



TIME CLOCK WORLD

888 534-5994

Pyramid

4000HD

USER MANUAL





MODEL 4000HD

ELECTRONIC PAYROLL TIME RECORDER INSTALLATION AND OPERATION INSTRUCTIONS

IMPORTANT!

**READ THESE INSTRUCTIONS BEFORE INSTALLING AND USING
THIS PRODUCT.**

Keep these instructions for future reference

The **4000/4000HD** Payroll Time Recorder records and summarizes weekly, BI-weekly (requires one time card per week per person), semi-monthly or monthly payroll information for up to 100 employees. The **4000/4000HD** uses bar-coded time cards (item #44100) that are pre-numbered 1 to 100. For each pay period an individual is assigned one pre-numbered (located in the upper right hand corner) time card. New time cards must be issued after every pay period.

Note: Do not use duplicate time card numbers during a given pay period. In addition, use only **Rev. D** or greater time cards (noted at the bottom of each time card). Store your time cards in a dry area. Do not bend or soil the time cards. A dirty or bent time card on the left edge of the card may cause card read /ID errors.

Each **4000/4000HD** is equipped with an internal memory backup that will protect payroll data for up to one month.

SET-UP INSTRUCTIONS

STEP 1 – UNPACKING

1. Remove the 4000/4000HD from its box and place it on a firm surface.
2. Plug unit into an outlet.
3. Locate key packaged with the unit, unlock and remove the front cover of the unit. Locate the programming buttons, which are labeled, *SELECT*, *UP*, and *DOWN*.

STEP 2 – PROGRAMMING THE 4000/4000HD

Programming the 4000/4000HD to your specific payroll needs is very easy and can be done in 3 easy steps.

1. To change or set a feature, press the *SELECT* button until the desired feature is displayed.
2. Use the *UP* or *DOWN* button to change the feature.
3. After the displayed feature is changed, press the *SELECT* button to change other feature and to return to the main display.

Note: Selecting YES for the SET-UP PAY feature will clear all recorded payroll data. If YES is selected, new time cards must be issued.

STEP 3 – READY TO GO

Reinstall front cover and lock unit and you are ready to use your 4000/4000HD.

FEATURE TABLE

LANG=ENGLISH – Use the *UP* or *DOWN* key to select the desired language to print and program the Model 4000/4000HD. Select English, Spanish, French or German.

SET YEAR – Use the *UP* or *DOWN* key to set the desired year (default set at current year).

SET MONTH – Use the *UP* or *DOWN* key to set the desired month (default set at current month).

SET DAY – Use the *UP* or *DOWN* key to set the desired day of month (default set at current date).

DAYLIGHT SAV= – Allows the Model 4000 to automatically adjust to daylight saving time. There are 5 options you can select with the *UP* or *DOWN* key:

1. **USA07+** Automatically adjusts time to 2007 United States daylight saving time (starts Second Sunday of March and ends First Sunday of November).
2. **USA06-** Automatically adjusts time to Pre-2007 United States daylight saving time (starts First Sunday of April and ends Last Sunday of October).
3. **EURO** Automatically adjusts time to European daylight saving time. (Begins last Sunday in March and ends on the last Sunday in October).
4. **OTHER** Allows you to select a custom start and end Sunday for automatic daylight saving time changes. After *SELECTING* OTHER, use the *UP* or *DOWN* key to select the desired Sunday (only Sundays are allowed) you wish to *START* daylight saving time, press *SELECT* and again use the *UP* or *DOWN* key to select the desired Sunday to *END* daylight saving time. Note: The time will automatically change at 2 a.m. on the selected Sundays. Press *SELECT* and the TIME STD=LINE option will appear. Press *SELECT* again to advance to the next option. (Note: The TIME STD=LINE option should only be changed for areas where there is frequency variation in the power line, however, this does not occur in the US. If you are operating this unit in an area that has problems with power line frequency

resulting in the unit losing or gaining time or you are running the unit off a generator/inverter, use the *UP* or *DOWN* key to change the TIME STD to CRYSTAL which will cause the unit to keep time using an internal device.)

5. **OFF**- Unit will not adjust time for daylight saving time.

