



uAttend™
By Chronologic

DR Series Time Clocks Product Manual

DR2000

Voice Control and Facial Recognition

DR2500

Voice Control, Facial Recognition + Temperature Reader

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01

INTRODUCTION

Setting up your uAttend DR2000/DR2500 requires connecting your time clock to the cloud portal.

First, we'll set up the cloud, then the time clock.

Once you've completed the following six easy steps, your employees can start clocking in!

1. CREATE YOUR ACCOUNT

2. ADD DEPARTMENTS AND EMPLOYEES

3. CHOOSE TEMPERATURE READER SETTINGS

4. ACTIVATE YOUR TIME CLOCK

5. MOUNT YOUR TIME CLOCK

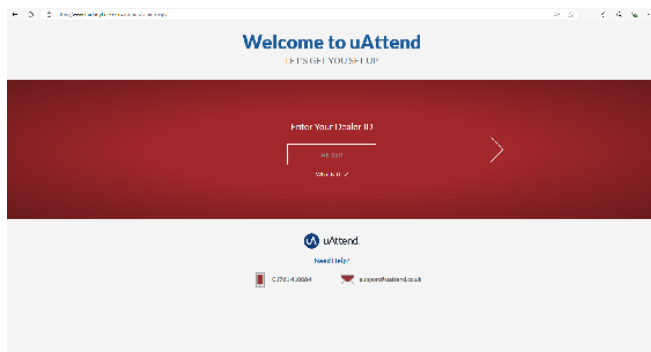
6. REGISTER EMPLOYEE FACES

02

CREATE YOUR uATTEND ACCOUNT

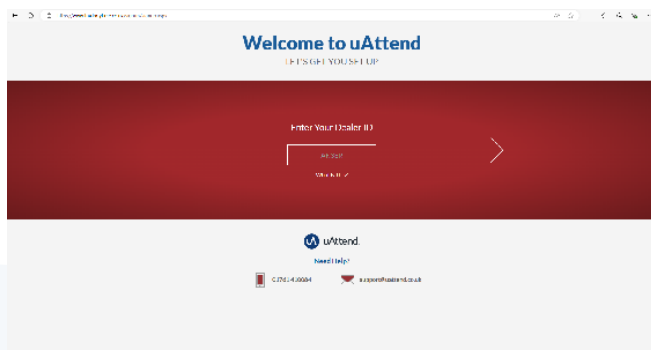
⚠ If you have already created your uAttend account, please skip to Section 3.

Open your web browser and visit **www.TrackMyTime.co.uk/signup** then follow the prompts.



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

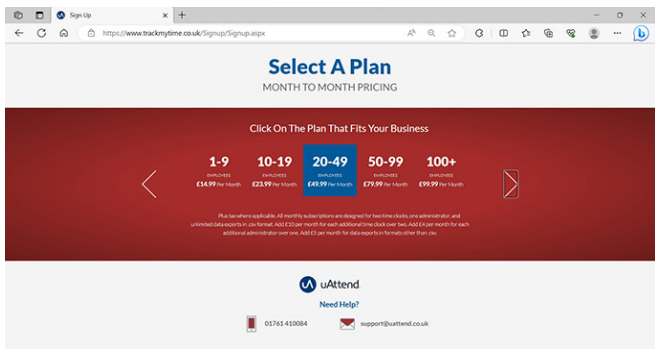
Your **Dealer ID** will be found on the back of your **Quick Start Guide**. If the **Dealer ID** is missing, please contact **Customer Support**.



