



PCEXPRESS

User's Guide



www.lathem.com

**THIS EQUIPMENT COMPLIES WITH FCC REQUIREMENTS
PURSUANT OF PART-15**

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.

WARNING: Changes or modifications to this product not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Lathem Time Corporation
1230 Six Flags Rd
Unit 220, Building 200
Austell, GA 30168

www.lathem.com

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Revised 07-25-2025

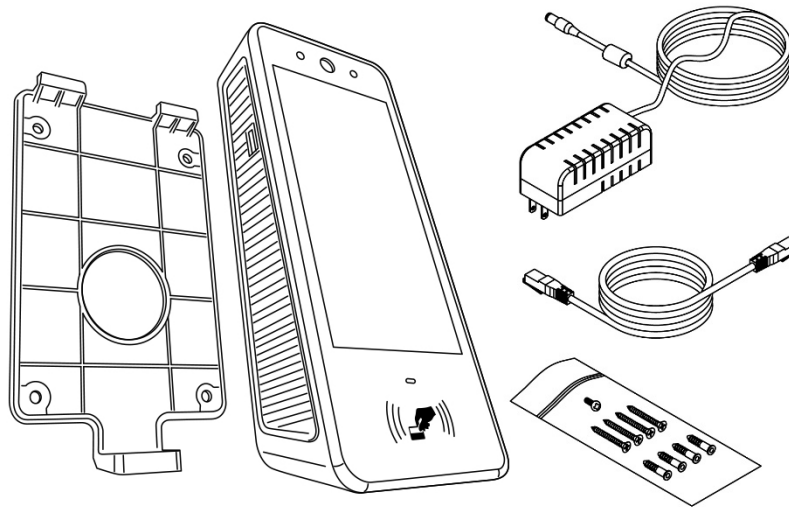
Document number: USG0125B

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Package Contents

Please verify that your package includes the following items. If your package is missing an item, please call our help desk at **(404) 691-1064**.



Note: Remove the protective film after the clock is installed.

Recommended Installation Tools



Tape Measure



Pencil



**Philips Head
Screw Driver**



**Optional - Power
Drill & Drill Bits**

Online and Email Support

Lathem.com provides access to numerous support resources. Visit the following link: <http://kb.lathem.com> for additional help or to submit a question. You should receive a reply within 24 hours.

Telephone Support

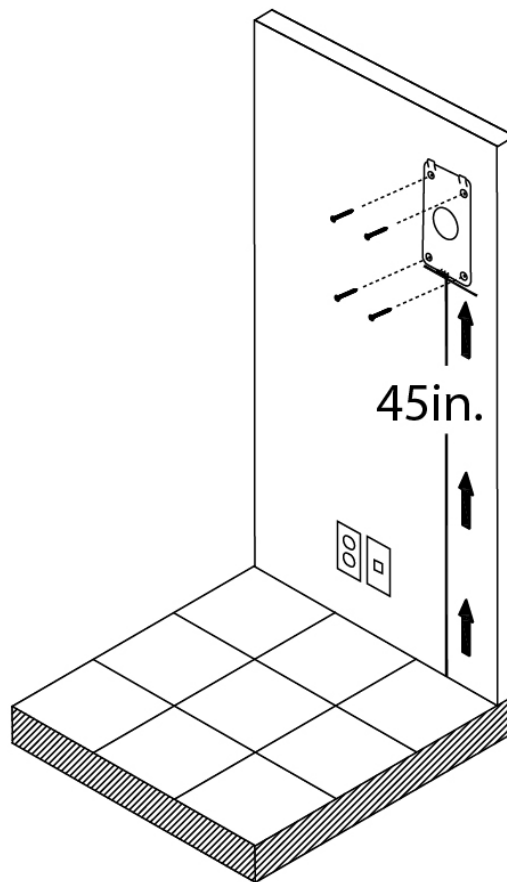
The help desk is available between the hours of 8am and 6pm ET Monday through Friday. Please call **(404) 691-1064** to speak with our help desk.

Install the PCEXPRESS Clock

Step 1: Select a site to install your clock that will be convenient to employees clocking in and out. When deciding where the clock will be installed, keep in mind that an 115vAC power outlet should be within reach of the mounting location as well as either a wired or wireless internet connection.

