



PayClockV6

TIME & ATTENDANCE SOFTWARE



Compatible with



Windows®7



Windows®8

Install Guide

PayClock Version 6 & USB Terminal Manager Installation Guide

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Revised 12-05-2012

Document Number: USG0097B

Important Notice

Please carefully read this guide before inserting this CD and beginning the install or upgrade process. The newest version of PayClock may require upgrades to your computer and/or your time collection terminal(s). Do not install this software until you verify that your current hardware meets the latest system requirements.

Certain custom programs and interfaces may not work with the newest version of PayClock Version 6. If you have a custom interface to an accounting / payroll application or a custom report provided by Lathem, please contact us before installing PayClock V6 to discuss upgrading this application. Additional fees may apply to update your custom programs or interfaces.

The PayClock Version 6 software should **NOT** be installed in the same folder as a previous version of the PayClock software, i.e. version 5 or version 4. The current data from the old version of PayClock can be migrated into the PayClock Version 6 software. You must leave the old version of PayClock installed if you want to have access to the historical data.

Welcome to PayClock Version 6

This install pack is designed so it can be used for a new installation or an upgrade for either of the following types of configurations:

- A PayClock system that uses a TS100, PC50/PC60, TS-RFS or TS-WFS terminal which communicates using a USB cable.

PayClock Installation Steps

Carefully follow each step for a trouble-free experience.

1. Verify your computer meets the Minimum System Requirements, listed on page 4.
2. Run the install for the appropriate configuration.

The installation types on the PayClock CD-ROM are:



PayClock Standard Install - Page 5

The Standard Install loads the client and server application as well as your database. The Standard Install is required for all scenarios and should be completed on only one computer on your network. **Note:** PayClock Version 6 is single user by default.



PayClock Additional User (Client) Install - Page 15

PayClock Version 6 is by default set up with a single user license. The Client Install is optional and is used when you wish to access the PayClock software from different computers on your network. The PayClock Standard Install **must** be completed prior to running the Client Install on any additional computers. **Note:** The Multi-User license must be activated if you wish to access the PayClock software from different computers on your network. Additional license fees may apply.

The installation types on the USB Terminal Manager CD-ROM are:



USB Terminal Manager Install - Page 7

The USB Terminal Manager install loads the software that communicates with PayClock USB terminals, which are the TS100, Remote Finger Sensor, PC50/60 or PC50/60 w/Wall Mount Finger Sensor.

System Requirements

PayClock Version 6 requires more computer processing power (speed) than prior versions. If the computer does not meet these specifications, DO NOT attempt an install or upgrade.

Minimum Requirements:

- **Processor:** 1Ghz or higher
- **Operating System:** Microsoft Windows 32-Bit or 64-Bit
 - XP SP2 or later
 - Vista
 - Windows 7 or 8
 - Windows Server 2003 or 2008 (Standard or Enterprise Edition)
- **Memory:** 1 GB of RAM or higher
- **Hard Disk Drive:** Up to 450 MB of free disk space; up to 1 GB if the .NET Framework is not installed
- **Display:** 1024x768 or higher resolution
- **CD-Rom Drive:** Required
- **Internet:** 56 Kbps (broadband recommended for online features/services)
- **Printer:** Any printer compatible with Windows XP SP2 or later
- **Network Interface:** Network adaptor configured for TCP/IP connected to a switch on LAN network
- **USB Terminals** - An available USB port (USB 1.1 or 2.0 compliant. The port must be able to supply up to 500mA.)
- **Additional Software:**
 - Microsoft .Net 3.5 SP1 (included in the installer)
 - Internet Explorer 7.0 or later

Install the PayClock Software

Follow these instructions for these scenarios whether it is a new install or an upgrade:

- You want PayClock to only run on one computer
-or-
- You want to install the Server in a Multi-User system. (The multi-user license must be activated if you wish to access the PayClock software from different computers on your network. Additional license fees may apply. You will have to register your PayClock software first in order to activate the multi-user license.)

