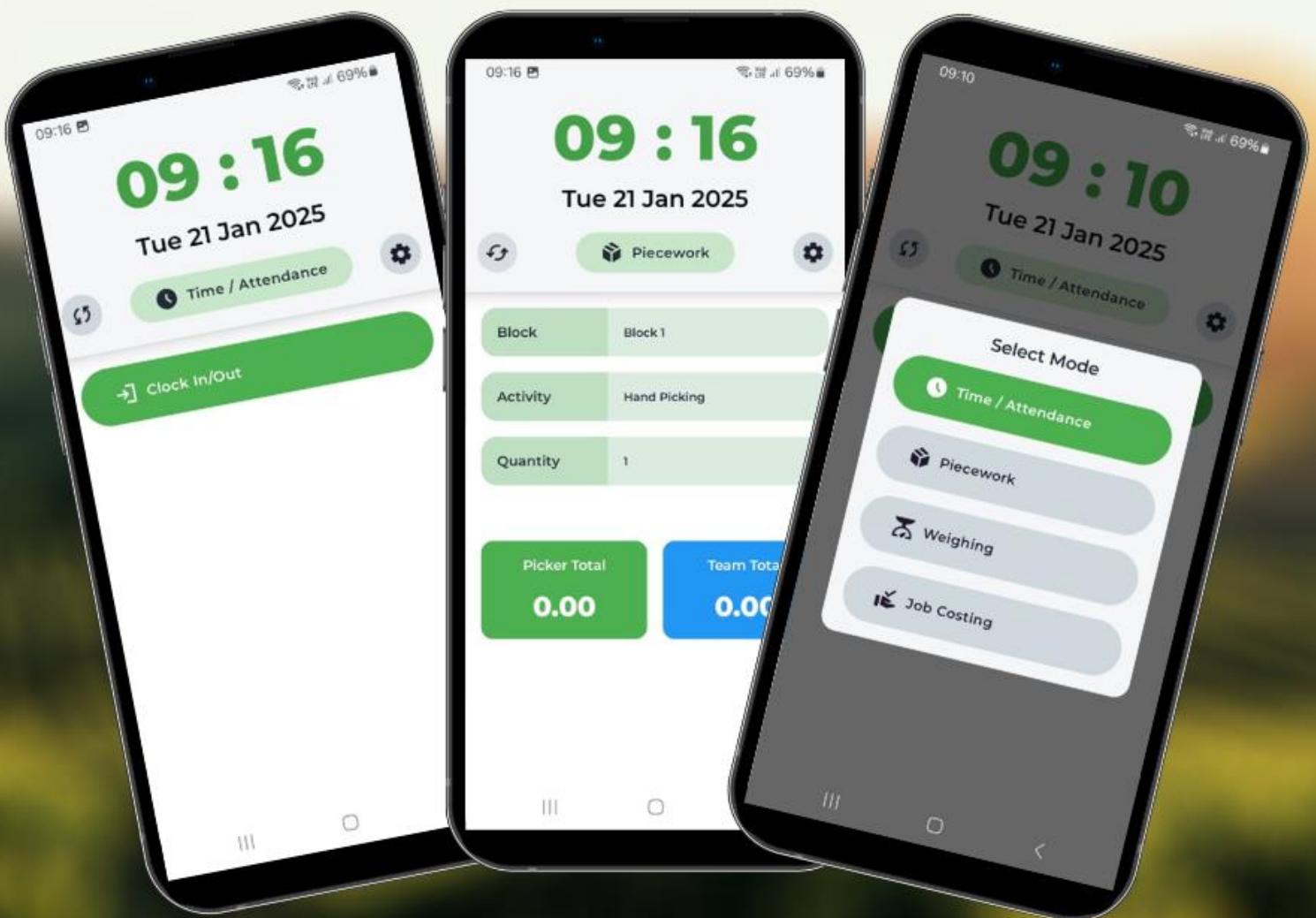




donkerhoekdata



Remote Clocking User Manual



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1. Considerations for use of Remote Clocking on Payroll Africa

It is possible to use more than one Payroll Africa system with one Donkerhoek Data Remote Clocking account. For example, you can have both a Monthly and a Weekly system, and have employees from both systems clock on the same device, registered under the same account.

There are three important points to keep in consideration when using the Remote Clocking system together with multiple Payroll Africa systems:

- 1.1 Coin numbers must be unique across different systems** as this serves to identify employees. You may have the same employee numbers on multiple systems, but their coin numbers may not be the same, since this will influence certain functionality, that depend on the uniqueness of each coin number.
- 1.2** When using Piecework or Job Costing, the **Piecework Categories must be set up exactly the same**, on all Payroll Africa systems.
- 1.3** When downloading clock records, **only the clock records for the employees applicable to the system you are downloading in, will be downloaded.** *For example: You have two Payroll Africa systems: PA1 & PA2. When you initiate a download in PA1, only the clock records for the employees that are registered on PA1 will be downloaded. You will have to initiate a separate download in PA2 in order to get the clock records for the employees in that system.*

2. Payroll Africa Setup

Before using the Remote Clocking system, two things have to be set up correctly in Payroll Africa. You may contact Donkerhoek Data for assistance with the setup, if required.

2.1. Coin Numbers / Time ID's

The Remote Clocking system requires that each employee be identified uniquely by a Time ID, or Coin Number as in Payroll Africa. All employees that you intend to work on the system, must have this field defined.

If you already use an existing hardware package from Donkerhoek Data, and have previously assigned Coin Numbers, you may continue to use the existing Coin Numbers for the Remote Clocking system. If you do not have any existing Coin Numbers, you must assign new numbers.

In case you have to assign new numbers, we suggest using the following format: **X000000000YYYY**. The numbers must be exactly 14 characters in total.

X is a number identifying on which Payroll Africa system this employee is registered (i.e., '1' for PA1)
Y represents the employee number
(i.e., 1452) For example: **10000000001452**

***Please note: Coin numbers can only contain numbers 0 – 9, or letters A – F. The Coin numbers must also be entered on Coin number 1.**

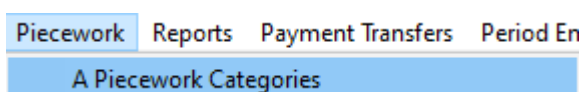
When using the Remote Clocking system along with any of Donkerhoek Data's existing hardware (e.g., batons, SupaScales/ETRs or fingerprint readers/facial scanners) you may reuse the existing Coin Numbers/Time IDs instead of generating new numbers. The cards or tags used with the Remote Clocking system are rewritable, and can have any existing Coin Number written to it.

2.2. Piecework Categories

In order to use Piecework and Job Costing on the Remote Clocking device, the Piecework Categories must be defined in Payroll Africa, and synchronized to the Remote Clocking cloud service. When setting up a device or synchronizing any changes to the Piecework Categories, all changes will automatically propagate to the devices.

Please note that if you are using multiple Payroll Africa systems on a shared Remote Clocking account, you will have to ensure that the Piecework Category setup is exactly the same for all the Payroll Africa systems.

In Payroll Africa, navigate to the **Clock Systems -> A Piecework Categories**:



If this is the first-time using Piecework or Job Costing, the following will be displayed:

Lookup1		Lookup2
Lookup1		
*Code	Description	

Each tab represents a customizable Piecework Category. Each category is a group of related entries that are used to identify and sort different types of work. You are encouraged to rename these categories to descriptions that make sense in the context of your business or company. Lookup 1 will always be the Block. Lookup 2 will always be the Activity, and Lookup 3 can be used for any other addition e.g.; *Group or Cultivar*.

Please note that if Lookup 1 and 2 are not setup correctly, the piecework records will not be processed correctly. The descriptions entered, will also synchronize to the devices you set up. Although Lookup 3 is setup, there is no lookup 3 available on the Remote Clocking device.

In order to rename each category, use the **Change Category Heading** button on the bottom of the screen which is displayed:

Change Category Heading

Piecework

New Heading?

OK

Cancel

After setting up the category names, you have to set up at least one entry for each category. The code consists of a **two-character-maximum numeric** identification code. The Description consists of an alphanumeric description. Codes cannot be entered as e.g., 2.1 etc. It must be entered as whole numbers e.g.; 2. **Please note:** Do not add zeros in front of the codes e.g.; 02 this will not be allowed. Do not use special characters in the description. The maximum number of Block/Activity codes allowed is 99.

It is imperative that, for each PieceworkCategory, the first entry needs to be setup with code "0" and description "None". Thereafter all other codes and descriptions can be added.

Click on **Add** and enter the desired code and description. Click **OK** to save the entry. **Repeat this process for each entry of each category.**

Create new Code

Code

Description

←

→

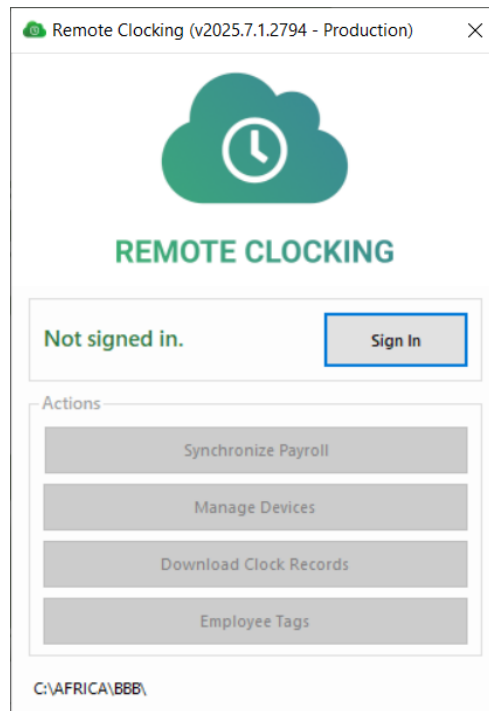
OK

Cancel

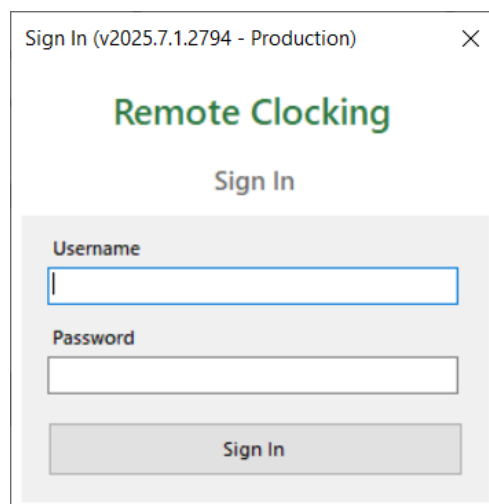
3. Log In

In Payroll Africa navigate to Clock Systems > L Remote Clocking > D Switch accounts. This is done in order for the correct clocking records, to display on the correct payroll system.

The Remote Clocking application will then be opened.



Select **Sign In** and enter the Donkerhoek Data Account credentials provided to you, after signing up for this product. Click on the **Sign In** button once more to complete the login.



You are now ready to start using the Remote Clocking service!

3.1 Reset/Forgot Password

If you've forgotten your password or need to reset it, use the reset password option. Navigate to the Clock Systems Menu > L Remote Clocking > E Reset Password.

The following will display:



Login

Username*

Username is required

Password*

Password is required

Reset Password

Login

Or alternatively Production clients can navigate to: <https://remote-clocking.co.za/login/>
Staging clients (demo clients) can navigate to: <https://stage.remote-clocking.co.za/login>

Click on Forgot Password. Enter your username or email address, and click on Request Email. The username associated with your account will be the same as the one you received in your initial welcome email.



Reset Password

Enter your username or email address below and we'll send you a password reset email.

Identity*

Identity is required

Cancel

Request Email

After the Request Email option was selected, the following page will display. Select Okay to close this screen.



Request Submitted

Your request has been submitted. Check your email inbox for an email from us.

[Back To Login](#)

The received email will display as follows. Click on Reset Password.



Password Reset Request

A password reset was requested for your account.

Please ignore this email if this is unexpected.

[Reset Password →](#)

This link will expire in 24 hours.

Kind regards
The Donkerhoek Data Team



Set Password

Enter a new password for your user profile.

New Password*

Password is required

Confirm Password*

Confirm password

[Set Password](#)

After the Reset Password option was selected, the following page will display. Enter a password as instructed, at the New Password and Confirm Password option, and click on Set Password.

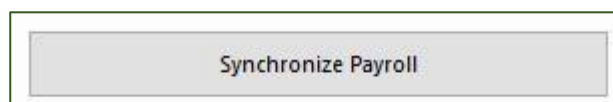
4. Synchronize Payroll Data

The Remote Clocking service is designed to make use of the data you already have available in Payroll Africa. By doing so we remove the need for additional employee, group and piecework category creation steps after the initial Payroll Africa setup procedure.

In order to start using the Remote Clocking service, you will first have to synchronize your payroll system with the online service. This procedure uploads your employee information, group setups and piecework category setups to your online account - which in turn gets used on the Remote Clocking devices.

You can initiate the synchronization process in one of two ways:

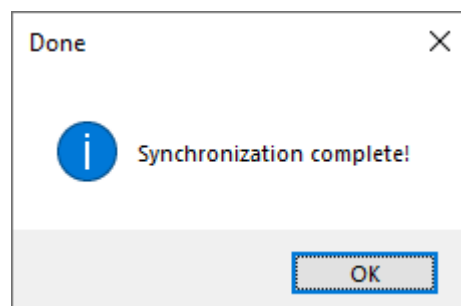
1. Launch the Remote Clocking desktop client application using the D Switch Accounts option, and then select the **Synchronize Payroll** action.



2. **Clock Systems** → **L Remote Clocking** → **A Synchronize Changes**.



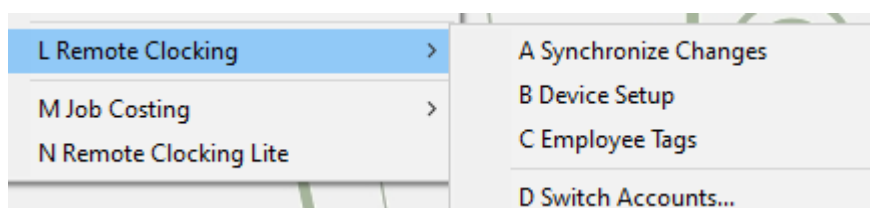
After the above selection, a dialog box will display the sync progress, and a message box will confirm completion:



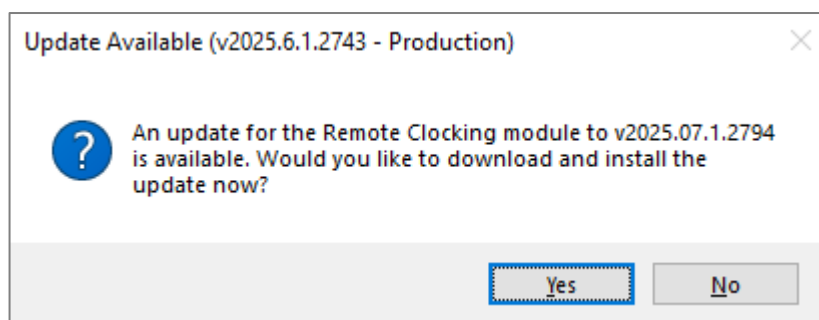
Your employee information, group setups and piecework category setups have now been synchronized with the Remote Clocking cloud service.