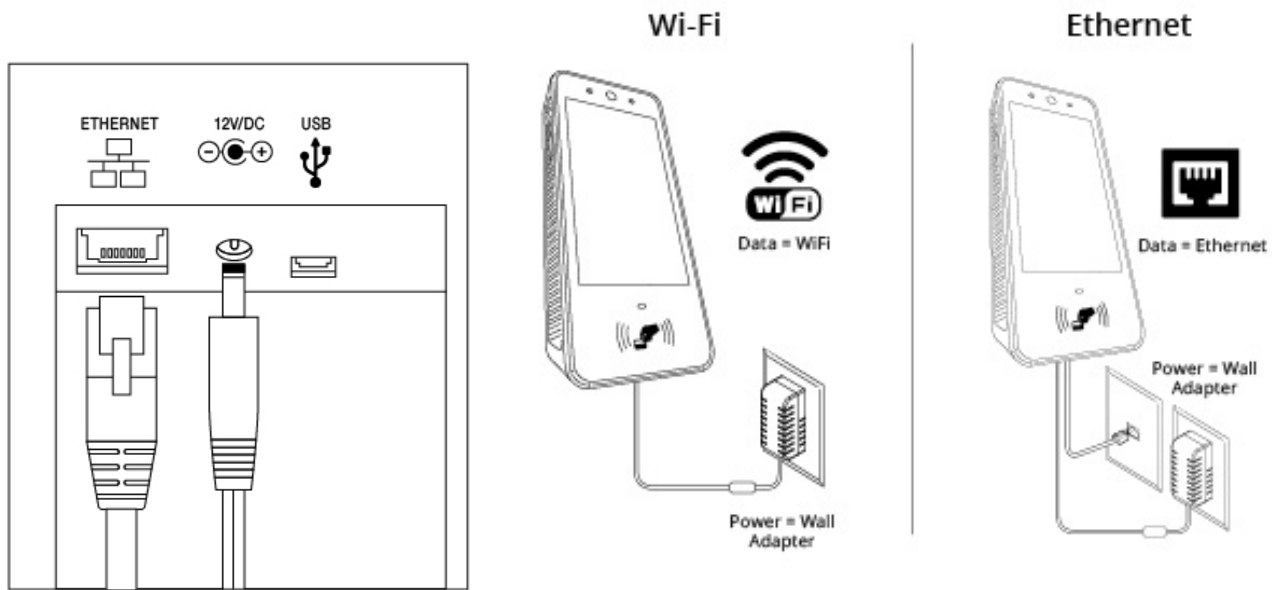
Step 2: After selecting the appropriate installation site, use the mounting-plate to determine the appropriate height. Hold the mounting-plate on the wall and mark the screw hole locations on the wall.

Install the mounting-plate to the wall using the supplied screws. For sheetrock walls, drill a 3/16" diameter hole through each of the four screw locations: each approx. 1-1/2" deep. Install the plastic "anchors" included in the mounting screw packet.

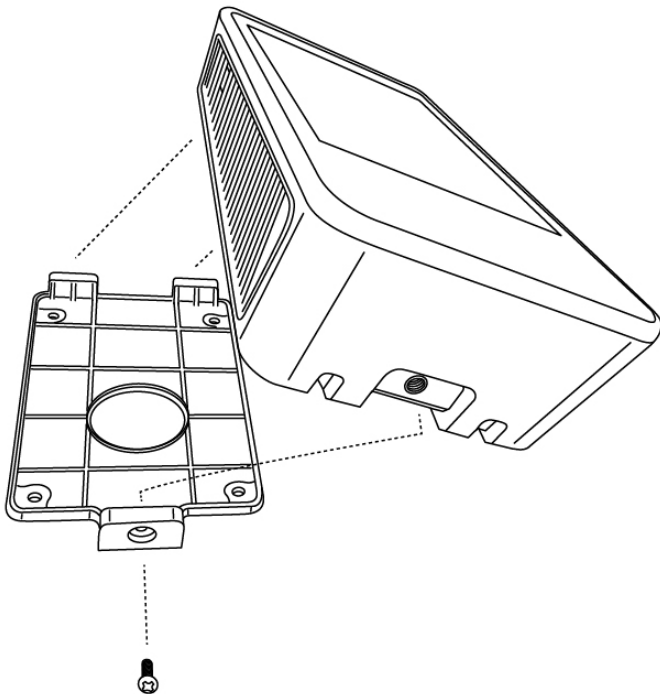


Note: The bottom of the clock should be about **45** inches from the floor.

