



Cloud Connected Time & Attendance System

CB5000/CB5500 Product Manual

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01 INTRODUCTION

Setting up your uAttend Time Clock requires an interaction between your Time Clock and Cloud Portal.

First we'll begin in the Cloud, then we'll finish with the Time Clock.

Once you've completed the following 5 easy steps, your employees will be ready to use the time clock.



CREATE YOUR
ACCOUNT



ADD DEPARTMENTS
AND EMPLOYEES



RFID CARD
REGISTRATION



ACTIVATE YOUR
TIME CLOCK



HANG YOUR
TIME CLOCK



02

CREATE YOUR uATTEND ACCOUNT

- ▲ Before you can set up your new uAttend Time Clock, you will need to set up your uAttend Cloud Account.

Creating your uAttend Account
Open your web browser and visit
www.TrackMyTime.com/signup
then follow the prompts.

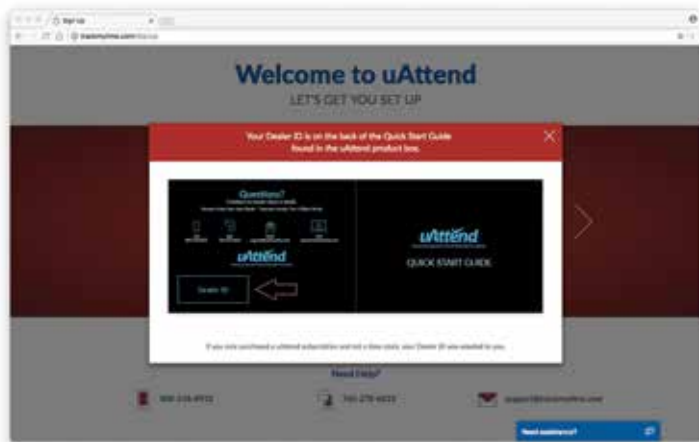


QUESTIONS? Call 800-518-8925 or Email support@trackmytime.com

Here are some helpful tips to make the setup as smooth as possible.

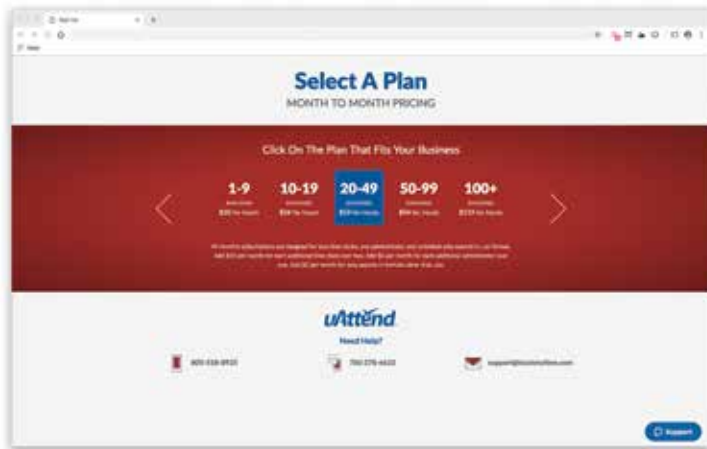
Your Dealer ID will be found on the back of your Quick Start Guide.

If the Dealer ID is missing, please contact Customer Support.

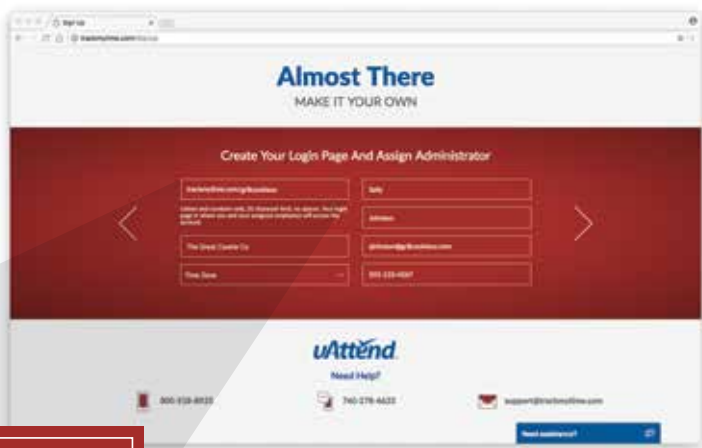


When selecting your plan size, keep in mind that your **employees** are your hourly workforce.

