



# Allied Time AT-5000

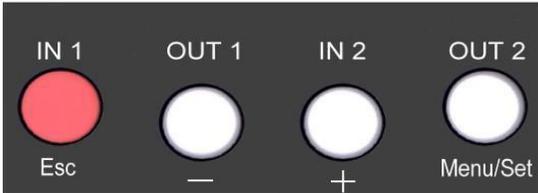
Fingerprint & RFID Calculating Time Recorder

With Built-in Thermal Printer & Battery Backup

**User Manual**

## AT5000 FEATURES OVERVIEW

The AT 5000 is a biometric time clock designed for small businesses with simple work rules. Employees can record punches via Biometric Finger Scan or via RFID Card. Up to Four Punches per day can be recorded, and employee has to Select IN or OUT buttons prior to punching.



**IN1 = First Time IN (Arriving to work)**

**OUT1 = First Time OUT (Ex. Taking a lunch break)**

**IN2 = Second Time IN (Ex. Back from Lunch)**

**OUT2 = Second Time OUT (Ex. OUT for a day)**

Reminder will show up on LCD screen if employee with UNSET shift forgets to select IN/OUT key prior to punching.

**NOTE: If your employees do not punch OUT for lunch, use only IN1 and OUT1 keys (do not skip the middle keys) to insure proper calculation.**

The AT5000 will calculate total hours worked based on the actual punch time. There is no set pay cycle required for this time clock to work. Simply select Start and Finish date range prior to printing reports. For example, if your pay cycle is weekly and you would like your time card report showing Monday-Sunday punches, you simply select previous Monday as your Start Date and previous Sunday as your End Date.

## SAFETY INFORMATION



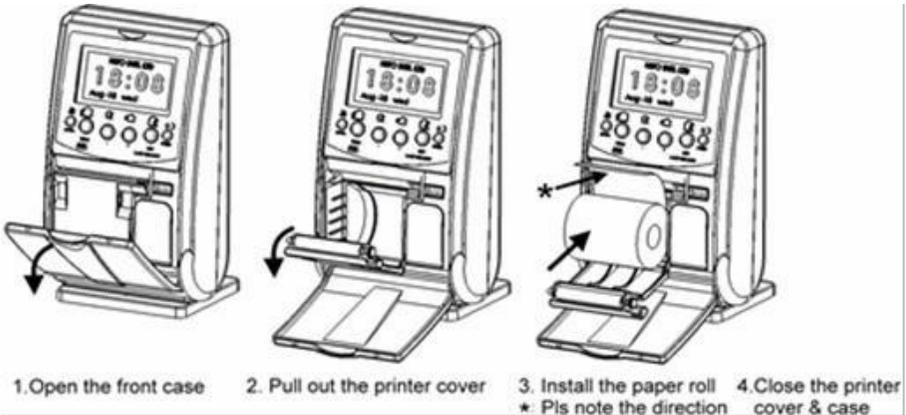
- Do not modify this product, as a fire, electrical shock, or breakdown could occur.
- Do not attempt to remove the covers and panels that have been affixed to the product. Some parts have high-voltage components that could cause an electrical shock or blindness.
- Only use the power cord supplied in the package. Failure to use this cord could result in a fire or electrical shock.
- Do not unplug and plug in the power cord with wet hands, as an electrical shock could occur.
- Plug the power cord all the way into the power outlet. Failure to do this could result in a fire or electrical shock.
- The device must be connected to an earthed main socket-outlet. The socket-outlet should be within 1m of the device and should be easily accessible.
- If smoke or fire sparks occur when connecting the machine to electric power, please stop using the machine and contact your dealer immediately.

### **FCC Warning:**

The AT5000 has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules.

## UNPACKING THE UNIT

Prior to operating AT5000, please open the Thermal Paper Roll cover and remove the Caution Label. Install Paper Roll in correct position as shown below:



Please note: in order to print on Thermal Paper Roll, **the unit must be plugged into regular power source**. It will not print in Battery Operation Mode.