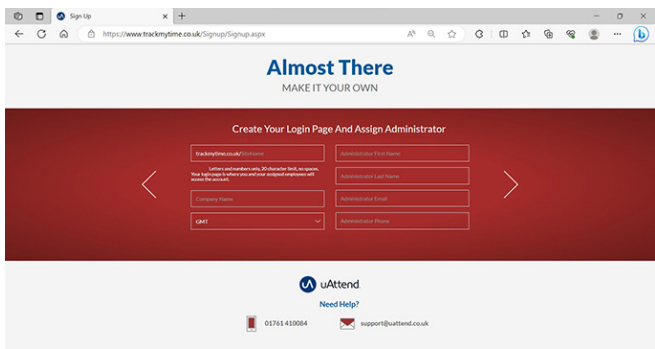
QUESTIONS? Call 01761 410084 or email support@chronologic.co.uk

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.co.uk/gr8cookieco**



03

ADD DEPARTMENTS

Departments are used to group employees together within the uAttend system. uAttend will create a default department, which you can modify as needed and you can add more if desired.

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, “SLS01.”

Add Department

General

Code: SLS

Department Name: Enter Name

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

Day Changes At: 12:00 AM

Maximum Shift: 14

New Shift Starts: 3

Night Shift?: NO

CANCEL SAVE & ADD NEW SAVE & CONTINUE SAVE & CLOSE

4. Enter the full Department Name

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.



QUESTIONS? Call 01761 410084 or email support@chronologic.co.uk

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ADD EMPLOYEES

The number of employees you can add to your account is limited by the plan size you have chosen. You can change the size of your plan at any time by selecting your user icon in the upper right corner of your uAttend Portal, then selecting **"My Account"** from the drop down menu.

1. Select the People tab on your Dashboard

2. Select "Add Person"

3. Assign the person 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 clock in and out of the time clock.

Administrators have full access to the account and its settings. Additional administrators can be added for £4 per month, per administrator.

4. Select...

- "Save and Continue"** to set up the employee's profile.
- "Save and Close"** to move on to the next steps.

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

Add User

General

Role: **Employee**

First Name (Required): **Linda**

Last Name (Required): **Oppenheimer**

Department: **Customer Service**

Department Transfer: **Off**

Exemption Status: **Exempt**

Timezone: **(GMT -08:00) Pacific**

User name: _____

Preferences

Face ID: **9696**

Edit Rights: **View Only**

View Time Card: **Yes**

Allow Website Punch: **Yes**

Smart Phone Access: **On**

CANCEL **SAVE AND ADD NEW** **SAVE AND CONTINUE** **SAVE AND CLOSE**

05

CONFIGURE TEMPERATURE READER SETTINGS

Before the time clock can scan employees' temperatures, you need to configure and enable the temperature reader settings. Once enabled, the time clock will record temperatures on the first clock-in of the day. You can apply default and individual temperature reader settings by following the steps listed below. **The following instructions are applicable only for devices with a temperature reader.**

DEFAULT TEMPERATURE READER SETTINGS

1. Set up your default temperature reader settings by selecting **Settings > Clocking Management**. Then, select **Edit** next to **Temperature Reader Settings** and fill out the following information.



TIME CLOCKS					ADD TIMECLOCK
DEVICE ID	NAME/LOCATION	TIMEZONE	STATUS	FEATURES	
DR2500-97872444	Warehouse	(GMT -07:00) Pacific	FEATURE UNAVAILABLE		
LOGO IMAGE	Image files must be 320 x 156 in size. Logo unavailable on certain models.				
TEMPERATURE READER SETTINGS ⓘ	SETUP REQUIRED				EDIT

2. **Enable/Disable:** The temperature reader is enabled by default. Toggling off this setting will disable the temperature reader on all time clocks using default settings.
3. **Temperature Unit:** Fahrenheit or Celsius.
4. **Temperature Lockout Threshold:** The time clock will lockout employees who meet or exceed this number.
5. **Temperature Reporting:** Choose how employee temperatures will be recorded in your uAttend account as either "Actual Temperature" or "Pass/Fail."
6. **Temperature Lockout Message:** This message will display on the time clock screen if an employee is locked out of clocking.
7. **Apply Default Settings:** Select which clocks will use default settings.
8. **Save.**
9. If you have multiple time clocks on your account and would like to apply Individual Temperature Reader Settings, proceed to the next section.

