



# Pyramid 3550SS SmartSite Time Clock User Guide

[Home](#) » [PYRAMID](#) » Pyramid 3550SS SmartSite Time Clock User Guide 

## Contents

- [1 Pyramid 3550SS SmartSite Time Clock](#)
- [2 PRODUCT OVERVIEW](#)
- [3 TIME CLOCK & DOCUMENT STAMP: FEATURES](#)
- [4 FEATURES](#)
- [5 SET FORMAT MESSAGES \(SET FMT MSGS\)](#)
- [6 USING TIME CLOCK](#)
- [7 PRINTING CUSTOM MESSAGES \(3600SS\)](#)
- [8 REPLACING RIBBON CARTRIDGE](#)
- [9 HOW TO CLEAN](#)
- [10 ACCESSORIES](#)
- [11 LIMITED HARDWARE WARRANTY](#)
- [12 SPECIFICATIONS](#)
- [13 FREQUENTLY ASKED QUESTIONS](#)
- [14 VIDEO – PRODUCT OVERVIEW](#)
- [15 Related Posts](#)



**Pyramid 3550SS SmartSite Time Clock**



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## PRODUCT OVERVIEW

Thank you for choosing a 3550ss/3600ss SmartSite™ Time Clock & Document Stamp! The 3550ss/3600s are our most versatile time clocks, ready to perform employee time tracking, document stamping & preset message stamping. The 3600ss features custom message stamping & sequential page numbering. Both clocks feature the exclusive patent-pending SmartSite™ viewing guide and are equipped with a red LED alignment guide to ensure perfectly aligned time card punches & document stamping time after time.

The 3550ss/3600ss is able to punch employees In and out and stamp time-sensitive documents using one of 14 preset messages. The 3600ss also stamps custom messages with up to 2 lines of alphanumeric type and stamps sequential page numbering up to 9999 consecutive stamps using automatic or manual stamping. Both clocks feature an adjustable document edge to accommodate any size document. Simple set-up, simple operation & simple ribbon changes make these time clocks a favorite with small businesses!

Please read through this User Guide for simple set-up & operation.

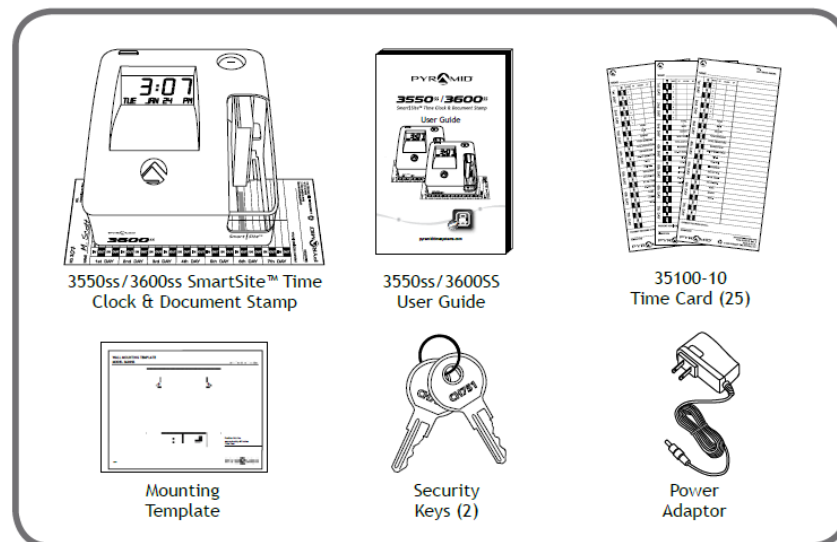
## TIME CLOCK & DOCUMENT STAMP: FEATURES

### Employee Capacity – Unlimited

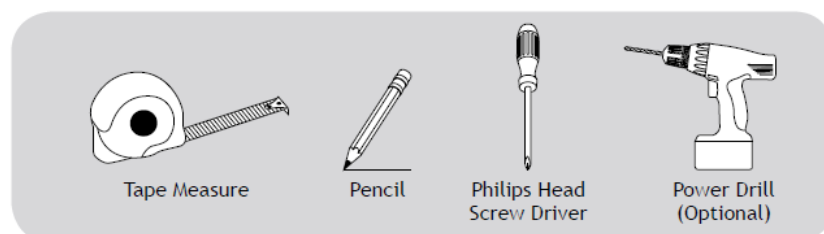
- **Alignment** – SmartSite™ Red LED guide
- **Custom Type (3600ss)** – Date stamp & up to 2 lines (16 characters per line) alphanumeric custom type