# **CONTENTS**

	<b>SAFETY INFORMATION.....</b>	<b>3</b>
<b>(A)</b>	<b>PARTS DESCRIPTION.....</b>	<b>6</b>
<b>(B)</b>	<b>PACKAGE CONTENTS .....</b>	<b>6</b>
<b>(C)</b>	<b>SETUP YOUR SYSTEM.....</b>	<b>7</b>
	<b>Departments .....</b>	<b>7</b>
	<b>Users/Employees .....</b>	<b>8</b>
	<b>System Info.....</b>	<b>8</b>
	<b>Managers.....</b>	<b>10</b>
<b>(D)</b>	<b>CLOCK OPERATIONS .....</b>	<b>11</b>
	<b>Employee Punching.....</b>	<b>11</b>
	<b>Reporting .....</b>	<b>11</b>
	<b>Managing Clock Data... ..</b>	<b>13</b>
	<b>Useful Machine Settings .....</b>	<b>14</b>
<b>(E)</b>	<b>REPLACING THERMAL PRINTER ROLL.....</b>	<b>15</b>
<b>(F)</b>	<b>IMPORTANT NOTICES.....</b>	<b>16</b>
<b>(G)</b>	<b>TROUBLESHOOTING .....</b>	<b>17</b>
<b>(H)</b>	<b>SPECIFICATIONS.....</b>	<b>18</b>
	<b>Appendix - Attention to Fingerprint Reading .....</b>	<b>19</b>
	<b>Troubleshooting Guide.....</b>	<b>20</b>
	<b>AT-5000 Menu Map.....</b>	<b>23</b>

# (A) Parts Description



## Keyboard

- DATA** Check Punch Records
- IN1/ESC** IN1 / Exit or Backspace
- OUT1/-** OUT1 / Value Decrease 1
- IN2/+** IN2 / Value Increase 1
- OUT2/Menu/Set** OUT2 / Menu or Enter
- Battery** Switch On (charging)
- FEED/Mode/Power** Feed Paper / Select Character / Power On & Off

## (B) Package Contents



## (C) SETUP YOUR SYSTEM

Prior to using this time clock, follow the steps below to download and setup your employees/departments/shifts.

**Step 1:** Connect the machine to Power Source and press “Power” button. Insert USB Stick into the USB Slot.

**Step 2:** Press down MENU button and hold for 2 seconds to enter the Operations Menu. You will also be pressing Menu/Set button for “Ok” to confirm your selections, or ESC button to exit out or cancel selections.

- |                |                   |
|----------------|-------------------|
| 1) REPORT      | 3) TIME SETTING   |
| 2) MANAGE USER | 4) SYSTEM SETTING |

Hint: use + and – buttons for navigating/changing, use Menu/Set button for confirming.

**Step 3:** Press MENU, than navigate to below settings: Press **SYS SETTING** -> **USB Up/Dnload** -> **Dnload Set Tab**  
Press to begin download. Please wait until you see “Dnload Success” to indicate the download has finished.

**Step 4:** Remove USB Stick from clock and insert USB Stick to your PC that has Excel Installed. Open the SetTable File in Excel, which consists of 3 sheets.

**SHEET 1 - DEPARTMENTS** (Max 30 departments can be created)

	A	B
2	<b>Department Set</b>	
3	<i>Instruction</i>	
4	<i>a) Max 30 departments</i>	
5	<i>b) Department name cannot exceed 23 characters including spaces</i>	
6	<b>Dept. NO.</b>	<b>Dept. Name(23)</b>
7	001	Admin
8	002	Engineer
9	003	Finance
10	004	HR

## Sheet 2 – Manage User (Max. 200 employees can be registered)

Manage User							
2							
3 Instructions							
4 Column A: Input 3-digit user number (001-200, max. 200 users)							
5 Column B: Input user name (max. 15 characters, including spaces)							
6 Column C: Assign user privilege level (Admin assignment will lock device menu; ID card must be enrolled in Column D if Admin)							
7 Column D: Input 10-digit RFID card number (first 10 digits on card)							
8 Column E: Select dept. (new depts created on Department Set tab)							
9							
ID NO.	Name(15)	Privilege	ID Card(10)	Dept			

## Sheet 3 – System Info

System Info		
Item	Value	Instruction
Company Name(63)	Welcome	Input Company Name, max. 63 characters including spaces (Thermal print out with first 29 characters only)
Hour Mode	24h	Select 12 or 24 hour mode
D.S.T.TIME(Start)	yyy-mm-dd hh:mm	Input Daylight Saving Start Time (if needed)
D.S.T.TIME(End)	yyy-mm-dd hh:mm	Input Daylight Saving End Time (if needed)
Machine No.(1-255)	1	Machine number (within 1 - 255) for those with several branch office to identify which machine
Record Warn(0-90000)	5000	Record Warning (if 5000 set, once the record reach 85,000, the machine will give alarm)
Re-verify(0-60)	5	Re-verify time range (if 15 mins set, within 15 mins cannot punch again)
Standby(0-60)	0	Standby period (if 30 mins set, within 30 mins without any operation, the machine will enter sleep mode) Press any key to wake up the machine

You can change the defaults to your Company’s Name (displayed at the clock), Daylight Savings time start/finish, and other preferences as shown. Keep Re-verify settings as is to prevent duplicate accidental punching.