In order for the system to be effective, you will have to synchronize each time after an important change relating to one of the above-mentioned data sets are made.

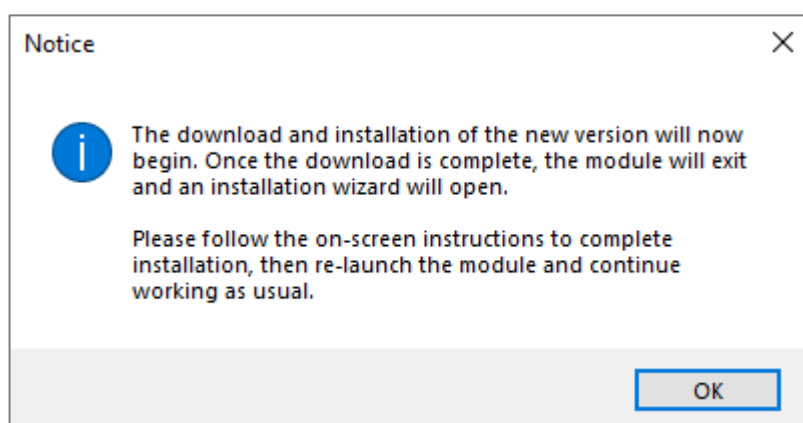
Should a new Remote Clocking Desktop update be available, and you click on any of the A to C options as below, you will be prompted to download the update.



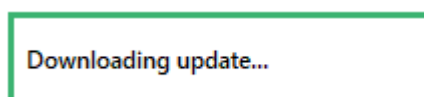
Select Yes, to start the downloading process.



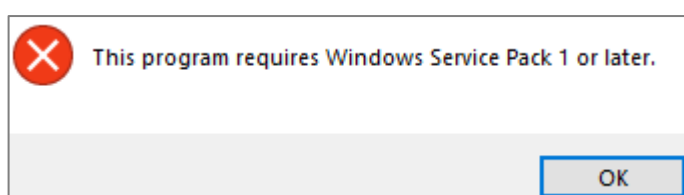
A new screen will appear; click **OK** to continue.



The following message will display. Thereafter, you'll see a **User Account Control** pop-up. Select **Yes** to allow the installation to complete.

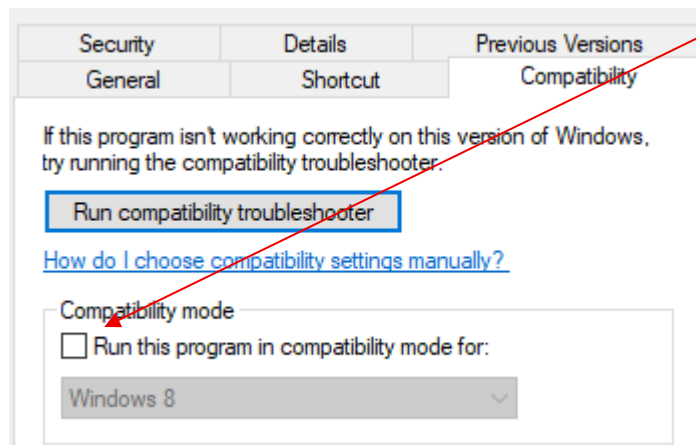


Should you receive the following message when a new Remote Clocking Desktop update is available, use the steps below to resolve the error.



Close the Payroll program and right click on your payroll icon on the desktop. Click on Properties.

Navigate to Compatibility. Ensure that the checkbox next to Run this program in compatibility mode for: is **NOT** selected.



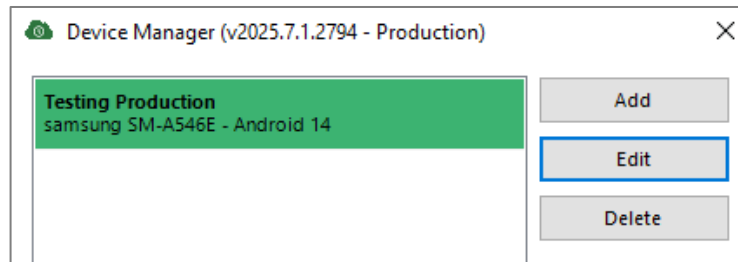
You will now be able to successfully install the update.

5. Device Setup

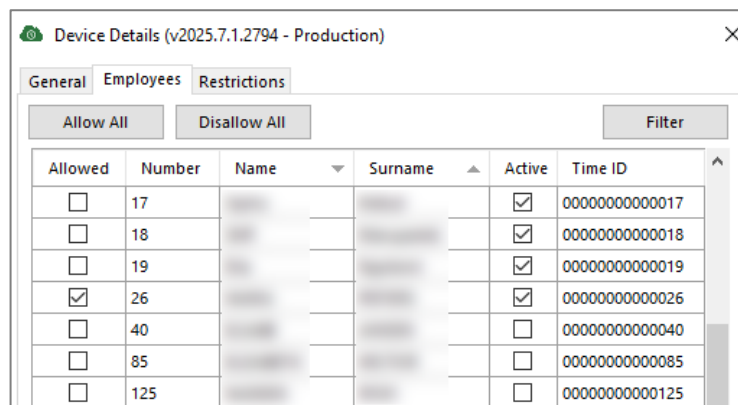
Before using the Remote Clocking Application, you first have to create a profile for the device. To implement this, navigate to **Clock Systems → L Remote Clocking → B Device Setup**.

Devices are pre-set by Donkerhoek Data. On the management screen, names show with the serial number as the description. This however may be changed by using the Edit button. Should you wish to add devices, contact Donkerhoek Data.

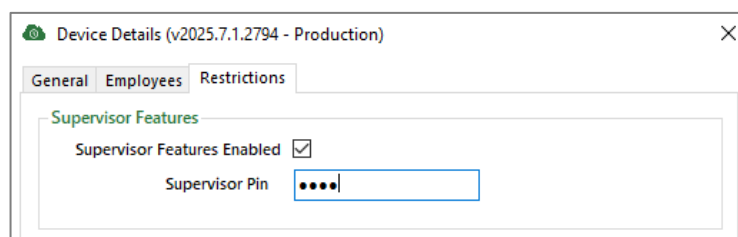
Device addition and deletion are disabled in version 2.00-2262 and later.



Next, navigate to the **Employees** tab. Select which employees are allowed to clock on this device. You can select or deselect all, or filter based on Employee groups, Time Group, or Job description. Employees without a coin number 1 entry, or which have not been previously synced, will not appear. After employees were made inactive, you will need to Sync as well. Thereafter they will automatically be disallowed from the list.



After selecting the employees, navigate to the **Restrictions** tab. Set a PIN for the Advanced menu option on the application, or restrict access to it completely. This option is used in cases where employees must not have access to change any Settings on the Remote Clocking device.



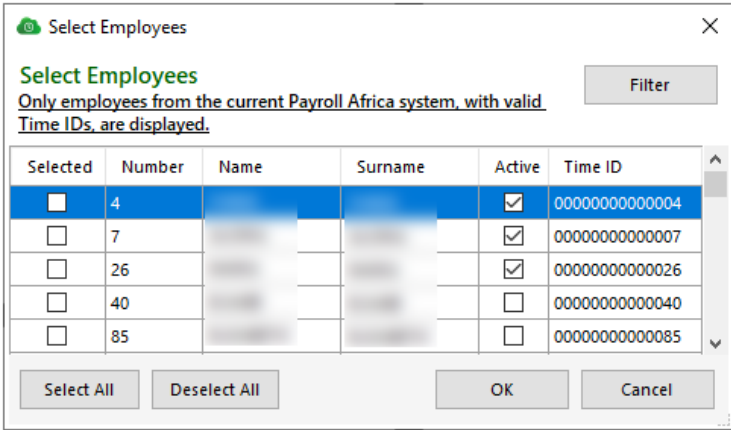
Please note that the Supervisor PIN may only have a maximum of five numeric characters. Only numeric characters may be used.

In order to finish the device setup, click on **Save**.

6. Employee Tags / NFC Cards

After synchronizing your Payroll Africa data with the cloud service, you may then assign tags (NFC cards) to employees. Use the **Employee Tags** function to implement this. Navigate to L Remote Clocking > C Employee Tags.

All employee information applicable to the Payroll Africa system you are using, will be retrieved from the cloud service and presented. From this list you may select one or more employees for which you would like to assign tags (NFC cards).



Select Employees

Select Employees
Only employees from the current Payroll Africa system, with valid Time IDs, are displayed.

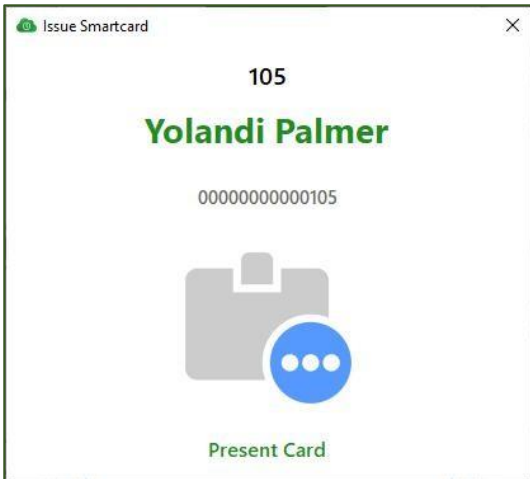
Selected	Number	Name	Surname	Active	Time ID
☒	4			☒	00000000000004
☐	7			☒	00000000000007
☐	26			☒	00000000000026
☐	40			☐	00000000000040
☐	85			☐	00000000000085

Select All Deselect All OK Cancel

When selecting multiple employees, the system will allow you to sequentially assign the tags; after the first tag is written. The program waits for the user to remove the written tag from the card reader/writer before asking to present the next card.

Please keep the tag or card on the reader/writer until the write process is complete.

The first stage of the write procedure will ask you to present a tag or card.



Issue Smartcard

105

Yolandi Palmer

00000000000105

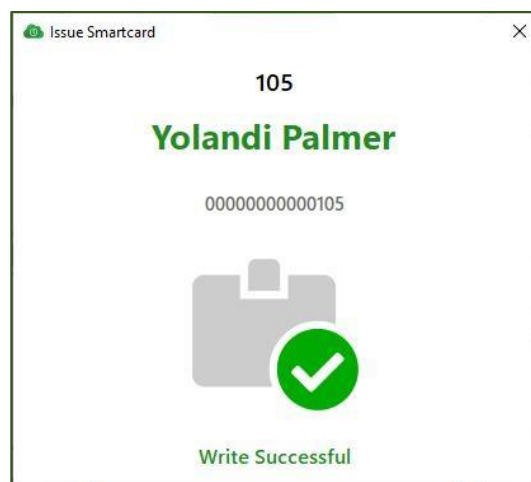


Present Card

After presenting the tag or card, the program will start writing. **Leave the tag (NFC card) on the reader/writer until the write procedure completes.**



After the write process is completed, the program will indicate that the write was successful. At this point you may remove the tag (NFC card) from the reader/writer.



If you have selected to issue tags (NFC cards) for multiple employees, the program will then go back to the first stage and prompt for another card.

Please note:

When clocking in or out, employees should form a single line at the device instead of clustering. This is because NFC cards need sufficient space to be read accurately, and cards that are too close together can interfere with the device's ability to scan them.

When scanning NFC cards, remember that each scan takes **1 to 2 seconds**. Scanning too rapidly can lead to problems, so please allow adequate time between scans.

7. SIM Cards and Mobile Data

The Remote Clocking service is a cloud-based clocking system. All users interact with the system through a cloud-enabled interface. All devices require a network connection to synchronize their clock records to the Remote Clocking servers. Realizing that mobile data is expensive and striving for consistent service delivery with the Remote Clocking service, Donkerhoek Data has partnered with local mobile network operators to provide a managed SIM and Mobile Data experience.

For an additional fee we provide you with SIM cards and enough monthly data to operate the Remote Clocking devices. Our rule-based systems automatically ensure that the data balance on each SIM is kept above a certain threshold, in order for the devices to remain connected without incurring extra monthly charges.

SIM cards provisioned by Donkerhoek Data are bound to our services, and cannot be used to access third party services such as Google, YouTube or Facebook. This ensures that the data allocated for use with the Remote Clocking system does not get used for other non-essential services.

The SIM cards provisioned by Donkerhoek Data cannot be used in any devices other than the ones supplied by Donkerhoek Data. Each device is set up and linked to the provisioned SIM card before being sent out to our clients.

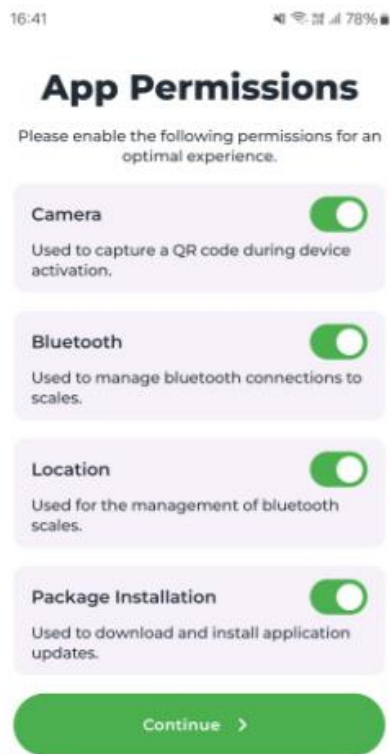
Should you choose to use your own SIM cards and data, you are responsible for the maintenance and mobile data costs. Also note that should you run out of data on one or more of your SIM cards during use, Donkerhoek Data cannot be held responsible or provide support for issues arising from the lack of network connectivity on any of your devices.

Any Sim cards provisioned by Donkerhoek Data remain our property, and must be returned if this service is not used, and /or cancelled. In the event that a Remote Clocking device was stolen, you need to immediately inform Donkerhoek Data, as we need to suspend the sim. Please send an email to orders@donkerhoekdata.co.za

8. Mobile Application

This section discusses the structure, features and workings of the application. Each subsection covers a logical block of functionality or a singular concept. Subsections are arranged according to chronological relevance.

