

# Ceridian's Dayforce Touch Clock

## User Manual [ENG]



**WARNING:** This manual contains information on limitations regarding product use, function and information on the limitation and liability of the manufacturer. Read the entire manual carefully.

**Read and save these instructions! Follow all warnings and instructions specified within this document and/or on the equipment. Always ensure you obtain the latest version of the User Guide. Updated versions of this User Guide are available by contacting your Ceridian HCM administrator.**

## **1 IMPORTANT SAFETY INSTRUCTIONS**

To reduce the risk of fire, electric shock and/or injury, observe the following safety precautions:

- Do not spill any type of liquid on the equipment.
- Do not attempt to service this product yourself. Opening or removing the cover may expose you to dangerous voltage or other risk. Refer servicing to qualified service personnel. Never open the device yourself.
- Do not touch the equipment and its connected cables during an electrical storm; there may be a risk of electric shock.

## **2 REGULAR MAINTENANCE AND TROUBLESHOOTING**

Keep your DF Touch Clock in optimal condition by following all the instructions that are included within this manual and/or marked on the product.

## **3 HANDLING PRECAUTIONS**

- Do not subject the touchscreen to mechanical shock (e.g., dropping or striking). Mechanical shock could damage the glass display.
- If the touchscreen glass is damaged, the liquid crystal fluid inside could leak out. Avoid contact with the liquid crystal fluid.

If the liquid crystal fluid comes into contact with your skin or clothes, promptly wash it off using soap and water.

- Do not apply excessive force to the display surface or adjoining areas. Excessive force will distort the image on the display.
- Do not use hard or sharp implements to operate the touchscreen. Operating the touch screen with implements harder than a finger could scratch the display.
- Do not attempt to disassemble the LCD Module.

## 4 CLEANING

If the display surface is contaminated, moisten a use a soft cloth and isopropyl alcohol to clean it. Other cleaners such as ketone (e.g., acetone), and/or aromatic solvents (e.g., benzene und toluene) may damage the display. Do not use abrasives, thinners, solvents or aerosol cleaners (i.e., spray polish). Any aromatic solvents, keytones etc. that may enter through holes in the touch panel will cause damage.

Keep the ventilation slots clear of obstructions, dust buildup and liquids. Do not spray liquids directly into the unit; avoid liquids entering into the unit.

**WARNING:** This equipment shall be installed and used within an environment that provides the pollution degree max 2 and over-voltages category II non-hazardous locations, indoor only. It is designed to be installed, serviced and/or repaired by service persons only [service person is defined as a person having the appropriate technical training and experience necessary to be aware of the hazards to which a person may be exposed in performing a task and of measures to minimize the risks to other persons]. With the exception of the battery, the end user cannot replace any of the parts within the unit. These safety instructions should not prevent you from contacting the installer or

Dayforce HCM administrator to obtain any further clarification and/or answers to your concerns.

## 5 MAINTENANCE

With normal use, the system requires minimal maintenance. We recommend, however, that the standby batteries be replaced every 3-5 years.

## 6 SPECIFICATIONS

This document describes the technical specifications of the DF Touch clock terminal.

### 6.1 Display and Keypad

Capacitive Touch, 7 inch, 800x480 pixels, hardened glass surface.

### 6.2 Processor

CPU: 1GHz Dual Core ARM Cortex A9

RAM: Memory 1GByte 528 MHz SoDIMM, Non-volatile FLASH memory 8GByte

### 6.3 Environment


Operating temperature: 0° to 40°C (32° to 104°F)

Storage temperature: -30° to 80°C (-22° to 176°F)

Humidity: 10% to 90% relative humidity, non condensing.

### 6.4 Power Supply

Input Power Jack:

24 VDC  ±5%, 0.75 A, 20 W maximum

2.5mm barrel connector, center positive.

Power over Ethernet (PoE)

IEEE 802.3at Type2, absolute operating input voltage 42.5-57VDC, nominal draw 10Watts, max 20Watts.