**Step 5:** After you enter your employees in Manage User Table and make any other desired changes, press SAVE (make sure to select “YES” to keep existing format) to save SetTable file. Remove USB Stick from your PC and insert into the clock’s USB Slot.

### Step 6:

Press and Hold Menu, then navigate to below:

**SYS SETTING** -> **USB Up/Dnload** -> **Upload SetTab**

Select SetTable.xls file as prompted. Once your information is uploaded, you will see confirmation message “Upload Success”.

### Step 7: Register Employee Finger Templates and RFID badges

*Employee fingerprint must be registered at the clock.*

1) Press and hold Menu, then select

**Manage User** -> **View User**  
Select Desired User: **User Info** -> **Finger**

2) The clock will instruct the user to place a finger at least twice to create a finger template. Press down firmly and release quickly for best results. When completed, the clock will display “Enrolled” message. You can enroll each employee with multiple fingers; we recommend using Thumb and Index fingers for best results.

3) To assign employee a badge, Press and hold Menu, then select

**Manage User** -> **View User**  
Select Desired User: **User Info** -> **ID Card**

Waive the desired badge in front of the twice. “Enroll OK” will display on LCD when register is finished. Note Badge Number for your records.

4) After enrolling all employees, please download the User’s record and fingerprint as a backup file to save on your computer. Press and hold Menu, then select:

**SYS SETTING** -> **USB Up/Dnload** -> **Download User**

Insert USB Stick and press SET to download the file. Make sure to copy/paste this file from USB Stick to your PC.

Your time clock should be ready to use. Please double-check that uploaded data on Machine is correct (e.g. Company Name, Employee Names, ID Card No...)

## Step 8: MANAGERS

The clock settings can be protected by designating one or more users as Managers. Once there is a **Manager** set on the clock, the Menus can only be accessed by a Manager with their Finger Scan or Password.

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To setup a Manager, press and hold Menu, then select:

**Manage User** -> **View User**

Select Desired User: **User Info** -> **Privilege**

Select USER (Employee Level) or ADMIN (Manager Level)

Now the system will require Finger Scan of authorized manager to access any menu items.

To setup System Password, follow the steps below:

Press and hold Menu, then select:

**System Setting** -> **Machine Setting** -> **Pwd Setting**

Use **+** or **-** Keys to Create Password (up to 6-digits). Once password is created, it will need to be entered every time prior to accessing the menu.

You can Delete administrator privileges by following steps below:

**Menu** -> **Manage User** -> **Delete All Admin.**

## (D) CLOCK OPERATIONS

### a. Employee punching

Finger: Select IN or OUT button on the clock and place an enrolled finger on the sensor for a few seconds to punch IN or OUT.

Badge: Select IN or OUT button on the clock and waive the proximity badge close to the clock's face below LCD screen and above Fingerprint sensor.

The clock will respond by displaying the employee's name and a voice prompt saying "Thank You".

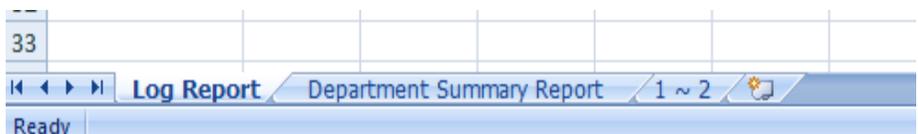
### b. Reporting

There are two types of reports that can be generated with the machine: USB Excel Download and Thermal Time Card Printout.

To download reports to USB Stick, follow the steps below:

- 1) Press and hold Menu button, then navigate to
- 2) 1. Report -> 2.USB Download
- 3) Insert USB Stick
- 4) Select Report Start Date (ex. 2015-11-02)
- 5) Select Report End Date (ex. 2015-11-08)
- 6) Select ALL, Dept or single User and OK to download
- 7) Select Calculating: 60s/100s/NO

Remove USB Stick and insert to your PC to open (3) different reports (file "AttLogs\_Date") in Excel Spreadsheet.