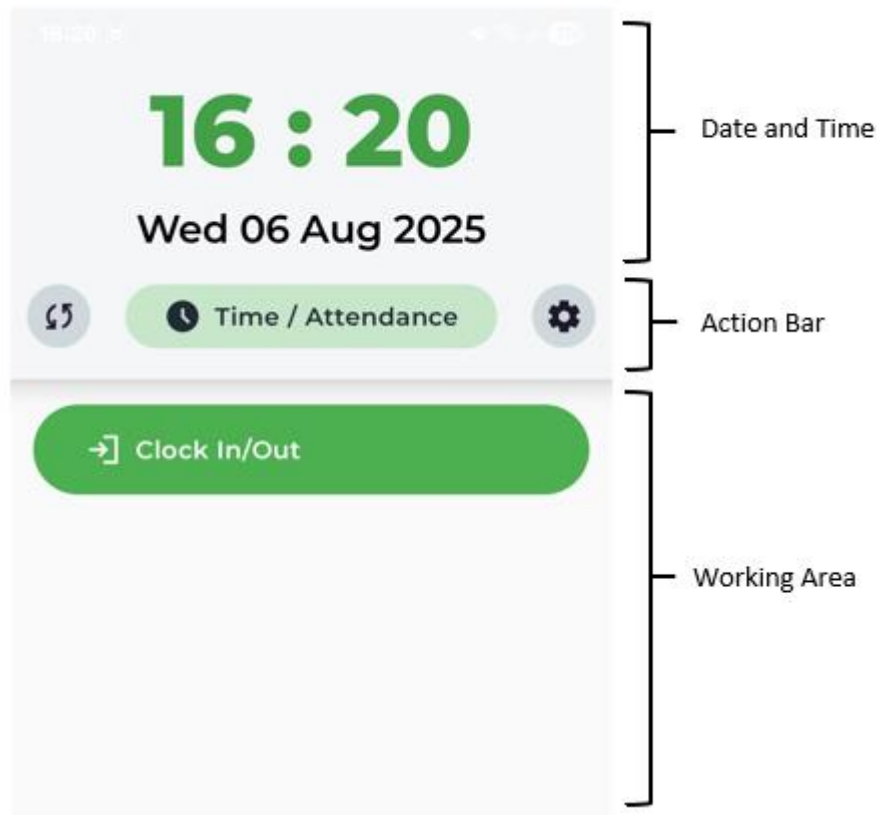
The App Permissions screen may appear when the remote clocking application is opened. Ensure that each needed toggle is enabled (green), then click on Continue.



Note: It will only be needed to enable Bluetooth if the client uses a crane scale together with the specific Remote Clocking device. Please ensure that this is confirmed with the client.

9. Main Screen

Once the application is opened, the Main screen will display.



The main screen consists of three sections: Date and time display, the action bar and the working area.

The Date and time display is always present on the Main screen, regardless of the mode of operation.

The Action Bar, which is always present on the Main screen, contains the Sync button, Mode Selection button, and Advanced Menu (⚙) button.

The Working Area displays controls for the current mode. The contents of this area change whenever a different mode is selected.

10. Settings

This screen allows you to customize the device's default behaviour. It can be accessed from **Menu (☰) → Settings**.

Available Modes: There are 4 modes to select from: Time /Attendance, Piecework, Weighing and Job Costing. The operation mode options will display based on your pre-selected options.

Operation Mode: By default, the application will open on the Time/Attendance mode. You may override this by selecting a different default mode.

Show Seconds in History view: Changes display of clock times from HH:mm to HH:mm:ss

Data Retention Period: Records older than the specified period are automatically deleted from the device to optimize performance. This period defaults to 7 days unless changed. Records older than the specified period, will also not display under Clock History. Amounts of 0 and greater than 31 are not accepted.

Periodic Sync Interval: This option states the number of minutes; the Remote Clocking device will sync to the server with regards to clock records e.g.; every 10 minutes. Should you reduce the default time of 10 minutes, more data will be used each time a sync occurs.

Use Multi-Device Totals: If this is enabled, and an employee is allowed to clocks on more than one device, the other device's Piecework and weighing units' totals, will also add to this device Picker total and Team total.

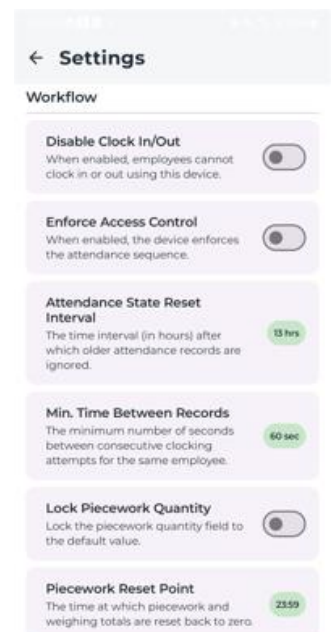
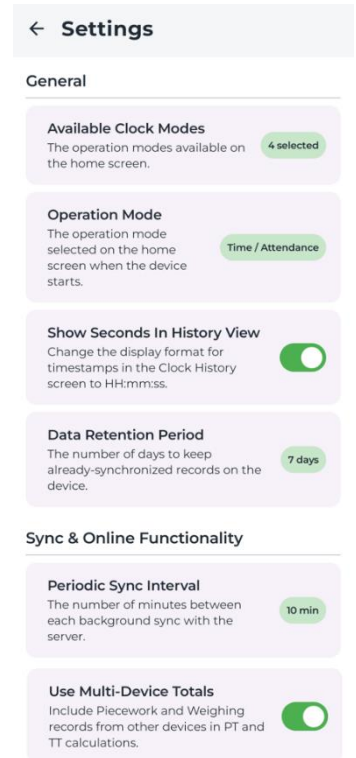
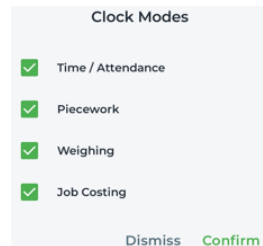
Disable Clock In/Out: When this option is enabled, you will not be able to clock in/out on the Remote Clocking device. This is where employees must clock in on a biometric cloud reader, before you can continue on another operation mode, such as Piecework on the Remote Clocking device itself.

Enforce Access Control: By default, the user has to specifically select their target Attendance State when clocking. The application validates the selected Attendance State based on the user's last Attendance State currently available to this device.

For example, when a user attempts to clock 'IN', and their previous Attendance State is also clock 'IN', the application will reject the clocking attempt, but when the user attempts to clock 'OUT' the attempt is accepted, since 'OUT' is a valid next Attendance State.

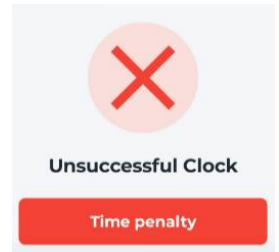
When this option is enabled, instead of rejecting the clocking attempt, the next logical Attendance State is automatically calculated based on the previous Attendance State. From the example above, this means, instead of the user selecting clock 'OUT' as their next target Attendance State, they simply clock and the application automatically determines that the Attendance State should be clock 'OUT'.

When using multiple devices in an Access Control scenario, it is recommended to leave this option disabled, since a drop in network connectivity may keep records from propagating between devices temporarily, and may lead to access being granted prematurely.



Attendance State Reset Interval: This option indicates after how many hours attendance records must be ignored. In other words, attendance records will clear e.g. every 13 Hours.

Min. Time Between Records: Defaults to 60 seconds, unless changed. The minimum time that has to pass between two clocking attempts for the same employee. If an employee attempts to clock too soon after their previous clocking attempt, the application will block the clocking attempt with a message: “Unsuccessful Clock Time penalty”

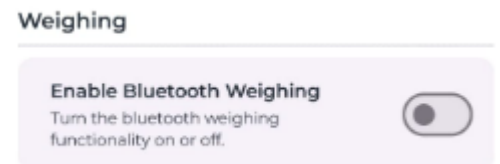


Lock Piecework Quantity: If this is enabled, each time an employee clocks for Piecework, the pre-setup default piecework quantity will be displayed.

Piecework Quantity: If Lock Piecework Quantity is enabled, this option allows you to set a default Piecework Quantity. Each time an employee clocks for piecework, the quantity as setup will display.

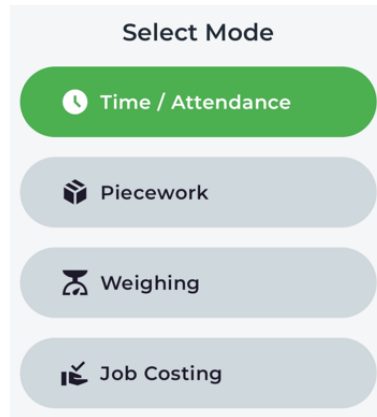
Piecework Reset Point: The time at which piecework and weighing totals are reset back to zero.

Enable Bluetooth Weighing: Integrates with Donkerhoek Data Bluetooth scales. You can turn Bluetooth weighing on and off using the toggle. See section *17.1 How to activate the weighing function on your Remote Clocking device*, for a detailed explanation of the weighing process.



11. Modes of Operation

The application has four main modes of operation which can be accessed by tapping on the **Mode Selection** button in the Action Bar. These modes can be used, to accurately record employee activity throughout the day.



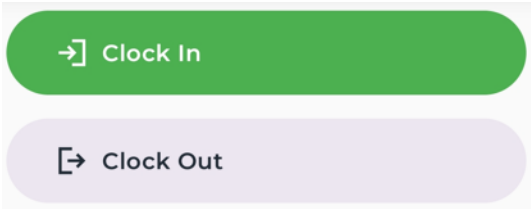
11.1. Time / Attendance

This mode allows employees to clock in and out for their shifts and breaks.

When *Enforce Access Control* is enabled, there are separate actions for *Clock In* and *Clock Out*.

When an employee attempts to clock with an action that would not fit their existing access control sequence, the attempt is blocked. For example: If an employee is already clocked in for the day, and attempts to clock in again, the second clock attempt would be blocked.

If *Enforce Access Control* is disabled, the same button will be used for both Clock In/Out. The application automatically calculates the employee's next attendance state based on their previous attendance state for both of these actions. For example: if an employee is clocked "in" for the day and attempts to clock in again using the *Clock In / Out* button, the logical next attendance state is clock "out", and the employee would be clocked out as a result.

	
<i>Enforce Access Control</i> enabled.	<i>Enforce Access Control</i> disabled.

11.2. Piecework

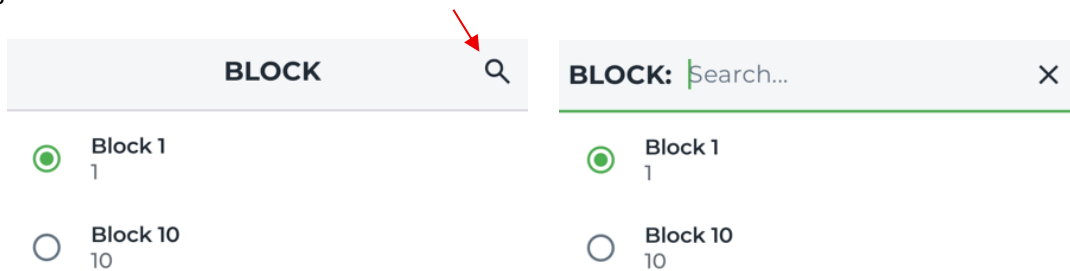
This mode enables employees to record piecework activity.

By using your Piecework Category definitions from Payroll program, the application allows the employee to select which Block and Activity their current work pertains to.



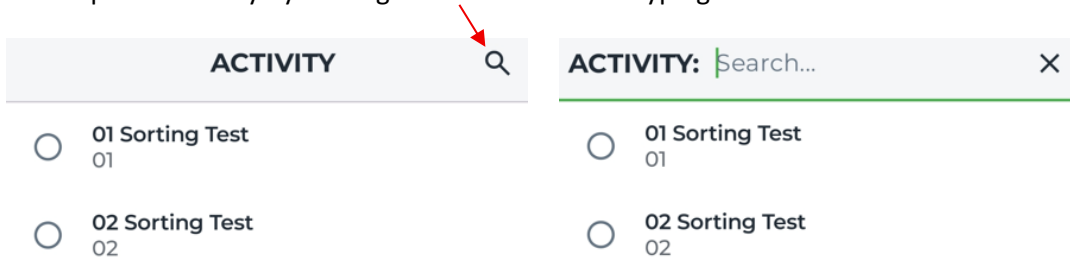
The screenshot shows the 'Piecework' mode interface. It has a header with a back arrow, a 'Piecework' title with a cube icon, and a settings gear icon. Below the header are three green input fields: 'BLOCK' with 'Block 1', 'ACTIVITY' with 'Hand Picking', and 'Quantity' with '1'.

Search for a specific block by clicking the search icon and typing the block name or number.



This screenshot shows the search interface for blocks. On the left, under the 'BLOCK' header, there is a search icon (magnifying glass) with a red arrow pointing to it. Below the header are two options: 'Block 1' with a selected radio button and 'Block 10' with an unselected radio button. On the right, there is a search bar labeled 'BLOCK: Search...' with a close 'X' icon. Below the search bar are the same two options: 'Block 1' (selected) and 'Block 10' (unselected).

Search for a specific activity by clicking the search icon and typing the block name or number.



This screenshot shows the search interface for activities. On the left, under the 'ACTIVITY' header, there is a search icon (magnifying glass) with a red arrow pointing to it. Below the header are two options: '01 Sorting Test' with a selected radio button and '02 Sorting Test' with an unselected radio button. On the right, there is a search bar labeled 'ACTIVITY: Search...' with a close 'X' icon. Below the search bar are the same two options: '01 Sorting Test' (selected) and '02 Sorting Test' (unselected).

If you do not use Blocks and Activities to sort your labour, you are free to customize these descriptions and the corresponding entries directly from your Payroll system. See section 2. [Payroll Africa Setup](#).

Bulk Counting is also supported. Simply enter a different quantity before clocking, since the application defaults to '1'. You can also change the default value by navigating to **Menu (⚙️) → Settings**, then change the default **Piecework Quantity** value. Please note that Lock Piecework Quantity option needs to be enabled, to change the Piecework Quantity value.

11.3. Weighing

This mode integrates with Donkerhoek Data Bluetooth scales. You can turn Bluetooth weighing on and off using the toggle. See section 17. *Remote Clocking Bluetooth Scale*, for a detailed explanation of the weighing process.

