DocuClock®
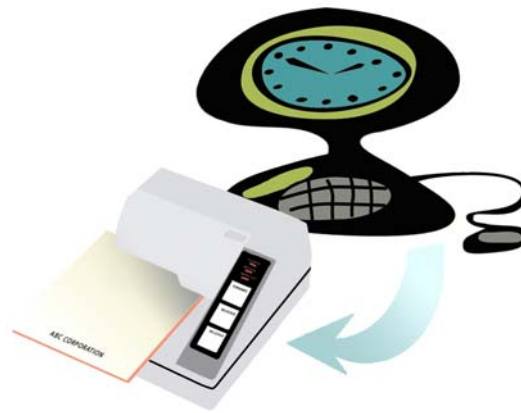
Time Stamp

User's Guide
Version 3.0.0

Summer 2007

beagle software

www.beaglesoft.com

Table of Contents

1.0 Introduction

Beagle Software's DocuClock is a time and date stamp system with a flexible range of print output and time display options. DocuClock receives its time impulses from a Windows-based PC running the DocuClock software. When used in conjunction with Beagle Software's ClockWatch product, the time printed by DocuClock is based on the Atomic Clock.

Dual optical paper sensors allow the print unit to print whenever a slip is present. With its attractive yet rugged design, the DocuClock is suitable for both office and industrial environments.

DocuClock is available in two configurations. The Direct Print version comes complete with dedicated printer that prints automatically whenever a paper slip is inserted. The software-only version uses any attached Windows-supported printer that prints whenever the "Time Stamp" button is pressed.

1.1 Using ClockWatch with DocuClock

ClockWatch is Beagle's Software time synchronization software utility. It allows you to set your computer's clock to NIST's Atomic Clock over the Internet (or by modem). ClockWatch makes periodic checks over the Internet to verify that the computer's clock is correct. If a time change is necessary it sets the computer's operating system clock. ClockWatch software is bundled with the DocuClock purchase; contact Beagle Software for the keycode if you have not already received it.

Since the DocuClock software uses the computer operating system clock for getting the time, having ClockWatch run periodically ensures that the time DocuClock prints time that is synchronized to the Atomic Clock.

With ClockWatch installed it's easy to maintain the correct time. You can access ClockWatch directly within DocuClock. The DocuClock/ClockWatch combination gives you an easy way to print and maintain the exact time for documents.

2.0 Installation

DocuClock requires installation of the printer and software. Please follow the steps in this section to ensure accurate installation.

2.1 Printer Installation

Unpacking

After you unpack the DocuClock printer, make sure you have these items.
- DocuClock Printer, which contains
    - Printer
    - Printer ribbon cassette
    - Transportation damper
- Power supply
- Printer cable
- CD-ROM with installation files for DocuClock and ClockWatch software, user guide and installation instructions.

If any item is missing or damaged, please contact Beagle Software for assistance.

Removing the transportation damper

The printer is protected during shipping by a transportation damper that must be removed before you turn on the printer.   Pull the damper out and remove the strip of tape from the top of the printer (not all units may have this tape), connecting the DocuClock Printer to the computer.

Connecting the interface cable

You need an appropriate interface cable– either serial or parallel—to connect your computer to the printer. The interface cable supplied by Beagle Software has the appropriate connection.
- Make sure that the printer and the computer are turned off.
- Plug the cable into the connector on the back of the printer, as shown on next page.
- Connect the other end of the cable to the connector on your computer.

Connecting the power supply

This printer includes the recommended external power supply.   Note: Using an incorrect power supply can cause serious damage to the printer.

1. Make sure that the power on both the printer and computer is turned off.
2. Plug the power supply cable into the printer's connector as shown. Note that the flat side of the connector faces up.
3. Plug the power cord into an outlet. Turn the computer on.
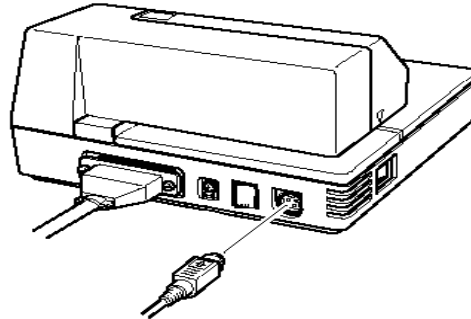
Installing the ribbon

Note: Be sure to use a ribbon cassette that meets the printer's specifications. The EPSON ERC-27 is recommended and is available from Beagle Software.

1. Turn the printer **on** using the power switch on its left side.

2. Press the RELEASE button to turn the light on. This puts the printer in the paper release mode.

3. Turn the printer **off.** *Note:* Be sure to perform the steps above because it is necessary to make sure that the printer is in the paper release mode before you install the ribbon cassette.

4. Open the printer cover by slightly pressing the ridges on the top left and pulling the cover forward, as shown in the illustration to the right.

5. Check to see that the ribbon in the cassette is not creased or twisted. Then turn the feed knob in the direction of the arrow on the ribbon cassette to take up any slack in the ribbon.

6. Carefully insert the ribbon cassette in the printer as shown in the illustration below. Notice exactly where the ribbon must go.

7. Then push firmly on the right side and then the left side of the ribbon cartridge until each side clicks into place.

8. To put the cover back on the printer, first align the left and insert the tab on the top; then press the bottom until it clicks into place.
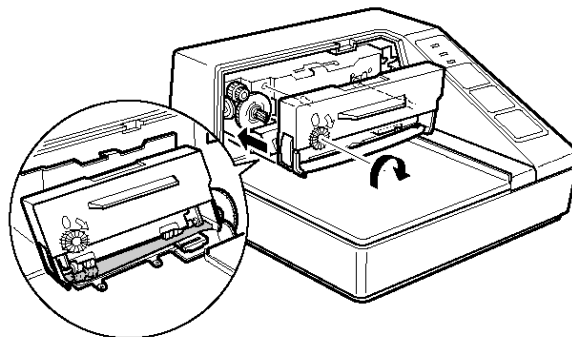
2.2 Software Installation

1. Place the CD in the drive and allow it to run automatically. If autorun fails, choose the **Start** menu, select the **Run** command and enter **x:\Setup** in the Run box (replace '**x**' with CD-ROM drive letter, usually 'D' or 'E'). Follow the instructions from the installation wizard.

2. Follow the instructions from the installation wizard. For a typical installation you can accept all defaults offered by the wizard.

3. If requested, you may need to reboot the system to install the new DLLs that were just installed.

4. When the DocuClock installation is complete you will have an option to continue with the ClockWatch Pro installation. ClockWatch may also be installed separately. **Note for users upgrading to ClockWatch Server or Sentry:** These editions of ClockWatch need to be installed separately. See section 2.5 for ClockWatch installation instructions.

5. When installation is complete, Start DocuClock from the **Start>Programs>Beagle Software>DocuClock** menu.

6. DocuClock will inform you that it is initializing options for the first time.

Note: If necessary you can install DocuClock directly over a previously installed version. Some options may have changed so you may need to reset some time setting or display options after starting the new software.

Note for DocuClock Parallel Printer Users

When you first connect the DocuClock printer the "Found New Hardware Wizard" in Windows will report on the new device (TM P-1.03). You can safely cancel out of the new hardware procedure since the DocuClock software installs all the necessary files.

2.3 Software Registration

Users are registered at time of purchase. If you ordered a DocuClock printer, you are automatically registered with Beagle Software. If the registration screen appears on a fully installed system you may need to add the user to DocuClock (see sec 3.6)

2.4 Software Removal

Removing DocuClock from a system will remove all executables, help files, log files, registry settings and DLLs that are registered exclusively to DocuClock.

To remove DocuClock software:

1. Exit DocuClock, stop all background instances of DocuClock.

2. Select the **Uninstall** program (uninstall.exe) from the **Program Files> Beagle Software>DocuClock** directory.

3. Follow the uninstall wizard. Accept the defaults.

4. If asked if you want to remove shared DLLs, it is safest not to remove the DLLs in case they are in used by another program.