Run the PayClock Setup Program

- Go to the computer where you want to install PayClock.
- Make sure your screen saver is not showing before inserting the CD.

XP|Vista|Windows 7|Server 2003|Server 2008

- Insert the PayClock CD in the CD-ROM drive. **Note:** Click Allow, Continue or Yes at the User Account Control confirmation window.
- The Setup program should run automatically. If not, follow the steps below.
 - Click **Start | My Computer** or **Computer**.
 - Double click on the drive that contains the PayClock installation CD.

Windows 8

- Insert the PayClock CD in the CD-ROM drive and click the message “Tap to choose what happens on the disk”.
- Select Run Setup.exe. **Note:** Click Yes at the User Account Control confirmation window.

Follow the Setup Steps

- It may take the install a few minutes to start, please be patient.
- From the Install PayClock window click on **Next**.
- Read the License Agreement and select **I accept the terms of the license agreement** and **Next** to move forward.
- The Standard Install (Recommended) will be selected, click **Next** to continue.
- At the Ready to Install screen, click **Next**.

- At the Server Summary screen click the Print button, this data may be needed at a later time. Click **Next** to move forward.
- At the Installation Complete screen click **Finished**.

Open PayClock 

- After installing the PayClock and USB Terminal Manger software, you can run PayClock by clicking its icon. The default log in is Admin with the password '**lathem**'.

PayClock Product Registration

- From the Getting Started windows, register PayClock via the Internet or phone. You must register with 30 days of when you install the software. **Note:** You cannot activate the multi-user license until you register PayClock.

Purchase Features

- Contact the help desk by calling 1-800-241-4990 or visit <http://shop.lathem.com> to purchase accessories and software modules.
- Options include employee capacity upgrades, multi-user, long-reach cables, additional badges, badge racks and more.

**Continue to the USB Terminal Manager Install on
page 7.**

Install the USB Terminal Manager Software

The USB Terminal Manager install loads the client application and drivers for the selected USB terminal. Follow these instructions for this scenario:

- You want to use a PayClock USB terminal, which are TS100, PC50 or PC60, Remote Finger Sensor, PC50 or PC60 with Remote Finger Sensor

Run the USB Terminal Manager Setup Program

- Only run the USB Terminal Manager Setup program if you use a TS100, TS-RFS, PC50/60 or PC50/60 with TS-WFS terminal which communicates using a USB cable
- Make sure your screen saver is not showing before inserting the CD.

XP|Vista|Windows 7|Server 2003|Server 2008

- Insert the USB Terminal Manager CD in the CD-ROM drive.
Note: Click Allow, Continue or Yes at the User Account Control confirmation window.
- The Setup program should run automatically. If not, follow the steps below.
 - Click **Start | My Computer** or **Computer**.
 - Double click on the drive that contains the USB Terminal Manager installation CD.

Windows 8

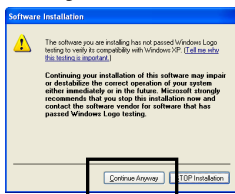
- Insert the USB Terminal Manager CD in the CD-ROM drive and click the message “Tap to choose what happens on the disk”.
- Select Run Setup.exe. **Note:** Click Yes at the User Account Control confirmation window.

Follow the Setup Steps

- It may take the install a few minutes to start, please be patient.
- From the USB Terminal Manager Installation window click on **Next**.
- At the Choose Terminal selection window, select the USB terminal that will be connected to the computer and then click **Next** to move forward.
- The Ready to Install window will display. If your USB terminal is currently plugged in, please disconnect and then click **Next** to continue.

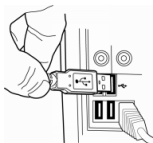
Device Driver Installation - Windows XP

- This window will display 2 times with the options “Continue Anyway” or “Stop Installation”, be sure to select **Continue Anyway**. **Note:** The device drivers for the terminal will not be installed if you select Stop Installation.



