swipe a badge or enter a badge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

Note: Biometric identification supports *only* home employees.

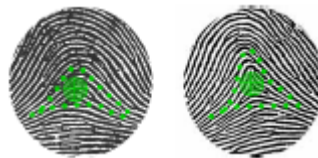
The fingerscan device can enroll a maximum of 5,000 employees *and* 10,000 templates. If you attempt to enroll an employee after this limit is reached, an error message appears.

To determine the current capacity of a device, run the Biometric report. See [“Biometric”](#) on page 125.

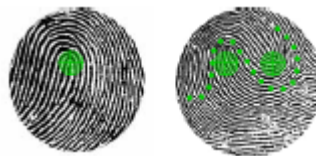
Terminology



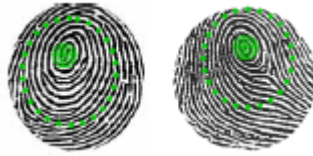
A finger contains a pattern of ridges, with typically one innermost ridge that curves in on itself, near the center. The fingerscan device uses the unique characteristics of a fingertip's ridges to construct the template.



arches (plain and tented)

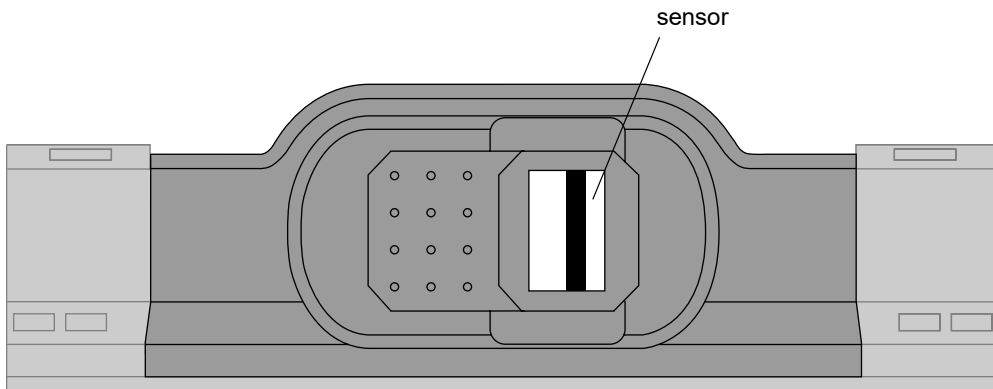


loops (singular and twin)

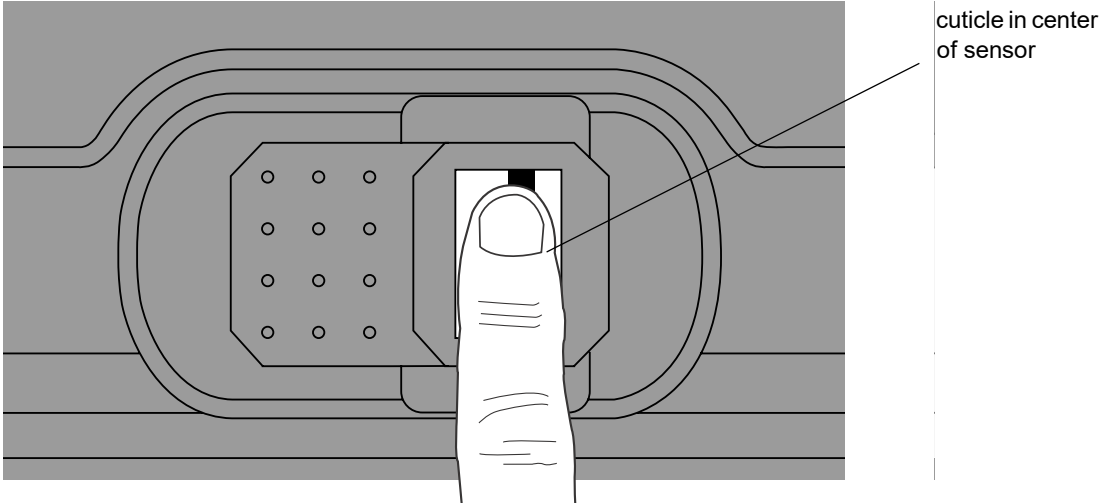


whorls and central pocket loops

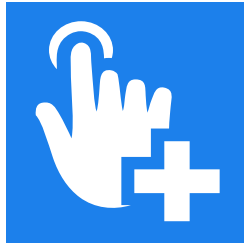
Managers: Before you attempt to enroll *employees*, practice enrolling yourself several times, and observe how finger placement, pressure, and moisture affect the scan results. Then enroll a small group of employees to familiarize yourself with the process. Keep future enrollment groups as small as practical.