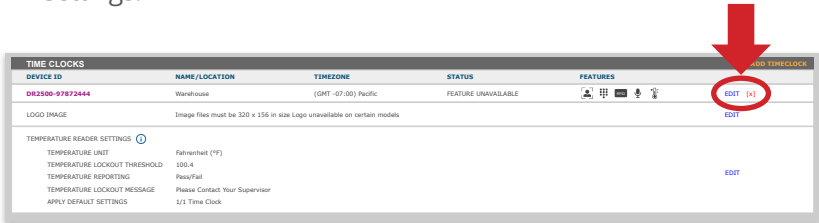


QUESTIONS? Call 01761 410084 or email support@chronologic.co.uk

INDIVIDUAL TIME CLOCK TEMPERATURE READER SETTINGS

Individual temperature reader settings are optional. If you have multiple time clocks and at least one requires different temperature reader settings from your default selection, proceed with the next steps.

1. From the **Settings > Clocking Management** screen, select **Edit** next to the name of the time clock you wish to apply individual settings.



2. **Enable/Disable:** The temperature reader is enabled by default. Toggling off this setting will disable the temperature reader on this time clock.
3. **Use Default Settings:** Toggle on if you decide later that you want this clock to use default settings.
4. Fill out the rest of the settings by following steps 3-6 in the previous **Default Temperature Reader Settings** section.
5. **Save.**

Please note: Workwell is not advertising its products for use in the medical industry or for medical purposes. Our products are not intended to diagnose or exclude contagions such as COVID-19, SARS, or any other medical condition and should not be used as such. Our products are intended to serve as a first-line filter by assisting an organization and its employees in identifying those employees who may have an elevated body temperature. While our products may archive readings for reporting and audit purposes, it is solely the responsibility of the organization to communicate the use of the information to its employees, to obtain any necessary consent from its employees and to determine how the information is used. The organization should not rely solely on our products for making such a determination. Various environmental and methodological factors can impact thermal imaging; therefore, the readings from our products should not be relied upon as the sole determinant of a person's body temperature. Competent medical advice and further checks should be sought if there are concerns regarding an employee's health or possible illness. Workwell hereby disclaims all liability with respect to the conditions and limitations described in this paragraph.

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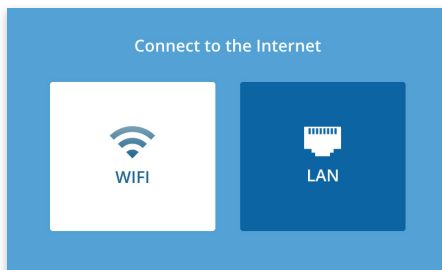
ACTIVATE YOUR TIME CLOCK

The DR series time clocks allow for easy set up with LAN or WiFi connection.

ACTIVATION VIA LAN

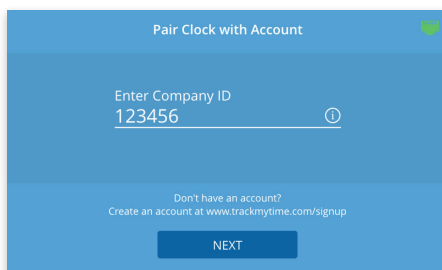
1. Attach a LAN cable to your clock and router, then plug your clock into a power outlet

- Follow the onscreen prompts to confirm your network selection.
- The clock will check for any needed updates once the connection is established to ensure you have the most up-to-date version of the clock firmware.



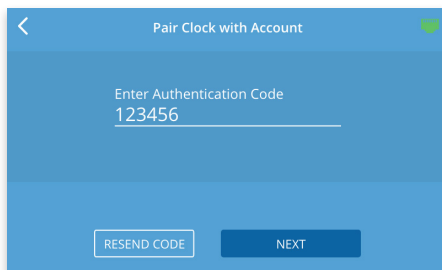
2. Enter your uAttend Company ID

- 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 Section 2 of this manual.