- **Preset Messages** – 14 Preset Messages for stamping time-sensitive documents
- **Counter Mode (3600ss)** – Sequential numbering up to 9999
- **Loading** – Side, adjustable document edge
- **Ribbon Ink** – Black
- **Audio Signal (3600ss)** – Buzzer/Speaker
- **Language Printing** – English, Spanish & French
- **Printing** – Semi-automatic or manual
- **Display** – Time, date & day of the week (AM/PM or Military Time Format)
- **Printing Format** – Date & Time (AM/PM, Military, Military Hundredths, Military Tenths)
- **Printing** – Dot matrix
- **Automatic Time Reset** – Short months, Leap Year & Daylight Savings Time
- **Battery Back-Up** – Safeguards data & settings for up to 30 days without power
- **Tamper-Proof** – Security lock protects against costly time theft
- **Warranty** – 1-Year manufacturer's limited warranty

## CONTENTS



## WHAT YOU WILL NEED



## KNOW YOUR SERIAL #

**IMPORTANT:**

Please write down serial #  
located on back of time  
clock before mounting.

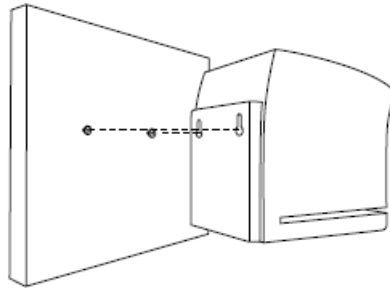


Write your  
serial # here: ►

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

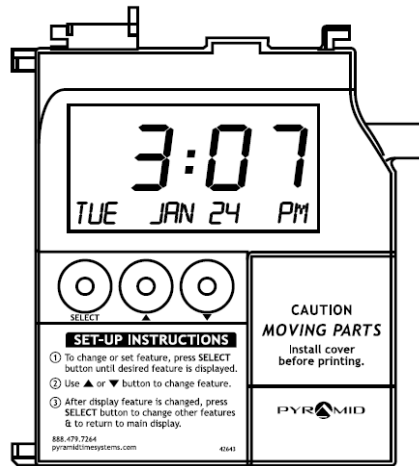
**SET UP**

1. Remove the time clock from the carton & place it on a flat, level surface.
2. Unlock & remove the top cover.
3. Connect the power adaptor in the port located behind the display screen & plug the unit into the AC wall outlet.

**WALL MOUNTING**

1. Select a location convenient to employees clocking IN and out. Be sure the power outlet is within 5 feet of the mounting location.
2. Use masking tape to hold the mounting template on the wall, making certain the template is positioned so the bottom of the time clock is approximately 45 inches from the floor.
3. Drill holes using the template as a guide.
4. Remove the template from the wall & install #10 screws (not included), leaving approximately 3/16 inch of screws exposed. For sheetrock walls, use plastic anchors.
5. Hang the time clock on the wall, aligning keyholes on the rear with screw heads. Press downward on the time clock until it lowers onto the screws.
6. Plug the unit into the AC wall outlet.

**PROGRAMMING**



1. Use the key to unlock and remove the top/front cover. Locate programming buttons labeled SELECT, ▲ (UP) & ▼ (DOWN).
2. Press SELECT until the desired feature is displayed (see chart on page 5).
3. Press ▲ (UP) & ▼ (DOWN) to scroll through feature options.
4. Press SELECT to save the option setting & move to the next feature.