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



Enroll or Re-Enroll Employee



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.

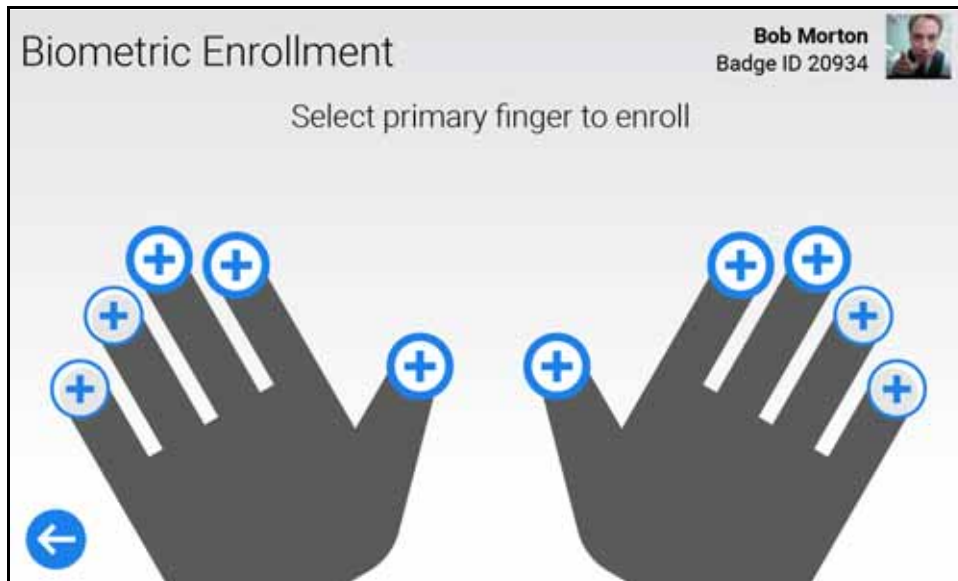
1. To enroll or re-enroll an employee for biometric validation, tap **Enroll Employee**.
2. To select the employee, use one of the following methods:
 - Swipe the employee’s badge.
 - Enter the employee’s badge ID.
 - Search by employee name.
 - Browse the employee list.

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

The system directs the employee through the process.

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

Employee instructions



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. To scan your finger:
 - a. Directly face the timeclock so that you can comfortably place your finger on the sensor—without awkwardly extending your arm or hand.
 - b. Position your finger core above the center of the sensor.
 - c. 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.

- d. 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.
- e. 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.

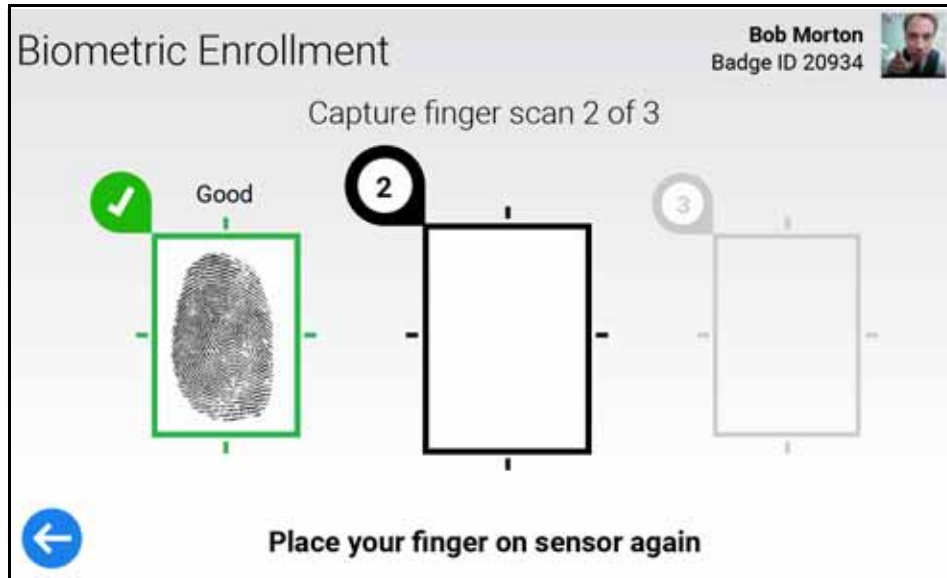
- 3. When instructed, re-scan the same finger. Repeat the process until you have obtained three scans. The system uses the three images to create a single template.

