



Wasp B1100E Users' Manual

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Disclaimer

Notice: If you attempt to service this machine yourself, always follow the instructions in your online documentation or printed materials.

Please do not place this product in strong light. Bright light may cause fingerprint verification to fail. This product is designed for indoor installation, and should not be exposed to wet or harsh conditions. The ideal temperature range for this product is 32-104° Fahrenheit. If you have to use this machine in a very hot environment, make sure to keep it away from the heat source or radiator. Extended outdoor use or excess exposure to heat, cold or moisture will lead to problems operating this product.

Please read all safety and operational instructions before operating this fingerprint scanner.

The product's warranty does not cover defects or damages arising from lock defects, improper installation, lack of or improper maintenance, improper storage, damage during shipping, ordinary wear and tear, damage caused by misuse, accident or unauthorized service, or use with unauthorized parts.

Introduction

Congratulations on your purchase of the B1100E Clock! This manual explains how to use the terminal through the built in keyboard and how to connect to your Host computer.



Powering the B1100E

You should mount the clock to the wall, if desired, prior to powering up the clock.

1. Connect the power cable to the B1100E terminal.
2. Connect the power cable to 110V 50Hz AC power source.

Using the B1100E Terminal Keyboard

You can use the B1100E clock's keyboard to enroll users and perform other functions.

B1100E Keypad



Keypad Definitions

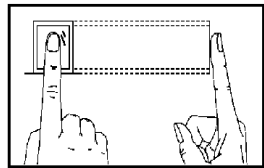
Key	Definition
F1/ESC	Cancels the current action.
F2/ ▲	Scrolls up the menu list.
F3/ ▼	Scrolls down the menu list.
F4/OK	Confirms the current request.
⦿	Power button.
1-9	Numeric keys.

Correct Finger Placement

Finger placement and position is the first step in creating a good template image. The following pictures demonstrate correct and incorrect finger placement on the optic sensor.

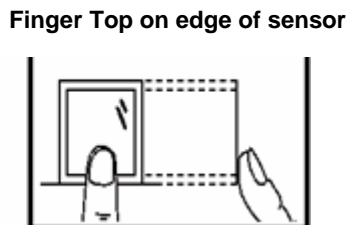
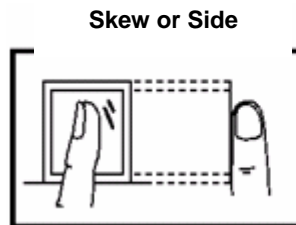
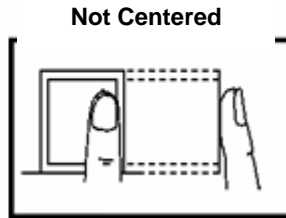
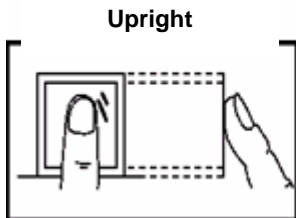
Correct:

The correct way is to place a finger flat and centered on the sensor surface.



Incorrect:

Examples of incorrect finger placement are shown below with descriptions.



Note: Please adopt correct finger placement; Wasp Technologies assumes no responsibility for errors from the use of the clock.

Understanding the Operator Panel LEDs

The LEDs on the operator panel indicate different states, depending on their sequence (off, on or blinking).

The three possible states are:

1. **Working normally** - Green light blinks each second.
2. **Failure to authenticate a fingerprint** - Red light shines for 3 seconds.
3. **Fingerprint verification successful** - Green light shines for 3 seconds.

Note: If the LED's do not match one of the above descriptions, please contact technical support.

Enroll Administrators and Users

User Enrollment

User enrollment is the process of creating an ID number and scanning a user's finger three times to create a template. This template is associated with a user ID number and is stored in the clock. For information regarding backing up these fingerprint templates to your WaspTime Database, please refer to the Clock Setup online help.

During user verification (when the user is punching in or out), the stored template is compared to the current fingerprint scan to confirm the user's identity. The verification process takes no more than 2 seconds regardless of the number of fingerprints stored in the template.

Up to ten fingers can be enrolled for a single user with the same ID number.

Ideally, every finger on each hand should be enrolled. This ensures that a backup finger can be scanned if the primary finger cannot for some reason. At a minimum you should scan the left and right index fingers so the user has a backup fingerprint.

Enrollment is performed at the clock designated as the Primary clock in ClockSetup. The user can verify his/her fingerprint at the same clock terminal on which he/she was enrolled, and on any other clock terminal you transfer the fingerprint template to.

