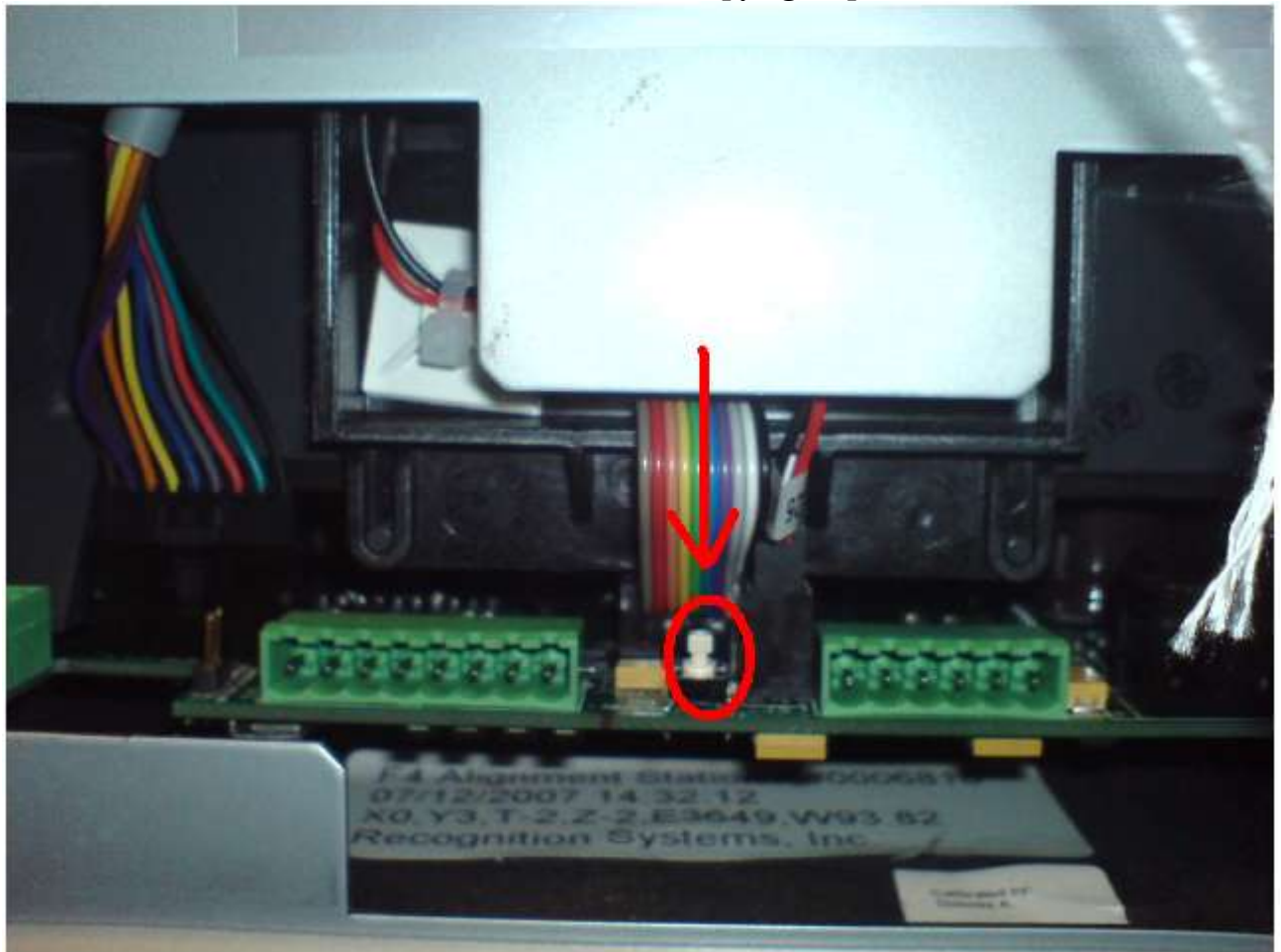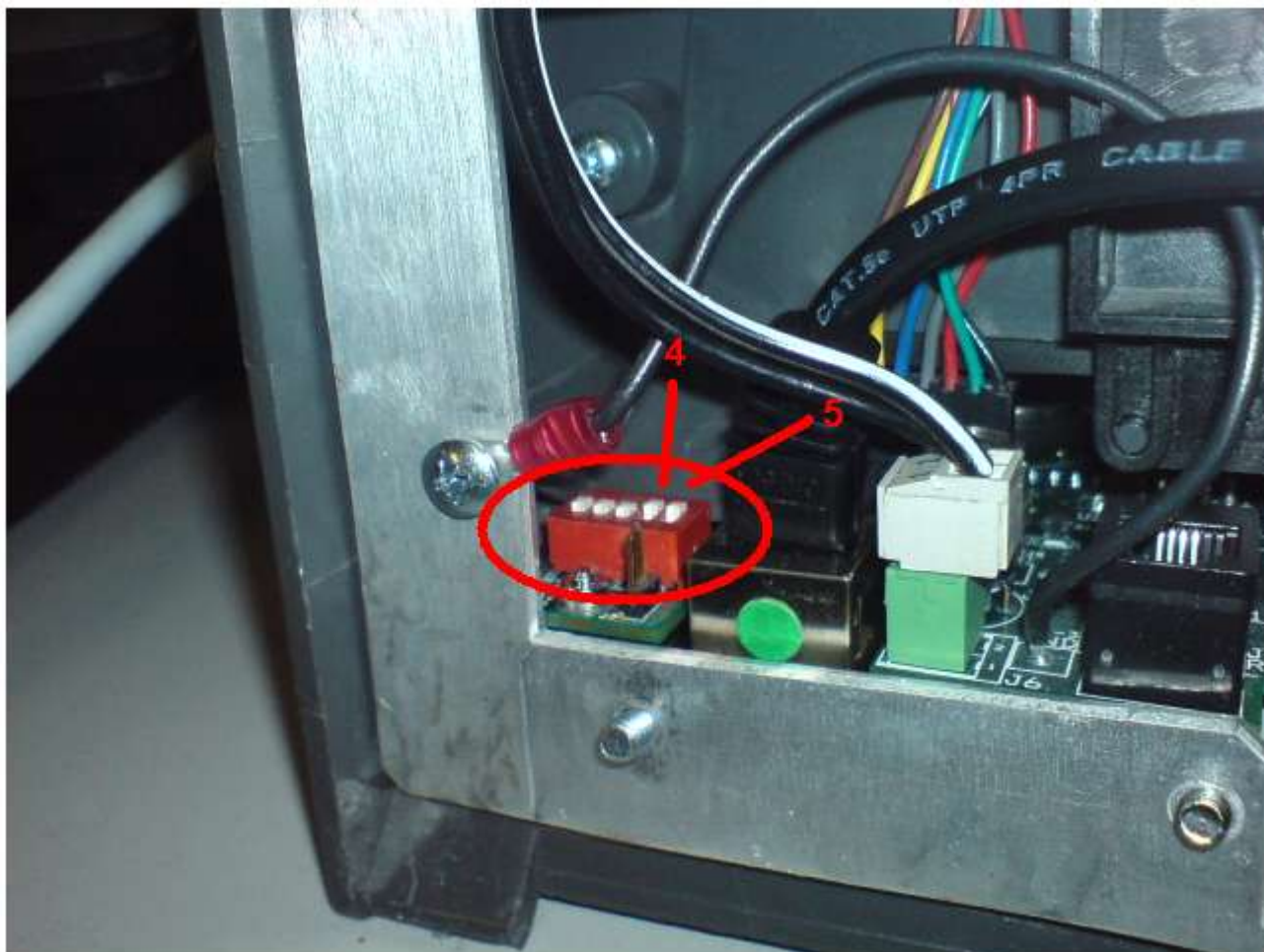# Problem: unable to punch on HP

Solution: Hard reset HP, reenroll hand on HP, and copying map from HP

Before starting, make sure the hand punch is cleaned with a non-abrasive window cleaner on the plastic above, sides, bottom of where you place your hand.

Check to see which picture above matches to your clock.
If you have the 1st picture, then unplug power, hold switch down, and plug power – display will show cold boot, if it asks to erase all, select yes
If you have the 2nd picture, then unplug power, move switch 4 & 5 up as shown on the picture, and plug power – same, will show cold boot
After cold boot, press clear and enter keys, press 1 for password and enter, press yes on calibrate, press yes on recal, then clear on calibrate

Enroll an employee:

1. Press clear and enter
2. Password 4
3. Add employee, yes
4. Enter the ID
5. Follow the screen on placing hand 3 times
6. Press clear

7. And punch in, if you get a score – the camera of the hand punch is not broken

Copying your employees to the Hand Punch from Time Guardian:

1. If you got a score, go to Time Guardian
2. Setup > wizard > clock tab
3. Click on
4. Go to the HP commands tab
5. Click on send maps, then click on download
6. When finished, your employees should be able to punch in now

After following the above instructions I've, when your clock is all fixed and if you have the dip switches - please switch the 4 & 5 back to their original position which down or off.

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