2.5 ClockWatch Installation

ClockWatch, bundled with DocuClock, is Beagle Software's time synchronization utility. This software allows you to synchronize the computer's clock to any timeserver available over the Internet (or by modem dial-up). These timeservers maintain correct time, most commonly by using NIST's Atomic Clock.

Installing ClockWatch is optional but recommended. It offers an excellent way to maintain accurate time on the host computer for DocuClock. Time synchronization is done using the Internet or modem dial-up.

Installing ClockWatch

1. Place the CD in the drive and allow the installation wizard to run automatically. If autorun fails, choose the Start menu, select the Run command and enter **x:\Setup** in the Run box (replace '*x*' with CD-ROM drive letter, usually 'D' or 'E').

2. At the second installation window ("Select Application"), choose "ClockWatch—clock sync program". The next window will allow you to choose the specific ClockWatch edition you ordered (i.e., Pro, Sentry, Server, Client).

3. Follow the instructions from the ClockWatch installation wizard, accepting the default options.

4. When asked for the key code, enter the code *exactly* as printed **on the sticker on the back of the CD envelope**.

5. When installation is complete, start ClockWatch from the **Start/Programs/Beagle Software/ClockWatch** menu.

6. ClockWatch will display a message to inform you that it is initializing options for the first time.

Note: You can install ClockWatch directly over a previously installed version. Some ClockWatch options have changed, so you may need to reset some time setting or display options.

ClockWatch Software Removal

Removing ClockWatch from a system will remove all executables, help files, log files, registry settings and DLLs that are registered exclusively to ClockWatch. Use the uninstall utility provided with the software:

1. Exit ClockWatch, stop all background instances of ClockWatch, including services.

2. Select the **Uninstall** program (uninstall.exe) from the **Programs>Beagle Software>ClockWatch** directory.

3. Follow the uninstall wizard. Accept the defaults.

4. If asked if you want to remove shared DLLs, it is safest <u>not </u>to remove them in case they are in use by another program.

3.0 User Guide

This section guides you through the menus, options and running the printer. The software and printer should be installed (see section 2).

3.1 Running DocuClock

1. Connect and turn on the printer.
2. Start DocuClock using the **Start>Programs>Beagle Software>DocuClock** menu.
3. From the main DocuClock screen press the Time Stamp button and the time stamp will be printed.
4. Place a slip in the printer to print.

   Tip: Create a desktop shortcut to launch DocuClock.
   To do this, act as if you are going to start the software using the **Start>Programs>Beagle Software>DocuClock** menu. Instead of starting the software, right-click on DocuClock, choose **Send To**, and choose **Desktop (shortcut)**. This will place an icon on your desktop, allowing you to double-click the icon to launch the program. You can rename and position that icon wherever it is convenient.

3.2 The Main DocuClock Screen
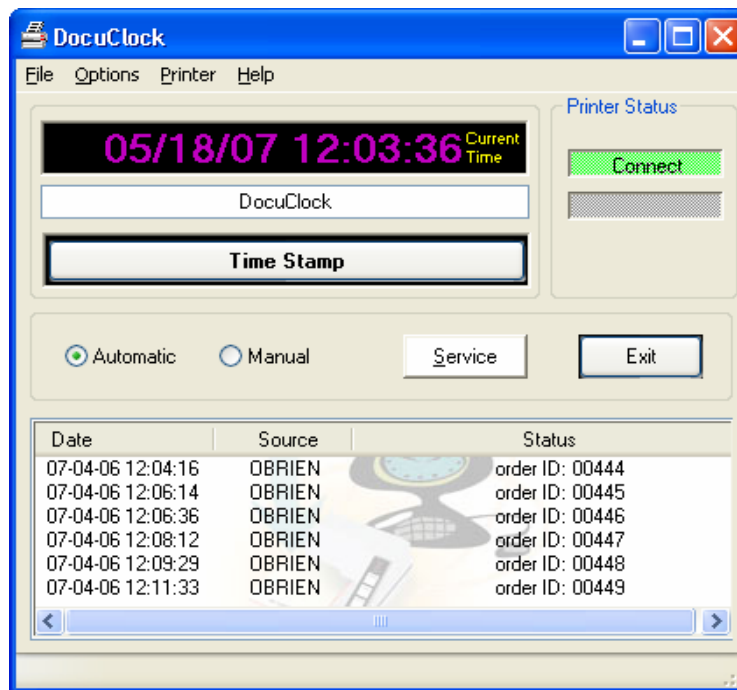
The main screen for DocuClock with the action log showing data

Time Display

The time display field shows the current time. The format of the time string is the same as the time field selected in the page setup menu (see section 3.5).

Message Field

Type in a message to be printed on the slip. Upon exiting, the last message entered will be saved. Note: the maximum printable length of a message will vary by printer and the printer settings selected.

Time Stamp Button

When in the manual auto sense mode, readies the printer to print a time stamp.

Printer Status

Connect: Shows if a connection to the printer is currently active.

Off-Line: Shows that the connection to the printer has failed or is no longer active. Check to see that the power to the printer is on and the cable connected if the Off-Line light suddenly appears.

Cover: The printer case is open.

Print Sense buttons

Automatic: Print the time stamp whenever a slip is introduced to the printer. No keys need be pressed on the computer's keyboard.

Manual: Print on slip after pressing the button on the screen when there is a slip in the printer.

Tip: If the Automatic sense mode is enabled DocuClock will print whenever a paper is introduced to the printer.

No keyboard or computer input is necessary to print in the automatic mode as long as the DocuClock program is running. The program window may be minimized.

Service

Selecting this button opens the Service option screen, described in section 3.4.5.

3.3 Main Screen Menus

File Menu

Exit: Exits program

Options Menu

Opens the tab selected in the Options Screen. Options include Display, and set Clock.

Display: Display options for tool tips and error messages.

Set Clock: Starts ClockWatch, a time synchronization program (installed separately). ClockWatch is used to synchronize the computer with the atomic clock, allowing DocuClock to print the exact standard time.

Print Menu

Page Setup: Field setup for the each of the fields for printing onto the slip.

Printer Setup: Printer setting including, fonts, font size, print format, top margin setting and printer port.

Logs: View the logging options.

Service: Turn on or off the DocuClock service.

Help Menu

Help Topics: Displays a list of help topics.

Search: Search the help system for a key word or topic

Using Help: How to use help.

Tips: Opens the tip of the day Tip Screen

Beagle Software Web Site: Opens a web browser (if available) which opens Beagle Software's home page, www.beaglesoft.com.

About: Displays version, system and program copyright information.

3.4 DocuClock Software Options

This section describes how you can customize DocuClock to meet your needs.

3.4.1 Display

The display tab offers display options for the Main Screen.
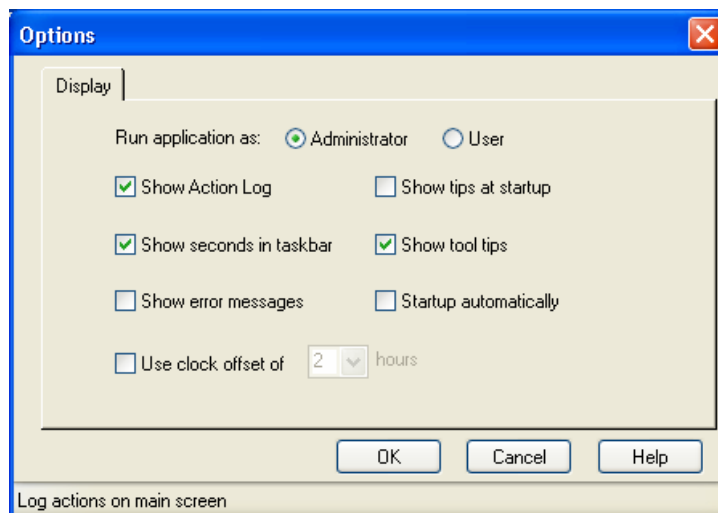
Application Privilege Level

This option shows if you are running DocuClock as an **administrator** or as a **regular user**. If the application is running with administrative privileges then the application has complete functionality. Regular users are often restricted in what they can do.

