

## 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 4997

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 #.

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