11.4. Job Costing

This mode tracks the amount of time spent performing a specific task. It is similar to Time / Attendance, but records the selected Piecework Categories.

When starting the day, employees select the Piecework Categories then proceed to Clock In. For each task completed during the day the employees should use the Job Complete function to indicate that they have completed their tasks.

Example: The employee selects the Block and Activity and uses the Clock In function to start their day. After they have finished the first task (i.e., pruning for 3 hours) they would use the Job Complete function to mark the end of the task. They then move on to their next task (i.e., topping in another block) and use the Job Complete function to indicate that they have finished with the second task. At the end of the day, the employee uses the Clock Out function on the last Block and Activity they have worked on.

When Enforce Access Control is disabled, one button will be used for both Clock In and Clock Out.

The screenshot shows the 'Job Costing' interface. At the top, there is a header bar with a back arrow, a 'Job Costing' title with a clipboard icon, and a settings gear icon. Below the header, there are two selection bars: 'BLOCK' with 'Block 3' and 'ACTIVITY' with 'Hand Picking'. The main area contains three buttons: a green 'Clock In' button with a right arrow and bracket icon, a light purple 'Job Complete' button with a clock icon, and a light purple 'Clock Out' button with a left arrow and bracket icon.

This screenshot shows the 'Job Costing' interface when 'Enforce Access Control' is disabled. It features the same header and selection bars as the previous screenshot. However, the main area only contains two buttons: a green 'Clock In/Out' button with a right arrow and bracket icon, and a light purple 'Job Complete' button with a clock icon. The 'Clock Out' button is absent.

12. Clock History

The clocking history for the specific device can be accessed from the **Menu (☰) → Clock History**. From this screen you have a real-time overview of the clock records, for the employees linked to this device.

This screen displays clock records in descending order by time. This list displays clock records (In, Out, Piecework, Job costing, Weighing) for all employees allowed to this device. It also includes records from other devices if an employee is allowed to more than one. If an employee is only allowed to a single device, their clock history will only appear on that specific device.

Clock records from the specific device, are indicated with a green tag below the record stating: "This device".

If an employee clocks on more than one device, the clock record will be indicated with a grey tag below, stating: "Another device".

The clock history also serves a secondary purpose: It indicates which records have not been synchronized yet. Unsynchronized records are indicated with a green cross. Synchronized records are indicated with a grey checkmark.

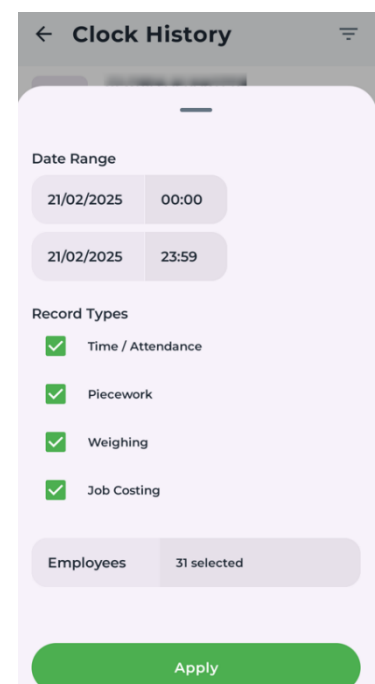
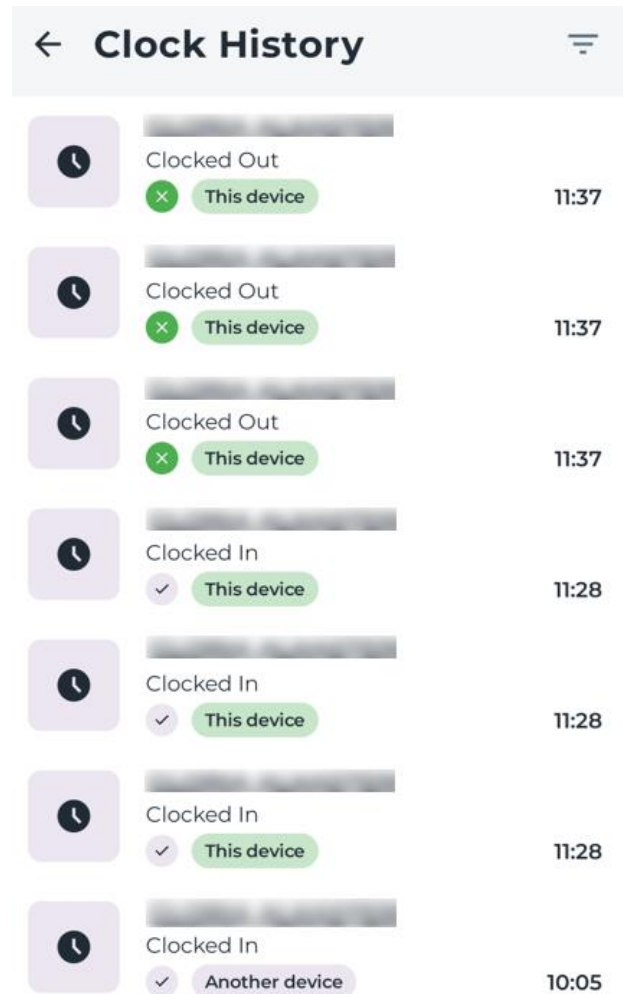
Whenever a change in the underlying list of records occur, the view is automatically updated. A change in the underlying list may occur whenever a local record is synchronized with the service, or a record from another device is pushed to this device.

To access the filter options, tap the  button on the top right corner of the navigation Bar.

You may filter this list according to record type, date/time range and employee/s.

Note that only records since the beginning of the day will be displayed. In order to view older records, use the filter option and select the desired date and time range. After all selections were made, click on Apply.

Should the date range not display correctly, this is predetermined by Android and cannot be changed.



13. Data Management

The Data Management screen has functions related to the records on the specific device. You can access the Data Management option from **Menu (☰) → Data Management**.

Wi-Fi icon next to Data Management: 

This button takes you to the device's Mobile Data and Wi-Fi Settings. Do not change any settings, unless you need to link your device to a new Wi-fi network, or re-enter your Wi-fi password.

Click on the Wi-fi icon > click on Internet > Select the Wi-fi name and enter the Wi-fi password.

Synchronize: Under normal circumstances the application will automatically upload and download data from the Remote Clocking service as changes occur. However, given the unstable nature of mobile networks, it may sometimes become necessary to manually synchronize changes.

To manually trigger a sync, you can use the **Sync** arrows option. Once successfully synced the Device must display as online, and the last sync time must match with the device's time.

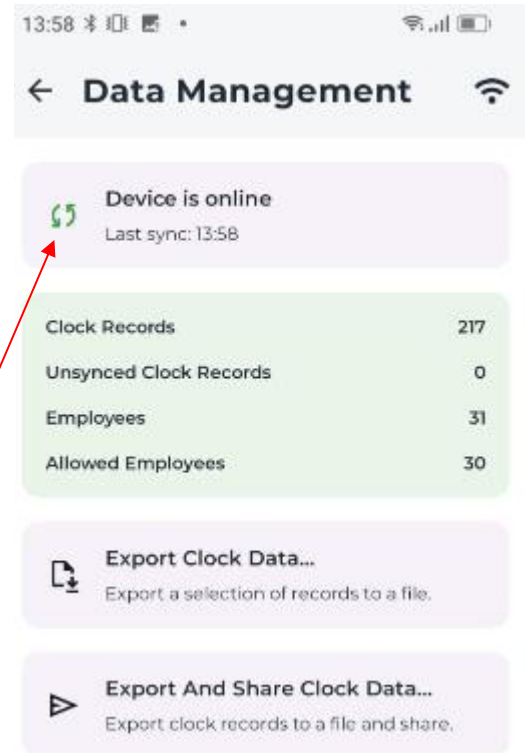
If the device does not have a stable internet connection, then the Device will display as offline. Investigate and correct, as syncing will not be possible. If you cannot identify the reason why the device is not syncing, please contact Donkerhoek Data for assistance.

Clock Records: This is the total number of clock records stored on the device. Managed by the device's synchronization mechanism and the data retention settings. Older, synchronized records are automatically removed depending on the Data Retention Period setting.

Unsynced Clock Records: The total number of records not yet synchronized to the server. When a device is fully synchronized, this number should be zero.

Employees: The total number of employee records on the device. This total includes active and inactive employee records.

Allowed Employees: The total number of employees that are allowed to clock on the device.



13.1. Export Clock Data:

In the event that no network access is available (no Wi-Fi or mobile data or limited network coverage), to either the Remote Clocking device or the computer used for the Payroll system, you may download the clock records manually by following the steps below.

Export the Remote Clocking records file/s directly from the remote clocking device by using the cable as supplied. Alternatively, you can also use a USB, which provides a substantially faster method for retrieving your files. Both methods are explained below.

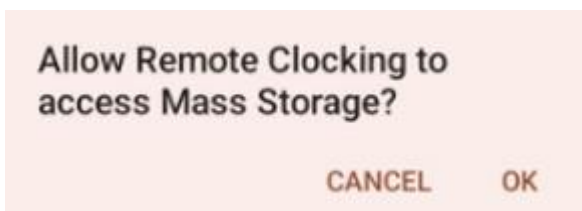
Remote clocking devices are compatible exclusively with USB Type-C connectors.



13.2. Manual exporting of Remote Clocking files, using a Type-C USB:

Begin by establishing a dedicated folder for your Remote Clocking files. Create a folder on your USB. Name this folder 'RC Files', or any other folder name which refers to your Remote Clocking files.

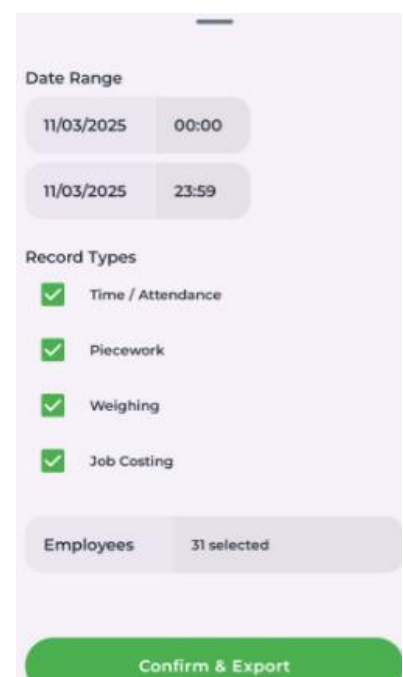
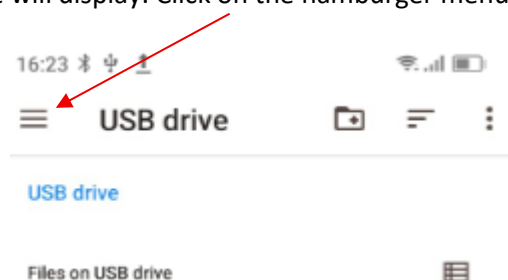
When the USB is inserted into the device, the following message will display. Click on OK.



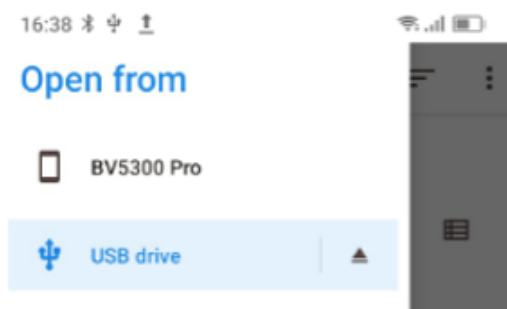
On the device, navigate to **Menu (☰) → Data Management → Export Clock Data.**

On the export data screen filter the date/time, record types and employees, and click on Confirm & Export. Should the date range not display correctly, this is predetermined by Android and cannot be changed.

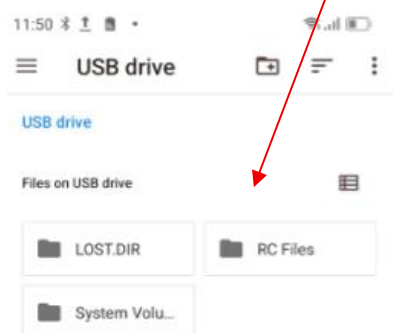
The following page will display. Click on the hamburger menu option.



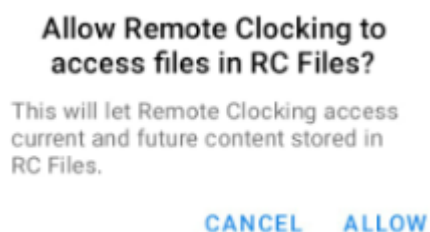
On the following screen, click on USB drive option.



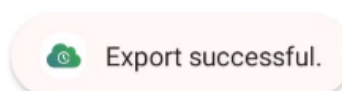
The following page will then display. Click on the previously setup folder, and then click on the 'USE THIS FOLDER' button, at the bottom of the screen.



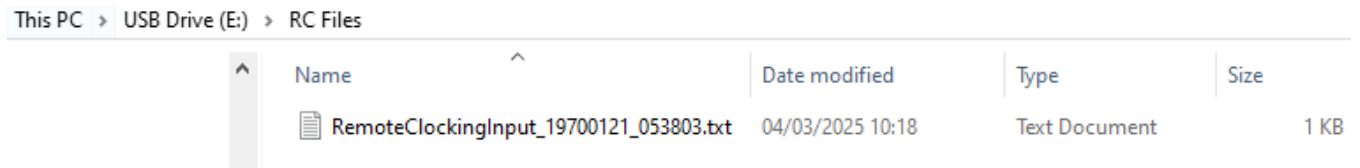
One of the following messages will display. Click on ALLOW.



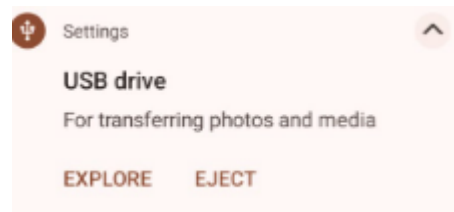
Thereafter, the Export successful message will display.



On the USB drive, the Remote Clocking file will have been created.