User ID Number

Before beginning enrollment, a user should be assigned a User ID. This User ID is used by the system to access the fingerprint record during user verification. Usually this is the badge number or employee number assigned in WaspTime.

By default the next available User ID number will be assigned to you automatically. You can change it with the up and down keys or the number keys (the range is 1 to 65534)

Authority Levels

The Wasp B1100E clock has four authority, or status, levels as outlined below:

- **Users** – People whose identity must be verified to have their attendance recorded.
 - **Enrollers** – Users who are authorized to enroll new users or delete users on the system.
 - **Administrators** – Users who can enroll new users and have the authority to change the settings of the terminal, except set Advanced Options.
 - **Supervisors** – Users who have authority to change the clock settings, including the system setup, as well as enroll new users.
-

How to Enroll Users

If this is the first enrollment on a new system, everyone is essentially an Enrollee, or a User. If there is already an administrator setup in the system, only the administrators have the right to enroll new users.

There are three ways to enroll users:

- [Fingerprint enrollment](#) – used for most people who have a good quality fingerprints.
- [Password enrollment](#) – used for those who can enroll successfully, but who are not able to provide quality fingerprints.
- [Fingerprint and Password enrollment](#) – used for those users who want to have the option to use fingerprints or a password for verification.

In addition to these three user enrollments, this section also includes:

- [RFID Enrollment](#)
- [Enrolling Additional Fingerprints](#)
- [Suggestions for Successful Enrollment](#)

If there are no administrators, enroll yourself first (if you will be the administrator) and give yourself administrator access. To do this:

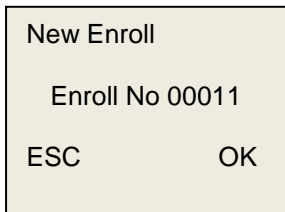
1. Press the [Menu] button.
2. Select User Enroll.
3. Select Enroll Admin.
4. Follow the steps below to enroll with fingerprint or with fingerprint and password.

Fingerprint Enrollment

1. From the main menu, navigate to “Enroll FP” and press “OK”.

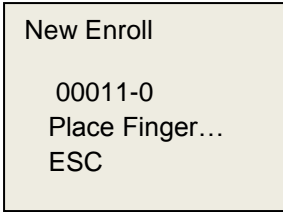
Menu > User Enroll > Enroll User > Enroll FP.

The following screen displays:



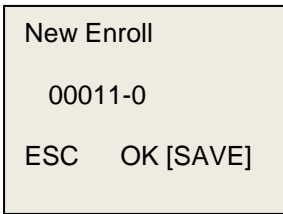
Note : The default enrolling number (User ID) is 5 digits. Leading zeros will be added to IDs containing less than 5 digits. In the example above, the Enroll No is 11 with three leading zeros making the displayed number 000111.

2. Enter a new enrollment number (the range is 1 to 65534) and select OK or accept the default number by selecting OK. The following screen displays:



The 0 at the end of the ID number (after the dash) indicates that this is the first fingerprint for this user (User number 00011).

3. Press the enrollee's finger to the sensor 3 times. If successful, the following screen appears: displays:



4. Select OK to save.

If there is a problem with the fingerprint capture you will be prompted to try again and should restart the enrollment process.

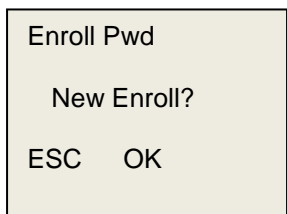
If you want to exit the New User Enrollment mode, press the ESC button. The system will prompt you to enter back-up fingerprints for the user you just enrolled. You can then choose the User ID and enroll multiple fingerprints for that user.

Password Enrollment

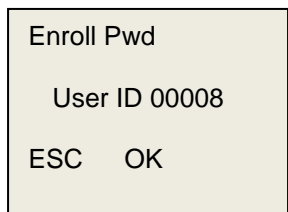
1. From the main menu, navigate to "Enroll Pwd", then press "OK".

