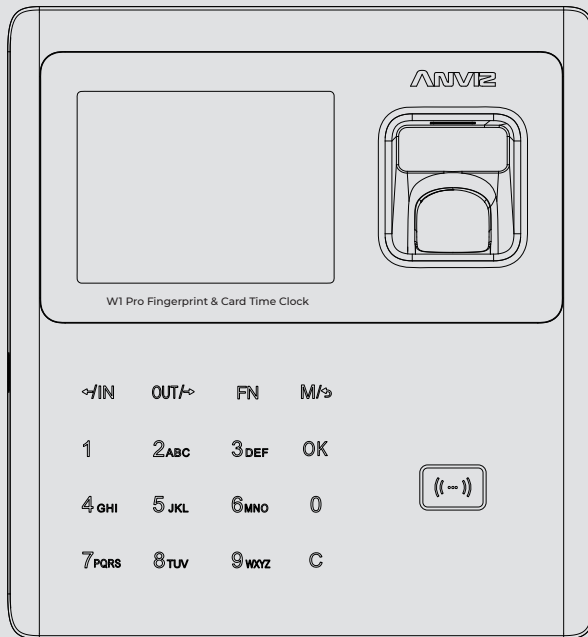


# W1 Pro

## Fingerprint & Card Time Clock User Guide V1.4



## Before Starting

## Hardware Safety Instructions

Observe the following instructions to use the product safely and prevent any risk of injury or property damage.

Do not use oily water or sharp objects to stain or damage the display screen.

Fragile parts are used in the equipment, please avoid operations such as falling, crashing, bending or heavily pressing.

The optimal working environment of the device is indoor. The device function fully under temperature: -10°C~50°C (14°F~122°F), The best performance is between: 15°C~32°C (59°F~89.6°F). The device will be less effective if exceeds these ranges.

Please gently wipe the screen and panel with soft materials. Avoid scrubbing with water or detergent.

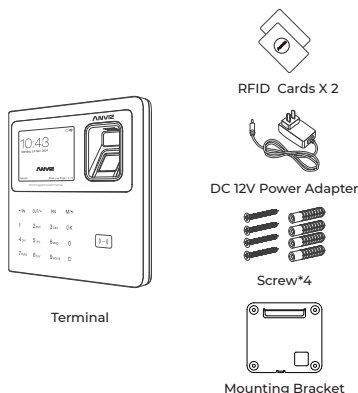
The recommended power of the device terminal is DC 12V ~ 1A. The device will function less effective in case the power supply cable extends too long.

## ANVIZ Terms & Policies

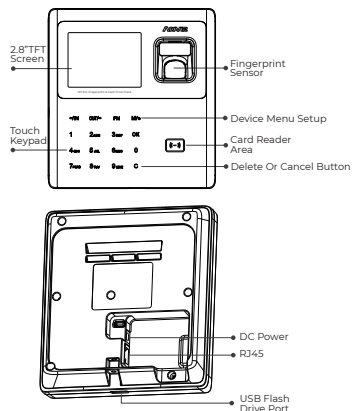
Before using all ANVIZ products, please read all applicable terms rules, policies and usage provisions found at [www.anviz.com/privacypolicy](http://www.anviz.com/privacypolicy) and [www.anviz.com/anviz-biometric-data-retention-policy](http://www.anviz.com/anviz-biometric-data-retention-policy).

By using your ANVIZ products, you agree to be bound by the ANVIZ Terms & Policies.

## Packing List



## Product introduction

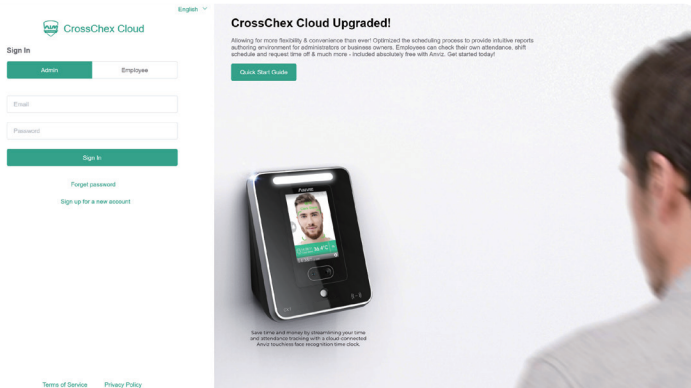


# 1. Create CrossChex Cloud Account

Before setting up your new Time Clock, you will need to set up your CrossChex Cloud Account.