DSPLY FMT=AM/PM – Selects how the time will be displayed on the front of the unit. Using the *UP* or *DOWN* keys, select one of the following options:

1. **AM/PM** - Standard time (1-12 hours).
2. **MIL** - Military time (0-23 hours).

PRINT FMT=AM/PM – Selects how time will be printed on the time card. Using the *UP* or *DOWN* keys, select one of the following options:

1. **AM/PM** - Standard time (default setting) (i.e. 3:30 PM).
2. **MIL**- Military time (i.e. 3:30 PM = 15:30).
3. **ATAAP**-Military time with minutes expressed in hundredths of hour (i.e. 3:30 PM = 15.50).

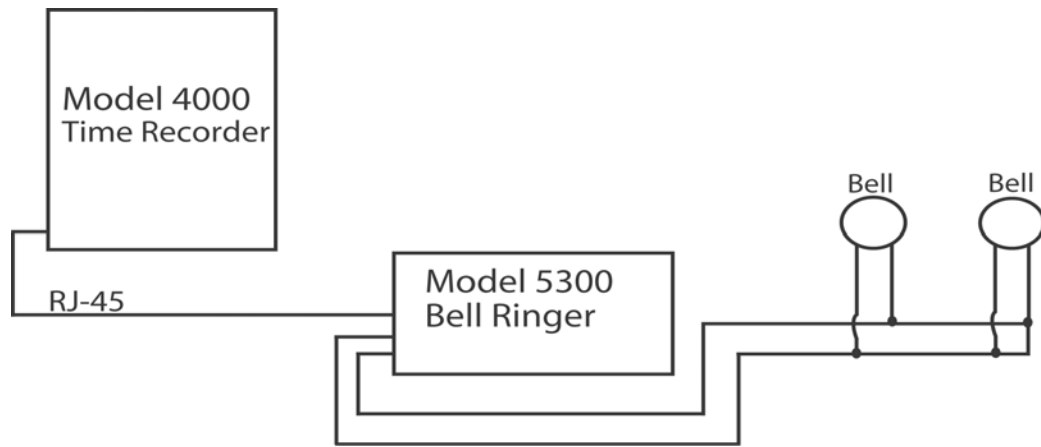
SET HOUR – Sets the current hour of day by using the *UP* or *DOWN* key.

SET MINUTES – Sets the current minute of day by using the *UP* or *DOWN* key.

BELL SET-UP

The internal buzzer is intended for quiet areas. To adjust the volume of the internal buzzer, open the front cover and turn volume control on the left side of the circuit board clockwise to increase volume or counter clockwise to decrease volume.

External bells or buzzers can be added by purchasing a Model 5300 Bell Ringer. The Bell Ringer can ring up to 15 bells or horns with 50 events. Please refer to Optional Supplies and Accessories table located at the end of this booklet. To connect the 5300 Bell Ringer to the 4000/4000HD Time Recorder, plug the RJ-45 cable into jack on the left side of the Time Recorder. Connect the other end of the cable to the Model 5300. The wall transformer provided with the 5300 must be connected to the receptacle labeled *POWER*. Wire your bells/ horns to the labeled terminals on the 5300. The Bells/Horns must be wired in parallel as shown, not in series:



SET EVENT # NO

Use the *UP* and *DOWN* key until the desired event number that you wish to set-up, edit or turn off is displayed. An event is one bell/horn ring per day (M-F or all 7 days) at a given time for a given duration. Press the *SELECT* key to select the event you wish to program or modify. If you wish to bypass the bell set-up feature, scroll to the **SET EVENT # NO** and press *SELECT*.

EVENT 1 = OFF-Press the *UP* and *DOWN* key to select the duration of time that the signal device will ring (.5-15 seconds) or select OFF to disable the event.

EVENT 1 HR = 12AM - Use the *UP* and *DOWN* key to select the hour for the event to ring.

EVENT 1 MIN = 00 - Use the *UP* and *DOWN* key to select the minute for the event to ring.

EVENT 1 DAY = ALL - Use the *UP* or *DOWN* key to select the days that the event is to be active.