Time card reports will be displayed in the 3rd sheet named 1~ 5 (for example, if you have 5 employees).

	A	B	C	D	E	F
1						
2	Company Name: Allied Time USA					
3	Dept	Production				NO.
4	Date Range	2015-12-14 ~ 2015-12-18				001
5	Name	John Brown				
6	Days Absent	0	Notes:			
7	Days Attended	5				
8	Total Hours	39:05				
9	<b>Attendance Report</b>					
10	Date/Week	(IN)	(OUT)	(IN)	(OUT)	Total
11	14 Mo	14:29	16:30	17:30	20:30	05:01
12	15 Tu	08:45	11:45	12:45	17:46	08:01
13	16 We	07:38	12:38	13:38	18:39	10:01
14	17 Th	09:50	12:50	13:56	18:57	08:01
15	18 Fr	08:00	12:00	13:00	17:01	08:01
16						
17	Employee Signature:					
18	Supervisor Signature:					
19	Date:					
20						

You may also chose to print time card reports to the Thermal Paper roll. Make sure your time clock is connected to Power Source prior to printing. Press menu and follow below steps:

- 1) 1. Repot -> 1. Print Repot
- 2) Select Report Start Date (ex. 2015-11-02)
- 3) Select Report End Date (ex. 2015-11-08)
- 4) Select ALL, Dept or single User
- 5) Select Feed Mode (All or Single for One-by-One print out)
- 6) Select Calculated (60s/100s) or Non-Calculated option and OK (Set)

2015-11-02 ~ 2015-11-04

CO:Welcome

Name: Test 1                      NO.: 001

	IN	OUT	IN	OUT	Total
2	07:00	12:00	13:01	17:00	08:59
3	08:00	12:10	13:01	18:01	09:10
4	07:00	17:00			10:00

Attend/Day: 3

Attend/Hour: 28.2

Absence/Day: 0

### c. Managing Clock Data

**Adding a missed punch:** Press and Hold MENU button. Then, select **Manage User** -> **Register Record** and press SET. Follow prompts to select User ID, and to select date/time and the punch type (hint: use + and – buttons for change and Menu/Set button to confirm).

#### **Deleting Data:**

Press and hold MENU button, Then, choose

**System Setting** -> **Delete Data**

- 1) DEL ALL USER: delete All employees and their registered fingerprints
- 2) DEL ALL RECORD: delete All employee punching records.
- 3) DEL ALL DATA: delete both, employee punch records and employee records
- 4) DEFAULT SETTING: will default machine to factory settings

#### **Viewing Data:**

Press DATA Button for 1 second. The LCD will show below:

<b>Attendance:30</b>
<b>Place Finger</b>

Example: 30 employees are currently punched IN.

→ Place finger on to the Fingerprint Sensor Reader for LCD to display punch records for that employee.

<b>001</b>	<b>2012-08</b>
	<b>1/2</b>
<b>01</b>	<b>08:58 13:02</b>
	<b>14:00 18:06</b>
<b>02</b>	<b>08:55 13:00</b>
	<b>13:59 18:10</b>

## d. Useful Machine Settings

### To setup DATE AND TIME:

go to Menu and select

**TIME SETTING**

Follow Prompts and use **+** and **-** buttons to setup Date, Time, Hour Format (12/23 hrs), Date Format, and Daylight Savings Time dates.

Note: you only need to enter Daylight Savings once, after it is done the machine will automatically change every year.

### To setup Fingerprint Verification Level:

Go to Menu and select

**Sys Setting** -> **Machine Set** -> **Verify Level**

Lowering verify level may help if you have employees that have trouble with time clock recognizing fingerprints.

