

FAQ and Troubleshooting

View the following advices on most frequently asked questions.

About General Tips

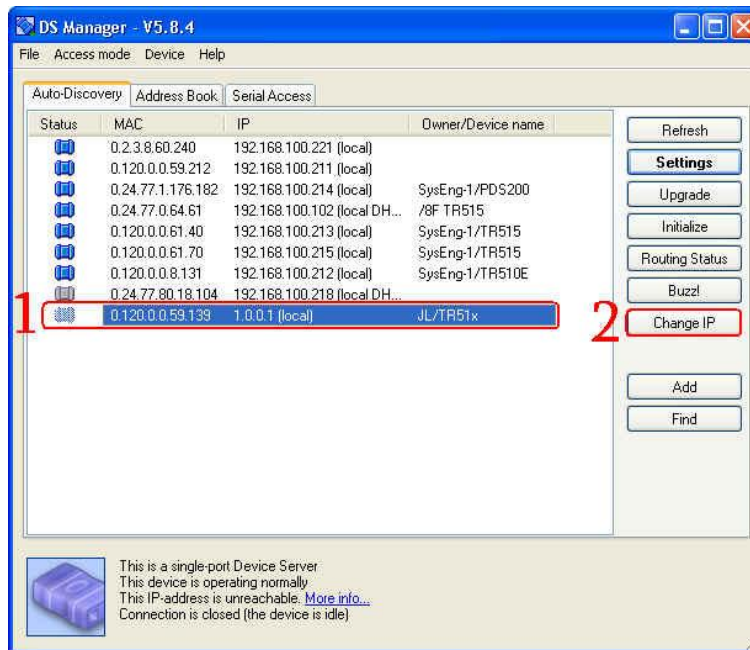
- 1. If the display of TR515/TR510 often shows "BUSY" and the card is not accepted when you present (swipe) the card to TR515/TR510**
 - TR515/TR510 will show "BUSY" when it is downloading the data. At the moment, the card won't be accepted when you present (swipe) the card to TR515/TR510. If the interval time of auto-download in the software is set too short, it will cause TR515/TR510 to download the data automatically quite often. Set the interval time of auto-download longer to avoid the busy situation.
- 2. If the display of TR515/TR510 shows "FULL" when you present (swipe) the card to it**
 - It indicates that the record memory of TR515/TR510 is full. Use the software to download all the data in TR515/TR510. Then delete the data.
 - If you like that the data can be erased automatically whenever it is downloaded successfully by the software *TR515 Tool/TR510 Tool*, see "7. If you want the data in TR515/TR510 to be deleted automatically whenever it is downloaded successfully by using 'Time Scheduler'" in the section "About Software (TR515 Tool/TR510 Tool)" of this document.
 - If you like that the data can be erased automatically whenever it is downloaded successfully by the software *Time Recorder Utility*, see "9. If you want the data in TR515/TR510 to be deleted automatically whenever it is downloaded successfully" in the section "About Software (Time Recorder Utility)" of this document.

3. Is there a limitation of punches and what will happen when the record memory gets full

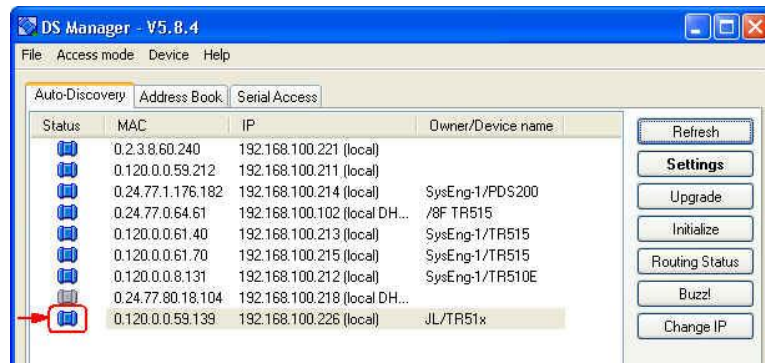
- The database capacity is about 8164 records. (For the Track 1 reader type or the JIS-II reader type, the database capacity is about 4084 records.) If the record memory gets full, “FULL” message will appear on the display of TR515/TR510 when you present (swipe) the card to it. This punch will not overwrite the original data because TR515/TR510 will not accept it when the record memory gets full.

4. If you want to set/change IP address for TR515/TR510

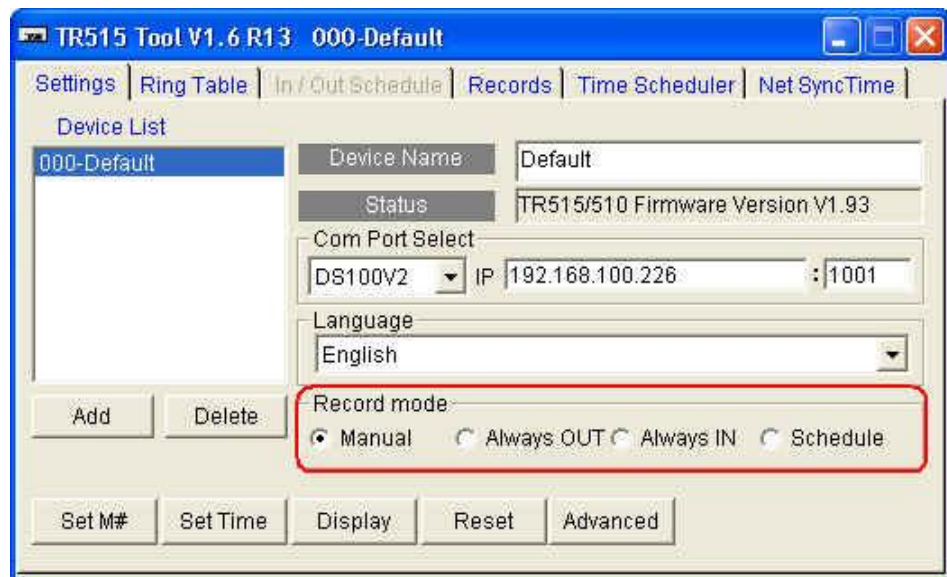
- For RS232 interface type, it uses the serial port for communication, not IP address. It doesn't need to set IP address.
- For Ethernet interface type, follow the steps as below.
 - (1) Connect TR515/TR510 with Hub via WAS-1499 cable.
 - (2) Power on TR515/TR510.
 - (3) **Disable the firewall and antivirus program in your computer!**
 - (4) Open the software *DS Manager* (Start\Programs\Tibbo Terminal Server Toolkit\Tibbo DS Manager). Find your TR515/TR510 on the “Auto-Discovery” list. (Default IP address of TR515/TR510 is “1.0.0.1”.)
 - (5) Click your TR515/TR510 on the list and click [Change IP].



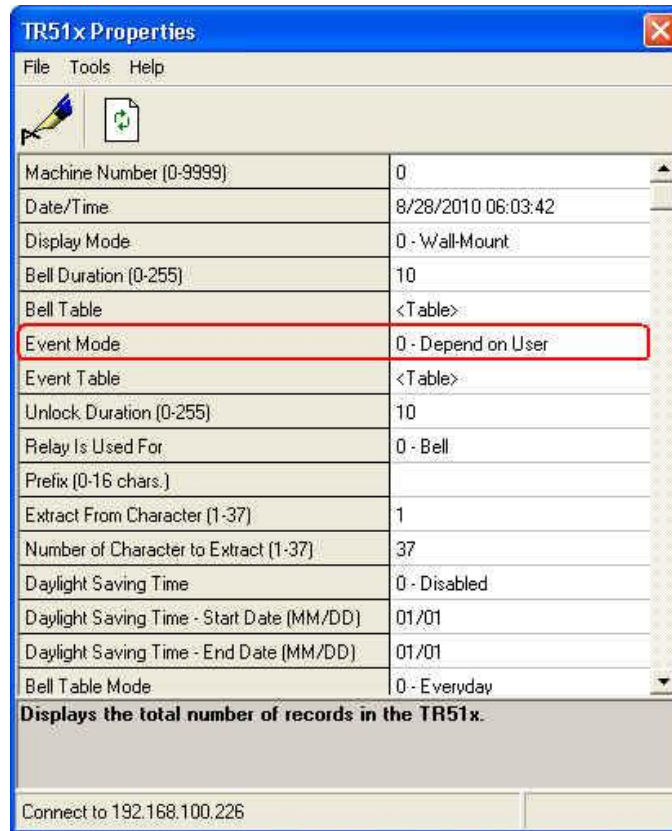
- (6) Enter an available IP address and then click [OK]. Once IP address is changed successfully, the status icon of your TR515/TR510 on *DS Manager's* list will become blue.



5. If OUT LED of TR515/TR510 lights when you press OUT button, but IN LED doesn't light when you press IN button; or the opposite situation
- [Record mode] in the software *TR515 Tool/TR510 Tool* may probably be set to "Always OUT". Set it to "Manual" or "Schedule".



- [Event Mode] in the software *Time Recorder Utility* may probably be set to “Fix to Punch Out”. Set it to “Depend on User” or “Use Event Table”.



6. When using “In/Out Schedule” table in the software *TR515 Tool/TR510 Tool* (or “Event Table” in the software *Time Recorder Utility*) to schedule In/Out, the designated mode is not locked (user can still select In/Out mode). Is there any way to lock IN and OUT buttons

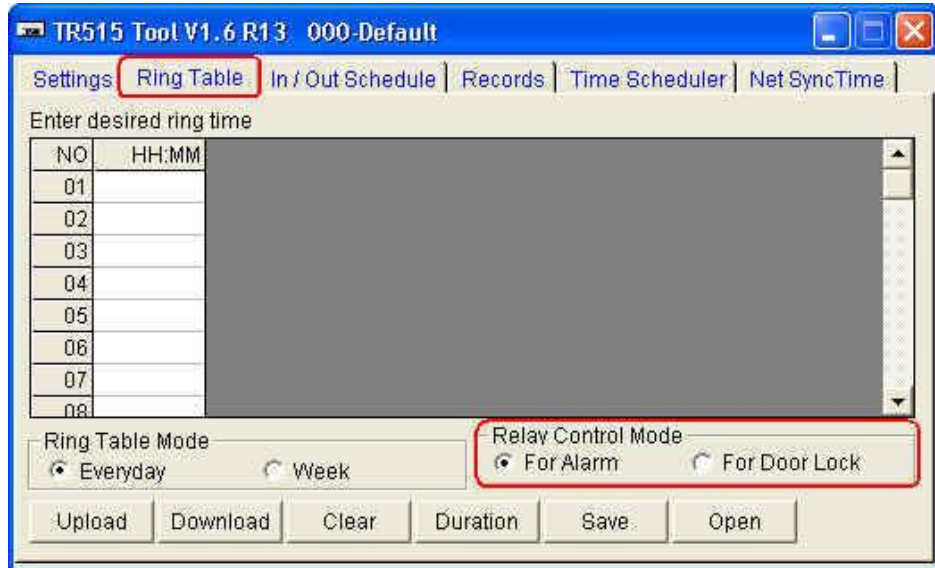
- TR515/TR510 will not lock In/Out mode when using In/Out Schedule table (or Event Table). We consider that sometimes the special situations between In and Out events may occur. For example, it is set to “In” event at 13:00 and changed to “Out” event at 17:00. However, a staff needs to leave the office at 15:00 for the accident. At the moment, TR515/TR510 allows him/her to press OUT button manually to switch it to “Out” mode. The mode will be automatically changed back to “In” in 5 seconds.

