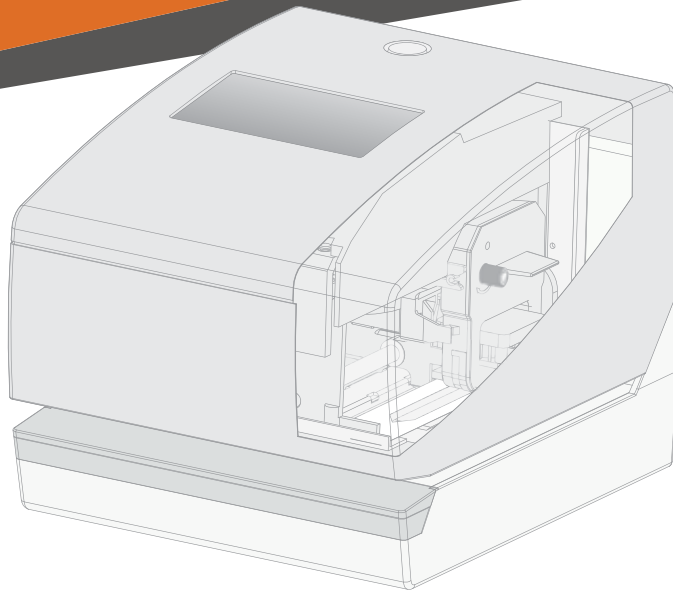




# CR1000

## Product Manual



### Watch and Learn

Visit [upunch.com/resources/#CR1000](https://upunch.com/resources/#CR1000) to view our helpful videos.  
Or scan this QR Code to get our step-by-step videos right on your phone.

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# 01 INTRODUCTION

Thank you for purchasing the CR1000 Digital Time Clock & Date Stamp, part of the uPunch system by Workwell Technologies.

In just a few steps your Time Clock & Date Stamp will be set up and ready to use.

Complete the following 4 steps to begin using your device:

1. Establish Preferred Printing Position
2. Set the Date and Time
3. Program Print Order, Print Style and Display
4. Select Automatic or Manual Printing



**ESTABLISH PREFERRED  
PRINTING POSITION**

---



**SET DATE  
AND TIME**

---



**PROGRAM PRINT ORDER,  
PRINT STYLE AND DISPLAY**

---



**SELECT AUTOMATIC  
OR MANUAL PRINTING**

---

To prepare your Digital Time Clock & Date Stamp for first use, follow these instructions to ensure everything is set up the way you would like.

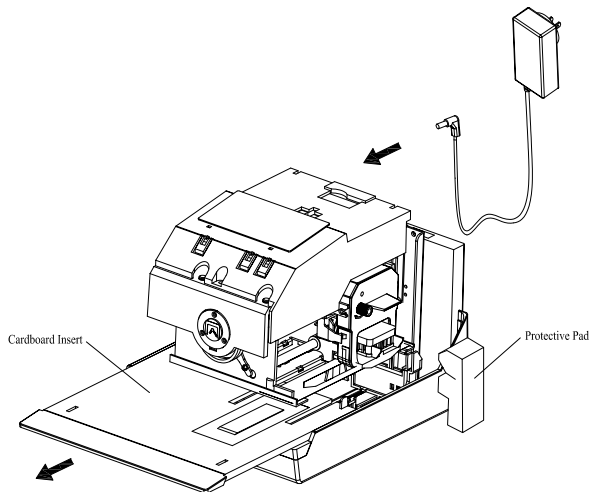
## Open and Close Device

### Open Device

Insert the key into the lock on cover of the device. Turn the key in the clockwise position to unlock. Remove the cover by lifting it upward.

When you open the device for the first time, you must remove the protective pad and cardboard insert.

Ribbon may have dislodged during shipping. To avoid damage to the printer, press the ribbon cartridge firmly into position after removing the protective pad.



Once the protective pad and cardboard insert have been removed, plug the AC adapter into the back of the device.

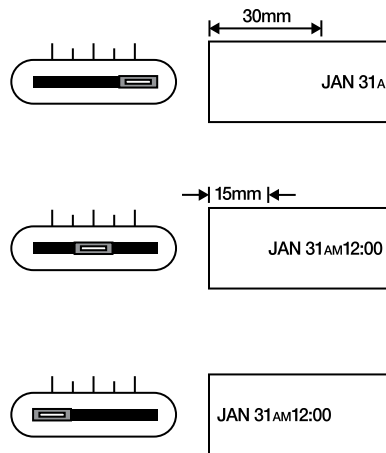
### Close Device

Replace the cover. Insert the key into the lock on the cover of the device. Turn the key in the counterclockwise position to lock the device.

### Set Print Positioning

Plug the transformer into the AC outlet and insert a card to get a sample print.

Print position from the card edge is adjustable by pressing and sliding the print position button located on the right outside bottom of the device. Maximum distance from edge of form to print is approximately 1-3/16" (30 mm).





## 03

# WALL MOUNTING

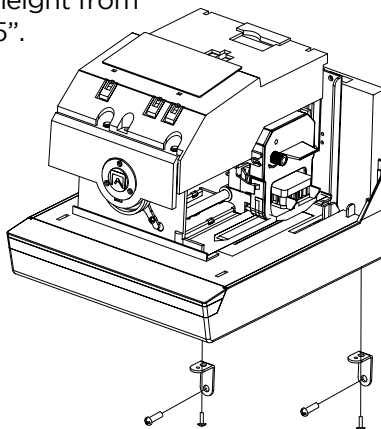
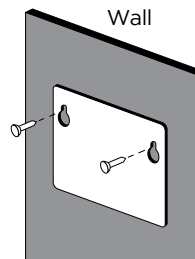
**CAUTION!** The uPunch CR1000 Digital Time Clock & Date Stamp should be mounted on 1/2 inch drywall using two of the enclosed screws and the fasteners.

## Install Wall-Mount Screws and Hang the Device

1. Install the supplied wall-mount screws using the provided template.

Be sure to keep about 6mm (1/4") of the screw head away from the wall. The recommended height from the floor to the bottom of the Clock is 45".

2. Install Wall Mount Brackets to bottom back of device as illustrated below.
3. Remove cover from the device.
4. Hang device on the wall-mounted screws.
5. Insert remaining screws into wall mount brackets.
6. Replace cover on the device.



