



Allied Time AT-5500
Fingerprint & RFID Calculating Time Recorder
With Built-in Thermal Printer & Battery Backup

User Manual

AT5500 FEATURES OVERVIEW

The AT 5500 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. Employee has to Select IN or OUT buttons prior to punching.



IN - = Clock IN (Ex. Arriving to work)

OUT+ = Clock OUT (Ex. Taking a lunch break)

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

The AT5500 will calculate total hours worked based on the actual punch time for a set Pay Cycle. You can also select custom Start and Finish date range prior to printing timesheets.

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 AT5500 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 AT5500, 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.

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(A) Parts Description



Keyboard Buttons/Functions

DEL/PRINT: Print out timesheet, Backspace

ESC: Delete last entry, View firmware, Confirm entry, Navigate back

-IN : Decrease number of current character by one, Clock IN, Move UP

+ OUT: Increase number of current character by one, Clock OUT, Move DOWN

OK/MENU: Confirm current character, Press to view LOGS, hold to access MAIN Menu, Add new character

POWER: Press to view "Note", hold to Power Off, or Change character type (Upper, Lower, numbers, symbols)

(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: USB DISK screen will come up (note, if you have administrator already setup, you will need to enter login credentials)



Step 3: Select Download by pressing OK button, then select "Setup File".

Step 4: When download is finished, 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 4 sheets (note, depending on the version of your Excel used, you may be prompted with a warning when attempting to open the file – simply select "YES" to continue).

SHEET 1 - Departments (Max 16 departments can be created)

A		B	C
1	Department Set		
2	Instructions		
3	Column A: Input dept. number (0-15; max. 16 depts.)		
4	Column B: input dept. name (max. 23 characters including spaces)		
5	Dept. NO.	Dept. Name(23)	
6	0	Company	
7	1	One	
8	2	Two	
9	3	Three	
10	4	Four	
11	5	Five	

Sheet 2 – Employee Settings
(Max. 200 employees can be registered)

Employee Listing					
1	Instructions				
2	Col A: Enter a 3-digit ID number (REQUIRED-Range: 001-500; max.500 employees)				
3	Col B: Enter a unique payroll ID number(if used)				
4	Col C: Enter the employee name (REQUIRED-15 characters max.including spaces)				
5	Col D: Enter a 10-digit RFID card number(if used)				
6	Col E: Enter Department Number(if used)				
7					
8					
9					
10	ID NO.	Payroll ID	Name(Limit:15)	RFID(Limit:10)	Dept
11	101	CJ1	C Jones	6348133	1
12	102	CG1	C Grace	229397633	0
13	103		M Jones	1653084	0
14	104	TJ1	T Jones	4333310	0
15	105		AcA		0

Sheet 3 – System Info

System Info		
Item	Value	Instructions
Company ID	1	Input Company ID(0-99999999)
Company Name(53)	Sample Company	Input Company Name. (max. 63 characters including spaces. Thermal print out with first 29 characters only)
Hour Mode	12h	Select 12 or 24 hour mode
D.S.T.TIME(Start)	2020-03-08 02:00	Input Daylight Saving Start Time (if needed)
D.S.T.TIME(End)	2020-11-01 02:00	Input Daylight Saving End Time (if needed)
Machine No.(1-255)	1	Machine number (within 1 - 255)
Record Warning(0-10000)	5000	Record Warning (max. 10,000 records. If 5000 set, once 5,000 records are reached, the machine will give alarm)
Revertly(0-60)	1	Revertly time range (ex. if 5 is set, a user cannot punch again within five minutes of initial punch)
Standby(0-60)	15	Standby period (ex. if 30 is set, device will enter sleep mode after 30 mins of inactivity. Press any key to wake up the machine)
Daily Overtime Setting	8	Maximum hours before daily overtime is triggered (Set to 0 if not used)
Max Daily Work Hours	15	Maximum hours from an IN punch before OUI is considered MISSED
Weekly Overtime Setting	40	Weekly work hours
Daily Print Times	0	Number of time sheets employee may print per day

Sheet 4 – Add Missing Punch
(use for adding missed punches)

Staff Sign In		
ID	Time(yyyy-mm-dd hh:mm)	IN/OUT
101	7/2/2019 13:45	OUT

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

Step 5: After you enter your departments, employees and make any other desired changes, press SAVE (if warning comes up 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: Insert USB Stick into the USB Slot, select Upload -> Setup File and press OK. 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 (if you setup Administrator, you will need to enter credentials). Select USER -> View Users. A list of registered users will appear. Select the user you wish to add Fingerprint or RFID Badge to.