## FEATURES

### 3550SS/3600SS TIME CLOCK & DOCUMENT STAMP: FEATURES SET UP

#### FEATURE (SELECT) – DISPLAY – OPTIONS (SCROLL ▲ ▼)

- **Set Language** – LANG = ENGLISH – ENGLISH, French (FRANCAIS), Spanish (ESPAÑOL)
- **Set Date Format** – DATE FMT = MMDDYY – MM/DD/YR (USA), DD/MM/YR (EURO), YY/MM/DD
- **Set Year** – SET YEAR = 2015 – DISPLAYED YEAR +/- 1 Year
- **Set Month** – SET MONTH = JAN – DISPLAYED MONTH +/- 1 Month
- **Set Date** – SET DAY = 1 – DISPLAYED DATE +/- 1 Day
- **Set Daylight Savings Time (DST) Rule** – DAYLT SAV = USA – USA: USA DST: Begins 2nd SUN of MAR, Ends 1st SUN of NOV, EURO: European DST: Begins Last SUN of MAR, Ends Last Sun of OCT, OTHER: Set a custom DST Rule.<sup>^1</sup>
- **Set Format** – DSPLY FMT = AM/PM – OFF: No adjustment for DST.
- **Set Printed Time Format** – PRINT FMT = AM/PM – AM/PM: 12 Hour, MIL: Military, 24 Hour, ATAAP: Military, 24 Hour, Minutes expressed in hundredths of one hour (e.g. 15.50), 24H.1: Military, 24 Hour, Minutes expressed in tenths of one hour (e.g. 15.5)
- **Set Print Direction** – PRINT DIR = RIGHT – Right = Print on the right side of the time card. Left = Print on the left side of the time card.

SELECT DAY'L SAV=OTHER. SCROLL & SELECT START & END SUNDAY (Available options are the 1st, 2nd, 3rd, 4th and last Sunday of each month). Remember: The number of weeks in a given month changes each year. You will have to reprogram your custom DST if either the START or END date falls on the last day of the month.

## MESSAGES & COUNTER MODE

The 3550SS/3600SS functions as a document stamp and is preprogrammed with 14 common message formats. In addition, the 3600SS allows you to enhance each of these preprogrammed messages with up to two lines of customizable print, or with a sequential counter.

## **PREPROGRAMMED MESSAGES**

1. In the FMT=DATE TIME (3550SS) menu or the SET FMT MSGS (3600SS) menu, press ▲ (UP) or ▼ (DOWN) to choose "YES".
2. Press SELECT.
3. Press ▲ (UP) or ▼ (DOWN) to scroll through preprogrammed messages. (see chart below)<sup>1</sup>
4. Press SELECT to choose the desired message & advance to the next menu.
5. If no custom message is desired "CST MSG1=NOTUSED", press SELECT, or to program a custom message "CST MSG1", follow the steps on page 7. (3600ss Only)
6. If a custom message is not desired "CST MSG2=NOTUSED", press SELECT, or to program a second custom message "CST MSG2", follow the steps on page 7.

## **SET FORMAT MESSAGES (SET FMT MSGS)**

### **DISPLAY – EXAMPLE**

- FMT-DATE TIME (Default Settings) – JUL12 07:46 PM
- FMT-DATE 1YR TIME – JUL12'15 07:46PM
- FMT-DATE 1YR APVD – JUL 12' 15 APVD
- FMT-DATE 1YR FAXD – JUL 12' 15 FAXD
- FMT-DATE 1YR FILE – JUL 12' 15 FILE
- FMT-DATE 1YR IN – JUL 12' 15 IN
- FMT-DATE 1YR OUT – JUL 12' 15 OUT
- FMT-DATE 1YR PAID – JUL 12' 15 PAID
- FMT-DATE 1YR REVD – JUL 12' 15 RCVD
- FMT-DATE 1YR SENT – JUL 12' 15 SENT
- FMT-DATE 1YR ORIG – JUL 12' 15 ORIG
- FMT-DATE 1YR VOID – JUL 12' 15 VOID
- FMT-DATE 1YR USED – JUL 12' 15 USED
- FMT-DATE 1YR CMPL – JUL 12' 15 CMPL

1. By default, the clock will print in DATE TIME format if no message is selected.
2. Selected preprogrammed messages will print first (date stamp).

## **CUSTOM MESSAGES (3600ss)**

1. To program a custom message press ▲ (UP) or ▼ (DOWN) in the "CST MSG1=NOTUSED" menu & press SELECT to choose "USE" custom message 1.
2. CUSTOM MESSAGE 1 displays on the clock.