### To setup Voice Prompts:

Go to Menu and select

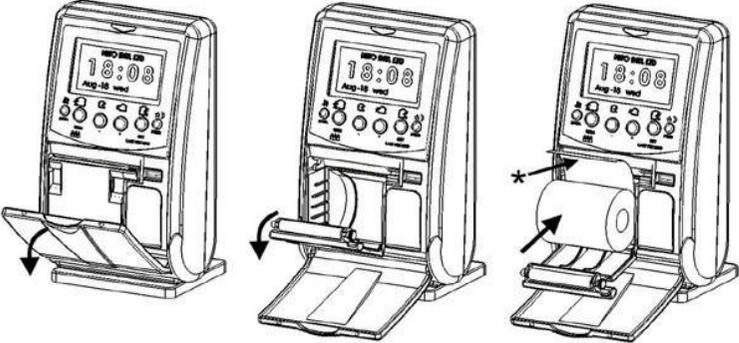
**Sys Setting** -> **Machine Set** -> **Volume Set**

Change Volume to 1 or higher to activate Voice Prompts.

### To adjust Day Change Time (useful for Overnight Shifts):

**MENU> 3. Time Setting> 6. Day Change**. The default setting is 00:00 (midnight)- if your workers clock OUT past midnight hour, please set it to later time in order to report their worked hours within the previous day.

# (E) Replacing Thermal Paper Roll



- 1. Open the front case
- 2. Pull out the printer cover
- 3. Install the paper roll
- 4. Close the printer cover & case

\*: Pls note the direction

## (F) Important Notices

1. Switch on the “Battery On/Off Button” after connecting the DC power.(Optional).
2. The backup battery must be kept charging by connecting the DC power to avoid battery damage.
3. The Thermal Print out function will not operate while in Battery Mode (the clock needs to be connected to Power Source).
4. Transferring data form one machine to another: Please follow below steps to download data:

Menu > 6. Sys Setting > 2. USB Up/ Dnload > 4. Dnload Set Tab > 5.Dnload User > 6. Dnload Record

Then upload the data to another machine following EXACT order of steps below:

Menu > 6. Sys Setting > 2.USB Up/ Dnload > 5. Upload User > 4.Upload Set Tab > 6.Upload Record (cannot change the steps)

\*\* If upload the Set Table first, there will be no fingerprint data.\*\*

5. When below warning is shown on the LCD, you have to download the data immediatly to avoid memory being full and archived data lost.

**Record Warning!**

**Remain Space :**

**XXXXXX**

## (G) Troubleshooting

<b>Problem</b>	<b>Reason</b>	<b>Action / Solution</b>
Shown “No Register”	Fingerprint not yet registered	Enroll fingerprint
Shown “Verified”	Already punched	Within Re-verify period, double Punching
Printer Error	No paper roll ran out of paper	Replace new paper roll
PWD Wrong	Input wrong password	<ol style="list-style-type: none"> <li>1. Input correct password</li> <li>2. Contact dealer if password forgotten</li> </ol>
Shown “Match Failed”	Fingerprint not in good position	Place the finger again on the Optical Fingerprint Scanner
Shown “Create File Err”	Fail to download report from Machine	<ol style="list-style-type: none"> <li>1. Re-Insert the USB Pen Drive into USB Connector correctly</li> <li>2. Switch off and on the machine and try again.</li> <li>3. Try to use different brand USB</li> </ol>
Shown “Fingerprint Repeat”	Fail to register Fingerprint on the Machine	<ol style="list-style-type: none"> <li>1. Fingerprint already registered</li> <li>2. Check the fingerprint record</li> <li>3. Try Registering a different finger</li> </ol>
◇ appears on front of the	Daylight Saving Time started	“Reset Info” & reboot the machine.

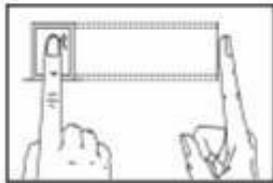
Cannot open the downloaded Report/ Set Table	Invalid letters or symbols in Set Table (INVALID LETTER samples: <>"=:)	1. Double check machine to see if there are any symbols such as <>"=: shown on the screen. Delete the symbols and download the report again.
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## (H) Specifications :

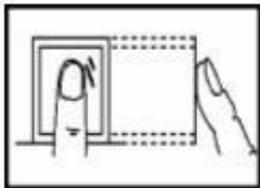
Print mode	Thermal printer
Data storage	USB data import/export
User capacity	200 users (1,000 fingerprints)
Storage capacity	90,000 data
Access	Fingerprint and RFID Card
Resolution	500 dpi
Active scan area	16x16mm
Verification mode	1:1 or 1:N
Identification speed	< 1 sec
FAR / FRR	< 0.0001% / < 0.01%
Card	EM card (125KHz); Mifare (13.56MHz optional)
Reading distance	5~10 cm
Language / Voice prompt	English, Chinese / English, Cantonese
Indicator	Backlight LCD (graphic display)
Power supply	DC 9V 2.5A (input)
Consumption	3W
Working temperature	0°C ~60°C
Machine dimensions	196mm(h)×120mm(w)×62mm(d) excluded base
Net weight	0.58Kg
Thermal paper roll	57mm(w) Dimensions ≤50mm(d)