If using a wired network connection plug the RJ 45 network cable into the Ethernet port and the Power Adapter plug into the power adapter port which is in the compartment on the back of the clock.



Step 3: Align the PCEXPRESS clock with the tabs on the mounting-plate and secure the two together with the 1 Philips head screw. **Important Note:** Be careful not to pinch the AC cord or network cable.



When finished, plug the power adapter into an AC wall outlet.

Connect to PayClock Online

The PayClock Online product communicates with the PCEXPRESS over the internet. First set the clock up in PayClock Online and then set up the clock for internet communications.

Adding a PCEXPRESS clock

Adding a PCEXPRESS clock to PayClock Online is a 2-step process. Add the clock in PayClock Online first and then from the clock connect to PayClock Online over the internet.


Step 1 - Adding a PCEXPRESS Clock

The PCEXPRESS clock **must** be added to PayClock Online first otherwise the connection will fail.

- Log into PayClock Online and select Clocks from the list of items on the left.
- Click New. The Select Clock Type window will open.
- Choose PCEXPRESS and click Select. The clock properties will display.
- From the General tab, enter a name for the clock under Device Nickname.
- Next enter the serial number of the clock. **Note:** Enter the serial number **exactly** as it shows on the label on the clock.
- Click Save.

Step 2 - Connect the PCEXPRESS to PayClock Online

The clock must be set up in PayClock Online before attempting this step. The clock must be powered up and connected to the network with access to the internet.

- When the PCEXPRESS is powered up the Hello screen will show, tap Continue.
- Select the connection type, either Wireless or Ethernet and complete the connection set up.
 - Go to Step 2 A for the Wireless connection set up.
 - Go to Step 2 B for the Ethernet connection set up.
- After the connection is set up, tap the ← back arrow, the Connection Test will start, tap Continue.
- The PCEXPRESS will automatically check and install any software updates. **Note:** If multiple updates are needed the startup process may be repeated.
- When the updates have completed the PCEXPRESS will go to the Home screen.
- At the Home screen tap the Settings  button and then enter the Administrator PIN.
- The Settings Menu will open, tap **Sync Now**.
- The clock will connect over the internet to PayClock Online, settings and employees will be downloaded.
- The PCEXPRESS is now ready to be used.

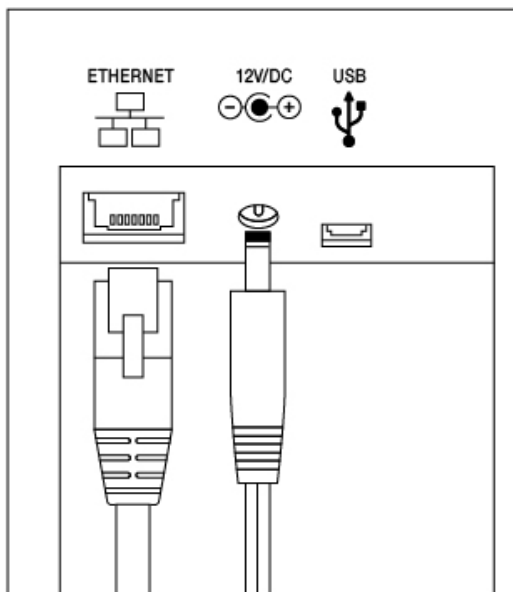
Step 2 A - Wireless Connection

Note: A wireless access point on the network is required.

- Tap Wireless and select Wi-Fi **On** if it isn't already.
- A list of available wireless networks will display.
- Select the desired wireless network, the WIFI Passcode screen will display.
- From the keypad enter the passcode for the wireless network. **Note:** You may need to contact your network administrator for wireless passcode information.
- Tap Connect, when the clock has established the connection it will show Connected under the wireless network name.
- Tap the ← back arrow to continue the setup of the PCEXPRESS.