Optional: External power supply

Input voltage 110-250 VAC, 0.5 A, 50/60Hz

Optional: Battery backup with Charger

Discharge life: 1.5 hours at 23°C (73°F)

Charge time: 16Hrs (on first use)

Charging (normal): 0° to 45°C (32° to 113°F)

Storage: -20° to 35°C (-4° to 95°F)

Discharging (battery): -20° to 60°C (-4° to 140°F)

## 6.5 Operating System

Android 4.0.3 (ICS)

## 6.6 Application Programs

Dayforce Clock Program

Dayforce Self Service

## 6.7 Enclosure

Plastic ABS/PVC Composite

## 6.8 Wall-mount Options

10 Degree hinged plastic ABS/PVC

10 Degree metal

40 Degree metal (extra cost – good for camera use)

## 6.9 Internet Connectivity

IEEE 802.3 10/100BASE-T/1000BASE-T Ethernet using TCP/IP communication protocol and CAT-5 cable, cable lengths between

the terminal and an Ethernet network hub can be up to 328 wire-feet.

DHCP (Dynamic Host Configuration Protocol) is implemented to assign IP addresses for the terminal, host and router. Static IP addresses may also be assigned manually via the touch screen.

The terminal supports the use of DNS servers to convert host names to host IP addresses in both DHCP and static IP modes.

Optional Wi-Fi 802.11 b/g/n

#### 6.10 Camera

Integrated camera with 3 Megapixels resolution and torch flash.

#### 6.11 LED

Three-color LED (red, green, blue) for status display

#### 6.12 External USB ports

Two USB ports

For service use only

#### 6.13 Optional readers & Modules (extra cost)

Fingerprint Biometric reader

Barcode slot reader (visible or infra-red light)

Magnetic slot reader

Proximity reader (125Khz or 13.5Mhz – for HID Proxpoint™, iClass™, Mifare™, NFC)

#### 6.14 Terminal Block

For Service Use Only

## 6.15 Certifications

CE Mark, FCC Part 15 Class A

## 6.16 Time Synchronization

Terminal uses web service to synchronize its time with Dayforce servers.

## 6.17 Dimensions (Approximate)

11 in (28cm) wide

5.5 in (14cm) high

2.25 in (6cm) deep without wall-mount

3 in (7.5cm) deep with 10 degree wall-mount

Weight about 4.4 lbs (2Kg) with packaging



## 7 BATTERY PACK INSTALLATION INSTRUCTIONS

The battery pack resembles the figure below:



Figure 1: Battery Pack

**Disclaimer:** These instructions are for battery pack model **SD-HK040-12145-14** manufactured by Shenzhen DBK Electronics Co. Ltd. Use of any other battery is not covered by this document is potentially hazardous and will void the Dayforce Touch Clock warranty.

**CAUTION!** THERE IS A RISK OF EXPLOSION IF THE BATTERY IS REPLACED BY WITH THE INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Place the battery socket lightly over the battery plug as pictured in the figure below. Gently tilt the connector slightly to the left while pushing down with your finger. The socket will clear the plastic housing and slide down.



Final connector insertion

Insert the battery into the compartment and the cable into the guides as pictured below:



Final battery pack insertion

## 7.1 Charge the Battery

Power the unit from the AC/DC wall adapter or PoE. Batteries are shipped uncharged. An uncharged battery must be charged for a period of 66 hours before it will become fully charged and available for backup power use.

### Notes:

1. A system running on battery power can be shut down by pressing the reset button which is located along the bottom edge of the unit. This button can be pressed using a paper clip or small screwdriver.
2. If operation on battery power is attempted before the battery reaches full charge, there may be insufficient voltage to transition to battery powered operation and the system will stop operating. Place the system back on AC/DC wall adapter or PoE power. Press the reset button if necessary to shut it down.