Press *SELECT* to return to **SET EVENT # NO**, press *UP* or *DOWN* to add another event. Press *SELECT* to continue set-up.

Note: The 4000/4000HD has an internal clock. Changing any of the features listed above will not affect the time totals even if an individual is clocked in during the change. Changing any of the features listed below

will clear all the stored payroll data including time totals. At this point new time cards must be issued.

SETUP PAY? NO – This feature allows you to set other feature that affect how the 4000/4000HD calculates the time totals. By selecting YES with the *UP* or *DOWN* key, the below listed feature can be modified. By selecting NO, you will return to the main display and you will have accepted all the default feature as listed below.

ARE YOU SURE? NO – This feature is listed to remind an individual that all the stored payroll data will be cleared. By selecting YES with the *UP* or *DOWN* key, the below listed feature can be modified. By selecting NO, you will return to the main display.

TOTAL FMT = HR: MIN – Sets the format as to how the individual and running totals will be displayed on the time card. Using the *UP* or *DOWN* keys, select one of the following options:

1. **HR: MIN** – Standard hour and minute format (default setting) (8 hours and 30 minutes total would be displayed as 8:30)
2. **HR.HUN** - Standard hour with minutes in hundredths of hour (8 hours and 30 minutes total would be displayed as 8.50)

RESET=WEEKLY – Use the *UP* or *DOWN* key to select one of the following pay periods. Press the SELECT key after you arrive at the required pay period.

1. **RESET=WEEKLY** – *SELECT* this option for weekly payroll. Once selected the clock will then indicate **RESET DAY=SUN**. Use the *UP* or *DOWN* key to select the last day of your pay period which will be referred to as the reset day. This is the day that the 4000/4000HD will reset all stored payroll data. New time cards must be issued after this time. Using the *UP* or *DOWN* key, you can select Sunday (**SUN**) through Saturday (**SAT**). New time cards must be issued after each reset period (weekly). This feature allows two IN/OUT punches per day average or 28 total punches per period.
2. **RESET=BI-MONTHLY** – *SELECT* this option for bi-monthly payroll (two times per month). Use the *UP* or *DOWN* key to select one of the following reset days.

1. **15th & LAST** – 15th and last day of the month

2. **RST=14th & LAST-1** – 14TH and 1 day before the last day of the month
3. **RST=13th & LAST-2** – 13th and 2 days before the last day of the month
4. **RST=12th & LAST-3** – 12th and 3 days before the last day of the month
5. **RST=11th & LAST-4** – 11th and 4 days before the last day of the month
6. **RST=10th & LAST-5** – 10th and 5 days before the last day of the month
7. **RST=16th & 1st** – 16th and 1st day of the month

New time cards must be issued after each reset period. This feature allows two IN/OUT punch per day average or 64 total punches per period (2 per line).

3. **RESET=2 WEEKS** – *SELECT* this option for a payroll administered every 2 weeks. Use the *UP* or *DOWN* key to select the last date of your 2 week pay period which will be referred to as the reset day. This is the date that the 4000/4000HD will reset all stored payroll data. The clock will also reset automatically every two weeks from the chosen date.

New time cards must be issued after this time. This feature allows two IN/OUT punch per day average or 64 total punches per period (2 per line).

4. **RESET=MONTHLY** – Select this option for a monthly payroll. Use the *UP* or *DOWN* key to select the last day of your pay period which is known as reset day:
 1. **RESET DAY=LAST** - last day of the month
 2. **RESET DAY=LAST-1** - 1 day before the last day of the month
 3. **RESET DAY=LAST-2** - 2 days before the last day of the month
 4. **RESET DAY=LAST-3** - 3 days before the last day of the month
 5. **RESET DAY=LAST-4** - 4 days before the last day of the month
 6. **RESET DAY=LAST-5** - 5 days before the last day of the month
 7. **RESET DAY=1st** – 1st day of the month.

New time cards must be issued after each reset period. This feature allows one IN/OUT punch per day average or 64 total punches per period (2 per line).

RESET HOUR = 10PM – Sets the reset hour for the day (days) outlined above using the *UP* or *DOWN* key. The default setting is 10PM.