Wall Mount Brackets



## 04

# PROGRAMMING THE DEVICE

Use the reference guide on the following page to explore the menu options and function keys available within the Digital Time Clock & Date Stamp.

### IMPORTANT THINGS TO REMEMBER WHEN PROGRAMMING THE CR1000

You must open the device to make changes to the settings. Locate each of the 3 buttons that appear in the shape of a white rectangle with the word “**SELECT**”, “**CHANGE**” or “**SET**”. These are the buttons you will use to program the device. To exit program mode anytime, press **SET** until the device returns to normal operation mode. After each use, replace the cover and lock it.

To make any changes you must first press **SELECT**. This puts the device into program mode showing ▲ on the display positioned under the “**TIME**” mark. Continue pressing **SELECT** until you reach the desired number or option. When you are setting a number, flashing means that it is ready to be changed. Use the **CHANGE** button to cycle through the options. Then press **SET** to save the desired value.

Printing is always disabled while settings are being changed. Once the final **SET** has been completed in any given operation, printing is enabled.

### PRINT ORDER

- 1.M.D.Y.H.Min
- 2.D.M.Y.H.Min
- 3.Y.M.D.H.Min
- 4.D.M.H.Min
- 5.M.D.H.Min
- 6.Y.M.D.H.Min.S
- 7.D.H.Min
- 8.DOW.D.M.Y
- 9.DOW.D.H.Min
- 10.Y.M.D.
- 11.M.D.
- 12.M.D.Y.C
- 13.D.M.Y.C
- 14.Y.M.D.C
- 15.C.M.D.Y
- 16.C.D.M.Y
- 17.C.Y.M.D
- 18.C.D.H.Min

Y=Year  
M=Month  
D=Date  
DOW=Day of the week  
H=Hour  
Min=Minute  
S=Second  
C=Comment

### PRINT STYLE

BB:Hour 1.12hour 2.24hour	1.ENGLISH 2.FRENCH 3.SPANISH 4.PORTUGUESE	1.IN 2.OUT 3.SENT 4.RCVD 5.FAID 6.USED 7.FAILED 8.FILED 9.VOID 10.APR'D 11.CMPLD 12.CFM'D 13.ORIGN
CC:Minute 1.1/5 2.1/10 3.1/20 4.1/10		
1.ZERO Distble	1.2Digits 2.4Digits	
2.ZERO Enblwe		

### DISPLAY

AA:Year BB:Month CC:Date	AA:Dist BB:Hour CC:Min	1.12hour 2.24hour
--------------------------------	------------------------------	----------------------

DATE	TIME	HOUR	PRINT ORDER	LEADING ZERO	YEAR DIGIT	HOUR MIN.	LANGUAGE
	SU	MO	TU	WE	TH	FR	SA

L.C.D.

888-CC

Reference for programming

COMMENT

PRINT LENGTH 1-6

PASSWORD

D.S.T. END

AA:Year  
BB:Month  
CC:Date

D.S.T. START

1. Automatic  
2. Off  
3. Manual

PRINT DIRECTION

PRINT ACTIVATION

BB:Print Direction  
1.Right  
2.Left

CC:PrintActivation  
1. Automatic  
2. Semi-automatic  
3. Manual  
4. Comparison

DAYLIGHT SAVING TIME

PRINT METHOD

SELECT

CHANGE

SET

## Time Recorder Function Buttons

CONTROL	FUNCTION
SELECT	Press <b>SELECT</b> to choose the desired program setting mode. The selected program mode is indicated by ▲ on the display.
CHANGE	Press <b>CHANGE</b> to cycle through the options.
SET	Press <b>SET</b> to save the option. After an option has been saved, continue pressing <b>SET</b> until the device returns to normal operation mode.

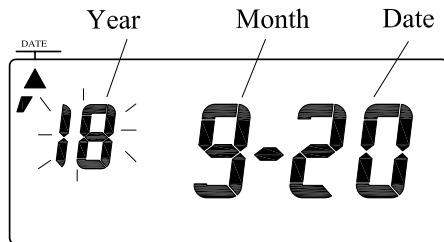


The uPunch CR1000 settings allow you to change the date and time, hour format, language options and much more. Follow the instructions below to select your preferences.

## Date

**Example:** Change the date from September 20, 2018 to October 21, 2019.

1. Press **SELECT** until the ▲ is under the “DATE” mark.
2. “Year” flashes.



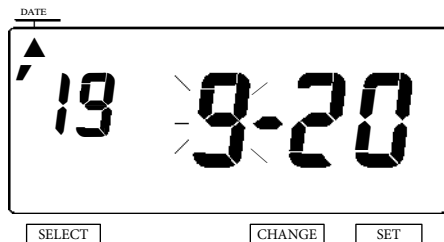
SELECT

CHANGE

SET

## Change Year

1. Press **CHANGE** until the Year is “19”.
2. Press **SET**.
3. The flashing changes from “Year” to “Month”.



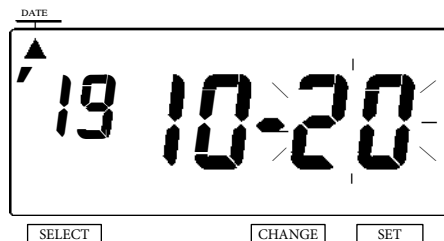
SELECT

CHANGE

SET

## Change Month

1. Press **CHANGE** until the Month is "10" for October.
2. Press **SET**.
3. The flashing changes from "Month" to "Date".



## Change Date

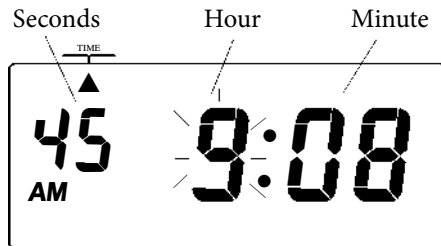
1. Press **CHANGE** until the Date is "21".
2. Press **SET**. Press **SET** again to return to normal operation.