Reset switch location

## 8 CAMERA USE APPLICATION NOTES

The following best practices are recommended for recording punches using camera validation:

- The punchers face should be well lit and be between 18 and 30 inches from the camera lens (which is on the top center of the screen).
- There should not be any other faces in the view of the camera because the software will then not be able to decide which face to capture.
- There should not be a lot of movement behind the puncher. For this reason, the clock should not be mounted in busy areas if the camera function is to be used.
- There should not be a light source in the camera's view.

There are two camera validation options:

- Face detection and capture: The clock captures an image of the user's face saves it in the clients instance so that it can then optionally be viewed on the timesheet. This option uses a great deal of data storage.
- Facial recognition: Employees are enrolled for verification (i.e., their image is taken, saved, and distributed to clocks). When employees punch, the clock attempts to validate that the image it sees corresponds to the saved image.

The estimated punch rate when using camera validation should be between 1 and 6 per minute depending on the option selected.

## 9 INSTALLATION INSTRUCTIONS

The DF Touch Clock has two parts: the clock and the wall-mount. The Clock is shipped in a cardboard carton together with the wall-mount, keys for the lock, a 5 ft Ethernet cable, and the external power supply.

If necessary, detach the clock from the wall-mount using the key supplied. Insert the key into the lock at the bottom of the wall-mount and turn clock-wise 90 degrees, then lift the clock up and away from the wall-mount. To install the wall mount, you will need four #8 screws and (if necessary) the appropriate wall plugs.

### 9.1 Installing the wall-mount

Install the clock in areas that are well lit and not exposed to very hot, cold, damp or dusty conditions. Install the wall-mount exactly horizontally.

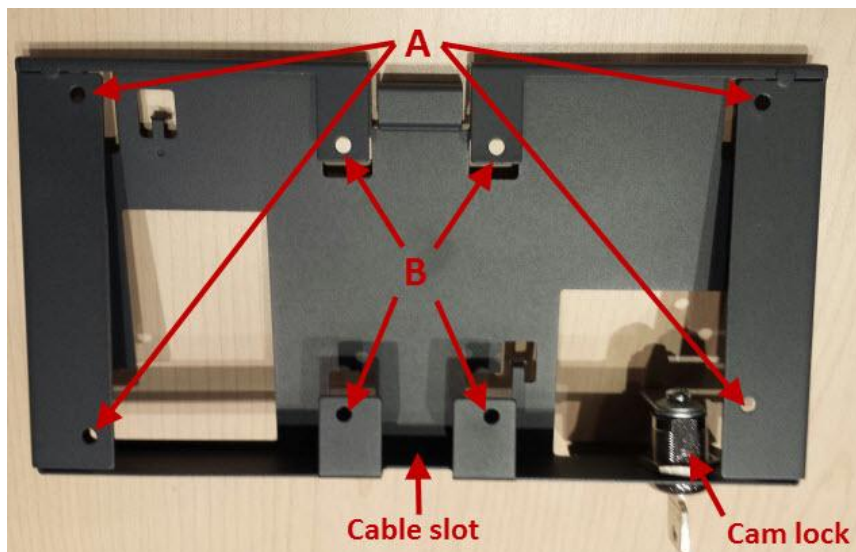


Figure 1: Wall-mount from rear

Use the holes marked A in Figure 1 to mount the clock to a wall, or the holes marked B to attach the wall-mount to a standard NEMA double gang electrical box.

The recommended height for mounting the clock differs depending on your organization's needs:

- To accommodate users in wheelchairs, install the wall-mount with its top edge 48 inches from the ground.
- If the camera feature will be used, or if wheelchair access is not required, install the wall mount with its top edge 56 inches from the ground.

If the wall-mount is attached to an electrical box, insert the low-voltage power cable and network cable through the wall. If the wall-mount is attached to a wall, insert these cables through the cable slot.

Figure 2 shows a wall-mount attached to the wall with the low-voltage and network cables fed through the cable slot into the lock area. The cam lock arm must be at 90 degrees to the wall.