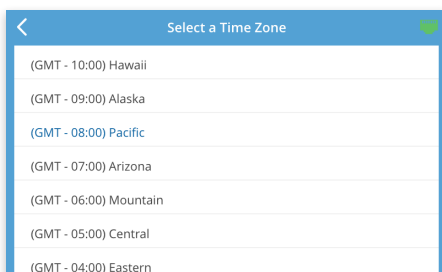


3. Enter the 2-factor Authentication Code, emailed to your uAttend Account administrator's email address

- This helps keep your account secure by preventing additional clocks from being added to your account without your permission.



4. **Confirm that your account information is correct**
5. **Select a time zone based on the location of the clock**
6. **Set your Administrator Passcode**



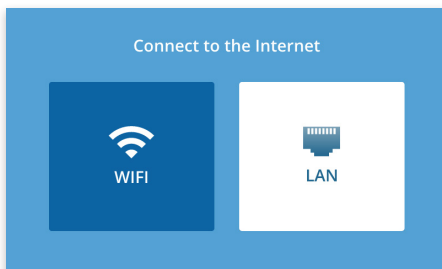
- a. This 5-digit code will be used to access administrator-only functions. If you ever lose it, it can be recovered by visiting your uAttend Account.

7. Clock setup is now complete!

ACTIVATION VIA WIFI

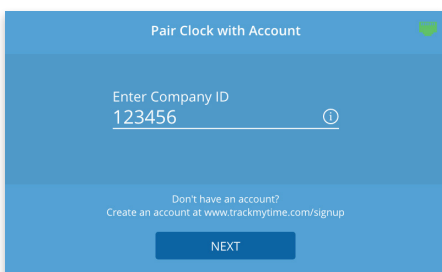
1. Plug your clock into a power outlet

- a. Follow the onscreen prompts to select your WiFi Network.
- b. Enter your password onscreen.
- c. The clock will check for any needed updates once the connection is established to ensure you have the most up-to-date version of the clock firmware.



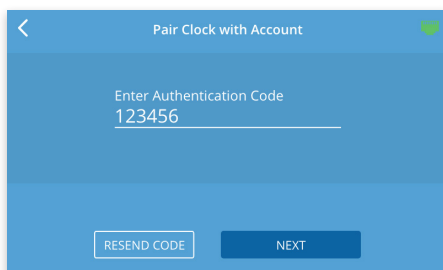
2. Enter your uAttend Company ID

- a. 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 Section 2 of this manual.



3. Enter the 2-factor Authentication Code, emailed to your uAttend Account administrator's email address

- a. This helps to keep your account secure, by preventing any additional clocks from being added to your account without your permission.



Pair Clock with Account

Enter Authentication Code
123456

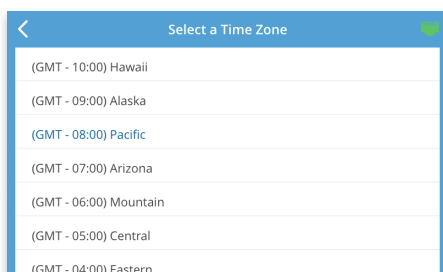
RESEND CODE NEXT

4. Confirm that your account information is correct

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

6. Set your Administrator Passcode

- a. This 5-digit code will be used to access administrator-only functions. If you ever lose it, it can be recovered by visiting your uAttend Account.



Select a Time Zone

(GMT - 10:00) Hawaii
(GMT - 09:00) Alaska
(GMT - 08:00) Pacific
(GMT - 07:00) Arizona
(GMT - 06:00) Mountain
(GMT - 05:00) Central
(GMT - 04:00) Eastern

7. Clock setup is now complete!

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WALL MOUNT

Everything you need to mount your timeclock to the wall is included in your purchase: metal back plate, LAN cord, power adapter, four drywall anchors, four screws, and two small bracket screws. You will need your own Phillips-head screwdriver.