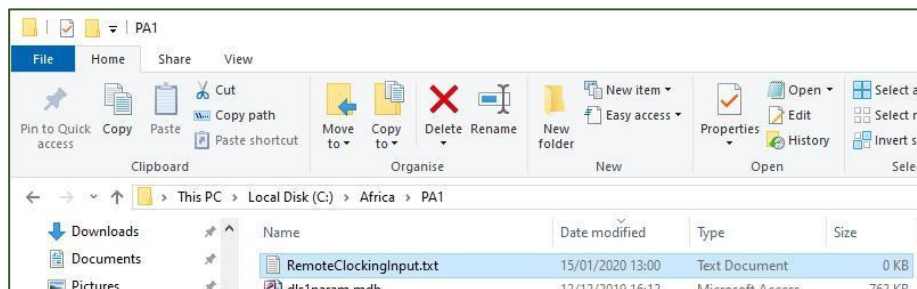


Always safely eject the USB drive before removal, to prevent data loss or file corruption. On the device swipe from the top to the bottom of the screen. Click on the drop-down arrow, and click on EJECT.



Plug the USB into the computer, and then locate the newest remote clocking records file on the USB. Copy the file to your Payroll Africa data directory (e.g., **C:\Africa\PA1**). Please note that previously created files will not be overwritten. Find the latest file, by sorting by 'Date Modified' with the newest date at the top. It is recommended to delete previously processed payroll files, to prevent accidental importing of incorrect hours or units.

In your Payroll Africa directory after pasting the applicable file from the USB, rename the file to: **RemoteClockingInput.txt**



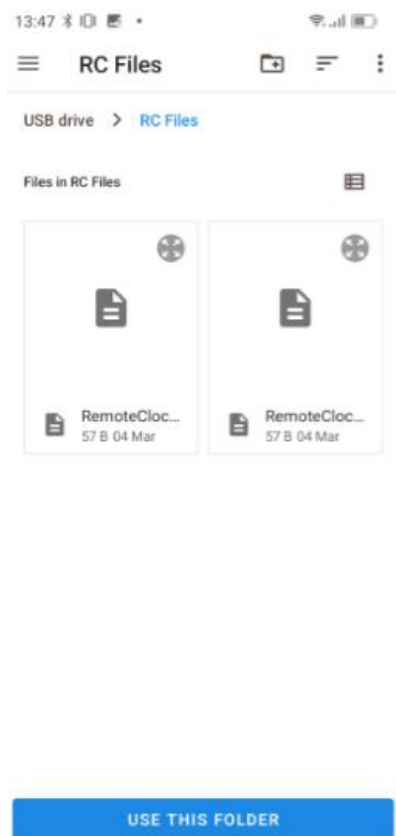
In Payroll Africa, click on the **Download Data** toolbar icon.

Click on the **Remote Clocking** option. The program will then indicate that a Remote Clocking file already exists, and will ask whether you want to overwrite this file.

Select **NO** on this message, to process the Remote Clocking file. Do NOT click on Yes.



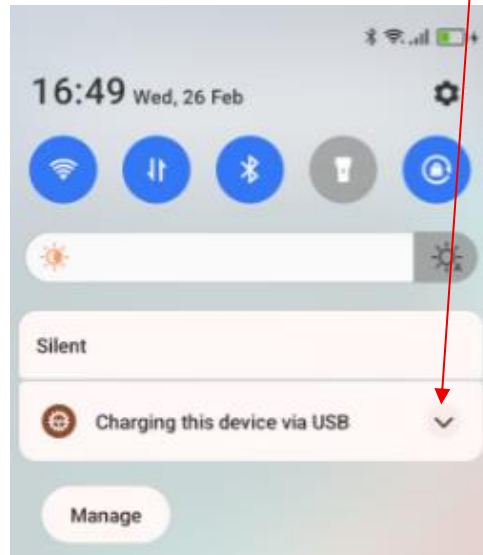
The next time export data is used; the device should automatically remember the previously selected path.



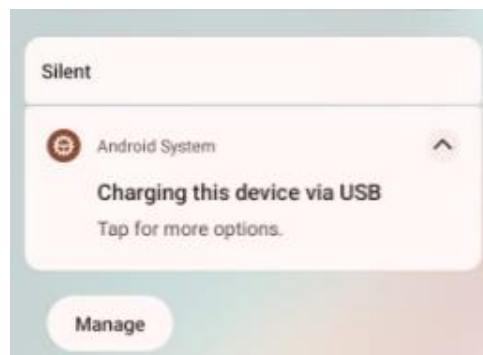
13.3. Manual exporting of clock records, using cable supplied:

Connect the Remote Clocking device to your PC using the provided cable. Insert the Type-C end into the device and the USB end into your PC.

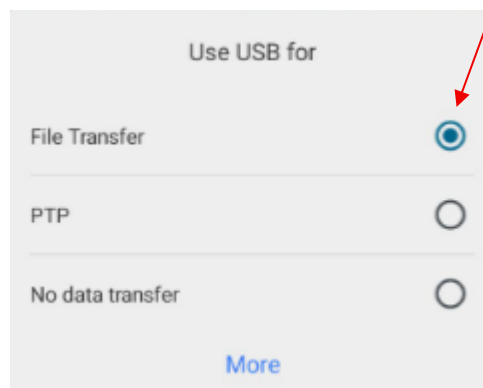
On the device swipe from the top to the bottom. Click on the drop-down arrow.



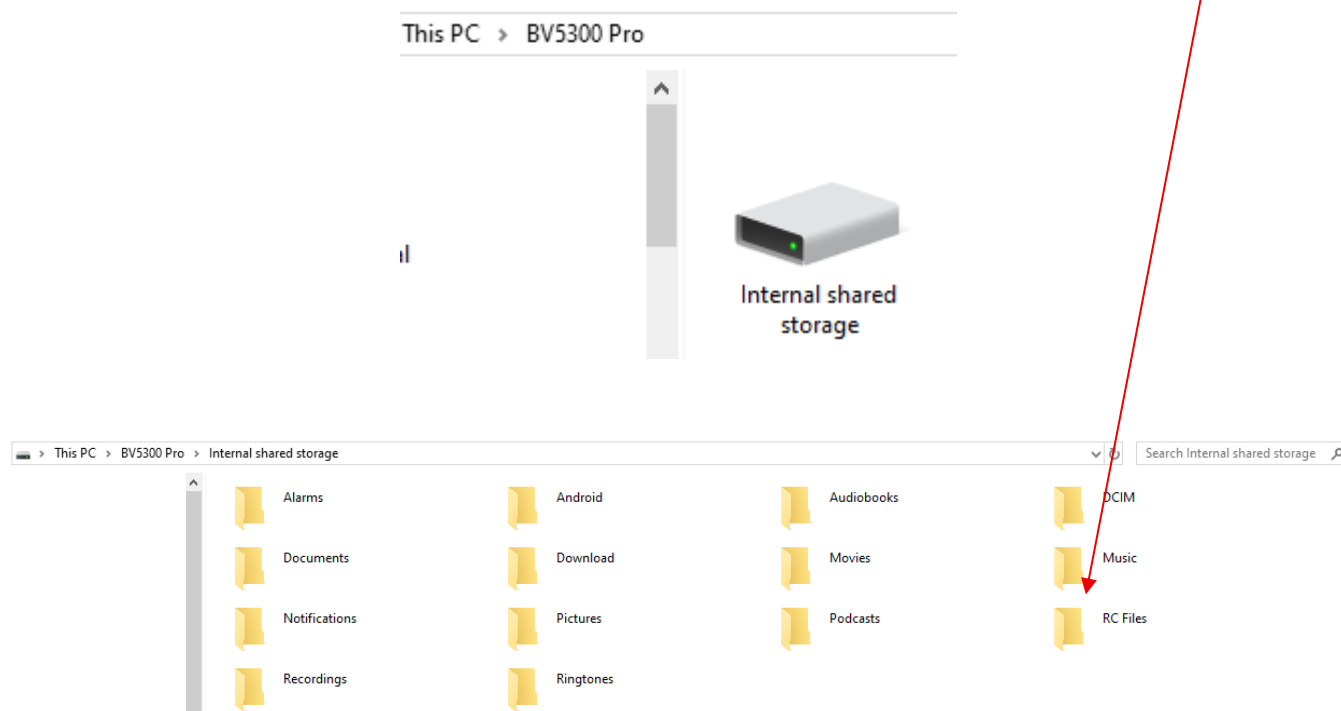
The following will then display. Click on 'Tap for more options'



The following message will then display. Select the button next to File Transfer.



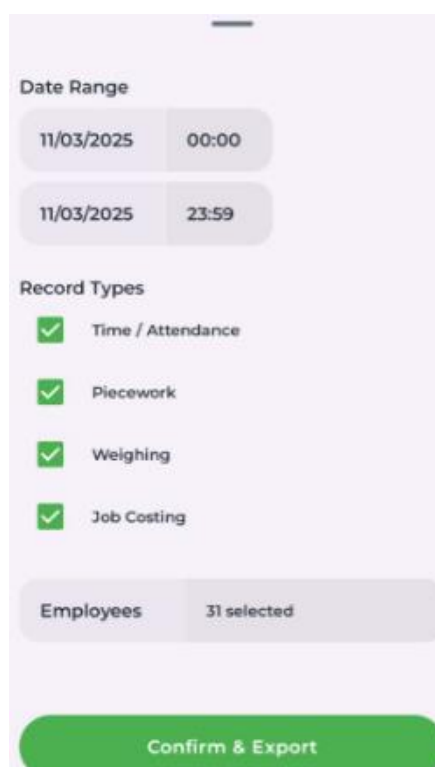
Navigate to This PC > BV5300 Pro (device name might differ) > Internal shared storage > Begin by establishing a dedicated folder for your remote clocking records, on the remote clocking device. Name this folder 'RC Files', or any other folder name, which refers to your Remote Clocking files.



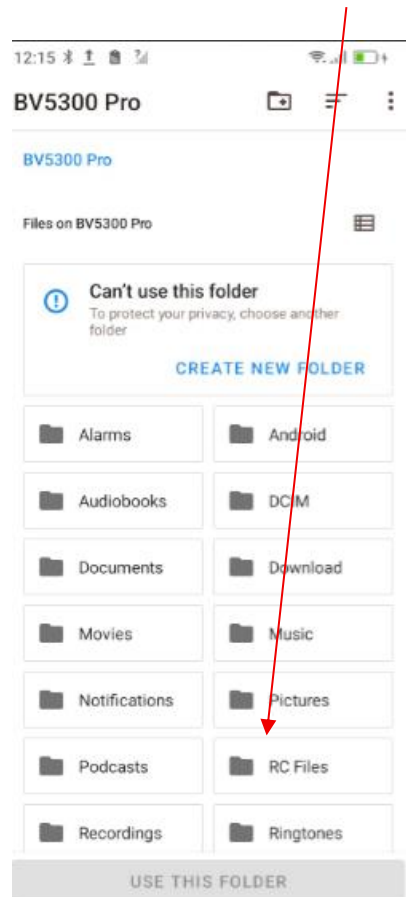
After the folder is created, disconnect the USB Type-C end from the device, and then the USB end from your PC.

On the device, navigate to **Menu (⚙️) → Data Management → Export Clock Data**

On the export data screen filter the date/time, record types and employees, and click on Confirm & Export. Should the date range not display correctly, this is predetermined by Android and cannot be changed.



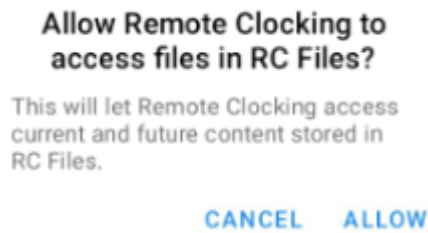
The following page will then display. Click on the previously setup folder.



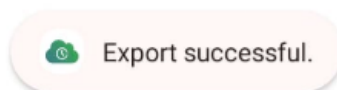
The selected file will open. Then click on the 'USE THIS FOLDER' button, at the bottom of the screen.



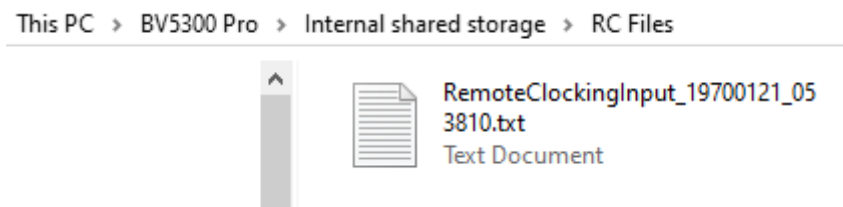
One of the following messages will display. Click on ALLOW.



Thereafter the Export successful message will display.



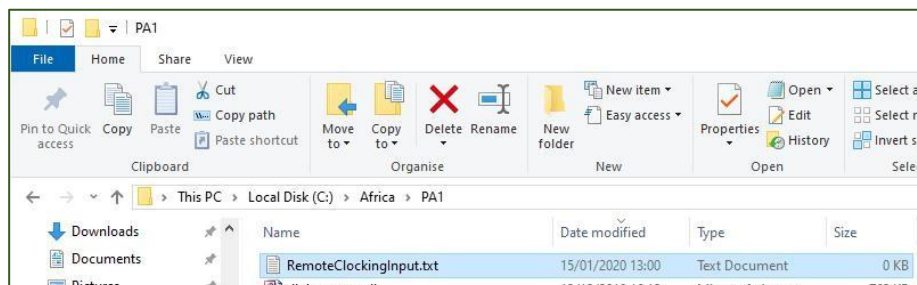
Connect the Remote Clocking device to your PC using the provided cable again. Insert the Type-C end into the device and the USB end into your PC. Navigate to This PC > BV5300 Pro (device name might differ) > Internal shared storage > RC Files.



Ensure the clock records file was successfully stored to your folder of choice. Please note that previously created files will not be overwritten. It is recommended to delete previously processed payroll files, to prevent accidental importing of incorrect hours or units.

Locate the newest remote clocking records file in the applicable folder, and copy it to your Payroll Africa data directory (e.g., C:\Africa\PA1). Find the latest file, sort by 'Date Modified' with the newest date at the top.

In your Payroll Africa directory after pasting the applicable file from the folder, rename the file to: **RemoteClockingInput.txt**



In Payroll Africa, click on the **Download Data** toolbar icon.

Click on the **Remote Clocking** option. The program will then indicate that a Remote Clocking file already exists, and will ask whether you want to overwrite this file.

Select **NO** on this message, to process the Remote Clocking file. Do **NOT** click on Yes.

13.4. Export And Share Clock Data:

Export any selection of clock records from the device via e.g. Bluetooth, or Gmail etc. Internet access is required to use Gmail.

Filter the date/time, record types and employees, and click on Confirm & Export. Should the date range not display correctly, this is predetermined by Android and cannot be changed.

A screen will display where you can select which platform you would like to share the clock records file to e.g. Bluetooth, Gmail etc. Follow the necessary steps as per platform selected. This file needs to be saved to your payroll system directory e.g. C:\Africa\PA1, and renamed as explained on **page 28**.