## Time Display

**Example:** Change the time from 9:08 AM to 10:09 AM.

1. Press **SELECT** until the ▲ is under the "TIME" mark.
2. "Hour" flashes.



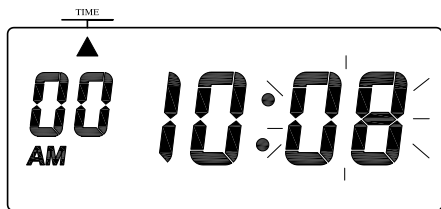
SELECT

CHANGE

SET

## Change Hour

1. Press **CHANGE** until the Hour is "10".
2. Press **SET**.
3. The flashing changes from "Hour" to "Minute".



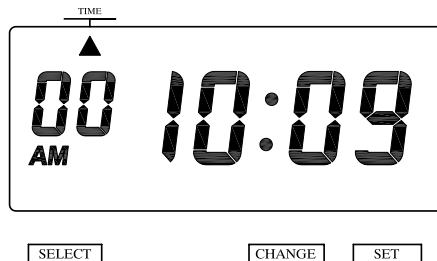
SELECT

CHANGE

SET

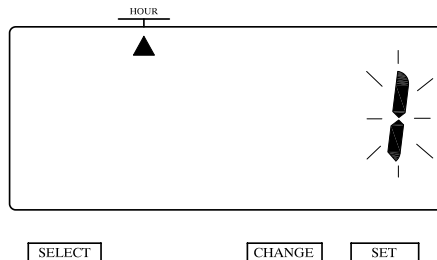
## Change Minute

1. Press **CHANGE** until the Minute is "09".
2. Press **SET**.
3. The "Second" starts to run from "00".
4. Press **SET** again to return to normal operation.



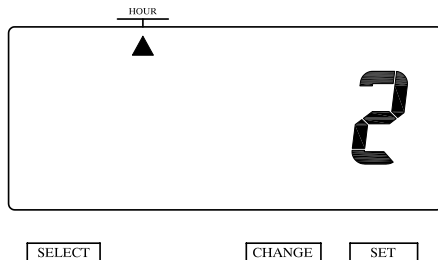
## 12/24 Hour Format

1. Press **SELECT** until the ▲ is under the "HOUR" mark.
2. The flashing digit indicates "Hour Display Format Options".



## Change Hour

1. In this example, press **CHANGE** until the option is “2” (24 Hour Format). Refer to Hour Display Options below.
2. Press **SET**. Press **SET** again to return to normal operation.



## Hour Display Options

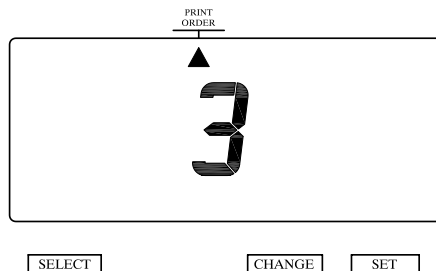
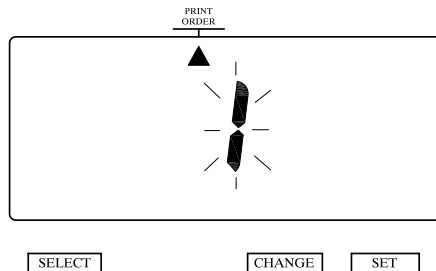
OPTION	HOUR DISPLAY FORMAT OPTIONS	DISPLAY
1	12 HOUR	PM 3:00
2	24 HOUR	15:00

## Print Order

The Print Order setting allows you to select the way the printed date appears (see chart on next page for options). Choose from 18 different Print Order options, including 7 options that print the date with a preset comment. To change the comment, follow the Preset Comment instructions on page 22.

**Example:** Set the print order to “Year, Month, Date, Hour, Minute”.

1. Press **SELECT** until the ▲ is under the “PRINT ORDER” mark.
2. The flashing number indicates “Print Order Options”.
3. Refer to Print Order Options on the following page.
4. In this example, press **CHANGE** until the option is “3” (Y.M.D. H.Min.).
5. Press **SET**. Press **SET** again to return to normal operation.



## Print Order Options

OPTION	PRINT ORDER OPTIONS	PRINT EXAMPLE
1	M.D.Y.H.Min	JAN 31 '18 AM 10:00
2	D.M.Y.H.Min	31 JAN '18 AM 10:00
3	Y.M.D.H.Mi	'18 JAN 31 AM 10:00
4	D.M.H.Min	31 JAN AM 10:0
5	M.D.H.Min	JAN 31 AM 10:00
6	Y.M.D.H.Min.S	'18 JAN 31 AM 10:00:00
7	D.H.Min	31 AM 10:00
8	DOW.D.M.Y	TH, 31 JAN '18
9	DOW.D.H.Min	TH, 31 AM 10:00
10	Y.M.D	'18 JAN 31
11	M.D	JAN 31
12	M.D.Y.C	JAN 31 '18 SENT
13	D.M.Y.C	31 JAN '18 SENT
14	Y.M.D.C	'18 JAN 31 SENT
15	C.M.D.Y	SENT JAN 31 '18
16	C.D.M.Y	SENT 31 JAN '18
17	C.Y.M.D	SENT '18 JAN 31
18	C.D.H.Min	SENT 31 AM 10:00

**C** = Comment

**D** = Date

**DOW** = Day of the Week

**H** = Hour

**M** = Month

**Min** = Minute

**S** = Second

**Y** = Year

## Leading Zero in Printed Date & Time

The leading zero is the zero that appears before the printed date and time, such as DEC 01 PM 09:15. Follow the steps below if you would like to print with the leading zero displayed.

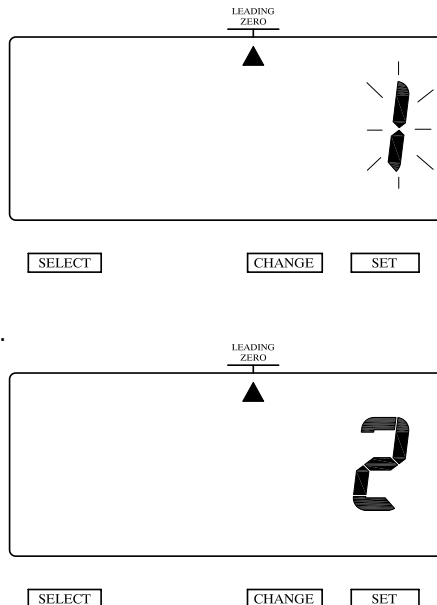
### Change Leading Zero

**Example:** Set the Leading Zero to “ZERO Enabled”.

1. Press **SELECT** until the ▲ is under the “LEADING ZERO” mark.
2. The flashing digit indicates “Leading Zero Options”.
3. In this example, press **CHANGE** until the option is “2” (Leading Zero Option enabled). Refer to Leading Zero Options below.
4. Press **SET**. Press **SET** again to return to normal operation.