7. What is the connector with green and orange color at the back of TR515

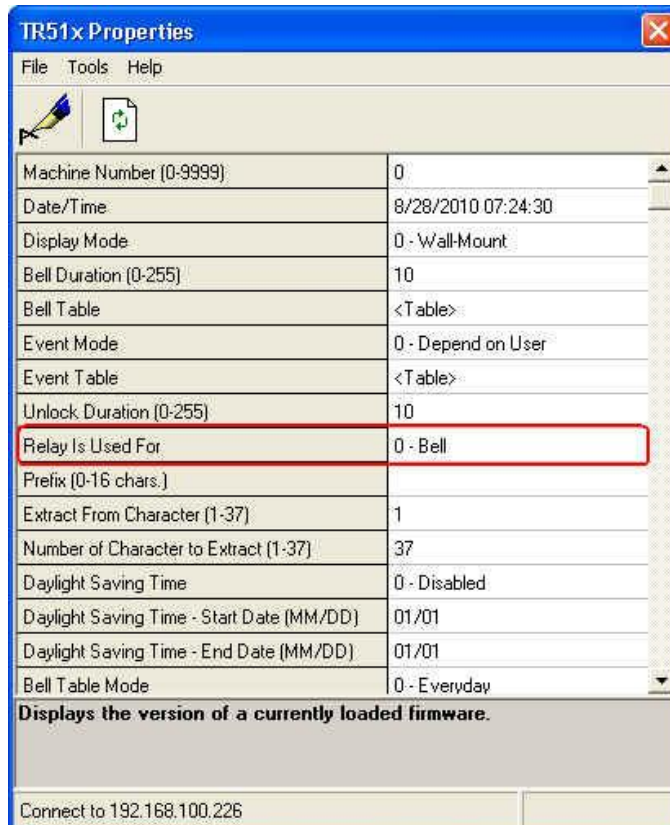
- It is a relay for the bell or the door lock. Use our software to set the relay mode (for “bell” or for “door lock”) if you want to use it. To set the relay mode, see “8. If you need to set the relay mode for TR515/TR510”.

8. If you need to set the relay mode for TR515/TR510

- If you use the software *TR515 Tool/TR510 Tool*, set [Relay Control Mode] under [Ring Table] tab to the mode you want.



- If you use the software *Time Recorder Utility*, set [Relay is Used for] in [TR51x Properties] window to the mode you want.



9. Does the same relay work both for the bell and the access control

- TR515/TR510 has one relay only. If the relay mode is set to bell (alarm), it works as bell control only; if the relay mode is set to door lock, it works as access control only. Use our software to set the relay mode you want.

10. How will it work if the relay mode is set to door lock

- Once the relay mode is set to door lock, the door will be open when you present (swipe) the card to TR515/TR510. Furthermore, if you set "Prefix" or allowed user in the software *Time Recorder Utility*, the door will be open only when you present (swipe) the allowed card to TR515/TR510.

11. If you want to reset TR515/TR510

- If you want to use the software *TR515 Tool/TR510 Tool* to reset it, refer to "10. If you want to reset TR515/TR510" in the section "About Software (TR515 Tool/TR510 Tool)" of this document.
- If you want to use the software *Time Recorder Utility* to reset it, refer to "10. If you want to reset TR515/TR510" in the section "About Software (Time Recorder Utility)" of this document.

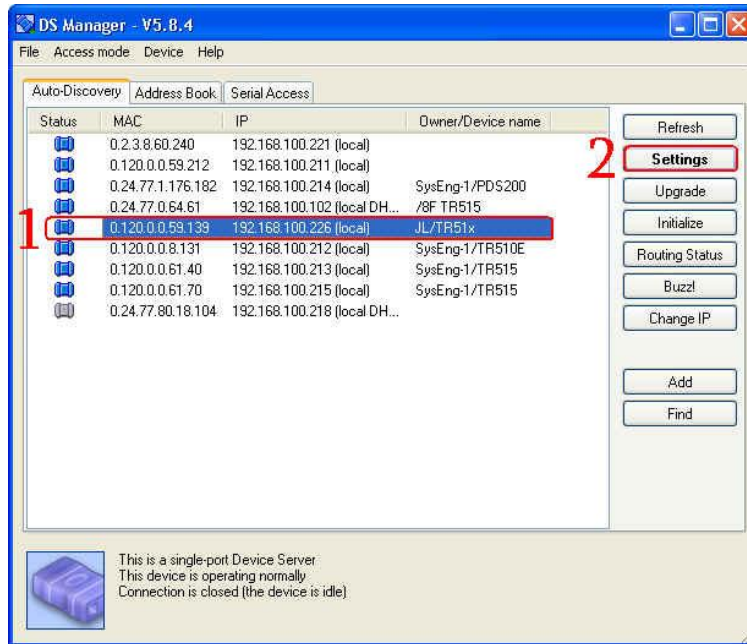
12. Will you lose anything or have to redefine anything after resetting TR515/TR510

- After resetting, the settings in the main board of TR515/TR510 will be changed to default. However, IP-address will not be changed (for Ethernet interface type). The records in TR515/TR510 will not be lost.

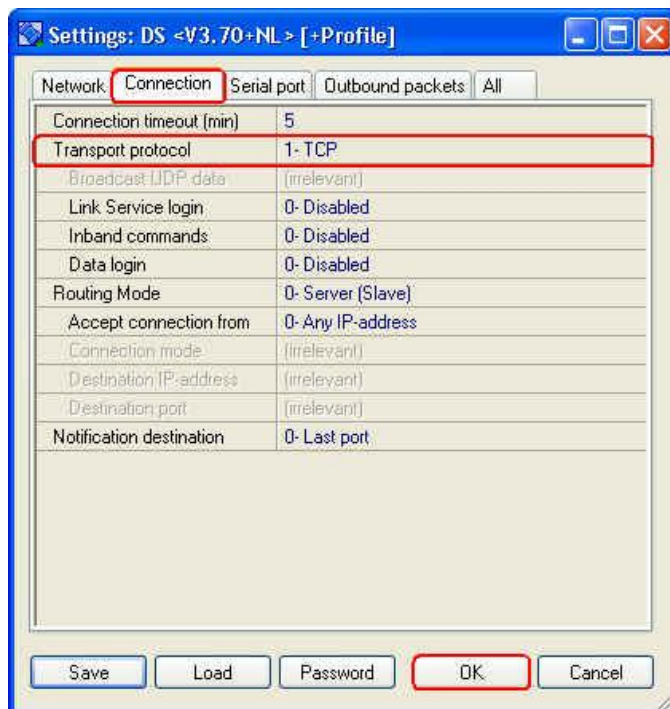
13. If TR515/TR510 cannot communicate through TCP/IP (for Ethernet interface type)

- Follow the steps as below to set [Transport protocol] to "TCP" for the Ethernet module of TR515/TR510.
 - (1) Connect TR515/TR510 with Hub via WAS-1499 cable.
 - (2) Power on TR515/TR510.
 - (1) **Disable the firewall and antivirus program in your computer!**
 - (2) Open the software DS Manager (Start\Programs\Tibbo Terminal Server Toolkit\Tibbo DS Manager). Find your TR515/TR510 on the "Auto-Discovery" list.

(3) Click your TR515/TR510 on the list and click [Settings].



(4) Under [Connection] tab, set [Transport protocol] to “TCP” and then click [OK].



14. If the data file (text format file) is filled with the weird data like “000,00000000,0,01/01/1999,00:00:00” after the data is downloaded

- It is because you have recovered the data. After recovering the data, the content of data file includes both the record that is ever saved and the area of record memory that is never used. Those 01/01/1999 data indicates the areas of record memory where are never used.

15. If you use the barcode card that has English alphabet character, like F or H, but this card number downloaded with (:) character, not English alphabet character (for the barcode reader type only)

- TR515/TR510 (barcode reader type) supports numerical Code 39, not alphabet Code 39.

16. Is it possible to download the data within a certain period time; for example, you want to download the data of 8:00 to 12:00 only

- We suggest using the software like Office Excel to filter the data you need after downloading the data from TR515/TR510.

About Hardware (Error Message)

1. If the display of TR515/TR510 shows “Err2”

- See “10. If you want to reset TR515/TR510” in the section “About Software (TR515 Tool/TR510 Tool)” of this document to reset TR515/TR510. If resetting can’t solve the problem, contact GIGA-TMS for the latest firmware to update firmware for TR515/TR510. If it doesn’t work after resetting and updating firmware, send the time recorder to GIGA-TMS for further inspection.

2. If the display of TR515/TR510 shows “Err3”

- See “10. If you want to reset TR515/TR510” in the section “About Software (TR515 Tool/TR510 Tool)” of this document to reset TR515/TR510. If resetting can’t solve the problem, contact GIGA-TMS for the latest firmware to update firmware for TR515/TR510. If it doesn’t work after resetting and updating firmware, send the time recorder to GIGA-TMS for further inspection.

3. If the display of TR515/TR510 shows “Err4”

- See “10. If you want to reset TR515/TR510” in the section “About Software (TR515 Tool/TR510 Tool)” of this document to reset

TR515/TR510. If resetting can't solve the problem, contact GIGA-TMS for the latest firmware to update firmware for TR515/TR510. If it doesn't work after resetting and updating firmware, send the time recorder to GIGA-TMS for further inspection.

4. If the display of TR515/TR510 shows "Err6"

- See "10. If you want to reset TR515/TR510" in the section "About Software (TR515 Tool/TR510 Tool)" of this document to reset TR515/TR510. If resetting can't solve the problem, contact GIGA-TMS for the latest firmware to update firmware for TR515/TR510. If it doesn't work after resetting and updating firmware, send the time recorder to GIGA-TMS for further inspection.

5. If the display of TR515/TR510 shows "Err7"

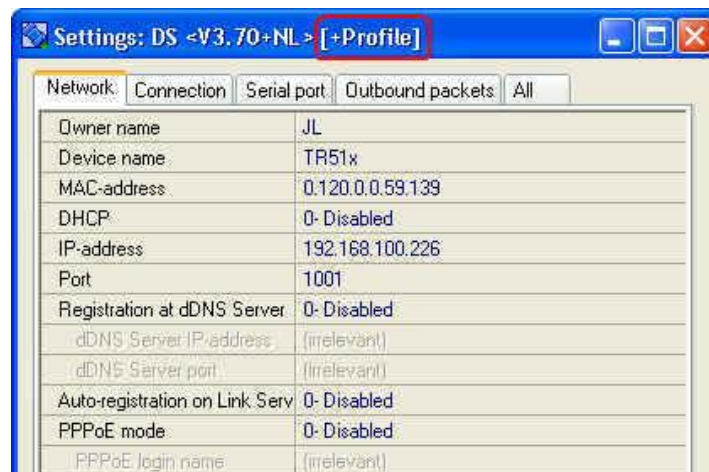
- See "10. If you want to reset TR515/TR510" in the section "About Software (TR515 Tool/TR510 Tool)" of this document to reset TR515/TR510. If resetting can't solve the problem, contact GIGA-TMS for the latest firmware to update firmware for TR515/TR510. If it doesn't work after resetting and updating firmware, send the time recorder to GIGA-TMS for further inspection.

About Software (DS Manager) – For Ethernet Interface Type, not for RS232 Interface Type

1. If you can't find your TR515/TR510 on the "Auto-Discovery" list of the software *DS Manager*

- Make sure TR515/TR510 is powered on.
- Make sure TR515/TR510 is connected with Hub via "WAS-1499" cable.
- Make sure the firewall and antivirus program in your computer are disabled before using the software.
- Change the other computer to try.

