

Tandem Pro User Manual

Face, fingerprint, badge and PIN time clock for Timedox Cloud.

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1 What's in the box

Check the carton against this list before you start.

- ✓ 1x Time-clock
- ✓ 1x Ethernet LAN cable
- ✓ 1x A/C Power Adapter 12V
- ✓ 1x Mounting plate
- ✓ 1x Small Black Screw
- ✓ 3x Large Phillip Screws
- ✓ 3x Dry-wall Screw Anchors
- ✓ 1x Proximity Card (RFID)

2 Device overview

The Tandem Pro reads a face, a fingerprint, a badge or a PIN. Everything an employee uses is on the front. The sockets are on the back, behind the mounting plate.

The front

Colour screen. Shows the clock, the camera view while a face is being read, and the menus.

Camera. Reads faces, and takes the photo stored with a punch. Photos can be turned off.

Fingerprint sensor. Place the finger flat so it covers the whole surface.

Badge area. Hold an RFID card or fob over the fingerprint sensor area.

Keypad. Digits for IDs and PINs, arrows to move, M/OK to open the menu and confirm, ESC to go back.

The sockets

12V DC power. Use the adapter supplied in the box.

Ethernet. TCP/IP port for a wired network. The clock can use Wi-Fi instead.

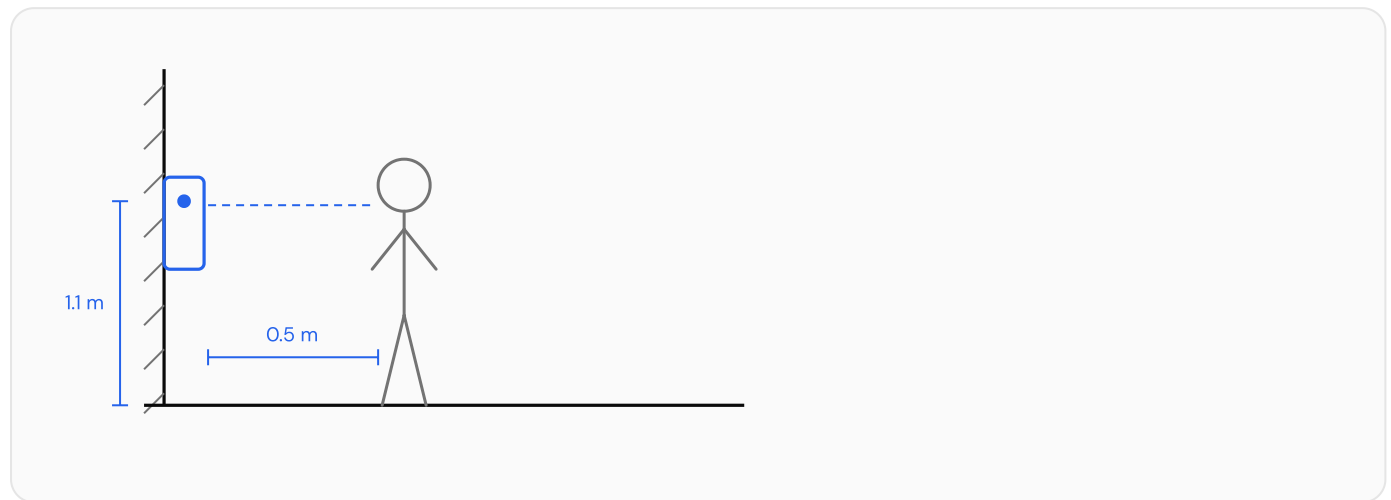
USB. For exporting attendance data and photos to a USB stick.

Relay terminals. For an optional door lock and an optional external bell.

Serial (RS232/RS485). For connecting the clock directly to a PC. Timedox does not use it.

3 Where to install it, and where to stand

Face recognition is the part that cares about position. The clock compares what the camera sees now against what it saw at enrolment, so the geometry has to match.