Menu > User Enroll > Enroll User > Enroll Pwd

The following screen appears:

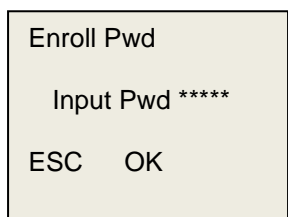


2. If known, input the user ID number and press OK. If you are enrolling a new user, select OK. The following screen appears:



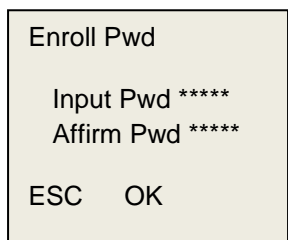
Enroll Pwd
User ID 00008
ESC OK

3. By default, the next sequential user ID number will appear. You can change it with the up and down keys or the numeric keys (the range is 1 to 65534) or accept it by pressing OK. The following screen appears:



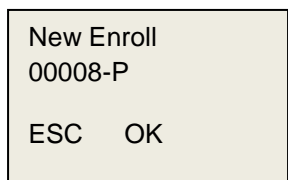
Enroll Pwd
Input Pwd *****
ESC OK

4. Enter the password, then press OK. The password is numeric and can be one to five digits in length. The following screen appears:



Enroll Pwd
Input Pwd *****
Affirm Pwd *****
ESC OK

5. Re-enter the password, then select OK. The following screen displays:



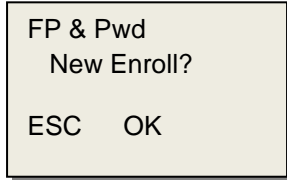
New Enroll
00008-P
ESC OK

The P at the end of the ID number means this is a password enrollment. Click OK to continue.

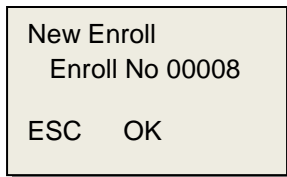
Fingerprint and Password Enrollment

1. From the main menu navigate to "Enroll FP and Pwd", then press "OK".

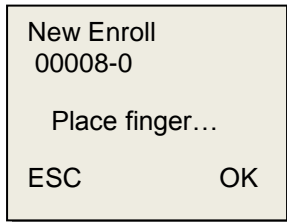
Menu > User Enroll > Enroll User > Enroll FP & Pwd.



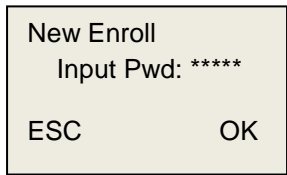
2. If known, input the user ID number and press OK. If you are enrolling a new user, select OK. The following screen appears:



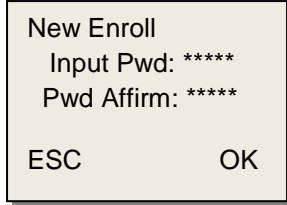
3. By default, the next sequential user ID number will appear. You can change it with the up and down keys or the numeric keys (the range is 1 to 65534) or accept it by pressing OK. The following screen appears:



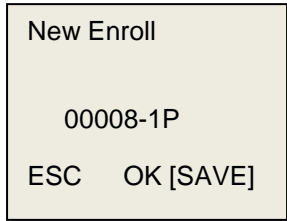
4. Place the finger to be enrolled on the sensor three times as prompted. The following screen displays:



5. Input the password (up to 5 digits). The following screen displays:



6. Re-enter the enrollee's password. The following screen displays:



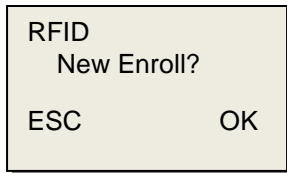
Notice that the ID (00008) is followed by a number and the letter P. The number indicates the current fingerprint template associated with this ID (this user has two fingerprints entered into the system). The number sequence for fingerprints captures is 0-9. The letter P indicates the user ID is stored with a password.

7. Press OK to save the enrollment information.

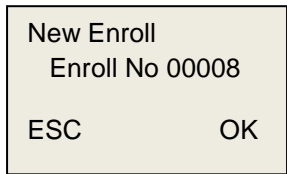
RFID Enrollment

1. From the main menu navigate to "Reg RFID", then press "OK".

Menu > User Enroll > Enroll User > Reg RFID.

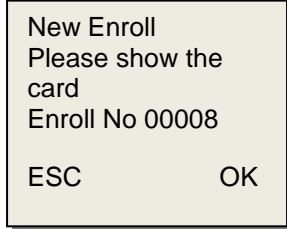


2. If known, input the user ID number and press OK. If you are enrolling a new user, select OK. The following screen appears:

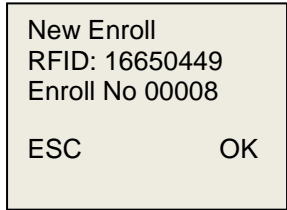


3. By default, the next sequential user ID number will appear. You can change it with the up and down keys or the numeric keys (the range is 1 to 65534) or accept it by pressing OK.

