



# TimePilot Times

TimePilot newsletter No. 61, May 2019



## TimePilot Q&A

**Q. If an employee clocks in twice and clocks out once in same day, what happens? For instance, they clocked in at 7:30 a.m., then at 7:35 forgot they had clocked in and clocked in again, then clocked out for the day at 4 p.m.**

A. The system will record all three transactions, but it can only calculate the time that elapsed between a clock in and a clock-out: in this case, the 7:35 a.m. clock-in and the 4 p.m. clock-out. The software will also warn you of the two successive clock-ins by displaying the employee's name in red in the list of employees down the left side of TimePilot Central. When you click on that employee's name, the software will show just their transactions, and you'll see the extra clock-in. All you'd need to do then is delete the 7:35 a.m. clock-in and the software will re-calculate the employee's work hours, using the 7:30 p.m. clock-in and the 4 p.m. clock-out.

**Q. Is it possible to collect my Extreme Blue or Extreme Blue Enhanced time clock data with an iPad?**

A. Yes. Functionally, there is not a great deal of difference between the app running on an iPad and the app running

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## Time Trivia

**Back to the future:** A team of scientists from the U.S., Russia and Switzerland were able to reverse time on an IBM quantum computer by a fraction of a second.

[NY Daily News](#)

**"Time" is used a lot of times:**

According to the Oxford English Dictionary, "time" is the most-frequently used noun in the English language, while "year" is the third most-frequently used noun. "Person" is the second most-used noun.

[TimeAndDate.com](#)



## TimePilot Lead Story

# Troubleshooting your TimePilot System

**Every once in a while** something unexpected might occur on your TimePilot system. Our [Support Center](#) has lots of information, and our experienced [Tech Support Specialists](#) stand ready to help, but sometimes it's just an easy fix.

Here are some of those easy fixes. (Note: These apply to the TimePilot's Professional and Enterprise Edition software. While many will work with Retail Edition software as well, there's a [Retail Edition version of this chart here.](#))

### TimePilot Central software

Problem	Solution
I've forgotten the password to TimePilot Central.	Call a tech support specialist (1-630-879-6400) and have your license key available, and they can issue you a temporary password. The temporary password will expire at midnight, but it will enable you to reset your permanent password.
All I see is old transactions, not the newest ones.	You may be looking at an extracted pay period instead of your Current Transactions. If the bar at the top of the Transaction List is yellow, it's a past pay period; if it's green it's Current Transactions. To switch, click the "Periods" menu, then choose Current Transactions or Past Pay Period.
Some of the names in the Employee List are in red. What does that mean?	A name in red means the TimePilot software cannot calculate the employee's hours. Generally, the employee has forgotten to clock in or out, or clocked in when they should have clocked out, or vice-versa.  To solve the problem, click the employee's name, so you'll see just his or her clock-ins and clock-outs. If you see a triangle in the very first column of the employee's transactions, that indicates a clock-in; a white space indicates a clock out. An error-free set of transactions will alternate red triangle-white space-red triangle-white space all the way down the screen. If that pattern is broken—you see two triangles or two white spaces together—that's probably where the error is.  Once you find the error, you can insert the missing in or out transaction using the "Insert IN" or "Insert OUT" buttons at the top of the TimePilot Central screen.

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## Cool Stuff

Every once in a while, our employees come across "cool stuff." This is where they share their finds.

### BCOZZY Chin-Supporting Travel Pillow

**Doing any long-distance** traveling this summer?

There are lots of the standard U-shaped travel pillows out there and with every one, when you finally doze off, your head flops forward and you either wake up immediately or wake up later with a strained neck.



BCOZZY's Chin-Supporting Travel Pillow prevents that. It wraps under the chin to support your head while you sleep. It's also useful for people who have a hard time holding their head up or who must sleep in an upright position.

The pillow comes with a strap to attach it to a carry-on bag.