- ✓ Mount the clock with the camera about 1.1 m (43 in) off the floor.
- ✓ Employees stand about 0.5 m (2 ft) away. That range suits people between 1.55 m and 1.85 m (5'1" and 6'1").
- ✓ Once people have enrolled, leave the clock where it is. If it has to move, put it back at the same height or faces will stop matching.
- ✓ Indoors, out of direct sunlight, and not facing a lamp.
- ✓ If the picture on screen looks washed out, step back. If it looks dark, step closer.

What stops a face matching

Enrolled sitting down,
verifying standing up

Enrolled flat-footed,
verifying on a step

Enrolled at 0.5 m,
verifying at 0.3 m

Enrolled at 0.5 m,
verifying at 0.9 m

4 Mounting it on the wall

- 1 Verify a location for your Time-clock near an electrical outlet and Ethernet LAN port (if applicable).
- 2 Place the mounting plate against the wall and mark the holes. The distance from baseline to the ground is $43\frac{1}{3}$ in (for heights 5'1" to 6'0"). If the distance is $45\frac{1}{5}$ in, the suitable height is beyond 5'4".
- 3 Drill the three (3) holes and insert the dry-wall screw anchors. Do not use anchors if installing on a wall stud.
- 4 Align the mounting plate with the holes. Ensure the prongs face away from the wall and upward, then secure with the included screw.
- 5 Connect the A/C power cord to the Time-clock and the Ethernet LAN port (if applicable).
- 6 Slide the Time-clock onto the mounting plate.
- 7 Plug the A/C power adapter into the wall socket.
- 8 Fasten the mounting plate to the Time-clock using the small black screw.
- 9 Remove the fingerprint protection sticker.

5 Connecting it to the internet

 Your Timedox Time-clock requires communication between your device and the Timedox Cloud Services. If you have not yet subscribed to the Timedox Cloud Services, you must do so prior to following the instructions below.

The Tandem Pro requires an internet connection to sync with your Timedox Cloud account. Choose one of two ways to connect:

Option A — Wi-Fi

- 1 Verify the device is powered on.
- 2 Select COMM. and press M/OK, then select 'Wireless Network'.
- 3 Press M/OK to toggle Wi-Fi on, then use the arrows to choose your network and press M/OK to select.
- 4 Use the number pad to enter the Wi-Fi password (use ► to access letters and symbols), then select 'Connect to WiFi'.
- 5 Verify you see 'connected' next to your network name.

Option B — Ethernet

- 1 Verify the Ethernet cable is connected to the Time-clock and the wall port.
- 2 Select COMM. and press M/OK, then select 'Ethernet'.
- 3 Use the arrows to select the DHCP option and press M/OK to toggle it ON.
- 4 Press ESC to return to the 'Comm' menu, then select 'Ethernet' again.
- 5 Verify the device displays a valid IP address.
- 6 Press ESC 3x to return to the main screen and verify the connection.

 If your network uses static IP addresses, skip the DHCP step and enter valid network credentials instead.

 After confirming your device is connected, log in to your Cloud Account at us.timedox.com and find 'Connect Device' under the Departments tab.

6 Adding employees

Employees are created in your Timedox Cloud account, never on the clock. The clock pulls the names down, and you then enrol the face, fingerprint, PIN or badge against the name that is already there.

 Do not enroll employees at the device. Their names will be downloaded to your time-clock automatically after you add them in your Timedox cloud account.

 Wait 15 minutes after adding employees in the cloud before enrolling biometrics on the device — names need time to sync.

Enrolling at the clock

- 1 Press M/OK to display the main menu.
- 2 Select User Mgt. then All Users.
- 3 Highlight a user and select Edit.
- 4 Choose an enrollment method (see options below).
- 5 Press ESC until the main screen is displayed.
- 6 Test the settings by using the chosen method to clock in.
- 7 Repeat for each employee.

Face

Select Face on the user, then follow the next section. It is the one enrolment worth taking your time over.

Fingerprint, PIN and badge

FP — Fingerprint

Enrol Verify the protection sticker is removed. Place and lift the desired finger three times as instructed.

Test Place the registered finger on the sensor, covering the entire surface.

PWD — Password / PIN

Enrol Enter a 4–8 digit PIN.