- 2) Select EDIT, and then select Finger (or, RF Card). 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. Press "ESC" to go back one screen at a time until you are back at the list of users to select another employee.
To enroll RF badge, waive the desired badge in front of the clock near the finger scanner. "Enroll OK" will display on LCD when registration is finished. Note Badge Number for your records.
- 3) 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: 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: ADMINISTRATORS

The clock settings can be protected by designating one or more users as Administrators. Once there is an **Admin** set on the clock, the Menus can only be accessed by an Administrator with their Finger Scan or RF Card.

To setup an Administrator, press and hold Menu



Select USER -> View Users. A list of registered users will appear. Select the user you wish to assign Admin access to and click EDIT. Then scroll down to menu option called Authority, and change user access from "User" to "Admin". Click OK to save your selection.

You can delete administrator privileges by following above steps and changing permission level back to User.

(D) CLOCK OPERATIONS

a. Employee punching

Finger: Select IN or OUT button on the clock and place your finger firmly 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 confirmation.

b. Reporting

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

Prior to downloading Excel reports, please adjust "Export Settings" (Menu -> USB Disk-> Export Settings). Make sure to assign the days when you pay cycle starts and ends. Leaving these settings OFF may result in incorrect date range for your punch reports.

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

- 1) Insert USB stick and select Download
- 2) Select Punch Logs (User)
- 3) Adjust pay period start/finish dates as needed
- 4) Select Export Report

Remove USB Stick and insert to your PC to open (2) different reports in Excel Spreadsheet (press Yes to confirm format that might be different from your Excel version).

Attendance Summary Report

	A	B	C	D	E	F
1	Attendance Summary					
2	Company Name: AT5500					
3	Pay Period: 2020-7-1 ~ 2020-7-7 (Weekly)					
4	ID NO.	Name	Departme	Regular Hours	Overtime Hours	
5	1	C Jones	One	00:01	00:00	
6	2	C Grace	Company	23:58	01:00	
7	3	M Jones	Company	00:00	00:00	
8	4	T Jones	Company	00:00	00:00	
9						

Time Card Detail Report

Time card reports will be displayed in the sheet named Time Detail report, and will have as many tabs as you have employees.



Simply click on the Tab for employee you would like to view or print time card for to display punch details

	A	B	C	D	E	F	G	H	I	J
1	Attendance Report									
2	Company Name: AT5500									
3	Dept	Company							No.	
4	Pay	Weekly								
5	Date Range	2020-7-1 ~ 2020-7-7							2	
6	Name	C Grace								
7	Days Absent									
8	Days Attended	3			Total RH	23:58				
9	Total Hours	24:58			Total OT	01:00				
10	Time Card Report									
11	IN	OUT	RT	OT						
12	SUN.5 AM08:33	SUN.5 AM12:29	03:56							
13	SUN.5 PM01:33	SUN.5 PM05:34	04:01							
14	MON.6 AM08:35	MON.6 PM05:35	08:00	01:00						
15	TUE.7 AM07:45	TUE.7 AM11:52	04:07							
16	TUE.7 AM12:52	TUE.7 PM04:46	03:54							
17										
18	Employee Signature:									
19	Supervisor Signature:									
20	Date:									
21										

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. Please follow below steps:

- 1) Select MENU -> USB Disk -> Print Report
- 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 Computations YES or NO (Calculated or Non-Calculated option) and click OK to initiate printing.

CO: NT5500		NO: 002	
User: C. Grace			
WEEKLY	START: JUL01'20	END: JUL07'20	
IN	OUT	RH	OT
Sun06 AM08:33	Sun06 PM12:29	03:56	
Sun06 PM01:33	Sun06 PM08:34	04:01	
Mon06 AM08:35	Mon06 PM08:35	08:00	01:00
Tue07 AM07:45	Tue07 AM11:52	04:07	
Tue07 PM12:52	Tue07 PM04:46	03:54	
Total		23:58	01:00

Once the report is printed, lift the paper sheet upwards to 'cut' from the main paper roll.

c. Managing Clock Data

Adding Missed Punches:

In the event that a user has failed to clock out or clock in at certain times, manual insertion of punches is available. To insert missed punch time, follow below steps:

Step 1: Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.

Step 2: Select 'User'

Step 3: Select 'View Users'

Step 4: A list of registered users will appear; Select the user you wish to clock in at a specific time

Step 5: Select 'Add Missed Punch'

Step 6: Adjust the values as needed

Step 7: Select 'Confirm' once done

Running a simple report with the inserted logs/punches within the range is recommended at this point.

You can also add missed punches using Excel Upload (useful for bulk punch additions). Simply download Setup File, and once opened in Excel navigate to the Tab called "Add Missed Punch".