Windows Vista

In Windows Vista, all applications (including DocuClock) normally run with regular user privileges, even if started by an administrator. Tasks requiring full administrative functionality, such as time setting, can be done by the application sending the request to the DocuClock service, or by explicitly running the application with system administrator privileges.

Show seconds in taskbar

When checked, shows complete time in taskbar when minimized. Continues to update the time every second.

Show error messages

Show error messages such as paper and printer errors when they occur. If the program encounters an error while this is deselected, it will ignore the error and continue.

Show tips at startup

Turns on and off Tip screen at application startup.

Show tool tips

Show tool tips for all controls. Tool tips are short help text that appears when the mouse is positioned above the field or control.

Startup automatically

DocuClock can be started automatically when the user logs on and made available in the Windows System Tray. When this option is checked, DocuClock automatically loads and operates in whichever mode it was last configured. Once installed in the System Tray, restore user screen by clicking the left mouse button on the DocuClock icon. Manually stamp by double clicking the right mouse button on the DocuClock icon.

Use Offset

Display and stamp time with a time in another time zone. Select the hours offset (+ or -) from local time if you want to DocuClock to print time in a different time zone (such as Eastern or GMT). Note that time printed will be the local time + offset time.

Action Log

The Action Log is a summary view of all current time stamping activity. Data is displayed in a list on the main screen and are added as they occur. Entries include the origination of the action and the result. Upon starting, the list shows the five most recent events (if available). After the program closes, the action detail can be found in the individual time stamp logs.
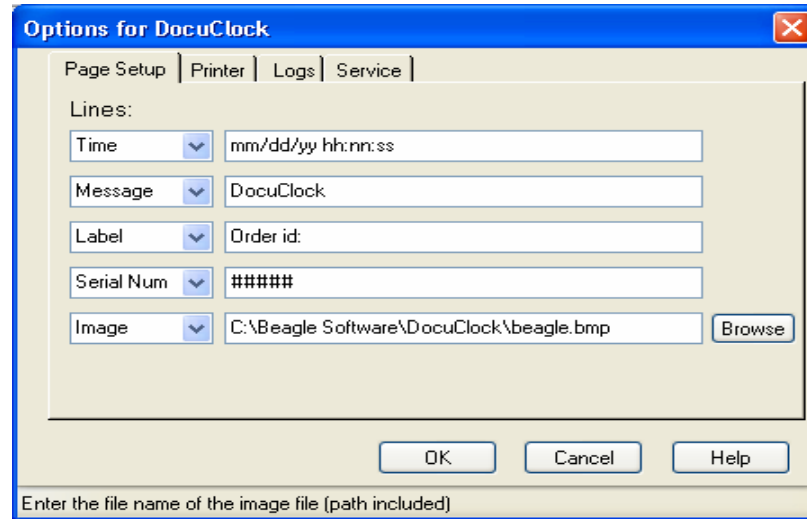
Columns:

- **Date**: Identifying source icon and date and time in yy-mm-dd hh:nn:ss format.
- **Source**: the printer making the stamp.
- **Status**: Time stamp message

3.4.2 Print Menu
3.4.3 Page Setup

DocuClock can be configured to print time stamps, messages, static messages (labels) as well as text that is saved to a log file. All the fields are optional and can be configured independently.

Lines

> **Time Fields:** Time fields allow the printing of a time stamp in a user-defined format. By modifying the format you can easily customize the time string that is both printed on the slip and shown in the time window.
>
> - The default format is: mm/dd/yy hh:nn:ss
> - The 'mm' is a placeholder for number of the month, 'dd' for numeric day of month, 'yy' for 2 digit year, 'hh' for hour (24 hour format), 'nn' minute of hour and 'ss' seconds of minute.
> - A sample time string for this format could be: 11/22/00 17:03:16
>
> Time field format specifiers are described in detail in section 5.0
>
> **Message Fields:** Message fields contain text that will be printed on the slip. The message field can be edited from the field in the middle of the main screen.
>
> **Serial Num Fields:** Serial number fields will print a unique serial number on each document. You can specify the starting number and select a variety of formatting options for the printed output.
>
> **Label Fields:** Label fields print a static message on each slip. Examples of label fields are personal or company name.
>
> **Image Fields:** Print the image specified contained in the specified file. Examples of image fields include logs, symbols or graphics. See section 3.7 for

more information on images.

Blank Fields: Blank fields remain blank when printed – effectively skipping a line on the slip.

Log Fields: Log fields are used to save a special text message to the log file. The log fields are not printed on the slip but are written to the log file.

'No Print' Fields: No print fields are ignored during the printing of the slip. Unlike the Blank fields they do not produce an empty line.

3.4.3 Printer Setup

The printer setup tab offers settings for the printer output, font size and printing options. Note that all possible combinations of print settings may not necessarily be supported by the printer. For instructions on how to user the printer, see section on Using the DocuClock Printer in section 3.5.
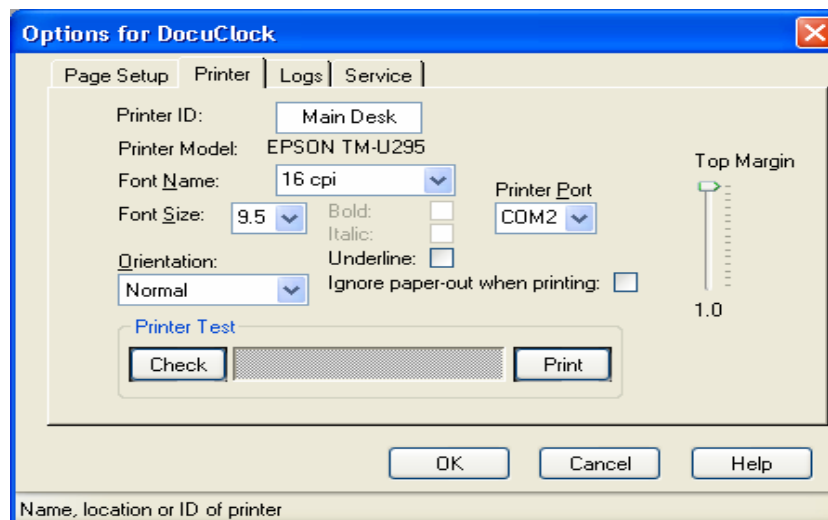
The Printer>Printer Setup screen for DocuClock

Printer ID

 Name or ID for printer, workstation or user. This will be used in the printer log to identify which printer was used.

Font Name

Choose a font name from the drop down menu. Notes about fonts:
- Not all the fonts will be supported on the printer.
- The abbreviation 'cpi' stands for characters per inch – the higher the number the smaller the printing.

Font Size

The size in points of the print.

Orientation

Specifies the orientation of printer output relative to printer panel: Choices are:

Normal: Prints right side up (left to right). Prints in same orientation as labels on printer panel.

Upside down: Prints upside down (right to left).

Right 90:   Prints with print rotated clockwise 90 degrees (one quarter turn).

Left 90:   Prints with print rotated counterclockwise 90 degrees.

Notes:

* When printing Upside down, line 1 in the Page Setup will be printed first, followed by line 2 etc. Line 1 will therefore be the bottom most line of printed output when read.
* When printing at Right 90, the text will be printed along the right edge of the print zone with line 1 parallel and closest to the right margin of page. The lines will be printed from the top margin towards the bottom.
* When printing at Left 90, the text will be printed along the left edge of the print zone with line 1 parallel and closest to the left margin of page. The lines will be printed from the bottom margin towards the top margin.
* Bitmaps will always print in the normal orientation. Any reorientation of images must be done in the original file.

Bold

When checked all the printer output will be in bold type. This feature is not supported on all printers.

Italic

Makes all the printing in italic script. Not supported on all printers.

Underline

Underlines all the printer output. Not supported on all printers.

