All employee including supervisor is unable to punch on the handpunch terminal

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Attached are steps to remedy an issue where all employee including supervisor is unable to punch on the hand punch terminal. Make sure to poll the clock before following the steps and receive maps from the hp commands - terminal settings. The steps will set the clock to factory default which will erase all data in the clock only. You may then try a send maps to restore them but this is not a guarantee.

Note: This guide applies to Time Guardian version 4 or lower

Online URL: http://tkb.amano.com/article.php?id=153