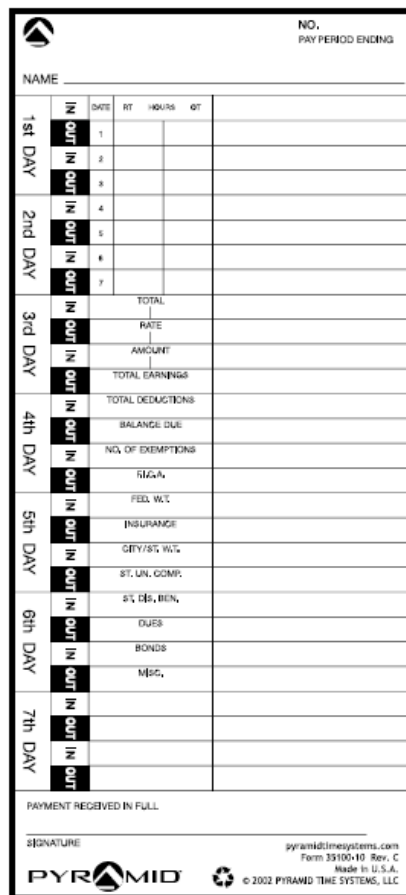


3. The “#” sign (cursor) will blink over the first character position. There are 16 positions available for your custom message. Characters are alphanumeric (A-Z, blank, <counter>, 0-9).
4. Scroll through each character using ▲ (UP) or ▼ (DOWN). Press SELECT to advance to the next character.1
5. Press SELECT after the 16th character. “CST MSG2=NOTUSED” will display on the screen.
6. If a second custom message is not desired “CST MSG2=NOTUSED”, press SELECT, or to program a custom second message press s(UP) or t(DOWN) in the “CST MSG2=NOTUSED” menu & press SELECT to choose “USE” custom message 2.
7. Repeat steps 3 & 4.
8. Pressing SELECT after the 16th character advances to the final menu options, SET HOUR & SET MINUTES.2

### **COUNTER MODE (3600ss)**

- To activate the counter mode, SELECT “<COUNTER>” in any position of either custom message (see steps above).
  - An increasing number (1,2,3,-9999) will print on the second or third line each time you print up to 3 seconds after “date stamp” or “custom message”.
1. You may not move the cursor backward. You must advance through all 16 character positions to save the message.
  2. It is recommended to reset time after creating custom messages.

### **TIME CARDS**



NO. \_\_\_\_\_  
PAY PERIOD ENDING \_\_\_\_\_

NAME \_\_\_\_\_

	DATE	RT	HOURS	QT
1st DAY	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
2nd DAY	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
3rd DAY	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
4th DAY	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
5th DAY	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
6th DAY	IN			
	OUT			
	IN			
	OUT			
	IN			
	OUT			
7th DAY	IN			
	OUT			
	IN			
	OUT			

TOTAL \_\_\_\_\_  
RATE \_\_\_\_\_  
AMOUNT \_\_\_\_\_  
TOTAL EARNINGS \_\_\_\_\_  
TOTAL DEDUCTIONS \_\_\_\_\_  
BALANCE DUE \_\_\_\_\_  
NO. OF EXEMPTIONS \_\_\_\_\_  
FICA \_\_\_\_\_  
FED. W.C. \_\_\_\_\_  
INSURANCE \_\_\_\_\_  
CITY/ST. W.C. \_\_\_\_\_  
ST. UN. COMP. \_\_\_\_\_  
ST. DIS. BEN. \_\_\_\_\_  
DUES \_\_\_\_\_  
BONDS \_\_\_\_\_  
MISC. \_\_\_\_\_

PAYMENT RECEIVED IN FULL \_\_\_\_\_

SIGNATURE \_\_\_\_\_

pyramidtimesystems.com  
Form 35100-10 Rev. C  
Made in U.S.A.  
© 2002 PYRAMID TIME SYSTEMS, LLC

Time card #35100-10 or 35100-10F

## TIME CARD PRINT FORMAT

The time card (#35100-10 or 35100-10F) is used for weekly pay periods. Printing will appear as follows:

- **PUNCH IN** JUL12 7:00 AM Prints Month, Date & Punch Time
- **PUNCH OUT** JUL12 3:00 PM Prints Month, Date & Punch Time

## SET EVENT USING BUZZER (3600SS)

The 3600SS Time Clock & Document Stamp has an internal buzzer to alert workers of start times, breaks, lunch, and dismissal times.