- Try the other port of your Hub to connect with TR515/TR510.
 - Try the other WAS-1499 cable if you have more than one cable.
2. **If “Corrupted installation: unable to find SDF files” message appears in the software *DS Manager* after clicking [Settings]**
 - The old version of the software *TR515 Tool/TR510 Tool* (V1.6R9 or below) may cause this problem. Go to [Control Panel]\ [Add or Remove Programs] to uninstall the old *TR515 Tool/TR510 Tool*. Then login your computer with “Administrator” account to install the latest *TR515 Tool/TR510 Tool* (V1.6R13 or above).
 3. **If “The firmware on this Device Server is outdated (earlier than V.xx) and does not support this function. You are recommended to upgrade to firmware V3.xx or higher” message appears in the software *DS Manager***
 - Upgrade the firmware for the Ethernet module of your TR515/TR510 by the following steps. Contact GIGA-TMS and advise the detailed “PART NO” of your TR515/TR510 to get the latest firmware of Ethernet module. (You can see PART NO information on the label at the bottom of your time recorder.) Then use “Upgrade” function in the software *DS Manager* to upgrade the firmware for the Ethernet module of your TR515/TR510.
 4. **Will you lose anything or have to redefine anything after using “Initialize” function of the software *DS Manager***
 - “Initialize” function allows you to initialize the Ethernet module of TR515/TR510. After initializing, all the settings in the Ethernet module of TR515/TR510 will be changed to default. However, IP-address will not be changed. The records in TR515/TR510 will not be lost. Note: If [+Profile] (see the picture as below) doesn’t show with the firmware version at the top of [Settings] window, it means some settings like “Transport protocol” and “Baud rate” won’t be changed to default after initializing the Ethernet module of TR515/TR510. “Transport protocol” and “Baud rate” need to be set to correct settings manually.



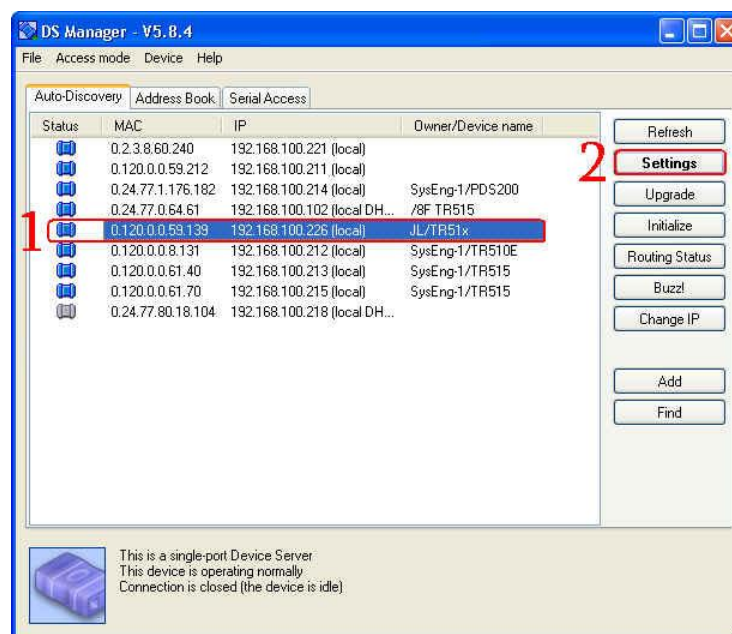
About Software (TR515 Tool/TR510 Tool)

1. If the connection is failed and “The device failed to reply to the computer’s command. Either the device is currently offline, or you have selected the wrong COMM port” message appears in the software *TR515 Tool/TR510 Tool* (for RS232 interface type)

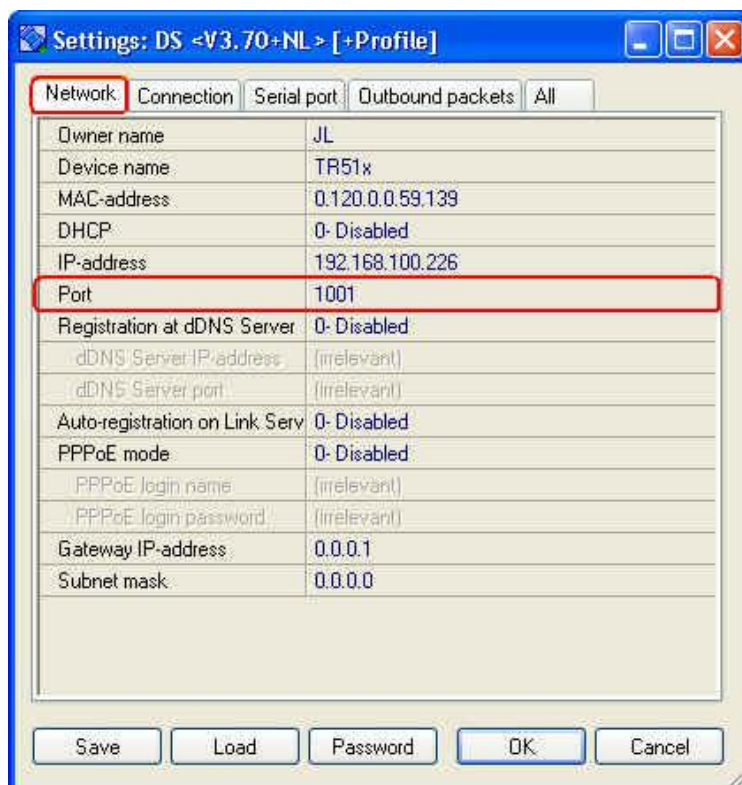
- Make sure TR515/TR510 is powered on.
- Make sure the “Comm. Port” selection in the software is correct.
- If you have set the machine ID for TR515/TR510 in the software *TR515 Tool/TR510 Tool*, make sure the machine ID is set correctly. It needs the particular steps to set machine ID. See “Adding new Machine ID” instruction of the section “Appendix F. Installation”(or “Appendix E. Installation”) in TR515/TR510 users manual for the correct procedure to add the time recorder and set its machine ID.
- Change the other computer to try.

2. If the connection is failed and “The device failed to reply to the computer’s command. Either the device is currently offline, or you have selected the wrong COMM port” message appears in the software *TR515 Tool/TR510 Tool* (for Ethernet interface type)

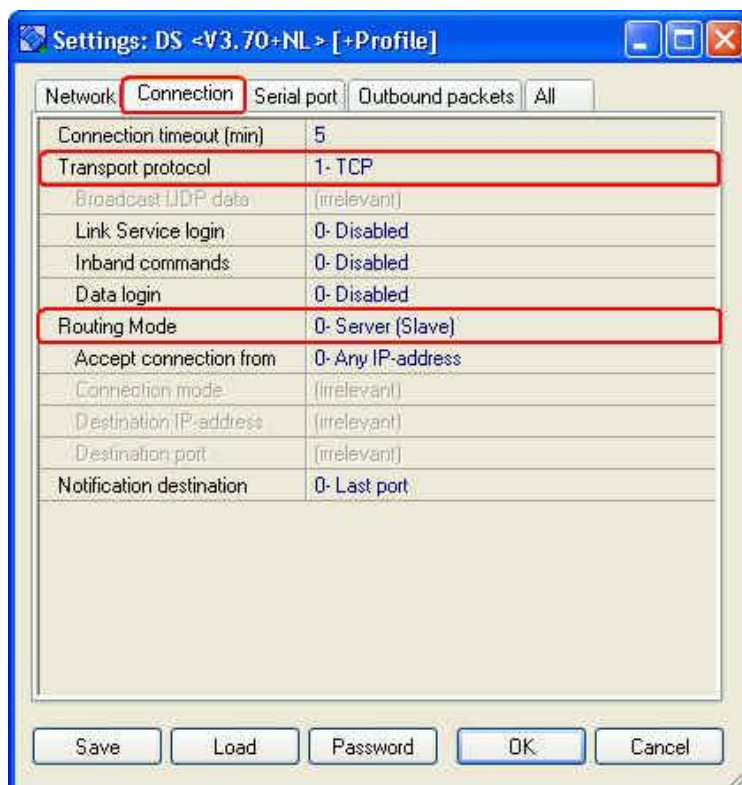
- Make sure TR515/TR510 is powered on.
- Make sure TR515/TR510 is connected with Hub via “WAS-1499” cable.
- Make sure the firewall and antivirus program in your computer are disabled before using the software.
- Make sure IP address entered is available.
- Make sure the settings of Ethernet module in the software *DS Manager* are correct as below.

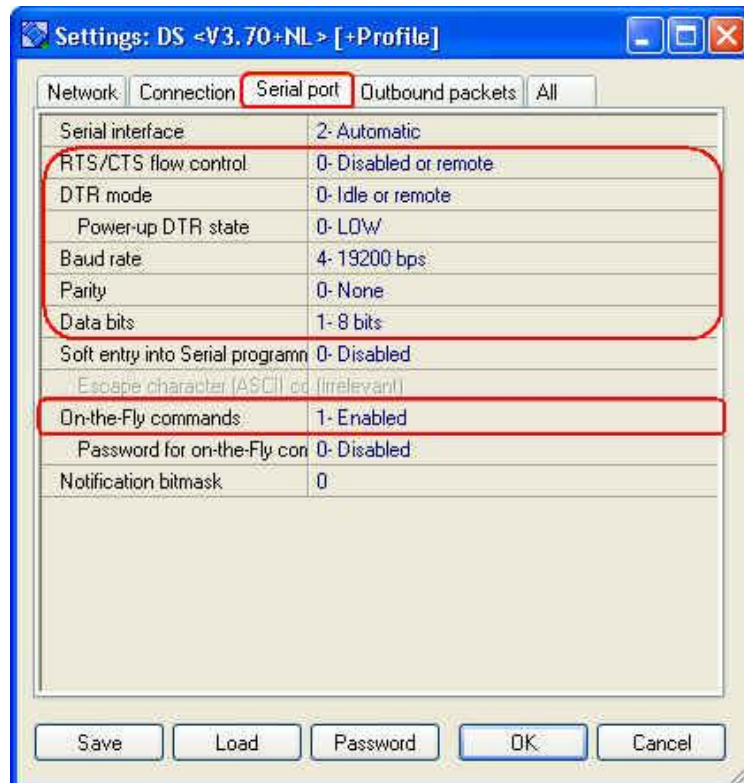


This is a single-port Device Server
This device is operating normally.
Connection is closed (the device is idle)



Note: The default port number is “1001”. You can change the port number if you want. However, to make the communication successful, the setting of port number in the software *DS Manager* and the software *TR515 Tool/TR510 Tool* must be set the same.





