



TIME CLOCK WORLD

888 534-5994

**Pyramid**

# TimeTrax Pro

## *USER MANUAL*



***TimeTrax*pro**



## *TimeTrax* *pro*

Time and Attendance System

**IMPORTANT**  
Software must be fully installed  
PRIOR to connecting the  
hardware.



**REFERENCE GUIDE**

# *TimeTrax* **pro**

## REFERENCE GUIDE

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## **WHAT'S IN THE BOX?**

The TimeTrax series system includes the following:

- (1) TimeTrax series time recorder.
- Power Supply.
- (1) 50 foot Flat serial communications cable with RJ-45 connectors on both ends.
- (1) RJ-45 to DB-9 serial port adapter.
- (1) Stainless steel mounting bracket.
- Wall bracket release key.
- Mounting screws-#10 x 1" long.
- (4) Plastic anchors.
- (25) Employee cards (numbered 1-25).
- CD-ROM with TimeTrax series software and help system.
- (1) Loop back diagnostic plug. (Please keep in a safe place for future use.)
- (1) USB interface w/standard RS232 adapter

## **SYSTEM REQUIREMENTS**

In order to run the TimeTrax series system the following is required:

- IBM compatible PC with a Pentium® class or faster processor.
- Minimum 32 megabytes of RAM.
- Minimum 50 megabytes of free space on the hard drive.
- CD-ROM drive.
- VGA or higher resolution monitor.
- Mouse or other pointing device.
- 9-pin serial port.
- Microsoft Windows® NT, 2000 or XP.
- Printer (if hard copy reports are desired).
- Internet Explorer® Version 6 or later.

(Additional cards, cable extensions and other supplies are available from Pyramid. See pages 77-79 for accessories list.)

## **INSTALLING THE TIME RECORDER**

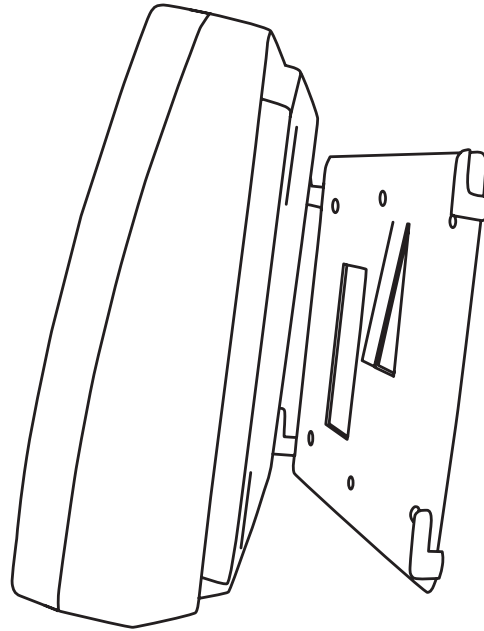
The TimeTrax series time recorder can be mounted on a wall using the mounting bracket or set on a desk using the rubber feet. The communications and power cables may be routed through the hole in the bottom of the time recorder or through the cutout in the mounting bracket and through the wall. The mounting bracket features a locking tab that prevents the time recorder from being removed once it is attached. A wall bracket release key is provided to disengage the lock tab for removing the unit.

## **INSTALLING THE MOUNTING BRACKET**

1. Hold the mounting bracket flush against the wall with the cable access cut out to your left, the locking tab to your right and extended downward, with the four mounting tabs on the corners extended upward. Level bracket, if you are going to pre-drill holes for screws or anchors. Use a pencil to mark the four screw holes close to the corner tabs. If you are going to run cables through the wall, also mark the rectangular cable access cutout.
2. If needed, drill holes as marked for the four mounting screws and insert the anchors.
3. If needed, drill and/or cut a hole centered in the rectangular mark drawn for cable access. The hole should be big enough to allow you to conveniently route the cables through the wall.
4. Screw the mounting bracket to the wall.

## **ATTACHING THE TIME RECORDER TO THE MOUNTING BRACKET**

- Push the time recorder onto the previously installed mounting bracket so that the four tabs on the bracket fit into the four matching slots on the back of the time recorder.
- Slide the time recorder downward until the locking tab "clicks" into place. When properly mounted, the time recorder cannot be slid up and off the bracket without using the wall bracket release key (included) to disengage the locking tab.

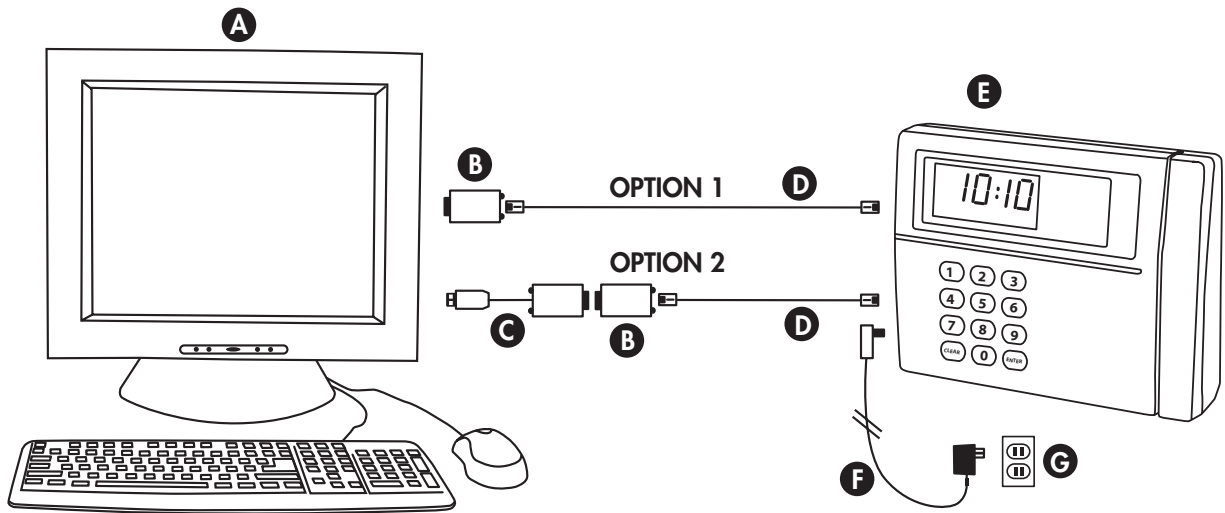


## **DETACHING THE TIME RECORDER FROM THE MOUNTING BRACKET**

- Hold the wall bracket release key (included) with the pointed end up and the diagonally cut side away from you.
- Insert the key into the narrow slot on the bottom of the time recorder to the right of the cable access cutout.
- Push the key all the way up into the slot. The key will slide easily until the last 1/2 inch when some resistance from the locking tab will be felt.
- With key fully pushed into the slot, slide the time recorder up and off of the mounting bracket.



## SERIAL CABLE INSTALLATION



**CONNECTING POWER:** Connect the AC power supply (fig. F) to a standard 115v wall power outlet (fig. G) and also to the TimeTrax Pro unit (fig. E).

*Two available options for connecting the TimeTrax Pro to your central PC (fig. A).*

### PARTS REFERENCE

- |  |  |
|--|--|
| A. Central PC                          | E. TimeTrax Pro (PN TIMETRAXPROK)                  |
| B. RJ45 to DB9 Adapter (PN 41400)      | F. AC Power Supply ( <i>included in shipment</i> ) |
| C. USB to RS232 Adapter (PN 41685)     | G. Standard 115v Wall Power Outlet                 |
| D. 50' White Flat Cat5 Cable (PN 1269) |  |

#### **OPTION 1: PC has an available Serial 9-pin (COM) port.**

Connect the white 50' RJ45 cable (fig. D) to the RJ45/DB9 adapter (fig. B). This will then connect to the back of your PC. (fig. A)

#### **OPTION 2: PC only has a USB port. *\*\*Important\*\* Make sure the TimeTrax software is pre-installed prior to any hardware and cable connections.***

Connect the white 50' RJ45 cable (fig. D) to the RJ45/DB9 adapter (fig. B) and then connect the RS232/USB adapter (fig. C) to the back of your PC (fig. A).

*\*Note: If you purchased SQL (page 39), Modem Polling (page 48) or Ethernet (page 58), see that section of this manual for additional installation instructions.*

## **INTRODUCTION**

*Congratulations* on your purchase of the Pyramid TimeTrax Pro Time and Attendance System.

TimeTrax Pro takes proven card reader technology and combines it with the powerful TimeTrax Pro software to create a time and attendance solution that is both highly effective and easy to use.

### **Features**

- Standard 50 Employees, upgradeable to 999 (25 badges)
- Weekly, Biweekly, Semi-monthly, or Monthly Pay Period
- Automatic overtime calculation
- Pay Interval rounding to 5, 6, 10, or 15 minutes
- Option to automatically deduct unpaid lunches
- Option to automatically deduct unpaid breaks
- Exports out of the box to ADP, PAYCHEX, QuickBooks, and Excel
- Produces a variety of useful reports
- Automatic history and backup
- Unlimited user-defined payroll groups and employee groups
- Unlimited user-defined pay codes/categories
- Bell scheduling
- Department codes (optional)
- Multiple locations (optional)
- Network version (optional)
- Ethernet version (optional)

## **Using the Time Recorder**

Once the time recorder is installed, the employee punch records that are generated from card punches are stored within the recorder even if those records are uploaded to the TimeTrax Pro database.

The TimeTrax Pro recorder automatically stores the last 4,000 punches; depending on usage the punches can be retrieved on a more or less frequent basis. However, it is recommended that punches should be retrieved on a regular basis for two reasons:

1. The larger the number of new punches retrieved, the longer it takes for downloading to the TimeTrax Pro database.
2. In case of catastrophic equipment failure of the time recorder, such as lightning or violent impact, the punch record is stored in a second place (the PC).

## **Using Employee Cards**

1. Insert the employee card at the top of the slot on the right side of the time recorder. The card must be held with the magnetic stripe to the right and the card firmly in the slot.
2. Rapidly pull the card down through the slot. If the employee number is successfully read, the time recorder will beep and the card number will be displayed briefly on the screen.
3. Keypad entry of employee numbers can be done in lieu of employee cards.



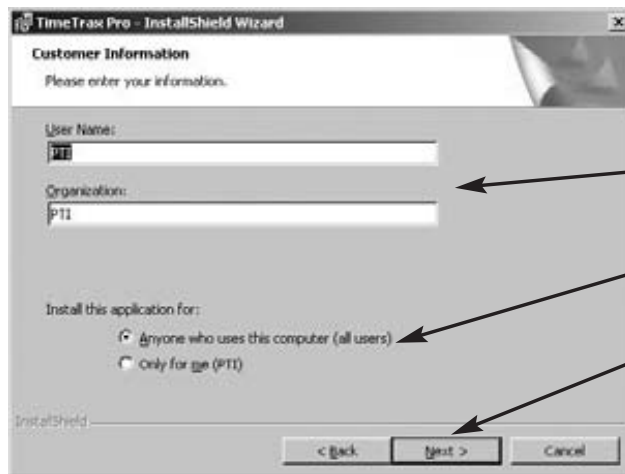
## INSTALLING THE SOFTWARE



Click NEXT to continue



To accept licensing agreement click NEXT to continue

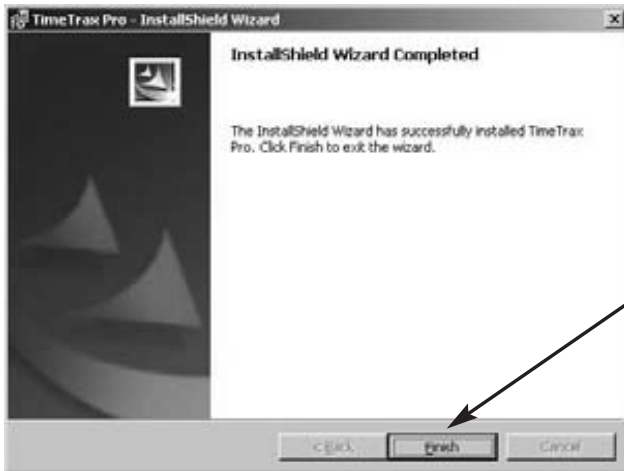


Enter User Name and Organization.  
Choose for whom to install the application.  
Click NEXT to continue





Click **INSTALL** to begin installation



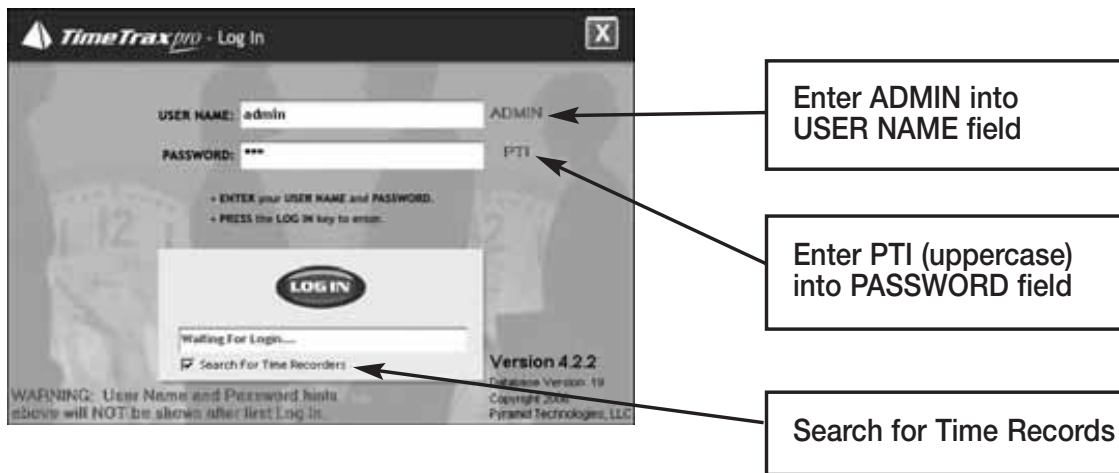
When installation is complete, click **FINISH**



Double click the **ICON** placed on your desktop to begin

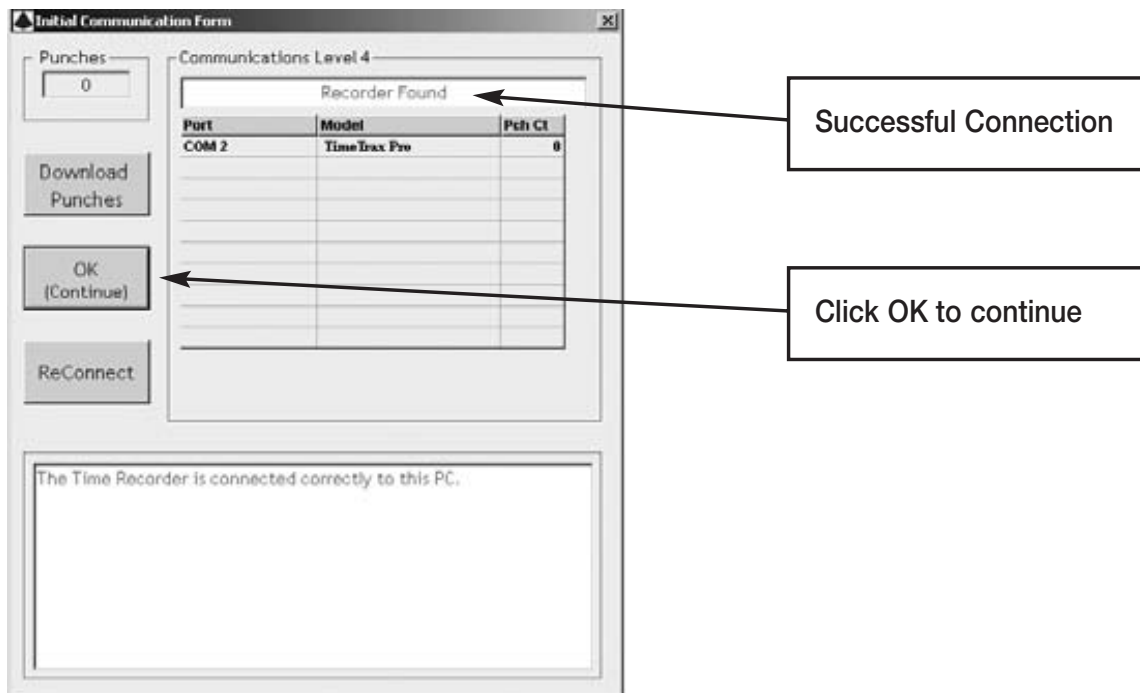
## LOG IN WINDOW

When the program is launched, you are presented with the Log In Form.

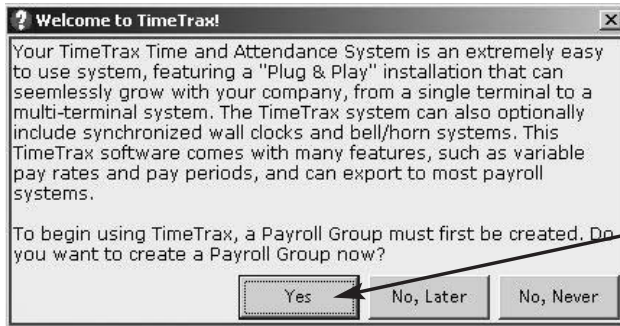


## INITIAL COMMUNICATION FORM

After you successfully log in, the system initializes communications with the time recorder attached to the PC. When this is successfully accomplished, you will see **Recorder Found**. Once the initial communication between the PC and the TimeTrax terminal is successfully completed, you may opt for the software to not “Search for Time Recorders” every time it is opened by unchecking the SEARCH FOR TIME RECORDERS box on the Log In Form. When this box is checked it will speed up access to the TimeTrax program. Whenever the download of punches occurs, TimeTrax will automatically search for time recorders.



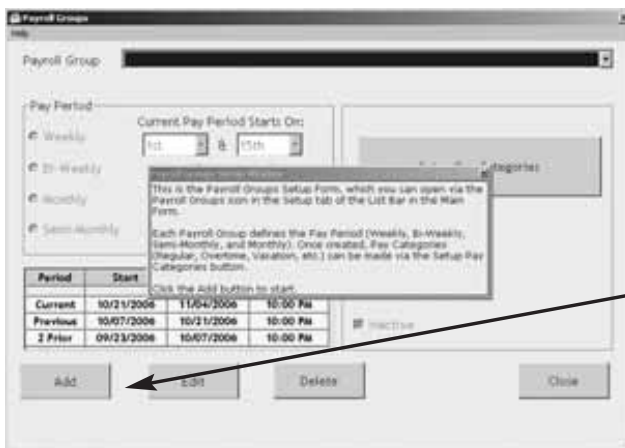
## TIMETRAX PRO SETUP WIZARD



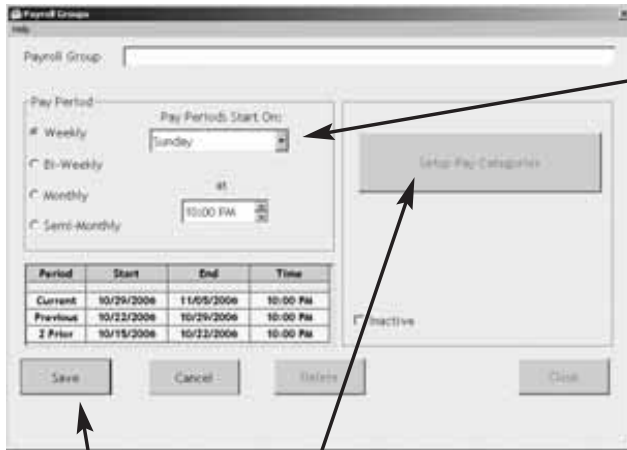
Click YES to continue

## PAYROLL GROUP SETUP

Payroll Groups categorize how groups of employees are paid. As an example, Sales Department employees are paid monthly and Production Department employees are paid bi-weekly. Sales and Production would be two different Payroll Groups. **If your company pays all employees on the same schedule, you should have only one payroll group.** It is important to note that once an employee is placed in a Payroll Group, they cannot be moved to another Payroll Group. You will need to make the employee inactive in the first Payroll Group and enter them into the new one.



Click the ADD button to start



Select your Pay Period.  
*Note: Hourly employees paid on a Monthly and Semi-Monthly basis could accrue overtime in one Pay Period that is applied to the next.*

Select the day that your Pay Period starts on.

Select the time to begin the new Pay Period.  
*The time selected should be after the last out-punch of the previous pay period and before the first in-punch of the current pay period.*

Click **SAVE** to continue

Once saved, click on **SETUP PAY CATEGORIES**

## PAY CATEGORIES SETUP

Pay categories are classifications of employee hours. Click **EDIT** to begin.



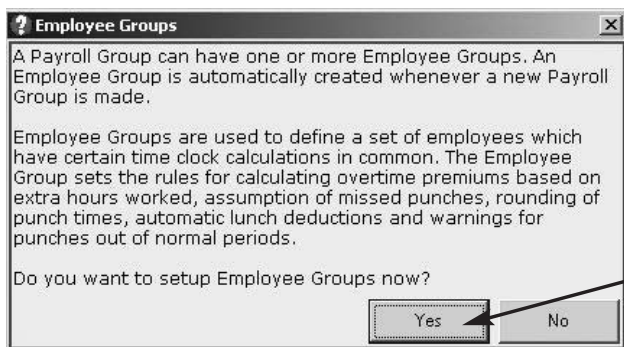
**PAY CATEGORY:** Predefined classifications of employee hours. (Holiday, Other, Overtime 1.5, Overtime 2, Regular, Sick, Vacation)

**RATE MULTIPLIER:** The rate at which the Pay Category is paid; i.e., Holiday would be rate multiplier 1 if the employee is paid regular rate for the day. If you choose to pay time and a half, the rate multiplier is 1.5.

**APPLY TO WEEKLY OVERTIME:** Check box if category hours can accrue towards overtime.

**ADD** allows access to the screen for editing purposes. It also doubles as **SAVE**. When your selections are complete, click **Close** to continue.

**CATEGORY CODE:** Provided by the payroll company if you are using one. Ensures proper transfer of information from the pay category in TimeTrax Pro to your payroll service provider.



Click **YES** to continue

Click EDIT to start.

**DAILY OVERTIME:**  
Choose how it is paid and after how many hours.

**WEEKLY OVERTIME:**  
Choose how it is paid and after how many hours.

**MONTHLY/  
SEMI-MONTHLY PAY PERIODS ONLY:** Must select the day and time that the workweek begins to calculate overtime correctly.