Supervisors (not paid hourly) and administrators are not included in this number. Your plan is month-to-month and can be changed at any time.



Your login URL is going to become the “web address” for your company’s uAttend Portal. For example, “The Great Cookie Co” may become **trackmytime.com/gr8cookieco**



trackmytime.com/gr8cookieco



03 ADD DEPARTMENTS

Departments are used to group users together within the uAttend system. You will need to set up at least one department before you add users to your account. Specify other department settings, such as Punch Rounding and Overtime Rules, during the initial setup or you may choose to enter that information later.

1. Select the Departments tab on your Dashboard.

2. Select “+Add Department.”

3. Create a Department Code.

The Department Code is used as a reference on employee time cards to ensure that hours are appropriately allocated to the correct departments. For example, the code for “Sales” can be, “SLS.”

4. Enter the full Department Name.

Add Department

General

Code	SLS
Department Name	Sales Department
Punch Rounding	OFF
Employees punch for breaks?	NO
Paid break/duration	OFF
Employees punch for Lunch?	NO
Lunch deduction/duration	OFF

Overtime

Weekly/Bi-weekly Overtime	OFF
---------------------------	-----

Advanced

Specify additional department settings on this screen now, or enter that information later.

5. Select...

- “Save & Add New” to add a new department.
- “Save & Continue” to add more rules and policies.
- “Save & Close” to move to the next step.

The screenshot shows a settings form with a dark sidebar on the left and a dark header on the right. The main content area is white and contains the following sections:

- Punch Rounding**
 - Punch Rounding: OFF
 - Employees punch for break?: NO
 - Paid break/duration: OFF
 - Employees punch for Lunch?: NO
 - Lunch deduction/duration: OFF
- Overtime**
 - Weekly/91-weekly Overtime: OFF
- Advanced**
 - Day Changes At: 12:00 AM
 - Maximum Shift: 14
 - New Shift Starts: 3
 - Night Shift: NO

At the bottom of the form, there are four buttons: CANCEL, SAVE & ADD NEW, SAVE & CONTINUE, and SAVE & CLOSE.



04

ADD EMPLOYEES

The number of employees you can add to your account is limited by the plan size you have chosen.

Optionally change the size of your plan at any time by selecting your user icon in the upper right corner of your uAttend Portal, then **“My Account”** from the dropdown menu.

1. Select the **Users** tab on your Dashboard.
2. Select **“Add User.”**

Add User

General

Role	Employee
First Name	Enter first name
Last Name	Enter last name
Department	0000000
Department Transfer	Off
Exemption Status	Non-Exempt
Timezone	Select Timezone
User name	Enter user name
Password	Enter password
Email	Enter email
Phone	Enter phone

3. Assign the user a role, then add their first and last name.

Employees are the portion of your workforce that use the time clock to track their time.

Supervisors can view and edit time cards, but do not punch in and out of the time clock.

Administrators have full access to the account and its settings. Additional administrators can be added for \$6 per month, per administrator.

4. Select...

- a. “**Save and Continue**” to set up the employee’s profile.
- b. “**Save and Close**” to move on to the next steps.

You can add more details by going back to that user’s profile at any time.

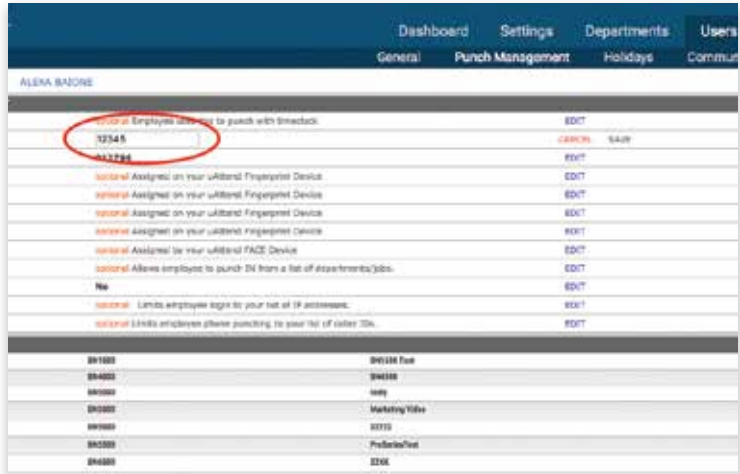
05

RFID CARD REGISTRATION

Allow your employees to clock in and out using their assigned RFID card.