Step 2 B - Ethernet Connection

- Plug the RJ45 network cable in the Ethernet port.
- Plug the Power Adapter into the Power Adapter port. See drawing below.



- Tap Ethernet and select Ethernet **On** if it isn't already.
- Tap the ← back arrow to continue the setup of the PCEXPRESS.

Using the PCEXPRESS

The clock will be ready to use after downloading the employees. To punch, the employee will simply present a badge or use a PIN. Instantly they are identified and punched In or Out.

To punch with a badge simply move the badge over the illuminated hand/badge symbol on the on the front of the clock.

When the transaction is successful; a confirmation beep will sound, a text message will appear, a custom audio message may be played, and the display will turn either green or red indicating a good or bad transaction.


Employee Transactions

Employees can record transactions or view totals information by presenting a badge or entering a PIN.

Clocking IN/Out - Badge

- Move the badge over the badge reader symbol on the front of the clock.
- When the badge is read a confirmation beep will sound, a text message will appear, a custom audio message may be played, and the display will turn either green or red indicating a good or bad transaction.


Clocking IN/Out - PIN

- Tap the **Clock In/Out** button on the Home screen of the clock.
- The Enter PIN screen will display. Enter the employee's PIN number and tap .
- A confirmation beep will sound, a text message will appear, a custom audio message may be played, and the screen will turn either green or red indicating a good or bad transaction.


Department Transfers - Badge

- Tap the **Transfer** button on the Home screen of the clock.
- Move the badge over the badge reader symbol on the front of the clock.
- When the badge is read a confirmation beep will sound, and the list of available departments will display.
- Tap the desired department. A confirmation screen will display showing the department into which the employee transferred.



Department Transfers - PIN

- Tap the **Transfer** button on the Home screen of the clock.
- The Enter PIN screen will display. Enter the employee's PIN number and tap . A confirmation beep will sound, and the list of available departments will display.
- Tap the desired department. A confirmation screen will display showing the department into which the employee transferred.

Amount Entries - Badge

- Tap the **Amounts** button on the Home screen of the clock.
- Move the badge over the badge reader symbol on the front of the clock.
- When the badge is read a confirmation beep will sound and the AMOUNT ENTRY screen will display.
- Using the numeric keypad enter the value for the amount and tap . A confirmation screen will display showing the amount entered for the employee.


Amount Entries - PIN

- Tap the **Amounts** button on the Home screen of the clock.
- The Enter PIN screen will display. Enter the employee's PIN number and tap .
- A confirmation beep will sound, and the AMOUNT ENTRY screen will display.
- Using the numeric keypad enter the value for the amount and tap . A confirmation screen will display showing the amount entered for the employee.

Viewing Totals - Badge

- Tap the **Totals** button on the Home screen of the clock.
- Move the badge over the badge reader symbol on the front of the clock.
- When the badge is read, a confirmation beep will sound, and the employee's grand totals for the pay period and any benefit time will display.

Viewing Totals - PIN

- Tap the **Totals** button on the Home screen of the clock.
- The Enter PIN screen will display. Enter the employee's PIN number and tap .
- A confirmation beep will sound and the employee's grand totals for the pay period and any benefit time will display.


Supervisor Functions (optional)

If Supervisor Functions are enabled, you have the ability at the clock to view and edit employee punches, add new employees, and override shift lockouts.

Setting up a Supervisor for the PCEXPRESS


To set up an employee as a supervisor, in PayClock Online go to Employees and select the desired employee. Set the employee's Access Profile to "Supervisor", then set the Manage Other Employees option to Allow. Click Assign Employees and select the employees they will be able to manage at the PCEXPRESS.

To enter supervisor mode at the clock, tap the supervisor  button. The Enter PIN screen will display. Use one of the following methods to enter Supervisor Mode:


- Using the numeric keypad enter the supervisors PIN and tap .
- Move the supervisor's badge over the badge reader symbol on the front of the clock.



Viewing Punches

At the clock tap the supervisor  button. The Enter PIN screen will display.


- Using either a badge or PIN, enter supervisor mode.
- At the Employee selection screen, tap on the name of the desired employee.
- Tap Punches. The Punches screen will display.
- Use the left and right arrows to scroll through the punch information.
- When finished tap  to return to the Home screen.