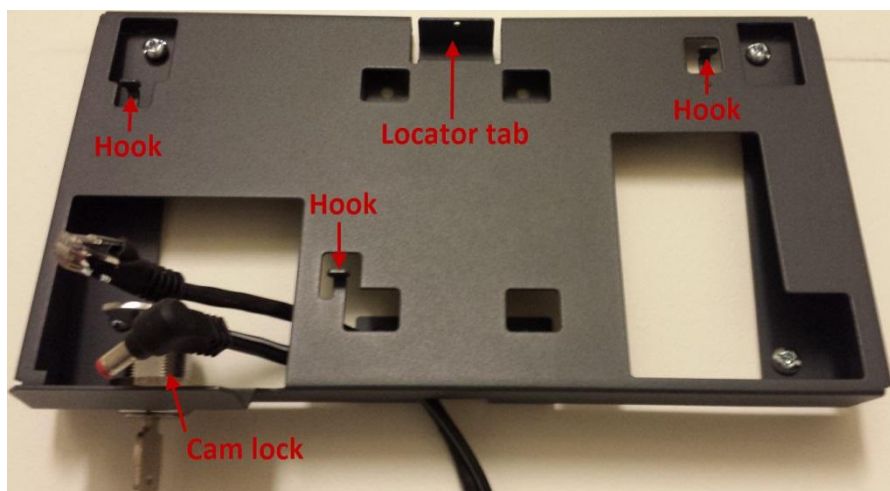


Figure 2: Wall-mount with cables

## 9.2 Connecting and attaching the clock

With the clock held close to the wall-mount, insert the cable plugs into the appropriate receptacles. Figure 3 shows the clock with cables connected.

With the cables connected, position the three hangers on the rear housing over and above the hooks on the wall mount, using the tab at the top of the clock as a guide. Then, push the clock down into the hooks.

With the clock firmly on the hooks, rotate the key 90 degrees counter-clockwise to secure the lock to the wall-mount. Finally, remove the key from the lock.

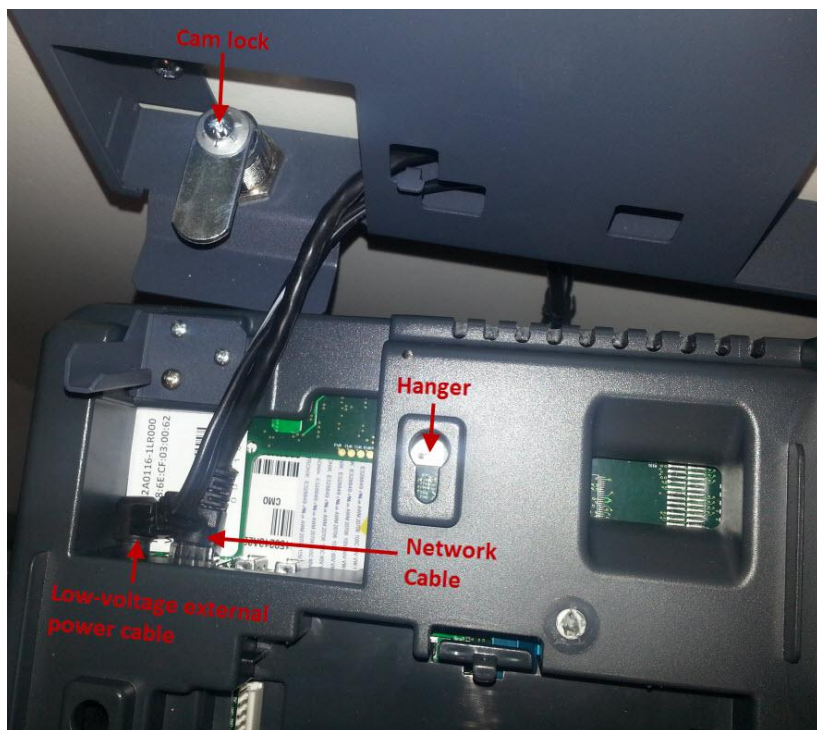


Figure 3: Clock with cables connected

### 9.3 Removing the clock

To remove the clock from the wall-mount, insert the key into the lock and turn clockwise 90 degrees. You can then lift the clock off the hooks and detach the cables.

