

If Hand Punch is rejecting too often or always shows "place hand" or "remove hand" in display

223 [Frank Mateo](#) Fri, Nov 11, 2011 [HandPunch](#) 0 4917

**AMANO.**

## Introduction

If the Hand Punch is rejecting too often or always shows "place hand" or "remove hand" in display

### Fix:

If the user space is greater than 0(password 3 via list users), then press the NO key 11 times to find the R C E values.

If hand punch has been cleaned (non-abrasive glass/window cleaner), R C E values must be between:

- R & C =  $-/+2$  (or -2 to 2)
- E =  $-/+20$  from 100 (or 80 to 120)

If the values are not within the above ranges, the clock must be submitted for repair. Please contact support for repair form and case #.

Phone 1-800-896-7035

Fax 1-973-226-7863

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## Conclusion

Thank you for your time, and have a great day. As always, feel free to submit ideas on topics you want addressed in the Amano Knowledge Base using the comments feature.

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### **Customer Support Information**

Call toll-free in the U.S.: 800-253-9836 (outside U.S. call 973-364-0294) or Fax: 973-364-1091  
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