RFID CARD REGISTRATION

1. Issue a uAttend RFID badge to your employee and make a note of the number.
2. From your Administrator Web Portal, select the **Users** tab.
3. Select the employee's name from your list of users.
4. From the employee's profile, select the **Punch Management** subtab.
5. Select **EDIT** and enter the RFID card number into Badge Number section.
6. Select **SAVE** and issue the badge to the employee, as it is now ready for use.





06

ACTIVATE YOUR TIME CLOCK

The CB6000 allows you to connect to the Internet via LAN, while the CB6500 allows you to connect via LAN and WiFi. The process of activating your time clock via LAN is the same for the CB6000 and CB6500, so they have been grouped together in this step.

ACTIVATION VIA LAN

1. Attach a LAN cable to your clock and router, then plug your clock into a power outlet.

Your clock should be powered on. Select **LAN** (option 2) on your CB6500.

2. Enter your uAttend Company ID.

This ID can be found in the upper right corner of your uAttend Web Portal. If you do not have an account, please set one up, as outlined in step 2.

1234567890

Press **OK** to Enter

Don't have an account?

Create an account at
trackmytime.com/signup

3. Confirm that your account information is correct.

4. Select a time zone based on the location of the clock.

5. Press OK when setup is complete.

ACTIVATION VIA WIFI

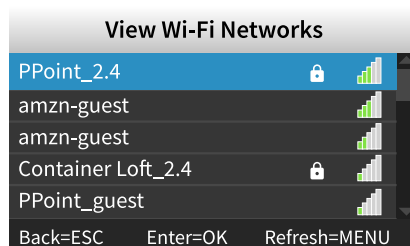
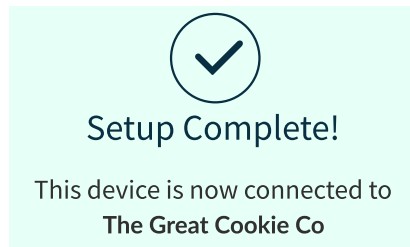
1. Plug your time clock into a power outlet.

Your clock should be powered on.

2. Select 1 for WiFi.

3. Press OK to view a list of WiFi Networks.

4. Select and confirm your Network.



5. Enter your password.

See the character table in the back of the manual for assistance.

6. Confirm that your password is correct.

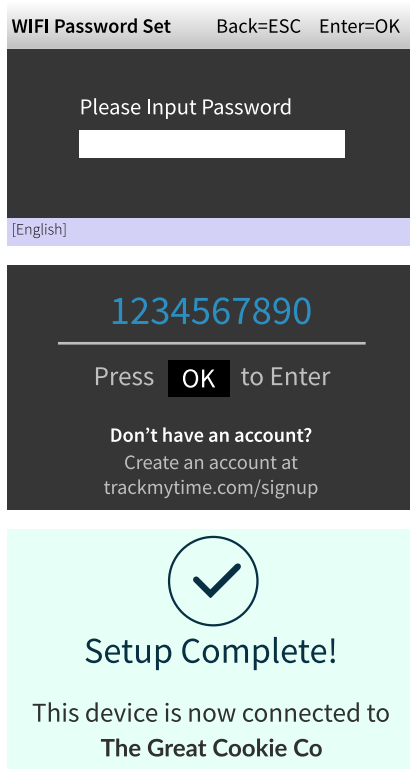
7. Enter your Company ID and press OK.

Your Company ID can be found in the upper right corner of your uAttend Web Portal. If you do not have an account, please set one up as outlined in step 2.