Test Using the number keypad, enter your ID number and then your PIN.

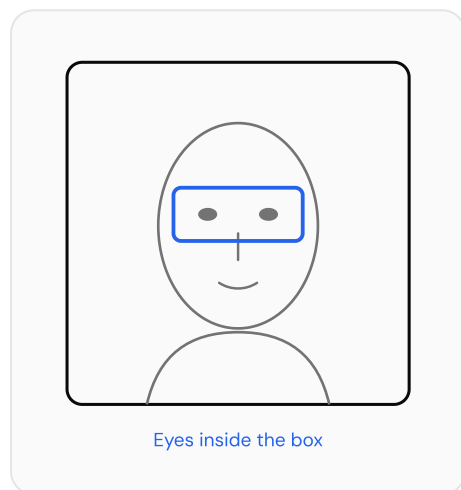
Badge # — Proximity Card

Enrol Wave the card/fob over the top-right of the Time-clock across the double line.

Test Slowly wave the proximity card once over the fingerprint sensor surface.

7 Enrolling a face that works

The clock stores a template built from the enrolment, not a photograph it compares against. A careless enrolment produces a template that fails every morning, so it is worth a minute of care once.



- 1 Stand about 0.5 m (2 ft) from the clock, square to it, with your face in the middle of the screen.
- 2 Move slowly forwards or backwards until your eyes sit inside the green box on screen.
- 3 Keep a natural expression and a natural posture, the way you will look on a normal morning.
- 4 Hold still until the clock says the face is enrolled.

 The clock keeps a photo from the enrolment and shows it when that person clocks in. You can stop it storing photos, see Settings worth knowing.

Do not enrol like this

An exaggerated expression

A tilted or turned head

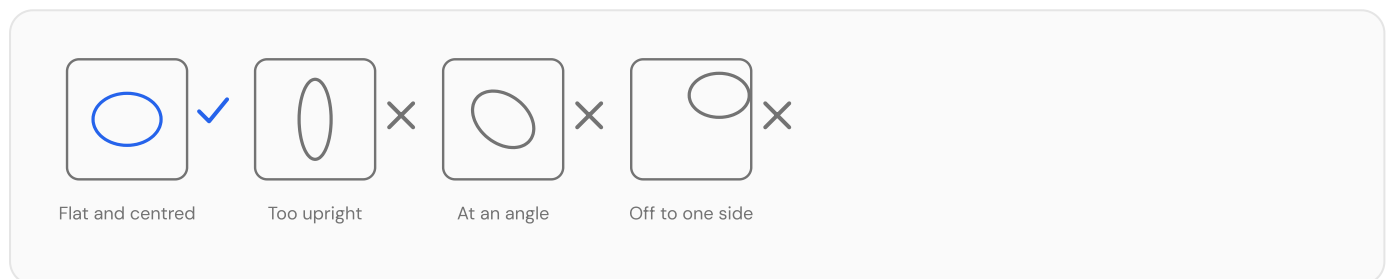
Leaning in, or standing off to one side

Sitting down, when you will clock in standing

8 Clocking in and out

Employees identify themselves in one of four ways. Timedox records the first punch of the shift as IN and the next one as OUT, so nobody has to choose.

- ✓ Face. Look at the clock from about half a metre. It compares the face against everyone enrolled and shows the name on a match.
- ✓ Fingerprint. Place the enrolled finger flat on the sensor.
- ✓ ID first. Type the user ID, press M/OK, then choose Face, Fingerprint or Password. Use this when one person's face or finger matches slowly.
- ✓ Badge. Hold the card or fob over the sensor area.



The employee's name on screen means the punch is recorded.

The clock says 'Please try again' when it cannot match. After a third failed attempt it returns to the main screen: start again, or use another method.

⚠ Timedox automatically registers the first punch as IN and the following one as OUT.

9 Attendance records

 Your Timedox Cloud account is the record that counts. What follows is the copy the clock keeps locally, which is useful for settling a question on the spot.

On the clock

Main Menu > Attendance Search > Attendance Record. Enter a user ID, or leave it empty for everyone, then pick a range: today, yesterday, this week, last week, this month or last month. Open a row to see the detail, including which method was used.