Period	Start	End	Time
Current	10/29/2006	11/05/2006	10:00 PM
Previous	10/22/2006	10/29/2006	10:00 PM
2 Prior	10/15/2006	10/22/2006	10:00 PM

**Max Hours Before Missed Punch Assumed:** The maximum number of hours an employee can work without punching before the system assumes the employee forgot to punch out.

**Pay Interval Round:** Click ENABLE if you wish to use Pay Interval Rounding. Divides each clock hour into intervals of 5, 6, 10, or 15 minutes. The software automatically edits the punch time so that it is set to the start of the interval that contains the actual time. For example, at 5-minute intervals, 7:02 AM becomes 7:00 AM and 7:07 AM becomes 7:05 AM. Leave box unchecked for No Pay Interval Rounding.

**Filter-Out Punches Closer Than:** This will eliminate duplicate punches within a user definable time; i.e., If an employee goes to the time clock and punches their badge, forgets that they punched it, and punches again, this filter will automatically eliminate the second punch if it is within the filter time defined. Pyramid recommends using 90-seconds.

## ADVANCED EMPLOYEE GROUPS SETUP

Employee Groups Advanced can be used when the standard Employee Groups is not sufficient for an organization.

**Shift Rounding:** Prevents unauthorized overtime. You can enter the number of minutes prior to and following the end of each shift that overtime will not be paid. Punches made during this period will display the actual punch time, however, calculations will include the additional time. To authorize the punch and pay overtime for these punches, simply edit the punch and save it. This action will override the **Shift Rounding** rule.

**Shift Warnings:** Allows the employee to punch at any time, but will generate a warning when an employee punches outside of the defined shift. The user can define the warning based on minutes before or after the shift starts or ends.

**Saturday Overtime:** Allows the employer to specify whether or not Saturday is automatically overtime regardless of the number of hours worked during the regular pay period.

**Sunday Overtime:** Allows the employer to specify whether or not Sunday is automatically overtime regardless of the number of hours worked during the regular pay period.

**7th Day Worked Overtime:** Allows the employer to specify whether or not an employee who works 7 consecutive days is eligible for overtime regardless of hours worked during the regular pay period.

**Lunch Rules:** Allows the employer to specify whether an employee must punch out or have lunches automatically deducted or any combination of both. You can choose both *Automatic Lunch Deductions* and *No Deductions*, if the employees within your Employee Group will perform multiple activities where they may not be able to consistently punch.

**Enable Lunch Warnings:** Allows the employee to punch at any time, but will generate a warning when an employee punches outside of the defined lunch. The user can define the warning based on minutes before or after the lunch starts or ends.

**Grace Window:** The number of minutes that the employer will allow before a warning is generated for lunch punches.

## EMPLOYEE DETAILS SETUP

This section is where individual employee information is stored. (For QuickBooks users, please see the section on Importing Employees from QuickBooks)

**Click ADD to continue**

**CARD 1, 2, 3:** TimeTrax Pro allows up to 3 different card numbers to be assigned to each employee. Card 1 is a required field.

**ENTER EMP#:** NOTE: It is very important that you verify the Employee Number with your Payroll Service for proper exporting.

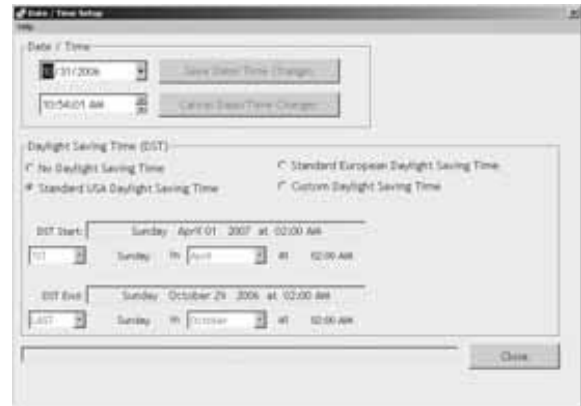
**ENTER SSN:** Employee Social Security Number.

**BE SURE TO SAVE EACH EMPLOYEE RECORD.**

- Last:** Enter Last Name (*required field*)
- First:** Enter First Name (*required field*)
- MI:** Enter Middle Initial
- Employee Group:** Assign the employee to the Employee Group he/she belongs to.
- Address 1:** Enter Street Address
- Address 2:** Enter Alternate Street Address
- City/St/Zip:** Enter City, State and Zip Code
- Home Phone:** Enter Home Phone
- Work Phone:** Enter Work Phone
- Hourly Pay Rate:** Enter Hourly Pay Rate
- Inactive:** Check box if employee terminates employment. (To view inactive employees, click VIEW INACTIVE EMPLOYEES on the bottom left side of the screen.)
- Anniversary:** The date that benefits commence
- Terminated:** The date the employee terminates employment
- Hired:** The date the employee was hired
- Notes:** Enter any pertinent employee data. To show/hide Employee Notes, select FILE – *Show Employee Notes from the top menu bar.*

## CONFIGURE TAB

**Date/Time Setup:** This is the screen in which you will make any adjustments necessary to the TimeTrax Pro date and time, as well as Daylight Savings Time settings.



**Preferences:** This is the screen in which you will define the preferences for your system settings. Click SAVE and EXIT button when completed.

**DATE FORMAT:** The format in which you want the date displayed in the software as well as on reports.

**TIME TOTALS FORMAT:** The format in which you want the times displayed in the software as well as on reports.

**TIME OF DAY FORMAT:** The format in which you want the hours displayed in the software as well as on reports.

**FORCE TEXT TO UPPER-CASE:** Select this option if you want all text entries to be UPPERCASE.

**DISPLAY RUNNING TOTALS IN PUNCH DETAILS GRID:** Select this option if you want to see cumulative totals in the Punch Details Window.

**ENABLE WORKDAYS SETUP AND TRACK ABSENCES:** Select this option if you want to have Set Workdays setup and Absences reported.

**ALLOW AUTOMATIC APPROVAL OF SELECTED PAYROLL RECORDS DURING EXPORT:** Select this option if you want to have payroll records automatically approved during exports. **NOTE: Pyramid does not recommend this option.**

## AUTOMATIC BACKUP

This is the screen in which you will enable automatic backups for use when you exit the system. This will create a file and save it to a specified location of your choice.





**ACTIVATE AUTOMATIC BACKUP:**

Select this option to turn on automatic backups.

**BROWSE:** Click this button to find the location where you would like to store the backups.

**NOTE:** This can be on a network drive.

**BACKUP NOW:** Immediate Backup.

**APPLY:** Click after screen changes.

**RESTORE FROM CURRENT BACKUP:**

Restores system database from the backup you just created.

**RESTORE FROM PRIOR BACKUP:** Restores system database from a backup previously created.

**TIMETRAX SECURITY**

This is the screen in which you will set User Names and Passwords, as well as security for anyone that logs into the TimeTrax Pro Software. The number of users is unlimited.

**NOTE:** Pyramid strongly recommends you create a user name and password immediately for data security.



**USER NAME:** Enter the desired login name.

**PASSWORD:** Enter the desired password for this user.

**USER LEVEL:** Enter the desired User Level. (Levels are explained below.)

**DISABLE WAGE ACCESS:** Select this option if you do not want this user to be able to view or change any wage information.

**READ ONLY:** Select this option if you only want to give this user READ ONLY access to the database.

**DISABLE EMPLOYEE NOTES:** Select this option if you do not want this user to have access to the notes information in the Employee Details Screen.

**USER LEVELS**

**Restricted:** These users can only access the following: Punch Details, Payroll Details, Employee Details, Assert Global Pay, Viewing Options, Date Time Setup Form, Reports/Exports, and Retrieve Punch Data.

**Regular:** These users can access all of the Restricted Users areas and the following: Supervisor Functions, Preferences, Backups, and Archive Reports, Bell Schedule and Department Codes (optional feature).

**Super:** These users can access all of the Restricted and Regular Users areas and the following: Payroll Groups, Employee Groups, and Time Source and Sync Standards, Upgrade Capability and Modem Polling Control Panel\*, Modem Polling Start Server\*, Modem Polling Stop Server\*.

**Primary Administrator:** This is the highest level in the Security chain, with access to all TimeTrax functions. It is the only level capable of creating and managing user accounts through the System Users and Passwords screen. Only one Primary Administrator user is allowed, and while the USERNAME and PASSWORD can be edited, the account can never be deleted.

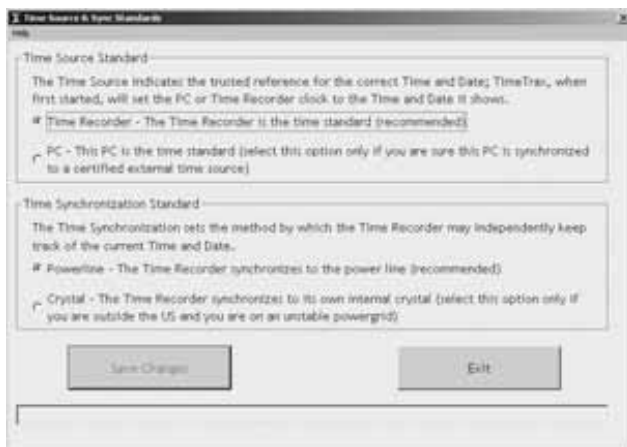
**Supervisor:** Indicates a user who is restricted to viewing the records of only certain Employee Groups.

*\*Optional Features*

**NOTE:** Please remember to save each user record.

## **TIME SOURCE & SYNC STANDARDS**

It is not necessary to make any changes on this screen.



**TIME SOURCE STANDARD:** By default Time Recorder is the most reliable option for time keeping. You can change the default to PC if you choose, however, PCs experience fluctuation by gaining and losing time.

**TIME SYNCHRONIZATION STANDARD:** By default Powerline is the most reliable option for time keeping. You can change the default to Crystal if you choose, however, internal crystals experience fluctuation by gaining and losing time.

## **SUPERVISOR FUNCTIONS**

***NOTE:** This option will only show if the “Keypad used for Punch Entry” has been selected under ADVANCES/SET-UP/PREFERENCES.*

This function will be used to set up the supervisor cards. With these cards the supervisor will have the capability to enter a swipe into the recorder whenever an employee forgets to punch in. The supervisor can only enter the swipe for the current time. The administrator will still have to make the change to the PUNCH DETAILS to have the time show correctly.

The field for the CARD NUMBER only holds two digits. The employer should select a range of cards that will be dedicated to Supervisor Cards and do not allocate those numbers to anyone else.

An employee designated to have a Supervisor Card should use that card only in a supervisory function. If that supervisor is an hourly employee, the Supervisor Card should be separate from his or her own employee swipe card.

To enter the swipe when an employee forgets to punch in:

1. Swipe the SUPERVISOR CARD through the Time Recorder.
2. Enter the card number of the employee who forgot to punch.
3. Make sure you let the administrator know about the punch and what the correct time was supposed to be so the correction can be made.

## **WORK RULES**

Addressed in initial TimeTrax Pro Setup Wizard.

## KEYPAD ENTRY

### Using the Keypad

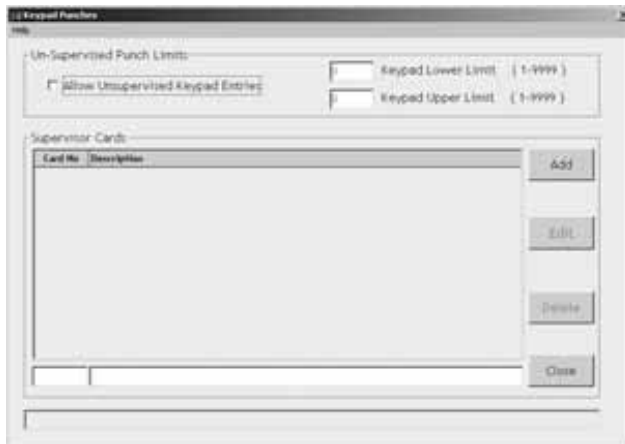
Punch records can be entered using the keypad on the time recorder if this has been enabled in the software in either of two ways. Certain cards can be designated as “supervisor cards” in the program. After a supervisor card is swiped, the keypad is temporarily enabled and an employee number may be entered. Additionally, a range of numbers may be designated in the software as allowable for unsupervised keypad entry. These numbers may be keyed in at any time. See help on Supervisor Functions for details on setting up supervisor cards and unsupervised keypad entry in the software.

### Supervised Keypad Entry

- Swipe a designated supervisor card through the slot on the time recorder.
- If the supervisor card is successfully read, the green LED on the right side of the time recorder will flash, the time recorder will beep and the message “Keypad#” will display on the LCD screen.
- Immediately use the keypad to type in an employee number and then push the ENTER key to create a punch record or push the CLEAR key to abort the entry and start over.
- If the employee number is accepted, the green LED on the right side of the time recorder will flash, the time recorder will beep and the LCD screen will go back to displaying the date and time.

### Unsupervised Keypad Entry

- Use the keypad to type in an employee number which is in the allowable range, and then push the ENTER key to create a punch record or push the CLEAR key to abort the entry and start over.



- If the employee number is accepted, the green LED on the right side of the time recorder will flash, the time recorder will beep and the LCD screen will go back to displaying the date and time.

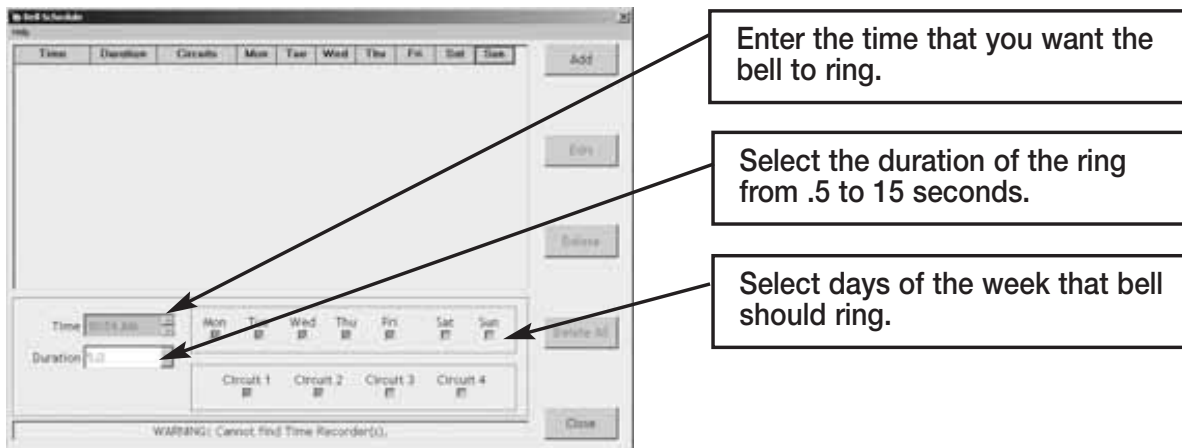
## **BELL SCHEDULES**

TimeTrax accommodates bell scheduling for customers who have standard start/end and break/lunch times and want to program bells to ring at a specific time to notify employees at the appropriate hour, up to 300 events. The programming is standard in the software, however, additional bell ringing hardware and bells are available through Customer Support at 888-479-7264 or by email at [custsvc@pti.cc](mailto:custsvc@pti.cc).

To program the bell schedule, your time recorder must be connected successfully to your PC on the Initial Communications screen of the software. Select BELL SCHEDULE from the Vertical Icon Bar.

To program the bell to ring, select ADD. In the time field, use the up and down arrows to choose the time that you want the bell to ring and in the duration field, choose the duration of the ring. Durations are 0.5 seconds, 1.0 seconds and in 1 second increments up to a maximum of 15 seconds. Select the days of the week that you want the bell to ring.

**Circuits:** The circuit selection indicates which circuits are to ring at the designated time. The Time Recorder, connected to the Pyramid 5300 bell ringer, will automatically be Circuit 1. With the Pyramid 5110 Bell Ringer Relay, you can connect up to four independent bell circuits that can ring individually or simultaneously with one another.



Save and repeat steps for each time that you want the bell to ring throughout the day.

## CHANGING BELL SCHEDULE

Once a bell schedule is established, the time of an entry cannot be changed. The entire entry must be deleted and a new entry added for the correct time. To delete the entry, highlight the entry that you wish to change and select DELETE. A pop up question box asking, "Are you sure you want to delete this item?" will appear. Select YES to delete the entry or select CANCEL to abort the deletion.

To change the duration, days of the week or circuit to ring, highlight the schedule you wish to modify, select the Edit button and make your change. Click the Save button to save the change or click the Cancel button to return without changing the existing bell schedule.

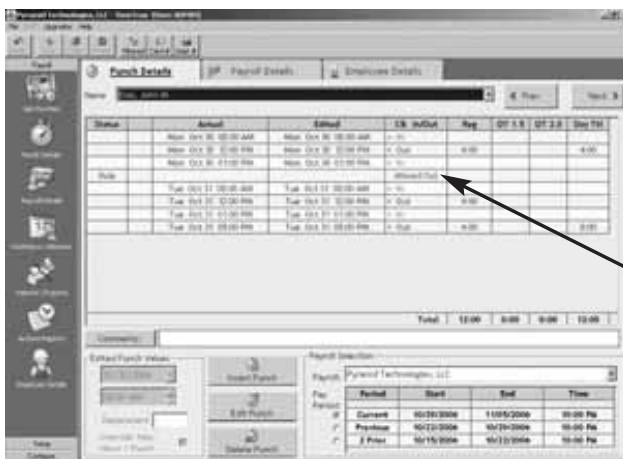
## DELETING THE BELL SCHEDULE

Click the DELETE ALL button. A pop up question box asking, "Are you sure you want to delete all scheduled items?" will appear. Select YES to delete the entry or select CANCEL to abort the deletion

## PAYROLL TAB

**Get Punches:** At Login you are offered the option to download punches. Pyramid recommends that you do this on a regular basis to prevent data loss. Otherwise, GET PUNCHES allows you to download punches when you are ready for payroll activities. TimeTrax Pro will automatically recognize new punches, and download only those not currently in the database.

**Punch Details:** The PUNCH DETAILS screen displays all in and out punches. This screen allows you to view, insert, edit and delete punches, as well as assign comments to punches. You can also view Current, Previous and 2 Prior pay periods. This screen categorizes the type of pay category, and notifies you of possible errors.



If an employee has no IN or OUT punches for a specific day, TimeTrax Pro will automatically populate an Absent status.

Missed Out



## ASSERT GLOBAL SPECIAL PAY

In the circumstances where you wish to pay all employees or a group of employees the same number of hours, (i.e., Independence Day @ 8 hours), go to FILE – Assert Global Special Pay.

#	Period	Start	End	Time
1	Current	10/29/2006	11/05/2006	10:00 PM
2	Previous	10/22/2006	10/29/2006	10:00 PM
3	2 Prior	10/15/2006	10/22/2006	10:00 PM

**EMPLOYEE SELECTION:** Choose either EMPLOYEE BY GROUPS in the Selected Payroll Group or INDIVIDUAL EMPLOYEES in the Selected Payroll Groups. If you choose EMPLOYEE BY GROUPS, you are selecting every employee within the selected employee group. If you click on INDIVIDUAL, you must click on each individual that you wish to assert the global special pay.

**FOURTH/FIFTH SPECIAL PAY ENTRY:** Choose the special pay category, the date (if the pay category accrues towards overtime, you will be required to enter the date). If the pay category does not accrue towards overtime, you will be required to choose either the PAY BY AMOUNT (Dollar Value) or PAY IN HOURS.

You can exclude special pay for employees who were hired less than a user definable number of days.

## WORKDAYS AND WORKWEEK

**ONLY THE REGULAR WORKWEEK:** This will set ONLY the workweek template for a specified individual or group. You will enter what days make up your regular workweek.

**ONLY THE PAY PERIOD WORKDAYS:** This will set ONLY the workdays for a specified individual or group. You will enter the actual workweek; i.e., Jane could not work Monday but worked Saturday instead, you would uncheck Monday and check Saturday

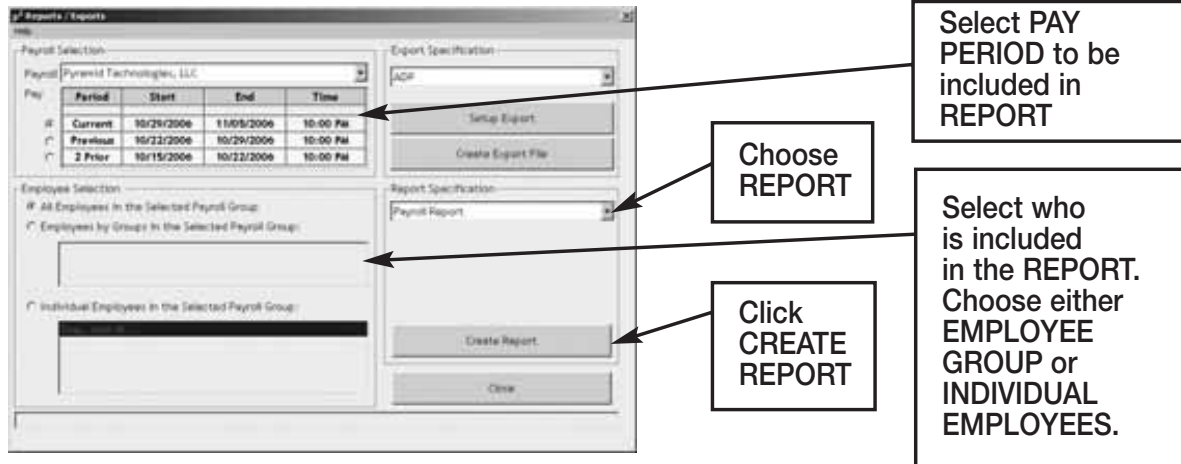
**THE WORKDAYS AND WORKWEEKS:** This will set template for the normally worked days (Workweek) for a specified individual or group AND the Workdays for a specified individual or group.

Click OK to save changes.

## REPORTS / EXPORTS

### REPORTS

When generating REPORTS you must select the PAY PERIOD you want included in the report, as well as the EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES you want included in the REPORT. Then, select the REPORT you want to run.



**Payroll Report:** Shows total regular/overtime/special hours worked including wage information for the selected PAY PERIOD.