[Just \\$29.97 on Amazon.](#)



## TimePilot Q&A

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on an iPhone. Just like the iPhone, the iPad will use its Bluetooth technology to collect data from the clock. And if you're using Extreme Blue Enhanced, again, just like the iPhone, the iPad must have a Wi-Fi signal or cell service to send the data to the cloud. The procedure to set up the iPad is the same as with the iPhone.

**Q. My TimePilot Extreme Blue clock has stopped logging time. We've installed new batteries, but none of my employees' iButtons will register nor will the Management iButton. It was working fine until yesterday morning.**

A. It sounds like the clock went into a "protective state." To bring it out of that condition, reset the unit by removing the batteries for 30 to 45 minutes and then putting the batteries back in. If the reset is successful, the clock will emit a quick series of beeps when you

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## TimePilot Lead Story

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### TimePilot Vetro

Problem	Solution
I've forgotten my clock's administrator password.	To see your clock's password, right-click the image of the clock in Vetro Data Manager (if you're using TimePilot Retail Edition Software) or Clock Manager (if you're using TimePilot Professional or Enterprise Edition software). Choose "Properties" from the pop-up menu to see the password.
After collecting the data from our Vetro, when we insert the USB drive into our PC, nothing happens. What should we do?	When you insert the USB drive into your PC, the first thing the software does is look for a small file called "V4520" on the drive. If that file is missing, the data won't transfer. To correct the problem, you'll need to put that file back on your USB drive. Here's what to do: <ol style="list-style-type: none"> <li>Go to Start &gt; All Programs &gt; TimePilot IV &gt; TimePilot Utilities &gt; TimePilot Support Utility.</li> <li>In the box that appears, click "Initialize USB Drive" and follow the instructions that appear. The V4520 file will be loaded on to your USB drive and you'll be good to go.</li> </ol>
Yesterday, my Vetro clock was working fine; today it's showing a date in January 2002. What happened?	That's an indicator that power to the clock was interrupted at some point overnight. You'll need to reset the time on your clock. (You must have an older Vetro: Vetro clocks manufactured since Fall 2018 contain a small battery that keeps accurate time even if power is interrupted.) <ul style="list-style-type: none"> <li>To get the "Set Date and Time" prompt, unplug the clock and plug back in or on the clock press 99 &gt; OK followed by the six-digit password to get into administration menu.</li> <li>Select option 2 to set date and time.</li> <li>Perform a test transaction and import it into TimePilot Central to verify correct date and time.</li> </ul> <p>You can avoid this problem by doing one of two things:</p> <ul style="list-style-type: none"> <li>Attaching the clock to your local area network. When the power comes back, the clock's time is automatically synchronized to the time on your network's server.</li> <li>Using an Uninterruptible Power Source (UPS). These battery backup devices keep power flowing to the clock even if your local power supplier has an outage. TimePilot offers two solutions for such a situation: The <a href="#">Vetro Battery Backup</a> and the <a href="#">Power Over Ethernet Kit</a> (if your server has UPS protection).</li> </ul>
My Vetro screen is blank.	<ul style="list-style-type: none"> <li>Check that the power supply is plugged securely into the clock and the AC outlet.</li> <li>Try plugging the power supply into a different AC outlet.</li> </ul>

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## TimePilot Q&A

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install the top two batteries. This indicates that the reset was successful. Put the remaining batteries in and reset the date and time on the clock. You can then test the clock to ensure that it's functioning normally. If you're still having problems please contact TimePilot Tech Support.