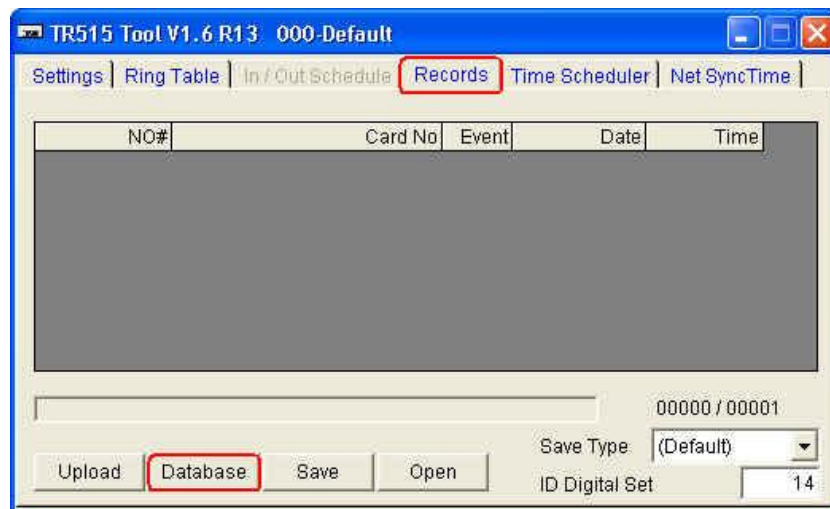
- If you have set the machine ID for TR515/TR510 in the software *TR515 Tool/TR510 Tool*, make sure the machine ID is set correctly. It needs the particular steps to set machine ID. See “Adding new Machine ID” instruction of the section “Appendix F. Installation” (or “Appendix E. Installation”) in TR515/TR510 users manual for the correct procedure to add the time recorder and set its machine ID.
 - Try the other port of your Hub to connect with TR515/TR510.
 - Try the other WAS-1499 cable if you have more than one cable.
- 3. How do you add a time recorder and set its machine ID in the software *TR515 Tool/TR510 Tool* correctly**
- See “Adding new Machine ID” instruction of the section “Appendix F. Installation” (or “Appendix E. Installation”) in TR515/TR510 users manual for the correct procedure. It needs the particular steps to add the time recorder and set its machine ID in the software *TR515 Tool/TR510 Tool*. Incorrect steps will cause the connection failed.
- 4. Why can’t you download the data automatically by using “Time Scheduler” function after TR515/TR510 is connected successfully with the software *TR515 Tool/TR510 Tool***
- “000-Default” on [Device List] can’t be used for “Time Scheduler” function. Therefore, you need to set a machine ID for TR515/TR510 in the software *TR515 Tool/TR510 Tool* first in order to use “Time Scheduler” function to download the data automatically. It needs the particular steps

to set machine ID. See “Adding new Machine ID” instruction of the section “Appendix F. Installation” (or “Appendix E. Installation”) in TR515/TR510 users manual for the correct procedure to add the time recorder and set its machine ID first.

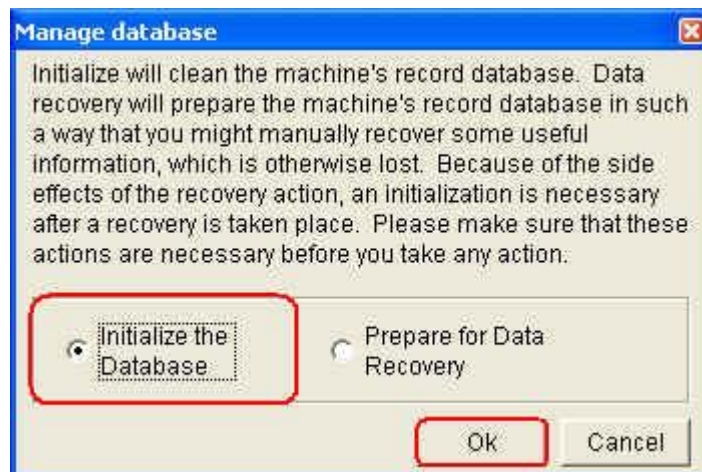
5. If the record memory of TR515/TR510 is full and you want to delete all the data in it

- Once TR515/TR510 is connected successfully with the software *TR515 Tool/TR510 Tool*, follow the steps as below to delete all the data.

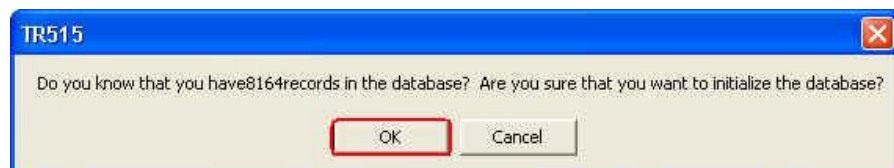
(1) Under [Records] tab, click [Database].



(2) Click [Initialize the Database] and then click [OK].



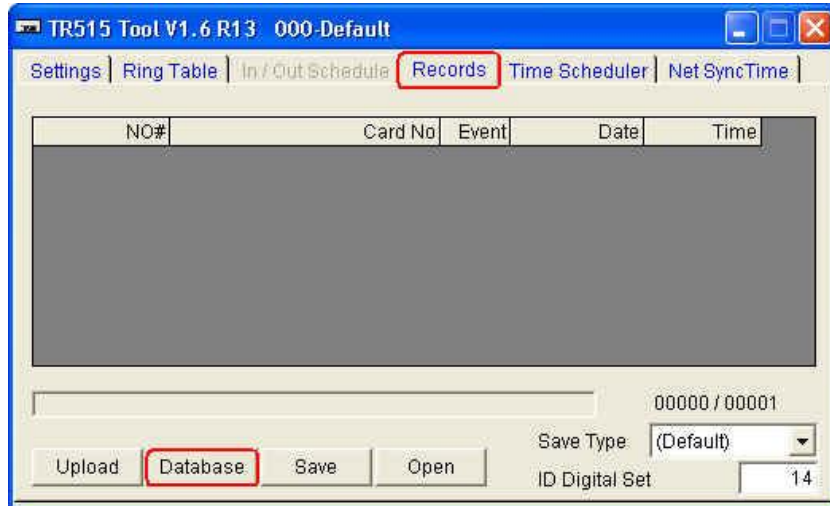
(3) Click [OK].



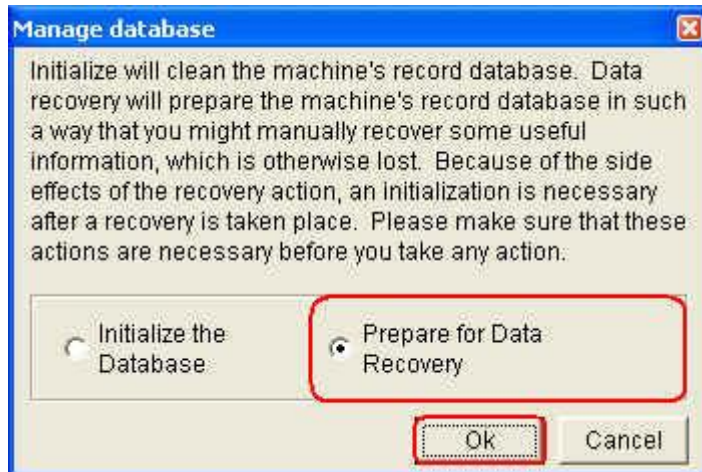
6. If the important data has been deleted and you want to get it back

- Once TR515/TR510 is connected successfully with the software *TR515 Tool/TR510 Tool*, follow the steps as below to recover the data.

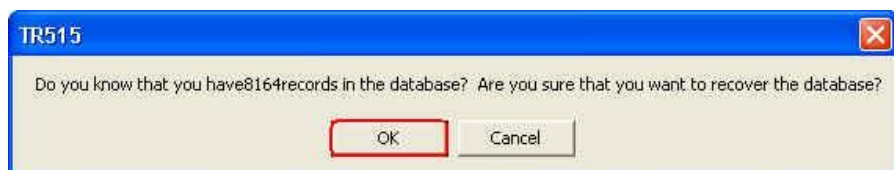
(1) Under [Records] tab, click [Database].



(2) Click [Prepare for Data Recovery] and then click [OK].



(3) Click [OK].

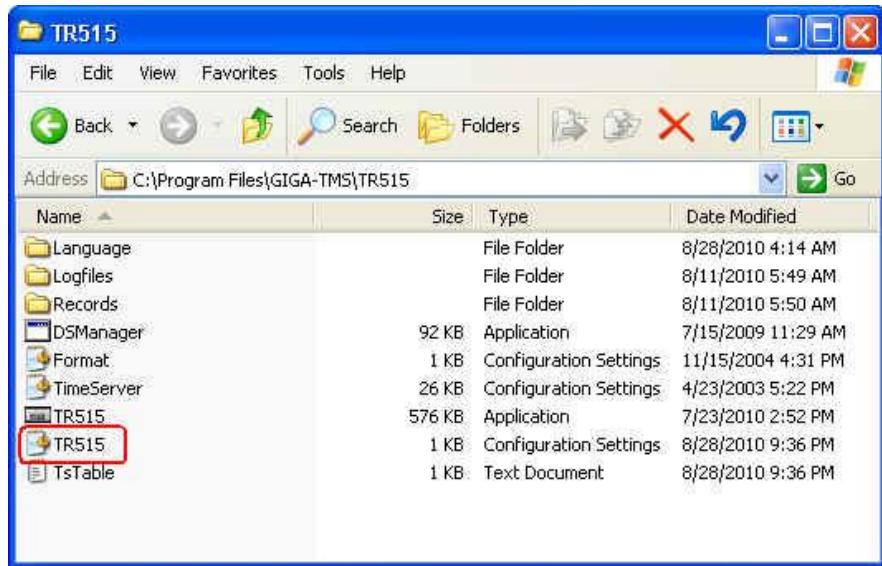


7. If you want the data in TR515/TR510 to be deleted automatically whenever it is downloaded successfully by using "Time Scheduler"

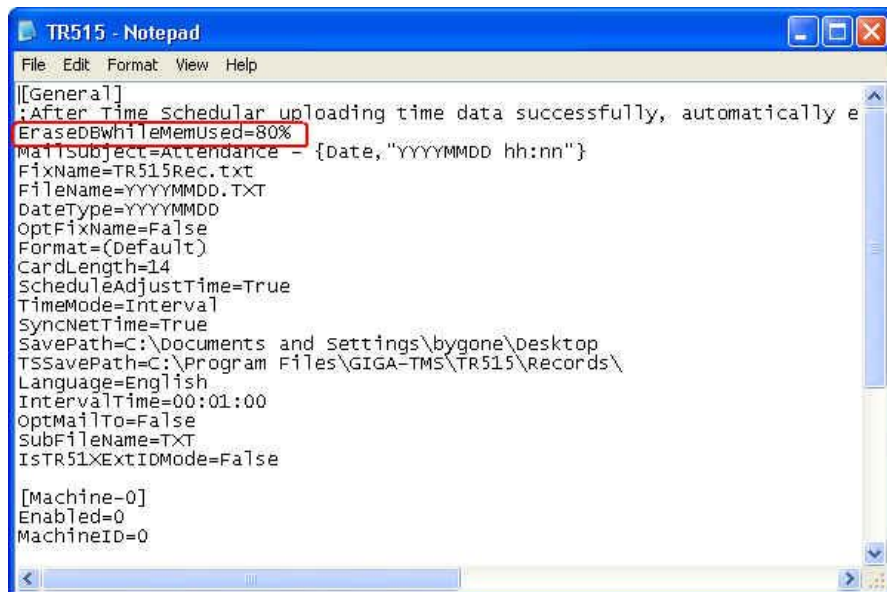
- The default setting behaves that the old data will be deleted until the records occupy up to 80% capacity of the record memory. If you want the data in TR515/TR510 to be deleted automatically whenever it is downloaded successfully. Follow the steps as below.