### Leading Zero Options

OPTION	LEADING ZERO	PRINT EXAMPLE
1	Zero Disabled	JAN 1 PM 3:00
2	Zero Enabled	JAN 01 PM 03:00





## Year Format

If you have selected the device to print the year, this allows you to display the full year (2018) or the abbreviated version that removes the first two numbers ('18).

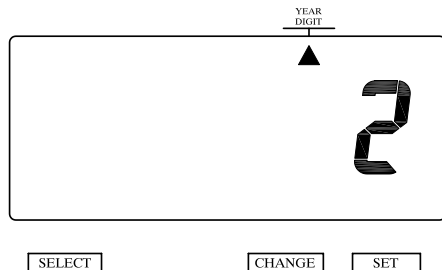
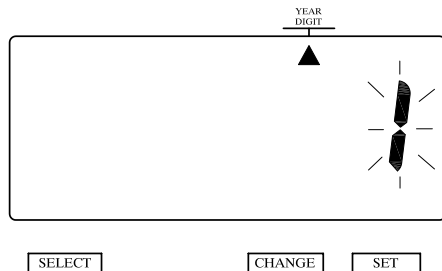
### Change Printed Year Format

**Example:** Change the Year to display 4 numbers.

1. Press **SELECT** until the ▲ is under the “YEAR DIGIT” mark.
2. The flashing digit indicates “Year Digit Options”.
3. In this example, press **CHANGE** until the option is “2” (4 Digits). Refer to Year Digit Options below.
4. Press **SET**. Press **SET** again to return to normal operation.

### Year Digit Options

OPTION	YEAR DIGIT OPTIONS	PRINT EXAMPLE
1	2 Digits	JAN 31 '18 AM 10:00
2	4 Digits	JAN 31 2018 AM 10:00



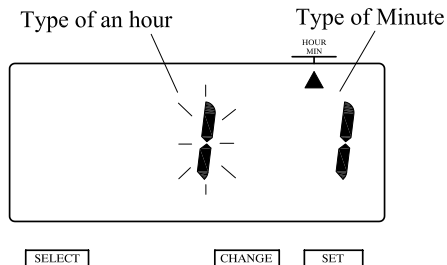
## Hour/Minute

Print the time in a 12 or 24-hour format with regular minutes, tenths, hundredths, or twentieths of an hour.

### Change Printed Hour/Minute Format

**Example:** Set the “Hour” to 24 Hour and “Minute” to 1/100 Min to represent hundredths of an hour.

1. Press **SELECT** until the ▲ is under the “HOUR/MIN” mark.
2. The flashing digit indicates “Type of Hour”.
3. In this example, press **CHANGE** until the option is “2” (24 Hour).
4. Press **SET**.



### Type of Hour Options

OPTION	HOUR OPTIONS	PRINT EXAMPLE
1	12 Hour	JAN 31 PM 3:00
2	24 Hour	JAN 31 15:00

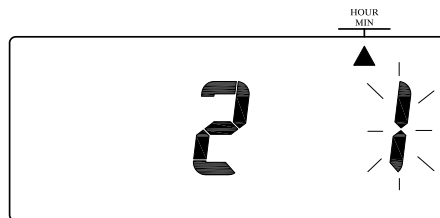
5. The flashing digit changes from “Hour” to “Minute”.

6. In this example, press **CHANGE** until the option is “2” (1/100 Min.). Refer to Type of Minute Options below.

7. Press **SET**. Press **SET** again to return to normal operation.

### Type of Minute Options

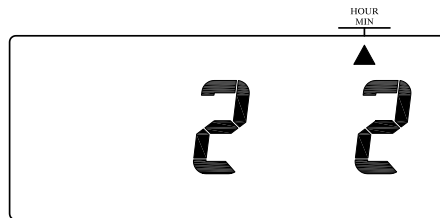
OPTION	MINUTE OPTIONS	PRINT EXAMPLE
1	1/60 Min	JAN 31 2018 10:10
2	1/100 Min	JAN 31 2018 10.17
3	1/20 Min (=5/100 Min)	JAN 31 2018 10.15
4	1/10 Min	JAN 31 2018 10.2



SELECT

CHANGE

SET



SELECT

CHANGE

SET

**1/60** = Minutes per hour

**1/100** = Hundredths of an hour

**1/20** = Twentieths of an hour

**1/10** = Tenths of an hour

# Language

Updating the language will update the printed “Month”, “Day of the Week” and “Comment” sections if you have those selected in your print order.

**Example:** Change the print language to French.

1. Press **SELECT** until the ▲ is under the “LANGUAGE” mark.
2. The flashing digit indicates “Print Language Options”.
3. In this example, press **CHANGE** until the option is “2” (French). Refer to table on the next page for Language Options.
4. Press **SET**. Press **SET** again to return to normal operation.



## Language Options

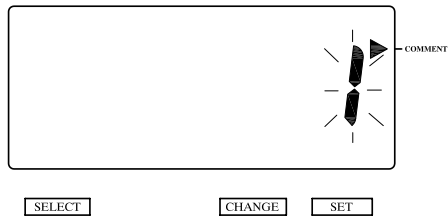
OPTION	PRINT LANGUAGE OPTIONS	PRINT EXAMPLE
1	English	TH 25 DEC '18 OUT 31 10:00
2	French	JE, 25 DEC '18 SORT 31 10:00
3	Spanish	JU, 25 DIC '18 SAL 31 10:00
4	Portuguese	QI, 25 DEZ '18 SAIDA 31 10:00

## Preset Comments

You may choose from 13 available preset comments, however make note that only one comment can be selected and used at a time. Prior to enabling Preset Comments, refer to Print Order Options on page 16 to ensure that you have set up the Print Order Options to allow Preset Comments (options 12 through 18 allow Preset Comments).

**Example:** Change the comment to “OUT”.

1. Press **SELECT** until the ► is beside the “COMMENT” mark.
2. The flashing digit indicates “Comment Options”.



## Change Comment Options

1. In this example, press **CHANGE** until the option is “2” (OUT). Refer to table below for Preset Comment Options.
2. Press **SET**. Press **SET** again to return to normal operation.