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 fingerscan. Some fingers have indistinct ridges, scars, or other characteristics that can lower the quality score. The system uses the following scale: <ul style="list-style-type: none"> • Good: 60 or greater • Fair: 40–59 • Poor: 39 or less
Threshold	A measure of how closely an employee’s live fingerscan 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, this screen times out.

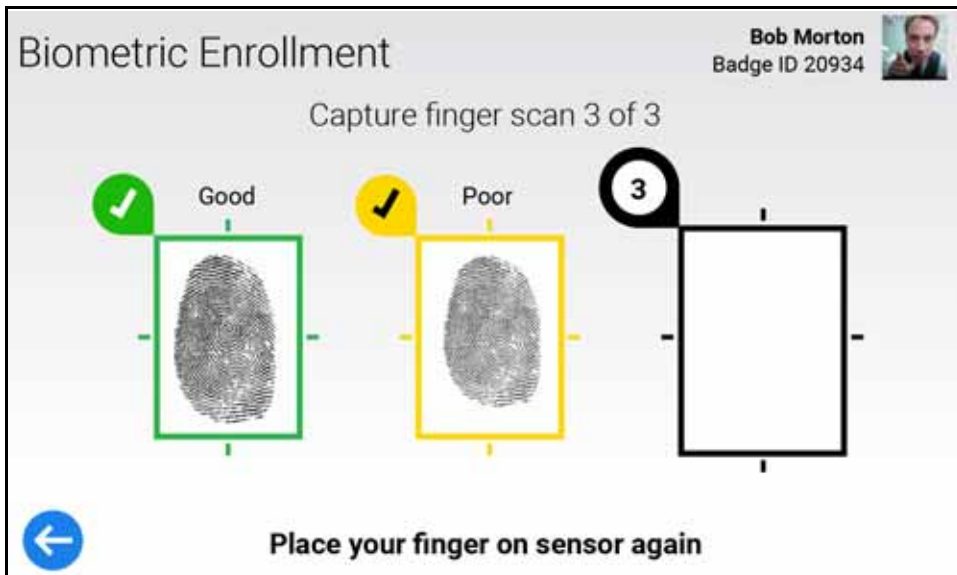
Fair Enrollment

Do one of the following:

- Tap **Retry**. Return to step 2. 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 Fingerscan.”

Poor Enrollment

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



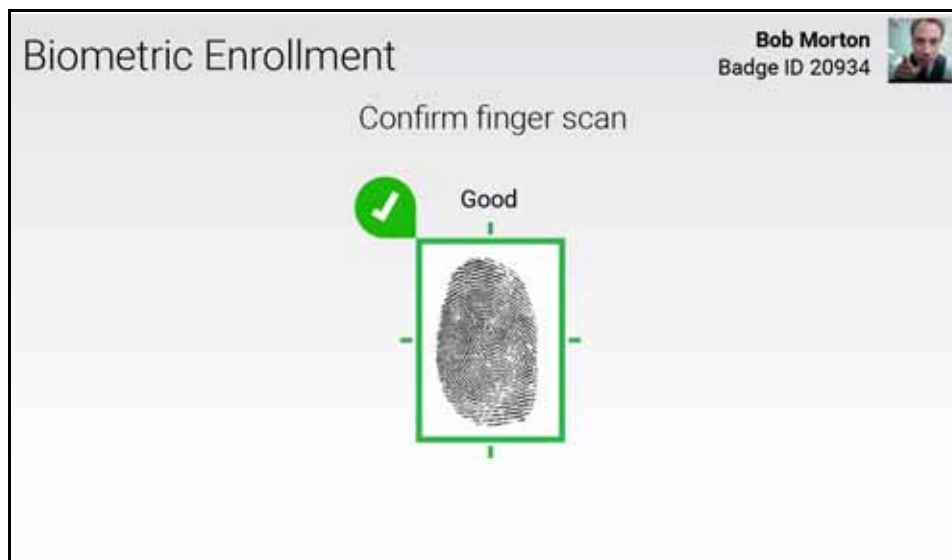
Do one of the following:

- Tap **Retry**. Return to “Capture Fingerscan.” Re-scan the same finger, and try to achieve a Good enrollment.
- Tap **Change Finger**. Return to “Select Finger to Enroll” 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 Fingerscan.”

For more information, see “Biometric identification with badge ID.”

Confirm Fingerscan



At the Confirm Fingerscan screen, re-scan the same finger that you used in the Capture Fingerscan step. The biometric device compares the previously captured fingerscan image (or template) with your current *live* fingerscan.

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 steps 1–n for the secondary finger.

Tap one of the following:

- **Yes:** Return to “Select Finger to Enroll,” and select another finger.
- **No:** The enrollment process is completed.

Failed

Do one of the following:

- Tap **Retry**. Return to step 2. Re-scan the same finger, and try to achieve an Accepted enrollment test.
- Tap **Change Finger**. Return to 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 fingerscan. 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 fingerscan. 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 fingerscans are consistently Poor.

The “Biometric identification with badge ID” feature thus allows organizations to use InTouch devices 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 fingerscan 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.
6. Go to “Capture Fingerscan” to continue the enrollment process.

Troubleshooting

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

Unenroll Employee



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

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.

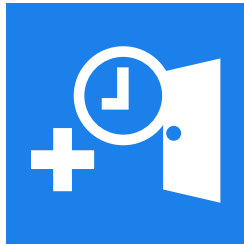
3. You are prompted to confirm your action. Tap **Unenroll**.
4. After successfully unenrolling the employee, you are prompted to unenroll another employee.

Standard transactions

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

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 76) 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

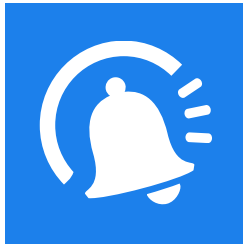


Use the Delete Punch transaction to delete an improperly entered employee punch. You can enter a date up to 30 days before or after the current date.

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, including the following parameters, 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**.

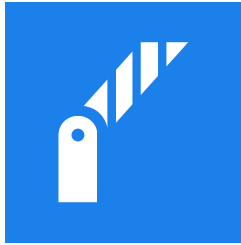
Note: To revert the silencing of the bell so that it *will* ring, as scheduled, perform this transaction again and specify a duration other than 0.

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 (use the hh:mm format). The maximum value is 99:59. 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 (use the hh:mm format). The maximum value is 99:59. 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 days.
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: Kronos Touch ID Plus](#)” on page 61.

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, perform configuration tasks, and execute diagnostic tests. These tests can help you troubleshoot hardware malfunctions.

Important: The application software for the device 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 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 powers up, the **Launch Quick Setup** feature guides you through the initial setup process.

Note: If the device 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 99.

Step 1: Pick Language

1. Select the language.
2. Tap **Next, Set Maintenance Mode Password**.

Step 2: 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.

This setting also applies to the passwords required to remotely access the timeclock using a VNC viewer or SSH viewer.

1. Enter the 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 3: Add Device ID

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

Step 4: Select Network

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 Dimensions**.

Wi-Fi

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. EAP Method.
7. Phase 2 Authentication.
8. CA Certificate
9. Identity
10. Anonymous Identity
11. Password
12. Tap **Save Configuration**.
13. Tap **Next, Connect to Dimensions**.

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 Workforce Dimensions**.

Step 5: 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.