Adding Punches

Tap the supervisor  button on the clock. The Enter PIN screen will display.


- Using either a badge or PIN, enter supervisor mode.
- At the Employee selection screen, tap on the name of the desired employee.
- Tap Punches. The Punches screen will display.
- Use the left and right arrows to select the desired date and press the  button.
- Using the clock face, select the desired hour and minutes for the punch and then tap **OK**.
- At the confirmation screen select Yes to add the punch. The added punch will display on the screen and will be added to the employee's timecard.
- When finished tap  to return to the Home screen.


Viewing Totals

Tap the supervisor  button on the clock. The Enter PIN screen will display.




- Using either a badge or PIN, enter supervisor mode.
- At the Employee selection screen, tap on the name of the desired employee.
- Tap Totals. The employee's totals for the pay period and any benefit time will display.
- When finished tap  to return to the Home screen.

Override Lockout

Tap the supervisor  button on the clock. The Enter PIN screen will display.

- Using either a badge or PIN, enter supervisor mode.
- At the Employee selection screen, tap on the name of the desired employee.
- Tap Override Lockout.
- At the confirmation screen select Yes to have the next punch for the employee ignore the shift lockout.
- When finished tap  to return to the Home screen.

Adding an Employee

- Tap the supervisor  button on the clock. The Enter PIN screen will display.
- Using either a badge or PIN, enter supervisor mode.
- At the Employee selection screen, tap on the plus button  at the bottom of the screen
- Input a valid last name (required) and complete other fields as needed
- Tap Save, then Yes on the confirmation screen
- After confirmation you're taken to the newly added employee's options page
- When finished tap  to return to the Home screen.

Administrator Functions



The PCEXPRESS has one administrator. The Settings button allows you to review the device information, set up the network communications, set the time format & DST, test the connection to the internet and PayClock Online, review an event log, and reset the clock to factory defaults.

To enter the settings menu, at the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings Menu will display.

Wireless & Network Setup


This menu allows you to configure the network communication settings between the PCEXPRESS and PayClock Online.

At the clock tap the Settings  button, enter the administrator PIN and tap .


- The Settings Menu will display.
- Tap Wireless & Network. The Wireless & Network Setup screen will display.

Wireless

Note: A wireless access point on the network is required.



- From the Settings Menu tap Wireless & Network. The Wireless & Network Setup screen will display.
- Tap Wireless and select Wi-Fi **On** if it isn't already.
- A list of available wireless networks will display.
- Select the desired wireless network, the WIFI Passcode screen will display.
- From the keypad enter the passcode for the wireless network. **Note:** You may need to contact your network administrator for wireless passcode information.
- Tap Connect, when the clock has established the connection it will show Connected under the wireless network name.
- When finished tap  to return to the Home screen.

Ethernet

- Plug the RJ45 network cable in the Ethernet port.
- Plug the Power Adapter into the Power Adapter port.
- Tap Ethernet and select Ethernet **On** if it isn't already.
- When finished tap  to return to the Home screen.

Sync Now



This menu allows you to initiate a manual synchronization between PayClock Online and the clock.


At the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings Menu will display.
- Tap Sync Now, the clock will start the update process and return the Home screen when finished.

Date & Time



This menu allows you to manually configure the time zone, DST and how the hours will display on the clock.

At the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings Menu will display.
- Tap Date & Time and make the desired changes.
- When finished tap  to return to the Home screen.

Volume



This menu item allows you to adjust the volume of the clock and test the speaker on your clock.


At the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings menu will display.
- Tap **Volume**. The Volume menu will display.
- Move the slider to the desired number to adjust the volume to your preference.
- Tap **TEST** to test your speaker and selected volume.

Device Info



This menu item displays clock information such as the clocks serial number, application version, IP address, and MAC address.

At the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings menu will display.
- Tap Device Info. The device information will display.
- When finished tap  to return to the Home screen.

Support

This menu allows you to access more settings that may be necessary if you are experiencing any trouble with your clock. Selections in this menu include: Test Connection, Event Log, Restart Clock, Recover Punches, Restore Factory Defaults, Send Logs to Support, and the Daily Refresh.