Connect the PayClock USB Terminal to the Computer

- Connect the USB cable coming from the PayClock USB terminal to an available USB port on your computer when prompted. See example below.



- **Do not click Next**, wait for the drivers to be loaded.
- The computer will automatically begin installation of the required software drivers. Follow these instructions to successfully complete the installation of the software drivers.


Windows XP - Install the USB Terminal Drivers

These two software drivers must be installed for the PayClock USB terminal to operate properly: TUSB2136 Firmware Loader and Lathem TouchStation LCD/LED USB Device.

NOTE about USB terminals using a Finger Sensor

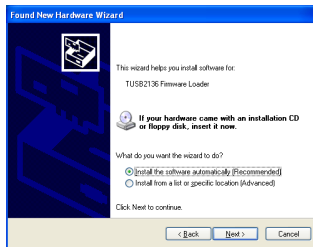
A third driver (U.areU. 4000B) will load automatically if the PayClock USB terminal has a fingerprint reader.

Two separate “Found New Hardware Wizards” will appear in succession. **You must complete both Wizards.** Please note that it may take up to one minute for each Wizard to automatically appear. Please be patient.

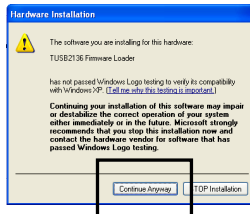
1. After successfully connecting the PayClock USB terminal to your computer the message, “**Found New Hardware**” will show in the Notification Area with the USB icon .
2. The “**Found New Hardware Wizard**” will display. Select “**No, not this time**” and click “**Next >**”.



3. Select “**Install the software automatically (Recommended)**” and click “**Next >**”.



4. When the driver is located, this message will display. Click “**Continue Anyway**”.



Important:
Do NOT select
“STOP Installation”
or your terminal will
not operate!

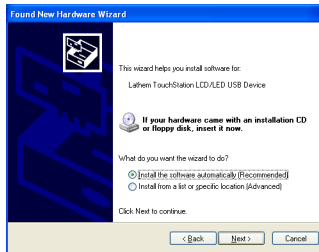
5. Click Finish to complete the process of loading the first driver.

- Another “**Found New Hardware Wizard**” will display. Select “**No, not this time**” and click “**Next >**”.

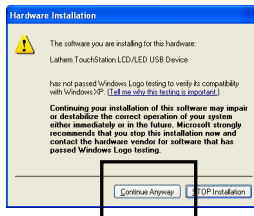


Note:
Up to 1 minute may pass before the message displays, please be patient.

- Select “**Install the software automatically (Recommended)**” and click “**Next >**”.



- When the driver is located, this message will display. Click “**Continue Anyway**”.



Important:
Do NOT select “STOP Installation” or your terminal will not operate!

- Click Finish to complete the process of loading the second driver.
- Following the completion of installing the drivers, the PayClock USB terminal should light up, displaying the current time and date.

Windows Vista, Windows 7 or Windows 8 - Install the USB Terminal Drivers

Please note that it may take up to one minute or more for the drivers to be automatically installed. Please be patient.

1. After successfully connecting the PayClock USB terminal to your computer the message, "**Found New Hardware**" will display.
2. After the drivers are automatically installed, a message will display notifying you the drivers have successfully installed.

☐ Complete the Installation

- The Installation Complete window will display after the drivers are loaded, click Finished to complete the installation and reboot the computer if prompted.
- The USB Terminal Manager icon will display in the notification Area with Device Connected.

Converting Data from Older Versions of PayClock

The data conversion allows you to get up and running quicker with the new PayClock Version 6. The following data will be converted:

- Punch Data - The two open pay periods (current and next) will be converted. **Note:** Closed or historical data will not be converted. Use the older version of PayClock to access the historical data.
- Employees - Active employees will be converted. You can also choose to convert “inactive” and “terminated” employees.
- Payroll Rules - The pay period and overtime rules will be converted.
- Departments - Departments will be converted.
- Company Information - The company name and address will be converted.