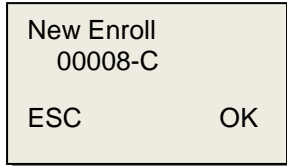
The following screen appears:



4. Slide the card near the sensor. The following screen appears:



5. Press OK to accept the RFID number. The following screen appears:

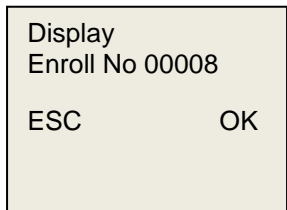


The C after the ID number denotes RFID enrollment.

Enrolling Additional Fingerprints

As mentioned previously, it is a good idea to enroll multiple fingerprints for each user. Ideally, every finger on each hand should be enrolled. This ensures that a backup finger can be scanned if the primary finger cannot for some reason. At a minimum you should scan the left and right index fingers so the user has a backup fingerprint.

1. After enrolling a new user, press the ESC key (on the last screen of the Fingerprint Enrollment process). The following screen appears:



2. Follow the steps in the [Enroll Fingerprints](#) section.

Suggestions for Successful Enrollment

When a fingerprint is captured successfully, the verification speed is very fast. If the fingerprint is of poor quality, slow reads and false rejections are possible.

In order to improve the fingerprint verification quality, try the following suggestions:

Problem	Resolution
Dry Fingerprints	Moisten the finger by holding it to the palm in a fist position.
Not enough pressure on the sensor	The user should place a finger firmly and squarely on the sensor surface.
How to select the finger	The left or right index or middle finger is normally recommended. Otherwise the middle or ring fingers can be used to capture good fingerprint templates. Use fingerprints of good quality, not worn or injured.
How to place the finger	Place finger firmly on the sensor surface, finger placement must cover 2/3 of the sensor surface. The fingerprint should touch perpendicular to the sensor surface. Do not touch the finger too fast or move the finger on the sensor surface.
Fingerprint change influence	Worn or injured fingers can influence verification. If the finger quality is too poor, use password verification.
Other	No matter how advanced the reader, there is a percentage of people whose fingerprint scans may not validate. For this small group, the best alternative is to try different fingers or use ID PIN validations.



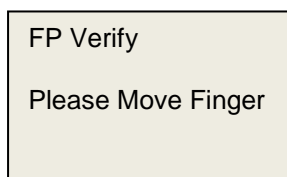
User Verification

This section discusses the verification methods available. Verification takes place at the clock. The system verifies through the three methods previously mentioned:

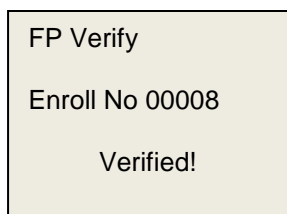
- [Fingerprint Verification](#)
 - [Password Verification](#)
 - [ID Number and Fingerprint Verification](#)
-

Fingerprint Verification

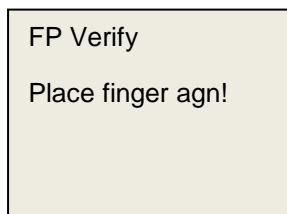
At the Welcome screen, place your finger on the sensor surface. The following screen appears:



This message will display for about 0.5 seconds. If the test is successful the screen will display "Thank you" and the following will appear:



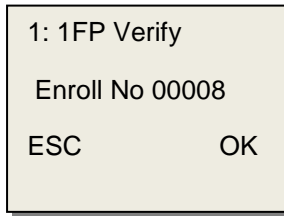
If the user cannot be verified, a prompt similar to the following will appear:



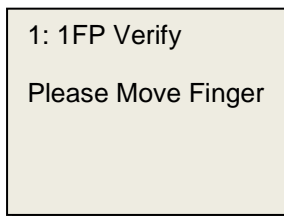
The message will display for about 0.5 seconds, then return to the start up window.