Ignore paper-out when printing

Finishes printing action even if the slip is removed while printing. Use this option if you want to print the exact time you started printing. When the option is not enabled, DocuClock may store the time in the printer and finish printing it next time you introduce a slip.

Eject paper after printing

When checked, automatically feeds slip out of printer after printing. If left unchecked, the printer releases the slip after printing.

Top Margin

Sets an approximate top margin (in inches) from where printing starts.

Printer Port

The device name of the serial (COM) or parallel (LPT) port used to connect the printer. The port type is printer specific. Contact Beagle Software if you are unsure

it the printer in use is using a serial or parallel port.

Printer Test

Check: does a quick test of the printer and shows result in box.
Print: checks the printing capability of printer.

3.4.5   Logs

The log file shows information about time stamps printed. On the logging tab you can select to turn the system logging on or off and which log file to write to when logging is enabled.
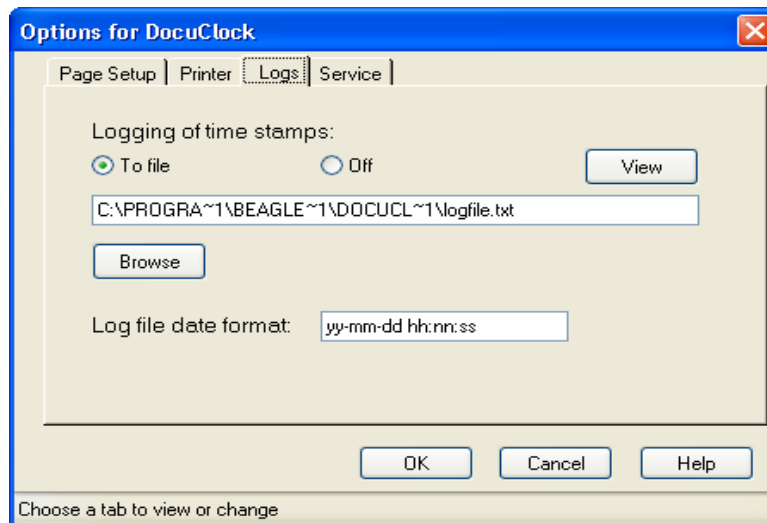
Once a log file is specified DocuClock will add data to the log file each time a time stamp is made. The log file will record the time the stamp was made, and include any message and log fields selected. Labels and blank fields are not printed in the log file.

To file/Off

Turns logging on/off – starts/stops writing to log file. Turning off logging does not remove any existing log file.

Log File Name Field

Contains the full file name and path of the log file. (i.e., C:\Program Files\Beagle Software\DocuClock\logfile.txt). Enter the file name in the field or press the Browse button to select an existing file.

Browse button

Presents the find file dialog to locate an existing file in the file system.

View

Opens up the log using Windows Notepad. Note: if there have been no time stamps, there will be no file to view.

Sample log file output:

```
Time Stamp Log                11/13/06 4:11:08 PM
Date      Time       Source        String
-----     ----       -------    ------------------
06-11-13 16:11:08    Main     This is a message
06-11-15 12:47:17    Main     This is a message
06-12-04 23:05:31    Main     This is a message
06-12-04 23:06:25    Main     log entry
```

Log file date format

Enter date/time format for log file entries. This is the date and time string that will appear on each line of the log file entry. The default value is yy-mm-dd hh:nn:ss (i.e., 00-12-04 23:06:25). For options on setting a date/time format see Time Fields in section 3.4.

Networking and Clock Setting Logs

The clock setting logs can be written to a file local to the PC or in a central directory on the network. In the local case, the file is written to the log file in the default directory. The logs can be retried for review or archiving.

In a networked setting the files can either be kept locally or written to a common directory on the network. When writing to a common directory, the filename is usually changed to the local computer name or a name to readily identify its source. All the logs are then available in the common directory and are available for viewing or archiving.

3.4.5   Service Tab
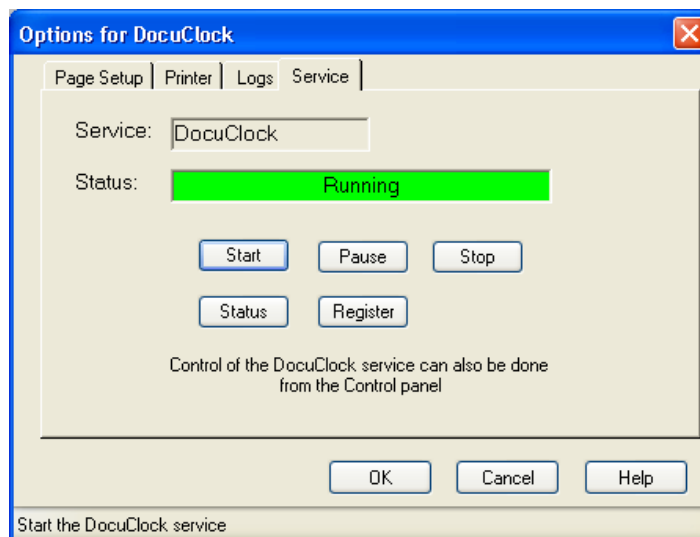
The

Service option window shows status of the DocuClock Service and allows you to stop and start the service. In Windows, a service is a separate process that runs independently of any application and that is normally active whenever the computer is running.

When enabled, the DocuClock Service runs when ever the computer is running. It functions identically to the DocuClock application.

Start: Starts the DocuClock service that is not running.

Stop: Stops the DocuClock service that is currently running.

Status: Shows the current run status of the service.

Pause/Continue: Suspends/Resumes the clock synchronization activity of the DocuClock service.

Note: You can also view the status, start and stop the service from the Service Applet in the Windows Control Panel.

3.5 Using the DocuClock Printer

This section details the operation of the DocuClock printer. For information on how to configure the printer in DocuClock see section 3.6.

Indicator Lights
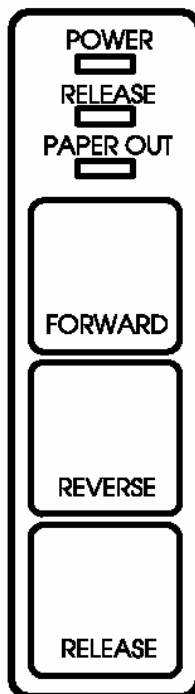
The control panel has three indicator lights atop three buttons.

POWER: This light is on whenever power is supplied to the printer.

RELEASE: This light is on when the printer is in the paper release mode and it is off when the printer is in the clamp mode. **Paper can be inserted only when the printer is in the paper release mode.**

The RELEASE light will also blink to indicate an error condition if there is either a:

- Paper jam
- Home position error
- Timing error
- Drive circuit error, or
- Power supply voltage error.

If the RELEASE light blinks, turn off the printer, make sure that no paper is jammed in it, and then turn it back on. If the light is still blinking, contact Beagle Software.

PAPER OUT: This red light is on when paper is not inserted or is not inserted correctly. The paper is considered inserted when in view of the optical sensors located in the print head.

Buttons

> **FORWARD:** Feeds the paper forward one line.
>
> **REVERSE:** Feeds the paper backward one line.
>
> **RELEASE::** Pressing this button moves the paper advance rollers so that paper can be inserted or removed.

Tip: you can also use the RELEASE button to start a self-test. See the Running the Self-Test on the next page for details.

Inserting Paper

Note: Do not use wrinkled or curled paper.

To insert paper into the printer, follow these steps:
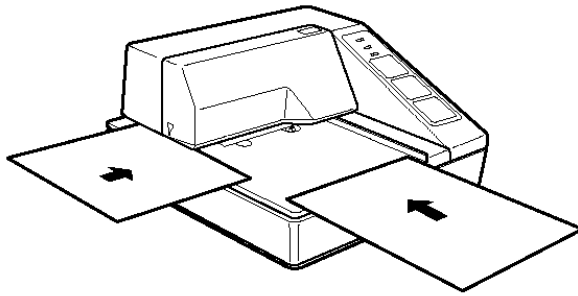
1. Make sure that a ribbon cassette is installed in the printer.