## MENU: SET EVENT st

SCHEDULE AN EVENT (e.g. Ring Internal Buzzer)

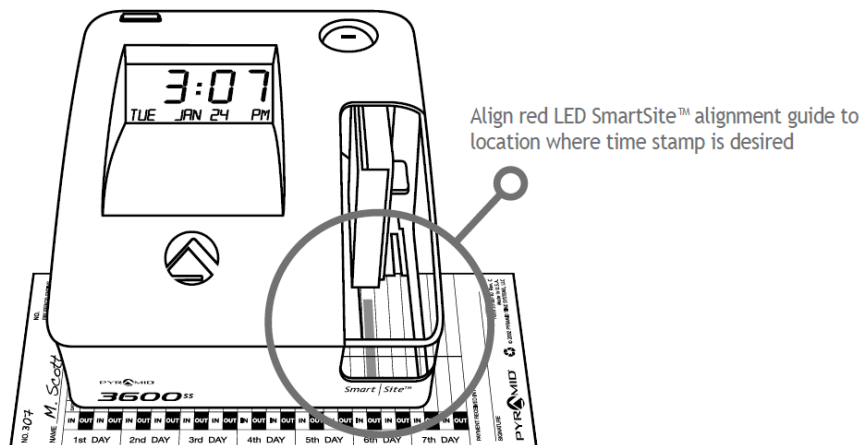
## FEATURE (SELECT) – DISPLAY – DEFAULT SETTING – OPTIONS (SCROLL ▲ ▼)

- Set Event Schedule: SET EVENT #: NO: Scroll ▲ (UP) or ▼ (DOWN) to schedule an event
- Assign the Event a Number (1-50): SET EVENT #: SET EVENT (e.g.1, 2, 3 ... 50)
- Set the Event's Duration: EVENT #: OFF: OFF, .5 SEC, 1-15 SEC (determines length of time buzzer)
- Set the Event's Hour: EVENT # HR =: 12 HR: 12 AM: EVENT HOUR +/- One Hour 12 HR: 12 AM-11 PM 24 HR: 00-23



- Set the Event's Minute: EVENT # MIN =: 00: EVENT MINUTE +/- One Minute (e.g. 00, 17, 59)
- Set the Event's Day: EVENT # DAY =: ALL: One-day event: SUN, MON, TUE, WED, THU, FRI, SAT All week event, SUN-SAT: ALL Monday thru Friday Event: M-F

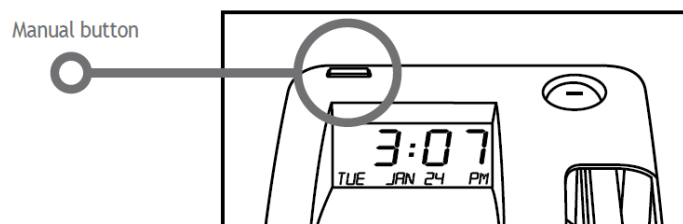
## USING TIME CLOCK



1. To punch the time card or stamp document, gently feed the time card (35100-10 or 35100-10F) or document into the slot at the base of the time clock, while aligning the red LED SmartSite™ alignment guide to the location where timestamp is desired.
2. Continue to feed time cards or documents until the print actuator is activated.

## PRINTING MODES

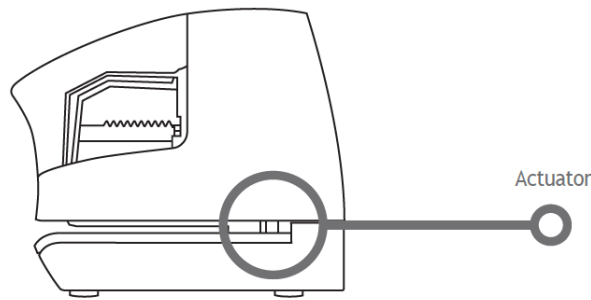
- The 3550SS/3600SS can be set to print automatically or manually using the SET MODE feature. When set to AUTO the clock will print whenever the actuator is activated.
- When set to MANUAL, the clock will only print when the “manual button” located in the left-hand corner above the display screen is pressed.