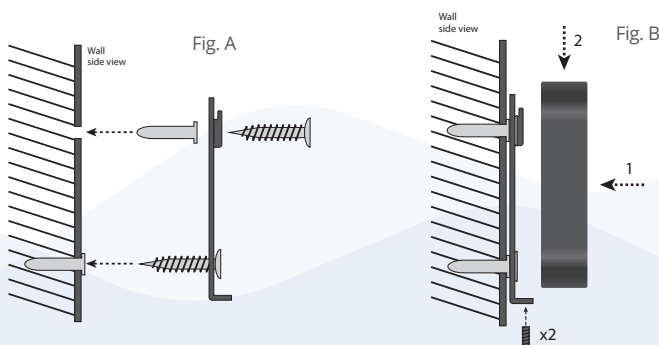
CHOOSING A LOCATION

For best optimization of voice and facial recognition, mount your time clock in an area that has:

- Minimal background noise to avoid interference with voice commands.
- Ample ambient lighting (without back-lighting) for successful facial recognition.

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 provided mounting template against the wall. Drill holes through the targets using a 1/4" (6.35mm) drill bit.
3. Insert drywall anchors into the center of the wall marks (Fig. A).
4. Align the metal back plate with the holes. Ensure that the prongs are facing away from the wall, then secure the back plate to the wall with the screws provided.
5. Attach the power adapter and the LAN line (if applicable).
6. Align the two slots on the back of the clock with the two prongs on the back plate. Push down slightly to ensure the clock is securely fastened (Fig. B).
7. Optionally screw the time clock to the metal back plate with the included bracket screws at the bottom of the time clock (Fig. B).



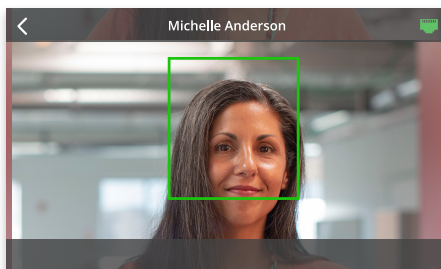
08

FACE TEMPLATES

Once an employee has registered their face on one of the clocks, they will be able to use facial recognition authentication on all DR clocks under your account.

REGISTRATION TIPS:

- Employees should not wear face masks while registering. Once registered, employees can successfully authenticate even when wearing a face mask.
- Register employee faces in a location with bright ambient lighting. Dim lighting, back lighting or shadows may result in failed scans.



REGISTERING FACE TEMPLATES

Before registering face templates, please ensure you have added the employee to your online uAttend account as outlined in Section 4.

1. Tap the PIN icon in the bottom right-hand corner of the time clock screen and enter your Administrator PIN. This is the PIN which you chose during device setup. It can be found in your clock details at **Settings > Clocking Management** in your online account.
2. Select **Employee** in the time clock Employee Menu.
3. Select the employee you wish to register face templates for from the list provided.
4. Follow the onscreen prompts to scan the employee's face.
5. Repeat steps 1-4 for every employee who will authenticate with facial recognition.



ADMINISTRATOR MENU OPTIONS

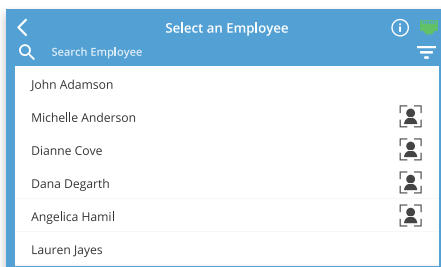
The **Administrator** menu can be accessed with the **Administrator PIN** you chose during device setup. It can be found in your clock details at **Settings > Clocking Management** in your online account.

Here are the different settings and tools within the Administrator menu:

1. Employee

Displays a searchable list of Employees by name.

- a. Select an Employee to manage or register face templates.