CrossChex Cloud is a cloud-based time and attendance management system, you can use it anywhere over internet with any internet browser.

Open your web browser and visit <https://us.crosschexcloud.com/register> (US Server) or <https://eu.crosschexcloud.com/register> (EU Server) or <https://ap.crosschexcloud.com/register> (AP Server) Then click "Sign up for a new account".



Please fill the E-mail and Password fields, We suggest read Terms of Service and Privacy Policy.

Then fill the **"Agree to Anviz Global Terms of Service and Privacy Policy."** box to continue.

Click Register to proceed.

## Notice:

The **"Register to receive periodic newsletter and updates on products, software and services"** is optional, feel free to choose it or not.

## 2. Pre-Setting your CrossChex Cloud

Use the same e-mail and address you Created to Log In.

CrossChex Cloud will forward you to the pre-settings pages to fill the basic information. Please make sure to fill them correctly, especially the Time Zone field, it will be used as reference to synchronize your Time Clock devices with the correct date and time.

Hey! Help us create the best experience for you!

1 2 3 4

Organization Information Your Details Date & Time Schedule

  
[Upload Logo](#)

\* Organization Name

Industry

Organization Size

☒ 1-10 ☐ 11-20 ☐ 21-50 ☐ 51-100 ☐ 100+

\*We recommend using a PNG or JPG image and dimensions of 128 x 128 pixels.

[Continue](#)

Hey! Help us create the best experience for you!

1 2 3 4

Organization Information Your Details Date & Time Schedule

[← Back](#)

\* First Name

\* Last Name

\* Job Title

\* Country

\* State

\* Address

\* Phone Number

[Continue](#)

1

Organization Information

2

Your Details

3

Date & Time

4

Schedule

← Back

Time Zone

(UTC-8:00) Pacific Standard Time, Clipperton Island

Date Format

mm/dd/yyyy

Time Format

12H

DST (Daylight Saving Time)

☒

DST Bias

(The DST bias adjusts the time to account for this shift, so that systems and devices show the correct time during the period when DST is active.)

1

Hours

Start Date

Month

Mar

Week

Second

Day of Week

Su

Time

2

O'clock

End Date

Month

Nov

Week

First

Day of Week

Su

Time

2

O'clock

Continue

1

Organization Information

2

Your Details

3

Date & Time

4

Schedule

← Back

How to select the Shift Set

Time & Attendance Made Easy

Fixed Schedule

Days & Times are fixed, and punctuality is emphasized.

For Example:

Mondays - Fridays from 10:00 am to 5:00 pm

Select

Weekly Flexible

Time is flexible per day as long as the total duration of the week is compliant.

For Example:

Mondays - Fridays, 40 hours per week

Select

Xthings

Get Started

We recommend using a PNG or JPG image and dimensions of 120 x 120 pixels.

Organization QR Code

Company ID

11000054

Cloud Password

Company Name

XTHINGS

Address

4710 FREDMONT BLVD

Country

United States

State

California

Phone Number

+1 1231231231

Please link the device with Company ID and Cloud Password.

OSX Wi-Fi Connection

Android

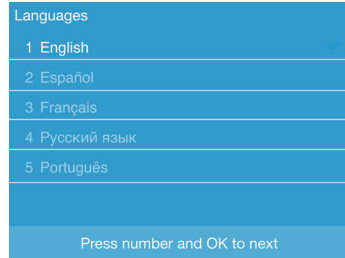
WiFi Connection

Please save your account's **Company ID** and **Cloud Password** at the Settings tab, we'll use them to connect the Time Clock with the CrossChex Cloud system.

- 4 -

### 3. Activate your Time Clock

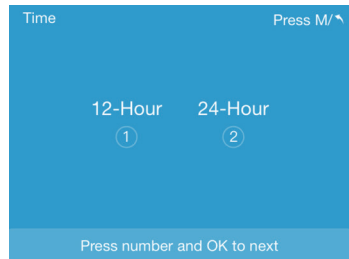
The Time Clock can be connected with the internet by Ethernet cable (LAN) or Wi-Fi.