(1) Find the file "TR515.ini" (or "TR510.ini") at the following path

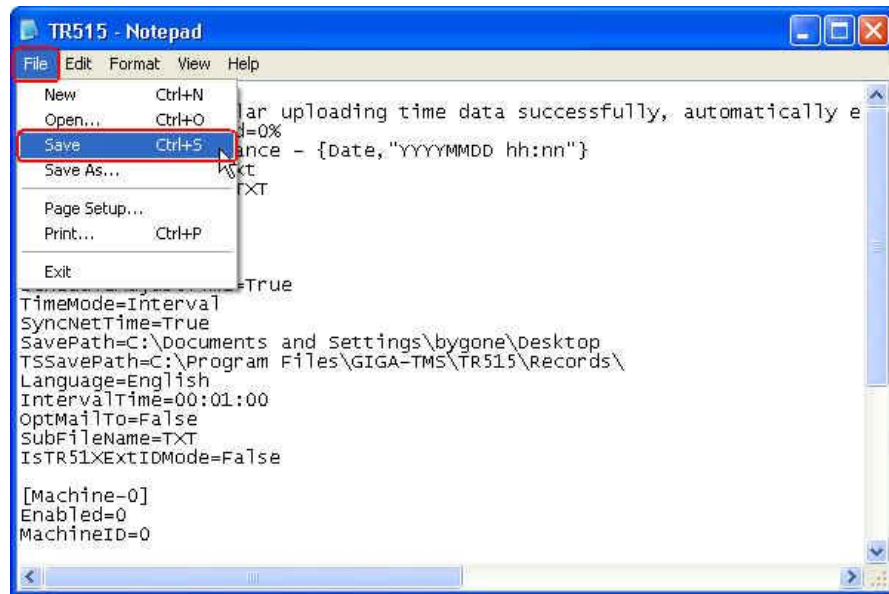
C:\Program Files\GIGA-TMS\TR515 (or C:\Program Files\GIGA-TMS\TR510).



- (2) Open the file "TR515.ini" (or "TR510.ini").
- (3) Change "EraseDBWhileMemUsed=80%" to "EraseDBWhileMemUsed=0%" in the file.



(4) Click [File] and then click [Save] to save the file.



8. Why are the settings in “Time Scheduler” such as “Save Path” or “ID Digital Set” sometimes lost and reset to default after restarting your computer

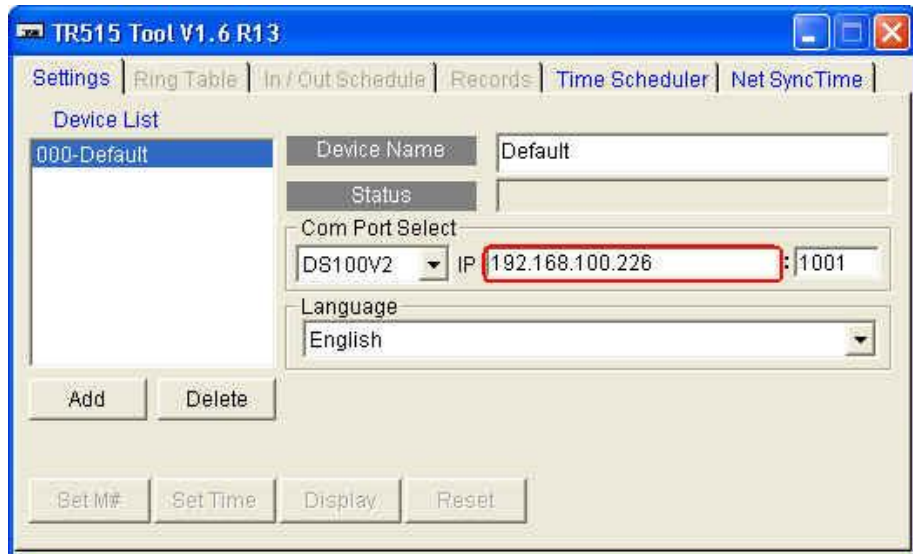
- Upgrade the software *TR515 Tool/TR510 Tool* to the version V1.6R7 or above.
- Make sure you login your computer with “Administrator” account (or “Power User” and above). Besides, make sure the software *TR515 Tool/TR510 Tool* must be closed normally after you change the settings in “Time Scheduler”. For example, if you login your computer with Administrator account, use “Time Scheduler”, finish changing the setting and then close the software normally before your computer shuts down, the setting will be saved. However, if you login your computer with Administrator account, use “Time Scheduler”, finish changing the setting and then the software is not closed normally before your computer shuts down, the setting won’t be saved. The power failure, PC crash or you shut down your computer directly without closing the software that may cause the setting lost.

9. If you have downloaded the data from TR515/TR510, will the same data be downloaded again for the next time

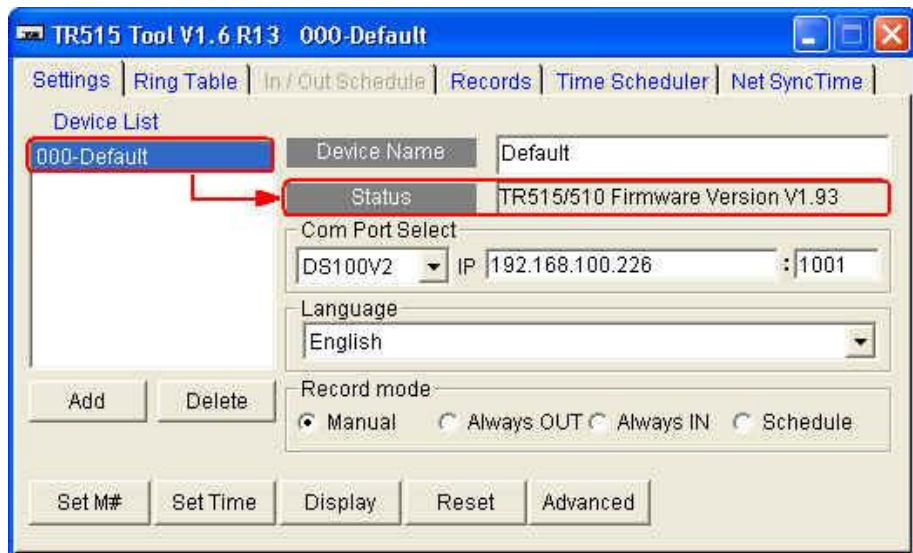
- If using “Time Scheduler” function, it won’t repeat to download the downloaded data.
- If using “Upload” function under [Records] tab to view the data, the downloaded data will still be loaded in [Records] screen if you never delete it. However, once you delete the data in TR515/TR510, the downloaded data will not be shown in [Records] screen when uploading the data.

10. If you want to reset TR515/TR510

- For Ethernet interface type, follow the steps as below.
 - (1) Connect TR515/TR510 with Hub via WAS-1499 cable.
 - (2) Power on TR515/TR510.
 - (3) **Disable the firewall and antivirus program in your computer!**
 - (4) Use "Change IP" function of the software *DS Manager* to set an available IP address for TR515/TR510.
 - (5) Open the software *TR515 Tool/TR510 Tool*.
 - (6) Enter the IP address you have set at the step (4).



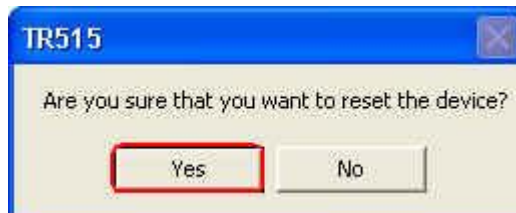
- (7) Double click [000-Default]. Once the connection is successful, the firmware version message will appear in [Status] box.



(8) Click [Reset].



(9) Click [Yes].



(10) Click [OK].

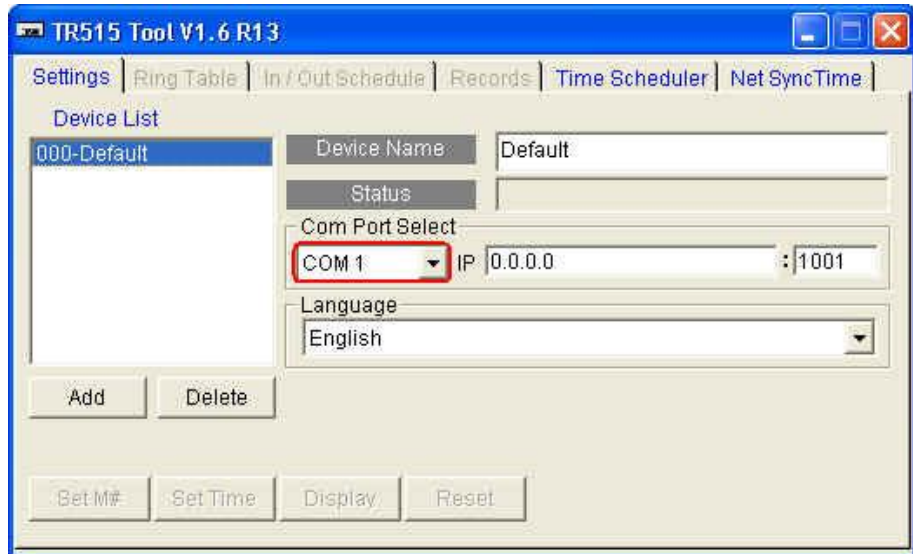


(11) Power off TR515/TR510.

(12) Power on TR515/TR510. The message "In It" will be shown on the display of TR515/TR510 when processing the reset. Once TR515/TR510 sounds a long beep and two short beeps and its display shows the time, it indicates the reset is completed.

- For RS232 interface type, follow the steps as below.
 - (1) Connect TR515/TR510 with your computer via RS232 cable.
 - (2) Power on TR515/TR510.

(3) Set Comm. Port.

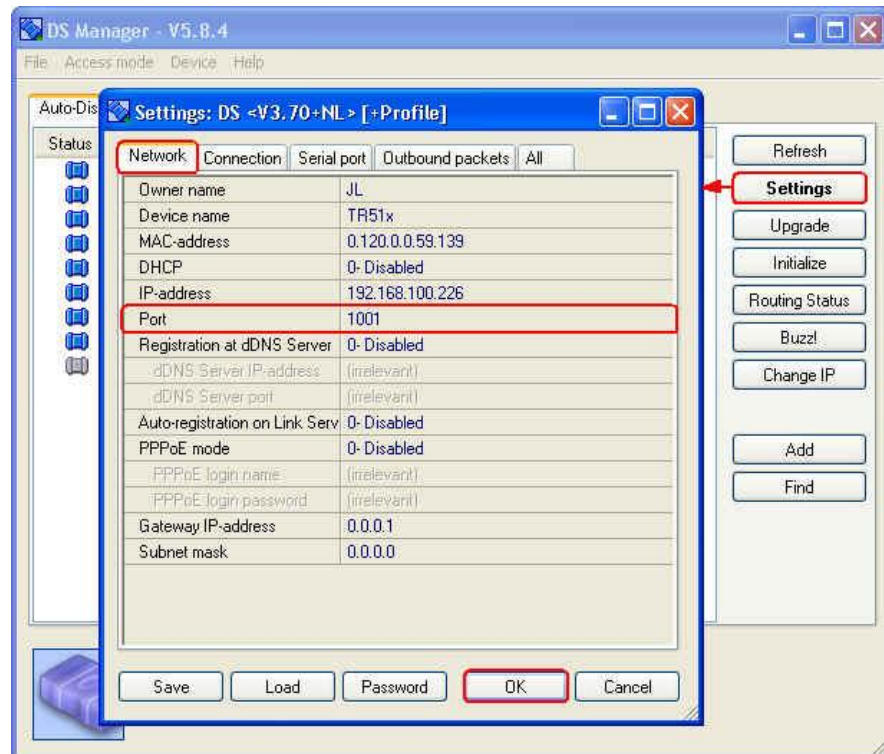


(4) Follow the steps (7)~(12) described in “For Ethernet interface type” part as above.