Note: The data conversion will make every attempt to convert the older version data. After the conversion finishes it’s recommended to verify the data and make any needed adjustments. No data from the old version PayClock will be removed, it will remain intact and available for viewing should you need historical information.

Run the PayClock Version 6 Conversion Process

- Open PayClock Version 6.
- Click the Convert Data button on the Get Started window, the Data Migration wizard will open.
- Click the “Important: Running this wizard will delete all existing data in the PayClock V6 data. Click this checkbox to continue.” option and click Next.
- Click Browse and navigate to the old version PayClock application folder, typically C:\Payclock.
- Select the data options you wish to migrate and click Next to continue.
- When the data migration process has completed, click **Finish**.

Verify the PayClock Version 6 Conversion

- Open PayClock Version 6, verify the data conversion and make any needed adjustments.

Re-enroll Fingerprints

- Re-enroll employee fingerprints if your terminal has a finger sensor.

Data Migration Notes

After a data migration from a previous version of PayClock 5.X to Version 6 the following items may need attention. Note: Migrating from a previous version of PayClock less than 5.X will result in some data being incorrect.

Punch Data:

- Only the 2 open pay periods in PayClock version 5 will be migrated. PayClock version 5 and all its data will remain intact to allow for historical reporting.

Employees:

- All employees will be migrated; however, if you have more than 50 Active employees you will not be able to see all of them until the software is registered and licensed for an amount greater than the actual number of Active employees.
- Terminated and In-Active employees can be migrated.
- Images – Employee image files will not be migrated.
- Termination Date – The utility will attempt to migrate the termination date if possible.

Pay Class:

- If you renamed the “Standard” Pay Class, a Pay Class with the same name will be created and the V6 default “Standard” Pay Class will also exist. Also, the first time you enter the Time Card screen you will need to select the proper Pay Class from the list at the top of the screen.

Custom Rounding:

- No user defined rounding will be migrated; defaults $\frac{1}{4}$ and $\frac{1}{10}$ will only be migrated.

Pay Codes:

- If you changed the Name or Modifier of a Pay Code that information will not be migrated. Pay Codes will revert to the default Name and Modifier. You can make any desired changes under Setup Tab | Pay Codes.
- If you changed the default Non-Worked Pay Code, it will be reset to Vacation. You can change this under Setup Tab | Preferences.

Exports:

- Exports will not be migrated, you will need to run through the Export Setup in Version 6 under Setup Tab | Exports.

Accrual Policies:

- Accrual Policies will not be migrated. PayClock Version 6 does not support Accrual Policies.

Departments/Groups:

- Any groups that have the “Include in Home List” option NOT selected will not be migrated, these are considered filters not departments.

Setting up a Multi-User System

PayClock is by default a single user system. You must purchase and enable the multi-user feature in order to access PayClock from other computers on your network.

Note: You must register your PayClock software before enabling the Multi-User feature even if you have already paid for the feature. After registering PayClock, call the help desk for a feature un-lock code.

What is the difference between a Single User and Multi-User system?

With a single user system users cannot access the PayClock from different computers on the network. With a multi-user system other users can have the PayClock client installed on their computers and access PayClock across the network.

Enable the Multi-User Feature

- Open the PayClock software.
- Click on the PayClock orb in the upper left hand corner and select **Upgrade PayClock**.
- The Feature Wizard will open, click **Next**.
- At Number of Users select **Multi-user**.
- Click **Next** if you wish to demo the feature, click **Finish**. This will activate the feature for a 30 day trial.
- If you wish to purchase the feature select **Purchase the selected feature** and click **Next**.
- Enter your credit card information and click **Process Payment**.
- Your system will now be a multi-user system; you can install the PayClock client on other computers and access PayClock across the network.