1. Plug your Time Clock into a power outlet to power on the terminal.
2. Choose your preferred language by press the number key, then press "OK" to save the selected option and move to the next step.

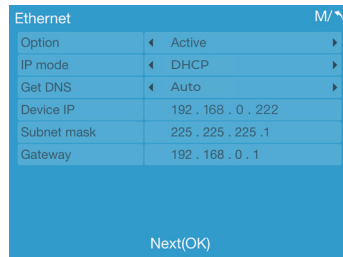
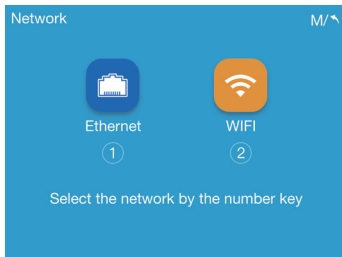
#### 3.1 Time Setting

1. Choose your preferred Time Clock display time format by input the number key, then press "OK" to save the selected option and move to the next step.
2. Crosschex Cloud software will be used to synchronize your Time Clock devices with the correct date and time. Press M key return to previous settings.



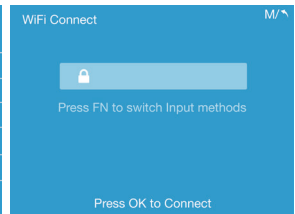
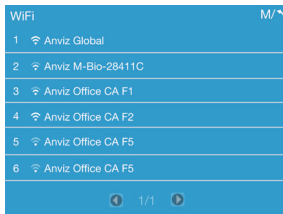
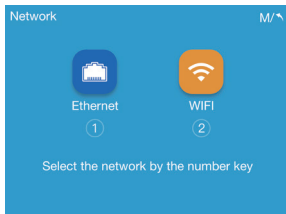
#### 3.2 Network Setup by Cable (LAN)

1. Connect a LAN cable between your clock and a router with internet access.
2. Press number 1 to select "Ethernet" as the preferred the network mode.
3. Select "DHCP" in the IP mode to automatic get the network information or fill the correct network information in the terminal (IP address, Subnet mask and Gateway) to connect with internet. Select the "Next(OK)" and press"OK" to proceed.

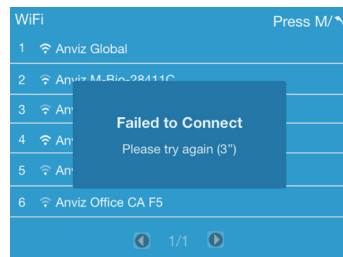
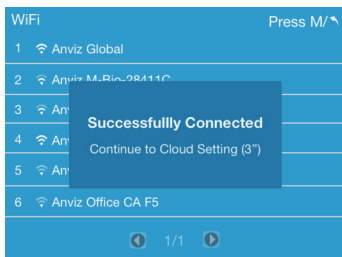


### 3.3 Wireless Network Setup (Wi-Fi)

1. Press number 2 to select “Wi-Fi” and choose the network (SSID)
2. Enter the Wi-Fi password and press OK to complete the Wi-Fi setup. After Wi-Fi connected the terminal will next proceed Cloud Setup. Press FN key to input the password with characters.



3. After Wi-Fi connected the terminal will to next Cloud Setting process.
4. The Time Clock that failed to connect will manually reset Wi-Fi after 3 seconds.

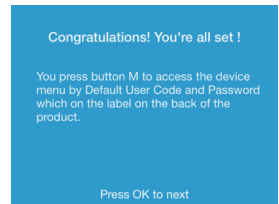
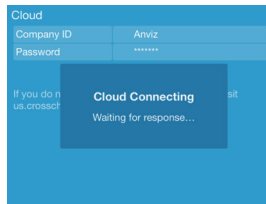
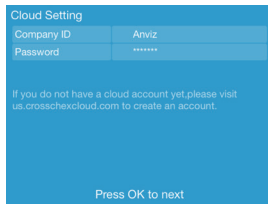


### 3.4 Cloud Setting

1. Fill the Company ID and Password in the Time Clock. Select the “Next (OK)” and press “OK” to detect the cloud connection.