### 9.4 Note re Power Supply

Clocks are supplied with both an external low current power pack which delivers 24V DC and Power over Ethernet (PoE) functionality. The external power pack need not be connected when PoE is available from the Ethernet switch.

## 10 NETWORKING INFORMATION

The Ceridian DF Touch clocks have been designed to automatically communicate with the Ceridian servers in the cloud when powered up and connected to the internet.

All clocks must be assigned to a client in the Ceridian Admin Server by Ceridian personnel before they will connect to a client's instance.

Clients must provide the clocks with the ability to obtain its IP addresses via DHCP. Alternatively, IP addressing can be manual by using the static IP addressing function provided.

Clients, protected by a Firewall must allow the clocks to communicate through ports UDP 123, TCP 443 and TCP 80.

Inter-clock communications uses port TCP 7750 within the local network so this port should not be blocked within the local network.

The internet domain address used by the clocks is usually [dayforcehcm.com](http://dayforcehcm.com).



## 10.1 Starting Up for the first time

The loader program will be loaded from memory.

## 10.2 Registration Pending Screen

The message “This time clock is not registered. Please contact your system administrator for assistance” means that the clock is communicating with the Ceridian Servers but has not been assigned.

The message “To register the time clock connect it to your network and press “Register Now”” means that the clock is not connected to the internet.

Clocks with a Ceridian Clock Program Loaded show a round green dot (the status indicator) in the lower left hand of the screen to indicate that the clock is communicating successfully. An orange (yellow) indicator means that there may be a communications problem.

# 11 TROUBLESHOOTING NETWORK CONNECTIVITY

Does the clock have an IP address?

Use Administrator Mode (Refer to the “Dayforce Touch Clock Guide”) to view the IP address. If there is no IP address please check:

- that the Ethernet cable is connected to a live port
- that the DHCP server is functioning or if IP addresses are manually set that all the IP information has been entered appropriately.

## 11.1 Testing network access:

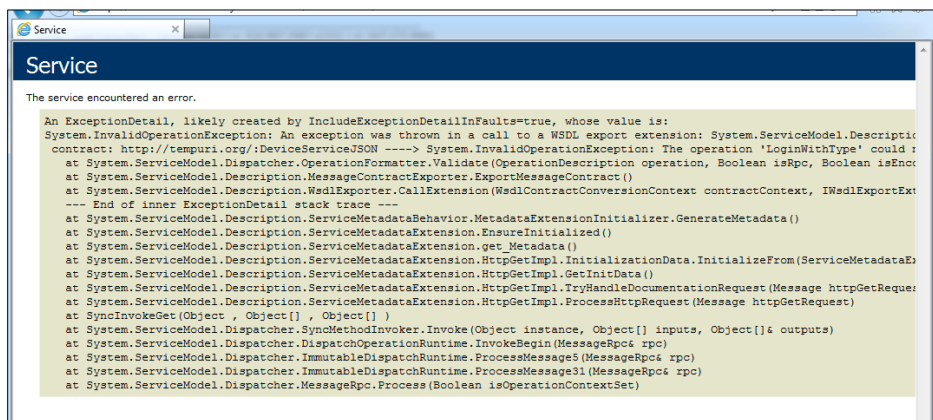
Try to ping the IP address of the clock. If there is no ping response try resetting the clock (see reset instructions below).

Check that your firewall is not blocking the clock (ports UDP 123, TCP 443 and TCP 80 must be unblocked).

Disconnect the clock from the Ethernet port and connect a computer to the port then use a browser to access the following internet site:

<https://punch.dayforcehcm.com/deviceservices/DeviceServiceJSON.svc>

You should see the following reply:



You don't need to compare the entire message; as long as the page starts with "Service", and the first part of the message is similar, it means you have connectivity to the Ceridian server.