**Time Card Report:** Shows individual punches, special pay and running totals of regular and overtime hours worked for the selected pay period. Comments input by user on PUNCH DETAIL screen will appear on this report if selected.

**Attendance Report:** Shows absenteeism and missed punches for the selected pay period for TODAY, YESTERDAY or the SELECTED PAY PERIOD.

**Punch Report:** Shows the first IN and last OUT punch for a selected pay period for TODAY, YESTERDAY or the SELECTED PAY PERIOD.

**Detailed Payroll Report:** Combines the PAYROLL REPORT and TIME CARD REPORT. Comments input by user on PUNCH DETAIL screen will appear on this report if selected.

**Card Report:** Shows CARD NUMBER and the EMPLOYEE NAME the card is assigned to.

**Card Report/Comprehensive:** Shows CARD NUMBER and the EMPLOYEE NAME the card is assigned to as well as the employee status.

**Employee Card Report:** Shows the EMPLOYEE GROUP NAME, EMPLOYEE NAME, EMPLOYEE ID and all cards assigned.

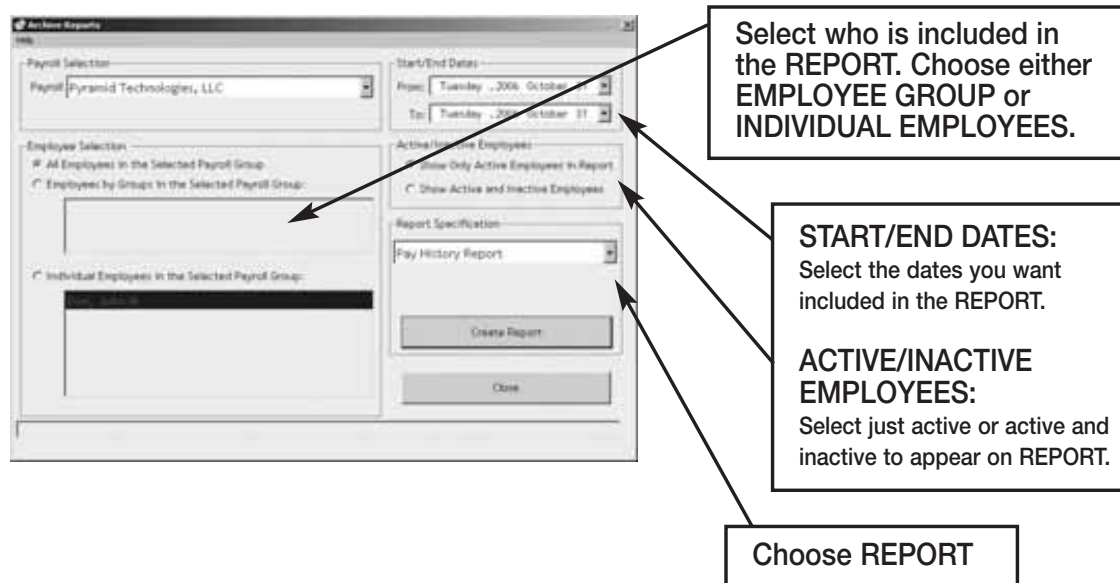


**Employee Contact Information:** Shows NAME, ADDRESS, HOME PHONE and WORK PHONE.

**Employee Seniority Report:** Shows EMPLOYEE NAME, ID NUMBER, HIRE DATE and DAYS EMPLOYED. You can sort by either 30/60/90 or 410-DAY BANDS or BY NAME or BY DATE HIRED.

**ARCHIVE REPORTS**

Once a payroll record is approved, it is placed in Archive. Archive Reports allow you to run reports from the date TimeTrax Pro was installed up to and including the current date.



**Pay History Report:** Shows a history of total regular/overtime/special hours worked including wage information for the selected PAY PERIOD.

**Hours Summary Report:** Shows a history of total PAY CATEGORY hours.

**Attendance Report:** Shows a history of absenteeism and missing punches.

**Detail Pay History Report:** Shows a history of the combined PAYROLL REPORT and TIME CARD REPORT. Comments input by user on PUNCH DETAIL screen will appear on this report.

**Detail Pay History Report w/o Comments:** Shows a history of the combined PAYROLL REPORT and TIME CARD REPORT. Comments input by user on PUNCH DETAIL screen will *not* appear on this report.

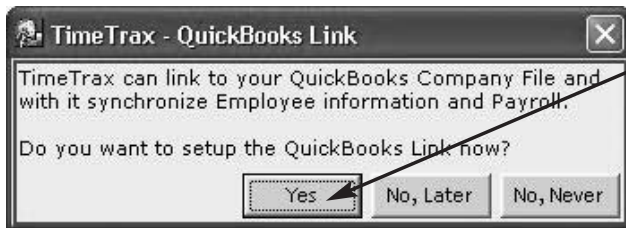
**EMPLOYEE DETAILS**

Click the Employee Details Icon to bring you to the EMPLOYEE DETAILS SCREEN covered in the initial TIMETRAX PRO SETUP WIZARD.

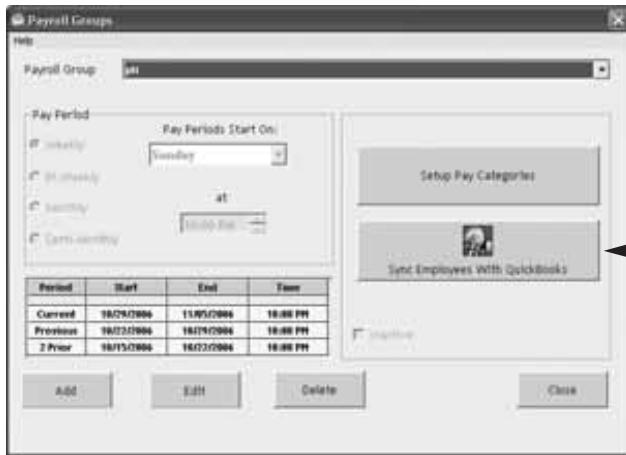
## IMPORTING EMPLOYEES FROM QuickBooks

This section discusses how to import employees from your QuickBooks system to TimeTrax Pro to eliminate the double entry of employee information.

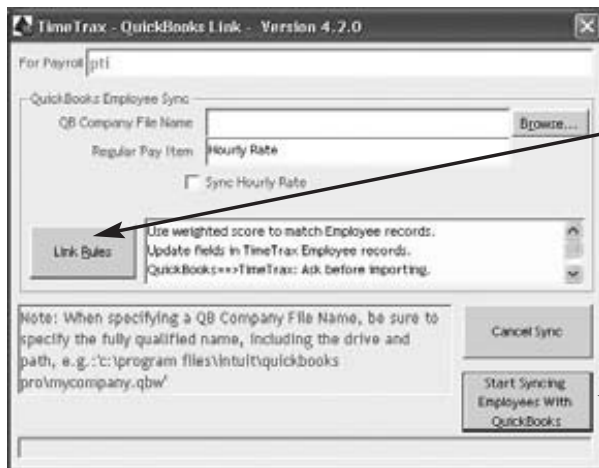
After you complete the setup of EMPLOYEE GROUPS, you will be presented with the following screen:



Click YES to continue.

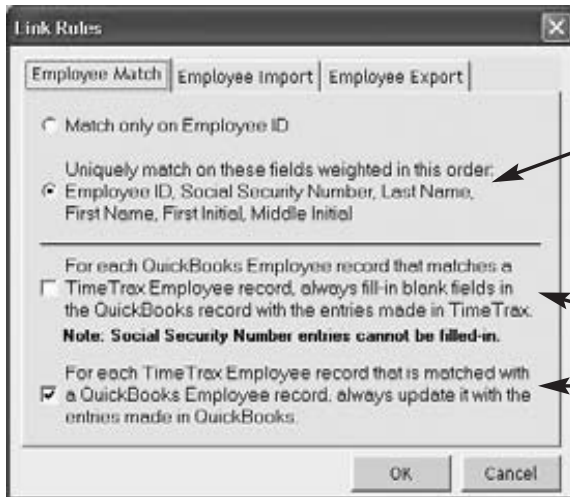


Click SYNC EMPLOYEES WITH QUICKBOOKS to continue.



Click LINK RULES to setup how the system will import your employees.

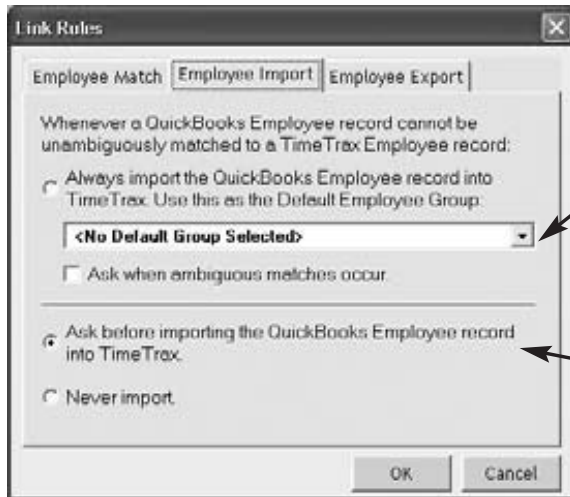
After going through the LINK RULES (discussed below) click START SYNCING EMPLOYEES WITH QUICKBOOKS.



**MATCH ONLY ON EMPLOYEE ID:**  
The import will only match Employee IDs.  
**UNIQUELY MATCH:** The import will do a cross reference on all employee data to ensure it is correct (Pyramid strongly recommends use of this option).

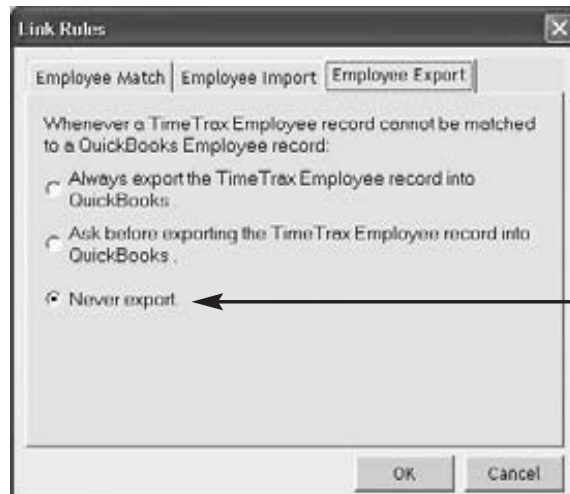
Check this option to have TimeTrax PRO/ELITE update your QuickBooks Employee data.

Check this option to have QuickBooks update your TimeTrax PRO/ELITE employee data. (PYRAMID STRONGLY RECOMMENDS USE OF THIS OPTION).



If ALWAYS IMPORT is selected, you have the option to select an employee group that all new employees will be entered into by default.

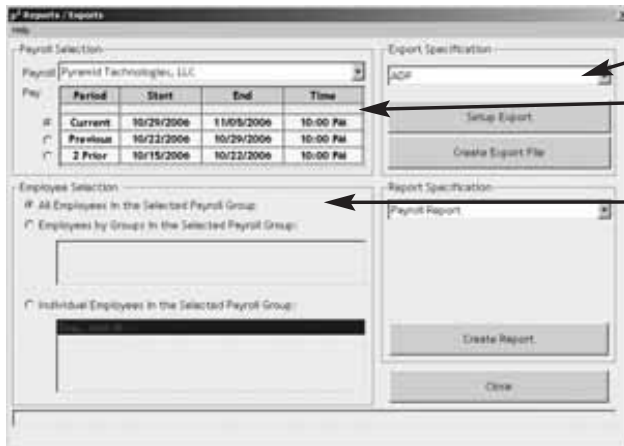
**ALWAYS IMPORT:** When selected, this option will always import the QuickBooks employee into TimeTrax Pro without asking.  
**ASK BEFORE:** When selected, the system will always ask before it imports any employee into TimeTrax Pro (Pyramid strongly recommends use of this option).  
**NEVER IMPORT:** When selected, the system will never import any employees into TimeTrax PRO.



**ALWAYS IMPORT:** When selected, this option will always import the QuickBooks employee into TimeTrax Pro without asking.  
**ASK BEFORE:** When selected, the system will always ask before it imports any employee into TimeTrax PRO.  
**NEVER EXPORT:** When selected, the system will never export any employees from TimeTrax PRO (PYRAMID STRONGLY RECOMMENDS USE OF THIS OPTION).

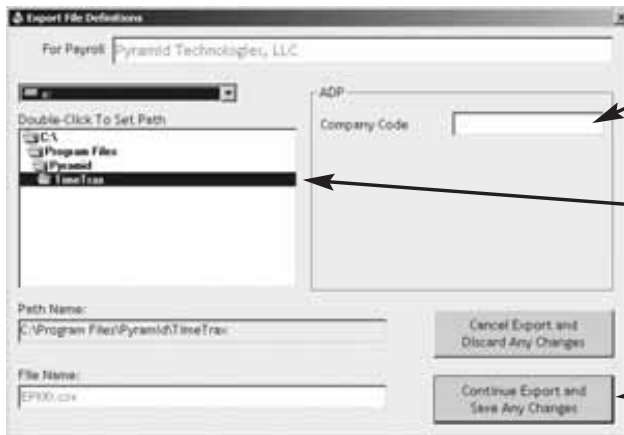
**ADP**

The following are instructions for setting up and using the ADP EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



- Choose EXPORT.
- Select PAY PERIOD to be included in EXPORT.
- Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.
- Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.

**Setup/Create Export:**

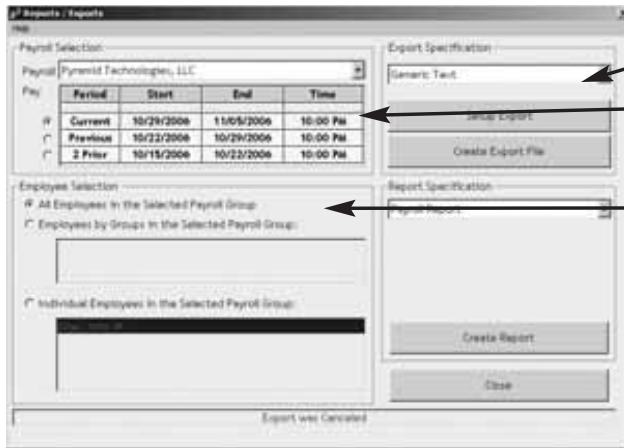


- Enter your company code as provided by ADP.
- Select the drive and location where you want the export file to be saved.
- Click CONTINUE EXPORT and SAVE ANY CHANGES to export and save the file where you selected.

Congratulations, you have successfully created and saved an ADP EXPORT FILE. You will need to contact ADP to obtain steps on how to import the file you created and saved into ADP software.

## GENERIC TEXT

The following are instructions for setting up and using the GENERIC TEXT EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



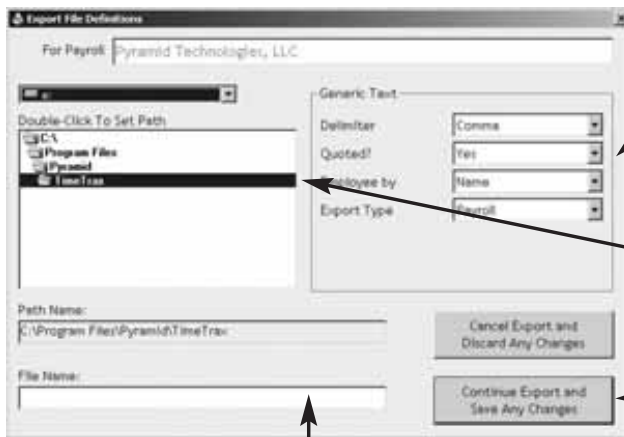
Choose EXPORT.

Select PAY PERIOD to be included in EXPORT.

Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.

Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.

### Setup/Create Export:



DELIMITER: Choose Comma, Tab, or Semi-Colon.

QUOTED: Choose Yes or No  
EMPLOYEE BY: Choose Name, SSN, or EMP#

EXPORT TYPE: Choose Payroll or Punches.

Select the drive and location where you want the export file to be saved.

Click CONTINUE EXPORT and SAVE ANY CHANGES to export and save the file where you selected.

Type the desired name for this file including the extension file.

Congratulations, you have successfully created and saved a GENERIC TEXT EXPORT file. You will need to go to the location where you created and saved the file and import it into the software of your choosing.

## **PAYCHEX PREVIEW**

The following are instructions for setting up and using the PAYCHEX PREVIEW EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.

**Choose EXPORT.**

**Select PAY PERIOD to be included in EXPORT.**

**Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.**

**Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.**

### **Setup/Create Export:**

**PAYCHEX will provide BRANCH, CLIENT, and SITE NUMBER for this export.**

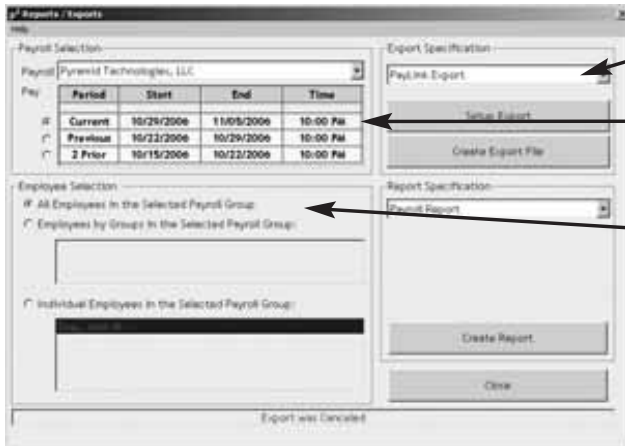
**Select the drive and location you want the export file to be saved.**

**Click CONTINUE EXPORT and SAVE ANY CHANGES to export and save the file where you selected.**

Congratulations, you have successfully created and saved a PAYCHEX PREVIEW export file. You will need to contact PAYCHEX to obtain steps on how to import the file you created and saved into PAYCHEX software.

## PAYCHEX PAYLINK

The following are instructions for setting up and using the PAYCHEX PAYLINK EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



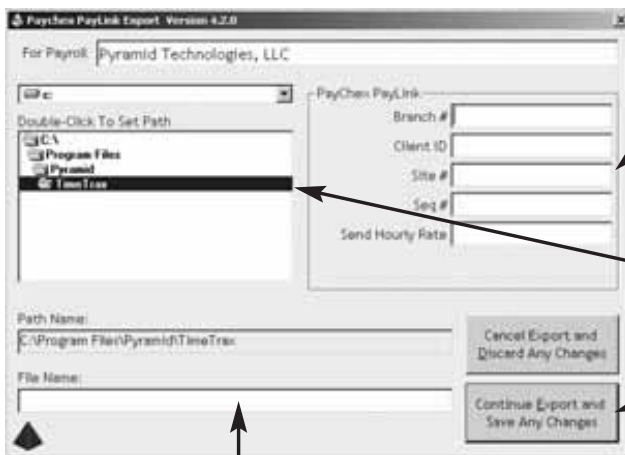
Choose EXPORT.

Select PAY PERIOD to be included in EXPORT.

Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.

Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.

### Setup/Create Export:



PAYCHEX will provide BRANCH #, CLIENT ID, and SITE #, SEQ #, and whether or not to send hourly rate for this export.

Select the drive and location where you want the export file to be saved.

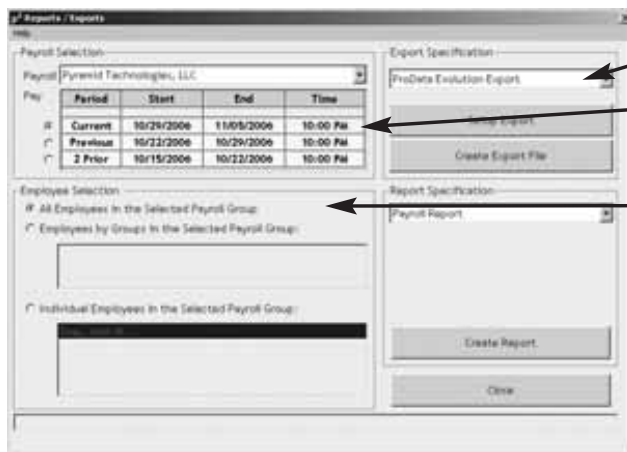
Click CONTINUE EXPORT and SAVE ANY CHANGES to export and save the file where you selected.

PAYCHEX will provide you with the file name for this export.

Congratulations, you have successfully created and saved a PAYCHEX PAYLINK EXPORT file. You will need to contact PAYCHEX to obtain steps on how to import the file you created and saved into PAYCHEX software.

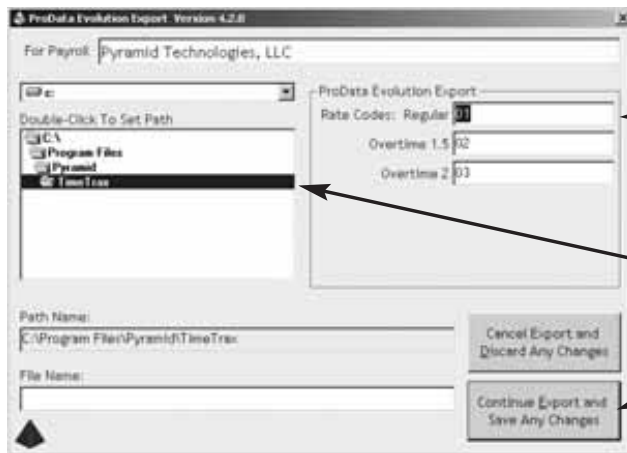
## PRODATA EVOLUTION

The following are instructions for setting up and using the PRODATA EVOLUTION EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



- Choose EXPORT.
- Select PAY PERIOD to be included in EXPORT.
- Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.
- Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.

### Setup/Create Export:



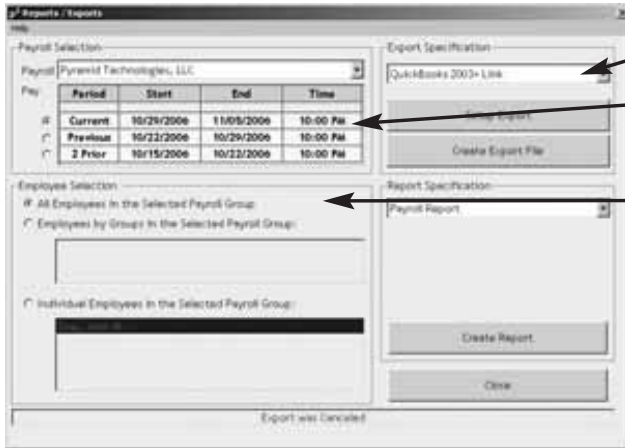
- ProData will provide RATE CODES for this export.
- Select the drive and location where you want the export file to be saved.
- Click CONTINUE EXPORT and SAVE ANY CHANGES to export and save the file where you selected.