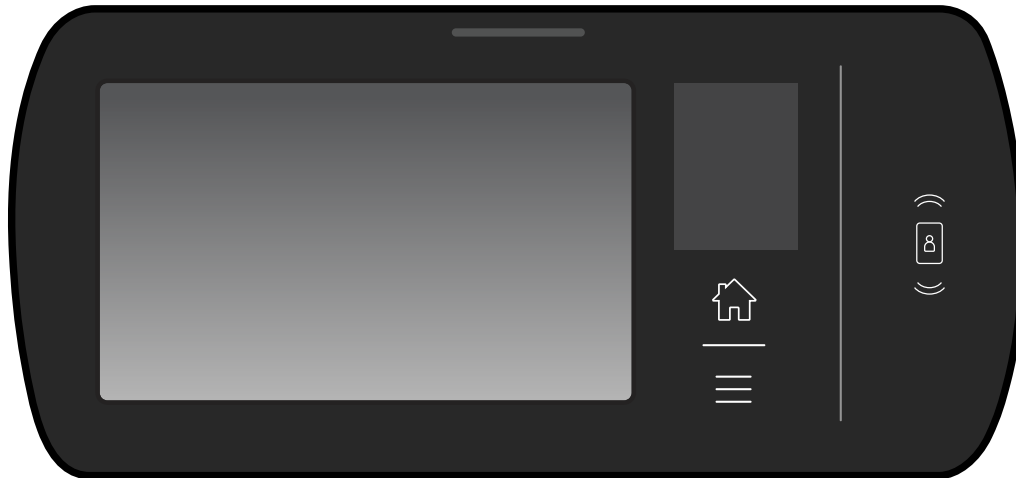
Note: To exit maintenance mode, press the Home icon on the front of the timeclock; the timeclock reverts to employee mode. If the timeclock is idle for 45 seconds without any input from a user, it automatically exits maintenance mode and reverts to employee mode.

Use a Maintenance badge

Note: Some InTouch DX 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.

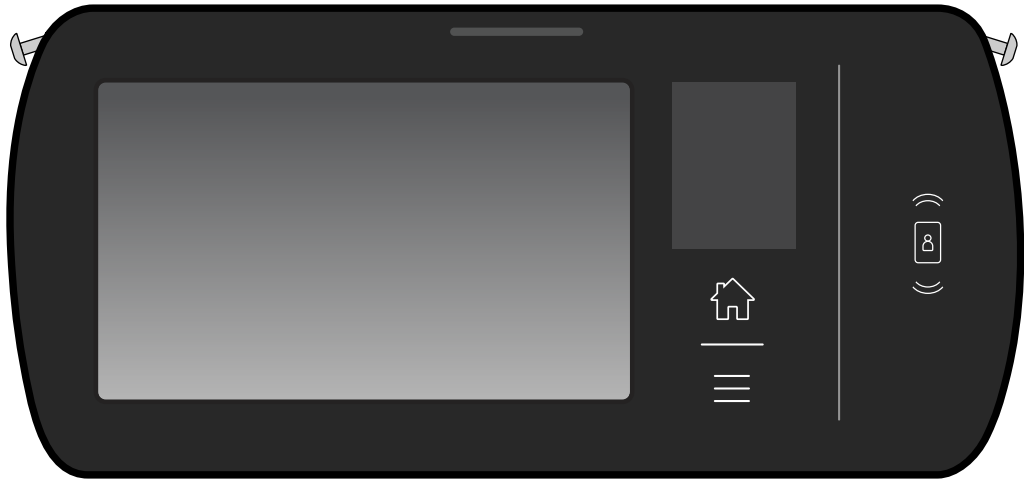
Use the tools menu



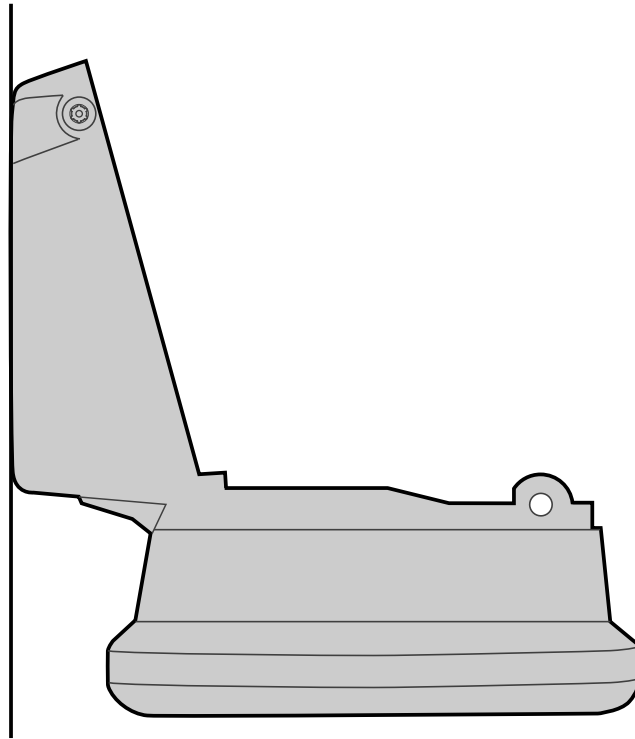
Press the tools menu icon on the front of the timeclock (below the home icon), and tap **Maintenance Mode**. Enter the maintenance mode password, and tap **Enter**.