## Preset Comment Options (Continued on next page)

OPTION	COMMENT OPTIONS	PRINT EXAMPLE
1	IN	JAN 31 '19 IN
2	OUT	JAN 31 '19 OUT
3	SENT	JAN 31 '19 SENT
4	RCVD (Received)	JAN 31 '19 RCVD
5	PAID	JAN 31 '19 PAID
6	USED	JAN 31 '19 USED
7	FAXED	JAN 31 '19 FAXED
8	FILED	JAN 31 '19 FILED
9	VOID	JAN 31 '19 VOID

OPTION	COMMENT OPTIONS	PRINT EXAMPLE
10	APR'D (Approved)	JAN 31 '19 APR'D
11	CMPL'D (Completed)	JAN 31 '19 CMPL'D
12	CFMD (Confirmed)	JAN 31 '19 CFMD
13	ORIGIN (Original)	JAN 31 '19 ORIGIN

## Print Length

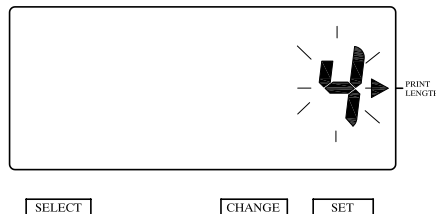
The default print length is 4. You may select from six (1-6) font sizes shown in the examples to the right.

If the font size selected is too large to print all the items you have selected in your Print Order, the font will revert to a smaller size before printing correctly.

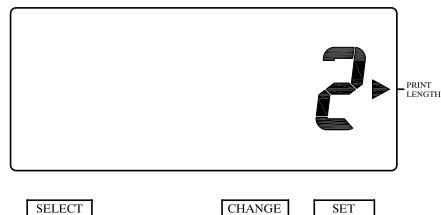
1	JAN11 PM4:12	4	JAN11 PM4:12
2	JAN11 PM4:12	5	JAN 11 PM4:12
3	JAN11 PM4:12	6	JAN 1 1 PM4:12

**Example:** Change the print length from the 4 to 2.

1. Press **SELECT** until the ► is beside the “PRINT LENGTH” mark.
2. The flashing digit indicates “Print Length Options”.



3. In this example, press **CHANGE** until the option is “2”. Refer to Print Length examples (1-6) on the previous page.
4. Press **SET**. Press **SET** again to return to normal operation.

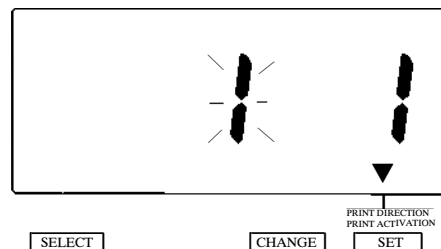


## Print Method

When using the Digital Time Clock & Date Stamp, the device can be configured to print on the left or right side of the document. There are also options to print automatically or manually.

**Example:** Change the print direction to “Left” and the print activation to “Manual”.

1. Press **SELECT** until the ▼ is above the “PRINT DIRECTION/PRINT ACTIVATION” mark.
2. The flashing digit indicates “Print Direction Options”.





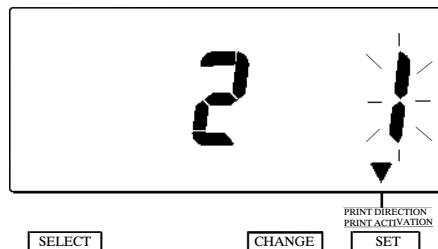
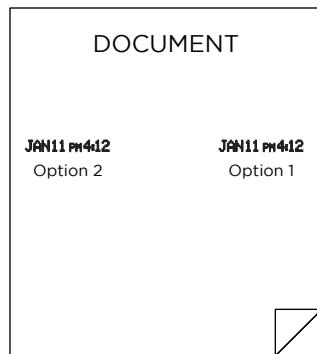
## Change Print Direction

1. In this example, press **CHANGE** until option is “2” (Left-Hand Margin Form). Refer to Print Direction Options below.
2. Press **SET**.

### Print Direction Options

OPTION	PRINT DIRECTION OPTIONS
1	Right-Hand Margin Form
2	Left-Hand Margin Form

3. The flashing digit changes from “Print Direction” to “Print Activation”.

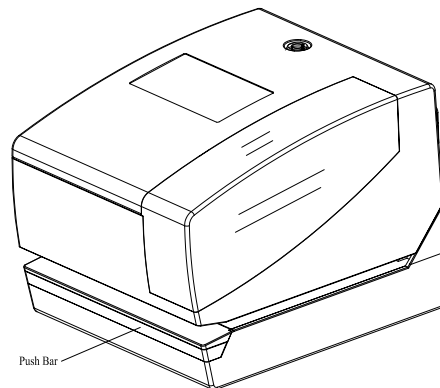
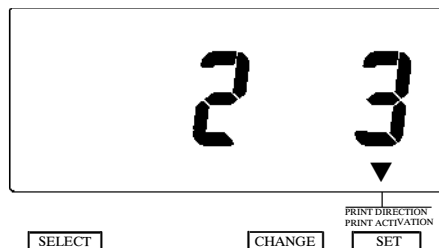


## Change Print Activation

1. In this example, press **CHANGE** until the option is “3” (Manual). Refer to Print Activation Options below.
2. Press **SET**. Press **SET** again to return to normal operation.

## Print Activation Options

OPTION	PRINT DIRECTION OPTIONS
1	<b>Automatic</b> - Allows you to print by inserting a card or piece of paper.
2	<b>Semi-Automatic</b> - Allows you to print by pressing the push bar only when a card or piece of paper is inserted (prints only if the card or form reaches the sensor). Refer to Push Bar graphic to the right for Push Bar location.
3	<b>Manual</b> - Allows you to print by pressing the push bar (even if the card or paper does not reach the sensor).
4	<b>Combination</b> - Allows you to print by pressing the push bar or inserting a card or piece of paper.



## Daylight Saving Time (DST)

DST begins on the second Sunday in March and ends on the first Sunday in November.

At 2:00 AM on the first day of DST, the clock automatically gains one hour to show 3:00 AM.

At 2:00 AM on the last day of DST, the clock automatically loses one hour to show 1:00 AM.