8. Confirm that your account information is correct.

9. Select a time zone based on the location of the clock.

10. Press OK when setup is complete.





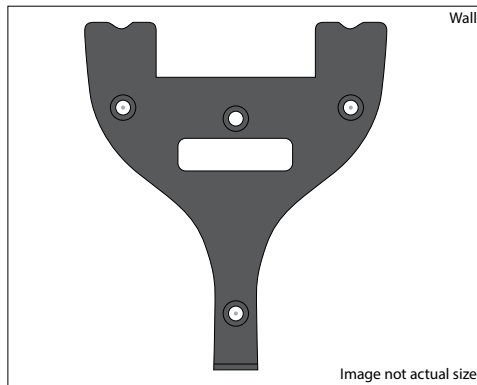
07

WALL MOUNT

Included with your time clock, you will find a metal back plate, a LAN cord, a power adapter, four drywall anchors, four screws, and a small bracket screw. You will need your own Phillips-head screwdriver.

MOUNTING YOUR TIME CLOCK ONTO YOUR WALL

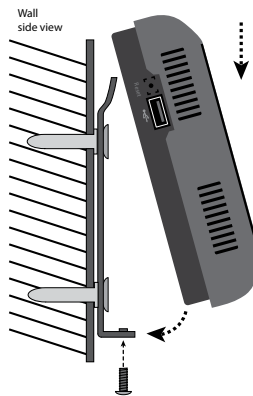
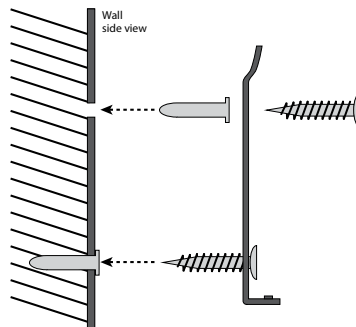
1. Select a location for your time clock near a power outlet and LAN port (if applicable).
2. Place the metal back plate against the wall (shown at right). Mark the holes against the wall.
3. Insert drywall anchors into the center of the wall marks.
4. Align the metal back plate with the holes. Ensure that the prongs are facing away from the wall and upward, then secure the back plate to the wall with the included screw.



5. Attach the power adapter and the LAN line (if applicable).

6. Align the three slots on the back of the clock with the three prongs on the back plate. Push down slightly to ensure the clock is securely fastened.

7. Optionally screw the time clock to the metal back plate with the included bracket screw at the bottom center of the time clock.






08 USING YOUR KEYPAD

The table below explains the functionality of each key on the keypad.

KEY	FUNCTION
1-0	Digits function as numbers for performing functions such as entering a PIN.
MENU	<p>Pressing the MENU key prompts a login screen for two levels of time clock access: Administrator and Super User.</p> <p>Administrator: The default password is 53178. Administrators can access Admin menu to perform all available functions.</p> <p>Super User: The default password is 6318. Super Users can access System Management.</p> <p>The administrator has the power to change all default passwords.</p>
ESC	Pressing the ESC to exit from a menu or cancel a function.

DEPT/UP ARROW	Pressing the DEPT/Up Arrow key in standby mode enables selecting the Department Transfer function. In all other modes, this key is used to scroll up.
PIN/DOWN ARROW	Pressing the PIN/Down Arrow key in standby mode allows user to enter their PIN. In all other modes, this key is used to scroll down.
OK	Used to accept key entries.
	Used to access the uAttend menu (hours worked in current pay period).

NOTE: To make changes to a menu option, press the MENU key, use the up and down keys to make your selection, then press OK.



09

USING YOUR MENUS

There are two user types for the CB Series Time Clock: Administrator and Super User. Each user type can access specific menus to perform functions.

Administrator Menus

The **User Management** menu offers the following option:

- **Change Password**—used to change the default passwords for the Administrator and Super User.

The **Device Management** menu offers the following options:

- **Update Time**—used to synchronize a new time, if time settings in the uAttend account change.
- **Device ID**—used to display the Device ID.
- **Download Logo**—used to import a logo from a uAttend account to display on your time clock.
- **Time Date**—used to change the way that date and time are displayed on your time clock.

- **Sound**—used to turn your time clock sounds on and off.
- **Change Currency Icon**—used to change the currency icon on display.

The **CommSet** menu offers the following options:

CB6000 and CB6500 models

- **LAN Settings**—displays the DHCP status, current IP address, Subnet Mask, Gateway, DNS addresses, and Netspeed settings for LAN.
- **Proxy Server Settings**—used to enable proxy server communication and to enter proxy server settings.