Note: In some three-shift operations, an individual might punch in prior to the reset period but will not punch out until after the reset period. This is not a problem. The 4000/4000HD will not reset that card until the individual punches out, however, the card number (upper right hand corner of card) should not be issued to any other employee until he/she punches out.

MAX HRS/PUNCH = 13 – The purpose of this feature is to guard against an individual who forgets to punch out. This feature sets the number of hours allowed between punches. For example, if 13 hours is selected using the *UP* or *DOWN* key and an individual punches in and then forgets to clock out, the 4000/4000HD will print the next line as an “in” punch if more than 13 hours have elapsed. The time card will show the “in” punch followed below by a space where the “out” punch would have been located and then followed by the correct “in” punch. Hours can be set from 10-99. The default is set at 13 hours.

ROUNDING = NONE – This feature is known as rounded time, flex time, or grace period and only affects how the 4000/4000HD calculates the clock in/out totals and the running totals but does not affect the printed punch in/out time. Many businesses allow a “grace” period for employees when they clock in or out. This is done either to allow for variations in the time shown on different clocks, watches and time recorders throughout a company, or just to make the calculation of payable time simpler by “rounding off” the times recorded on a time clock. Use the *UP* or *DOWN* key to select one of the four options listed below:

Press **SELECT** to return to the main display.

1. **NONE** – Turns rounding off. With this option, the PTR-4000 will calculate the clock in/out totals and running totals using the actual clock in/out times.
2. **5 MIN** – This is the “5 minute rule”. With this option, the clock in/out and running totals will be rounded to the nearest 5-minute mark and will round “forward” at 2 minutes before the 5-minute

mark and will round “back” up to 3 minutes after every 5-minute mark.

3. **10 MIN** – This is the “10 minute rule”. With this option, the clock in/out and running totals will be rounded to the nearest 10 minute mark and will round “forward” at 5 minutes before the 10 minute mark and will round “back” up to 5 minutes after every 10 minute mark.

4. **15 MIN** – This option is known as the “15 minute rule” or the “7/8 rule” and is the most commonly used. With this option, the clock in/out and running totals will be rounded to the nearest 15 minute mark, therefore, up to 7 minutes before the 15 minute mark, the starting time used to calculate the pay totals will move ahead to the nearest 15 minute mark.

Up to 8 minutes after every 15-minute mark, the starting time used to calculate the pay totals will move back to the nearest 15-minute mark. For example, if a person clocks in at 7:52, the PTR-4000 will calculate the time totals starting at 7:45, however, if the next individual clocks in at 7:53, the PTR-4000 will calculate the time totals starting at 8:00. Conversely, if an individual clocks in at 8:07, the time totals will calculate assuming an 8:00 start time. If the next individual clocks in at 8:08, then the totals will be calculated assuming an 8:15 start time.

Press SELECT to return to the main display.

TIME CARDS

The 4000/4000HD uses special time cards (item #44100) that are pre-numbered 1-100. As noted prior, you cannot use two of the same numbered time card during the same pay period. Do not cover the black rectangles on the left side of the time cards. The same time card is used for weekly, bi-weekly, semi-monthly, and monthly pay periods; however, the print format will be different as noted below.

WEEKLY– In this mode the time card will accept up to 28 punches per period which will allow for 7 days and four punches per day, however it is

not necessary to use all 28 punches or is it necessary to have 4 punches per day. The only constraint is 28 punches per period.

Print format is as follows:

Clock in – Month, Day, Clock in time, “IN”, Day of week

Clock out - Month, Day, Time, Clock in/out time total, Running time total

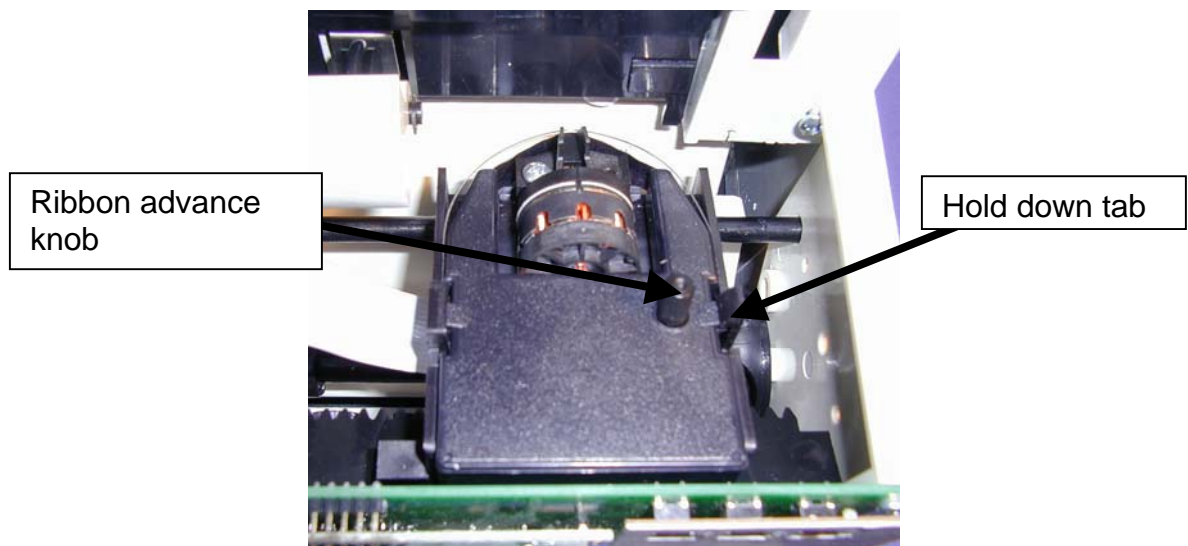
SEMI-MONTHLY. 2 WEEKS, BI-WEEKLY AND MONTHLY- In these modes the time card will accept up to 64 punches per period (2 per line, for a total of 32 lines maximum). Print format is as follows (both clock in/out is on same line of the time card):

Clock in – Day of week, Clock in time

Clock out - Clock out time, Clock in/out time total, running time total

CHANGING THE PRINT RIBBON

1. Remove the cover using the key provided with the unit.
2. Locate the ribbon cartridge that is mounted on the holder (the holder is permanently attached to the clock).
3. Push the hold tab located on the side of the holder away from the ribbon cartridge and remove the ribbon cartridge.
4. Snap the new ribbon cartridge into the holder while turning the ribbon advance knob located on the ribbon cartridge. Make sure the ribbon and the clear plastic protector slide completely over the print head.
5. Replace and lock the cover. Test unit for proper installation by running a time card through the unit.



Note: If the ribbon is not completely over the print head the resulting print will show incomplete characters. If the ribbon cartridge is not completely snapped in the holder the resulting print will be increasingly lighter.

TROUBLESHOOTING

The 4000/4000HD is programmed with a number of error codes that will help troubleshoot the unit. The error code will typically indicate on the front display for several seconds. Error codes are as follows:

CARD FEEDS WITH NO PRINT OR ERROR MESSAGE –1. Check that the ribbon cartridge is snapped completely down and the ribbon is over the print head. 2. Make sure the black bars on the left side of the time card are not covered or damaged.

ERROR 1 – Indicates time card stuffing. If an individual tries to force a card into the unit, the 4000/4000HD will accept the card but will not print or store any payroll data. If this situation occurs, an ERROR 1 will show on the front display and the card will not be “punched”. Solution: Rerun the time card through the time recorder without pushing on the card.

ERROR 2, 5, 6 – Indicates a time card feed or jam. If an individual tries to load a time card into the 4000/4000HD sideways or if the card is extremely damaged, the time card may temporarily jam the transfer mechanism and will not store any payroll data. If this situation occurs an ERROR 2,5 or 6 will show on the front display and the card will not be “punched”. Solution: Inspect the time card, straighten if necessary and rerun the time card through the time recorder.

ERROR 3 – Indicates unit is not reading the bar codes on the time card. An ERROR 3 will show on the front display. Solution: Inspect the time card, straighten if necessary and rerun the time card through the time recorder.

ERROR 7 – Indicates print head position error. This error occurs if the print head is not in its proper position. If this situation occurs, an ERROR 7 will show on the front display and the card will not be “punched”. Solution: Rerun the time card through the time recorder.