## Appendix – Attention to Fingers' Reading

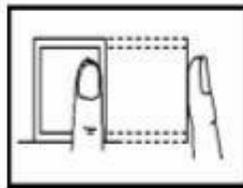
Note: try to put the finger in the middle of the reading window



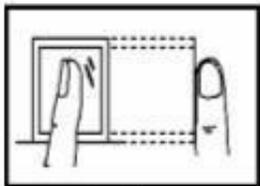
**Right**



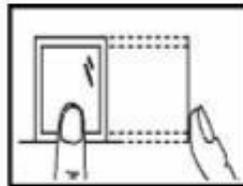
**Not in center**



**Deflection**



**Incline**



**Low**



This unit complies with the EMC directive 2004/108/EC

## **AT-5000 Troubleshooting Guide**

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### **CANNOT OPEN SPREADSHEET**

- Check version of Excel (recommend 2007 or higher)
- Check version of Windows (Windows 7, 8, or 10 ONLY)

### **CLOCK NOT CALCULATING**

- Ensure that “Calculate = YES” in report settings
- Ensure that employee has used the IN/OUT buttons in sequence (IN1=OUT1, IN2 = OUT2)
- Manually enter missed punches, print report again (punches may only be entered, not edited or deleted)
- Download “SetTable” and punch log, and send to an Allied Time technician to check for errors

### **CREATE FILE ERROR**

- Make sure that there is space on the drive
- Insert USB drive and turn off the device
- With the USB drive inserted, turn device back on and retry action

### **DEVICE REPEATING “PRESS AGAIN”, DISPLAYING “LIFT FINGER”**

- Fingerprint scanner is dirty
- Turn device OFF
- Using a soft cloth and a small amount of window cleaner, clean the scanner glass, especially the edges
- Make sure glass is dry and free of debris
- Turn device ON

### **“FINGER ERROR”**

- Contact Allied Time for replacement: 888-860-2535

### **FINGERPRINT PUNCHES WRONG USER**

- Increase fingerprint verification level (MENU> 4. Sys Setting> 6. Machine Set> 7. Verification Level (1 is lowest, 5 is highest)
- Enroll multiple fingerprints and use different fingers to enroll
- Switch one user to badge punching

### **“FORMAT ERROR”:**

- Erase “SetTable” from the USB drive, and download a fresh “SetTable” from the device
- (PC) After editing the file, ensure that file is saved using “SAVE” button, not “SAVE AS...”
- (PC) File should be an “.xls” file (Microsoft Excel 97-2003) when viewed in Properties. Do not manually set this with a “SAVE AS...” save.
- (MAC) Save file as an XML file, then manually change the extension (not the file type) to XLS (see “USING ‘SETTABLE’ on a MAC”)

### **LCD ERROR/DAMAGE**

- Contact Allied Time for replacement: 888-860-2535

### **MASTER PASSWORD**

- 9813

### **MISSED PUNCHES**

- Navigate to: MANAGE USER> REG RECORD and manually enter punch
- PLEASE NOTE: Only missed punches may be entered. Existing punches cannot be edited or deleted.

### **NAME/ID/DEPT NOT SHOWING ON UNIT:**

- Check “SetTable” file to ensure that information was entered in the proper format, adhering to guidelines displayed in blue text
- ID must be three (3) numbers (001-200); NAME must be no more than 15 characters, including spaces; only 30 DEPT maximum
- Users are entered on the “MANAGE USER” tab of spreadsheet
- A new department is set on “DEPARTMENT SET” tab and then assigned on the “MANAGE USER” tab

### **PAPER WON'T FEED:**

- Ensure that paper roll is install in the correct position, with the feed coming from the top of the roll as shown in the manual (Page 4)
- Ensure that the printer door is fully closed

- Press the “Feed/Mode” button while in “Print Report” menu to check the paper feed