See the PayClock Help for detailed information on setting up additional PayClock users.

Client Installation in a Multi-User System

Follow these instructions when you want to run PayClock on more than one computer. These client instructions apply whether it is a new install or an upgrade. The PayClock Server must be installed before installing the Client software.

Note: The multi-user license must be activated if you wish to access the PayClock software from different computers on your network. Additional license fees may apply. In order to activate the multi-user license, you will have to register your PayClock software first.

❑ Run the PayClock Setup Program

- Go to the computer where you want to install the PayClock client.
- Make sure your screen saver is not showing before inserting the PayClock CD.

XP|Vista|Windows 7|Server 2003|Server 2008

- Insert the PayClock CD in the CD-ROM drive. **Note:** Click Allow, Continue or Yes at the User Account Control confirmation window.
- The Setup program should run automatically. If not, follow the steps below.
 - Click **Start | My Computer** or **Computer**.
 - Double click on the drive that contains the PayClock installation CD.

Windows 8

- Insert the PayClock CD in the CD-ROM drive and click the message “Tap to choose what happens on the disk”.
- Select Run Setup.exe. **Note:** Click Yes at the User Account Control confirmation window.

❑ Follow the Setup Steps

- It may take the install a few minutes to start, please be patient.
- From the Install PayClock window click on **Next**.
- Read the License Agreement and select **I accept the terms of the license agreement** and **Next** to move forward.
- Select the **Custom option** and click **Next** to continue.
- At the Install Client Only or Client & Server window, select **Client Only** and click **Next** to continue.
- At the Ready to Install screen, click **Next**.
- At the Installation Complete screen click **Finished**.

❑ Open PayClock

- After installing, you can run PayClock by clicking its icon. The default log in is Admin with the password ‘**lathem**’.

Optional USB Terminal Only Installation

These instructions identify how to install a USB terminal on a separate computer from the one which contains the PayClock software.

Note: The second computer **MUST** be on the same Local Area Network (LAN) as the PayClock software installation.

❑ Run the USB Terminal Manager Setup Program

- Make sure your screen saver is not showing before inserting the CD.

XP|Vista|Windows 7|Server 2003|Server 2008

- Insert the USB Terminal Manager CD in the CD-ROM drive.
Note: Click Allow, Continue or Yes at the User Account Control confirmation window.
- The Setup program should run automatically. If not, follow the steps below.
 - Click **Start | My Computer** or **Computer**.
 - Double click on the drive that contains the USB Terminal Manager installation CD.

Windows 8

- Insert the USB Terminal Manager CD in the CD-ROM drive and click the message “Tap to choose what happens on the disk”.
- Select Run Setup.exe. **Note:** Click Yes at the User Account Control confirmation window.

❑ Follow the Setup Steps

- It may take the install a few minutes to start, please be patient.
- From the USB Terminal Manager installation window click on **Next**.
- At the Choose Terminal selection window, select the USB terminal that will be connected to the computer and then click **Next** to move forward.
- The Ready to Install window will display. If your USB terminal is currently plugged in, please disconnect and then click **Next** to continue.

❑ Device Driver Installation - Windows XP

- This window will display 2 times with the options “Continue Anyway” or “Stop Installation”, be sure to select **Continue Anyway**. **Note:** The device drivers for the terminal will not be installed if you select Stop Installation.

❑ Connect the PayClock USB terminal to the Computer

- Connect the USB cable coming from the PayClock USB terminal to an available USB port on your computer when prompted.
- **Do not click Next**, wait for the drivers to be loaded automatically.

- The computer will automatically begin installation of the required software drivers. Follow these instructions to successfully complete the installation of the software drivers.


❑ Windows XP - Install the USB Terminal Drivers

These two software drivers must be installed for the PayClock USB terminal to operate properly: TUSB2136 Firmware Loader and Lathem TouchStation LCD/LED USB Device.

