FPT models and MTX30 series: All PWD/PIN are erased after connecting to clock

568 Frank Mateo Tue, Jan 9, 2018 FPT-40/80 Fingerprint Terminal, Time Guardian Series (TG 5.x, TG Plus 2.x, TG Pro 4.x) 0 12424

FPT models and MTX30 series: **All PWD/PIN are erased after connecting to clock!**

CAUSES: Instead of using download to send a new employee to the clock, send maps was done even when a backup was not performed via receive maps prior.

- Incorrect method- Send maps without first using Receive maps
- Correct method- Download

Here are the definitions to clock communication:

- **Receive maps** - to backup clock data of prints and PWD/PIN
- **Download** - to send new cards or to send new employee templates

- **Send maps** - for sending cards/fingerprints only that were already received prior
    - Warning: Do not use **Send Maps** for sending new employee templates for PWD/PIN. Instead, use Download. You can use **Send Maps**, as long as you have **Received maps** before hand.

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