Congratulations, you have successfully created and saved a PRODATA EXPORT file. You will need to contact ProData to obtain steps on how to import the file you created and saved into ProData software.



## QuickBooks 2003+

The following are instructions for setting up and using the QUICKBOOKS 2003+ LINK EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



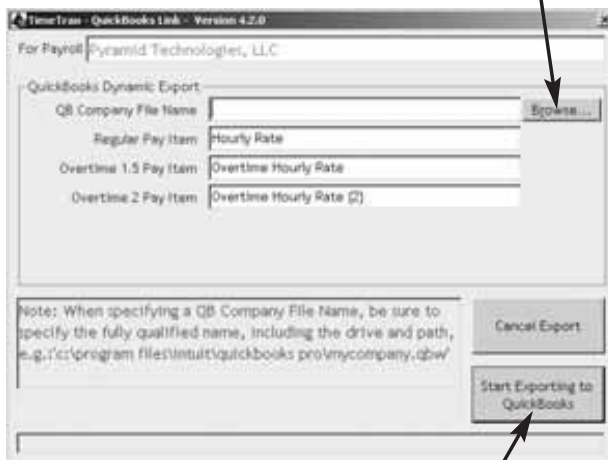
Choose EXPORT.

Select PAY PERIOD to be included in EXPORT.

Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.

Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.

You will need to browse to find your QuickBooks Company File.



Click START EXPORTING TO QUICKBOOKS.

**REGULAR PAY ITEM:** This is what is referred to as regular time in QuickBooks.

**OVERTIME 1.5 PAY ITEM:** This is what is referred to as Overtime Rate in QuickBooks.

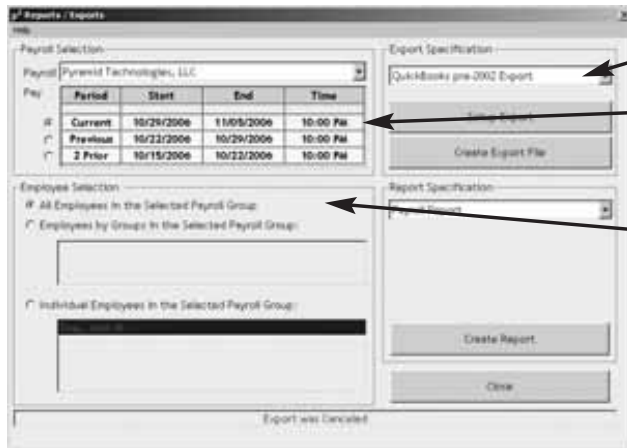
**OVERTIME 2 PAY ITEM:** This is what is referred to as Overtime Rate (2) in QuickBooks.

**NOTE:** It is imperative that you match EXACTLY what is in QuickBooks to these fields (they are case sensitive as well).

Congratulations, you have successfully created and saved a QuickBooks export file. At this point you can go into QuickBooks, and see that all of the hours will be assigned to the proper employees, and you can go about processing payroll as you normally would.

## QuickBooks - 2002

The following are instructions for setting up and using the QUICKBOOKS PRE-2002 LINK EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.

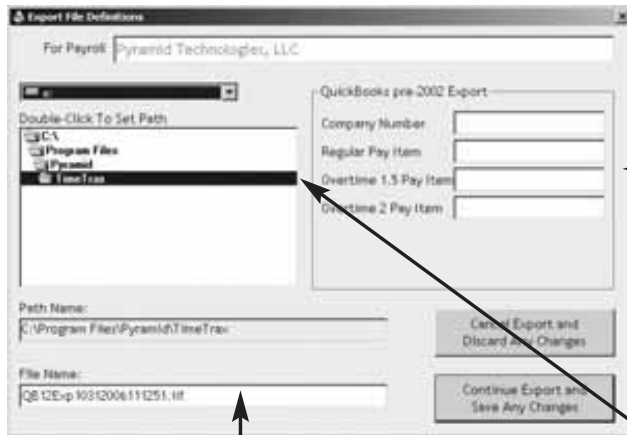


Choose EXPORT.

Select PAY PERIOD to be included in EXPORT.

Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.

Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.



REGULAR PAY ITEM: This is what is referred to as regular time in QuickBooks.

OVERTIME 1.5 PAY ITEM: This is what is referred to as Overtime Rate in QuickBooks.

OVERTIME 2 PAY ITEM: This is what is referred to as Overtime Rate (2) in QuickBooks.

NOTE: It is imperative that you match EXACTLY what is in QuickBooks to these fields (they are case sensitive as well).

Select the drive and location where you want the export file to be saved.

Select a file name for this export.

**To obtain a CREATE TIME, do the following:**

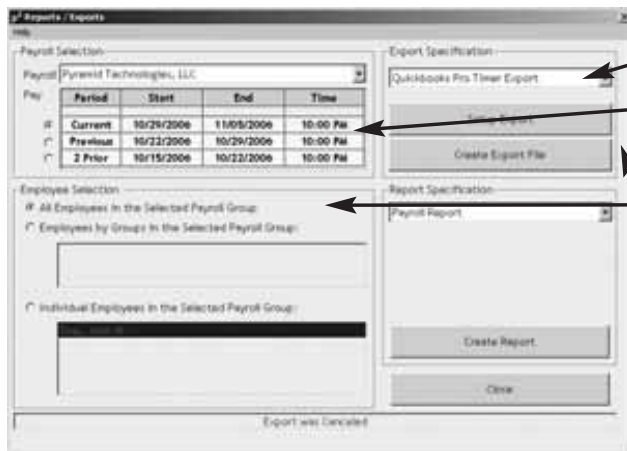
1. In the QuickBooks Tool Bar go into:  
FILE  
TIMER  
EXPORT LISTS FOR TIMER
2. Click OK when the EXPORTS LISTS FOR TIMER SCREEN appears.
3. Save in whatever drive you choose to use.
4. Change the file name to something easily identifiable such as myqb-company.if. The name does not matter as long as the ending is .if.
5. Click on SAVE. You will get a message showing that your data has been exported successfully.
6. Minimize your QuickBooks Screen.
7. **In either Microsoft Explorer or Notepad, open the file you just created:** Go into either Explorer or Notepad. Open the Drive you saved the file in. Change the File of Type to ALL FILES. Look for the .if with the name you assigned. Open the file.
8. In the export file you just opened, look on the top line for the field called COMPANYCREATETIME. Under that field name and slightly to its left is a 10-digit number. This is your QUICKBOOKS COMPANY NUMBER.
9. **Record your QuickBooks Company Number. It will always be needed to perform the export.**

Once this is complete click CONTINUE EXPORT and save any changes.

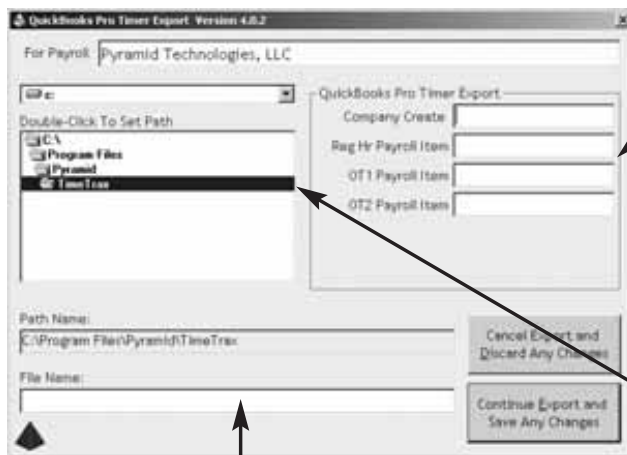
Congratulations, you have successfully created and saved a QUICKBOOKS EXPORT file. At this point you can go into QuickBooks, and see that all of the hours will be assigned to the proper employees, and you can go about processing payroll as you normally would.

## QuickBooks PRO TIMER EXPORT USERS

The following are instructions for setting up and using the QUICKBOOKS PRO TIMER EXPORT contained in the TimeTrax PRO. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



- Choose EXPORT.
- Select PAY PERIOD to be included in EXPORT.
- Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.
- Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.



- REGULAR PAY ITEM: This is what is referred to as regular time in QuickBooks.
- OVERTIME 1.5 PAY ITEM: This is what is referred to as Overtime Rate in QuickBooks.
- OVERTIME 2 PAY ITEM: This is what is referred to as Overtime Rate (2) in QuickBooks.
- NOTE: It is imperative that you match EXACTLY what is in QuickBooks to these fields (they are case sensitive as well).
- Select the drive and location where you want the export file to be saved.
- Select a file name for this export.

**To obtain a CREATE TIME, do the following:**

1. In the QuickBooks Tool Bar go into:  
FILE  
TIMER  
EXPORT LISTS FOR TIMER
2. Click OK when the EXPORTS LISTS FOR TIMER SCREEN appears.
3. Save in whatever drive you choose to use.
4. Change the file name to something easily identifiable such as myqb-company.if. The name does not matter as long as the ending is .if.
5. Click on SAVE. You will get a message showing that your data has been exported successfully.
6. Minimize your QuickBooks Screen.
7. **In either Microsoft Explorer or Notepad, open the file you just created:** Go into either Explorer or Notepad. Open the Drive you saved the file in. Change the File of Type to ALL FILES. Look for the .if with the name you assigned. Open the file.
8. In the export file you just opened, look on the top line for the field called COMPANYCREATETIME. Under that field name and slightly to its left is a 10-digit number. This is your QUICKBOOKS COMPANY NUMBER.
9. **Record your QuickBooks Company Number. It will always be needed to perform the export.**

Once this is complete click CONTINUE EXPORT and save any changes.

Congratulations, you have successfully created and saved a QUICKBOOKS EXPORT file. At this point you can go into QuickBooks, and see that all of the hours will be assigned to the proper employees, and you can go about processing payroll as you normally would.

## **DEPARTMENT CODES**

Department Codes allow employees to change Departments or Jobs throughout the course of a workday. Department codes could be used when an employer wants to capture time by job and employee vs. employee alone. The employee(s) will swipe when leaving each position and again when starting under a new department.

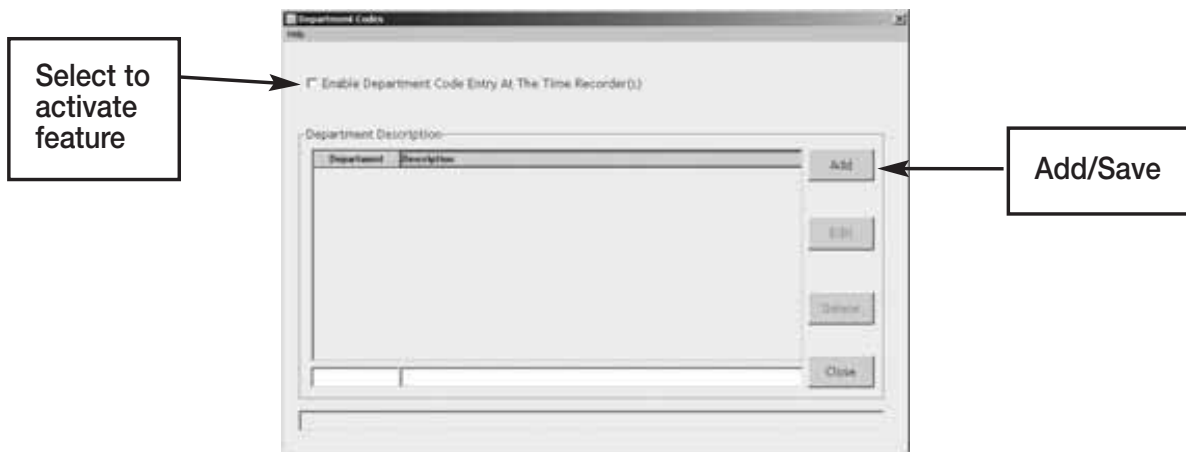
Department codes are not a standard feature on all models, but can be purchased separately by calling Pyramid at 888-479-7264.

You can access the Department Code feature via. WORK RULES on the vertical icon bar.

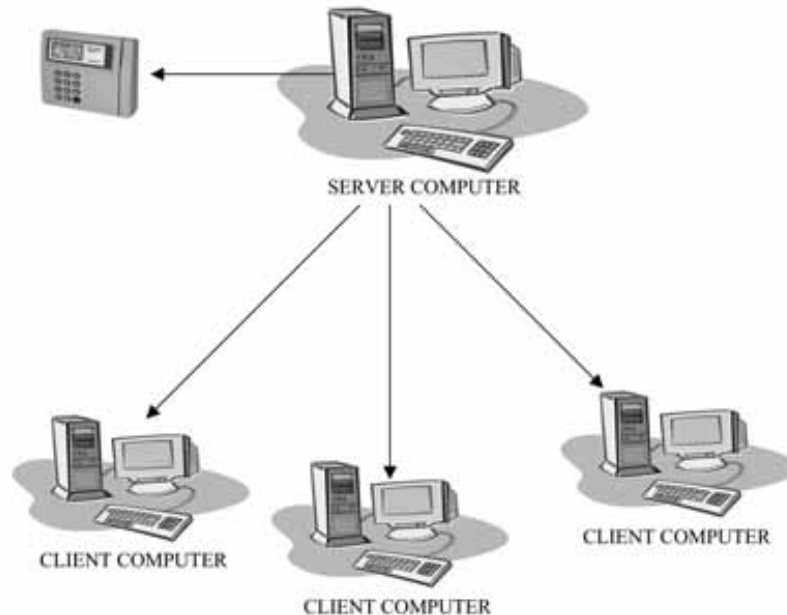
You must select the box **ENABLE DEPARTMENT CODE ENTRY AT THE TIME RECORDER(S)** in order to use this feature.

Select **ADD** and assign a numeric code (maximum 4-digit) for each department. Enter a text description for each department. Select **Save** and enter the remaining department codes. Next, go to employee details and assign a primary department code for each employee in the **DEPT** field.

If you have department codes activated – when your employee clocks **IN** and **OUT** – their default department code will populate. Use the keypad to select the appropriate department.



## SQL HARDWARE INSTALLATION



**IMPORTANT:** Software must be fully installed PRIOR to connecting the hardware.

1. Install SQL Server CD onto the PC that will act as the Server.  
Close out of the program.
2. Install DB9 and USB adapter to the computer that will act as the Server.
3. Attach the RJ45 cable to the DB9 adapter.
4. Run the cable to the terminal.
5. Install SQL Client disk on all PCs that will run TIMETRAX program.

When upgrading to SQL From A Single User Version, or changing computers and you are using a USB interface with standard RS232 adapter, you must disconnect the adapter prior to installing the SQL Server CD. If you run the installation program with the USB connected, the software will not be able to locate the time recorder(s). If this happens, you *must* disconnect the adapter, uninstall the software, reinstall the software and then connect the hardware for the software to successfully locate the recorders.

*\*Note: When using serial TimeTrax terminals, only the computer that has the TimeTrax attached can download the punches. When using ethernet TimeTrax terminals all computers can download the punches.*

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**PLEASE READ THESE INSTRUCTIONS THOROUGHLY BEFORE ATTEMPTING THE INSTALLATION. ALSO PLEASE KEEP YOUR CDs IN A SAFE LOCATION FOR FUTURE ACCESS TO THE SUPPORT FOLDER.**

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Included in your shipment you should have received 2 CDs, one marked **TIMETRAX SQL\_SVR** and the other marked **TIMETRAX SQL\_CLIENT**. If you purchased TIMETRAX separately, you will have a TIMETRAX CD as well. This TIMETRAX CD should not be installed when you are installing SQL. Also, it is important that you not install a Client CD on the same machine as the Server CD.

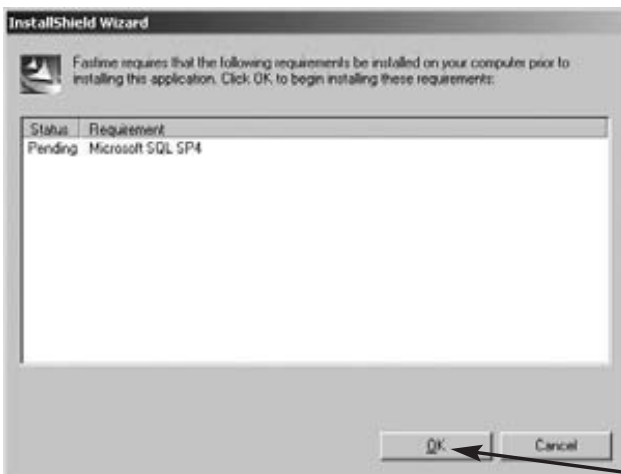
## **HOW TO SELECT YOUR SERVER**

**TIMETRAX SQL\_SVR:** Install the Server Edition on the one computer that will store the database and respond to database access requests. Please note the following before selecting which of your computers will act as the server:

- Windows® version must be: Windows® NT4 SP6A or Windows 2000 SP4 or XP SP1A or later.
- SQL Server must not be placed on compressed file systems or a remote network drive such as a shared network directory. It must be located on the C:\ Drive of the Server computer.
- Once you establish the server, files stored on the server cannot be relocated.
- The Windows® User running the Server must have full administrative rights.
- You **MUST** install the Server Edition before any Client Edition is installed.

## **NEW SQL INSTALL**

**Step 1:** Install the TIMETRAX SQL\_SVR into the CD-ROM of the machine you have designated as the server. The Install Shield Wizard will begin.



*Note: If your server computer already has another product that utilizes MS SQL Server 2000 MSDE, the TIMETRAX SQL\_SVR installer may fail to install the database system that TIMETRAX SQL requires. See Troubleshooting for further assistance.*



When the InstallShield Wizard completes, you will have 3 icons on your Desktop:

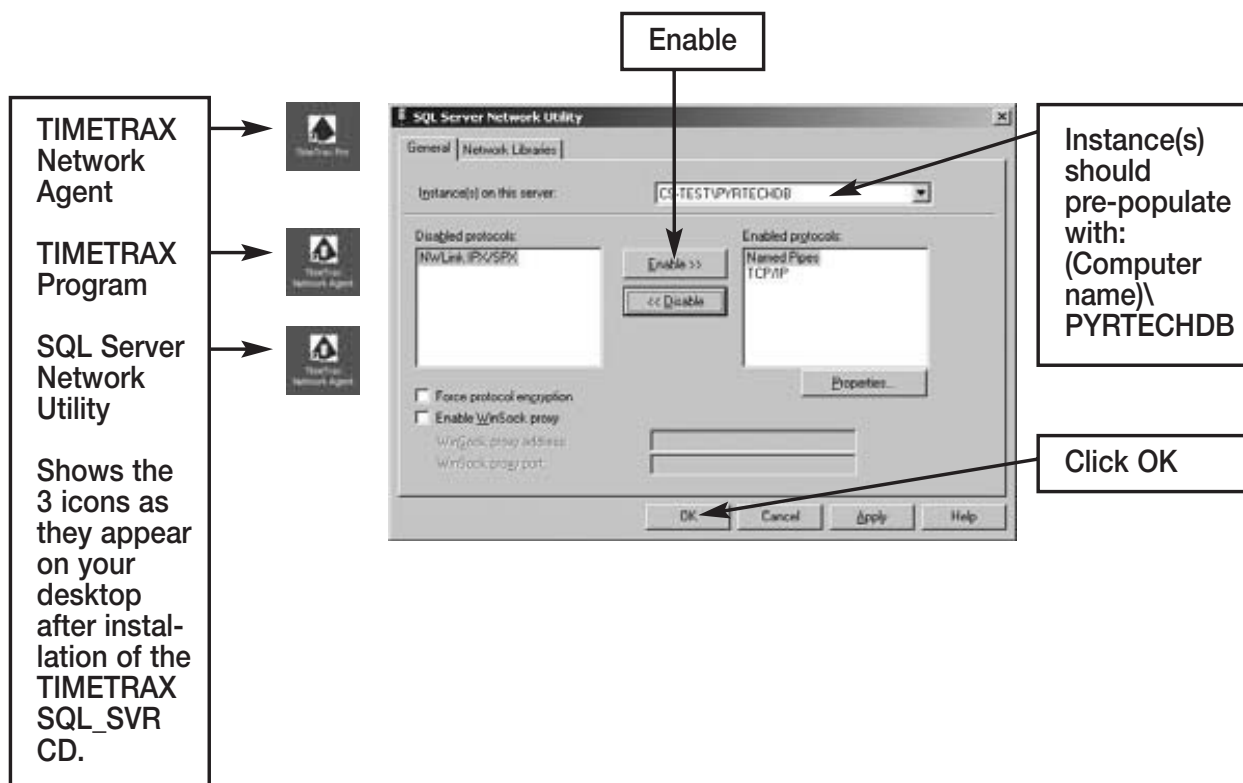
- TIMETRAX Network Agent – communicates with the client machines.
- TIMETRAX – Time and attendance program.
- SQL Server Network Utility – sets the network communication parameters.

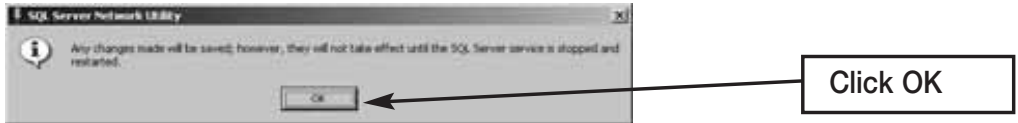
**Recommendation:**

To avoid possible conflict with other MSDE programs installed on server computer. We recommend that after installing TIMETRAX SQL onto your server computer, please go to the Disc Drive and right click on the drive. Click on the EXPLORE option, then locate folder named support and double click. Click on the MSDE INSTALLER ZIP FILE. Select all the files and extract files on to your desktop. On your desktop there should be a folder named “MSDE Install”. Double click. Click on MSDE SETUP and let it run.