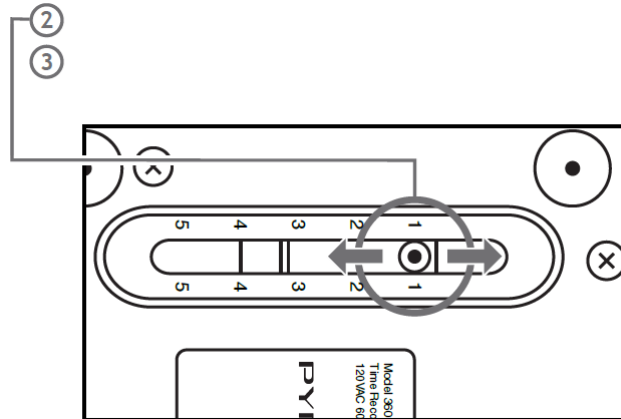
## ADJUSTING DOCUMENT EDGE

The actuator can be adjusted to accommodate different document

1. Place the clock on its side so the viewing window is facing towards you.



2. Locate the “actuator adjustment knob” on the bottom of the clock.
3. Push the “actuator adjustment knob” in while sliding the actuator back and forth to adjust position.



## PRINTING CUSTOM MESSAGES (3600SS)

Scenario: It is 7:46 AM on 7/12/13. You have selected “DATE YR FILE” from the Set Format Messages “(SET FMT MSGS)” menu. You have set Custom Message 1 “(CST MSG 1)” to PYRAMID TIME SYS. You have set Custom Message 2 to “<COUNTER>”. The clock will print to your document as follows:

- **line 1** JUL12'13 FILE
- **line 2** PYRAMID time sys
- **line 3** 1

After the clock prints the date stamp (line 1) “JUL 12'13” you have three seconds to print the cus-tom message (line 2), “PYRAMID TIME SYS”. If you do not print the first custom message (line 2) within 3 seconds, the clock will revert to the date stamp (line 1).

### Example A

- **line 1** JUL 12'13 file
- **line 2** JUL 12'13 FILE

After you print the first custom message (line 2), “PYRAMID TIME SYS”, you have three seconds to print the second custom message (line 3), “1”. Again, if you do not print the second custom message (line 3) within 3 seconds, the clock will revert to date stamp (line 1).

### Example B

- **line 1** JUL 12'13 file
- **line 2** PYRAMID time sys

- **line 3** JUL 12'13 file

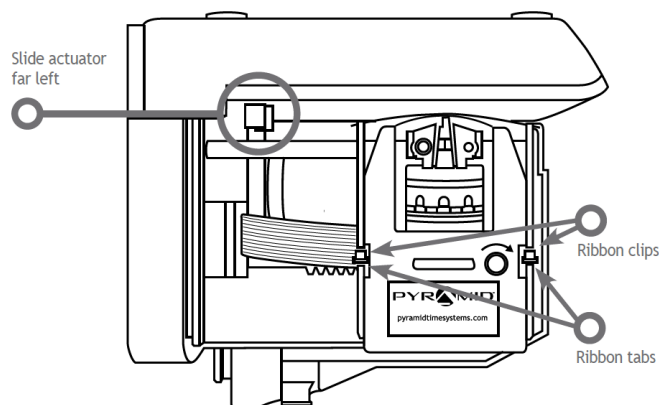
After you print the second custom message (line 3), "1", the clock will revert to the date stamp (line 1).

### Example C

- **line 1** JUL 12'13 FILE

**NOTE:** Each time the date stamp prints(Examples A, B & C) the counter advances +1 (even though sequential numbers did not print).

## REPLACING RIBBON CARTRIDGE



1. Unlock and remove the cover.
2. Press ▲ (UP) for 3 seconds to park the ribbon carriage.
3. Unplug the time clock \*IMPORTANT\*.
4. Turn the clock on its side so the ribbon cartridge & holder are on top. Slide actuator to far left (see diagram).
5. Remove the old ribbon cartridge by holding the tab and lifting it up. Snap in a new cartridge.
6. Replace the cover, lock unit & plug in.
7. Feed time card through the unit to test print quality.
8. Readjust the actuator.