ID Number and Fingerprint Verification

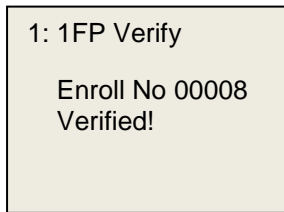
At the Welcome screen, enter your ID number. The display will change to show the User ID entered:



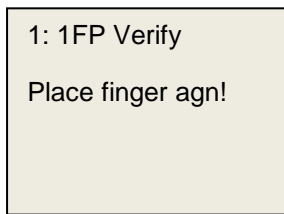
Press OK to accept the entered ID number, then place your finger on the sensor. The following screen appears:



This message will stay on the screen for approximately 0.5 seconds. If the verification is successful the screen will say "Thank You, then the following screen will appear:



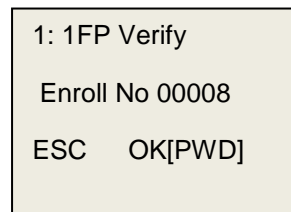
If you identify cannot be verified, the following screen appears prompting you to try again:



The message will display for about 0.5 seconds, then return to the start up window.

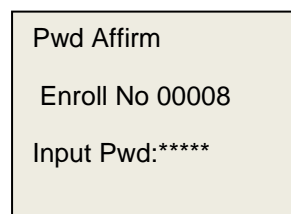
Password Verification

To start the verification process, enter your user ID at the Welcome screen. The following screen displays:



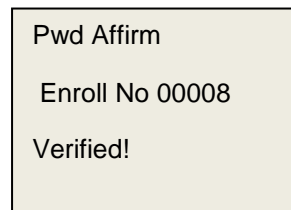
1: 1FP Verify
Enroll No 00008
ESC OK[PWD]

Press OK to accept the password acknowledgement and the display will change to the Input Password prompt.



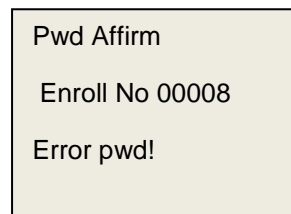
Pwd Affirm
Enroll No 00008
Input Pwd:*****

Enter your password (passwords are masked by asterisks as shown above). Press OK. If the password is verified the following will appear:



Pwd Affirm
Enroll No 00008
Verified!

If the password cannot be verified an error message similar to the following appears:

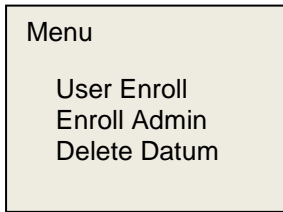


Pwd Affirm
Enroll No 00008
Error pwd!

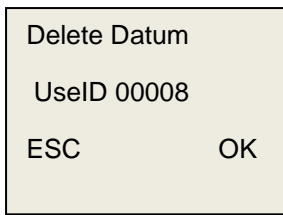
Deleting Users

To delete a user:

1. From the main menu navigate to User Enroll. The menu screen appears as follows:



2. Use the arrow keys to navigate to Delete Datum, then press OK.
3. Enter the ID number of the user you want to delete.



4. Press OK to delete the displayed user.
-

Setting System Options

Setting the Date and Time

1. Navigate to the Date/Time screen as follows and press OK.

Menu > Options > System Opt > Date Time

The following screen appears:

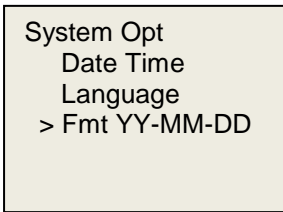


2. Scroll between the year, month, date, hour, minutes and seconds using the arrow keys. To modify the selected field press OK and change the field using the number keys.
-

Changing the Date/Time Format

1. Navigate to Fmt YY-MM-DD as follows and press OK.

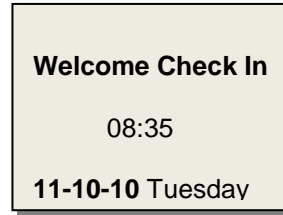
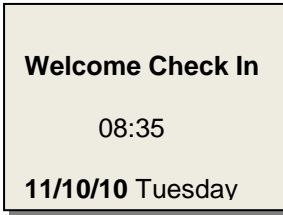
Menu > Options > System Opt > Fmt YY-MM-DD



2. You have ten format options from which to choose:
 - YY-MM-DD
 - YY/MM/DD
 - YY.MM.DD
 - MM-DD-YY
 - MM/DD/YY
 - MM.DD.YY
 - DD-MM-YY
 - DD/MM/YY
 - DD.MM.YY
 - YYYYMMDD

Select the desired format then press OK.

Examples:

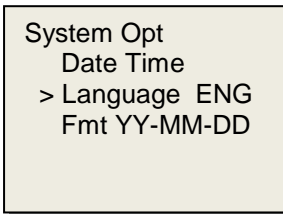


Changing the Language

The default language for the Wasp B1100E is English. You can change this to a different language by following the steps below:

1. From the main menu navigate to System Opt, Language.

Menu > Options > System Opt > Language.