**IMPORTANT: DO NOT OPEN/RUN TIMETRAX ICON OR THE NETWORK AGENT ICON UNTIL THE SQL SERVER NETWORK UTILITY SETUP IS COMPLETE!**

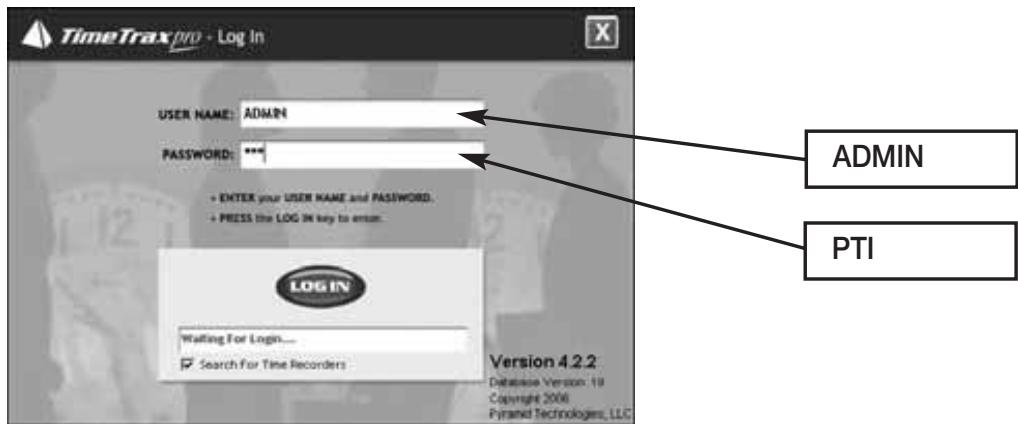
**Step 2:** Open/Run the SQL Server Network Utility: Highlight “Named Pipes” and “TCP/IP” in the Disabled protocols box and select ENABLE to move the 2 network protocols to the Enabled protocols box. Click OK to continue.





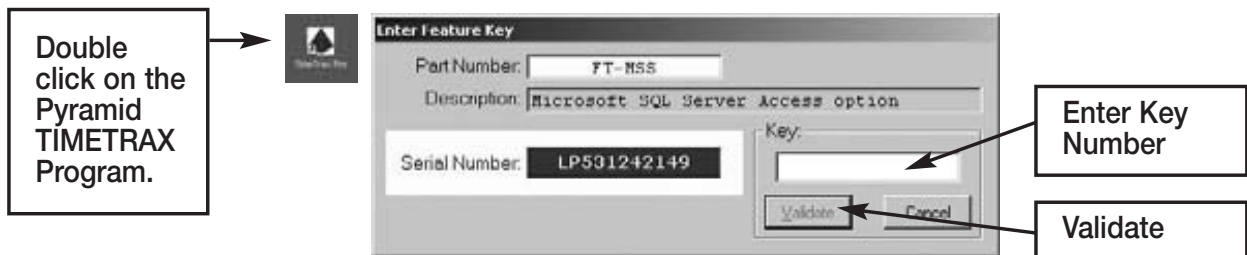
**Step 3:** Open/Run the Pyramid TIMETRAX Program by double clicking on the desktop icon. A small window will flash quickly displaying the message “Starting Microsoft SQL Server”.

*Note: TIMETRAX – Login Standalone must show on the title bar. The TIMETRAX application will do the required database initializations only in the Standalone mode.*



You will enter **ADMIN** into the User Name and **PTI** into the Password fields to log into TIMETRAX.

The following screen may come up prompting you to call Pyramid Technologies and provide the Serial Number shown to Customer Support. Customer Support will then provide you with a key number to activate the program. Once the key is entered, click **VALIDATE**.



**Step 4:** Follow the TIMETRAX Setup Wizard or refer to your TIMETRAX manual for assistance. Once you have setup your company on the Server, exit the TIMETRAX system. You are ready to install the Client CD on the additional computers.

**Step 5:** TIMETRAX SQL\_CLIENT: Install the Client Edition onto all other computers that payroll may be viewed or processed.

To allow access to the TIMETRAX database over the network, make sure that the TIMETRAX program is closed on the Server. Then, double click on the TIMETRAX Network Agent icon on the Server's desktop. An icon in the form of a blue pyramid will appear in the system tray on the lower-right corner of your screen. This starts the Microsoft SQL Server and allows communications with the Client(s).

The TIMETRAX network is now ready for normal operation. The server and the client functions are interchangeable, and to secure the integrity of the information being modified, only one user can be in the system at that time. However, only the computer that is connected to the TIMETRAX terminal (serial port) is capable of retrieving punch data, regardless if that computer is the Server or the Client.

### **UPGRADE TO SQL FROM A SINGLE USER VERSION**

It is important that you activate the SQL feature in your existing TimeTrax or Fastime program by calling Pyramid before attempting the upgrade. If you currently have TimeTrax (previously Fastime) software and are upgrading to the SQL version, you must copy your database files.

- Close out of TimeTrax Software.
- Create a “**TimeTrax Backup**” folder on your desktop.
- Right-click on the Desktop and select → NEW → FOLDER.
- Name this folder DATA.
- Navigate to My Computer – C:\ Program Files\Pyramid\TimeTrax folder and locate the following 6 files:

<b>Pyramid.mdb</b>	<b>Pyrpolmd.mdb</b>
<b>Pyrchive.mdb</b>	<b>Pyramid.ini</b>
<b>Pyrexpport.mdb</b>	<b>Pyramid.bku</b>

If you cannot see the file extensions, you may need to go to Tools, Folder Options, View and then make sure HIDE FILE EXTENSIONS FOR KNOWN FILE TYPES is unchecked. These are your database files and contain all of your information.

- Copy these files to the DATA folder on your desktop. To do this, select the first file and single left click so that it is highlighted, hold the CTRL key on your keyboard and select the other 5 files. Choose EDIT → COPY and close out. Open the DATA folder on your desktop and choose EDIT → PASTE.  
\*It is very important that you have all 6 files in your DATA file before moving forward.
- Close out of all open windows. Navigate to Control Panel and select ADD/REMOVE PROGRAMS. Locate TIMETRAX on the list and choose REMOVE.

- Once the program is removed, navigate to My Computer – C:\ Program Files\Pyramid and delete the PYRAMID FOLDER.

Once you have created a folder on your desktop with the database files and uninstalled and deleted the program and folder as instructed, follow Step 1 and 2 of the instructions for the New SQL Install on pages 40-42. When the Server is completely installed, before accessing the TimeTrax program, go to the folder on your desktop named DATA and choose EDIT → SELECT ALL → EDIT → COPY. \*All 6 files should copy over.

Navigate to My Computer – C:\ Program Files\Pyramid\TimeTrax and choose Edit → Paste into the TimeTrax folder. Choose YES TO ALL to replace the existing files.

Continue with Steps 3-5 of the New SQL Install instructions on pages 42-43.

## **MAINTENANCE UPGRADES**

All maintenance upgrades must be done on the Server computer and in the standalone mode. Standalone means that the database is not available over the network, but only to the user running it on the machine that hosts it (Server).

To disallow access to the TIMETRAX database over the network, make sure that the TIMETRAX program is closed on each Client terminal. Then, right click on the TIMETRAX Network Agent icon (blue pyramid) in the system tray on the lower-right corner of your screen. Select Exit. The icon will disappear from the tray and restrict communications with the Client(s).

To turn it back on, double click the TIMETRAX Network Agent icon on your desktop. The blue pyramid icon will return to the system tray and the Client(s) can access TIMETRAX from their terminals.

Alternatively, the TIMETRAX Network Agent can be started and stopped with the Windows Task Scheduler. See, “Running TIMETRAX Network Agent as a Background Task”.

## **DATABASE INFORMATION**

The TIMETRAX database under SQL Server is the SQL Server Instance PYRTECHDB. PYRTECHDB is comprised of six files stored at “C:\Program Files\Pyramid\Data\ MSSQL\$PRTECHDB\Data”. The files are named as follows:

1. PyramidTIMETRAX.mdf,
2. PyramidTIMETRAX.ldf,
3. PyramidTIMETRAXArchive.mdf,
4. PyramidTIMETRAXArchive.ldf,
5. PyramidTIMETRAXExport.mdf,
6. PyramidTIMETRAXExport.ldf.

### **Running TIMETRAX Network Agent as a Background Task**

The TIMETRAX Network Agent must be running to allow database access over the network. Without the TIMETRAX Network Agent up and running, Client TIMETRAX computers cannot run TIMETRAX. To eliminate this situation, The TIMETRAX Network Agent should be set to run as a background task on the Server computer.

Using your Microsoft Windows Task Scheduler, schedule the TIMETRAX Network Agent to start after the computer boots up.

From the Control Panel (Start >Settings>Control Panel), double click the SCHEDULED TASKS icon. Double click on ADD SCHEDULED TASK. This will start the Scheduled Task Wizard.



Click NEXT



Click BROWSE



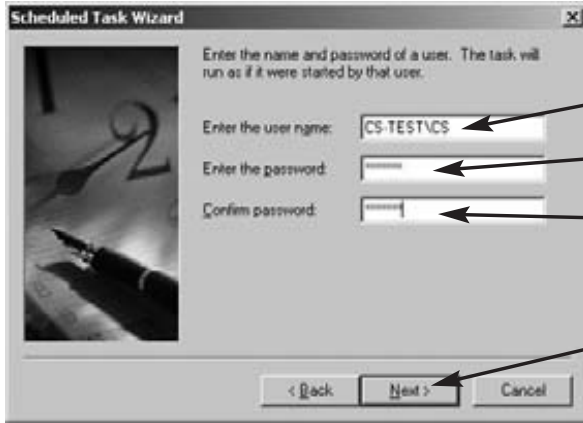
Select: IProgram Files\  
Pyramid\TIMETRAX.  
Double click on  
PYRTT.NET.EXE



Task Name should pre-populate, however, if it does not, enter PYRFTNET

Select: WHEN MY COMPUTER STARTS

Click NEXT



Enter Windows User Name

Enter Windows Password

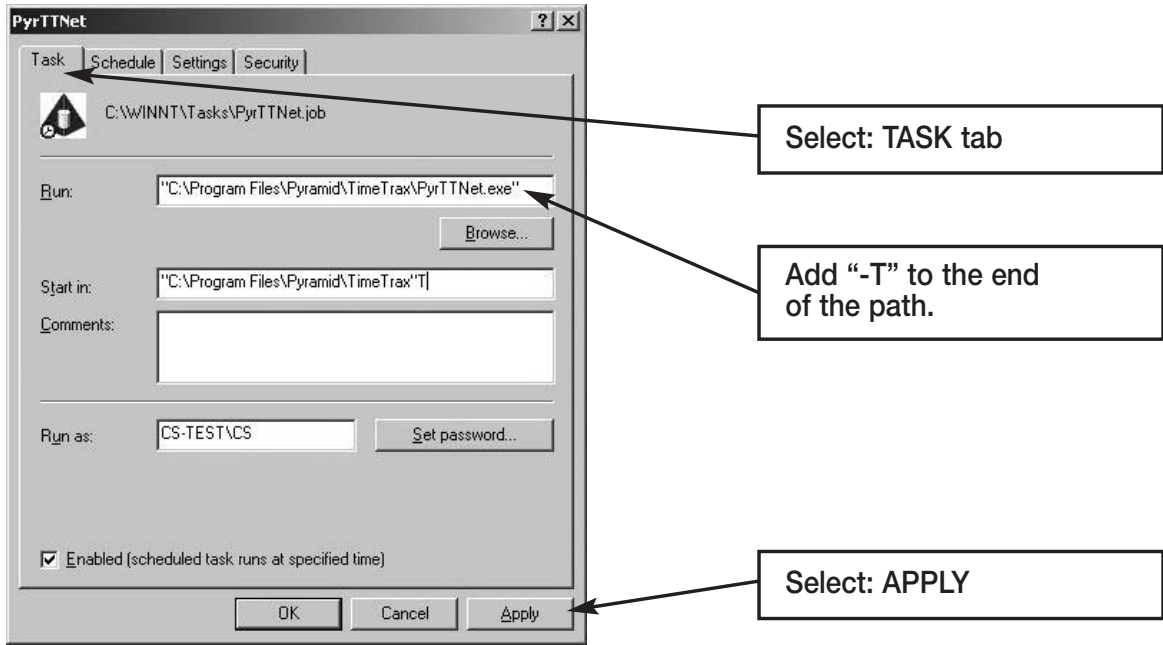
Confirm Windows Password

Select NEXT.  
If the Next button won't advance you forward, you may need to re-enter or re-confirm the password.

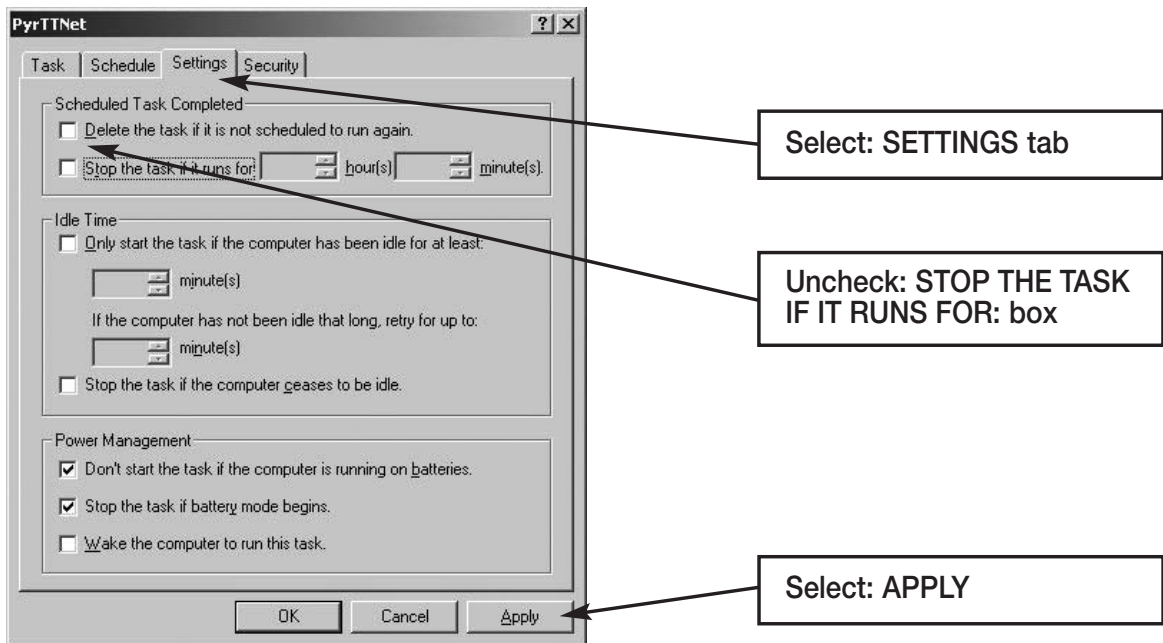


Select:  
OPEN ADVANCED  
PROPERTIES FOR  
THIS TASK

Select: FINISH

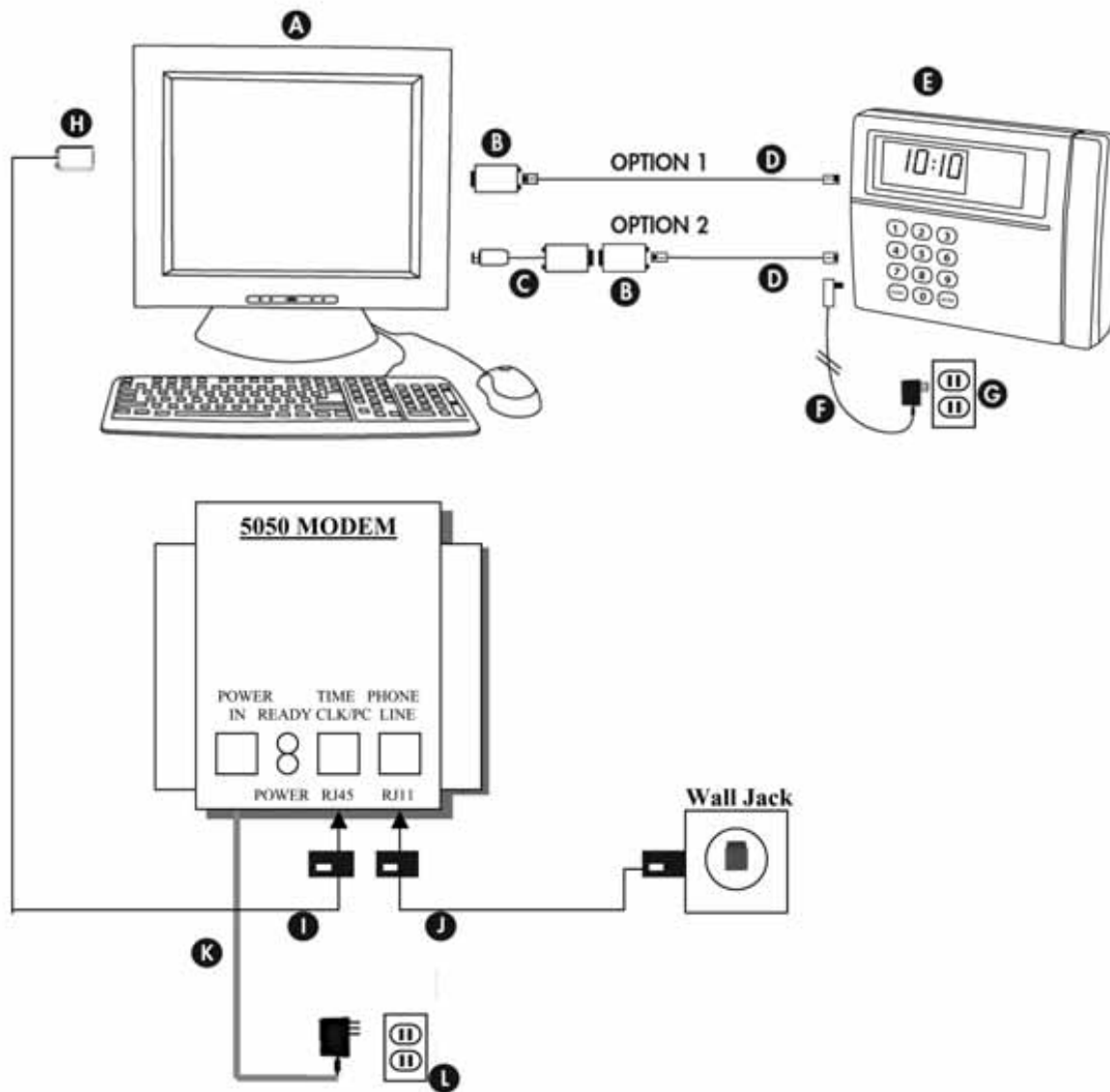


In the "Run:" text field, it will display: "C:\Program Files\Pyramid\TIME-TRAX\PyrFTNet.exe". Click on the end of the line and add a space and then "-T", as shown in the example above. Click APPLY.



This completes the Scheduled Task. Now, whenever the Server computer is booted up, the Windows Task Scheduler will automatically start the TIMETRAX Network Agent without need of any user intervention.

## MODEM POLLING - HOST MODEM INSTALLATION



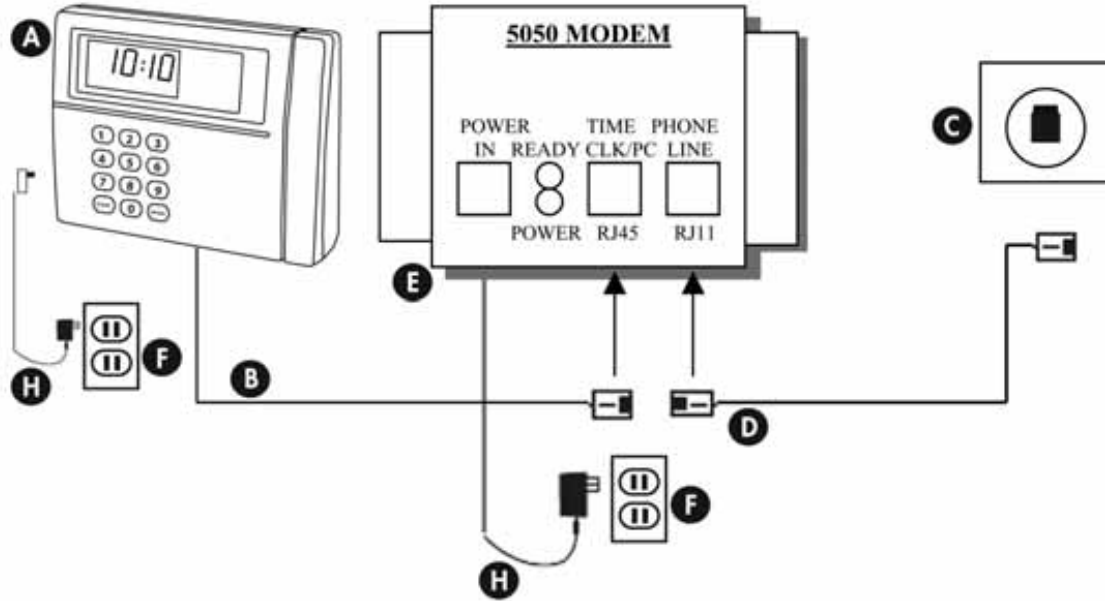
### PARTS REFERENCE

- |  |                                    |
|--|------------------------------------|
| A. Central PC                          | G. Standard 115v Wall Power Outlet |
| B. RJ45 to DB9 Adapter (PN 41400)      | H. DB9 Adapter to RJ45             |
| C. USB to RS232 Adapter (PN 41685)     | I. RJ45 Black Cable to Time Clk/PC |
| D. 50' White Flat RJ45 Cable (PN 1269) | J. Phone Line (RJ11) to Wall Jack  |
| E. TimeTrax Terminal                   | K. AC Power Supply                 |
| F. AC Power Supply                     | L. Standard 115v Wall Power Outlet |

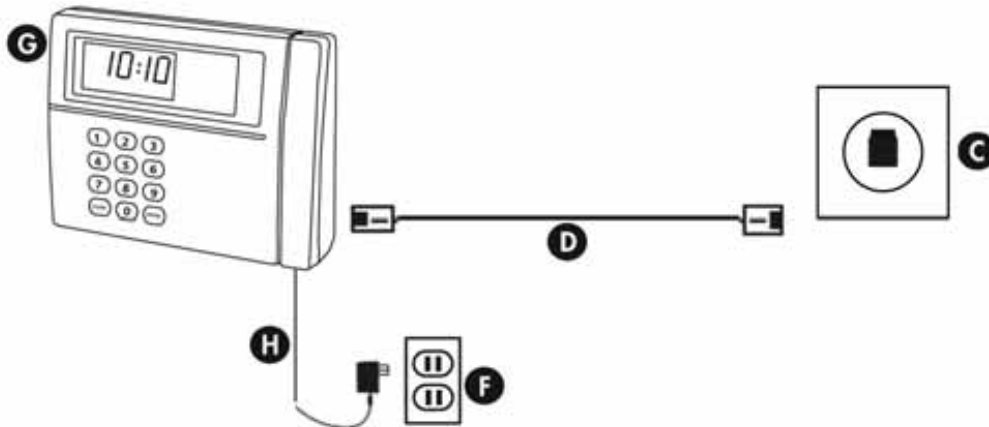


**MODEM POLLING - REMOTE MODEM INSTALLATION**

*Terminal with External Modem*



*Terminal with Internal Modem*



**PARTS REFERENCE**

- |  |  |
|--|--|
| A. TimeTrax Terminal                                   | E. 5050 External Modem                   |
| B. RJ45 into 5050 Modem<br>(Time Clk - White Cable)    | F. Standard 115v Power Outlet            |
| C. RJ11 Standard Inwall<br>Phone Jack (Must Be Analog) | G. TimeTrax Terminal<br>(Internal Modem) |
| D. RJ11 Cable (Phone Line)                             | H. AC Power Supply                       |

**PLEASE READ THESE INSTRUCTIONS THOROUGHLY  
BEFORE ATTEMPTING THE INSTALLATION.**

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**Introduction**

TimeTrax Modem Polling is a powerful tool that allows users to download punch records from multiple TimeTrax Recorders sited at remote locations. Transmission of data is done via analog phone lines and internal and/or external modems. Pyramid recommends that you have a dedicated analog phone line for each TimeTrax terminal for use by the Host Modem to dial in and retrieve punches from the remote terminal locations.