NOTE about USB terminals using a Finger Sensor

A third driver (U.areU. 4000B) will load automatically if the PayClock USB terminal has a fingerprint reader.

Two separate “Found New Hardware Wizards” will appear in succession. **You must complete both Wizards.** Please note that it may take up to one minute for each Wizard to automatically appear. Please be patient.

- After successfully connecting the PayClock USB terminal to your computer the message, “**Found New Hardware**” will show in the Notification Area with the USB icon .
- The “**Found New Hardware Wizard**” will display. Select “**No, not this time**” and click “**Next >**”.
- Select “**Install the software automatically (Recommended)**” and click “**Next >**”.
- When the driver is located, this message will display. Click “**Continue Anyway**”.

Click Finish to complete the process of loading the first driver.

- Another “**Found New Hardware Wizard**” will display. Select “**No, not this time**” and click “**Next >**”.
- Select “**Install the software automatically (Recommended)**” and click “**Next >**”.
- When the driver is located, this message will display. Click “**Continue Anyway**”.
- Click Finish to complete the process of loading the second driver.
- Following the completion of installing the drivers, the PayClock USB terminal should light up, displaying the current time and date.

❑ Windows Vista or Windows 7 - Install the USB Terminal Drivers

Please note that it may take up to one minute or more for the drivers to be automatically installed. Please be patient.

- After successfully connecting the PayClock USB terminal to your computer the message, “**Found New Hardware**” will display.
- After the drivers are automatically installed, a message will display notifying you the drivers have successfully installed.

❑ **Complete the Installation**

- The Installation Complete window will display after the drivers are loaded, click Finished to complete the installation and reboot the computer if prompted.
- The USB Terminal Manager icon will display in the notification Area with Device Connected.

Integrating PayClock with QuickBooks

The integration between PayClock and QuickBooks allows the user to enter the employees into QuickBooks and then synchronize them into PayClock. The export process allows PayClock to send employee total daily hours into the QuickBooks weekly timesheet. Here are some important points to remember:

- Only QuickBooks 2009 and later are supported.
- QuickBooks and PayClock must be installed on the same computer.
- PayClock cannot export an output file that can be imported into QuickBooks

Follow these steps to set up the integration between PayClock and QuickBooks

- Open QuickBooks in **Single User Mode** with Administrator access.
- With PayClock open, click the Setup tab.
- Click the Exports button, the Exports window will open.
- Click New and select Standard: QuickBooks 2009 or Later.
- Click the Setup Export button and the Export Wizard will open.
- Select the Pay Class desired and click Next.
- Click Next again and the QuickBooks Integrated Application window will open.
- Select **Yes, always; allow access even if QuickBooks is not running.**
- Check the option **Allow this application to access personal data such as Social Security Numbers and customer credit card information.**

NOTE: If the above two options are not selected the integration process will fail!

- Click Continue and then click Done.
- In PayClock click Next.
- Map the QuickBooks Payroll Items to the PayClock Pay Codes.
- When finished mapping the payroll items click Next.

PayClock & USB Terminal Manager Installation Guide

- If desired select the Send Employee pay rates from QuickBooks to PayClock. Click Next.
- If Classes are set up in QuickBooks map the QuickBooks Classes to the PayClock departments. Click Next.
- Give the export a unique name if multiple pay classes are to be set up to integrate with QuickBooks. For example give it the name of the pay class it is linked with.
- Click Finish. PayClock will synchronize with QuickBooks and will display the Resolve Employee Conflicts window.
- At the Resolve Employee Conflicts window match QuickBooks employees to PayClock employees.
- Choose Create New Employee for any hourly employee not listed in PayClock.
- For salaried employees, choose Import as Inactive.
- Click Save.

Once the export is configured PayClock will automatically get any new employees or edited employees from QuickBooks when PayClock is opened.

