Syncing issues

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Troubleshooting time entries not coming through into the dashboard

The most common cause of time entries not syncing through from a TimeDock device is an internet connectivity issue. If an internet connection is not available, unsecure or dropping too many packets of data, devices may struggle to synchronise data with your TimeDock dashboard.

See below for help with troubleshooting connectivity with the TimeDock hardware, and the TimeDock mobile app.

Troubleshoot TimeDock machine/hardware sync issues

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 bottom of the screen, it may indicate that the last successful sync was a while ago. e.g. "Data synced up until 15 days ago".
4. The screen may turn grey, on some versions, indicating that it's not connected to the internet.
5. The screen may display the status message *CHECK NETWORK* or *CHECK INTERNET* on some versions. Refer to status warnings for more info.

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. A Wi-Fi password change can cause the device to seem like it's connected successfully when it hasn't, so tap on the Forget button which will clear the connection and allow you to re-enter the password and establish a fresh connection.

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 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 bottom of the screen like "Data synced up until 30 seconds ago".

Troubleshoot mobile app sync issues

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, on the app screen, it may indicate that the last successful sync was a while ago. e.g. "Full sync 15 days ago".

To remedy this issue, please try the following options:

1. Check your internet connection, to ensure Wi-Fi and/or mobile data is available.
2. Tap on the message “Full sync xx days ago”, to force it to try again.

Do not uninstall or reinstall the app if you have entries that haven't sent through to your TimeDock dashboard yet, or you will lose them! Reach out to TimeDock support for more help.