Included in your shipment (P/N FTPOL), you should have received 5050-external modem (P/N 5050), Adapter RJ45F to DB9F (P/N 41400) and Black Cable (P/N 41539) to connect to your Host PC. To unlock the Modem Polling Feature in your software, see **Activating the Modem Polling Feature** later in this manual.

**Installing the Host Modem** *(See diagram on page 48)*

**Connect the TimeTrax Recorder to the PC**

**Option 1:** PC has an available Serial 9-pin (COM) Port: Connect the white 50' RJ45 cable to the RJ45/DB9 adapter. This will then connect to the back of your PC.

**Option 2:** PC only has a USB port. Connect the white 50' RJ45 cable to the RJ45/DB9 adapter and then connect the RS232/USB adapter to the back of your PC.

***Important Note: Once you connect the 5050 Modem to your PC, it becomes a Host Modem. The Modem Polling Software shuts off the ability of the modem to receive any phone calls. It can never perform the function of a Receiver Modem without a manual reset. For more information on Resetting Receiver Modem, see TROUBLESHOOTING at the end of these instructions.***

**Connect the 5050-Modem to the PC**

Plug the 9-pin female connector end of the RJ-45 to DB9 connector into the serial port on the back of the PC. Plug the RJ45 *black* cable into the DB-9 to RJ-45 connector and the other end of the RJ-45 into the Time Clock port on the modem. Plug the RJ11 phone cable into the port on the back of the modem marked Phone Line and plug the other end into a phone outlet. Plug the supplied modem power transformer into a wall outlet or surge protector and the cable from the transformer into the connector labeled Power on the modem.

**Installing Remote Recorder(s) and Modem(s)** (See diagram on page 49)

TimeTrax Time Recorders installed at remote locations must be connected to a phone line through a Pyramid Model 5050 external modem or installed directly to the TimeTrax Time Recorder if it was purchased with an internal modem.

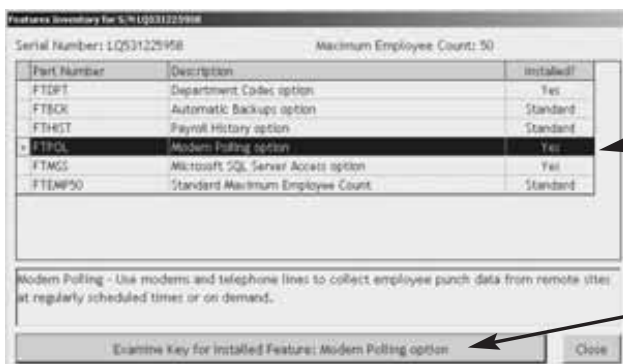
If connecting to 5050 Modem, plug the supplied RJ-11 phone cable into the port labeled PHONE LINE and plug the other end into the analog phone outlet designated for the TimeTrax Recorder.

Attach the modem to the TimeTrax Time Recorder by plugging the RJ-45 flat cable into the port on the modem labeled TIME CLOCK. Make sure the connector “clicks” into place. Attach the cable from the supplied 18vac transformer to the modem port labeled POWER IN. Plug the transformer into a wall outlet or surge protector (recommended). When power is supplied to the modem, the LEDs labeled POWER and READY will light up.

If connecting to TimeTrax with internal modem, connect the RJ-11 phone cable into the port labeled Phone line and the other end into the analog phone outlet designated for the TimeTrax Recorder. Plug the transformer into a wall outlet or surge protector (recommended). When power is supplied to the modem, the LEDs labeled POWER and READY will light up.

**Activating the Modem Polling Feature**

To activate your Modem Polling Feature, from the TimeTrax Toolbar, select UPGRADES and then FEATURES. Highlight Modem Polling Option and select INSTALL FEATURE: MODEM POLLING OPTION.



Highlight MODEM POLLING Option

Select: INSTALL FEATURE



To get a key, call Pyramid Customer Support at 888-479-7264.

Enter Key to unlock the feature and select VALIDATE.

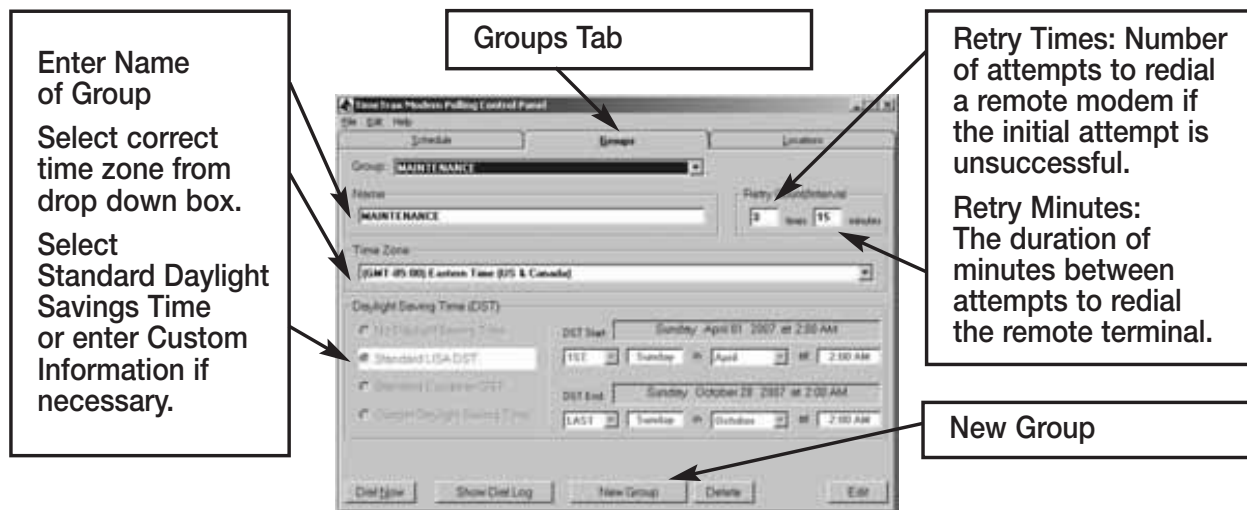
## Modem Polling Control Panel

The Modem Polling Control Panel is where the Modem Polling programming takes place and is located by first selecting MODEM POLLING on the menu bar and then selecting OPEN CONTROL PANEL from the pull down menu. If you do not see MODEM POLLING on the menu bar, select FILE and SHOW MORE MENUS and it will appear. You can also access MODEM POLLING by selecting the Modem Polling Tab on the Vertical icon Bar.

### Groups Tab

#### Establishing Modem Polling Group(s) for Remote Sites

Modem Polling Group is a remote location or a collection of remote locations that are polled on the same schedule by the Modem Polling Server. Modem Polling Groups share scheduling information such as the time zone and dialing rules. To enter the information for each Polling Group:

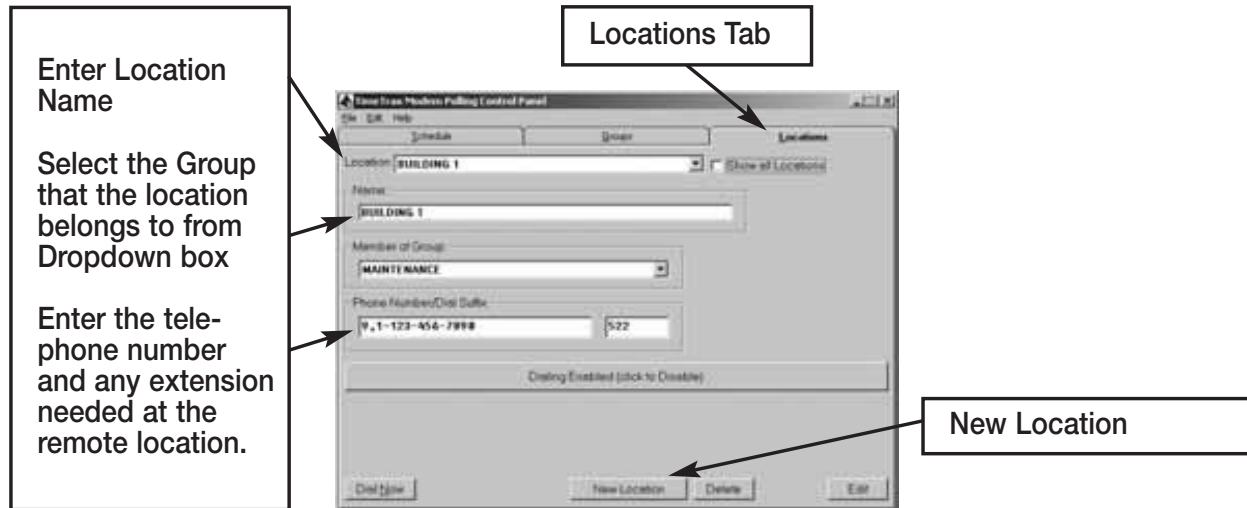


- Open Modem Polling Control Panel
- Click GROUPS tab to display the Polling Groups screen.
- Click the NEW GROUP button at the bottom of the form.
- Type in a name for the group.
- Enter the number of times the Modem Polling Server should retry a call if it fails to connect with a location that is a member of this group in Retry Count box.
- Enter the time in minutes that the Modem Polling Server should wait before each retry in the Retry Interval box.
- Select the appropriate time zone for the group from the pull-down menu.
- Select the appropriate daylight savings time (DST) schedule for the group.
- For custom Daylight Savings Times (DSTs), select the month of the year and the Sunday of the month on which the DST starts and ends.
- Click the OK box at the bottom of the form.

## Locations Tab

### Entering the Location Information

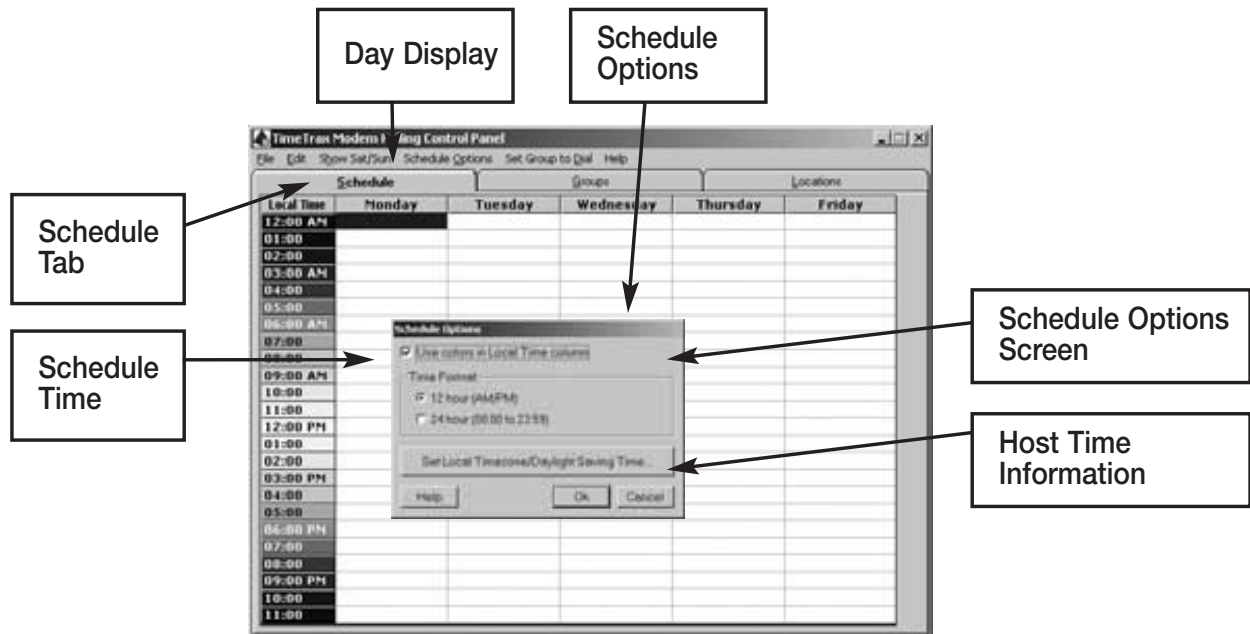
The location is where the Remote Recorder and Modem are physically located. Each remote location is setup in Modem Polling Locations Panel screen. To enter the information for each remote location:



- Open Modem Polling Control Panel
- Click on the LOCATIONS tab to display the Polling Locations Form.
- Click the NEW LOCATION button at the bottom of the form.
- Type in a name for the location.
- Select the group from which the location is a member in the pull-down menu.
- Enter the phone number to be dialed to retrieve punch records from this location. Include "1" + the area code for a long distance call and/or "9," if dialing from a PBX system.
- Enter an extension number in the EXTENSION box if dialing a location that is connected to an extension, otherwise leave blank.
- Click the OK box at the bottom of the form.

**Schedule Tab**

The Modem Polling Server can automatically contact groups of remote locations to download employee punch records based on a schedule setup by the user. The Schedule Tab is where the polling schedule is set up. It contains a Schedule Table in which the user can set the days and times that each group will be polled to retrieve punch data. Programming a modem schedule is optional. If you do *not* wish to set automatic scheduling, you can download punches from the local or remote terminals at any time from the Modem Polling Menu or Vertical Icon Bar.



**Using the Modem Polling Schedule Table**

The Modem Polling Schedule Table is a 24 x 7 matrix with a row for each hour and a column for each day of the week. Each cell in the table represents a one-hour time slot. If the name of Polling Group is entered into a cell, the Modem Polling Server will download punch records from each active location in that group during the hour represented by the cell.

**Show Sat/Sun or Show Mon/Tue**

Only five days are displayed at any given time. The display can be toggled between Monday through Friday and Wednesday through Sunday by clicking on the SHOW SAT/SUN or SHOW MON/TUE menu bar respectively.

**Schedule Options**

Clicking on the Schedule Options menu bar allows access to table display features and sets up the local time information on the host. The checkbox labeled USE COLORS IN LOCAL TIME column allows the program to use multiple colors in the background of the LOCAL TIME column when checked.

The TIME FORMAT selection allows times to be displayed in either 12 or 24-hour format.

The SET LOCAL TIME ZONE/DAYLIGHT SAVINGS TIME Button sets up local time information on the host computer.

- Select the appropriate local daylight savings time (DST) schedule.
- For custom Daylight Savings Time (DST), select the month of the year and the Sunday of the month on which DST starts and ends.
- Click the OK box at the bottom of the form.

### **Schedule Table**

A Polling Group name is entered into a cell by double clicking the left mouse button on a cell, clicking the right mouse button on a cell or by highlighting a cell and then clicking the SET GROUP TO DIAL menu bar option. When the user takes any of these actions, a pull-down menu appears which lists all of the define group names, as well as an option to clear the cell. After selecting an option from the pull-down, the user clicks on either the SAVE or the CANCEL button to complete the entry.

Entries can be made in multiple cells simultaneously by highlighting a group of cells to be changed and clicking the SET GROUP TO DIAL menu bar option. The user's choice from the pull-down will be reflected in all highlighted cells. Groups of cells can be highlighted in four ways:

- 1) Hold down the left mouse button and drag the cursor across the table.
- 2) Click an hour cell on the left to highlight that hour time slot for the whole week.
- 3) Click a day cell at the top to highlight every time slot for that day.
- 4) Click the cell marked LOCAL TIME to highlight the entire table.

Cells and blocks of cells can also be cut, copied and pasted using the EDIT menu bar option or the standard Windows Ctrl-X, Ctrl-C and Ctrl-V keystrokes.

**Starting the Modem Polling Server**

In order to poll punches either via the Polling Schedule or the Poll Punch button, the Modem Polling Server must be running. The Modem Polling Server should be running continuously on the Host computer. To turn the Server on:

- Click on MODEM POLLING on the menu bar and click on Start Server from the pull-down menu.
- The splash screen will appear momentarily indicating that modem polling has been started.
- A Pyramid icon will appear in the System Tray at the bottom right side of the screen and remain present while the Modem Polling Server is running.

**Stopping the Modem Polling Server**

You will need to stop the Modem Polling Server for the following reasons:

- If you do not want the Modem Polling Server to follow the punch download schedule
- If you want to immediately dial out to all locations prior to a polling punch download
- If you are performing any system maintenance on the server

To stop the Modem Polling Server:

- Click on MODEM POLLING on the menu bar and click on STOP SERVER from the pull-down menu or
- Right click on the Pyramid icon in the System Tray and select EXIT.

A question box will appear asking if you want to allow the server to finish processing the current download only if one is running.

- Click on YES to allow the server to complete the current download before stopping.
- Click on NO to end the server session immediately.
- Click on CANCEL to allow the server to continue running indefinitely.



### **Retrieving Remote Punch Records**

Employee punch records are stored in the remote TimeTrax Time Recorders (up to 4,000) until automatically downloaded to the Host PC using the Modem Polling Server according to the schedule created by the user. Downloaded records are then stored in the Host Computer polling database until accessed by the TimeTrax Software database (also located on the Host Computer) every time a user logs into the TimeTrax Software. The TimeTrax Software can retrieve punch data from the polling database as follows:

- Click on RETRIEVE PUNCH DATA on the main menu bar.
- Click one of the three menu options to retrieve punch records
  1. BOTH LOCAL AND REMOTE
  2. JUST LOCAL
  3. JUST REMOTE
- When all punch records have been retrieved, a message will be displayed which tells how many records were added to the database.
- Click the EXIT button to return to the Main Form.

**or:**

- Click the DOWNLOAD PUNCHES button on the initial TimeTrax Time Recorder Connection Form that appears when you first start the TimeTrax program.

### **Checking the Status of the Server in the Dial Log**

The Dial Log, located on the host computer, is a log of polling activity performed by the Modem Polling Server. Each time the program dials out to retrieve punches, an entry is automatically made to the Dial Log so the activity may be reviewed. You may access in any the following ways:

- 1) Right click on the Pyramid icon in the System Tray at the bottom right of the screen. Select VIEW DIAL LOG.
- 2) Click on MODEM POLLING on the menu bar and select OPEN CONTROL PANEL from the pull-down menu. Click on FILE on the menu bar and select SHOW DIAL LOG from the pull-down menu.
- 3) Click on the GROUPS tab in the Control Panel. Click on the SHOW DIAL LOG button at the bottom of the form.

## **TIMETRAX ETHERNET TIME RECORDER**

This product requires a network that has a DHCP server and that the server is enabled. The clock will automatically locate the DHCP and the DHCP will assign an IP address to the clock. The clock(s) and its corresponding IP Address will be displayed on the Initial Communications Screen upon login. Also, the computer and all Time Recorders must be on the same subnet.

**\* DO NOT PLUG IN THE POWER CORD UNTIL THE SOFTWARE IS INSTALLED AND THE ETHERNET CABLE IS CONNECTED PROPERLY TO THE TIME RECORDER\***

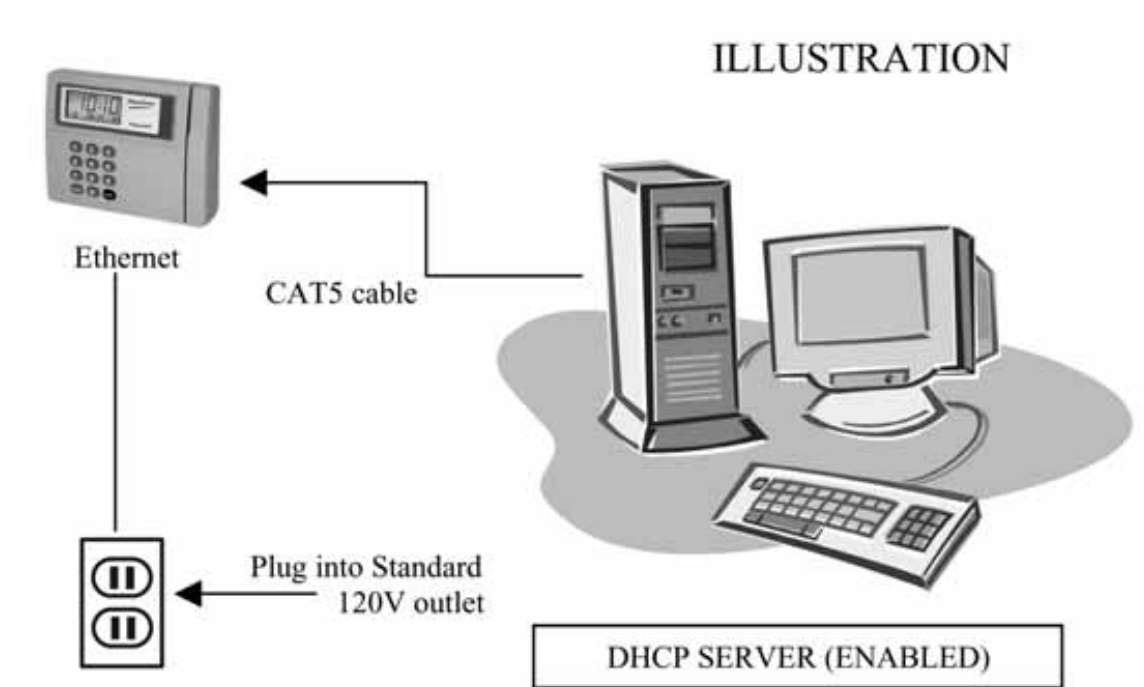
*\*Note: If you plug in the power cord first, the correct IP address will not be found and the software will not recognize the clock. You will have to disconnect the power and wait approximately 1 hour before attempting again.*

## **INSTALLATION INSTRUCTIONS**

It is important when installing your Pyramid TimeTrax Recorder(s) that you follow the instructions below, in the order listed to make sure that the system locates the correct IP address and functions correctly.