2. Turn on the printer. The POWER light comes on.

3. Press the RELEASE button. The RELEASE light comes on, which indicates that the printer is in the paper release mode. In the release mode, the paper can either be introduced or removed from the printer.

4. Insert the paper from either the front or the side, as shown in the illustration below. Insert the paper into the printer until it is stopped by the form stopper. The scored markings on the side of the printer can also be used to judge how far to insert paper.

5. Check the red PAPER OUT light. When you insert the paper correctly, the PAPER OUT light goes out. If the PAPER OUT light is still on, remove the paper and re-insert it

Running the Self-Test

Any time that you want to check the performance of your printer you can run the self-test described below. This shows whether your printer is working correctly. The self test checks the control circuits, printer mechanisms, print quality, RAM, ROM version, and DIP switch settings. The test is independent of the computer, cable or DocuClock software. To perform the self-test, follow the steps below:

1. Insert a sheet of paper following the instructions above.

2. Turn off the printer.

3. While holding down the RELEASE button, turn the printer back on.

4. Remove your finger from the RELEASE button. The printer prints the current printer settings and then eject the paper.

5. Press the RELEASE button to eject the paper completely and insert new paper to begin the second part of the test. After the printer prints a long character test pattern, it prints the following message:

```
***completed***
```

The printer ejects the paper; then enters the normal mode.

3.6 Adding New DocuClock Users

Most often DocuClock is installed and used by the same user. You can add new users in Windows NT/2000/XP/2003, by running the **AddNewUser** utility. This utility allows a new user without administrative privileges to run DocuClock.

Steps for adding DocuClock users (assuming the computer administrator has previously installed the full version of DocuClock):
1. A new user logs on to the computer.
2. The new user runs the **AddNewUser** utility found in the main DocuClock directory, typically C:\Program Files\Beagle Software\DocuClock.
3. After running the utility, the user can run the program.
4. The user controls their own personal options settings, but share the same log file as other users.

Note: only one user can use DocuClock at any given time.

3.7 Printing Images with DocuClock

Graphics add a vivid, eye catching highlight to printed output. Graphics can include custom logos, images, words or symbols. The DocuClock dot-matrix print head will then render the image when the slip is printed.

Including an image in your print-out is easy -
1. Create or convert artwork into a bitmap image file format.
2. Chose the line you want the image to appear in the DocuClock page setup. Select the 'Image' type.
3. Enter or browse for the bitmap image file to use.

Tips:
- You can print up to 5 image files at one time.

- Images can be inserted above, below or between lines of text.

- Monochrome, non-compressed bitmap files work best.

- Keep file size under 2k bytes, if possible. The printer will store smaller images and speed the printing process the next time the slip is printed.

- Images with strong thick lines work best.

- Maximum single image size is approximately 1 inch high by 2.5 inches wide.

- Note that using an image will require more print time.

4.0 Using ClockWatch

ClockWatch provides a fast and easy way to synchronize the computer system's clock to the Atomic Clock using the Internet or a modem. ClockWatch queries a timeserver you specify, which returns the exact time. ClockWatch then converts the standard time to local time and compares it to the internal system time on the computer, adjusting the system clock if necessary.

Settings can be made on demand, on a regularly scheduled basis or automatically based on the specific need of the local system. ClockWatch features multiple options for time settings, display, connection, logging, and graphs.

Options

- **Clock Setting:** Frequency of synchronization.
- **Display:** Options for viewing time formats on ClockWatch screen.
- **Timeserver:** Timeserver selection and connection set-up.
- **Logging:** Options for tracking synchronization history.
- **Graphs:** Options for viewing synchronization results.
- **BIOS Clock :** Options to configure ClockWatch to update the Windows operating system clock from the BIOS (hardware) clock. This option automatically converts to "ClockCard" if Beagle Software's ClockCard is installed.
- **Service:** Start and stop the background service process.

4.1 Time Sync Options

ClockWatch may be set to sync time using the Internet or a modem. This section offers a brief introduction to the base ClockWatch software. A detailed ClockWatch Pro user manual is available for download at www.beaglesoft.com/Manual/CWUserDoc.pdf.

4.1.1 Settings

Use this window to establish how you want to sync time using the Internet.

Manual: On-demand settings, useful when you want to manually make a single setting.

Once: Single-time setting at a future specified time.

Daily: Once-daily setting at the same time every day.

Periodic: Schedule settings at specific, fixed timed intervals.

Auto: Settings made automatically by ClockWatch when the clock is outside of a designated range of accuracy. This is best used when time drift is relatively constant. It is available only for Internet connection, not by modem.

Check time at startup: When enabled, ClockWatch will automatically start and run a time setting upon startup.

Check time once and then exit: When enabled, ClockWatch will check the time once using the Internet and then exit.

Force all time settings: When enabled, ClockWatch will force a time setting every time the clock is checked. This overrides the "time setting too small. No setting made" result.

Warn me when time has not been checked every...: ClockWatch will monitor the last time a time check was made. If the last check exceeds the interval limit selected, then a warning will be shown in the Log Window and in the system tray icon.

Usage Notes

- On Windows 9xMe machines ClockWatch starts on system boot-up.

- On Windows NT/2000/XP/2003 machines ClockWatch is started when the local user logs in to Windows.

- Windows NT/2000/XP/2003/Vista users should consider using the service option.

4.1.2 Display

The Display window allows you to customize the options for time display and format. You can also set ClockWatch to startup automatically.

Startup Automatically—Configuring for Auto Startup

ClockWatch can be operated in an unattended mode from the System Tray. When this option is checked, ClockWatch automatically loads and operates in whichever mode it was last configured and then runs in the background. The ClockWatch icon will be available in the System Tray after ClockWatch is loaded. When you use "Startup Automatically" with the ClockWatch service running, the ClockWatch system tray monitor applet will be started instead of the full ClockWatch application when you first log in. This applet monitors time setting status and shows seconds in the system tray.

4.1.3 Timeserver

The Timeserver window offers a choice for the Internet timeserver used and type of connection you are using. You have options for a variety of timeservers using the major protocols available: NIST, NTP, Time or Daytime. You can also connect directly to the server over the Internet or through a proxy server.

Connection Frame options

Internet/LAN: Communicates directly to the specified timeserver over the Internet, using the protocol and port specified.

Internet/Dial-up: Will first dial your ISP to make a connection to the Internet and then sync the clock using the timeserver specified. For configuration options click **Setup**.

Internet Connection Setup

Click the **Setup** button to configure how ClockWatch will make connection with the Internet. ClockWatch offers several connection options:

Manual Connection: If you establish the connection to the Internet manually, or you normally are connected to the Internet over a LAN or on demand methods such as DSL or cable modems, you should choose the manual connection option.

Have ClockWatch wait for Internet connection: Use this option if you want ClockWatch to wait for the next time you make a connection to the Internet.

Have ClockWatch Automatically Dial my ISP: You can have ClockWatch dial your ISP to make an Internet connection when needed.

Direct modem connection: When selected, uses the modem to call the NIST directly and sync up time signals over the phone line. When selected, ignores the other options in this frame.

Source Frame options

Address of timeserver: Shows the name of the timeserver current in use. This can be changed by selected another timeserver from the Directory.

Timeserver Directory: The Timeserver Directory screen allows you choose a timeserver, as well as test, edit or add individual timeservers.   The directory includes a list of over 100 verified timeservers located throughout the world. The toolbar at the top of the screen allows you to add/edit/delete timeservers in the directory.

Timeserver Test: The timeserver test lets you check both the connection and the capability of local or remote timeservers. Compatibility and connection problems can be diagnosed using the built-in 8 point connection test. This form is the main test screen for conducting timeserver communication tests.

Protocol

The Protocol is automatically selected when you choose any of the default timeservers on the list.