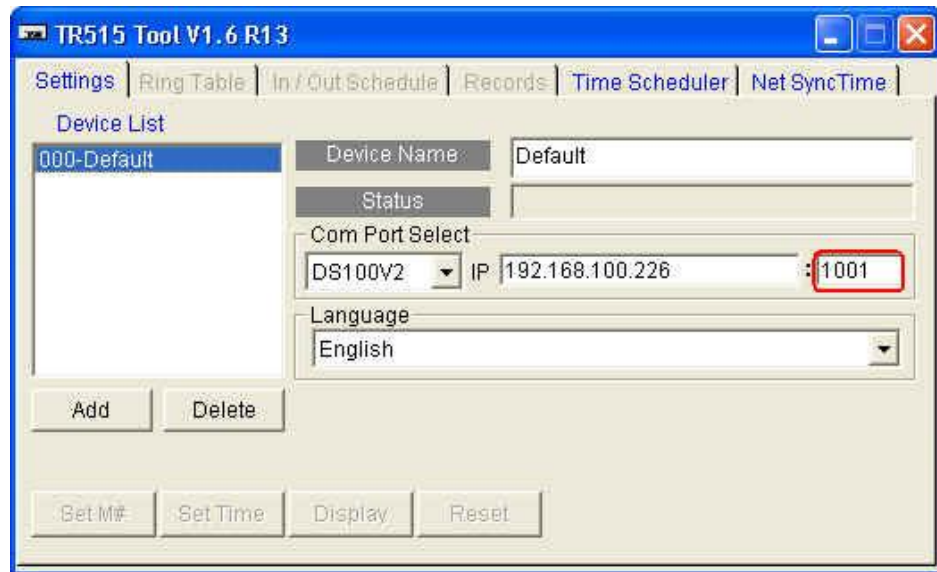
11. Does it always use the default port (1001) to connect TR515/TR510 in the software TR515 Tool/TR510 Tool even you have a specific port number

- The default port number is “1001”. You can change the port number if you want. However, to make the communication successful, the setting of port number in the software DS Manager and the software TR515 Tool/TR510 Tool must be set the same.

Port setting in the software DS Manager



Port setting in the software *TR515 Tool/TR510 Tool*



12. Is it possible to start the software *TR515 Tool/TR510 Tool* with the scheduled task whenever your computer boots

- Follow the steps as below.
 - (1) Go to "Scheduled Tasks" (Start\ Programs\ Accessories\ System Tools\ Scheduled Tasks).
 - (2) Double-click "Add Scheduled Task".
 - (3) Click [Next].



(4) Select “TR515” (or “TR510”) item and then click [Next].



(5) Select the option you want the task to perform and then click [Next].
For example, set it to “When my computer starts”.



- (6) Enter the user name (“Power User” account or above is recommended) and his/her password. Then click [Next].

Scheduled Task Wizard

Enter the name and password of a user. The task will run as if it were started by that user.

Enter the user name: davidyeh

Enter the password: ●●●●

Confirm password: ●●●●

If a password is not entered, scheduled tasks might not run.

< Back Next > Cancel

- (7) Click [Finish].

Scheduled Task Wizard

You have successfully scheduled the following task:
TR515

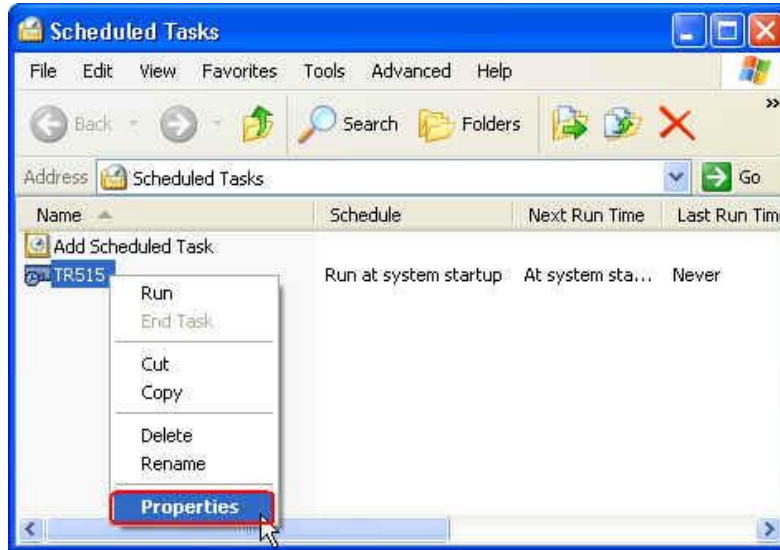
Windows will perform this task:
Run at system startup

Open advanced properties for this task, when I click Finish.

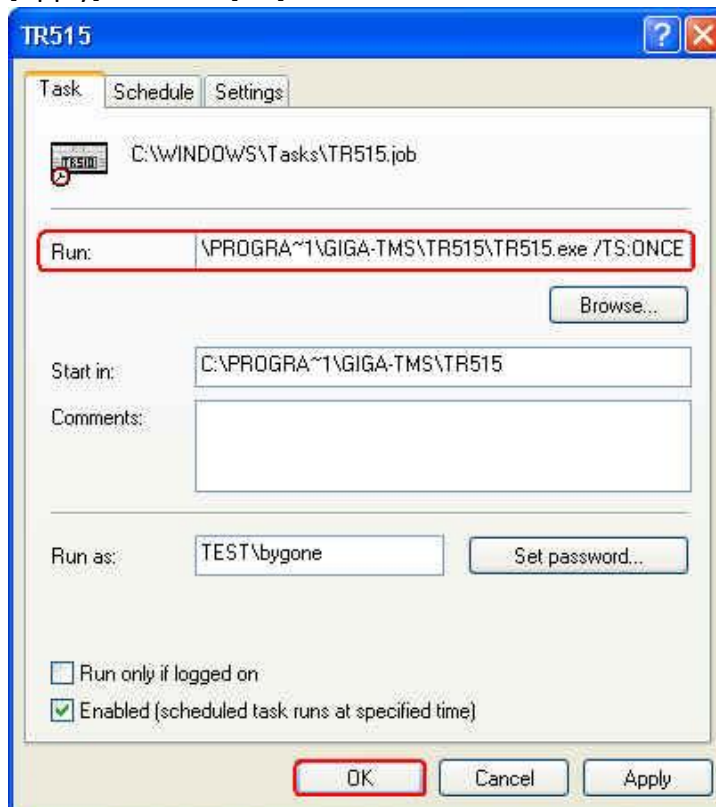
Click Finish to add this task to your Windows schedule.

< Back Finish Cancel

- (8) Right-click “TR515.job” (or “TR510.job”) schedule task that is just created in [Scheduled Tasks] window and click [Properties].



- (9) Under [Task] tab, add the command **/TS:ONCE** in [Run] box. Example, C:\PROGRA~1\GIGA-TMS\TR515\TR515.exe /TS:ONCE (or C:\PROGRA~1\GIGA-TMS\TR510\TR510.exe /TS:ONCE) Then click [Apply] and click [OK].



13. Is it possible to run the software *TR515 Tool/TR510 Tool* and download the data automatically at an assigned time whenever your computer boots

- See advice in “12. Is it possible to start the software *TR515 Tool/TR510 Tool* with the scheduled task whenever your computer boots”.

About Software (Time Recorder Utility)

1. If the communication is failed when clicking [Test Connection] in the software *Time Recorder Utility* (for RS232 interface type)

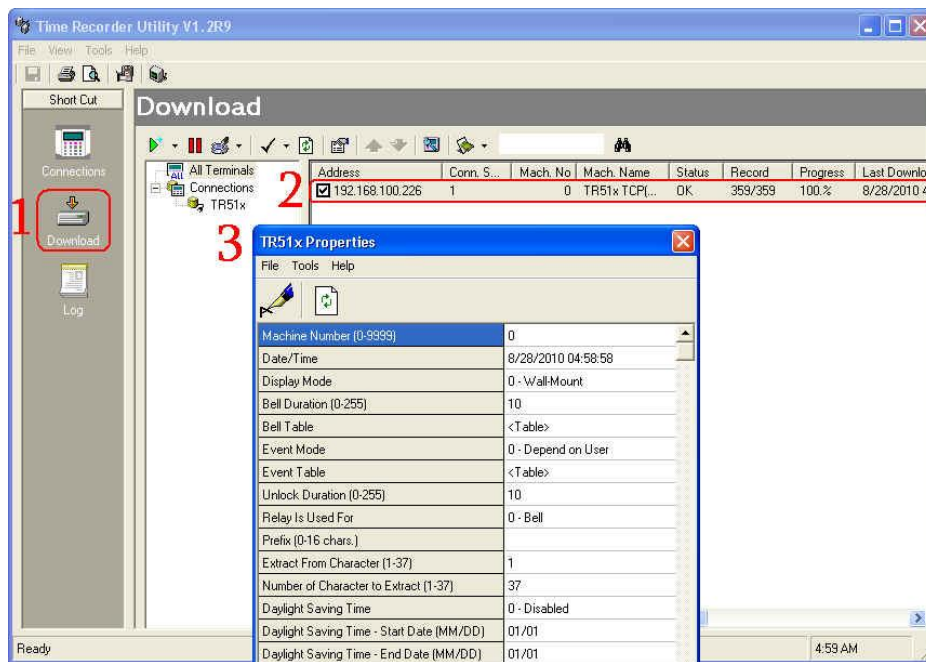
- Make sure *TR515/TR510* is powered on.
- Make sure the “Comm. Port” selection in the software is correct.
- Change the other computer to try.

2. If the communication is failed when clicking [Test Connection] in the software *Time Recorder Utility* (for Ethernet interface type)

- Make sure *TR515/TR510* is powered on.
- Make sure *TR515/TR510* is connected with Hub via “WAS-1499” cable.
- Make sure the firewall and antivirus program in your computer are disabled before using the software.
- Use the software *DS Manager* to detect *TR515/TR510* first. (Before using the software *DS Manager*, disable the firewall and antivirus program in your computer as well.) Then go back to the software *Time Recorder Utility* to test the connection again.
- Try the other port of your Hub to connect with *TR515/TR510*.
- Try the other WAS-1499 cable if you have more than one cable.

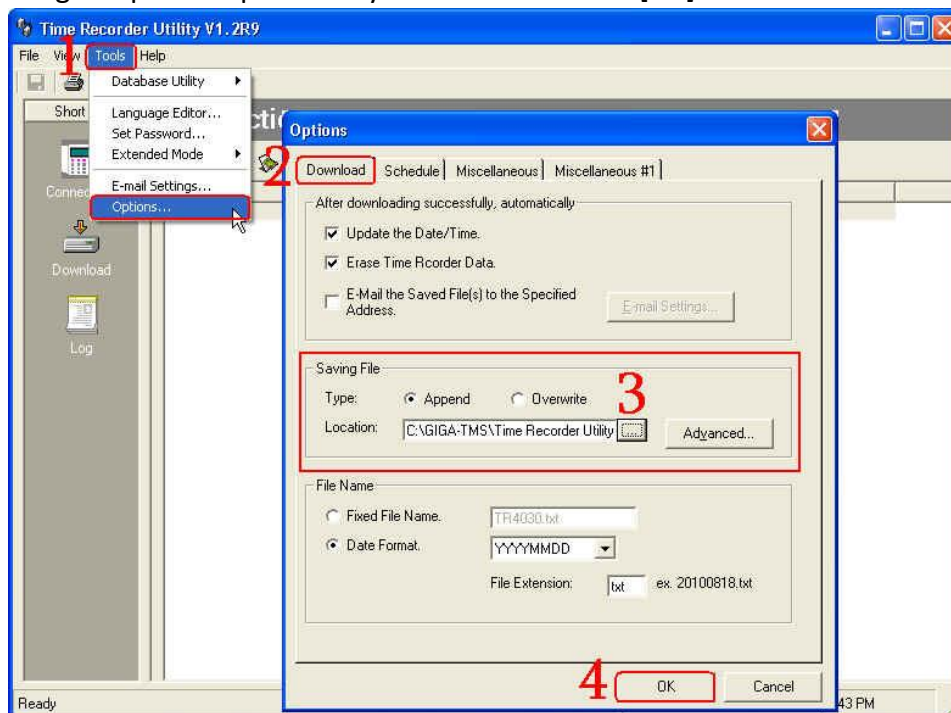
3. If you want to set *TR515/TR510* in the software *Time Recorder Utility*

- Once *TR515/TR510* is connected successfully with the software *Time Recorder Utility*, click [Download] inspection and then double-click your *TR515/TR510* on the terminal list to launch [TR51x Properties] window and access the settings of property.