1. Install the TimeTrax software to the designated computer(s). Exit the TimeTrax software.
2. Mount each Time Recorder according to the mounting instructions located in this manual.
3. Plug the Ethernet cable that connects to your network into the Cat5 jack of each TimeTrax, labeled "Ethernet". **DO NOT ATTACH THE POWER CORD YET!**
4. Attach power cord to the first Ethernet Time Recorder and plug opposite end into 120 volt A/C outlet. Let it run for at least 3 minutes. (Leave all other Ethernet Time Recorders unpowered.)
5. Open the TimeTrax program. Log into the software as the PRIMARY ADMINISTRATOR (e.g. User Admin, password PTI). Select LOG IN.
6. Confirm that the recorder appears in the Initial Time Recorder Connection Form. If not, click the RECONNECT button.
7. Allow the Initial Time Recorder Connection Form to remain on screen.

8. **Note: Time Recorders are going to be activated one-at-a-time!** Power up the next Ethernet Time Recorder Terminal with its power cord and adapter (as was done for the first Time Recorder in Step 4) and let it run for at least 3 minutes. Click the RECONNECT button. Confirm that the recorder appears in the Initial Time Recorder Connection Form.
9. Repeat Step 8 for each additional TimeTrax Time Recorder.
10. Once all recorders have been powered up and found, your TimeTrax system is ready for normal use. Click the OK (Continue) button on the Initial Time Recorder Connection Form to proceed.



## **MULTIPLEXER**

The Pyramid Multiplexer is a device that allows TimeTrax software to interface with up to 8 additional TimeTrax recorders, and Bells or Synchronized Clocks in a serial environment. The Multiplexer can be used in a single computer environment or multi-computer environment with SQL software.

**TimeTrax Recorders:** Allows employers to place multiple Time Recorders throughout a location so employees can swipe in and out using the same card at multiple locations within a single facility. Because it is connected to one TimeTrax software program, all punches will download, in chronological order, to the Punch Detail screen of the employee. If using SQL software, you can only retrieve punches from the computer that is attached to a Time Recorder.

**Bells/Horns/Clocks:** With the use of a Multiplexer, you can add Digital Clocks, Bell Ringers, Bells and Horns to your system. Additional clocks in excess of the 8 direct connections to the Multiplexer can be connected with a Clock Booster. Call Pyramid at 888-479-7264 for more information.



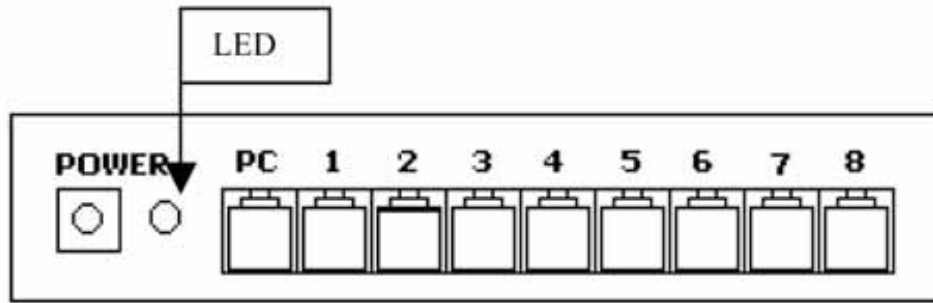
### **Included in the Box:**

- P/N 8050 Multiplexer
- P/N 41269 50' RJ45 Cable
- P/N 41285 Transformer

### **Accessory Items:**

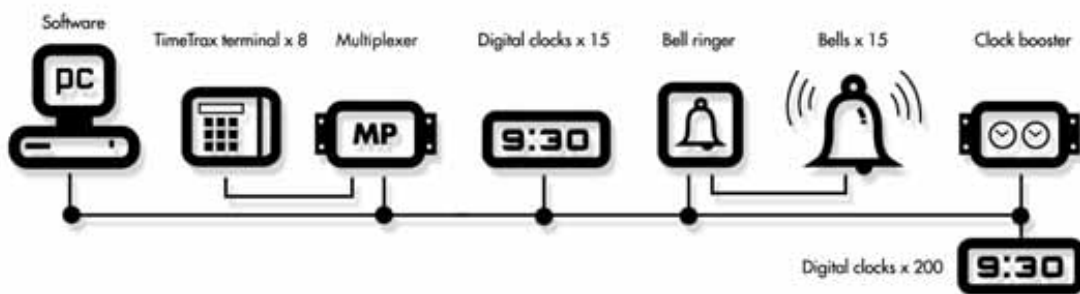
- P/N 41270 Y Connector
- P/N 41313 Cable Coupler
- P/N 41314 100' RJ45 Cable

**Electrical Installation:**



1. Plug the power jack from the supplied wall transformer into the connector labeled "POWER" and plug the wall transformer into the proper wall outlet. The green LED on the front of the unit will turn on.
2. Insert the RJ45 cable included in the shipment from the host Computer into the RJ45 connector marked "PC".
3. Using RJ45 cable, plug the each Recorder, (maximum 8) into any one of the RJ45 connectors labeled 1,2,3,4,5,6,7, or 8. A TimeTrax Recorder must be inserted into the connector marked 1 when any clock is included in the system so the clock receives a time signal.
4. Open the TimeTrax Program. The Initial Communication Screen will indicate the proper connections.

**To Connect With Multiple Clocks, Bells and Terminals:**



## TROUBLESHOOTING GUIDE FOR YOUR TIME RECORDER

**YOU MUST BE LOGGED IN AS ADMIN IN TIMETRAX AS WELL AS ANY OTHER INTEGRATED SOFTWARE PROGRAM, SUCH AS QUICKBOOKS, TO PERFORM ANY MAINTENANCE FUNCTIONS.**

### *Software is Acting in an Unexpected Manner*

- Restart TimeTrax and see if that corrects the problem.
- Reboot your computer and re-launch TimeTrax.
- Make sure you meet the minimum system requirements listed in the MINIMUM SYSTEM REQUIREMENTS section of this manual.

### *Upgrade or Software Reinstallation Single Version User*

- Close out of TimeTrax Software.
- Create a “TimeTrax Backup” folder on your desktop.
- Right-click on the Desktop and select → NEW → FOLDER.
- Name this folder DATA.
- Navigate to My Computer – C:\ Program Files\Pyramid\TimeTrax folder and locate the following 6 files:

Pyramid.mdb	Pyrpolmd.mdb
Pyrarchive.mdb	Pyramid.ini
Pyrexport.mdb	Pyramid.bku

If you cannot see the file extensions, you may need to go to Tools, Folder Options, View and then make sure HIDE FILE EXTENSIONS FOR KNOWN FILE TYPES is unchecked. These are your database files and contain all of your information.

- Copy these files to the DATA folder on your desktop. To do this, select the first file and single left click so that it is highlighted, hold the CTRL key on your keyboard and select the other 5 files. Choose EDIT → COPY and close out. Open the DATA folder on your desktop and choose EDIT → PASTE.  
\*It is very important that you have all 6 files in your DATA file before moving forward.
- Close out of all open windows. Navigate to Control Panel and select ADD/REMOVE PROGRAMS. Locate TIMETRAX on the list and choose REMOVE.

- Once the program is removed, navigate to My Computer – C:\ Program Files\Pyramid and delete the PYRAMID FOLDER.
- Insert the Disk provided (or download from the website) and proceed with the install following all instructions and default selections.
- Once the new software is installed, go to the folder on your desktop named DATA and choose EDIT → SELECT ALL → EDIT → COPY. \*All 6 files should copy over.
- Navigate to My Computer – C:\ Program Files\Pyramid\TimeTrax and choose EDIT → Paste into the TimeTrax folder. Choose YES TO ALL to replace the existing files.
- Open the TimeTrax software with your usual user name and password. All of your information will be there and the new version can be verified by Selecting HELP and then ABOUT TIMETRAX. from the menu bar. The version number should match the version number labeled on your CD.

### *Software Cannot Locate the Time Recorder*

**QuickBooks users, see page 75 for additional information.**

Following is an example of one of the messages you may see in TimeTrax PRO:



**STEP 1: Verify that the hardware is set up correctly.**

- Pyramid TimeTrax Pro units require a COM Port for connection.
  - You must first attach the DB9 (included in shipment) to your PC.
  - Check to see if the wider side with holes will connect into an available port on the PC.
  - If it does, screw it in securely.
- Connect the white Cat5 cable (included in the shipment) to DB9 and connect the other end of the white Cat5 cable to the port in the back of the time clock.

*NOTE: The WHITE cable should never connect directly to the computer. It should always connect to the DB9 and the DB9 should connect to the computer.*

If the DB9 does not fit into a port on the computer, you will need a USB to RS232 adapter to connect the DB9 to your computer. You can purchase this adapter through Pyramid, P/N 41685.

USB to RS232 adapter (PN 41685): For computers with only a USB port. ***\*\*Important\*\* Make sure that the TimeTrax software is installed prior to connecting the TimeTrax unit to the PC.*** Connect the white 50' RJ45 cable (fig. D) to the RJ45/DB9 adapter (fig. B) and then connect the RS232/USB adapter (fig. C) to the back of your PC (fig. A).

**STEP II: Test that Windows, COM Port and DB9 are working properly.**

- If the hardware is setup correctly, you will need to connect the loop-back plug included in the shipment to the DB9 that is plugged into your computer.
- Click the Reconnect Button on your screen.
- If the loop-back plug is found, it indicates that Windows, the COM Port and the adapter are working properly.

**IIa: Test that the Cable is working properly.**

- Unplug the white Cat5 cable from the TimeTrax Pro unit and from the back of the PC.
- Plug them both back in, in the reverse order.
- If this still does not work, replace the white cable with another Ethernet or Cat5 cable.

**IIb: If the LCD displays time and date, test the Time Clock.**

- First, try unplugging the unit and letting it sit for a few minutes, then plug it back into the wall socket.
- If it is still not connecting correctly, you will need to reset the clock.

*NOTE: Resetting the time clock erases all stored punches. To reset the clock, unplug the unit and hold down the 0 key while plugging it back in. If it does not connect at this point, the clock needs to be replaced.*

**Step III: Loop-Back Plug Not Found**

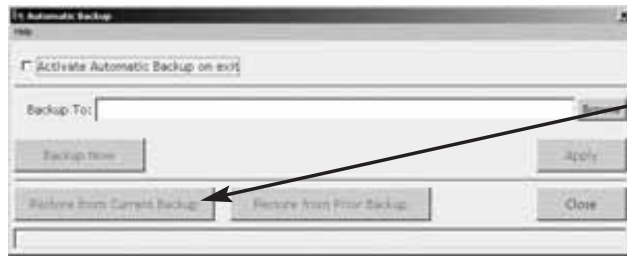
- If the loop-back plug is not found, try connecting a USB to RS232 adapter (Pyramid P/N 41685) into the PC and then connecting the DB9 to the USB adapter.
- If this still does not work, it may be necessary to contact your computer support personnel.

---

***Restoring Database From a Crashed Hard Drive***

- Reload your TimeTrax Pro Software as shown in the *Installing the Software* section of this manual. *Note: Please make sure that you are installing the same version that you are currently running.*
- If you have AUTOMATIC BACKUP activated, go to CONFIGURE TAB on the VERTICAL ICON BAR and Click on AUTOMATIC BACKUP.



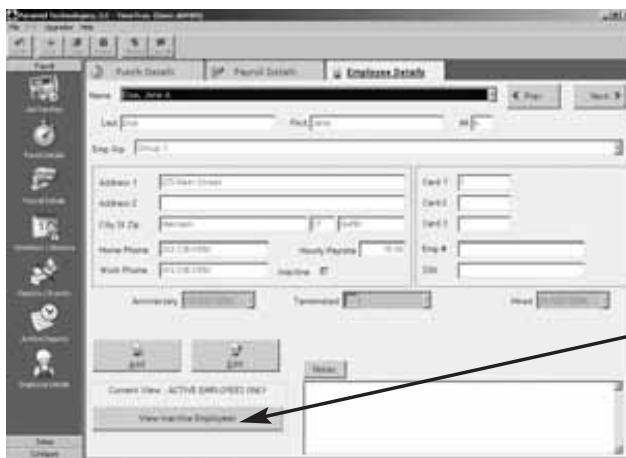


Choose RESTORE FROM CURRENT BACKUP.

- This will restore all data from the last backup. If you have punches in the TimeTrax Pro unit that have not been downloaded, download them as described in the PAYROLL TAB, GET PUNCHES SECTION of this manual.
- If you do not have a backup, you will need to reinstall your software and go thru the entire setup process beginning with the TimeTrax Pro Setup Wizard.
- Once this is completed, you must perform an EMERGENCY PUNCH DOWNLOAD as described in the following section.

### *Emergency Punch Download*

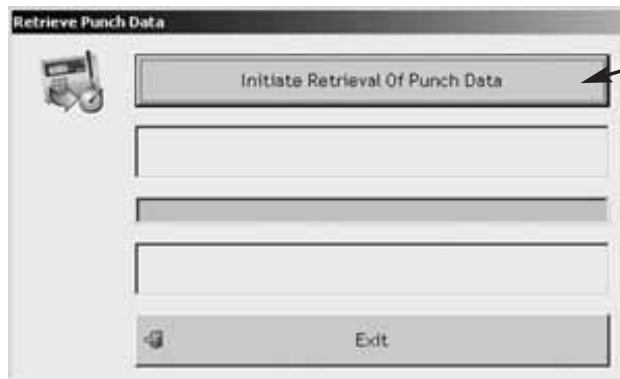
- In the event of a catastrophic database failure due to damage from viruses, hard drive crash, etc . . . you can retrieve the last 6,000 punches by initiating an EMERGENCY PUNCH DOWNLOAD.
- Before you attempt to do this, please note that if you have any inactive employees contained in the last 6,000 punches, you will need to go to the EMPLOYEE DETAILS ICON on the PAYROLL TAB on the VERTICAL ICON BAR and click on the VIEW INACTIVE EMPLOYEES TAB so those punches will not come through as unassigned.
- If you re-assigned a card number to a new employee, all punches from both the previous and new employee will go to the card number. You will need to manually review the duplicate card number and determine which punches should be deleted. Pyramid does not recommend reusing a card number for at least 3 pay periods.



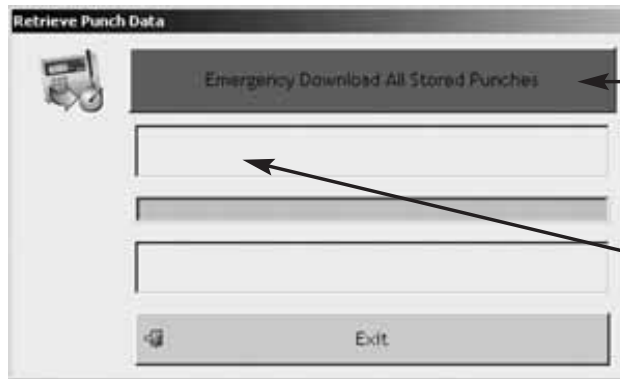
Click VIEW INACTIVE EMPLOYEES.

For each employee, go to edit button and uncheck the INACTIVE check box located under HOURLY PAY RATE.

From the PAYROLL ICON on the VERTICAL ICON BAR, click GET PUNCHES.



Press the F12 key on your keyboard and the screen below will appear.



Click EMERGENCY DOWNLOAD ALL STORED PUNCHES.

Once the emergency download is complete, make sure you go back and make the employees that you activated, inactive again. Click HIDE THE INACTIVE EMPLOYEES Tab.

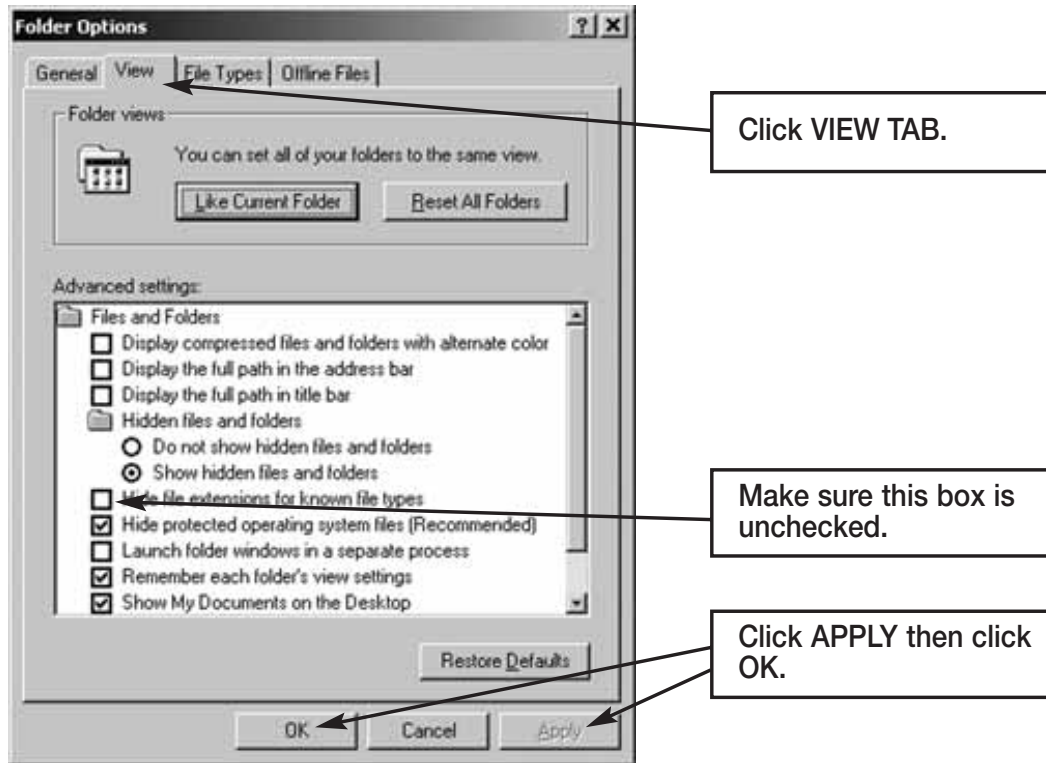
*Note: Pyramid highly recommends the use of surge protectors to prevent data loss. In the event that you are in an area where power surges are common, Pyramid recommends the use of a battery backup system.*

In the event that you cannot recapture your data using these methods, please contact Pyramid for additional support.

### ***Moving TimeTrax Pro From One Computer to Another***

- Reload your TimeTrax Pro software as shown in the *Installing the Software* section of this manual. *Note: Please make sure that you are installing the same version that you are currently running.*
- You will need to copy the .mdb files and the pyramid.ini file from the TimeTrax folder located in C:\Program Files\Pyramid directory.
  1. Right click on the START button of your desktop and select EXPLORE.
  2. Navigate to C:\Program Files\Pyramid\TimeTrax.
  3. From VIEW TAB, click DETAILS.
  4. From TOOLS TAB, click FOLDER OPTIONS.

5. Select TYPE TO SORT by type of file.
6. Select pyramid.ini and all .mdb files.
7. Right-click and copy files.



**For Non-Network PC users:**

1. Right-click on your desktop.
2. Select NEW and FOLDER.
3. Open the folder, right-click and paste files.
4. Transfer files to the new computer.
5. Navigate to the TimeTrax directory and paste the files.

Examples of transfer methods are: email attachment (Pyramid does not recommend this method due to the size of the files), Zip Disk, or burn the files onto a CD or DVD.

**For Network PC users:**

Navigate to the TimeTrax directory of the computer you are moving the files to and paste the files.

## QuickBooks Does Not Display Punch Information After Export

Time tracking data is missing for ALL employees:

From QuickBooks Program:

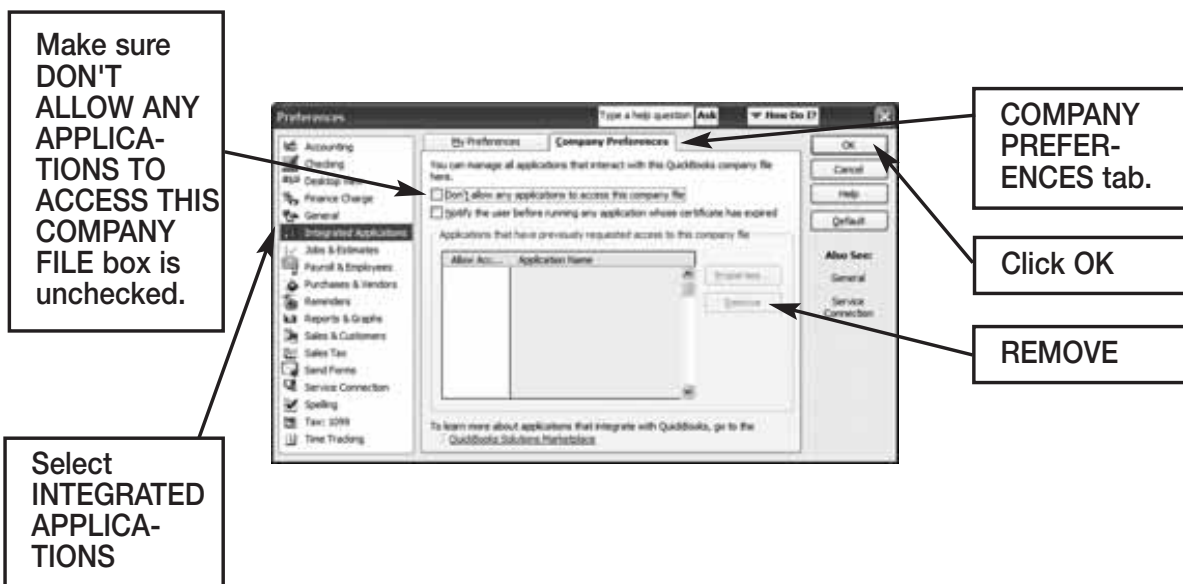
1. Choose EDIT
2. PREFERENCES
3. TIME TRACKING
4. Tab to COMPANY PREFERENCES
5. DO YOU TRACK TIME? Check YES
6. Go to EMPLOYEES
7. Click on (any) 1 Employee
8. Change the Drop Down Box to PAYROLL AND COMPENSATION INFORMATION
9. Make sure all of the EARNINGS are set up
10. Make sure USE TIME DATA TO CREATE PAYCHECKS is checked

Do this for each employee and then export again.