Photos

Attendance Search > Attendance Photo lists the photos taken at clock-in. Blacklist ATT Photo lists the ones the camera takes after four failed attempts.

Onto a USB stick

Put a stick in the clock's USB socket, then Main Menu > USB Manager > Download writes attendance data, user data, attendance photos (as .jpg), work codes or short messages to it.

10 Settings worth knowing

Most of the menu can be left alone. These five are the ones that change how the clock behaves day to day.

Duplicate punch period. System > Attendance. A second punch by the same person inside this many minutes is not saved, which stops a double tap becoming two records.

Camera mode. System > Attendance. Whether the clock photographs people as they clock in: no photo, a photo it does not keep, a photo kept every time, kept only on success, or kept only on failure. Choose No Photo if you would rather not store images of staff.

Confirm screen delay. System > Attendance. How many seconds the result stays on screen, 1 to 9.

Face detect interval. System > Attendance. Seconds before the same face is read again, 0 to 9.

Face thresholds. System > Face. The clock ships at 82 for a face-only match and 75 when an ID is typed first. Raising them turns away genuine matches; lowering them lets the wrong person through. Exposure and quality affect the camera itself. Ask Timedox support before you change any of them.

Punch state keys. Personalize > Punch State Options. Leave this off. Timedox works out IN and OUT from the order of punches, so state keys on the clock only cause confusion.

11 Bells and door locks

Personalize > Bell Schedule rings the clock at times you set, on the days you choose. If an external bell is wired in, pick its output under Bell Schedule > Options, which offers relay NC1 or NC2.

 Access Control > Access Control Options sets the door lock delay, how long an electric lock stays released after a match, from 1 to 10 seconds. Wiring a lock is electrician's work: have it done with the power off.

A newly enrolled employee lands in access group 1 and time zone 1, which is unlocked. Change that per person under User Mgt if you use access groups.

12 Backing up the clock

Main Menu > Data Mgt > Backup Data writes a copy of the users and settings to the clock itself or to a USB stick, and Restore Data puts it back. Take a backup before you move a clock or change its network.

13 Other settings you may meet

- ✓ Work codes (Main Menu > Work Code) let staff tag a punch with the job they are on, when your account uses them.
- ✓ Short messages (Main Menu > Short Message) put a note on the clock's screen, for everyone or for one person, between the times you set.
- ✓ Autotest (Main Menu > Autotest) runs the clock through its own screen, voice, keypad, sensor and clock checks. Support may ask you to run it.
- ✓ System Info (Main Menu > System Info) shows how many users, faces, fingerprints and records the clock holds, along with its serial number and firmware version. Support will ask for these.

14 Troubleshooting

A face is not recognised

Check the person is about half a metre away, square to the clock, with a natural expression, then compare that with how they enrolled. A face enrolled sitting down rarely matches standing up. If it still fails, delete that face and enrol it again. Do not lower the thresholds to fix one person.

Nothing matches since the clock was moved

Faces are matched against the geometry of the original enrolment. Put the clock back with the camera about 1.1 m off the floor. If it has to stay where it is now, enrol the faces again.

The sensor will not read a finger

Wipe the sensor and the finger, then place the finger flat so it covers the whole surface, rather than on its tip or at an angle. If one finger keeps failing, enrol a different one.

An employee is not on the clock

Add them in your Timedox Cloud account first, then give the clock about 15 minutes to pull the name down before you enrol their face or fingerprint.

The clock is offline

Check the cable, or the network entry under COMM. Confirm the clock shows a valid IP address, and that DHCP is on unless your network uses fixed addresses.

One punch is recorded twice

Set a duplicate punch period under System > Attendance, so a second punch by the same person inside that many minutes is ignored.

15 Support

If something here does not match what you see on the clock, talk to us before you change wiring or settings.

1-800-818-2398 · support@timedox.us

This manual covers the Timedox Tandem Pro (TDX-TP200). The latest version is always at timedox.us/manuals/tp200.
Revision 1.0