Use the maintenance mode button

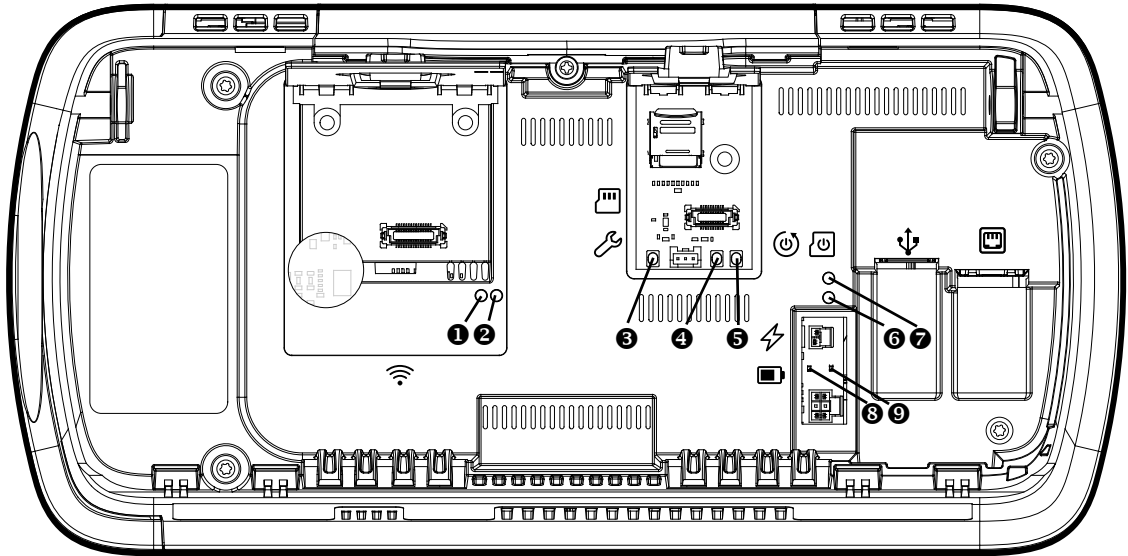
1. Use the security wrench that was supplied with the InTouch DX to loosen the screws on the sides of the timeclock. By design, the screws remain attached to the mounting bracket.



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 button **3** (see the following illustration) for at least fifteen seconds.



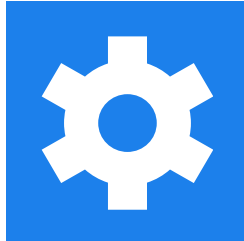
Note: If you are prompted to calibrate the touchscreen, contact your Kronos Representative *before* proceeding. For more information, see [“Calibrate the touchscreen”](#) on page 202.

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.

Maintenance mode functions

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

Edit Settings



General Communication

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

Server-Initiated

1. Tap **Edit Settings**.
2. Tap **General Communication**.
3. Server–Device Initiated: Tap **Server-Initiated**.
4. Device ID: Enter the same ID that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
5. Tap **Submit**.

Note: For Server-Initiated communication, you must also enter the IPV4 configuration settings. See “[IPV4 Configuration](#)” on page 107.

Device-Initiated

1. Tap **Settings**.
2. Tap **Communication Settings**.
3. Tap **General Communication**.

4. Server–Device Initiated: Tap **Device-Initiated**.
5. Device ID: Enter the same ID that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
6. Primary Server Password: This password allows the host application to identify the device 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.