The screenshot shows a mobile application interface for exporting clock data. It features a 'Date Range' section with two date-time pickers set to 11/03/2025, 00:00 and 11/03/2025, 23:59. Below this is a 'Record Types' section with four checked options: Time / Attendance, Piecework, Weighing, and Job Costing. At the bottom, there is an 'Employees' section showing '31 selected' and a large green 'Confirm & Export' button.

Date Range	
11/03/2025	00:00
11/03/2025	23:59

Record Types	
☒	Time / Attendance
☒	Piecework
☒	Weighing
☒	Job Costing

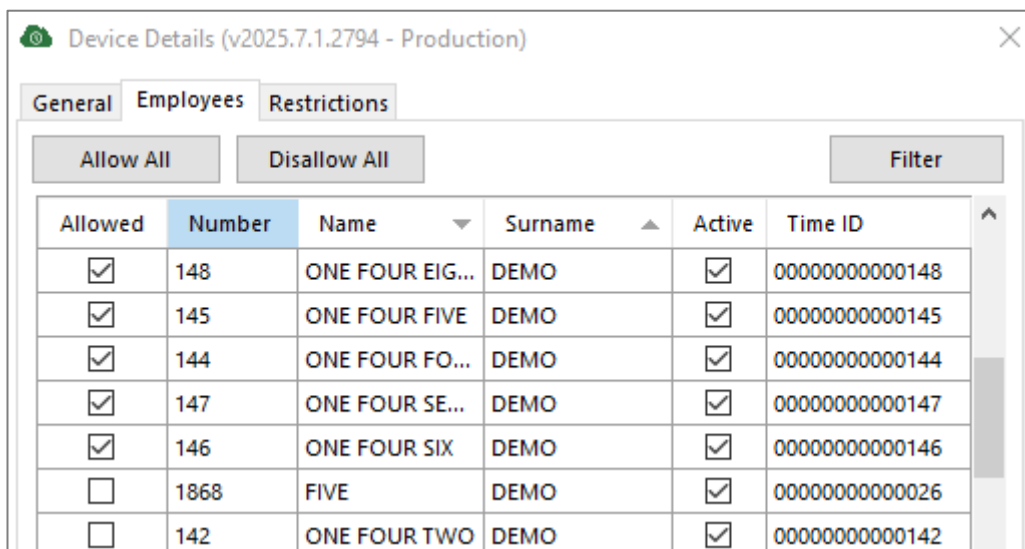
Employees	
	31 selected

Confirm & Export

14. Employees

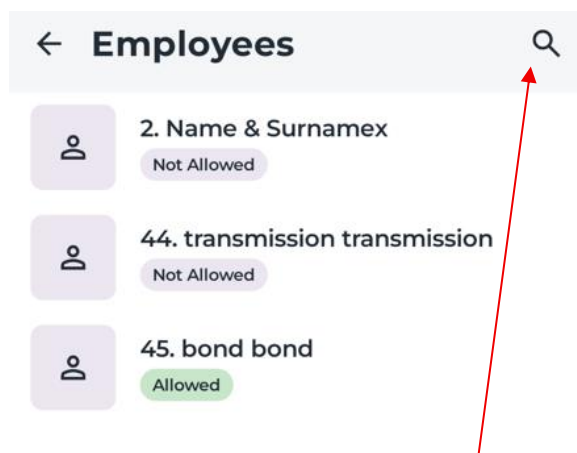
The Employees screen has functions related to the allowed employees on the specific device. You can access the Data Management option from **Menu (☰) → Employees**

You can view a list of all employees registered for remote clocking. Employees which were selected within the payroll program using the checkbox feature, will be displayed with an 'Allowed' status. Employees which were not selected, will display with an 'Not Allowed' status.

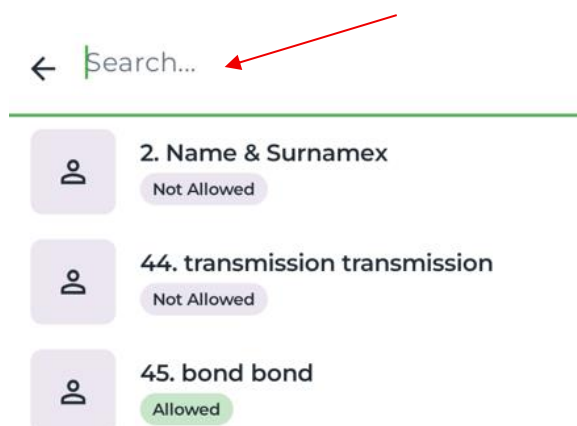


Allowed	Number	Name	Surname	Active	Time ID
☒	148	ONE FOUR EIG...	DEMO	☒	00000000000148
☒	145	ONE FOUR FIVE	DEMO	☒	00000000000145
☒	144	ONE FOUR FO...	DEMO	☒	00000000000144
☒	147	ONE FOUR SE...	DEMO	☒	00000000000147
☒	146	ONE FOUR SIX	DEMO	☒	00000000000146
☐	1868	FIVE	DEMO	☒	00000000000026
☐	142	ONE FOUR TWO	DEMO	☒	00000000000142

You can view the employees' number, name and surname.



Search for employee number, name or surname using the search option.



Click on the employee to view the NFC card number (coin number 1 as entered in the payroll system). This will also display the employees' Allowed status (Yes or No).

← Employee Details

General

Number	2
First Name	Name &
Last Name	Surnamex
Tag Number	017DDB161B0000
Allowed	No

15. About

This option displays the device details, and the application version information. Navigate to **Menu (⚙) → About**

The device name as setup by the user, will display at the top, together with the device type and the Remote Clocking Account name the device is loaded to.

Application Details: View system application information. Do not change any settings.

Application version: Displays the version number on the device. To verify if you have the newest available version, click on the refresh button.

Should an update be available once the application is opened, the following message will display. Click on Confirm to start the update process. Update versions will differ. Following is example only.

← About



Unmanaged Device
[Redacted] - RZCWB0GRS3L
Donkerhoek Testing (Y & M)

Application Details
View system app information.

Application Version
2025.07.1-2907



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System Update

Please wait while we check for any required system updates.

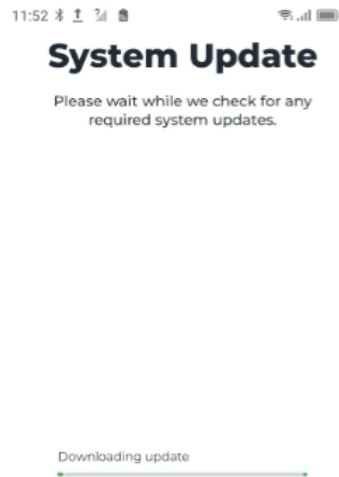
Update Available

Release v2.0.0-2260 will be installed.

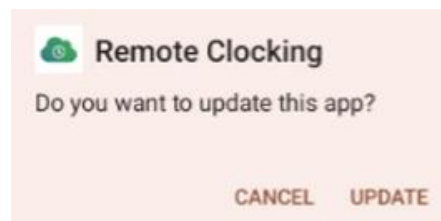
Not now Confirm

36

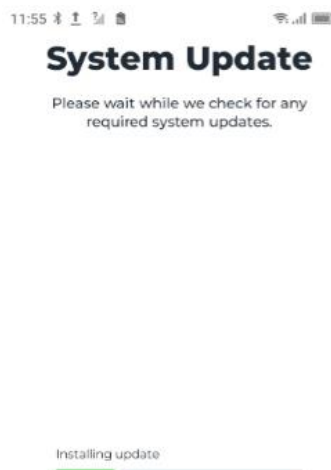
A downloading Update message will appear with a progress bar. Please wait for the update to complete.



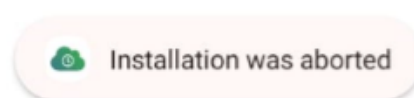
After the above the following message will display. Click on UPDATE



Following this, the message below will be displayed, and the application will automatically close.



Should an update not be done, the following message will display. You will be prompted to install the application when it reopens.



If you are up to date with Updates, the NO update available message will display.



16. Downloading Data

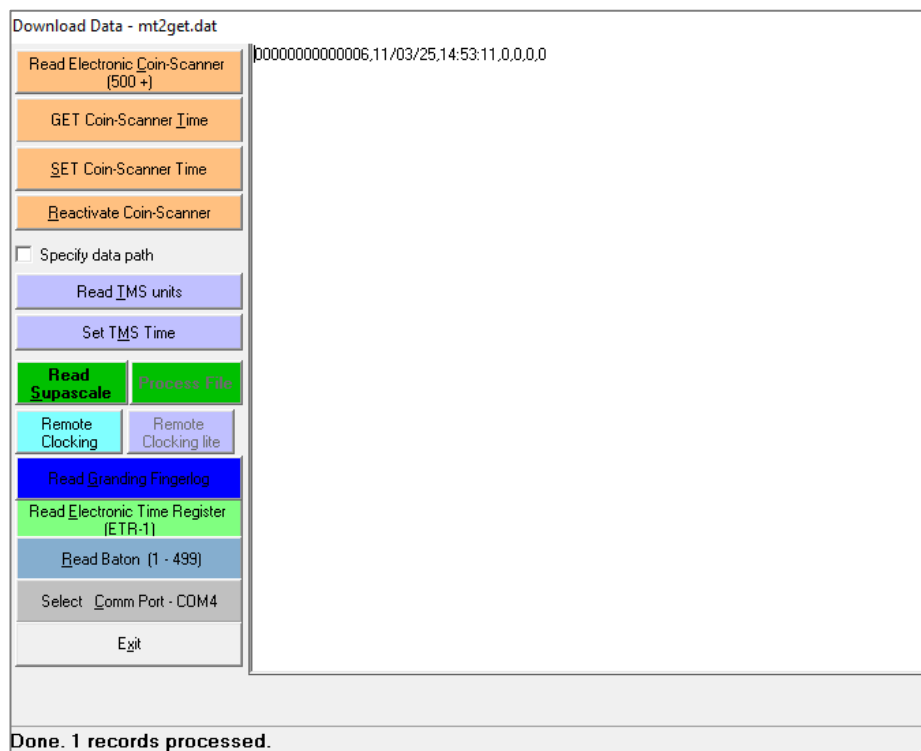
16.1. Regular Download



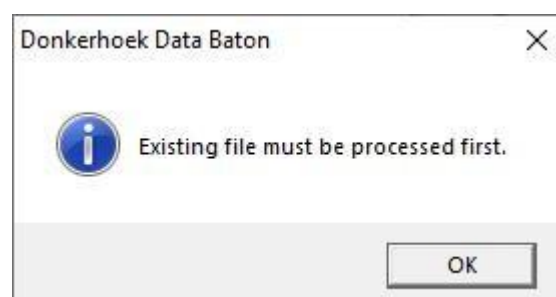
In the Payroll Africa program, click on the **Download Data** toolbar icon.

Next, click on the **Remote Clocking** button. For the initial download, the program will download all records since the start of the day. For each subsequent download, only records since the last successful download will be retrieved. This ensures that clock records will not be downloaded more than once.

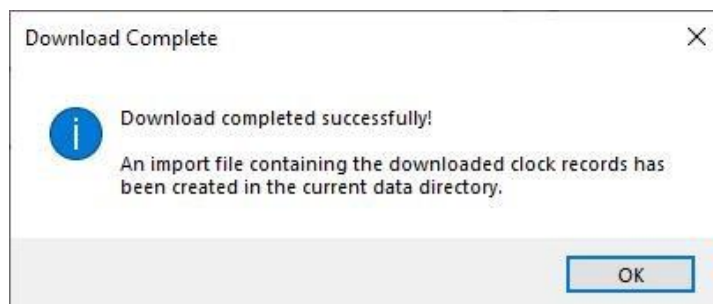
After the download has completed, the retrieved clock records will be displayed on the right-hand side of the Download Data window.



If there are previous unprocessed clock records, the following dialog message will be displayed. Click on OK to process the records.



If the download was completed successfully, the following dialog message will display.



If there are no downloadable clock records since the last successful download for the current Payroll system, the following dialog message will be displayed:



In the event that one or more of the registered devices did not synchronize properly, the following warning message will prompt you to ensure that all devices are synchronized. If all the registered devices are synchronized, you should not receive this message anymore.



16.2. Data Recovery

PLEASE CONTACT DONKERHOEK DATA FOR ASSISTANCE WITH THE DATA RECOVERY PROCEDURE

In the event that not all clock records are downloaded properly, or if one or more devices synchronized their clock records after a successful download in the payroll system, a data recovery might be necessary. Since the download procedure remembers the date and time of the last successful download, any clock records that are synchronized to the Remote Clocking service after the last successful download, with a date and time before the last download, will not be included in the next download attempt.

For example:

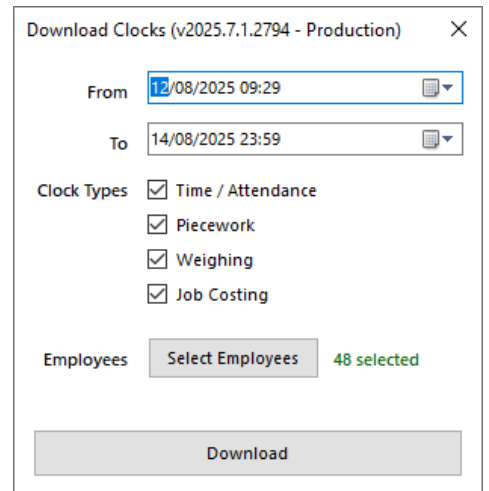
With three registered devices, only those with network connectivity during the day (devices 1 and 2) will have their clock records included in a download. For example, a download at 18:00 will capture their records from 08:00 to 17:00. Device 3, lacking connectivity, will not have its records included, even if it synchronizes later, because its data was generated before the last successful download.

IMPORTANT: Prior to data recovery, you must remove the current clock and piecework records from the Payroll system for the specified date range. This step prevents data duplication.

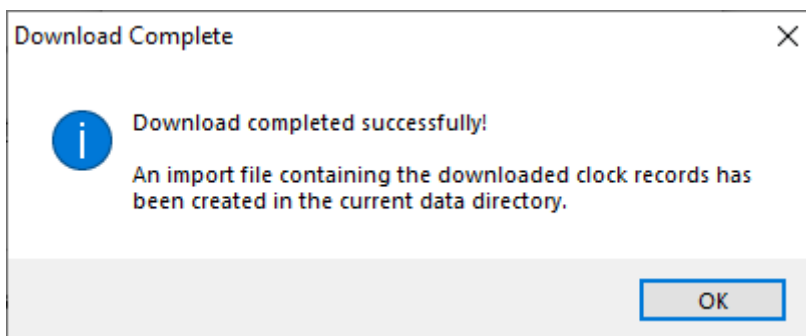
In order to recover the clock records, follow the regular **Download Data** procedure as described in section 16.1. *Regular Download*, but instead of only selecting the **Remote Clocking** button on the Download Data window, hold down **Shift + Click on the remote clocking button** in order to bring up the data range selection dialog.