**NOTE:** Not all places in the US observe DST.

### Daylight Saving Time Dates

YEAR	DST BEGINS 2 AM (2nd Sunday in March)	DST ENDS 2 AM (1st Sunday in November)
2019	3/10	11/3
2020	3/8	11/1
2021	3/14	11/7
2022	3/13	11/6
2023	3/12	11/5
2024	3/10	11/3
2025	3/9	11/2
2026	3/8	11/1

**DST Mode may be set to one of the following options:**

OPTION	DESCRIPTION
1	<b>Automatic</b> – Automatically sets from the internal clock
2	<b>Off</b> – DST is off
3	<b>Manual</b> – Manually set the DST feature

## Setting Daylight Saving Time

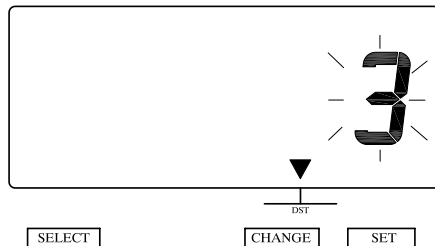
### Example:

Start Date – Sunday, March 11, 2018

End Date – Sunday, November 4, 2018

In this example, the Clock remembers the Start Date as the second Sunday in March and the End Date as the first Sunday in November. Once the Clock is set, it automatically updates the settings every year thereafter. No further manual setting is necessary.

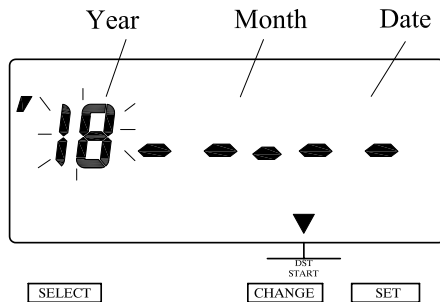
1. Press **SELECT** until the ▼ is above the “DST” mark.
2. Press **CHANGE** until the option is “3” (Manual).
3. Press **SET**.



## Start Date

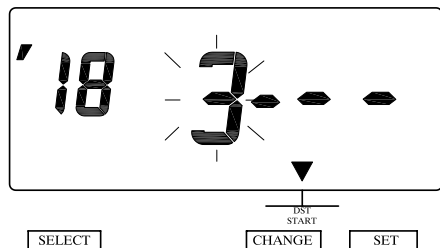
### Change the Year

1. The flashing digit indicates “Year”.
2. In this example, the “Year” is not being changed so you will keep it as-is.
3. Press **SET**.
4. The flashing changes from “Year” to “Month”.



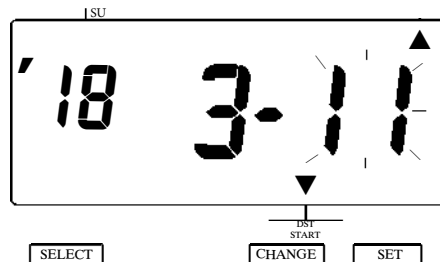
### Change the Month

1. In this example, press **CHANGE** until the month is “3” (March).
2. Press **SET**.
3. The flashing changes from “Month” to “Date”.



## Change the Date

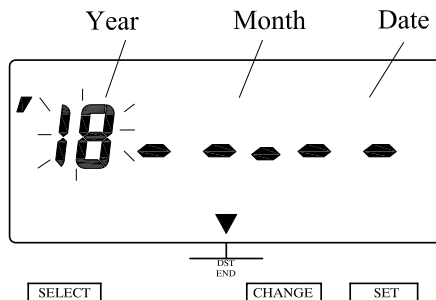
1. In this example, press **CHANGE** until the date is "11".
2. Press **SET**.
3. The "Starting Date" of the display changes from flashing to steady and the ▲ mark is displayed under "SU".
4. Press **SET** again to return to normal operation.



## End Date

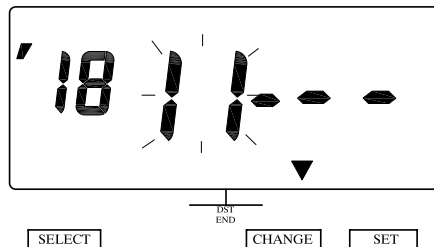
### Change the Year

1. Press **SELECT** until the ▼ is above the "DST END" mark.
2. The flashing digit indicates "Year".
3. In this example, the "Year" is not being changed so you will keep it as-is.
4. Press **SET**.
5. The flashing changes from "Year" to "Month".



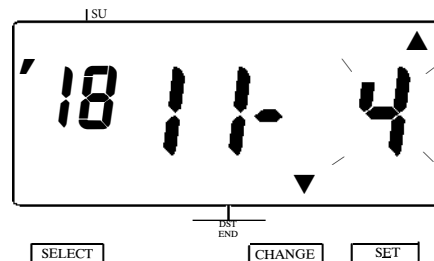
## Change the Month

1. In this example, press **CHANGE** until the month is "11" (November).
2. Press **SET**.
3. The flashing changes from "Month" to "Date".



## Change the Date

1. In this example, press **CHANGE** until the date is "04".
2. Press **SET**.
3. The "Ending Date" of the display changes from flashing to steady and the ▲ mark is displayed under "SU".
4. Press **SET** again to return to normal operation.



## Set Password

Set a password to prevent employees from tampering with the device settings. Once the password is set you must enter it each time you make changes to the settings.

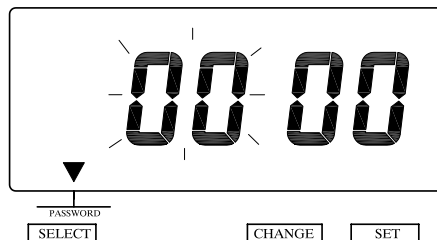
You may choose any 4-digit number from 0001 to 9998.

Numbers “0000” and “9999” are not valid passwords.

All settings must be reset if you forget the password. Refer to “Reset Factory Default Settings” on page 36.

**Example:** Set the Password to “1234”.

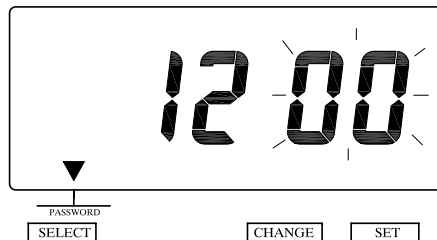
1. Press **SELECT** until the ▼ is above the “PASSWORD” mark.
2. The first two digits flash.





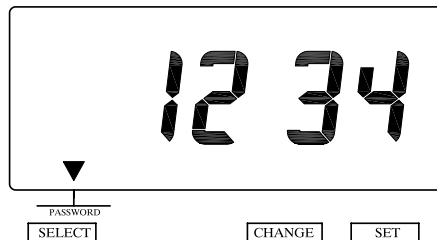
## Change the First Two Digits

1. In this example, press **CHANGE** until the first two digits are “12”.
2. Press **SET**.
3. The flashing changes to the last two digits.