(The Company ID and Password can be found in the Settings tab of your CrossChex Cloud Account. If you do not have an account yet, please check <Creat CrossChex Cloud Account> of this manual.)

2. After Cloud connected please Press OK to next starting your application.

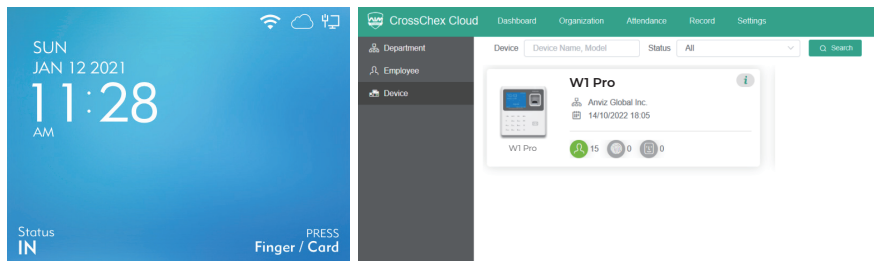


3. Please check your Time Cloud's Cloud Icon at the top of the Screen and device will be shown at Device Tab of your CrossChex Cloud.

4. And press M button to device menu by input the default Admin ID and Password.

Default Admin ID: 0 Password: 12345

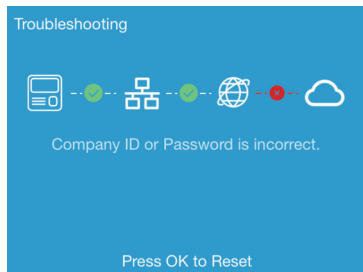
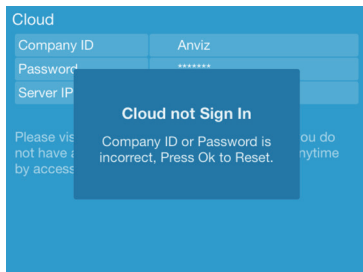
Notice: Please change the default password from the Cloud software for security concerns.





## 4.FAQ

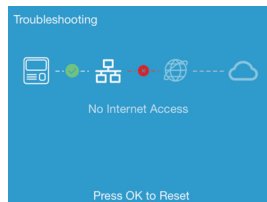
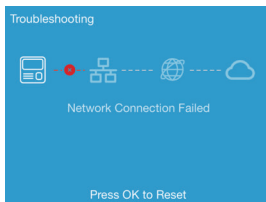
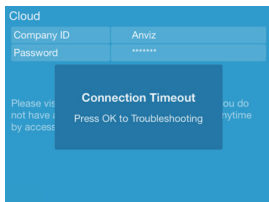
### ***The Time Clock cloud not sign in the CrossChex Cloud***



The screenshot shows the "System Information" page in the CrossChex Cloud interface. The page has a green header with navigation tabs: Dashboard, Organization, Attendance, Record, System, and Anviz Global Inc. | Admin. The left sidebar contains links for System Information, Admin Role, Admin User, and Holiday. The main content area is divided into two sections. The left section is for "Company Logo" with an "Upload" button and a note: "\* We recommend using a PNG or JPG image and dimensions of 120 x 120 pixels". The right section is for "Organization QR Code" with a note: "You can print the QR Code and your employees scan to join your organization. Please complete the organization information on the right before creating the QR Code." Below this note is a form with the following fields: Company ID (number), Connection Password (password), Company Name (name), Company Address (address), Country (China), State (Shanghai), and Phone Number (Select). At the bottom right of the form are "Cancel" and "Confirm" buttons.

1. Press OK to reset the Company ID and Password in the Time Clock.
2. Please make sure to fill the correct Company ID and Password. The Company ID and Password can be found in the Settings tab of your CrossChex Cloud Account.
3. If you do not have an account yet, please check <Creat CrossChex Cloud Account> of this manual.