### **PRINTER NOT PRINTING(PAPER FEEDS BUT NOTHING IS PRINTED)**

- Ensure that unit is plugged in and not on battery power
- Ensure that paper is loaded correctly, with the feed coming from the top of the roll (see page 4 of manual)

### **“SETTABLE” FILE DISPLAYING GARBAGE WHEN OPENED**

- Check version of Excel (recommend 2007 or higher)
- Check version of Windows (Windows 7, 8, or 10 ONLY)

### **“UDISK MOUNT” ERROR:**

- Insert USB drive and turn off the device.
- With the USB drive inserted, turn device back on, retry action

### **USB PORT UNRESPONSIVE:**

- Contact Allied Time for replacement: 888-860-2535

### **USING “SETTABLE” on a MAC**

- Open “SetTable.xls” using Excel
- Edit file as necessary and save
- When prompted for a name and file type, save the file using “SetTable” as the file name and “XML” as the file type (file should be saved as “SetTable.xml” if done correctly)
- Find “SetTable.xml” and change the file extension to “.xls” (NOTE: this is only a file type name change. DO NOT save the file as an XLS file, ONLY CHANGE THE EXTENSION NAME. File will be “SetTable.xls” if done correctly)
- File will be an XML file, but named as an XLS file
- Load onto device as usual

# AT-5000 Menu Map

Menu Selection		Function	
<b>1. REPORT&gt;</b>	1. Print Report	Prints punch report	
	2. USB Onload	Downloads spreadsheet of punch report to USB stick	
<b>2. MANAGE USER&gt;</b>	1. Add User	Add employee ID data	
	<b>2. VIEW USER&gt;</b>	1. View Record	View employee punch record
		2. Modify	Modify employee ID data
		3. Delete	Delete employee from clock
	3. Del All Admin	Delete all admin privilege settings	
	4. Reg Record	Allows for manual entry of punches	
5. Onload Reg Table	Downloads spread sheet of reg record (not recommended)		
6. Upload Reg Table	Uploads Reg Table spreadsheet (not recommended)		
<b>3. TIME SETTING&gt;</b>	1. Time Setting	Set date and time	
	2. Time Adjust	Modify time by seconds to sync with another clock	
	3. Hour Mode	Switch time display between 12-hour and 24-hour format	
	4. Date Format	Set date format as: Year/Month/Day, Month/Day/Year, or Day/Month/Year	
	5. DST Time	Set Daylight Savings Time date and hour	
<b>4. SYS SETTING&gt;</b>	<b>1. DELETE INFO&gt;</b>	1. Delete All Record	Deletes all user punch records
		2. Delete All User	Deletes all user accounts
		3. Delete All Data	Deletes all user accounts and time punches
		4. Default Setting	Returns device to default settings
	<b>2. USB UP/DNLOAD&gt;</b>	1. Dnload Set Tab	Downloads the "SetTable" file currently loaded on the clock
		2. Dnload User	Downloads "UserInfo.dat" file
		3. Dnload Record	Downloads "ActData.dat" file
		4. Upload Set Tab	Uploads "SetTable" file
		5. Upload User	Uploads "UserInfo.dat" file
		6. Upload Record	Uploads "ActData.dat" file
	3. Company Name	Sets scrolling text on home screen	
	4. Dept Set	Add, modify, or delete department names	
	<b>5. RECORD SET&gt;</b>	1. Record Warn	Sets limits for punch record alarm (90000 max records, if 5000 is set, alarm will notify at 85000 punches)
		2. Reverify	Sets time limit between punch scans (in minutes. If 5 is set, the same user cannot rescan for five minutes)
	<b>6. MACHINE SET&gt;</b>	1. Language	Sets device language
		2. Contrast Adj.	Sets screen contrast
		3. Volume Set	Sets device volume
		4. Machine No.	Sets machine label number, in case of multiple devices
5. Standby		Sets standby time (in minutes. If 30 is set, then clock will sleep after 30 minutes of inactivity)	
<b>7. SYSTEM INFO&gt;</b>	1. Preview Urec	Shows punch record of user on screen	
	<b>2. DEVICE INFO&gt;</b>	1. Manufacturer	Displays clock manufacturer
		2. Device Name	Displays device name
		3. Serial Number	Displays device serial number
		4. Release Time	Displays when clock was released from manufacturer
		5. Firmware Version	Displays current firmware file name
6. Firmware Update		Allows updating of device firmware through USB stick	