**Q. When our software was set up, it looks like we neglected to set up overtime for our employees. How do we do that?**

A. First you'll establish your overtime policy, then you'll add it to a Pay Type and apply it to your employees. Here's how:

1. In TimePilot Central, click on the Setup Menu, then choose "Overtime Setup" and "Add an Overtime Policy."
2. On the "General" screen, you'll name your new overtime policy and answer a series of questions that help the software know when to apply the policy to your employees.
3. When you're done answering the questions, click the "Pay Rate #1" tab. Here you'll set your OT rate (1.5 times regular pay is pretty customary and has been pre-entered for you, but if you use a different rate, go ahead and change it). Then tell the software how you determine OT: by the number of hours in a day and/or the number of hours in a week, also whether you pay OT on special days like holidays, and weekends.
4. When you're done, if you're using the Retail Edition of the TimePilot software, click "Save." If you're using our software's Professional or Enterprise versions, you can set up additional levels of overtime if you want, then click "Save."
5. Now go back to the TimePilot Central Menu and choose "Pay Type Setup."
6. Click on the Pay Type to which you want to add overtime, and click the "Edit Pay Type" button.
7. The second question in the box that appears reads "Do employees of this Pay Type qualify for overtime pay?" Click "Yes" and select the name of the overtime policy that you just set up in steps 1-3.
8. Click "Save."

Now every employee who has that pay type assigned to his or her profile will qualify for overtime. If you have some employees who don't qualify for overtime, you can create a second pay type, click "No" when asked if they qualify for overtime, and assign that Pay Type to those employees.



## TimePilot Lead Story

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### TimePilot Vetro

Problem	Solution
I'm getting a message on the clock that an iButton is not recognized.	<p>Verify that all profiles are entered into TimePilot Central's Current Transactions list.</p> <p>For TimePilot customers using Clock Manager and who use the USB drive to collect their data, follow these steps to properly add employees and assign ibuttons:</p> <ol style="list-style-type: none"> <li>1. At your PC running the TimePilot software, add the new employee(s) in TimePilot Central. (Setup &gt; Profile Setup... &gt; Add New Profile)</li> <li>2. In TimePilot Central, go to Setup &gt; Clock Manager.</li> <li>3. Insert your USB drive into the computer.</li> <li>4. Right-click on the picture of the Vetro clock &gt; USB Functions &gt; Transfer Employee Setup.</li> <li>5. When prompted, remove the USB drive from the computer and insert it into your clock.</li> <li>6. Enter the Vetro's administration menu by pressing 99 &gt; OK &gt; your 6-digit password.</li> <li>7. Select option 3 for "Read USB Drive."</li> <li>8. If you are not assigning iButtons to the new employees (employees will clock in with an ID number), then you are done. If you are using iButtons, continue to the next step.</li> <li>9. Remove the USB drive from the clock.</li> <li>10. Press option #4: "Assign iButtons." Scroll through the list of employees using the up/down arrows on the clock. With the person's name on the screen, touch their iButton to the "In" probe. The iButton number will be recorded in the clock's memory.</li> <li>11. Press "OK" to return to the Administration Menu.</li> <li>12. Insert the USB drive into the Vetro clock and press #1 to collect data from the clock. (This data will now include the new employee's name and his or her iButton number.)</li> <li>13. After getting the "Data Successfully Written to USB" message, remove the drive from the clock and insert it into the computer to complete the synchronization process.</li> </ol> <p>For TimePilot customers using Clock Manager and have their Vetro clock on their network, follow these steps to properly add employees and assign ibuttons:</p> <ol style="list-style-type: none"> <li>1. At your PC running the TimePilot software, add the new employee(s) in TimePilot Central.</li> <li>2. In TimePilot Central, go to Setup &gt; Clock Manager.</li> <li>3. Right-click on the picture of the Vetro clock &gt; Network Functions &gt; Transfer User Setup to Clock.</li> </ol>