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

## CLEANING THE CLOCK

- Maintain Peak Performance
- Prolong Life of Time Clock

## WHEN TO CLEAN

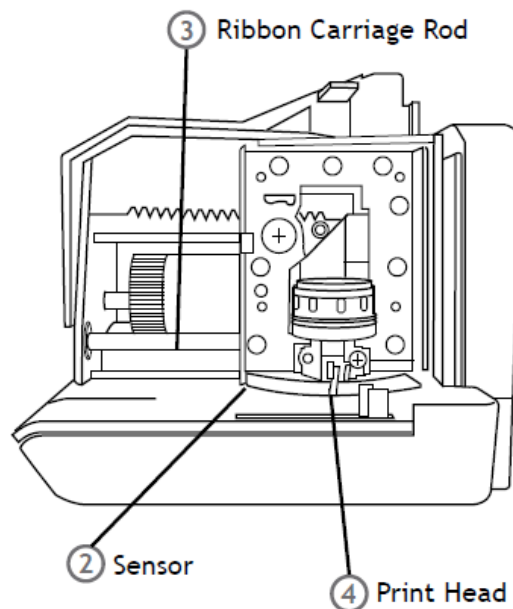
- Every 6 months (Office Environment)
- As required (HD Environment-workplace with high dust/dirt/debris)
- Incomplete or Light Printing

## WHAT TO CLEAN WITH

- Can of Compressed Air
- Rubbing Alcohol
- Foam Applicator
- Non-penetrating Oil (such as 3-in-1 oil)
- Clean, Dry Cloth

## HOW TO CLEAN

1. Unlock & remove the time clock cover.
2. Use canned air to blow out debris from the time card slot, paying close attention to the sensor area on the left-hand side of the card slot.
3. Using a cloth, wipe down the ribbon carriage rod then disperse a few drops of oil on the rod.
4. Remove the ribbon cartridge from the time clock & use a foam applicator dampened with rubbing alcohol to clean the exposed print head.



5. With the ribbon removed, run a time card through the clock 10-15 times. This procedure will remove any ink buildup from the print head. If there is no ink on the time card, add a little more alcohol. The print should start to darken, & then lighten up as you continue to run the card through the clock.
6. Reinstall ribbon, replace & lock time clock cover.

## MASTER RESET

- Unplug the time clock.
- Press & hold ▲ the (UP) button while plugging the unit back in.
- Release ▲ (UP) button when "PTR3550 V1.00 or "PTR3600 V2.11" displays. "TIME NOT SET, 88:88" appears on the display screen.
- Re-program time clock.

## Troubleshooting FAQs

- **Do I have to use special cards?**

Pyramid 35100-10 or 35100-10F (French) cards are designed for use with the 3550SS/3600SS when it is used for payroll, but you can use it to stamp other documents.

- **What does ATAAP mean?**

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

## **ACCESSORIES**

### **3550SS/3600SS : ACCESSORIES**

- 5000R: Replacement Ink Ribbon Cartridge
- 35100-10: Time Cards (100pk)
- 35100-10M: Time Cards (1000pk)
- 35100-10F: Time Cards (100pk) English/French
- 35100-10FM: Time Cards (1000pk) English/French
- 400-3: 25 Capacity Adjustable Time Card Rack
- 400-X: 25 Capacity Expanding Time Card Rack
- 300-1: Heavy Duty Metal Time Card Rack

## **LIMITED HARDWARE WARRANTY**

- Pyramid Time System warrants its equipment to the original user against defective material or workmanship for a period of 1 year from the date of purchase. Proof of purchase & purchase date are required for warranty service on this product.
- Please remember to register your product at [pyramidtechnologies.com/ProductRegistration/](http://pyramidtechnologies.com/ProductRegistration/).
- Pyramid Time Systems' responsibility under this warranty is limited to the replacement of defective part(s). Replacement is the sole discretion of Pyramid Time Systems.
- For Return Shipments to Pyramid Time Systems, the product must be shipped in its original carton or equivalent. The cost & method of return freight for warranty products is the sole responsibility of the customer. Pyramid Time Systems will not assume any responsibility for loss or damage incurred in shipping.
- Pyramid Time Systems reserves the right to determine whether parts failed because of defective material, workmanship or other causes.
- Failure caused by accident, alteration, misuse, or improper packaging of the returned unit is not covered by this warranty.
- Any repair done by the customer without the consent of Pyramid Time Systems will automatically void the warranty.
- Users in countries other than Canada and the USA should contact the Dealer from whom the unit was purchased.
- The rights under this warranty are limited to the original user and may not be transferred to subsequent users.

## **EXTENDED WARRANTY PLANS**

Protect your investment with a Pyramid TimeKeeper Warranty Plan. Please contact Pyramid Time Systems or visit [pyramidthetimesystems.com](http://pyramidthetimesystems.com) for more information.

**CONTACT US:** For more information, visit [pyramidthetimesystems.com](http://pyramidthetimesystems.com) or call our technical support team at 888.479.7264 during regular business hours: 8 am-5 pm EST, M- F.