Select the applicable from and to date range, as well as the applicable clock types and employees, and click on Download. **All records for the current Payroll system within that date range will be downloaded again.**

If you're unable to see this page, it might be minimized. Look for the Remote Clocking icon in your taskbar and click on it.



After the above, the following download completed successfully message will display.



17. Remote Clocking Bluetooth Scale

As part of our Remote Clocking solution, we have a robust, reliable Bluetooth scale that can be used for weighing your picked or packed product, in the field. This allows for real-time, accurate data, which in turn leads to faster processing, less user errors, and an overall saving in wage processing and pay outs to employees.

Advantages of using our Bluetooth scale include:

- Pay employees per KG, for exactly what they picked
- Encourage employees to pick faster, reducing harvesting time
- Accurate, Real-time information, making processing easier
- Less user errors
- Save processing time, as well as queries from employees

This manual explains:

- 1) How to activate the weighing function on your Remote Clocking device
- 2) How to pair your Bluetooth scale with your Remote Clocking device
- 3) How to connect to your Bluetooth scale, from your Remote Clocking device
- 4) How to configure the settings on your Remote Clocking device, for Bluetooth Scale use

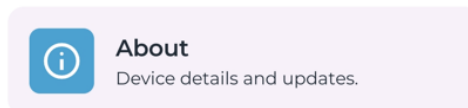
IMPORTANT INFORMATION:

The Smart Scale – 916 Crane Scale with Bluetooth unit weights up to a maximum limit of 50kg. Exceeding this limit will void the Warranty of the scale and repairs will be billable.

The 916 Crane Scale's batteries last an average of 2 to 3 days depending on usage. A rechargeable battery unit and batteries must be purchased to ensure you have charged batteries at all times. These are not supplied by Donkerhoek Data.

Ensure that Bluetooth, Location and NFC is activated on the Remote Clocking device, as the Remote Clocking unit will not connect to the scale if these options are not enabled (swipe down from top of phone to view and enable these options).

When using the scale, please ensure you have the newest version of the Remote Clocking application. If you are unsure navigate to Settings on the device, and open the About menu option.



The Application Version will be displayed. If you are unsure if the application version is up to date, click on the refresh button. Should a new update be available, the application will prompt you to start the update process. If there are no new application versions available a 'No update available' message will be displayed at the bottom of the screen. The version number in the screen below is only an example.



You will always be able to confirm the latest Remote Clocking application version on our website, by navigating to the Updates page (<https://donkerhoekdata.com/updates>), then scroll down to the to Remote Clocking Updates section.

17.1 How to activate the weighing function on your Remote Clocking device

Use Bluetooth Weighing: Open the Remote Clocking App on your device, and open the Settings menu > Scroll down to Weighing, and enable the feature by clicking on the toggle. When the toggle is green the weighing option is enabled.



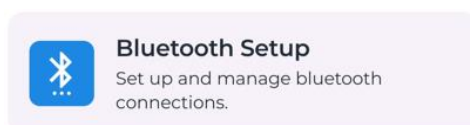
If this setting is disabled, the toggle will be grey, and no other weighing settings will be displayed.

Once this setting is turned on, the Weighing setup needs to be completed.

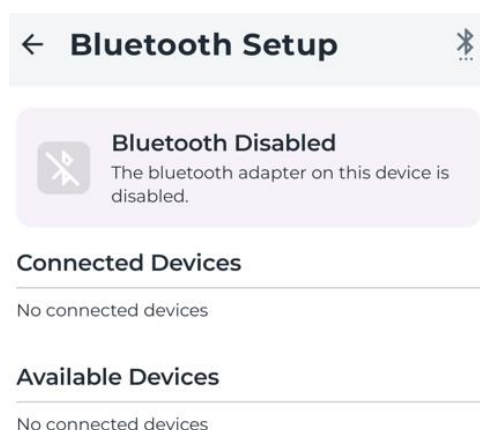
17.2 How to pair your Bluetooth Scale with your Remote Clocking device

Connecting a Donkerhoek Data Bluetooth scale for the first time:

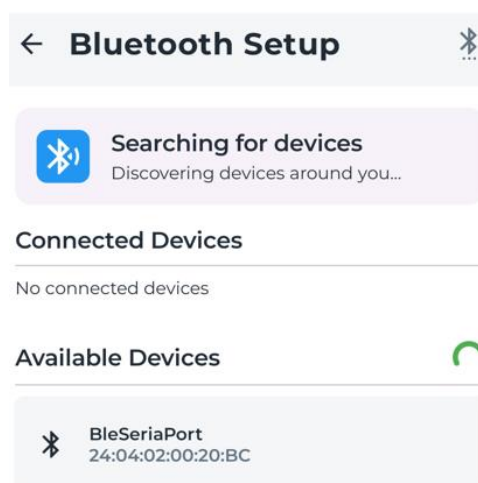
1. Ensure that the scale is powered on.
2. Ensure that the Bluetooth is activated on the Remote Clocking unit.
3. On the Remote Clocking unit, navigate to: Settings > Select the 'Bluetooth Setup' option.



Should Bluetooth not be connected on your device, the following message will display, when opening the Bluetooth Setup. Enable the Bluetooth on the device in order continue.

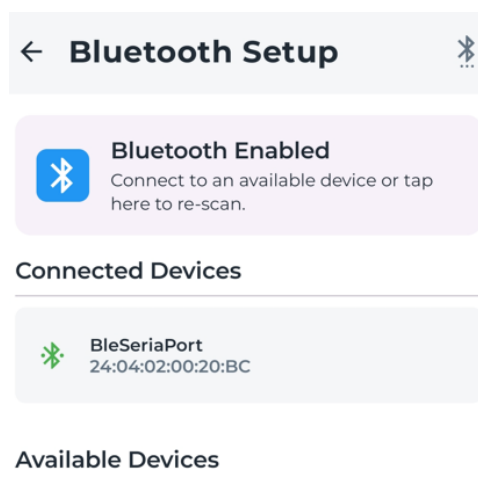


4. If the Bluetooth was connected, the following will display:



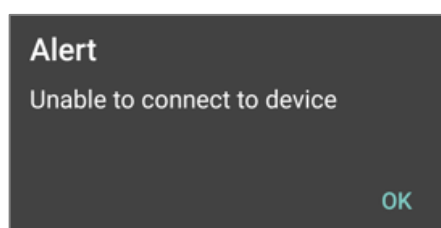
Click on BLESerialPort under Available Devices, in order to connect the scale.

5. After completing step 2, a device named "BleSerialPort" should be displayed under "Connected Devices".



The Bluetooth name of the scale may vary. It could also be "QH," "BLE," or another name depending on the unit. As Bluetooth technology evolves the scale name changes. If you cannot identify the correct name, please contact our support team for assistance.

6. In the event, that something went wrong during the pairing and/or connection process, the following message will be displayed:



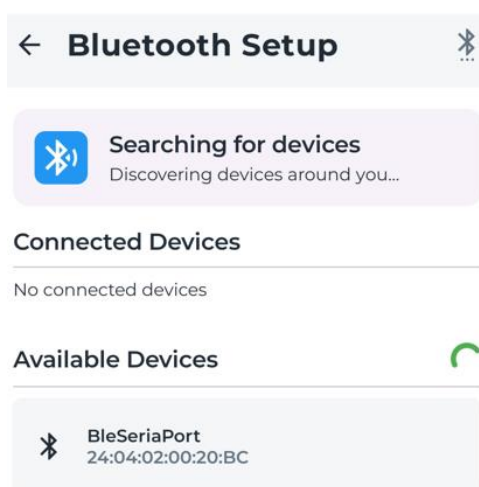
If you are unable to connect to the Scale, please repeat the above steps. If not successful, contact our support department for assistance.

To avoid problems caused by scale naming conventions, please ensure that only one scale is powered on during the Bluetooth setup process.

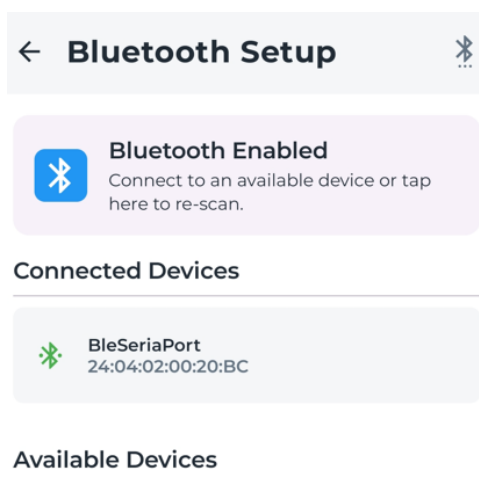
17.3 How to reconnect to your Bluetooth scale, from your Remote Clocking device

To reconnect a previously paired Bluetooth Scale, in cases where Bluetooth disconnected, follow the setup procedure below:

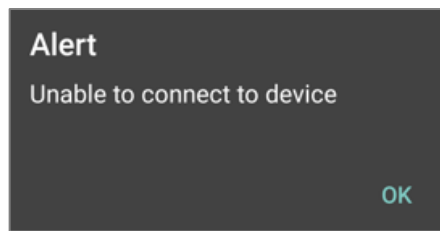
1. Upon enabling Bluetooth, the subsequent screen will appear:



2. Click on "QH", "BLE" or "BleSerialPort" to connect to the Bluetooth Scale. Once the device is connected, and set to default, it will always be displayed as "QH", "BLE" or "BleSerialPort".



3. In the event, that something went wrong during the pairing and/or connection process, the following message will be displayed:



Please retry, in order to establish a connection to the Scale. If you are unable to connect to the Scale, please contact our support team for assistance.

17.4 How to configure the settings on your Remote Clocking device, for Bluetooth Scale use

Several settings pertaining to scale utilization is available. In the Remote Clocking App on your device open the menu and navigate to Settings > Then scroll down to weighing. As mentioned at the start of the manual if Bluetooth weighing is not enabled, the following settings will not display.

Weight Threshold > The minimum required weight before a weighing attempt can continue. e.g. If this was set to 5 kg, and an employee weighs 3 kg, the system will ignore this weight, as the minimum required weight has been set to 5 kg. Only weights of 5 kg, or more, will be recorded.



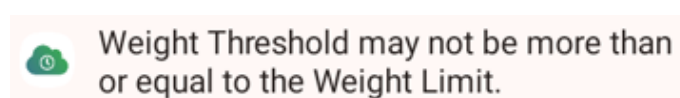
Selecting the above option will display the next screen, where you will be able to manually enter the Threshold value in kilograms. After the value was entered, click on Confirm to save the weight.



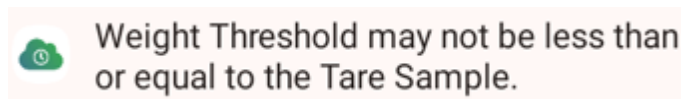
Important to note:

The Weight Threshold, is not allowed to be 0.

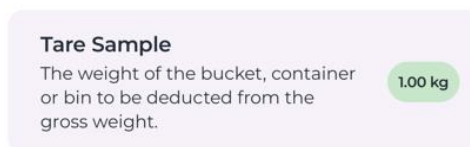
The Weight Threshold, is not allowed to be more or equal to the Weight Limit. If this is implemented, the following message will display, and the entered amount will not be saved.



The Weight Threshold, is not allowed to be less than or equal to the Tare Sample. If this is implemented, the following message will display, and the entered amount will not be saved.



Tare Sample > The weight of the bucket, container or bin, that will be deducted from the gross weight. The amount entered should only be the weight of the empty bucket, container or bin, WITHOUT any contents.

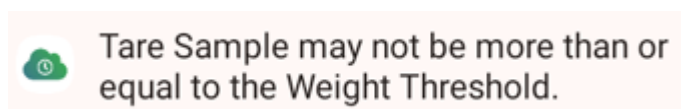


Selecting the above option will display the next screen, where you'll manually enter the Tare Sample value in kilograms. After the value was entered, click on Confirm to save the weight.

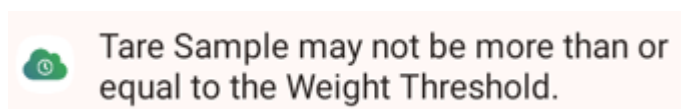


Important to note:

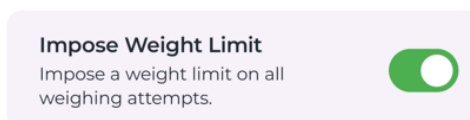
The Tare Sample, is not allowed to be more or equal to the Weight Threshold. If this is implemented, the following message will display, and the entered amount will not be saved.



The Tare Sample, is not allowed to be more or equal to the Weight Limit. As your weight threshold cannot ever be less than the tare sample, the following message will also display, and the entered amount will not be saved.



Impose Weight Limit > If this option is enabled, a weight limit will be imposed on all weighing attempts. When this setting is enabled, the toggle will display green.



Weight Limit > Once Impose Weight Limit was enabled, the maximum allowed weight per weighing attempt must be entered. Weighing attempts exceeding this amount, will be capped to this amount. E.g. If a weight limit was entered as 15 kg and you weigh 17 kg, the 2kg above the Weight Limit value will be ignored, and only 15 kg will be registered on the unit.

When initially enabled, the weight limit will default to 10 kg until changed. If another amount is entered, and this option was disabled, and thereafter enabled again, the system will default back to 10 kg.

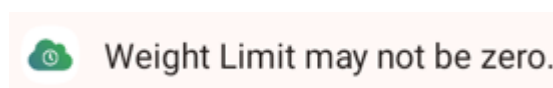


Selecting the above option will display the next screen, where you'll manually enter the Weight Limit value in kilograms. After the value was entered, click on Confirm to save the weight.

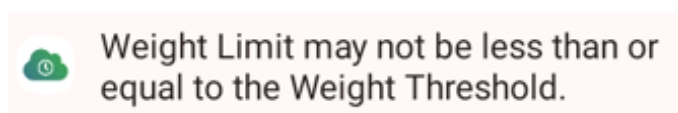


Important to note:

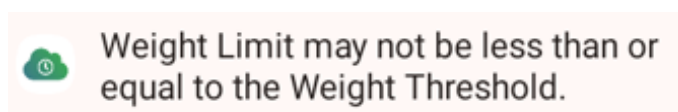
The Weight Limit, is not allowed to be 0. If this is implemented, the following message will display, and the entered amount of 0 will not be saved.