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## TimePilot Lead Story

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### TimePilot Vetro

Problem	Solution
	<ol style="list-style-type: none"> <li>4. The new employee(s) are now in your Vetro. Now it's time to go to the clock and assign the ibuttons to the new employee(s):</li> <li>5. Enter the Vetro clock's Administration Menu by pressing 99 &gt; OK &gt; your 6-digit password.</li> <li>6. At the Administration Menu, select option 4 for "Assign iButtons." Using the up/down arrows on the clock, scroll through the list of employees. With the person's name on the screen, touch their iButton to the "In" probe. The iButton number will be recorded in the clock's memory.</li> <li>7. Repeat for additional employees. After all ibuttons are assigned, press the "ESC" button until you are back to the "Clock-In" screen.</li> <li>8. At this point, TimePilot Central is still unaware of the iButtons that you have just assigned. The final step is to synchronize the clock with the software: Back at the Clock Manager on your PC, right-click the picture of the Vetro clock &gt; Network Functions &gt; Update user iButtons from clock.</li> </ol>
The Vetro clock is beeping after restoring power.	<p>That's indicative of an incomplete firmware update.</p> <ol style="list-style-type: none"> <li>1. Unplug the clock from power supply.</li> <li>2. Plug the USB drive into the clock and restore power.</li> <li>3. Allow the clock to completely finish the update.</li> <li>4. Remove the USB drive from the clock.</li> <li>5. Delete the .hex file from the USB drive.</li> </ol>
The clock seems to run fast, then slow.	<p>That's an indicator of varying voltage levels to the clock.</p> <ul style="list-style-type: none"> <li>• Try a different power outlet.</li> <li>• Change the method of data collection from USB drive to network mode to synchronize its time and date with the computer's date and time.</li> </ul>
I can't get my clock-in and clock-out data from my networked Vetro clock into TimePilot Central. For a few days everything was fine, but now the data isn't getting into TimePilot Central through my network. I've been transferring everything with the USB drive, but is there something I need to do to get the network connection back?	<p>It sounds like your clock has lost its connection to the database. You'll need to restart the TimePilot Service. Open Clock Manager and click the appropriate button. Once the Service is running, you can close Clock Manager.</p>

### TimePilot Extreme Blue/Extreme Blue Enhanced

Problem	Solution
I'm trying to collect the data from my Extreme clock, but it's not downloading to my iPhone or Android smartphone. How can I collect the data?	Replace the four AA batteries in your clock. The system was designed so that the first indication that your batteries are running down is that you won't be able to download the data to your phone; the clock can still accept clock-ins and clock-outs from employees, because they use very little power. (And, of course, any transactions already collected are safely stored in its memory.) Use alkaline batteries and replace them annually.

### TimePilot Extreme Blue Enhanced

Problem	Solution
I'm trying to collect the data from my Extreme clock for import into TimePilot Central, but the battery has run down on my iPhone or Android smartphone. How can I collect the data?	Use the USB drive that was included with your Extreme Blue Enhanced system. For instructions, <a href="#">click here</a> .

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## TimePilot Lead Story

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### TimePilot Tap+

Problem	Solution
My Tap+ isn't importing the clock-ins and clock-outs into my computer running TimePilot Central when I plug in the USB cable.	Make sure Tap Manager is running when you plug in the cable. Tap Manager acts as a bridge between the Tap+ clock and TimePilot Central. To start Tap Manager, open TimePilot Central, click the Setup menu, then Tap Manager.

### TimePilot PC

Problem	Solution
When I start TimePilot PC, I get a message that my "evaluation period has ended" and I can't go any further.	<p>TimePilot PC is available as a 30-day trial as well as a regular TimePilot product. If you're getting that message, you probably either haven't purchased the software and your 30 days are up, or you have purchased the software but just haven't entered the new registration number that tells the software that it's no longer in "evaluation mode."</p> <p>Either way, your clock-ins and clock-outs collected in the last month won't be lost.</p> <ul style="list-style-type: none"><li>• If you want to purchase the software, <a href="#">click here</a>.</li><li>• If you have already purchased the software and can't find the registration number or aren't sure how to enter it, please contact a Tech Support Specialist at 630-879-6400 or at <a href="mailto:Support@TimePilot.com">Support@TimePilot.com</a>.</li></ul>

### TimePilot Smartphone Apps

Problem	Solution
The App was working well; I just downloaded the update and now it's not working.	Reboot your phone.