At the end of the pay period click the Export button on the Timecard tab to send the pay data hours from PayClock to QuickBooks.

Frequently Asked Upgrade Questions

How do I get my data from the old PayClock software into PayClock Version 6?

You can transfer some of the data from the old version of PayClock into the new PayClock Version 6. Simply click the Covert Data button on the Getting Started window and follow the on screen instructions.

Note: The data conversion will make every attempt to covert the older version data. After the conversion finishes it's recommended to verify the data and make any needed adjustments.

What data can be converted from the old version of PayClock?

- Punch Data - The two open pay periods (current and next) will be converted and available in PayClock Version 6. **Note:** Closed or historical data will not be converted. Use the older version of PayClock to access the historical data.
- Employees - Active employees will be converted and available in PayClock Version 6. You can also choose to convert "inactive" and "terminated" employees. **Note:** Employee fingerprint images will not be converted.
- Payroll Rules - The pay period and overtime rules will be converted and available in PayClock Version 6.
- Departments - Departments will be converted and available in PayClock Version 6.
- Company Information - The company name and address will be converted and available in PayClock Version 6.

Do I have to uninstall my old version of PayClock?

No, you should leave your old version of PayClock installed. Historical data from you old version of PayClock can not be converted into PayClock Version 6. You will need to keep the older version to access your historical data.

Will I have to register my new PayClock software?

Yes, PayClock Version 6 requires that you register the software with Lathem Time Corporation within 30 days of the installation. You can register the software online (recommended) or by phone.

What happens if I do not register my new PayClock software?

After 30 days the PayClock software will stop operating. Completing the registration process will activate the PayClock software.

What should I do if I have a technical issue or a problem installing or using the new PayClock software?

If you have a problem with the installation or a technical issue, refer to the Installation & Users Guide first.

Per Call Telephone Support - The perfect option when you want to pay as you go for one-on-one support. Assistance is available from 8:00

a.m. to 7:00 p.m. EST, Monday - Friday. You can use convenient billing to your Visa, MasterCard, or American Express. 1-404-691-1065

Email Support - Submit a question through our online knowledgebase and one of our technicians will respond to your inquiry within 24 hrs. Our knowledgebase contains many hints, tips, and troubleshooting items that will help you get up and going. <http://support.lathem.com>

The database for my current PayClock software is located on a network drive; can I keep it there with this new version of PayClock software?

Yes, for this scenario you should run the “Standard Install” on the computer where the database is located and run the “Client Install” on the computer(s) where the users will access the PayClock software. The PayClock Database Service has to be installed on the computer where the database will reside. The PayClock Database Service is installed during the “Standard Install”. **Note:** The multi-user license must be activated if you wish to access the PayClock software from different computers on your network. Additional license fees may apply.

What if my client workstations can't find the server and nothing I try has worked?

The new PayClock system is designed to automatically connect its various components in most standard Microsoft peer-to-peer networks. However, you may find it necessary to make adjustments to your network or PC settings. We recommend that you have access to internal or outside help if you need to troubleshoot your network, firewall, or IP settings. Though Lathem support representatives are well trained, they may need a trained computer professional on your site to help with certain troubleshooting tasks.

Annual Support Agreement

Protect your investment with a Lathem annual Support Plan...



- **Free updates and version upgrades**

While you are covered under the support plan, you will have availability to the latest versions of your software when they become available.

New versions often have improved features designed to increase the functionality of the product, and make existing operations work easier.

Without the support plan: Software upgrades must be purchased individually.

- **Toll-free telephone support**

If you have any questions with the operation or support of your system, you will have access to a trained support representative via our toll free number.

Our knowledgeable representatives are trained to answer your questions quickly and effectively, so you won't waste your time unnecessarily.

Without the support plan: Customer support calls will be billed on a per incident basis.

For more information, visit www.lathem.com or call 1-800-241-4990.



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