



# Hardware Faults

*Last updated – Jun 23, 2023 at 6:19PM*

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# Cards or Key Fobs won't scan

**Tapping them to the reader does nothing at all.**

Check the following:

1. **Airplane mode** hasn't been enabled. [Click here to watch a troubleshooting video.](#)
2. The cards or key fobs are not **damaged** in any way (e.g. hole-punched).
3. There are **no electric or magnetic fields close to the machine** (e.g. welding equipment nearby, or coiled power cabled behind the reader).
4. **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. 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 bottom 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.

### **Static charge build-up.**

A static charge could have built up inside the device, causing it to malfunction. Plugging it into USB, or using an earthed power adapter, can help discharge the static and allow it to start normally.

### **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. The device's screen has turned grey, instead of blue.
2. The "Last synced" message along the bottom indicates that the last sync was quite some time ago.
3. People are clocking in or out, but the entries aren't coming through in our TimeDock dashboard.
4. The TimeTablet dashboard has alerted me that the device is offline.

### Remedy:

Refer to [Troubleshoot TimeDock machine/hardware sync issues](#) for steps to remedy a hardware connection or synchronisation issue.

# Status warnings

If your TimeDock time clock machine is displaying an unexpected status message, this guide will help you troubleshoot and resolve common issues related to network connectivity, system date, internet reliability, and NFC reader responsiveness.

**Note:** Only applicable for TimeDock machines running version **2.4.4** or higher.

## 1. Network connectivity issue

Displayed message: **CHECK NETWORK**

**Cause:** The device is not connected to the Wi-Fi network.

**Solution:**

- Verify that the device is connected to a Wi-Fi network with internet access.
- If the device is not connecting, it may be due to an incorrect Wi-Fi password being saved.
- To resolve this, forget the saved network on the device:
  - Go to the Wi-Fi settings on the device.
  - Select the connected network and choose "Forget".
- Reconnect to the network by entering the correct password.
- Ensure the Wi-Fi signal is strong and stable.

## 2. System date issue

Displayed message: **CHECK SYSTEM DATE**

**Cause:** The system date on the device is set to a year before 2024.

**Solution:**

- The system date is usually automatically retrieved from the connected network, so the first step is to ensure the network connection is established.

- Once connected, the system date should update automatically. If it doesn't, manually check the date and time settings.
- Ensure the date is correctly set to the current year and time zone.
- Reboot the device after updating the date.

### 3. Internet connectivity issue

Displayed message: CHECK SYSTEM DATE

Cause: The device is connected to the Wi-Fi network but lacks reliable internet access.

Solution:

- Ensure that the Wi-Fi network the device is connected to has internet access.
- Check if other devices on the same network can access the internet.
- Restart the router or modem to refresh the connection.
- Check for any potential interference with the Wi-Fi signal, such as physical obstructions, electronic devices, or competing Wi-Fi networks.
- Reboot the time clock machine after confirming internet connectivity.

### 4. NFC reader unresponsive

Displayed message: CHECK NFC

Cause: The NFC reader has recorded more unresponsive events than successful reads.

Solution:

- Inspect the NFC reader for any visible damage or obstructions.
- Ensure that the NFC tags being used are functioning correctly and are not damaged.
- Reboot the device to reset the NFC reader.
- If the problem persists, contact TimeDock support for further assistance.

### 5. Successful operation

Displayed message: Current date e.g. November 25<sup>th</sup>

**Status:** The device is functioning correctly, displaying the current date.

**Action:** No action required.