Hardware Faults

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Cards or Key Fobs won't scan

Tapping them to the reader does nothing at all.

Check the following:

1. The cards or key fobs are not damaged in any way (e.g. hole-punched).
2. There are no electric or magnetic fields close to the machine (e.g. welding equipment nearby, or coiled power cabled behind the reader).
3. Try restarting the machine.

If other cards or key fobs still work, then there may be an issue with the one that isn't working. Otherwise, there could be a problem with the reader itself.

Tapping them to the reader says "Employee not found".

This usually means that the machine has forgotten the employee, or someone is attempting to use a card or key fob registered to another TimeDock account.

Check the following:

1. T That the employee has not been deleted from your TimeDock dashboard.
2. The time/date on the machine is accurate (including the system date/time from the device's system settings).
3. The "Last synced" message along the top of the screen indicates that the device is up to date.

Device won't start

It gets to the startup logo or icon, but it doesn't go any further.

If your device is stuck on one of the loading or startup screens, then a problem could have occurred while the main application was starting.

While this is not a common experience, it doesn't necessarily indicate an alarming fault. It could be caused by something transient, such as magnetic interference from a coiled cable next to the reader during the startup phase.

Try the following steps to resolve the issue:

1. Unplug the device from the power source.
2. Unplug the power cable from the power adapter (rectangular box).
3. Plug the device and power cable back in, ensuring all connections are firmly seated.
4. Hold the power button down for up to 30 seconds, until the device turns off.
   Important: Short-pressing the power button will simply turn the screen off, not the device.
5. Wait 10 seconds.
6. Hold the power button down until the device starts.

It won't turn on at all.

If your device won't start at all, there may be an issue with one of the power connectors or the power supply itself.

Try the following steps to resolve the issue:

1. Unplug the device from the power source.
2. Unplug the power cable from the power adapter (rectangular box).
3. Plug the device and power cable back in, ensuring all cable connections are firmly seated.
4. If you have another TimeDock machine nearby, try swapping the power supply to see if the other one works on the machine that won't start.

5. Press and hold the power button for up to 30 seconds or until you see the TimeDock logo appear on screen.

It's stuck on a menu screen with Chinese or Asian text..

You may have accidentally booted into an engineering mode. Long-press the power button for up to 30 seconds, until the device turns off, then start it again.

Device has no internet connection

Symptoms:

1. Few or no time entries are syncing through from the device.
2. The device listed in the web dashboard under setup > devices is highlighted red.
3. On the device itself, at the top of the screen, it may indicate that the last successful sync was a while ago. e.g. "Full sync 15 days ago".
4. The screen may turn grey, on some versions, indicating that it's not connected to the internet.

To remedy this issue, please try the following options:

1. **Turn the device off** (long-press the power button). **Then turn it on again**. Sounds simple, but this is the quickest and easiest remedy when there's been a Wi-Fi hiccup!
2. **Reconnect your Wi-Fi.** To access Wi-Fi settings on your device, use one of the master key cards that came with it, or tap on the "am" or "pm" next to the time, 20 times. Ensure that the password is correct, as sometimes a Wi-Fi password change can cause it to seem like it's connected successfully when it hasn't.
3. **Check the system Date/Time** is set correctly and hasn't reset to the factory default. Make sure this is the case within the system settings on the device, not just the TimeDock app. System settings are accessible the same way as the Wi-Fi step above.

4. **Ensure that your Wi-Fi router is within range**, and there are **no obstructing materials or objects that could interfere with the signal** e.g. metal walls, heavy duty fire doors, enclosed metal-clad buildings, heavy machinery with electromagnetic fields, etc.

5. Check whether any IT technicians have changed any network or internet configurations for your organisation.

6. If the above options don't work, try restarting your internet router.

7. If using a SIM card with a data plan, ensure that it's active and has remaining data.

8. If using a SIM card, ensure it's compatible with tablet devices (some specialised SIM cards & data plans are prohibited for use within consumer devices).

If none of the above options succeed, the best next step is to connect it through another internet connection to rule out an issue with the first one. That could be another Wi-Fi access point, or a hotspot from someone's phone.

When successfully reconnected, the device will display a message along the top of the screen like "Full sync 2 minutes ago".