## Change the Last Two Digits

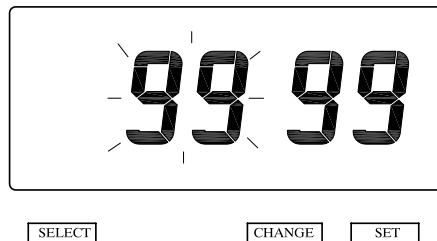
1. In this example, press **CHANGE** until the last two digits are “34”.
2. Press **SET**. Press **SET** again to return to normal operation.



## Enter Password

Once the password is set, you must enter the current password before changing any settings.

1. Press **SELECT**.
2. The numbers “9999” are displayed and the first two digits flash.



## Enter the First Two Numbers of the Password

1. In this example, press **CHANGE** until the first two digits are “12”.
2. Press **SET**.
3. The flashing changes to the last two digits.



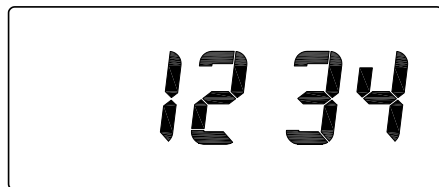
SELECT

CHANGE

SET

## Enter the Last Two Numbers of the Password

1. In this example, press **CHANGE** until the last two digits are “34”.
2. Press **SET**. After this step you can continue to set up the configuration options on the device.



SELECT

CHANGE

SET

## Cancel the Password

1. Enter current password to access the settings.
2. Follow Set Password instructions on Page 33 and set the password to 0000 to cancel password activation.
3. Press **SET**. Press **SET** again to return to normal operation.

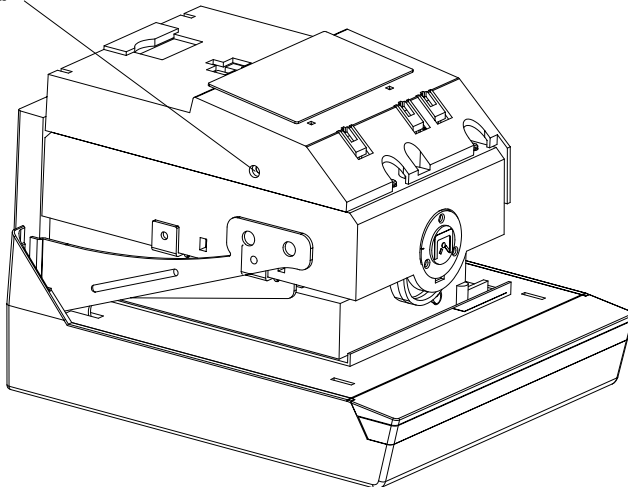


## 06

# RESET FACTORY DEFAULT SETTINGS

Press the reset button with a pointed object to return all settings to the factory default settings. Refer to the graphic below to locate the reset button. All custom settings will be deleted and will revert to the factory default settings when the reset switch is pressed.

Reset Button



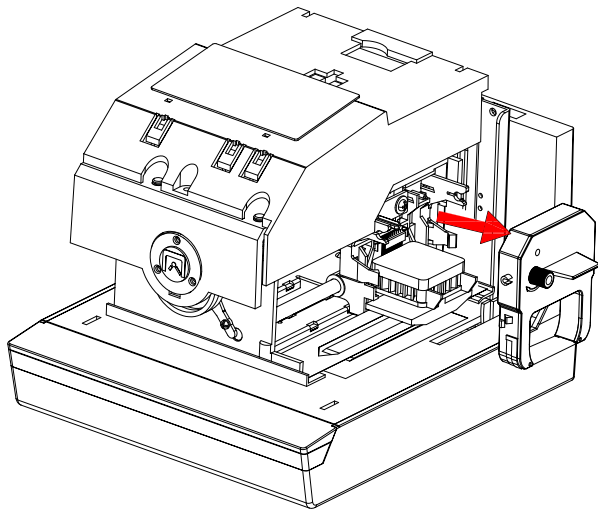
FEATURE	FACTORY DEFAULT SETTINGS
Date	Default = 01/01/2018
Time	Default = 8:00 AM
12/24 Hour Format	Default = 1 (12 hours format, AM/PM)
Print Order	Default = 1 (M.D.Y.H.Min)
Leading Zero	Leading Zero Default = 1 (zero disabled)
Year Digit	Year Digit Default = 1 (2 digits)
Hour/Minute	Hour Default = 1 (12 hours) Minute Default = 1 (60 minutes format)
Language	Default = 1 (English)
Pre-Programmed Comments	Default = 1 (IN)
Print Length	Print Length Default = 4
Print Method	Print Direction Default = 1 (right-hand margin form) Print Activation Default = 1 (automatic)
Daylight Saving Time	Default = 1 (automatic)
Password	Default = 0000

**07**

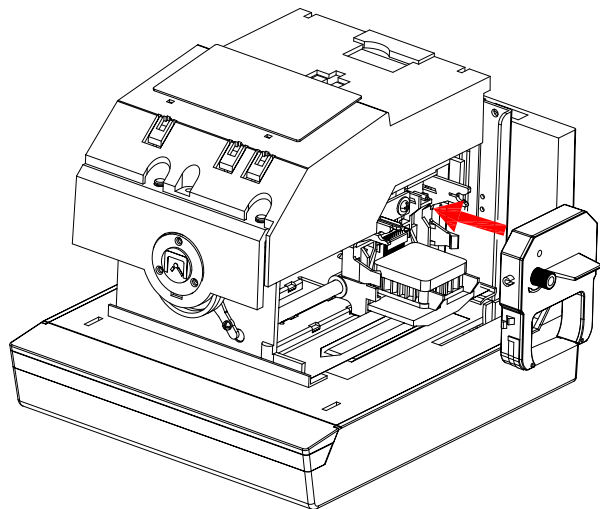
## REPLACING THE RIBBON CARTRIDGE

Refer to the following steps to replace your ribbon cartridge:

1. Unplug the device from the power source and remove the cover.
2. Hold the ribbon cartridge by its tab and pull the cartridge straight out to remove.
3. Turn the knob of the new ribbon cartridge clockwise in the direction of the arrow to tighten the ribbon and make installation easier.