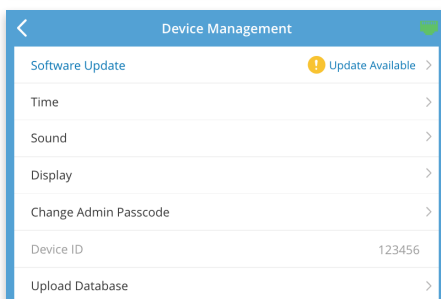


2. Device

a. Software Updates

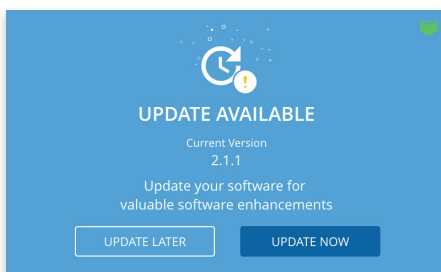
- i. Tap the **Software Update** option from the **Device Menu**.

1. The clock will check for available updates. The clock's current software version will also display on this screen.



- ii. If there are updates available, you can select to **Update** now or later.

1. After choosing to update the software, the clock will download the update and



automatically restart to apply the update. If the update was not successful, then the time clock will display messaging accordingly on the screen. If this occurs, you'll have the options to choose **Update Later** or **Please Try Again** on the following screen.

b. Time

- i. **Time Zone** – The Time Zone the clock is located in.
- ii. **Time Format** –
 1. 12 hour – Standard 12-hour format with AM and PM settings.
 2. 24 hr – Also known as Military time.

c. Sound

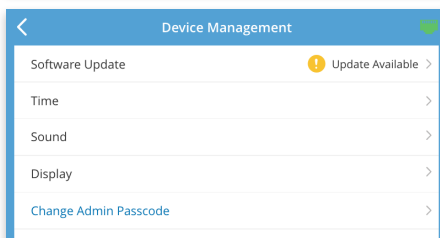
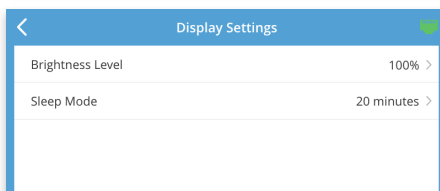
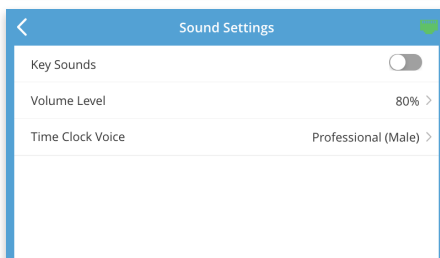
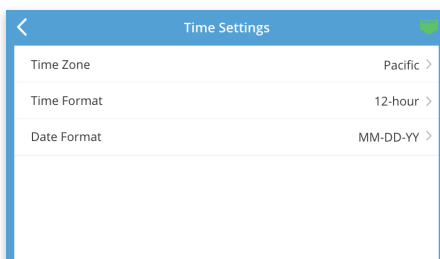
- i. **Key Sounds** – Turn sounds for key presses on or off.
- ii. **Volume Level** – The volume setting for all sounds on the clock.
- iii. **Time Clock Voice** – Select the voice for confirmations on clockings or disable this entirely.

d. Display

- i. **Brightness Level** – The default brightness level of the screen.
- ii. **Sleep Mode** – How long before the screen dims when idle.
 1. Note: tapping the screen will restore the brightness level.

e. Change Admin Password

- i. Enter the current **Admin PIN** to verify authorization, then tap next.
- ii. Enter the new **PIN** for the time clock, hide the onscreen keyboard, and tap next.
- iii. A confirmation screen should be displayed.



f. Device ID

The number used to identify the clock in the uAttend portal.

