



<Major Q&A List>

#	Question	Answer(s)
1	The licenses for access control and TA are separated?	Yes, it's separated. For more details, please click here. [BioStar 2] Server License Specification
2	Should we register only the devices for which we need the report?	Yes, it's simple. Please register the devices where you can get the event logs for fill the reports. For more detail, you can refer to the following link: http://kb.supremainc.com/knowledge/doku.php?id=en:how_to_configure_a_t_a_device
3	Does it support Microsoft SQL in terms of archiving database?	Yes, it's supported. For more details, please click here. [BioStar 2] Troubleshooting BioStar 2 MSSQL Installation Issues
4	Is it possible for employee to have ta attendance, but not open the door?	Currently, we do not support that feature. We will see if we can add that to BioStar 2 New Feature.

5	The Time Grace is mode pay or discount this time of payment	Grace Time is included in the time. If you have 15 mins for grace, and you employee check in at 9:10 for example, the time is included in the TA report.
6	When rounding - will the report show the real time or rounded time? and will it calculate from real round time?	Rounding will only affect when BioStar 2 TA generates TA report in accordance with the shift template.
7	How can we configurate Time Attendance in a factory with some shift, is there a group of employees for different hours working	You can use a Floating Shift, with this option you can use different schedule with a user o group of users.
8	Is it possible to set both daily overtime and weekly overtime? Each day, after 9 hours, start overtime, and if working weekly above 40 hours (regular - without daily overtime), also show overtime	For this case you need to configure the rule for overtime to calculate the 40 hours in a week.
9	if we have attendance time in a service transportation company that want to eliminate the time for the last come back to office how can we do that	For calculate the total hours, the module needs both CHECK IN and CHECK OUT.
10	Holiday is counting if the template select holiday or if there is no schedule assign?	You need to create the holiday days once you have configured. Please create a rule for these days and assign them in the schedules.
11	How can we determine the holiday? Is it possible to exploit from calendar automatically or we set manually?	For the holiday, you should configure manual that to Settings>Schedule>Holidays.

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12	In the Shift Template, the week start from Sunday. Is it possible to start from Sunday?	You can configure a template like daily and select the shift that you need according with the days and then in the schedule period you can select the day that you need to start if is Sunday select it and when you get a report, it will star in Sunday.
13	Where do you modify user punch?	In the section " editing punch", you can find the steps. How to edit the report
14	Do you have free license for all option for integrators in order to show our customer how the system work? and are you working on Spanish language conversion for BioStar 2?	You can change the language in settings>> preference >> language
15	Can you print calendar?	BioStar 2 SW doesn't support, but you can try to use Chrome Print Function.
16	Can I overlap 2 shift 9-5 Monday to Friday. & 8-4 Tuesday to Thursday?	No, it's not possible to overlap 2 shift 9-5 Monday to Friday and 8 to 4 Tuesday to Thursday. we can assign a temporary shift during the regular shift. But the overlapped shift doesn't support.
17	Is it possible to manage two shifts in a day for the same employee? The situation is shifts are 10pm to 6am is just shift, 6am to 2pm and 2pm to 10pm is the shifts and 10-5 pm general. an employee came 10pm to 6am shift and check out at 6 am. some may check in again at 6am and continued in 6am to.2pm shift and took next day off. is there anyway to tackle this.	I think that it is not possible to support two different shifts per a day for the same employee. you might need to configure a shift and then, set regular work time schedule 10 AM to 5 PM.

18	I would like to know if I can add more T&A type, if for example I want to control all in and out of the User to affect in specific time and affect the normal work hours without function key we cannot get time attendance report	I believe that this is the answer for your question. You don't need to enable TA Key mode, there is "First Check-In and Last Check-out" option in shift. It means that you don't need to press TA key and the BioStar 2 TA will calculate the total work time in accordance with the first log as Check-In and the last log as check-out without pressing TA key.
19	Are the TA devices equipped with the function keys as setup in the TA seeing section? like the Break IN and Break OUT, they physically and clearly indicated on the device buttons	Yes Indeed, I can show that at the end of the webinar but please remind me and will open my camera and show you
20	What is the meaning of time rate? and why do we need to use it? can it be avoided?	You can just enter 1. That is for total work time if the employees work overtime or weekend work. Configuring the Type as Attendance Management and Time Rate as 1: This time code will be used to calculate the regular work time. Since the time rate has been set to 1, the work time will be calculated as one hour if an employee works one hour. Configuring the Type as Overtime Management and Time Rate as 2: This time code will be used to calculate the overtime work hour. Since the time rate has been set to 2, the work time will be calculated as two hours if an employee works one hour.
21	if the leave is for a half a day how to manage	You can set the leave for the time period. How to use Leave Management function
22	my query is ...10 hours shift job split time format as 8am to 11am, 1pm to 3pm, 5pm to 8 pm, 10pm to 12am, then next day attendance marked	I am sorry, but it is not possible to configure because the shift template is only available to configure one shift. and a shift cannot have the split time format.

	7am. how to schedule a shift for this customer?	
23	Is this mandatory to mark IN/OUT on device to get the meal break	Fixed mode or TA key mode is mandatory to mark the status of the punch log and calculate the break time properly.
24	Can we set auto alternate weekend on/off	I am sorry, but we don't have auth alternate weekend on/off, the weekend is only set during setting schedule template.
25	How to save or backup configuration's, all settings with Shifts, settings to file or to database backup?	You should make a database backup since BioStar 2 TA doesn't have a configuration backup for now.
26	in T & A, must you follow all these procedures, or can some steps be omitted?	You can make a simple procedure (Time code>Shift>shift template>schedule) If you just want to check the total work time without having multiply for overtime or weekend work.
27	in an existing site where we have biostar1 devices and it's software can we update the software to biostar2 software?	Hi, we support DB migration for user and log data. For more details, please refer to the link here. https://support.supremainc.com/en/support/solutions/articles/24000005680--biostar-2-biostar-1-to-biostar-2-database-migration
28	what of if we are using same devices for Access control and Time and Attendance and staff often uses the devices for access	Then, I recommend using "First Check-In and Last Check-Out" option in shift configuration.
29	how to add annual leave	You can add the annual leave in Report menu, first create the leave management in time code of Shift. and then, refer to http://kb.supremainc.com/knowledge/doku.php?id=en:2xfaq_how_to_use_leave_management&s[]=leave
30	Does BioStar 2 support NTP server?	BioStar 2 doesn't support NTP Server time synchronization. It's only available to set a time zone and synch the time of the BioStar 2 server machine.

31	What could go wrong when you select report to generate, after some transactions and no report is generated?	First, please check if you set [First check-in, last check-out] option in shift configuration. If you don't enable the option, the general transactions are not covered to calculate work time. Only the transactions which have T&A key event will be included for the work time calculation and the result of TA.
32	What are the languages available of the GUI?	I cannot describe all languages in here, but 14 languages are supported, and you can also translate for your language if you contact to Suprema Sales team. For the language setting, go to Settings>Preference>
33	Can we exceed DST by using Grace? For instance one shift finishes at DST and if someone leaves after the DST it will not count for that day, so can we exceed this DST time by using Grace, to make it count?	I am sorry, but we cannot exceed Day Start Time of shift.
34	Which report shows double salaries?	In accordance with the time rate in time code, you can see the work time a daily report/daily summary report/individual report/individual summary report.
35	What is the maximum shift we can have on the TA biostar2	# of shift is unlimited.

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