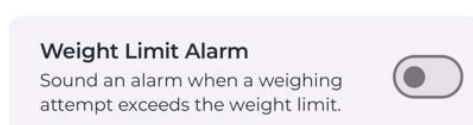
The Weight Limit, is not allowed to be less than or equal to the Weight Threshold. If this is implemented, the following message will display, and the entered amount will not be saved.



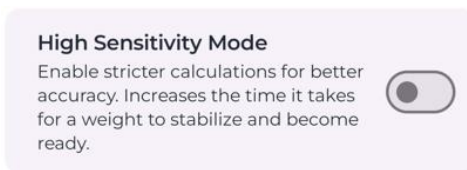
The Weight Limit, is not allowed to be less than or equal to the Tare Sample. As your weight threshold cannot ever be less than the tare sample, the following message will also display, and the entered amount will not be saved.



Weight Limit Alarm > If this option is enabled, the unit will sound an alarm when a weighing attempt exceeds the Weight Limit value. E.g. Weight limit is set to 15 kg and 16 kg is weighed; the unit will sound an alarm. The supervisor will then be made aware that an employee is trying to weigh more than the allowed limit. In this scenario only 15 kg would be recorded as a weight for the specific employee. When this setting is enabled, the toggle will display green.

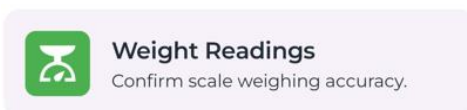


High Sensitivity Mode > This option enables more precise weight calculations. Note that this will result in longer stabilization times, as the unit collects and processes more data before displaying the final weight. When this setting is enabled, the toggle will display green.

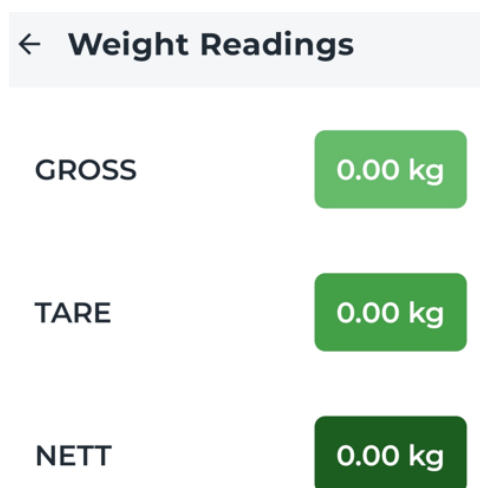


When all of the above settings were completed, please check the scales weighing accuracy by using the Weight Readings option, before you start using the scale in the field.

Weight Readings > Navigate to Settings and select this option.



Once the above option is opened, the following screen will be displayed:



GROSS > Weight of the bucket, container or bin, and the contents.

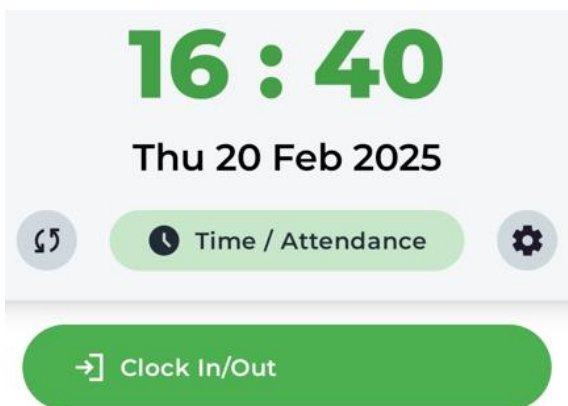
TARE > Weight of only the bucket, container or bin.

NETT > GROSS Weight, minus the TARE Weight.

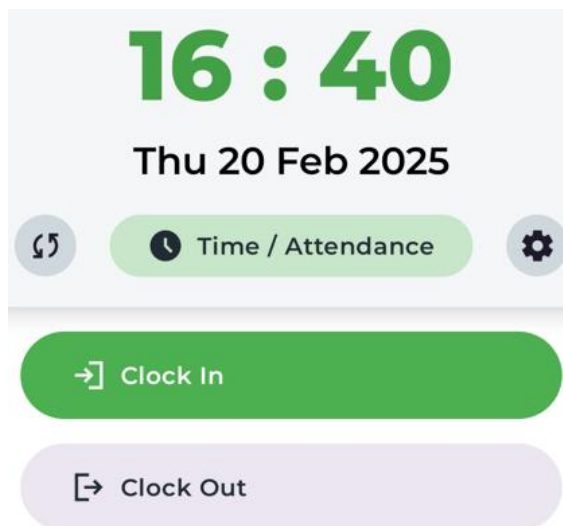
17.5 Weighing process explained

After all initial setups were completed and before weighing can commence, all employees must first be clocked in via the Time / Attendance mode.

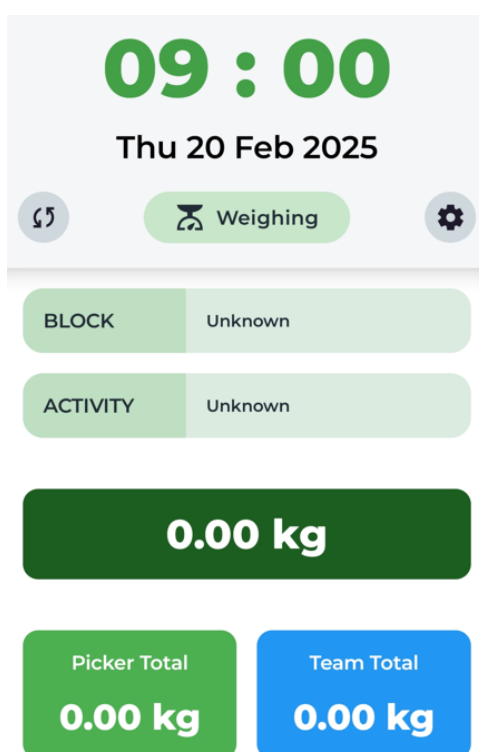
Enforce access control disabled:



Enforce access control be enabled:



After all the employees clocked in, and you wish to start the weighing process, the Weighing mode needs to be selected. Select the correct block and activity on which the weights must register, and place the weight on the scale.



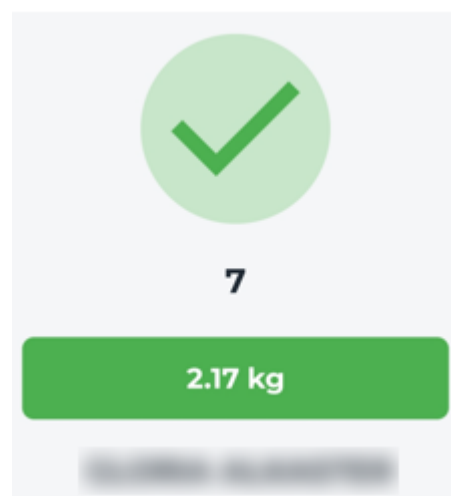
As soon as a weight that was placed on the scale, has successfully registered, the STB option will display in the top-right corner. STB means the weight is stable. Please note that the weight on the scale will not display on the remote clocking unit, until STB displays on the scale.



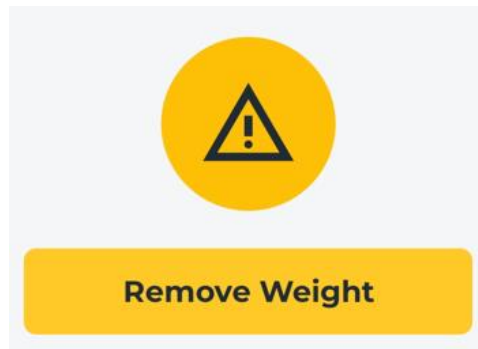
The following message will then display the weight amount which will be registered. The employee can now scan their NFC card.



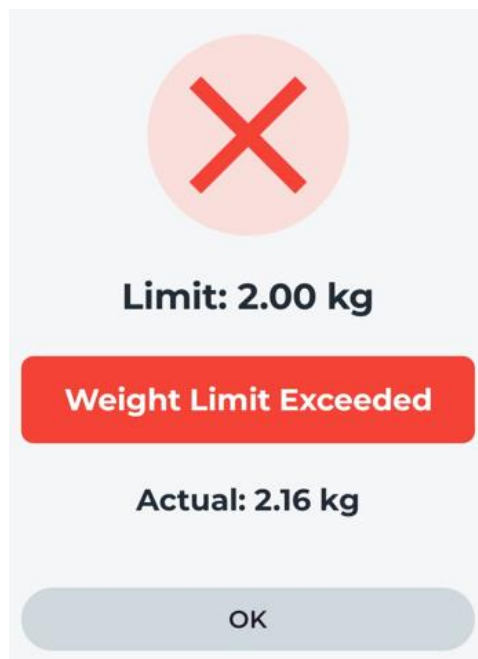
The following message will display that the weighing attempt was successful, as well as the total amount of kg's already weighed for the applicable employee. The employees name and surname as registered in the payroll program will also display.



After the above steps are completed, the following message will display. Remove the weight to prepare for the subsequent weighing. Please note that the weight can be removed before this message displays, as long as the weighing attempt was successful, as per previous image explanation.



Should a weight limit be implemented at Settings (in this example 2.00 KG), the following message will display, when a weight is placed on the scale that exceeds the limit (in this example 2.16 KG). The message will display the actual weight e.g.; 2.16 KG, and the weight limit e.g. 2.00 KG. Only 2.00 KG will be recorded.



After the employee scans the NFC card when the previous message displays, the following message will display, and only 2.00 KG will be registered as the correct weight, as any weight above the limit will not be registered.

To avoid inaccurate weighing readings, please refrain from touching the remote clocking unit's screen during the weighing process. Doing so will trigger the following message, and the scale will become unresponsive to any weight placed on it. You will need to repeat the weighing procedure, as the previous weight will be ignored.



Under normal circumstances the app will automatically upload data to the Remote Clocking server as changes occur. However, given the unstable nature of mobile networks, it may sometimes become necessary to manually synchronize changes.

To manually trigger a synchronization, you can use the **Sync** option, on the home screen.



This will perform the synchronization in the foreground and block user input until the process completes or fails. The user will be notified of the outcome of the operation.



Picker Total > Displays the last employee that clocks' total weight readings for the day.

Team Total > Displays all employees who clocked on this device's totals for the day.

Use Multi-Device Totals > When this setting is enabled on more than one unit, where the same employees weigh on more than one unit, the Team Totals will be the same.



Once an employee weighs, the Picker total will display the total weight the employee already weighed, on the specific unit they are using.

Should you refresh the page, the picker total will reset to 0.00 kg, until the next weighing attempt was made. Please bear in mind that the Picker Total will only display total kilograms, on the unit they are weighing on. The Picker total for the same employee, will display on another other unit as 0.00 kg if they did not weigh on that unit, but the Team Totals will still match between more than one unit.

If Use Multi-Device Totals were not enabled, the Picker Total and Team Total will display the actual amounts weighed per unit, per employee.

For any assistance, you can phone Donkerhoek Data's friendly support team at 021 874 1047 or email us at support@donkerhoekdata.co.za.

18. General Issues and Troubleshooting

The following issues might occur during your use of the Remote Clocking system. Please follow the below guidelines or contact Donkerhoek Data for further assistance.

18.1. Clock records do not sync from the device

When none of the clock records on the device are synchronizing the following reasons may apply:

Airplane mode is active - no form of network connections at all

Ensure that Airplane mode is switched off on the device. Swipe down from the top of the screen, then find the Airplane mode toggle. The toggle should be deactivated (greyed out). Airplane mode deactivates all forms of network connections on the device, and should ideally never be enabled while using this device.

Mobile data depleted

If using a SIM card provisioned by Donkerhoek Data, this might mean that the amount of data allocated to your account for the current month has been depleted. In this case you have to contact Donkerhoek Data to extend the data allowance for the device in question (additional charges will apply). If you manage your own SIM cards and data, you must add your own data to the SIM card.

No mobile data service (no reception)

It is possible for the device to be in an area without service coverage. In this case, if no Wi-Fi or alternative form of network is available, the device will not be able to synchronize any clock records until it is back in service coverage.

18.2. No downloadable clock records in the Payroll system

Clock records did not synchronize from the device.

It is possible that you are attempting to download clock records for a time range for which the Remote Clocking service does not have any clock records. This might happen because the device(s) your employees clocked on has not synchronized yet. See section 1. *Clock records do not sync from the device.*

There are no clock records for any of the employees registered on the Payroll system you are downloading from

When downloading, the Remote Clocking desktop client filters out any records not applicable to any of the employees registered on the Payroll system you are downloading from (if more than one payroll system is being used). If there are no records for any of the registered employees, you will be warned that the download could not be completed. If you are sure that your registered employees clocked, ensure that the clock records from the device(s) they clocked on have synchronized before trying again.

There are no clock records for the time range you are attempting to download

Refer to points 1 and 2 for possible reasons why the Remote Clocking service might not have any clock records for the requested period.

18.3. “Invalid Time ID” on device when attempting to clock

Synchronization procedure for payroll was not completed correctly

After any change, addition or deletion of employee records in the Payroll system, you have to synchronize the changes with the Remote Clocking cloud service. Follow the Synchronization procedure as mentioned earlier in the manual.

Employee card or tag did not register successfully

It is possible that an error occurred while writing the employee card or tag. This will cause the device to be unable to read the card or tag, and will result in an error message. Rewrite the tag or card with the employee’s Coin Number/Time ID.

Employee not allowed to clock on the device

Employees have to be allowed individually per device before they may clock on the device. After adding a new employee, you have to allow them to clock on all applicable devices by editing the device setups individually. Refer to section 5. *Device Setup*.

Employee inactive in the Payroll system

Inactive employees will never be allowed to clock on any devices. Ensure the employee is active, and follow the synchronization procedure as per section 4. *Synchronize Payroll Data*

Employee’s Time ID/Coin Number incorrect in the Payroll system

See section 1. *Considerations for multiple Payroll Africa installations* for the correct setup procedure.

18.4. No Piecework Categories on device

Piecework Category setup incomplete

See section 1. *Considerations for multiple Payroll Africa installations* for the correct setup procedure.

Piecework Categories not synchronized

See section 4. *Synchronize Payroll Data* for details on the synchronization procedure.