2. Use the up and down keys to scroll through the different language options, then press OK.
 3. Press ESC to exit System Options.
 4. You may be prompted to save your changes. You should restart the clock (power off, then back on) so the language change will take effect.
-

Power Manager

The Wasp B1100E utilizes the smart power system. This feature allows you to power the machine up or down, set an idle state, set a sleep mode, adjust the volume or lock the power button.

To access the Power Manager features:

1. From the main menu navigate to Options > Power Mng.

Menu > Options > Power Mng.

The following screen appears:

Power Mng	
Shutdown	N
Power On	N
Sleep	

The options in the Power Manager section are as follows:

- **Shutdown** – This option is utilized to automatically shutdown the clock at a time specified by a schedule. The B1100E does not currently support the use of a schedule so this option should remain at its default setting of N (do not automatically shutdown).
- **Power On** – This option is utilized to automatically turn on the clock at a time specified by a schedule. The B1100E does not currently support the use of a schedule so this option should remain at its default setting of N (do not automatically power on).
- **Sleep** - This option is utilized to automatically put the clock into a sleep mode at a time specified by a schedule. The B1100E does not currently support the use of a schedule so this option should remain at its default setting of N (do not automatically go into sleep mode).

- **Idle and Idle Minute** – These two options are related. If you want to clock to automatically go into sleep mode after a set interval of inactivity perform the following steps:

Set the Idle option to SLP, then enter the time interval in minutes.

- **Adjust Volume** – You can use this option to adjust the speaker volume on the clock.
- **Lock Power Button** – If this option is set to NO, the clock can be powered off by pressing the Power key on the clock keyboard.

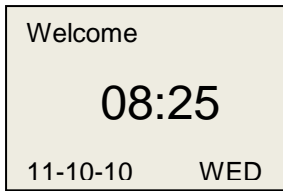
If this option is set to YES, the Power key is disabled and a user with administrative privileges will need to access Menu > Shutdown Machine to turn off the clock.

Communication Options

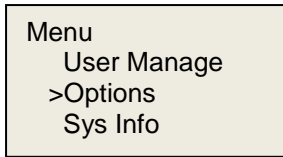
These options will assist you with your Ethernet setup. Note that when you first receive your clock you will need to manually set the date and time (see the section titled [Setting the Date and Time](#)) and manually set the IP Address, Net Mask and Default Gateway. After you have connected your clock to ClockSetup, changes to these items can be made through the ClockSetup application.

Ethernet Connection

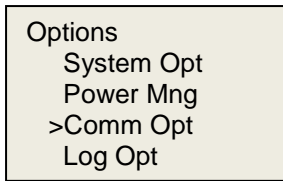
1. Connect your Wasp B1100E clock to an Ethernet port or hub using RJ-45 CAT 5 Ethernet cable.
2. Plug the power cable to the power outlet to turn on the B1100E terminal.
3. Wait for the power on screens to cycle through to the startup display:



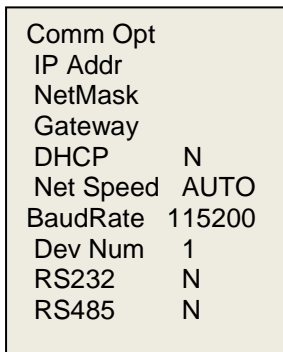
4. Press the Menu key.
5. Use the down arrow key to highlight Options, then press the OK key.



6. Use the down arrow key to highlight Comm Opt, then press the OK key.



7. The following options are available using the down arrow key to scroll and select.



8. To configure the Ethernet connection, the options on this screen should be set as follows:

- **Baud Rate:** The Baud Rate is the speed of communication. The options are 9600, 19200, 38400, 57600 and 115200. You should leave this option at the default setting of 115200.
- **Device Number:** This is the ID number of the clock. The range is 1 to 255. The default is 1. The device number is recognized by the software.
- **Net Speed:** Leave this option at the Default value of Auto.
- **IP Address:** The default IP address is 492.168.0.0. You can enter a new IP address here if needed.
- **Net Mask:** This should match the subnet mask on your Service computer.