7. Verify Server Password: Re-enter the password.
8. HTTP-SSL: Choose the same setting that you specify in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
9. Primary Server: 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).
10. Primary Server Port: Enter the same Primary Port number that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab). The default value is 80 (non-SSL).
11. Primary Server Instance ID: The instance ID number of the host application that the device is communicating with (the default value is 5001). Enter the same instance ID that you enter in the host application (on the Device Configuration page, select **Communication Settings > Communication Settings** tab).
12. Tap **Submit**.

IPV4 Configuration

Important considerations for Dynamic Host Configuration Protocol (DHCP)

Use a DHCP server to automatically assign IP addresses to devices (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 InTouch DX devices to use DHCP on a network that does not support DHCP. Otherwise, each device 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 device that uses DHCP: change the address on the network; assign the address to the device; and then remove the address from the DHCP pool so that another device cannot use it.
- If you remove a device that uses DHCP, you can reuse its former IP address.

To configure the device to use the IPV4 address format:

1. Tap **Settings**.
2. Tap **Communication Settings**.
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 device (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. Speed—tap one of the following:
 - Auto
 - 10 Full Duplex
 - 10 Half Duplex
 - 100 Full Duplex
 - 100 Half Duplex
9. Primary DNS Server: Enter the IP address and tap **Enter**.
10. (Optional) Secondary DNS Server: Enter the IP address and tap **Enter**.
11. Tap **Review**.
12. 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

Supported Wi-Fi networks

InTouch DX 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.

InTouch DX 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 107).

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**.

Note: To view numeric and special characters on the keypad, tap the **123?** key.

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

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

When the InTouch DX is in maintenance mode, the Network report provides the status and configuration of the proxy client.

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

To configure the InTouch DX 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 device 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 device 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**.
3. Tap **Enabled**.
4. Enter the 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 2: Maintenance Mode Password”](#) on page 94.

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

5. Tap **Save Settings**.

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

- IP address of the timeclock.
- Remote access password for the timeclock (created in step 4).

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

To access the tools menu icon from a viewer session, press **Ctrl+m**.

To access the Home icon from a viewer session, press **Ctrl+h**.

SSH Remote Access

This function enables a device 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**.
3. Tap **Enabled**.
4. Enter the Access Password. Enter the 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 2: Maintenance Mode Password”](#) on page 94.

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

5. Tap **Save Settings**.

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

- IP address of the timeclock.
- Remote access password for the timeclock (created in step 4).

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**.

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 InTouch DX 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 device is not responding, you can reboot it using the restart button on the main board, which is on the inside cover of the device. To remove the cover, use the security wrench that was shipped with the device. You must press and hold the button for four seconds. For details, see [“Use the maintenance mode button”](#) on page 100, 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 Password**.
3. Enter the Current Password.
4. Enter the New Password.
5. Re-enter the new password and tap **Enter**.
6. Select the Password Strength:

- Strong
 - Weak
7. To require users to enter this password when they swipe a Maintenance badge, enable **Require Password with Badge**.
 8. 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 devices that include the Kronos Touch ID Plus authentication device.

The InTouch DX 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 place the appropriate finger on the sensor, using the same position that was used during the initial enrollment.

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: Kronos Touch ID Plus”](#) on page 61.

Configure Smartcard Reader

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

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

Note: The Communication Settings report is only available with devices that operate in device-initiated mode.

This report displays all of the settings that you configured using the Communication Settings function (See [“General Communication”](#) on page 105). The information in the report can help you diagnose problems with the device.

To run the report:

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

Network

This report displays the network configuration for the device. 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 device, 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 the device. 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 device. The statistics reflect the activity since the device 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 device. 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 devices 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**. Go to step 6.
 - To view *only* templates that have low scores or other problems, tap **Problem**. Continue to the next step.
4. Select the search criteria. Tap the appropriate soft key and tap **Yes**.
 - Fair 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 device, 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

Note: The Communications test is available only on devices that use device-initiated communication. On devices that use server-initiated communication, use the Test Device function in the host application. Access the Device Details page, open the Troubleshooting menu, and select **Test Device**.

Use the Communications test to determine whether the data collection device 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.

To run the test:

1. Tap **Tests**.
2. Tap **Communications Test**. The device 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 127.

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

Output bits are electronics that control external devices such as bells or door strikes, which can be attached to the InTouch DX. 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.