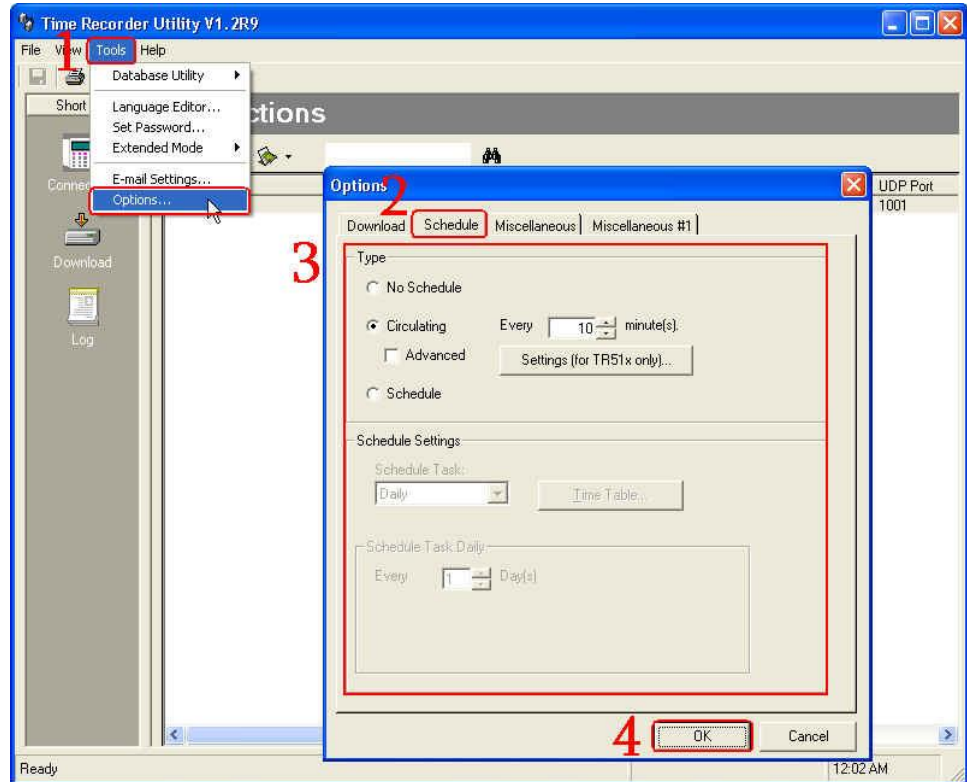
4. Where can you find the data file after downloading it under the normal mode

- Once the date is downloaded successfully, the data will be saved as a “yyyymmdd.txt” file at the following default path, C:\GIGA-TMS\Time Recorder Utility. If you want to change the path, go to [Tools] [Options...]\ [Download] \ [Saving File]\ [Location] and then click [...] to assign a specified path that you want. Then click [OK].



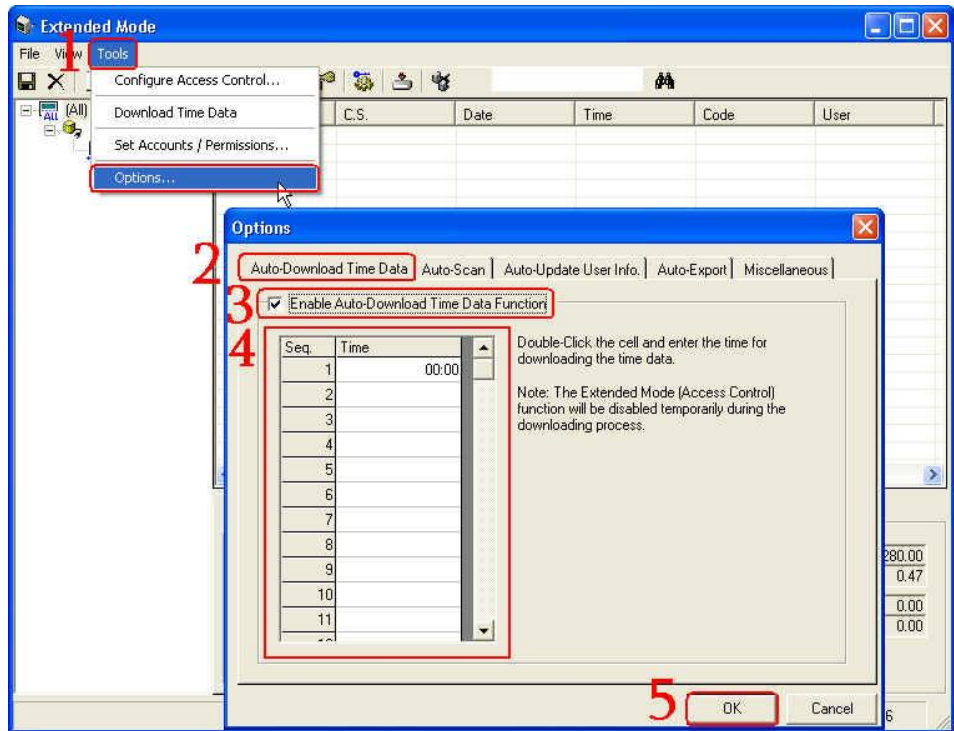
5. If you want the data to be downloaded automatically without clicking “Download” icon (📄) under the normal mode

- Under the normal mode, go to [Tools] \ [Options...] \ [Schedule] to set [Circulating] or [Schedule] you like. Then click [OK]. The data will be downloaded automatically according to your setting.



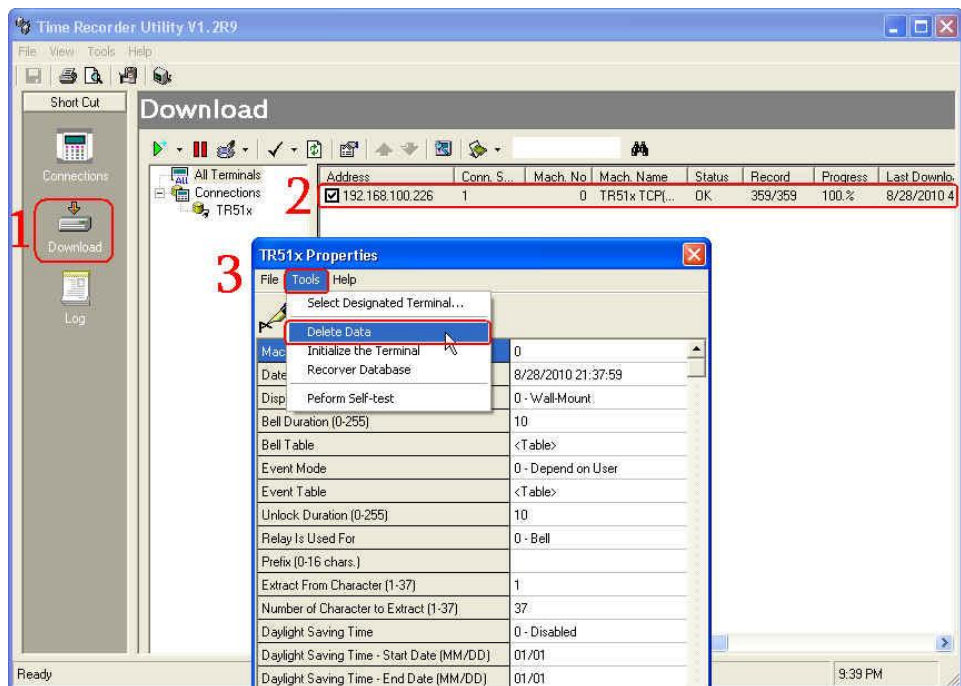
6. If you want the data to be downloaded automatically without clicking “Download” icon (📄) under the extended mode

- Go to the extended mode first. Under the extended mode, go to [Tools] \ [Options...] \ [Auto-Download Time Data]. Enable [Enable Auto-Download Time Data Function] checkbox and set the auto-download time you want. Then click [OK]. The data will be downloaded automatically according to your setting.



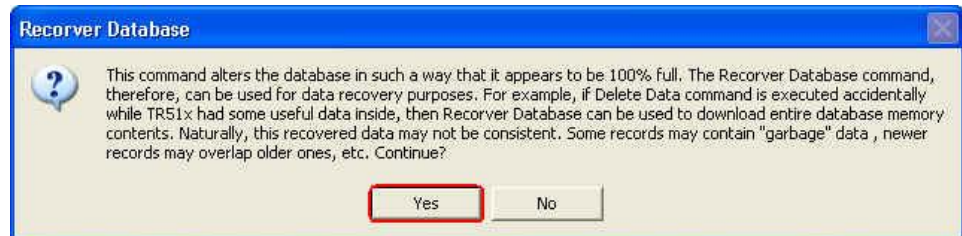
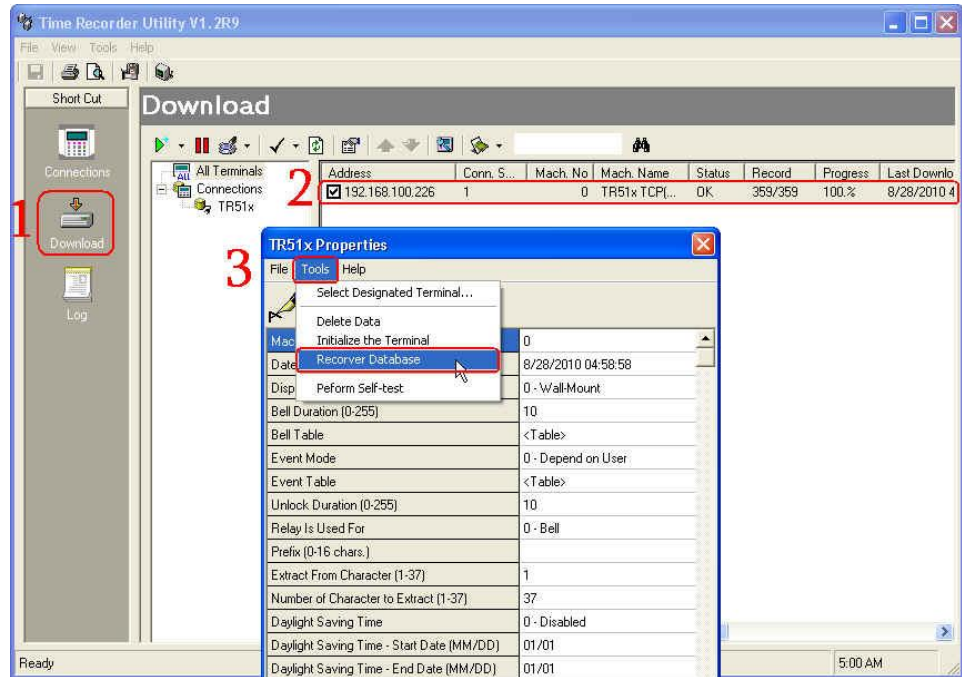
7. If the record memory of TR515/TR510 is full and you want to delete all the data in it

- Use "Delete Data" function in the software *Time Recorder Utility* to delete all the data by the following steps. Under the normal mode of software *Time Recorder Utility*, click [Download] inspection and then double-click your TR515/TR510 on the terminal list to launch [TR51x Properties] window. Click [Tools] and then click [Delete Data].