g. Upload Database

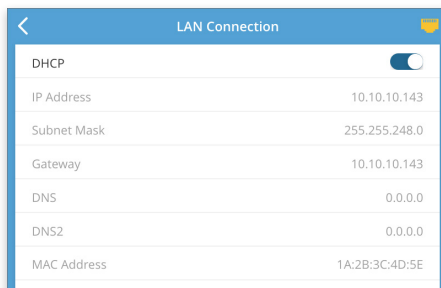
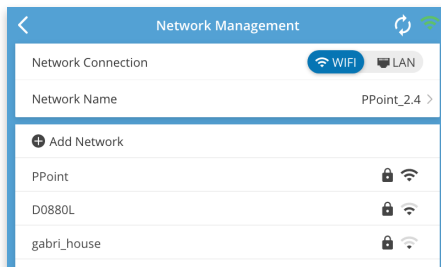
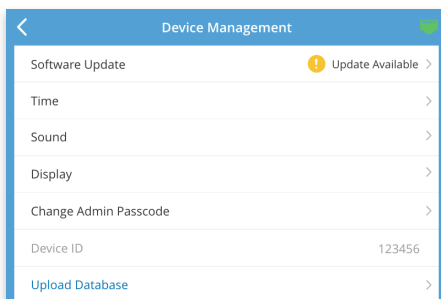
This will send your database to Workwell Technologies for diagnostic purposes.

3. Network

a. Network Connection:

i. WiFi

1. Scroll the list of available networks to locate your network's name.
2. Use the onscreen keyboard to enter your WiFi password and press **Next**.
3. The screen will display a confirmation that the clock is connected to your WiFi network.



ii. LAN

1. The configuration for your **LAN** network will be displayed on this screen.

4. Support

- a. A screen will display showing the methods for requesting support.

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TROUBLESHOOTING

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

ERROR MESSAGE	NOTES
CANNOT CONNECT TO INTERNAL NETWORK	If clock is not currently plugged into any networking device or the networking device it is plugged into is not turned on or functioning.
SORRY, DEALER ID NOT FOUND	TrackMyTime.com will report this error if the Dealer ID you entered is not valid. Please contact uAttend Support for assistance.
CANNOT CONNECT TO UATTEND SERVER	If a clock is placed into a functioning network, but is not able to communicate with the uAttend server.
CANNOT ACCESS THE INTERNET	If a clock is connected to the local network, but is unable to communicate with the Internet.
CANNOT LOCATE UATTEND SERVER USING DNS	If a clock is not able to properly resolve the hostname of the domain it is trying to contact because it either does not have a valid DNS server IP address to contact or the DNS server it is contacting cannot properly resolve the hostname for the server.
NO RESPONSE FROM DHCP SERVICE	If a clock is placed into a functioning network, is set to use DHCP, but gets no responses when attempting to contact a DHCP server during the Discover process of DHCP.

Please visit our website at www.uattend.co.uk for full details of the Warranty covering all uAttend Devices which may now or in the future be connected to your uAttend Account Clock.

Please note: Workwell is not advertising its products for use in the medical industry or for medical purposes. Our products are not intended to diagnose or exclude contagions such as COVID-19, SARS, or any other medical condition and should not be used as such. Our products are intended to serve as a first-line filter by assisting an organization and its employees in identifying those employees who may have an elevated body temperature. While our products may archive readings for reporting and audit purposes, it is solely the responsibility of the organization to communicate the use of the information to its employees, to obtain any necessary consent from its employees and to determine how the information is used. The organization should not rely solely on our products for making such a determination. Various environmental and methodological factors can impact thermal imaging; therefore, the readings from our products should not be relied upon as the sole determinant of a person's body temperature. Competent medical advice and further checks should be sought if there are concerns regarding an employee's health or possible illness. Workwell hereby disclaims all liability with respect to the conditions and limitations described in this paragraph.

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.

**CAUTION/WARNING****DANGEROUS VOLTAGE****DO NOT CONNECT
DAMAGED SUPPLY CORD****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.

