WaspTime: Enrolling employees on a new clock

Jason - 2020-03-24 - Version 7

Symptom: When adding a new clock (BC100, RF200, HD300, B2000) to a system that previously only had the older Wx100 clocks, running the Clock Utility appears to update the clock properly, but none of the existing employees are able to read their badges on the new clock.

Cause: There is a database table used to communicate the employee information to the new model clocks through the Clock Utility. If you previously only had the older model clock, the employees would not have been added to that table when they were originally created.

Solutions: While you can enroll each employee directly on the clock through the menu system, this will require each employee to bring their badge to the clock to be read. It will be more efficient to update each employee in the software, then use the Clock Utility to upload them. From the main screen of the program, click Employees. Select the first employee on the list and click Edit. Make a small change, like adding a single digit into the Office Phone field, then remove it. This will activate the Save button. When you click Save, the employee will be added to the database table mentioned above. Once all employees have been updated, go to Clocks > Tools > Clock Utility and follow through that process to Update Clocks to send the badges to the new clocks.