## The Time Clock connect CrossChex Cloud Timeout



1. Press OK to Network Troubleshooting.

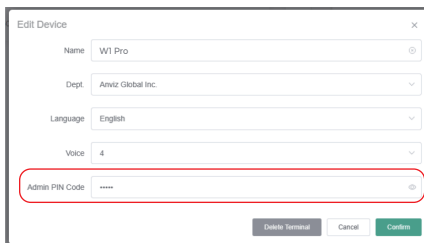
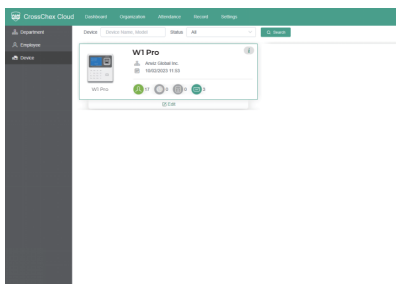
2. **Network Connection Failed.** Press OK to reset the network.

Notice: Please check for Physical Connectivity Issues. For wired connections, check the Ethernet cables that connect to your router. And the network setting is correct include the IP, Gateway and DNS

3. **No Internet Access.** Press OK to reset the network.

Notice: Please check the time clock network setting. Include the IP, Gateway and DNS. If you're on a Wi-Fi network, you should know that the connection performance depends on the distance between your wireless access point and your device.

## How to change the Time Clock default Password



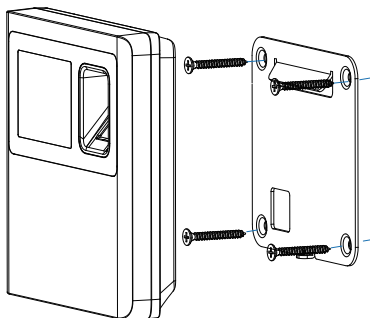
1. Select the Time Clock in the Device Tab of your CrossChex Cloud and click "Edit" to change the device Admin Pin Code.

2. The Admin Pin Code is a numeric-only password at maximum 6 digits.

## 5. Time Clock Installation

### Installation Diagram

1. Drill outlet hole on the wall for device wiring and 4 screw holes on the wall according to the mounting bracket.
2. Use the screws to fix the mounting bracket on the wall. Use the screwdriver to tighten the screw follow the direction indicated, to complete the installation.



## 6. Support

**Congratulations! You've done the all configurations! If you need more support we suggest visiting Anviz Community [community.anviz.com](https://community.anviz.com), a platform for sharing your Anviz products' experiences and interacting directly with Anviz employees.**

### CrossChex Cloud Help Center



### W1 Pro Time Clock Configuration Guide



## ***Warranty and Disclaimer***

Anviz warrants that the hardware will be free from material defects in materials and workmanship and will substantially conform to the applicable Documentation in effect as of the date of manufacture for a period of three (3) years from the date of shipment by Anviz ("Warranty Period"). For more warranty information about this product, please visit [www.anviz.com/warranty-policy](http://www.anviz.com/warranty-policy)

## ***Shipping Fees***

End Customer is responsible for the shipping fee for sending the product to Anviz, and the return shipping fee for sending the product back to customers is borne by Anviz (paying for one-way shipping). However, if the device is considered as No Fault Found, which means the device works normally, the returning shipment, too, is borne by End Customer (paying for round-trip shipping)

## ***Return Merchandise Authorization ("RMA") Process***

Please fill out the Anviz RMA request form online <https://www.anviz.com/form/rma.html> and ask technical support engineer for an RMA number. You will receive the RMA confirmation with RMA number in 72 hours, after receiving an RMA number, please send the product in question to Anviz by following the Anviz shipment guide. When the inspection of the product is completed, you receive an RMA report from technical support engineer. Anviz decides to repair or replace parts after user confirmation. When the repair is completed, Anviz notifies user of that and sends the product back to you. An RMA number is valid for two months from the date of its issuance. An RMA number that is more than two months old is null and void, and in such a case, you need to get a new RMA number from Anviz technical support engineer. Products without a registered RMA number will not be repaired. Products shipped without an RMA number may be returned, and Anviz will not be held responsible for any loss or other damage caused by this.

# Questions?



## Call

1-855-ANVIZ4U | 1-855-268-4948  
MON-FRI 5AM-5PM PST US



## Text

408-837-7536  
MON-FRI 5AM-5PM PST US



## Email

care@anviz.com  
24 Hours Answer



## Community

Join [community.anviz.com](https://community.anviz.com)  
if you have any question or  
suggestion to share



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