At the clock tap the Settings  button, enter the administrator PIN, and tap .


- Tap **Support** to access this menu and all its options.

Test Connection

This menu item allows you to test the clocks connection to the internet and PayClock Online. You can also display any errors that the clock may have experienced.

Testing the Clocks Internet Connection



At the clock tap the Settings  button, enter the administrator PIN and tap .


- The Settings menu will display.
- Tap Support and then Test Connection.
- The internet connection, ports, and connection to PayClock Online will be tested.
- When finished tap  to return to the Home screen.

See **Appendix A** for details on testing the clocks connection.

Event Log



This menu item allows you to display any errors that the clock may have experienced.

At the clock tap the Settings  button, enter the administrator PIN, and tap  .

- The Settings menu will display.
- Tap Support and then Error Log.
- Any logged information will display.
- When finished tap  to return to the Home screen.

Restart Clock



This menu item allows the clock to be restarted without having to remove the clock from being mounted to the wall.


At the clock tap the Settings  button, enter the administrator PIN, and tap  .

- The Settings menu will display.
- Tap **Support** and then **Restart Clock**, The Restart Clock prompt will display.
- Tap **OK** and the clock will restart.

Recover Punches

This menu item allows the clock to resubmit the registrations stored on the clock to PayClock Online in case one didn't get passed through.

At the clock tap the Settings  button, enter the administrator PIN, and tap  .



- The Settings menu will display.
- Tap **Support** and then **Recover Punches**, The Recover Punches prompt will display.
- Tap **Start Recovery**, a confirmation prompt will display.
- Tap OK.
- When finished tap  to return to the Home screen.

Restore Factory Defaults

Use caution when selecting this menu item. This menu item will reset the entire clock to the manufacturer default settings.

All settings, administrators, supervisors, employees, and data will be cleared from the clock; you cannot recover this information.



Important Note: The Administrator PIN and network settings will remain and will not be reset.

At the clock tap the Settings  button, enter the administrator PIN and tap  .

- The Settings menu will display.
- Tap **Restore Factory Defaults**. The warning screen will display.
- At the warning screen tap **RESTORE FACTORY DEFAULTS** if you wish to continue.
- The clock will be reset and will be as if it were a new clock that has never been used and will need to be set up.

Send Logs to Support



This menu item allows you to send logs to our support team if you are experiencing issues with your clock. Be sure to contact our support team and they may ask you to select this option.

At the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings menu will display.
- Tap **Support** then **Send Logs to Support**.
- A confirmation screen will display after a few moments and return you to the home screen.

Daily Refresh

This menu item allows you to adjust the settings of the Daily Refresh. By default settings, the clock will reboot itself each night at 1:07am.

At the clock tap the Settings  button, enter the administrator PIN and tap .

- The Settings menu will display.
- Tap **Support** then **Daily Refresh**. The Daily Refresh prompt will display.
- Select a desired time which you would like the clock to reboot at.
- Select whether to disable or leave the Daily Refresh enabled.
- Tap on **OK** to save your selections.

Troubleshooting the PCEXPRESS




If the PayClock software does not communicate with the clock, try these suggestions:

General Troubleshooting

- Make sure that all connections are secure, and the cable is intact, or the wireless access point is connected.
- Make sure that the network cable is securely connected to the Ethernet port on the clock.
- Make sure the wireless access point is working.
- Make sure that the clock's power supply is securely connected to an electrical outlet.
- Make sure that the power supply is securely connected to the clock and the unit is powered up.

If after going through each item above you are still not communicating with the clock, have your network administrator or IT person make sure there are not any issues with the network.



PCEXPRESS Troubleshooting

Issue	Resolution
The clock isn't connecting to PayClock Online.	If your clock is not connecting to PayClock Online, use the Test Connection button. See Appendix A for details.
The clock shows "Not Found" when a badge is presented.	Make sure that the number that is printed on the badge matches what was entered in the Badge Number field in PayClock for the employee.
What does the cloud  on the display represent?	This represents that the clock is connected to PayClock Online.
What does the bar graph  on the display represent?	This represents the signal strength for the wireless connection.
Why does the clock show "Punch Accepted" instead of Punch In or Out when an employee punches?	The clock lost the connection to the internet, so it displays Punch Accepted. The clock must have a connection to the internet to determine if a punch is In or Out. Check to see if the cloud  icon is displaying at the top of the screen.
Why do the employee badges sometimes register a punch while in the badge rack?	The clock uses an internal antenna. Make sure badges are kept 6" away from the clock when not in use to avoid accidental badge reads.