If you get an obviously different message (e.g., "Cannot display the webpage"), then there is an issue preventing access to the Ceridian server.

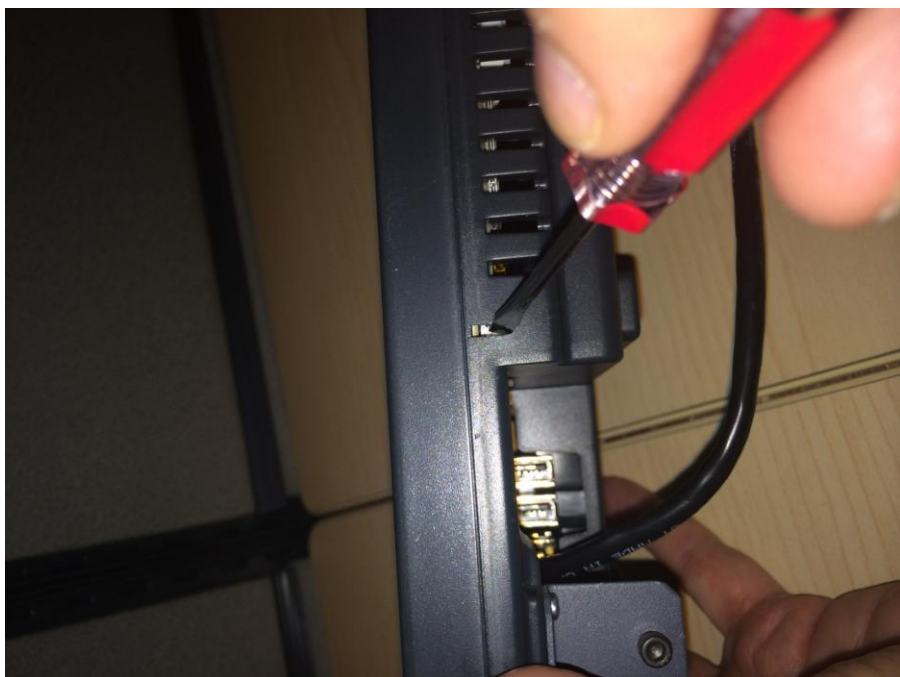
1. If you get the "Service" page as described in the previous step, but the clock is still not connecting (yellow status icon), then please send the following information to the project team who will forward it to Ceridian for further investigation:

- Screenshots of the browser when attempting to access the links from step 1.
- The clock IP and MAC addresses. For more information about finding these addresses, refer to the Clock Information section later in this manual.

## 12 RESETTING THE CLOCK:

Reset the clock by pressing the reset button at the bottom of the clock. Use a small flat head screwdriver as shown in the picture below (or the end of a paper clip) to reach the button and press gently.

Alternatively, use the Reset control on the Administrator Mode Screen, or (if there is no battery backup installed), temporarily remove external power from clock.



## 13 CLOCK INFORMATION AND SETUP STATIC IP:

1. On the home screen, touch and hold the **Welcome to Dayforce HCM** message.

After a few seconds, the application prompts you to type the admin mode PIN:



2. Type the administrator mode PIN.

**Note:** The default PIN is **4110**, but may be changed without notice by system administration.

3. Tap the **Enter** button.

The clock displays the Administrator Mode screen. To view the current clock IP and MAC address, tap **Clock Information**

To set up Static IP:

1. Tap **Network Setup** and choose **Ethernet Configuration**.
2. Clear the **Use Dynamic IP Address** check box.
3. Type the following information into the appropriate fields:
  - **IPv4 Address**
  - **Subnet Mask**
  - **Default Gateway**
  - **Primary DNS Server**
  - **Secondary DNS server**
4. Verify the IP address on the **Clock Information** screen.

## 14 COMPLIANCE INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Changes or modifications not approved by the manufacturer could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm during normal operation.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles d'exposition aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement doit être installé et utilisé en gardant une distance de 20 cm ou plus entre le dispositif rayonnant et le corps



## 15 CONTACTS

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