Proxy Server

A proxy server may be required for networks that are protected by a firewall. In these cases your computer may have limited access to the Internet. Using a proxy server may allow you to bypass the firewall and connect to a timeserver. Detailed information on this option is available online at www.beaglesoft.com/clwafirewalls.htm

4.1.4 Logs

The Clock Setting log provides a record of all the settings made by ClockWatch. Once a log file is specified, ClockWatch will add data to the log file each time the program is activated and a setting is made. The log file will record every "0" setting where the clocks were in sync but will not record setting attempts when the connection failed. Old data from previous sessions will be preserved as the recent data is appended.

Interpreting the ClockWatch Log

This section explains how to interpret the ClockWatch log. If logging is enabled in the **Options>Logs** tab, this log is updated each time a setting is made.

A sample of the log is:
```
Synchronization Log            9/14/98 11:43:12 AM
Date      Time      Difference Accuracy   Status Server
-----     ----      ---------- --------   ------ ------
98-09-14 11:42:37   2          10.0        5     time-a.nist.gov
98-09-14 11:52:28   0          0.0         5     time-a.nist.gov
```

The first line is the title and includes the date and time the log was first used. The second line contains the column header. These include:

Date: The date the setting was made.

Time: The local time the setting was made.

Difference: The difference (in seconds) in the local time from the adjusted timeserver time. May be a positive or negative number.

Accuracy: The rate of clock drift in time in terms of seconds per day.

Status: The results of the setting. See Status Result Codes, below.

Server: The name of the timeserver used to make the setting. Direct modem connections will show the phone number dialed.

Setting Status Result Codes in ClockWatch

The status result code, found in the Clock Setting log, shows the result of a time setting attempt.

Code	Result	Description
0	SETTING OK	Setting made.
1	DATE TIME ERROR	Date/time is invalid: date or time invalid.
2	TIME ZONE ERROR	Time zone is missing: time zone error.
3	DATE DIFFERENCE	Dates don't match: date match error. ClockWatch will attempt to reset clocks that in two separate steps (date then time).
4	TIME DIFF TOO LARGE	Time difference was too great, time difference exceeds maximum allowable to make a setting. ClockWatch will confirm before making setting.
5	TIME DIFF TOO SMALL	Time difference is too small; time difference was too small to make a setting. No need to set clock.
9	TIME CONVERSION ERROR	Error occurred during time conversion. Verify that the timeserver format (NTP, Time, Daytime or NIST) is set correctly.
14	TIME CHANGE EXCEEDS AV	Time difference exceeded 3 sigma value, ClockWatch will confirm value before setting clock.
33	INCOMPATIBLE SERVER	Timeserver protocol setting was incompatible.
99	UNKNOWN_FORMAT	Unknown time server format.
100	SERVER_ERROR	Timeserver not currently available: Internal timeserver error.
200	PARSE ERROR	Parsing return failed: format setting was wrong or time string was corrupt.

Action Log

The Action Log is a summary view of all current time setting activity. Data is displayed in a list on the main screen and actions are added as they occur. Entries include the origination of the action and the result. Upon starting, the list shows the five most recent events (if available). After the program closes, the action detail can be found in the individual logs.

Columns:

Date: Identifying source icon and date and time in yy-mm-dd hh:nn:ss format.

Source: Internet time setting, ClockCard setting (Option), BIOS clock setting and clock locking activity are all included in the log.

Status: Result of the action.

Time Difference (seconds): If clock was changed shows the number of seconds time setting. For clock locking shows the attempted time change.

Accuracy (sec/day): For clock setting, shows the accuracy in terms of seconds/day.

Tip: You can resort by any column by clicking the column header.

Event Logging

Event logging allows you to write selected action to a text file and/or the NT/2000/XP/2003 event log. This log captures major time setting activities as well as warnings for when there may be a system or time setting problem.

4.1.5 Graphs

The **Graphs** tab offers options for graph display and data charting of computer clock performance when using the Internet.   ClockWatch has three graphs: Current Settings, Clock Drift, and Previous Settings.

Clock Drift: Used to turn Clock Drift graph on/off.

Current Settings: Used to turn Current Settings graph on/off.

Previous Settings: Used to turn Previous Settings graph on/off. This graph shows the settings made on previous ClockWatch sessions.

Ignore Zero Differences: If checked, displays only the settings when the internal clock was changed. If not selected, shows all settings, including those when the clock was not changed (zero difference), in the Previous Settings graph.

4.1.6 BIOS Clock (or ClockCard, if installed)

The BIOS Clock Options tab in ClockWatch allows the user to update the Windows operation system clock from the BIOS (hardware) clock. If Beagle Software's ClockCard is installed, this option is renamed to "ClockCard" and the time is updated from the ClockCard clock.

The BIOS clock is the native PC clock located on the computer's motherboard that keeps time when the computer is off. Windows gets its time from the BIOS clock at boot time. While not a precise timekeeper, the clock on the motherboard is generally more stable than the operating system clock.
ClockWatch allows you synchronize the operating system clock with the BIOS clock. Computers experiencing significant daily time loss will find this an effective way to stabilize their clocks between external time settings.

4.1.7 Service

The Service option shows status of the ClockWatch Service and allows you to stop and start the service. In Windows, a service is a separate process that runs independently of any application and that is normally active whenever the computer is running.

When enabled, the ClockWatch Service runs whenever the computer is running. It functions identically to the ClockWatch application in checking the clock and keeping the time correctly set.

5.0 Reference

Time Field Format Specifiers

DAY, DOW and DATE (d)

d	Displays the day as a number without a leading zero (1 - 31).
dd	Displays the day as a number with a leading zero (01 - 31).
ddd	Displays the day as an abbreviation (Sun - Sat).
dddd	Displays the day as a full name (Sunday - Saturday).

MONTH (m)

m	Displays the month as a number without a leading zero (1 - 12). If m immediately follows h or hh, the minute rather than the month is displayed.
mm	Displays the month as a number with a leading zero (01 - 12). If m immediately follows h or hh, the minute rather than the month is displayed.
mmm	Displays the month as an abbreviation (Jan - Dec).
mmmm	Displays the month as a full month name (January - December).

YEAR (y)

y	Displays the day of the year as a number (1 - 366).
yy	Displays the year as a 2-digit number (00 - 99).
yyyy	Displays the year as a 4-digit number (100 - 9999).

HOUR (h,H)

h	Displays the hour as a number without leading zeros (0 - 23).
hh	Displays the hour as a number with leading zeros (00 - 23).

MINUTE (N)

n	Displays the minute as a number without leading zeros (0 - 59).
nn	Displays the minute as a number with leading zeros (00 - 59).

SECOND (S)

s	Displays the second as a number without leading zeros (0 - 59).
ss	Displays the second as a number with leading zeros (00 - 59).
ss.s	Displays the second as a decimal number with leading zeros (00.0).
ss.ss	Displays the second as a decimal number with leading zeros (00.00).
ss.sss	Displays the second and milliseconds as a decimal number with leading zeros (00.000). For example 17:03:59.999

AM-PM (A,a)

AM/PM	Uses the 12-hour clock and display an uppercase AM with any hour before noon; display an uppercase PM with any hour between noon and 11:59 P.M.
am/pm	Uses the 12-hour clock and display a lowercase AM with any hour before noon; display a lowercase PM with any hour between noon and 11:59 P.M.
A/P	Uses the 12-hour clock and display an uppercase A with any hour before noon; display an uppercase P with any hour between noon and 11:59 P.M.
a/p	Uses the 12-hour clock and display a lowercase A with any hour before noon; display a lowercase P with any hour between noon and 11:59 P.M.
AMPM	Uses the 12-hour clock and display the AM string literal as defined by your system with any hour before noon; display the PM string literal as defined by your system with any hour between noon and 11:59 P.M. AMPM can be either uppercase or lowercase, but the case of the string displayed matches the string as defined by your system settings. The default format is AM/PM.

MISC (\)

\	Is an 'escape' character used to indicate the next character should be treated as a literal. It is used to embed literal strings using reserved characters within time strings.