To determine the subnet mask:

- a. On the computer where you installed the service, select **Start > Run**.
- b. Type **cmd** in the **Open** field, then click the **OK** button. The **Command** prompt screen appears.
- c. On the **Command** prompt screen, type **ipconfig**. Your computer's settings will appear. A listing for **Subnet Mask** will appear. You need to match your IP address to the format of your Subnet Mask.

Example: If your Subnet Mask is 255.255.0.0 and the IP Address shown on the **ipconfig** screen is 192.168.0.1, you should set your clock's IP Address as 192.168.xxx.xxx where the last two sets of numbers are any numbers of your choosing between 1 and 254.

- **Gateway:** This needs to be set to your computer's gateway address. To determine the address, follow the steps described for Net Mask, above. In the ipconfig information there is a listing for Default Gateway. Enter this number in the Gateway field.

If you do not plan to put the clock on the other side of the router from your WaspTime software, the gateway can be left as the default (192.168.1.1).

- **RS232:** Leave this to the Default setting of N.
- **RS485:** Leave this to the Default setting of N.
- **Link Code:** Leave this setting at the Default of 0.
- **External Modem:** Leave this setting at the Default.
- **USB:** Select Y if you are using a USB connection or N if you are not.

Log Options

Log options control how the clock alerts you if the logs reach capacity and allows you to set the “recheck minutes” for punches. Recheck minutes controls how soon after a punch the same user can punch again. This prevents a user from inadvertently punching in or out twice.

From the main menu navigate to Options > Log Opt.

Menu > Options > Log Opt.

The following screen displays:



The options are described below:

- **Alm Superlog** – Sets an alarm, or notification, if the Manage log reaches capacity.
- **Alm Attlog** – Sets an alarm, or notification, if the attendance log reaches capacity.
- **Recheck Min** – Enter an interval, in minutes, during which the user cannot punch in after an initial punch. For example, if you set this to 1, only the first punch from the same user within a one minute period will be considered valid. Any subsequent punches within that minute will be ignored.

Managing a USB Flash Disk

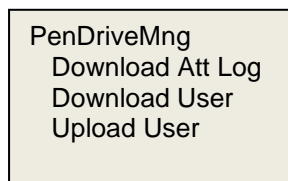
You can load the punch data from your clock onto a USB flash disk. You can also upload employee data from a USB flash disk to your clock.

Downloading Attendance Data

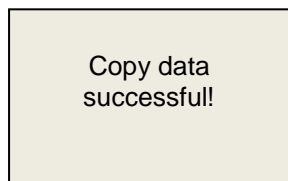
1. Plug the USB Flash drive into the USB port on your clock.
2. On the clock, navigate to PenDriveMng.

Menu > Options > Syst Opt > PenDriveMng

The following screen appears:



3. Use the up and down keys to select Download Att Log, then press OK.
4. After the data is transferred, the following message will appear:



The following files will be saved to your USB Flash drive (where X is the machine number assigned to this clock):

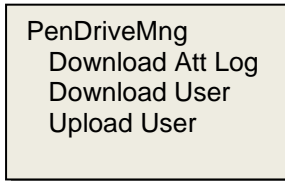
- X_attlog.dat (attendance information)
- X_oplog.dat (management log)
- X_user.dat

Downloading User Data

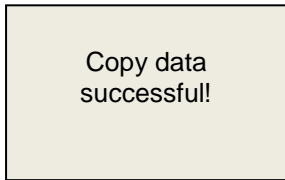
1. Plug the USB Flash drive into the USB port on your clock.
2. On the clock, navigate to PenDriveMng.

Menu > Options > Syst Opt > PenDriveMng

The following screen appears:



3. Use the up and down keys to select Download User, then press OK.
4. After the data is transferred, the following message will appear:



The following files will be saved to your USB Flash drive (where X is the machine number assigned to this clock):

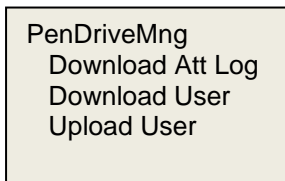
- X_user.dat (user information)
 - X_template.dat (fingerprint information)
-

Upload User Data

1. Plug the USB Flash drive into the USB port on your clock.
2. On the clock, navigate to PenDriveMng.

Menu > Options > Syst Opt > PenDriveMng

The following screen appears:



3. Use the up and down keys to select Upload User, then press OK.
4. After the data is transferred, the following message will appear:

Copy data
successful!

The following files will be saved to your clock (where X is the machine number assigned to this clock):

- X_attlog.dat (attendance information)
- X_oplog.dat (management log)
- X_user.dat

Download and Upload SMS

The Wasp B1100E does not utilize these features.