ERROR 14,15,50,51 – Indicates internal electronic error.

MASTER RESET – This procedure will clear the entire time clock memory and reset the program to the original factory defaults. This procedure should only be used if the time clock is behaving completely erratic. Master reset is accomplished by unplugging the unit and then plugging the unit back in while depressing the center programming button (the *UP* button). Hold the center button until the front display is visible. All time, set-up, and payroll data will be set to the original factory defaults.

Frequently Asked Questions

Q: When do I need new Time Cards?

A: New time cards are needed on the first day of each new pay period or immediately after making any changes in the “SETUP PAY” feature.

Q: Do I have to use consecutive numbered time cards during a pay period?

A: No, however, we strongly recommend you distribute time cards in consecutive order to prevent the use of the same or duplicate numbered time card in a given pay period.

Q: Why are some punches on top of other punches or there is a large space between punches?

A: There are a number of issues that can cause this problem and are listed below in order of most common occurrence. In either case a master reset must be performed to correct this problem (ref) MASTER RESET of this instruction booklet.

1. The same or duplicate numbered cards is used in the same pay period.
2. The “SETUP PAY” feature is changed during a pay period and new time cards are not used.
3. An employee forgot to punch in or out and the time between punches has exceeded the hours set in the “MAX HRS/PUNCH” feature. A master reset is not required. However, the totaled hours must be manually adjusted at the end of the pay period.

4. If you are running a 3 shift, 24-hour operation with more than 50 employees, please call customer assistance at Pyramid for set-up assistance on this issue.

Q: Does the 4000/4000HD Time Recorder calculate overtime?

A: The 4000/4000HD Time Recorder will provide you a running total for all hours worked. Because overtime policies vary from company to company, overtime must be calculated manually.

Q: Does the 4000/4000HD Time Recorder have an automatic lunch deduction feature?

A: The 4000/4000HD Time Recorder provides a running total of hours between punches and therefore any payroll deductions must be made manually at the end of a pay period.

Q: What does ATAAP mean?

A: ATAAP is the acronym used by the U.S. government that describes how time is accounted for using hundredths of hour (i.e. one and a quarter hours equals 1.25 hours).

Supplies and Optional Accessories

Supplies and optional accessories for the Pyramid 4000/4000HD are available at most office supply stores.

Item No.	Qty.	Description
4000-R	1	Replacement Printer Ribbon
44100	100	Pack Time Cards

Limited Warranty

The manufacturer warrants this equipment to the original user against defective material or workmanship for a period of 1 year from the date of purchase. The manufacturer's responsibility under this warranty is limited to the repair or replacement of the defective part or parts.

The manufacturer reserves the right to determine whether the parts failed because of defective material, workmanship, or other causes. Failure caused by accident, alteration, misuse or improper packaging of returned unit is not covered by this warranty. All warranty repairs must be done by Pyramid Technologies, LLC. Any repair to the equipment other than by PTI voids the warranty. Users in countries other than the USA should contact the Dealer from whom the unit was purchased. The rights under this warranty are limited to the original user and may not be transferred to subsequent owners.

Extended Warranty

Extended warranties are available by calling Pyramid Technologies.

Pyramid Technologies, LLC

Specifications

Operating Conditions

Temperature 0C to 50C, (3F to 122F)

Humidity 10 to 95% RH, non condensing

Power Failure

Battery Back-up of data and time for 30 days

Battery life >10 years

Calendar

Automatic Leap Year and daylight saving time, Year up to 2099

Clock Accuracy

Less than 30 seconds/year

Memory Capacity

100 employees

Certifications

UL and CUL

Weight

4000 - 5.9 lbs (2.7 kg)

4000HD - 10.5 lbs (4.8 kg)

Dimensions

4000 - 7.25" H x 7.12" W x 6.65" D

4000 - 184.15mm H x 180.84mm W x 168.91mm D

4000HD - 7.75" H x 8.25" W x 7.25" D

4000HD - 196.85mm H x 209.55mm W x 184.15mm D

Mounting

Desktop or wall mountable.