Appendix A – Testing the Connection to PayClock Online

Important - This tool has been designed to help in the event the clock fails to connect to PayClock Online. It may be necessary to involve your IT department or someone familiar with your network if you have connection issues.

The PCEXPRESS clock has a function that will allow the user to test the connection to PayClock Online.

Tap the Settings  button, enter the administrator PIN and tap  .

- The Settings menu will display.
- Tap **Support** and then **Test Connection**.

Test 1 - Internet connection test.

Pass = The test cycle will move to the port test.

Fail – What should I do if this test fails?

- Does another device successfully connect to the internet? Such as a laptop(wired/wifi) or a smartphone(wifi).
- Contact your IT department for assistance.

Test 2 – Ports used by the clock will tested.

Pass = The test cycle will move to the PayClock Online service test.

Fail – What should I do if this test fails?

- Open the listed port(s) to traffic.
- Contact your IT department to open the listed port(s) to traffic.

Test 3 – PayClock Online Service used by the clock will tested.

Pass = The test cycle will display a summary of the test.

Fail – What should I do if this test fails?

- Open the listed port(s) to Inbound / Outbound traffic.
- Contact your IT department to open the listed port(s) to traffic.

Test 4 – Is the PCEXPRESS clock set up in PayClock Online.

Pass = The test cycle will display a summary of the test.

Fail – What should I do if this test fails?

- Open PayClock Online and set up the PCEXPRESS under Clocks.

Notes - The internet test will attempt to ping www.google.com. If ping is disabled on the network a false test result could be displayed and may require you to involve your IT department or someone familiar with your network.

It may be necessary to involve your IT department or someone familiar with your network if there is a failure with the Ports or PayClock Online Services test which requires changes to the network / firewall settings.

One-Year Limited Warranty

Lathem warrants the hardware products described in this guide against defects in material and workmanship for a period of one year from date of original purchase from Lathem or from an authorized Lathem reseller. The conditions of this warranty and the extent of the responsibility of Lathem Time Corporation ("Lathem") under this warranty are listed below.

1. This warranty will become void when service performed by anyone other than an approved Lathem warranty service dealer results in damage to the product.
2. This warranty does not apply to any product which has been subject to abuse, neglect, or accident, or which has had the serial number altered or removed, or which has been connected, installed, adjusted, or repaired other than in accordance with instructions furnished by Lathem.
3. This warranty does not cover dealer labor cost for removing and reinstalling the machine for repair, or any expendable parts that are readily replaced due to normal use.
4. The sole responsibility of Lathem under this warranty shall be limited to repair of this product, or replacement thereof, at the sole discretion of Lathem.
5. If it becomes necessary to send the product or any defective part to Lathem or any authorized service dealer, the product must be shipped in its original carton or equivalent, fully insured with shipping charges prepaid. Lathem will not assume any responsibility for any loss or damage incurred in shipping.
6. **WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY:** Except only the limited express warranty set forth above, the products are sold with no expressed or implied warranties of any kind, and the implied warranties of merchantability and fitness for a particular purpose are hereby expressly disclaimed. No warranties are given with respect to products purchased other than from Lathem or an authorized Lathem reseller and any such products are purchased "as is, with all faults." In no event will Lathem be liable for any direct, indirect, special, incidental or consequential damages arising out of or in connection with the delivery, use or inability to use, or performance of this product. In the event any limited remedy given herein shall be deemed to have failed of its essential purpose, Lathem's maximum liability shall be to refund the purchase price upon return of the product.
7. Proof of date of purchase from Lathem or an authorized Lathem reseller is required for warranty service on this product.
8. This Warranty grants specific legal rights. Additional legal rights, which may vary by locale, may also apply.
9. Should any difficulties arise with the performance of this product during warranty, or with any Lathem authorized service centers, contact Lathem Time.