4. Install the ribbon cartridge inside the device as shown in graphic on the right. Ensure the ribbon is between the print head and the ribbon mask. Printing will not function properly if the ribbon is placed behind the ribbon mask.
5. Push the ribbon cartridge until it snaps into position.
6. Close the device.





## 08 TROUBLESHOOTING

Should you encounter an error message on your device, refer to the guide below for possible solutions.

ERROR #	ERROR MESSAGE	SOLUTION
E-00	CPU Error	Contact Workwell Technologies at 800-518-8925
E-05	The card is not inserted in the Time Clock properly.	Insert card with employee name facing first and watch through the window to align in or out column with punching mechanism
E-30	Cannot print, the printer motor or home position sensor is not normal.	Make sure that the ribbon cassette is correctly inserted in place.
E-38	Cannot print, the printer head motor or the sensor does not operate properly.	Press the push bar.
E-40	Incorrect password	Enter the correct password or reset factory default settings if you forgot the password.

<b>ERROR #</b>	<b>ERROR MESSAGE</b>	<b>SOLUTION</b>
E-41	DST setting mistake	Confirm the correct starting and ending dates of daylight saving time and enter again.
E-49	Setting data you entered is not usable	Refer to your manual on the page related to the item you want to set and enter correct setting data.

## Other Issues

<b>ERROR</b>	<b>SOLUTION</b>
Device does not operate	Ensure the power cord is properly plugged into the wall outlet and power is available.
Device does not print	Ensure the ribbon cartridge is installed correctly and the proper print method is set.
Card is jammed	Press the push bar and try to pull out the card or paper at the same time.





## 09

# SPECIFICATIONS

Refer to the specs below for the uPunch CR1000 Digital Time Clock & Date Stamp.

Device Accuracy	Monthly accuracy +/- 15 seconds at ordinary temperatures.
Calendar	Year up to 2099. Automatically adjusted to leap years, 31-day months and months with 30 or fewer days, and the days of the week.
Settings Backup	Internal backup batteries are included and store device settings only, in the event of a power outage, and are functional for approximately 3 years.
Operating Environment	Temperature: -5° to +45°C, +25° to +113°F Humidity: 20 to 80%, no condensation The unit operates normally at temperatures of 5°C (25°F) or below, but the print density and reaction of the liquid crystal display are inferior to those at normal temperature operation.

Dimensions	6.45" (w) x 5.63" (h) x 6.77" (d) 164 (w) x 143 (h) x 172 (d) mm
Weight	Approx. 4.4 lbs. with AC Adapter (2.0 kg with AC Adapter)
Rating	AC Adapter: I/P 120 VAC 60 Hz, O/P 12 V 2000mA Use only the supplied AC Adapter with this unit.

**10**

## **uPUNCH WARRANTY AND TERMS OF SERVICE**

This Warranty covers the CR1000 Digital Time Clock & Date Stamp, and any subsequent uPunch Device models.

- A. **Warranty and Warranty Periods.** Workwell Technologies, Inc. (“WWTech”) warrants only to the original Purchaser that the Device will be free from material defects and mechanical failures for two years from the date of purchase, starting from the date of shipment from WWTech to the client.
- B. **WWTech’s Obligation Under Warranty.** WWTech’s sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. WWTech does not assume responsibility for delays in replacement or repair of products or parts. WWTech may, at its sole discretion, replace Devices with refurbished Devices. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction. WWTech will also provide two years of free customer and technical support via telephone and email.
- C. **DISCLAIMER OF ALL OTHER WARRANTIES.** NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND WWTECH EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some

jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.

- D. Limitations. No salesperson, representative, or agent of WWTech is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of WWTech to be valid, binding, and enforceable. WWTech does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. WWTECH SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH WWTech PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.
- E. May Void the Warranty. This Limited Warranty shall be null and void in the following circumstances:
1. Modification or repair by the end user or any non-authorized WWTech service provider; or

2. Improper use or installation, or damage by accident or neglect, by the end user or any third party, or intentional damage by the end user or any third party; or
  3. Failure of the end user or any third party to exercise caution to protect from electrostatic discharge damage and adverse temperature, or physical abuse; or
  4. Power surges; or
  5. Use of non-compatible ribbons or time cards; or
  6. Failure by the end user to follow the Return Appointment Process set forth below.
- F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:
1. Obtain a return material authorization (RMA) from WWTech, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by WWTech and immediately returned to end user, freight collect.
  2. Ship the items being returned to WWTech, freight prepaid, together with a written description of the claimed defect.
  3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

G. Transportation Costs. WWTech will pay surface freight to return products covered by this Limited Warranty. However, if WWTech determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, the end user shall be liable for all costs of handling and transportation.

**11**

# uPUNCH SAFETY INFORMATION

**IMPORTANT SAFEGUARDS FOR SAFE OPERATION & USE.  
SAVE THESE INSTRUCTIONS.**



## **WARNING**

Cancer and Reproductive Harm – [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)



**CAUTION/WARNING**



**DANGEROUS VOLTAGE**



**DO NOT CONNECT  
DAMAGED SUPPLY CORD**

## **THIS PRODUCT IS FOR COMMERCIAL USE ONLY.**

The time clock is an electrical device. In order to reduce the risk of fatal electrical shock and fire, basic safety precautions should be followed, including the following:

1. Read all instructions before operating.
2. This time clock must be properly installed and located in accordance with these instructions before used.

**QUESTIONS?** Watch our helpful videos at [upunch.com/resources/#CR1000](http://upunch.com/resources/#CR1000)

3. Do not use outdoors.
4. Do not expose to water or any liquid.
5. Do not place objects into the device.
6. For best operation, plug the device into its own electrical outlet.
7. Do not operate the device with a damaged cord or plug.
8. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the device.
9. Plug the device into a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may be voided.

# WARNING

**RISK OF FIRE OR ELECTRIC SHOCK – DO NOT OPEN**

**WARNING:** TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT OPEN THE TIME CLOCK. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE COMPLETED BY AUTHORIZED SERVICE PERSONNEL ONLY.





## Contact us **seven days a week.**

Monday-Friday 5:00 AM – 6:00 PM PT  
Saturday-Sunday 7:00 AM – 3:30 PM PT

 Call 800-518-8925       Text 760-701-5102

 Email [support@trackmypunch.com](mailto:support@trackmypunch.com)



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Rev: 09/2018