Serial Numbering Format Options:

(0)	**Digit placeholder.** Display a digit or a zero. If the expression has a digit in the position where the 0 appears in the format string, display it; otherwise, display a zero in that position. If the number has fewer digits than there are zeros (on either side of the decimal) in the format expression, it displays leading or trailing zeros.
(#)	**Digit placeholder**. Display a digit or nothing. If the expression has a digit in the position where the # appears in the format string, display it; otherwise, display nothing in that position. *This symbol works like the 0 digit placeholder, except that leading and trailing zeros aren't displayed if the number has the same or fewer digits than there are # characters.*
(,)	**Thousand separator.** The thousand separator separates thousands from hundreds within a number that has four or more places to the left of the decimal separator. Standard use of the thousand separator is specified if the format contains a thousand separator surrounded by digit placeholders (**0** or **#**).
("AB")	**Literals.** Display the string inside the double quotation marks (" "). For example: "Serial Number:" outputs Serial Number:

Command Line Mode

DocuClock can be started from the command line using the Windows **Run** command or from the MS-DOS prompt. When called from the command line, without argument, DocuClock will start normally.

<program_path> ***DocuClock.exe once***
Runs DocuClock in the unattended mode, where *<program_path>* is the path where the executable is located, DocuClock.*exe* is the executable and *once* is the command line option. This is equivalent to starting the program in the manual sense mode, pressing the "Time Stamp" button and exiting.

To start DocuClock in the normal, attended mode, omit the *once* argument.

Time Stamp Log File Format

This section explains how to interpret the DocuClock log. If logging is enabled in Options>Logging, this log is updated each time a setting is made.

A sample of the log is included below:

```
Time Stamp Log                  11/13/06 4:11:08 PM
Date      Time       Source  String
-----     ----       -----   ----------
06-11-13 16:11:08   Main This message inserted into file
06-11-15 12:47:17   Main This is a message
06-12-04 23:05:31   Main
06-12-04 23:06:25   Main log entry
```

The first line is the title and includes the date and time the log was first used.

The second line contains the column headers these include:

Date: The date the time stamp was made.

Time: The local time the stamp was made.

Source: The printer, person or workstation

String: The message or log string for the stamp.

Trace Log

DocuClock includes a detailed trace mode that gives detailed information about connection and printer information useful in debugging printing problems. You can run DocuClock in the trace mode. This provides a detailed log to pinpoint problems by simply adding the debug option to the command line when starting DocuClock.

The following steps will run DocuClock in the trace mode and allow you to view the trace log file, DebugFile.txt.

1. Run DocuClock in diagnostic mode by running DocuClock with the **debug** option. Usually:
    "C:\Program Files\Beagle Software\DocuClock\DocuClock.exe" debug

2. Run the problem until the problem occurs. Exit DocuClock.

3. View the diagnostic trace, DebugFile.txt, usually in the main DocuClock directory:
    C:\Program Files\Beagle Software\DocuClock\DebugFile.txt

4. Check for "ERRORS" or connection problems in the trace.

5. Beagle Software support personnel can provide detailed analysis of the trace.

Sample Trace Log:

```
11-21 08:54:12  Name: _nLoggingMode_  Value:_1_
11-21 08:54:12  ---------INIT POS--------------
11-21 08:54:12  -State closed-
11-21 08:54:37  frmDocuClock activated.
11-21 08:54:37  ---------INIT POS--------------
11-21 08:54:37  -State opened & idle-
11-21 08:54:42  DocuClock can't claim the printer. Check that
printer is on, cable is connected. Error Code  106
11-21 08:54:43  ---Status --- 08:54:43
11-21 08:54:43  Claimed(Connect):False, EmptySensor: False,
NearEndSensor: True, SlipPresent: True, FullslipMode: True,
ReceiptEmpty: False
11-21 08:54:43  SlipLineChars: 0, SlpLineHeight: 0,
SlpLineSpacing: 0, SlpLineWidth: 0, SlpMaxLines: 0
11-21 08:54:43  State: 2 (1-Closed, 2-Open idle, 3-Open busy,
4-Error)
…
```

6.0 DocuClock Specifications

System Requirements

Windows 95/98/Me, Windows NT (SP3 and above) or Windows 2000 Professional or Server, Windows XP Home or Professional, Windows 2003 or Windows Vista.

Computer Requirements

Computer: Windows PC (not included) with available parallel (Model DCP) or serial port (Model DCS).

Windows 95/98/Me, Windows NT (Service pack 3 or later), Windows 2000, Windows XP, Windows 2003 or Windows Vista.

Recommended minimum of 128 Meg RAM, 1.5 Meg hard disk storage space.

Computer interface: Model DCS - Serial (RS-232C)

Model DCP - Parallel (CENTRONICS)

Cable: Serial or Parallel cable (included)

Clock accuracy: Depends on Computer Clock. If external time synchronization with Atomic Clock is desired then optional ClockWatch software should be installed. With ClockWatch software installed, accuracy printed time can be +/- 1 second from UTC.

Printer Specifications

Print method: 7-pin, shuttle impact dot matrix

Print area: Starting 1.0" from Top of slip,

printing 2.6" Wide,

0.2" from Right edge,

printing down to 1.0" from Bottom of slip

Print font: 7 CPI or 16 CPI (Characters Per Inch)

8.5 or 17 Points

Print speed: <1 second / line

Paper size: Dimensions
            min size: 3in (W) x 2.75 in (L)   80mm(W) x 69(L)
            max size: 7.2 (W) x10.1 (L) 182 (W) x 257 (L)

Thickness

                0.09 to 0.35 mm

Paper sensor: Optical, dual

Image Size: Max size: 2.6 in (W) x 1 in (H)
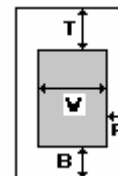
Copy capability:	One original and two copies
Inked ribbon:	Blue (or black) snap-in fabric ink
Power:	120VAC @ 60 Hz External Power Supply Included (UL/C-UL/TÜV approved)
Power consumption:	Approx. 15 W

Environmental Specifications

Operating Temperature:	32° to 122° F (0° to 50°C)
Storage Temperature:	-4° to 140° F (-20° to 60°C)
Relative Humidity:	30% to 90%, non-condensing

Reliability

Mechanism (MCBF):	2.0 x 10^6 lines
Head (Life):	100x 10^6 strokes/pin

Dimensions

Height:	4 inches (10.15 cm)
Width:	7 inches (18.0 cm)
Depth:	7.5 inches (19.05 cm)
Weight (Approx):	Desktop unit: 3.5 lb (1.6 kg)

7.0 Troubleshooting

Program Starts with Printer Off-Line

- Check that the DocuClock printer is turned on and power light is lit.
- Check that the proper cable is plugged into both printer and computer.
- Double check the port on the computer you are using. Serial ports and parallel ports are often not labeled and can be confused with one another.
- Check that the port you are using is enabled and working in Windows (see next section)

Serial or Parallel—which printer do you have?

On the side of the DocuClock printer check the model number on the ID label. If it is *TM-U295*, it is a serial printer, if it says *TM-U295P* it's a parallel printer.

Checking the Serial or Parallel Port in Windows

To check that the serial or parallel port is installed and working in Windows, open the Device Manager in the Windows Control Panel:

- Control Panel>System>Hardware>Device Manager
- Scroll down to the 'Ports' section
- Find the port you are using:
  - For DocuClock Serial—usually Communications Port (COM 1)

- For DocuClock Parallel-–usually Printer Port (LPT1)

- Verify that the port is 'working properly' by clicking on the port and opening the property window.

- Parallel printer users should also note the type of parallel port in use: ECP, EPP, etc. and refer to the next section to verify compatibility.

- Parallel printer users should check the Printers section in the Windows Control Panel to see that there is no printer listed that uses the same parallel port as DocuClock (usually LPT1). DocuClock will not work unless it has exclusive use of the parallel port it is attached to. Any other printers listed in the Control Panel should be deleted.
  Note: DocuClock does not normally appear as a printer in the Control Panel.