FEATURES

- PIN authentication
- Face Recognition authentication
- RFID badge/key fob authentication
- Break and Lunch Clocking
- Department Transfers
- Job Tracking
- Temperature Sensor (DR2500 only)
- Voice Commands
- Off-line Clocking
- LAN/WIFI

SPECIFICATIONS

- Dimensions - W 7-1/2", H 7-3/16", D 1-1/4" (DR2500)
- Weight - 11.3oz (DR2000) / 12.5oz (DR2500)
- Power - DC 12V-2A, cord length - 5' 8"
- Operating - Temperature 0-45C
- Operating - Humidity 20-80%
- Screen - 5"
- Speaker -1W internal
- PIN - on-screen keypad
- RFID -26-bit Wiegand @ 125KHz
- Biometric - facial recognition
- Max Face Templates - 1000 employees
- Ports - 80, 443, 59777, 59778
- WIFI - 2.4g b/g/n
- LAN - ethernet
- Web Servers (for whitelisting) - trackmytime.com, utilities.pptdev.com, devicemanagementplatform.workwelltech.com

LAN SETUP

1. Toggle the Connection Method selector to LAN.

After choosing LAN, the device will attempt to establish a connection.

If it is not successful, the device will display one of the error messages overleaf.

If it is successful, the device will display a LAN Connected message.

2. Press the Done button if finished or click the Advanced Settings button to proceed with additional configuration.

In the Advanced Settings section, you can view the device's MAC address, toggle between DHCP and Static IP mode to configure the IP address, subnet mask, gateway, and DNS servers used by the device.

WiFi

1. Toggle the Connection Method selector to WIFI.

After choosing WIFI, the device will attempt to search for nearby networks.

2. Locate and tap on the SSID associated with your network from the displayed list.
3. When prompted, use the on-screen keyboard to enter your WIFI password.
4. Press the icon on the bottom right of the keyboard to hide the on-screen keyboard.
5. Press the Next button.

If your network does not appear on the list (hidden network), tap the Add Network button to manually enter the network information.

6. Enter the SSID for the Network Name.
7. Tap the Next button.
8. Select the Security type used on your network (This information can be provided by your network administrator).
9. Use the on-screen keyboard to enter your WIFI password.
10. Tap the icon on the bottom right of the keyboard to hide the on-screen keyboard.
11. Tap the Next button.

The device will attempt to establish a connection.

If it is not successful, the device will display one of the error messages overleaf.

Address the error, as described below, and press the Try Again button. You can tap the Advanced Settings button to view the device's MAC address, toggle between DHCP and Static IP mode to configure the IP address, subnet mask, gateway, and DNS servers used by the device.

12. Press the Done button if finished or click the Advanced Settings button to proceed with additional configuration.

In the Advanced Settings section, you can view the device's MAC address, toggle between DHCP and Static IP mode to configure the IP address, subnet mask, gateway, and DNS servers used by the device.

TROUBLESHOOTING

Network not Available - WiFi Only

- Make sure the entered SSID is correct.
- Make sure the network is broadcasting on 2.4G. The device is not compatible with 5G.
- Make sure the network is using WEP, WPA, or WPA2 security encryption.

Cannot Connect to Internal Network

- Make sure the entered password is correct.
- Make sure the network is not blocking access.
- Make sure the device is whitelisted with any firewalls, security, or filtering rules.

Cannot Connect to uAttend Server

- Make sure the network is not using port randomization.
- Make sure the network is not blocking access.
- Make sure our servers are whitelisted with any firewalls, security, or filtering rules.

No Response from DHCP Server

- Make sure the network is configured to use DHCP to assign connected devices an IP address.
- Make sure the network is not blocking access.
- Assign and configure a static IP address.

Cannot Locate uAttend Server Using DNS

- Make sure the network is configured with a DNS server.
- Try configuring the DNS server to use google DNS instead of the default for the network.
- Try configuring the device to use google DNS instead of the default for the network.

Cannot Access the Internet

- Make sure the network has a stable internet connection.
- Make sure the network is not blocking access.
- Make sure our servers are whitelisted with any firewalls, security, or filtering rules.

If the issue persists, contact support.

If it is successful, the device will display a WIFI Connected message.



Questions?

Contact us Weekdays

Monday - Friday 9am - 5pm GMT

Call 01761 410084

Email support@chronologic.co.uk

Visit help-portal.uattend.co.uk

Dealer ID

DHAJ3



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