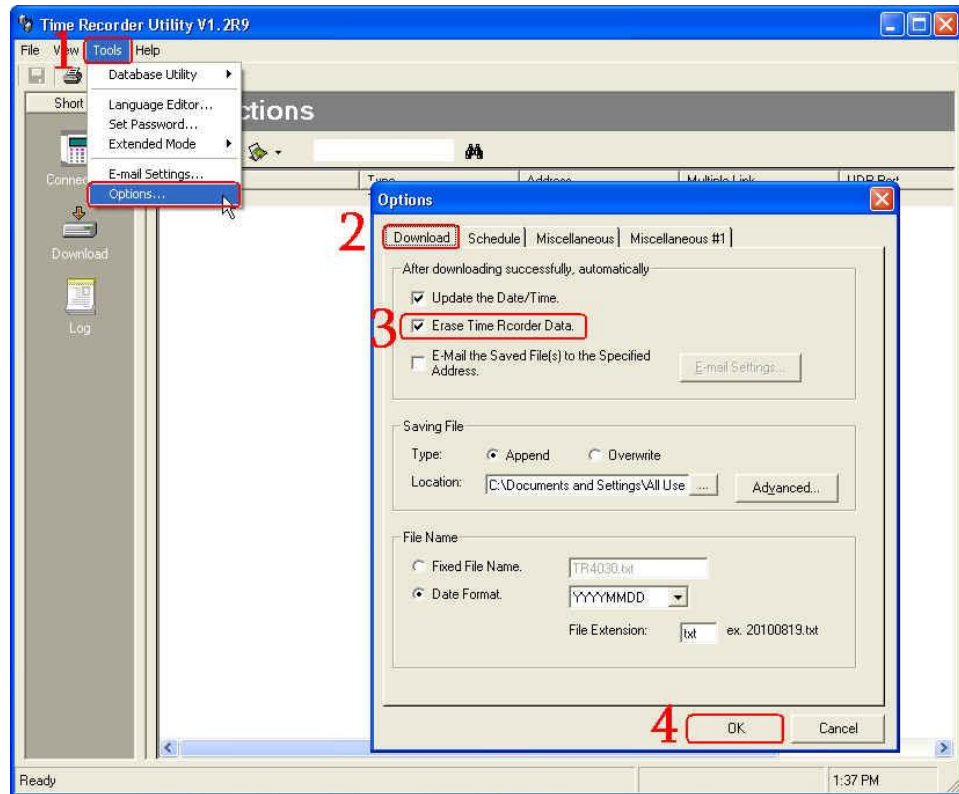
8. If the important data has been deleted and you want to get it back

- Use “Recover Database” function in the software *Time Recorder Utility* to recover the data by the following steps. Under the normal mode of software *Time Recorder Utility*, click [Download] inspection and then double-click your TR515/TR510 on the terminal list to launch [TR51x Properties] window. Click [Tools] and then click [Recover Database]. When [Recover Database] confirmation window appears, click [Yes].



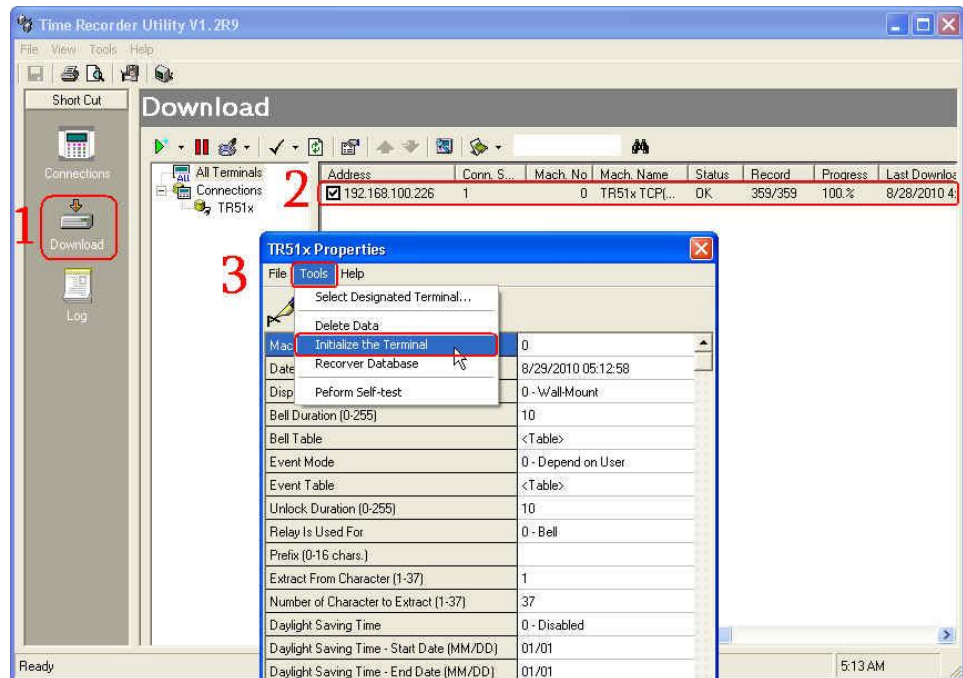
9. If you want the data in TR515/TR510 to be deleted automatically whenever it is downloaded successfully

- Under the normal mode, go to [Tools]\ [Options...]\ [Download]. Enable [Erase Time Recorder Data] checkbox in [After downloading successfully, automatically] section. Then click [OK]. The data will be deleted automatically after it is downloaded successfully.



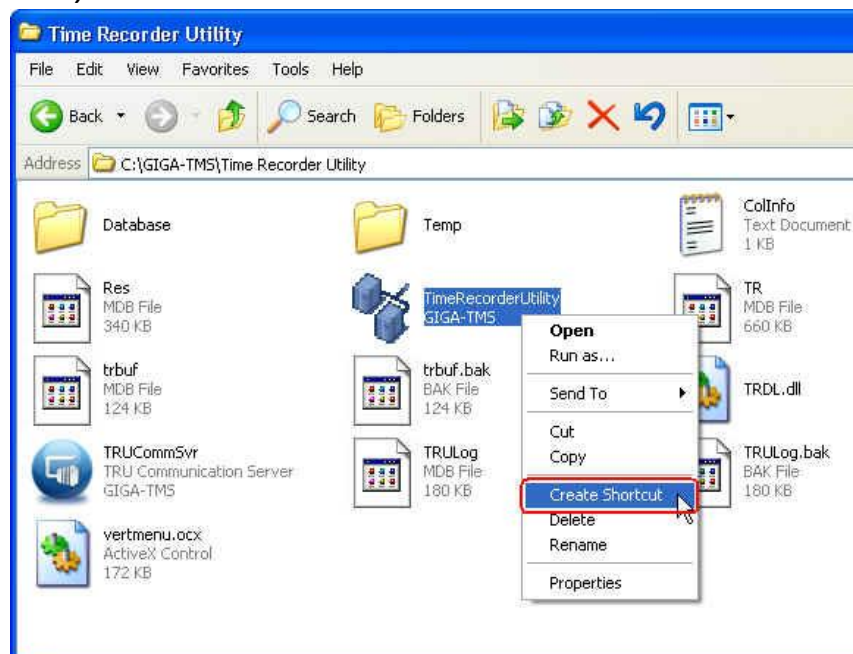
10. If you want to reset TR515/TR510

- Use "Initialize the Terminal" function in the software *Time Recorder Utility* to reset TR515/TR510 by the following steps. Under the normal mode of software *Time Recorder Utility*, click [Download] inspection and then double-click your TR515/TR510 on the terminal list to launch [TR51x Properties] window. Click [Tools] and then click [Initialize the Terminal]. (See the picture as below.) Then power off TR515/TR510. Power on TR515/TR510. The message "In It" will be shown on the display of TR515/TR510 when processing the reset. Once TR515/TR510 sounds a long beep and two short beeps and its display shows the time, it indicates the reset is completed.

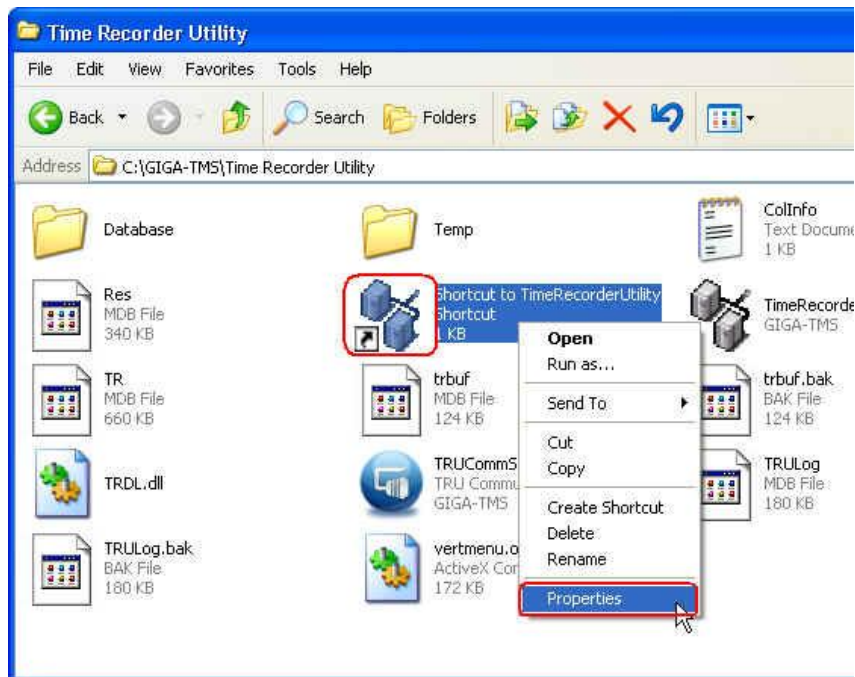


11. If you want to create a desktop shortcut to download the data file without launching the software *Time Recorder Utility*

- Follow the steps as below.
 - (1) Right-click "TimRecorderUtility.exe" and then click [Create Shortcut] to create a shortcut at the path that the software *Time Recorder Utility* is installed.



- (2) Right-click “Shortcut to TimeRecorderUtility.exe” and then click [Properties].



- (3) Under [Shortcut] tab, add the command **/TS:ONCE** in [Target] box. Example, “C:\GIGA-TMS\Time Recorder Utility\TimeRecorderUtility.exe” /TS:ONCE Then click [Apply] and click [OK].



- (4) Cut the shortcut to the desktop.

12. What is the maximum number that TR515/TR510 can be served by the software *Time Recorder Utility*

- The number of time recorders connected with the software *Time Recorder Utility* is determined by the Windows OS version. For Windows XP, 10 time recorders are acceptable. For Windows Server version, we suggest not over 20 time recorders. If the number exceeds, it still can work (if the Windows OS allows), but will run slowly.

13. What is the maximum number of users that can be served by the database of software *Time Recorder Utility* under the extended mode

- The number of users depends on the TR.mdb file. This file is up to 2 GB. If leaving 200 MB for user usage, 10,000 users can be defined.

14. If you want TR515/TR510 to send the real time data to MS-SQL server

- The data can't be sent to MS-SQL server directly. Our software *Time Recorder Utility* generates the text file (*.txt) with records. To access MS-SQL server, you need to develop your program to import the text file into MS-SQL server.

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If you need further technical support, please contact GIGA-TMS Support.
Email address: support@gigatms.com.tw