DocuClock Parallel—Port Settings in BIOS

Some parallel port mode settings may not allow your DocuClock printer and computer to communicate properly. These settings may be checked and changed in the computer's basic setup (BIOS) menu.

The Parallel or LPT port connected to DocuClock must be set to 'Normal' or 'Standard' in the BIOS setup. Many computers set the Parallel port to the 'EPP' or 'Advanced' mode which is incompatible with DocuClock.

To open the BIOS setup for most PCs:
1. Press and hold the "Del" or "F1" button just after rebooting your PC.

2. Locate the menu for setting the Parallel port mode. Parallel mode setting might be in the option "Integrated Peripherals" or "Bios Feature Setup" or "Chipset Feature Setup".

3. Change the Parallel mode setting to "Normal", "Standard" or 'ECP'. Other choices such as 'Bi-directional', 'EPP', 'Enhanced' or 'Advanced' may not work properly with DocuClock.

4. Save the changes you had just made when exiting the BIOS menu.

5. Restart your computer, turn on the DocuClock printer and start the DocuClock program. If the printer is now "On-Line" then DocuClock is now communicating with the computer .

Setting the parallel port in BIOS on some Dell computers:
1. Press and hold the "Del" button just after rebooting your computer
2. Go to the 'Advanced' menu from the main BIOS menu
3. Go to Peripheral Configuration->Parallel Port->Mode
4. Change setting from 'Bi-directional' to 'ECP'
5. Save the changes before exiting

Printer won't print

In the cases where DocuClock stops printing, check to be sure that:
- Printer is on and panel lights are on.

- Cable is connected to the printer and the computer.

- DocuClock program or Service is currently running on the computer.

- The paper is not in the 'Release' mode.

- Paper has been introduced to the printer sensor and the printer is in the Automatic mode, or, the Time Stamp button has been pressed.

DocuClock won't stop printing

- In the cases where DocuClock Serial printer won't stop printing garbage characters as soon as you start the DocuClock software.
Check that you are using a null modem cable. Usually the words "Null Modem" are molded into the connector.

Printer is too slow

- Try printing fewer lines, each line takes approximately 2 seconds.
- Combine multiple lines into a single line
- Replace several lines with a single graphic

Time String is in wrong format

- Time format needs to be changed using the time string options on the page setup options.

The time stamp is not accurate

- The accuracy of the time stamp depends on the accuracy of the computer's clock. Check the computer clock time and settings by choosing StartàControl PanelàDate and Time. Verify the time zone and daylight savings settings.
- The computer clock may run inaccurately and needs to be synchronized to the Atomic Clock using ClockWatch. Install ClockWatch from the DocuClock CD and run program to reset the computer's clock. Contact Beagle Software for the keycode if it is not included on the back of the CD envelope.

Registration screen appears at startup

- The user logged in and has not been added as a DocuClock user (see section 3.6).
- The Windows System Registry has been altered or corrupted, re-enter the Key Code to re- register.

How to run the diagnostic routine

If you have verified the printer connection, you can run DocuClock in the diagnostic mode, which provides a trace log to pinpoint problems. The following steps will run DocuClock in the background diagnostic mode and allow you to view the trace file. (DebugFile.txt)

1. Run DocuClock in trace mode using the debug option from the command line until error occurs.
2. View the diagnostic trace by opening the debug file, **DebugFile.txt**, in the DocuClock program directory.
3. Check for "ERRORS" or connection problems in the trace.

Installation Problems

If after installing DocuClock you get a runtime error when starting DocuClock such as:

Run time error "372" - failed to load control CommonDialog from **COMDLG32.OCX** - your version of COMDLG32.OCX may be outdated.

Or

OLEAUT32.dll is out of date. A newer version is required for this program.

This indicates that the common control DocuClock uses was not installed during installation and needs to be updated. To update the file, follow these steps:

1. Identify and write down the name of the control by reading the error message. Controls have file names that end in "OCX" or "DLL".

2. Open a Windows Command window by clicking **Start**, select **Run**, type "command" (do not type the quotation marks) and press **OK**. This will open the Command window. You should see a **C:\WINDOWS>** prompt.

3. Type "cd C:\Windows\system" (do not type the quotation marks) and press <Enter.> This will change the prompt to C:\WINDOWS\SYSTEM> on Windows NT/2k/ XP/2003 systems type "cd C:\Windows\system32" (do not type quotation marks).

4. Rename the older version of the control identified in step 1 by typing "**ren control control.old**" for example "**ren comdlg32.ocx comdlg32.old**" (do not type quotation marks) and press <Enter>.   This will rename the file and return the prompt to C:\WINDOWS\SYSTEM>.

5. Close the command window by clicking the X button in the top right corner, or type "exit".

6. Reinstall DocuClock over the existing installation, updating the control.

If you are still experiencing problems please contact Beagle Software support with the exact text of error message you are seeing.

Windows reports a new device is found when I turn on the computer and asks for a driver. DocuClock works fine, now what?

The message is due to the Plug and Play identity of the printer, that is, how Windows identifies the DocuClock printer.

- Printing is done by the DocuClock Printer Drivers that are installed with DocuClock. The Plug and Play compatibility is neither required or used. Therefore, the message can be ignored.

- When Windows declares that it has found new hardware, allow Windows to search for the device driver. Windows will not find an appropriate driver and will ask what should be done next. Select "Disable device" or "Load device without a driver."

- Remember, this is the Plug and Play aspect not the printing aspect; disabling or loading this device without the driver will not effect printing to that device in any way. Once disabled, Windows will not ask about the device again.

- This message usually occurs on serial or parallel DocuClock printers installed on Windows 98SE, 2000 or XP systems.

8.0 Obtaining Technical Support

Web site: www.beaglesoft.com
Consult our Web site for the laatest product updates, technical information and documentation.

E-mail: support@beaglesoft.com
Please be as specific as possible including the program version and the steps to recreate the problem, if possible.

Phone: 612-370-1091

Fax: 612-605-7138

Address: Beagle Software
126 N 3rd St, Ste 407
Minneapolis MN 55401   USA

Refund Policy
In order to receive a refund on a product for the purchase price, the product must not have been damaged by the customer or by the courier chosen by the customer to return the goods. The product must be returned in complete condition, meaning that all cables, manuals, software, etc., are included. The product must be in as-new or re-saleable condition to qualify for refund.

Refunds are not issued for shipping charges.

Restocking Charges
Product items returned within 30 days qualify for a full purchase price refund, assuming all qualifications listed above in Refund Policy are met. Items returned after 30 days and before 60 days of purchase will be subject to a minimum 20% restocking charge.   Additional charges may apply for damaged or missing parts.

Products returned after 60 from the date of purchase, or products that are not returned in as-new or re-saleable condition, do not qualify for refund or credit and will be returned to the customer.

Return Procedure
For any Guarantee or Limited Warranty return, please contact Beagle Software's Customer Service line at 1-877-845-2549 (US) or 612-370-1091 or support@beaglesoft.com to initiate a return.

Please note the following:
- All products returned to Beagle Software for service or credit must be accompanied by a copy of the original invoice.
- Freight on returned items must be prepaid by the customer, and the customer

is responsible for any loss or damage caused by the courier in transit.

- Returns for Warranty must include documentation of the failure/service issue for each unit, by serial number(s).

- Include a contact name and daytime phone number for Beagle Software to call for clarifications.

- To reduce risk of damage, returns of product must be in the original packaging. If the original container has been lost or damaged, Beagle Software recommends that the customer utilize a professional shipping service to minimize risk of damage.

- DocuClock and ClockWatch software must be uninstalled from the computer. Beagle Software will provide an agreement that must be signed and returned to Beagle Software. Refunds will not be processed until this agreement is received.

Beagle Software owns all parts removed from repaired products. Beagle Software uses new and reconditioned parts in performing warranty repairs. If Beagle Software repairs or replaces a product, its warranty term is not extended.

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