CB6500 model only

- **WiFi Settings**—displays the DHCP status, current IP address, Subnet Mask, Gateway, and DNS addresses for WiFi.
- **Delete Network Settings**—allows you to delete the time clock's network settings.
- **View WiFi Networks**—displays networks to which you can connect your time clock.

- **Communicating Interface**—allows you to select LAN or WiFi interface. If this option is set to LAN, the WiFi Settings and View WiFi Networks options will not display. If this option is set to WiFi, the LAN Settings option will not display.

The **System Management** menu offers the following options:

- **Reset to Factory Settings**—resets your time clock to the factory default settings.
- **Help**—displays the Customer Support telephone number and allows you to issue a support ticket.
- **Diagnostics**—used to test the real-time clock and audio.
- **MAC Address** —displays your time clock's MAC address.
- **Update Firmware**—updates your time clock's firmware to the most up-to-date version.
- **Display Firmware Version**—displays your time clock's current firmware version.

Super User Menu

The **System Management** menu offers the following option:

- **Help**—displays the Customer Support telephone number and allows user to issue a support ticket.



10

TROUBLESHOOTING

See the following table for help with the error messages that you might encounter with your CB Series Time Clock.

ERROR MESSAGE	NOTES
NET NOT FOUND	This message displays if the time clock is not currently plugged in to any networking device, or the networking device it is plugged into is turned off or is not functioning correctly.
SORRY, DEALER ID NOT FOUND	TrackMyTime.com will report this error if the Dealer ID you entered is not valid. Please contact your dealer representative for assistance.
UNSUCCESSFUL LOGIN	<p>When you attempt to log in to TrackMyTime.com, the login form refreshes. This indicates that the username/password combination that you entered was not correct.</p> <p>If you have forgotten your username and/or password, click on the Email username/password link at the top of the page.</p>
SORRY, USER NOT FOUND	This message displays if a user attempts to punch in, but their RFID card or PIN number has not been assigned to their user profile.

uAttend CONNECTIVITY ERROR	This message displays if the time clock is unable to communicate with the uAttend server due to a firewall, content filter, or any other type of network block.
INTERNET CONNECTIVITY ERROR	This message displays if the time clock is unable to communicate out of the local network onto the Internet.
DNS ERROR	This message displays if the time clock does not have a valid DNS server IP address to contact, or the DNS server it is contacting cannot properly resolve the host name for the server.
DHCP ERROR	This message displays if the time clock does not receive proper IP address information provided to it from the DHCP server.
DHCP UNAVAILABLE	This message displays if the time clock receives no response when attempting to contact a DHCP server.

CHARACTER TABLES

To join a WiFi network (CB6500 model only), you will use the numeric keypad to enter numbers, letters, and symbols for your password. The following tables display the keys you will use to enter each letter or symbol.

Switching To Numbers

To enter numbers press the ESC key once. To return to letters, press the check mark ✓ key until the bar at the bottom of the screen says “English.”

Entering Symbols

To enter symbols press the check mark ✓ key until it says “symbol” and enter the appropriate numerical and key patterns for the symbol desired.

Saving the Password

Once you have added your WiFi password, ensure that you are in number entry mode, then press **OK** to enter.

NOTE: To access the number entry mode: From the letter or symbol entry mode, press the **ESC** key once.

Your WiFi password will display at the top of the screen and you will be asked to press **OK** again to confirm that it is correct. If not, go back.

Press the **ESC** key until you are back to the main screen. Your screen will display “System Ready” in green once your password has authenticated.

LETTER	KEYS	LETTER	KEYS
a	20	A	23
b	21	B	24
c	22	C	25
d	30	D	33
e	31	E	34
f	32	F	35
g	40	G	43
h	41	H	44
i	42	I	45
j	50	J	53
k	51	K	54
l	52	L	55
m	60	M	63
n	61	N	64
o	62	O	65
p	70	P	74
q	71	Q	75

LETTER	KEYS	LETTER	KEYS
r	72	R	76
s	73	S	77
t	80	T	83
u	81	U	84
v	82	V	85
w	90	W	94
x	91	X	95
y	92	Y	96
z	93	Z	97

NOTE: You must press the ✓ key to access the symbol mode from alpha mode.