Staff Sign In			
1	ID	Time(yyyy-mm-dd hh:mm)	IN/OUT
2	2	7/14/2020 9:00	IN
3	2	7/14/2020 17:00	OUT
4			
5			
6			

Please follow exact format as in above example for Date/Time. Once finished and saved, upload File to the machine using USB Upload.

Editing Punches:

In the case of a punch-type (IN/OUT) being incorrect, it may be adjusted. If a punch-time must be changed, the punch must first be deleted (see below) and then manually created (see previous section).

To change punch-type:

- Step 1:** Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.
- Step 2:** Select 'User'
- Step 3:** Select 'View Users'
- Step 4:** A list of registered users will appear; Select the user whose punch-type requires adjustment
- Step 5:** Select 'Record Adjustments'
- Step 6:** Select the punch to be changed
- Step 7:** Select 'Status' and change the punch-type
- Step 8:** Press 'ESC' to leave the section and return to the punch list. Continue to press 'ESC' and return to the home-screen if finished

Deleting Punches:

- Step 1:** Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.
- Step 2:** Select 'User'
- Step 3:** Select 'View Users'

Step 4: A list of registered users will appear; Select the user whose punch-type requires adjustment

Step 5: Select 'Record Adjustments'

Step 6: Select the punch to be deleted

Step 7: Select 'Delete' and confirm that the punch should be removed

Performing Backups:

Having a copy of all settings and user data outside the unit is always a good habit to have. To store backup information to a USB pen drive:

- Step 1:** Insert the pen drive into the USB slot found under the front cover. If you have any administrators registered at this step, the unit will request for the credentials of one.
- Step 2:** Select 'USB Disk'
- Step 3:** Select 'Download'
- Step 4:** Select each category to download them into the pen drive

The pen drive should now have seven files: three files for the punch cards, two files for the user data, one file for the settings of the unit, and the current firmware for the unit. Aside from the three files for the punch cards ("Time Card Detail", "Time Card Summary", and "Punch Logs"), the other files can be used to restore your unit to the time of this backup.

Restoring from a Backup:

Once you have successfully acquired a copy of a backup file, you can use it to restore the unit from the point of which the backup file was made. To do this:

Step 1: Insert the pen drive with the backup files into the USB slot found under the front cover. If you have any administrators registered at this step, the unit will request for the credentials of one.

Step 2: Select 'USB Disk'

Step 3: Select 'Upload'

Step 4: Select each category to upload them from the pen drive.

It is highly recommended to reset the settings of the unit to its factory defaults before proceeding. Instructions for that can be found at 'Resetting the Machine' two sections after this one.



Deleting All Logs:

As you use the unit, it may start to reach full capacity when it comes to time stamps. At that point, performing a backup then clearing out the logs may be a good idea. To do this:

Step 1: Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.

Step 2: Select 'Memory'

Step 3: Select 'Clear Punch Data'

The logs on the machine should be clear at this point. These steps will not delete the users on the unit and should still operate as usual (with the exception of the logs, of course).

Deleting All Logs and Users:

When moving the unit to another location within the same organization, it may be a better idea to delete all the logs and users on the unit instead of resetting everything and starting from scratch. This option allows for that. To do this:

Step 1: Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.

Step 2: Select 'Memory'

Step 3: Select 'Clear Punch and User Data'

All data related to the users registered and their logs should be deleted at this point. Departments, shifts, daylight savings, and other settings should remain untouched.

Resetting the Machine:

It might be required to reset the machine to its factory defaults in preparation for a restoration to one of its backups. If for any reason you need to reset the machine back to its factory defaults:

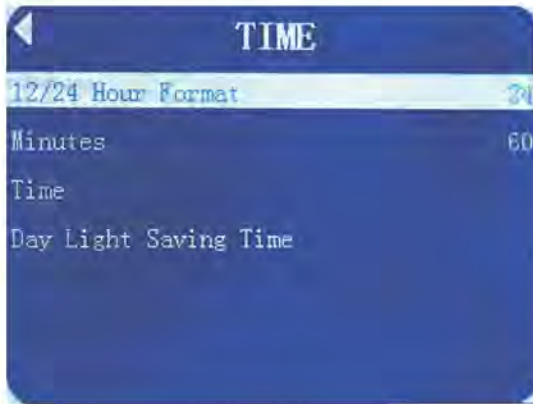
Step 1: Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.