If this does not work, you must reinstall the QuickBooks link in TimeTrax PRO. In order to do this, you must be in single user mode and logged in as ADMIN in QuickBooks to complete this step.

### STEP 1: Remove the TimeTrax Pro application from QuickBooks.

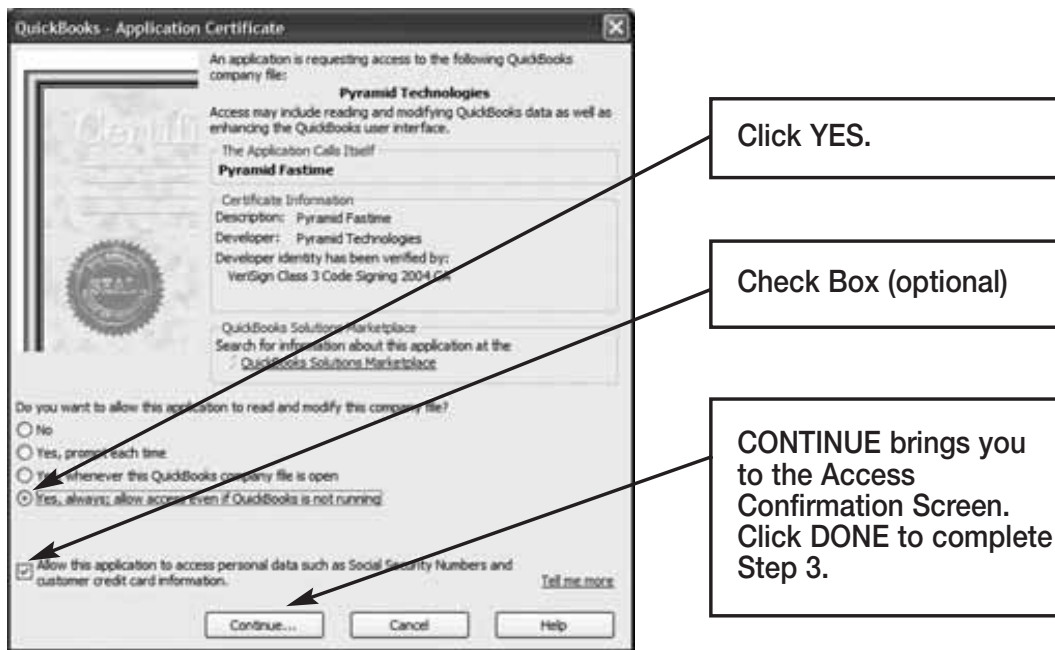
From the Edit Menu, select PREFERENCES (For 2004 edition and earlier, you reach PREFERENCES by accessing the FILE MENU) and click on COMPANY PREFERENCES tab and then INTEGRATED APPLICATIONS. Select PYRAMID TIMETRAX, Click REMOVE then Click OK.



**STEP 2:** Copy new QuickBooks 2003+Link\_.exe from the original CD provided in shipment to C:\Program Files\Pyramid\TimeTrax.

**STEP 3:** Re-launch TimeTrax program.

The QuickBooks – Application Certificate Screen appears. Make sure *YES, always allow access even if QuickBooks is not running* is checked, and optionally *ALLOW this application to access personal data such as Social Security Number and customer credit card information* box is checked. Click CONTINUE and DONE on the Access Confirmation Screen.



**Time tracking data is missing for SOME employees:**

From QuickBooks Program:

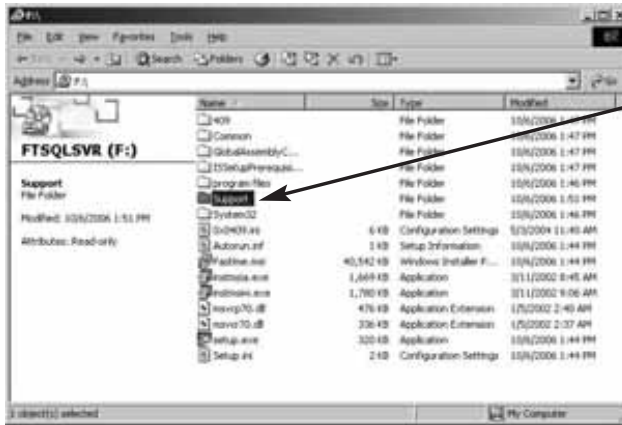
- Go to EMPLOYEES
- Click on an affected EMPLOYEE
- Change the Drop Down Box to PAYROLL AND COMPENSATION INFORMATION
- Make sure all of the EARNINGS are set up
- Make sure USE TIME DATA TO CREATE PAYCHECKS is checked.

Do this for each affected employee and then export again.

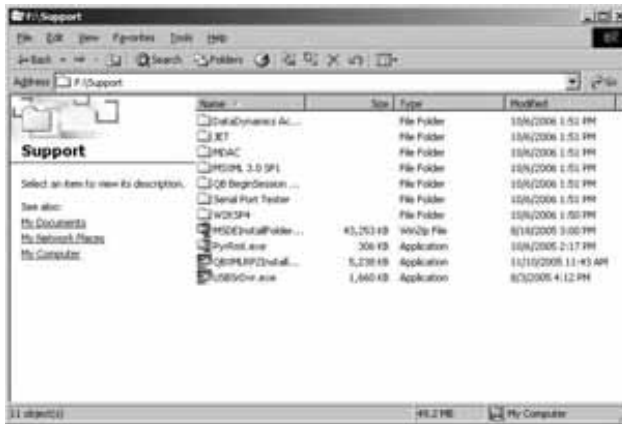
*For further technical support, Pyramid recommends that you contact Intuit (QuickBooks).*

## Troubleshooting Support Folder

Pyramid enclosed a support folder on the Server CD that does not load onto the Server during installation. The Support folder contains workarounds in the event that your Server requires other programs that need to work with TIMETRAX. To access the support folder, put the TIMETRAX or the TIME-TRAX SQL\_SVR CD into the CD-ROM of the Server computer. When the CD begins installing, click CANCEL. Navigate to your CD-ROM Drive, right click and select OPEN.



Select: SUPPORT



A description of and use for each folder within the Support folder is described in more detail on the following page.

**DataDynamics ActiveReports 2** – Execute when TIMETRAX reports are not printing correctly.

**JET and MDAC** – Execute MDAC first and then JET (order specific) when you receive any error message relating to database issues.

**MSXML 3.0 SP1** – The XML Processor needed for the QuickBooks 2003+ Link to run.

**QB Begin Session Diagnostic** – May be used to help troubleshoot QuickBooks linking issues.

**Serial Port Tester** – Tests the validity of the computer serial port if TIME-TRAX cannot locate the time recorder and troubleshooting efforts point to the Serial Port as the issue.

**W2KSP4** – Windows® 2000 Service Pack 4 upgrade.

**MSDEInstallFolder.zip** – Contains the MSDE installer that may be unzipped and executed manually, if the computer that you have selected as the Server also contains another program that uses MSDE. Use when you get an error at install advising you of this. *Note: Execute MSDESetup.exe not setup.exe.*

**PyRmt.exe** – Pyramid file allowing for remote communications.

**QBXMLRP2Installer.exe** – Execute when QuickBooks import/export is not working properly.

**USBSrDvr.exe** – Driver patch for USB adapter (USB to RS-232 serial port).

## TROUBLESHOOTING FOR MODEM POLLING

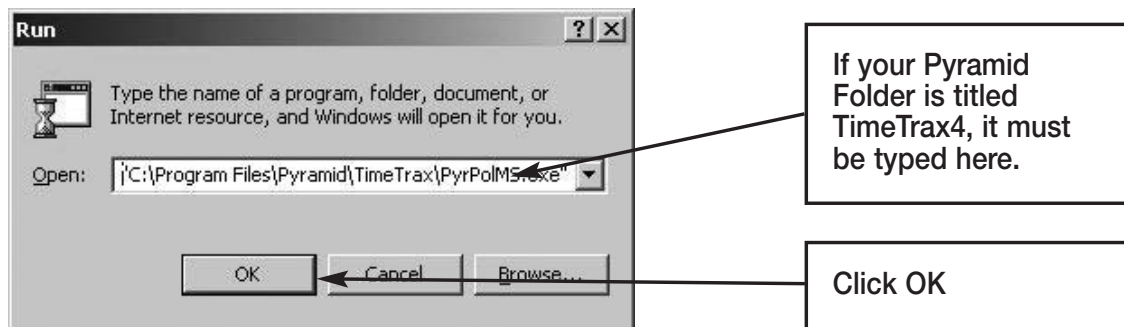
### *Server Will Not Poll Punches/Resetting Receiver Modem*

If a Receiver (Remote) Modem was ever attached to the Modem Polling PC, the ability to receive any phone calls to retrieve the punches has been prevented. To manually reset the Receiver (Remote) Modem, follow the instructions below:

Click on your PC's Start button and select RUN.

Type the system name as shown below in the Open field:

"C:\Program Files\Pyramid\Timetrax\PyrPolMS.exe" REMOTE



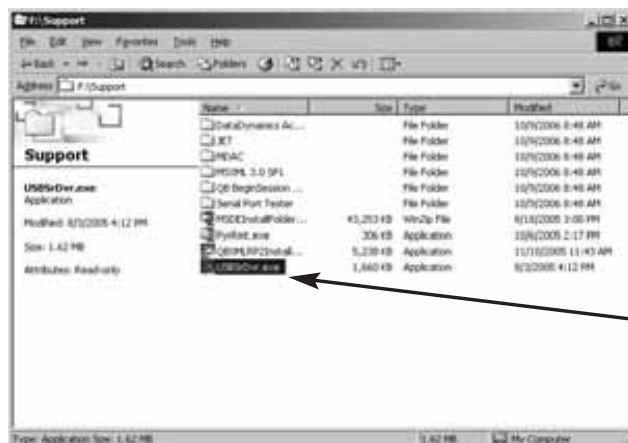
Your Modem has been reset.

### *Serial Port Problem*

Receiving the message below indicates that the hardware is not connected correctly (see installation) or that a problem is occurring with the Serial Port. If your computer has only a USB connection, an RS232/USB adapter may be necessary. You must install the adapter driver. If the driver is installed and the error persists, there may be a more current version of the driver necessary. An updated driver is included in the TimeTrax or SQL Support Folder on the installation CD as well as on the Pyramid website.



To access the Support folder, install the original CD into the disk drive. When the program begins to run, click CANCEL. Open the drive that the CD is in and select the support folder. Double click on USBSRDVR.EXE.





### *If a Time Recorder Cannot be Located After Multiple Attempts*

Verify that it is connected properly according to the diagram shown. There is a green LED nearby the Cat5 jack that should light up when the connection is made. Click RECONNECT after any changes are made to connection. If there is still no connection, remove the power from the Time Recorder and wait at least one hour before starting again with Step 1.

***Important Note: The flat white cable (Pyramid Plug & Play Cable) usually supplied with the standard (RS232 serial) Time Recorder does not work for Ethernet!***

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### *Establishing a Static IP Address if Time Recorder Cannot be Located. (Not Recommended)*

The Ethernet Time Recorder utilizes the XPort module made by Lantronix to establish the Ethernet connection. If the XPort module and your network should experience issues regarding TimeTrax being able to locate and recognize Ethernet Time Recorders, then programming a static IP address of your choosing into the module of the Time Recorder can be a workaround. A tool for this can be DeviceInstaller from Lantronix (obtainable at <http://www.lantronix.com/device-networking/utilities-tools/device-installer.html>). Also, the XPort has a web interface that provides access to its settings, including the ability to set the static IP address. It is the customer's responsibility to determine the IP address it presently uses. ***Note: A static IP setting of 0.0.0.0 brings it back to the DHCP/Self-Assign mode. It is recommended that any manipulations you do to the module be done on an isolated tiny independent network of one computer, one switch or router, and one Time Recorder. Pyramid cannot support the connection if you choose this option.***

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### *Ensuring a Good Connection*

Your hub/router/switch should indicate a connection on the port where the Time Recorder is connected. There is a green LED on the XPort that should light up when the connection is made. Ensure that the cable used to connect the Time Recorder is good. Try this power-up sequence: hub, wait a minute, computer, wait until fully booted, Time Recorder, wait three minutes. Then try to contact it with the Lantronix software.

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## *Connecting The Ethernet Time Recorder Via A Serial Port*

Ethernet Time Recorder clocks are equipped with an RS-232 serial connection identical to the one used in the standard Time Recorder. If network capability is compromised, it can be used to download punches and set the date and time. The serial connection is to the left of the Ethernet connection and is labeled "ACC/SER". An Ethernet cable and a Pyramid DB9 Serial Adapter can be used to effect a connection to the PC. It works the same way as the standard serial-based TimeTrax clock. Install the serial adapter to an available 9-pin serial port on the PC. Insert one end of the Ethernet cable into the ACC/SER jack, and insert the other into the Serial Adapter. When TimeTrax is started, and the Initial Communications Form is displayed, the Reconnect button may need to be clicked for the Time Recorder to be recognized. See the "TimeTrax Time Recorder (Standard, Serial Communications)" section for more details.

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## *Technical Networking Details*

The WAN and the computer must allow for UDP broadcasts (via 255.255.255.255) on Port 30718, and TCP/IP on Port 10001. The computer and Time Recorder must, of course, be on the same Subnet. TimeTrax sends a UDP Broadcast packet to IP 255.255.255.255 on Port 30718. The recorder should respond back via UDP to the IP of the TimeTrax computer, also on Port 30718 (the Pyramid.log file should show evidence of this). TimeTrax then opens a TCP connection to the recorder on Port 10001 using the IP assigned to it by the DHCP server. It then sends a request to the recorder (found during the UDP broadcast above) for its Time Recorder Model information. Failure in either of these steps will result in TimeTrax not seeing the recorder.

## IMPORTANT INFORMATION

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### *QuickBooks 2007 Integration*

The new QuickBooks 2007 upgrade contains a PDF Converter that utilizes a virtual port that masks itself as a COM port (COM1). This may interrupt communications with time and attendance system, since we use your PC's COM1 to communicate with our serial time recorders.

#### **Error Message:**

*Communications Failure – Computer cannot locate Time Recorder*

#### **Resolutions:**

1. Connect USB Adapter: Attach RJ45/DB9 adapter to a RS232/USB adapter and then connect the RS232 to your PC.
2. Re-assign the QuickBooks PDF Converter to a new port by following the instructions below:
  - Select the Windows Start button
  - **XP Users:** Select Printers and Faxes  
**Win2000 Users:** Select Settings and then Printers
  - Right click on QuickBooks PDF Converter and select Properties from the drop down menu.
  - Select the Ports tab
  - Choose a Port, other than COM1, that is not in use and click OK.

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### *QuickBooks 2003+ Link Failure*

The new QuickBooks 2007 upgrade also moves the location of the company file from the Application Folder to a special folder located in the Shared Documents folder. For customers upgrading from an earlier edition of QuickBooks, you will need to correct the path in the software. To do this, follow the instructions below:

- Open the Pyramid time and attendance software.
- Select the Reports/Export tab
- Under Export Specification, Select QuickBooks 2003+ link from the dropdown box
- Select Setup Export tab
- Select Browse in the QB Company File Name box and double click on QuickBooks Company File.

## **WARRANTY INFORMATION**

### **RETURNS**

Returns on non-defective equipment can be made within 30-days of purchase for a full refund after inspection. Returns on non-defective equipment made after 30-days, but within 60-days of shipping will be accepted after inspection and are subject to a 15% restocking fee. Returns after 60-days will not be accepted.

### **LIMITED HARDWARE WARRANTY**

- Pyramid warrants the TimeTrax Pro equipment to the original user against defective material or workmanship for a period of 1-year from the date of purchase. Proof of date of purchase is required for warranty service on this product.
- Pyramid responsibility under this warranty is limited to the repair or replacement of the defective part or parts, and repair or replacement is the sole discretion of Pyramid.
- For Return Shipments to Pyramid, the product must be shipped in its original carton or equivalent, fully insured with shipping charges prepaid. Pyramid will not assume any responsibility for loss or damage incurred in shipping.
- Pyramid reserves the right to determine whether the parts failed because of defective material, workmanship, or other causes.
- Failure caused by accident, alteration, misuse or improper packaging of returned unit is not covered by this warranty.
- Any repair to the equipment other than by Pyramid voids the warranty.
- Users in countries other than the USA should contact the Dealer from whom the unit was purchased.
- The rights under this warranty are limited to the original user and may not be transferred to subsequent users.
- Extended Hardware Warranties are available by calling Customer Support at 888-479-7264 for more information.

### **LIMITED SOFTWARE TECHNICAL SUPPORT**

Pyramid warrants the software and provides technical support assistance for a period of 90-days from the date of purchase. Extended warranties/technical support contracts can be purchased separately through Pyramid. Call Customer Support at 888-479-7264 for more information.

### **REGISTERING TIMETRAX PRO**

Please be sure to complete the product registration form enclosed in your shipment to activate your **Technical Support/Hardware Warranty** or register online at [www.pyramidtechnologies.com](http://www.pyramidtechnologies.com).

**TIMETRAX PRO PRODUCT LINE**

<b>PART NUMBER</b>		<b>TIMETRAX TERMINALS</b>	
TT950SK		TimeTrax Swipe Kit	
TT950ST		TimeTrax Swipe Terminal Only	
TT950MK		TimeTrax With Internal Modem Swipe Kit	
TT950MT		TimeTrax With Internal Modem Terminal Only	
TT950EK		TimeTrax With Ethernet Connection Swipe Kit	
TT950ET		TimeTrax With Ethernet Connection Terminal Only	
<b>PART NUMBER</b>		<b>BADGE/SOFTWARE BUNDLE</b>	
41302S		Swipe Card & Software #1-25	
41303S		Swipe Card & Software #26-50	
41304S		Swipe Card & Software #51-100	
<b>PART NUMBER</b>		<b>SOFTWARE</b>	
FTEMP25		Software for Additional 25 Employees	
FTEMP50		Software for Additional 50 Employees	
FTEMP100		Software for Additional 100 Employees	
FTEMP250		Software for Additional 250 Employees	
FTEMP500		Software for Additional 500 Employees	
FTEMP1000		Software for Additional 1000 Employees	
FTEMPUNL		Software Unlimited Employees	
FTDPT		Department Shifts for 8000 Only	
FTSQL		Network Version of TimeTrax Pro	
FTPOL		Polling Software and Polling Modem	
<b>PART NUMBER</b>		<b>SOFTWARE</b>	
41302		Badges 1-25	
41303		Badges 26-50	
41304		Badges 51-100	
41305		Badges 101-150	
41306		Badges 151-200	
41331		Badges 201-300	
41332		Badges 301-400	
41333		Badges 401-500	
41334		Badges 501-600	
41335		Badges 601-700	

<b>PART NUMBER</b>	<b>SOFTWARE continued</b>
41336	Badges 701-800
41337	Badges 801-900
41338	Badges 901-1000
<b>PART NUMBER</b>	<b>WARRANTY &amp; SUPPORT</b>
8000W1S	1-Year Software Technical Support + Maintenance Upgrades
8000W1H	1-Year Extended Hardware Warranty for Single Terminal
8000WTER	1-Year Extended Hardware Warranty Each Additional Terminal
8000WMES	1-Year Software Technical Support + Maintenance Upgrades for Modem/Ethernet/SQL Clients
<b>PART NUMBER</b>	<b>HARDWARE ACCESSORIES</b>
8050	Multiplexer for Additional Terminals
5050	External Modem for TimeTrax Pro Terminals
41400	Serial Computer Connector – DB9
41685	USB Interface w/Standard RS232
500-4	Badge Rack – 40 Capacity (verses 25)
41539	7' Plug & Play Cable
41269	50' Plug & Play Cable
41314	100' Plug & Play Cable
41270	“Y” Cable
41311	Diagnostic Loop-Back Plug
41287	Key
<b>PART NUMBER</b>	<b>BELL &amp; CLOCK ACCESSORIES</b>
	<b>BELL RINGERS &amp; BELLS</b>
5300	Bell Ringer – 24 VDC – Single Zone
5024	Bell Ringer – 24 DVC – 4 Zone
5110	Bell Ringer – Relay – 4 Zone
41361	6” 24 volt DC Bells
41392	8” 24 volt DC Dells
41397	6” 110 volt AC Bells
41398	8” 110 volt AC Bells
41449	100' Spool, Bell Wire
41450	250' Spool, Bell Wire

<b>PART NUMBER</b>	<b>BELL &amp; CLOCK ACCESSORIES continued</b>
<b>SYSTEM CLOCKS</b>	
5200	12" Analog System Clock (12 Hour)
5201	12" Analog System Clock (24 Hour)
5224	12" Analog System Clock – 24 VDC (12 Hour)
5225	12" Analog System Clock – 24 VDC (24 Hour)
41354	2.5" Digital Clock, White
41355	2.5" Digital Clock, Black
41356	4" Digital Clock, White
41357	4" Digital Clock, Black
DIG-9125B	2.5" Digital System Clock, Black
DIG-9125W	2.5" Digital System Clock, White
DIG-9140B	4" Digital System Clock, Black
DIG-9140W	4" Digital System Clock, White

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