SYMBOL	KEYS	SYMBOL	KEYS
[spacebar]	0	:	PIN 8
~	1	"	PIN(x2) 0
!	2	<	PIN(x2) 1
@	3	>	PIN(x2) 2
#	4	?	PIN(x2) 3
\$	5	`	PIN(x2) 4
%	6	-	PIN(x2) 5
^	7	=	PIN(x2) 6
&	8	[PIN(x2) 7
*	PIN 0]	PIN(x2) 8
(PIN 1	\	PIN(x3) 0
)	PIN 2	;	PIN(x3) 1
_	PIN 3	'	PIN(x3) 2
+	PIN 4	,	PIN(x3) 3
{	PIN 5	.	PIN(x3) 4
}	PIN 6	/	PIN(x3) 5
	PIN 7		



12

uATTEND DEVICE LIMITED WARRANTY

This Warranty covers all uAttend™ Devices and any Devices which may now or in the future be connected to your uAttend Account.

- A. **Warranty and Warranty Periods.** Processing Point, Inc. (“PPoint”) warrants only to the original Purchaser that the Device will be free from defects in material and workmanship for the time during which (i) the original Purchaser subscribes to the uAttend System, and (ii) until such time the Device has been replaced (the “Warranty Period”).
- B. **PPoint’s Obligation Under Warranty.** PPoint’s sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. PPoint does not assume responsibility for delays in replacement or repair of products or parts. PPoint may, at its sole discretion, replace Devices with refurbished Devices. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.
- C. **DISCLAIMER OF ALL OTHER WARRANTIES.** NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND PPOINT EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.

- D. **Limitations.** No salesperson, representative, or agent of PPoint is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of PPoint to be valid, binding, and enforceable. PPoint does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. PPOINT SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH PPOINT PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.
- E. **What May Void the Warranty.** This Limited Warranty shall be null and void in the following circumstances:
1. Modification or repair by the end user or any non-authorized PPoint service provider; or
 2. Improper use or installation, or damage by accident or neglect, by the end user or any third party, or intentional damage by the end user or any third party; or

3. Failure of the end user or any third party to exercise caution to protect from electrostatic discharge damage and adverse temperature, or physical abuse; or
 4. Failure by the end user to follow the Return Appointment Process set forth below.
- F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:
1. Obtain a return material authorization (RMA) from PPoint, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by PPoint and immediately returned to end user, freight collect.
 2. Ship the items being returned to PPoint, freight prepaid, together with a written description of the claimed defect.
 3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.
- G. Transportation Costs. PPoint will pay surface freight to return products covered by this Limited Warranty. However, if PPoint determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, the end user shall be liable for all costs of handling and transportation.

**13**

ATTEND SAFETY INFORMATION

IMPORTANT SAFEGUARDS FOR SAFE OPERATION & USE



CAUTION/WARNING



DANGEROUS VOLTAGE



**DO NOT CONNECT
DAMAGED SUPPLY CORD**

SAVE THESE INSTRUCTIONS.

THIS PRODUCT IS FOR COMMERCIAL USE ONLY.

The time clock is an electrical device. In order to reduce the risk of fatal electrical shock and fire, basic safety precautions should be followed, including the following:

1. Read all instructions before operating.
2. This time clock must be properly installed and located in accordance with these instructions before used.
3. Do not use outdoors.
4. Do not expose to water or any liquid.

5. Do not place objects into the time clock.
6. For best operation, plug the time clock into its own electrical outlet.
7. Do not operate the time clock with a damaged cord or plug.
8. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the time clock.
9. Plug the time clock into a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may be voided.

WARNING

RISK OF FIRE OR ELECTRIC SHOCK - DO NOT OPEN

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT OPEN THE TIME CLOCK. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE COMPLETED BY AUTHORIZED SERVICE PERSONNEL ONLY.

QUESTIONS? Call 800-518-8925 or Email support@trackmytime.com

Questions?

Contact us seven days a week.

Monday-Friday 5am-6pm Pacific | Saturday-Sunday 7am-3:30pm Pacific



Call

800-518-8925



Text

760-278-6623



Email

support@trackmytime.com



Visit

support.trackmytime.com

uAttend™

Cloud Connected Time & Attendance System

workwell
TECHNOLOGIES

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