System Information

The system information feature allows you to view various system data .

To view system data:

From the main menu navigate to Sys Info.

Menu > Sys Info.

The following screen appears:

Sys Info	
User Cnt	206
FP Cnt	173
Att Log	8046
Admin Cnt	2
Pwd User	30
Super Logs	263
Free Space Inf	
Dev Info	

Below are descriptions for each data point contained in this feature:

- **User Count** – The total number of users enrolled on the clock.
- **FP Cnt** – The total number of fingerprints contained in the clock.
- **Att Log** – The total number of attendance records contained on the clock.
- **Admin Cnt** – The number of users enrolled as administrators on the clock.
- **Pwd User** – The total number of users who use passwords for verification.
- **Super Logs** – The total number of super (administrator) logs.
- **Free Space Inf** – The remainder of free memory on the clock.
- **Dev Info** – Information about this specific clock. This information includes:
 - Firmware Ver – The version of the firmware installed on the clock.
 - Alg Ver – The version of the fingerprint algorithm installed on the clock.
 - Serial Num – The clock's serial number.
 - Manu Time – The data of manufacture.
 - Vendor – This clock's manufacturer.
 - Machine Name – This clock's name.

Viewing Time and Attendance Records

The Wasp B1100E provides you with two ways to view time and attendance records on the clock.

Accessing Time and Attendance Records

From the main menu, select View Attendance Record, then:

- Input a user's ID number and press OK to view that individual's time and attendance record. The screen will appear similar to the follow:

```
00008 2010-11 1/23
27 08:30 12:10 13:20
18:08
26 08:46 12:15 13:25
22:20
```

- or leave the default 00000 and press enter to view all time and attendance records.

```
1/380
00001 11-01 18:46:21I
00012 11-01 18:32:01I
00217 11-01 18:30:52I
00031 11-01 18:29:01I
```

Viewing Time and Attendance Records

The records are sorted from newest to oldest. You can browse through the records using the following keys:

Key	Function
▲	Display the previous record.
▼	Display the next record.
1	Move to the left.
3	Move to the right.
OK	Restore right and left display to their original position.
2	Move a line up.
5	Move a line down.
4	Switch between compact and complete display mode.
	Example of Complete Form:

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="text-align: right;">1/380</p> <p>00001 11-01 18:46:21I</p> <p>00012 11-01 18:32:01I</p> <p>00217 11-01 18:30:52I</p> <p>00031 11-01 18:29:01I</p> </div> <p>Example of Compact Form:</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">1/380</p> <p>00001 01 18:46IF</p> <p>00012 01 18:32IF</p> <p>00217 01 18:30IF</p> <p>00031 01 18:29IF</p> </div>
6	Switch between small and large font.
9	Refresh the display.
0	Jump to the oldest record.

Care and Maintenance

Cleaning the optical sensor may be required if the performance begins to degrade or is visibly obstructed. A fine, lint free optical quality cloth can be used to wipe off the optical plate and the terminal.

Do not use any abrasive or corrosive cleaners on the reader as they may break down the rubber coating. The best cleaner to use is a piece of household grade transparent tape placed on the reader and removed quickly.

Caution:

Do not use any cleaner or attempt to clean in a manner other than described here as damage to the optical sensor may occur.

Cleaners containing alcohol or other strong substances may cause discoloration or cracking.

Troubleshooting

Q: Some users' fingerprints cannot be verified.

A: When you are scanning fingerprints make sure the finger is flat and centered on the sensor. It is a good idea to enroll more than one finger for each user as a backup.

Some fingerprints may be too smooth or damaged to be verified. If this is the case, use password verification for the affected user.

Q: The clock fails to communicate.

A: There are several possible reasons for this:

- The clock is not powered on. Make sure the clock is connected to a power source and powered on.
 - The communication port is not correct. Verify that the port you have selected on the clock is the port you are using.
 - The baud rate between the computer and the clock are different. Verify that these settings match on the computer and the clock.
 - The cable is bad. Make sure any connection cables are firmly attached and working.
 - The serial number of a linked terminal is not correct. Verify the serial number is entered correcting in System Settings.
-

Q: The LCD screen on the clock is displaying incorrectly.

A: Contact Wasp Support for assistance.

Q:When the machine is powered on, the Welcome screen always displays "Please Try Again".

A: The optical sensor may be scratched causing the clock to try to verify fingerprint when none is there. Contact Wasp Support.