Step 2: Select 'Memory'

Step 3: Select 'Reset Machine'

d. Useful Machine Settings

To setup DATE AND TIME:



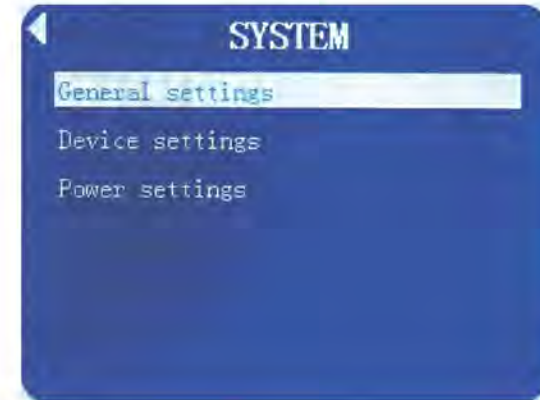
Step 1: Enter the Main Menu by holding down 'OK/MENU' at the Main Screen. If you have any administrators registered at this step, the unit will request the credentials of one.

Step 2: Select 'Time' to enter correct Date, Hours, and Minutes.

You can also adjust hours format (12/23hrs) and minutes format (60/100s) as well as daylight savings time dates on this menu.

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

Enter the Main Menu by holding down 'OK/MENU' at the Main Screen, then select **General Settings** and scroll down to **Day Change Time** option. 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.



Additional options under General Settings:

- Speaker** – Disable or enable the sounds that play after checking credentials
- Key Sounds** – Disable or enable the sounds that play when using the keypad
- Timeouts** – Seconds the unit waits in the menus before going back to the main screen
- Verification Level** – Adjust the sensitivity (or strictness) of the fingerprint sensor
- Note** – Show or hide a note if any is configured

(E) Replacing Thermal Paper Roll



(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).

(G) Troubleshooting

Problem	Reason	Action / Solution
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	1. Input correct password 2. Contact dealer if password forgotten
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	1. Re-Insert the USB Pen Drive into USB Connector correctly 2. Switch off and on the machine and try again. 3. Try to use different brand USB
Shown "Fingerprint Repeat"	Fail to register Fingerprint on the Machine	1. Fingerprint already registered 2. Check the fingerprint record 3. Try Registering a different finger
◇ 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.

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 "Computations = YES" in report settings
- Ensure that employee has used the IN/OUT buttons in sequence
- Manually enter missed punches, generate report again
- Contact Allied Time USA: 888-860-2535

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

FINGERPRINT PUNCHES WRONG USER

- Increase fingerprint verification level (MENU > System > General Settings> Verification Level (2 = lowest sensitivity, 4 = 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
- Ensure that file is saved using "SAVE" button, not "SAVE AS..."
- File should be an ".xls" file (Microsoft Excel 97-2003) when viewed in Properties. Do not manually set this with a "SAVE AS..." save.

LCD ERROR/DAMAGE

- Contact Allied Time: 888-860-2535

MISSED PUNCHES

- See pages 14 – 16 "Managing Clock Data"

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:

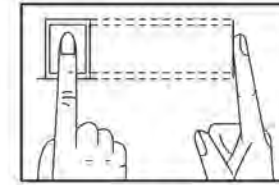
- Contact Allied Time: 888-860-2535

(H) Specifications :

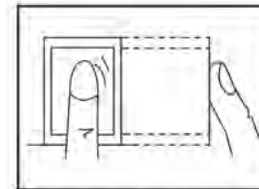
Print mode	Thermal printer
Data storage	USB data import/export
User capacity	512users
Storage capacity	64000data
Access	Fingerprint and RFID Card
Resolution	500 dpi
Active scan area	16x16mm
Verification mode	1:1 or 1:N
Identification speed	< 1 sec
FAR / FRR	< 0.0001% / < 0.01%
Card	EM card (125KHz)
Reading distance	5~10 cm
Language	English
Indicator	2.8inch resolution 320*240
Power supply	DC 9V 2.5A (input)
Consumption	22.5W
Working temperature	0℃ ~ 60℃
Machine dimensions	220mm(h)*120mm(w)*85mm(d)
Net weight	0.60kg
Thermal paper roll	57mm(w) Dimensions ≤ 50mm(d)

Appendix – Attention to Fingers' Reading

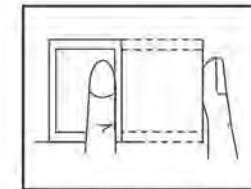
Note: try to put the finger in the middle of the reading window



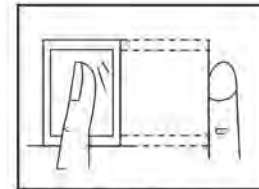
Right



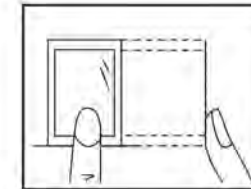
Not in center



Deflection



In cline



Low



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