## SPECIFICATIONS

### 3550SS/3600SS : SPECIFICATIONS

- **OPERATING CONDITIONS**
  - Temperature: 0°C – 50°C, 32°F – 122°F
  - Humidity: 10-95% RH, non condensing
- **POWER** 100-240VAC, 50/60 Hz
- **POWER FAILURE**
  - Battery Back-Up: 30 Days, Data & Time
  - Battery Life: 10 Years
- **CALENDAR** Automatic Leap Year & Daylight Savings Time, Year up to 2050
- **CLOCK ACCURACY** Less than 30 seconds/year
- **WEIGHT** 2.6lbs (1.17kg)
- **DIMENSIONS** 6.125inW x 5.75inH x 6.75inD (15.5cm x 14.6cm x 17.2cm)
- **CERTIFICATIONS** UL and CUL (power supply)
- **MOUNTING** Desktop or Wall mountable

## FREQUENTLY ASKED QUESTIONS

What is the Pyramid 3550SS SmartSite Time Clock?

The Pyramid 3550SS SmartSite Time Clock is a sophisticated time and attendance tracking device equipped with smart features to efficiently record and manage employee work hours.

How does the Pyramid 3550SS Time Clock work?

The Pyramid 3550SS Time Clock uses advanced technology to capture and record employee clock-in and clock-out data, enabling accurate and automated time tracking.

What type of time cards are compatible with the Pyramid 3550SS Time Clock?

The Pyramid 3550SS Time Clock is typically compatible with specialized time cards designed for electronic time clocks, providing seamless integration for time and attendance tracking.

Can the Pyramid 3550SS Time Clock calculate overtime hours?

Yes, the Pyramid 3550SS Time Clock often includes overtime calculation features, allowing it to automatically compute and record overtime hours based on configured settings.

Is the Pyramid 3550SS Time Clock suitable for small businesses?

The Pyramid 3550SS Time Clock is suitable for businesses of various sizes, offering a scalable solution that can efficiently track employee work hours and attendance.

Is the Pyramid 3550SS Time Clock easy to set up?

The Pyramid 3550SS Time Clock is designed to be user-friendly and relatively easy to set up, and it comes with comprehensive user guides and support resources.

What is the data storage capacity of the Pyramid 3550SS Time Clock?

The data storage capacity of the Pyramid 3550SS Time Clock may vary, but it is typically designed to store a significant amount of time and attendance data securely.

Can the Pyramid 3550SS Time Clock generate reports?

The Pyramid 3550SS Time Clock is equipped with robust reporting features, enabling the generation of detailed reports on employee work hours, attendance, and overtime for streamlined payroll processing.

Is the time data stored securely on the Pyramid 3550SS Time Clock?

Yes, the Pyramid 3550SS Time Clock is designed to store time data securely, with features such as data encryption and backup options to safeguard critical information.

What is the warranty for the Pyramid 3550SS Time Clock?

The warrantie typically range from 1 year to 2 years.

Is technical support available for the Pyramid 3550SS Time Clock?

Manufacturers and sellers often offer comprehensive technical support for the Pyramid 3550SS Time Clock, including assistance with setup, usage, and troubleshooting.

Can the Pyramid 3550SS Time Clock be integrated with payroll software?

The Pyramid 3550SS Time Clock is frequently compatible with various payroll software, facilitating seamless integration for automated payroll processing and efficiency.

Can the Pyramid 3550SS Time Clock be used for mobile data collection?

The Pyramid 3550SS Time Clock may offer mobile data collection options, allowing employees to clock in and out remotely via mobile devices for added flexibility.

Is the Pyramid 3550SS Time Clock suitable for industrial environments?

The Pyramid 3550SS Time Clock is designed for versatility and can be used in various environments, including industrial settings, with durable features to withstand challenging conditions.

Can the Pyramid 3550SS Time Clock be used with time cards from other brands?

The compatibility of the Pyramid 3550SS Time Clock with time cards from other brands may vary, so it's advisable to use recommended time cards for optimal performance.

Does the Pyramid 3550SS Time Clock come with a backup power source?

The Pyramid 3550SS Time Clock often includes a backup battery to maintain time and date settings in case of power interruptions, ensuring uninterrupted operation.

## VIDEO – PRODUCT OVERVIEW

