

SmartHub Infrastructure

The ClockedIn SmartHub and SmartHub FT are bespoke industrial Android devices that have integrated hardware components and a customised Android firmware to suit the requirements of OnTime Time and Attendance Software.

These industrial tablets are manufactured in smaller volumes due to being a bespoke product, as opposed to an 'off the shelf' tablet designed for personal consumers.

E.g) ClockedIn SmartHub is manufactured in hundreds or thousands per annum as opposed to 'off the shelf' tablets being manufactured in hundreds of thousands per annum.

Hardware Components

The SmartHub and SmartHub FT have the following hardware components:

- Motherboard
- Fingerprint Reader (SmartHub)
- RFID/FOB Reader
- Dual Lens Camera and Infrared Sensor (SmartHub-FT)

These hardware components are integrated together using SDK's to create a unique ClockedIn device.

More information around specific hardware components can be found on our Product Specifications:

SmartHub - <https://etimeclocks.uk/wp-content/uploads/2022/10/Allocate-SmartHub-6-Specification-Sheet.pdf>

SmartHub FT - <https://etimeclocks.uk/wp-content/uploads/2021/06/SmartHub-FT-Spec-Sheet.pdf>

Operating System

The customised Android Operating System within the Android SmartHub has a static Android version which is designed to be functional with the Hardware Components.

The Operating System is deployed on the SmartHub using a firmware version, this includes the latest security and updates for that version of Android at time of deployment. The device has been designed to keep it secure as possible, within the Firmware and also externally within a secure locked Kiosk.

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The ClockedIn SmartHub is an 'unrooted' device. An unrooted device has the original software. This software contains various security levels which do not allow the user to make any type of changes that can damage the hardware.

Unrooted devices benefit from a lower level of security risk to the device because it contains the original security levels which help prevent unauthorised access and operating system changes.

An unrooted device has a more 'locked down' approach to security than a rooted device.

Software Management/Deployment

ClockedIn manage and deploy the following updates to all Smart Hub devices:

OnTime Updates – When newer versions of OnTime software become available, via feature request or maintenance release, they are managed and deployed to the devices via remote TeamViewer software.

Firmware Updates – If a newer version of Firmware, or Android security update is released by the manufacturer, ClockedIn will manage and deploy the update when required to do so.

SmartHub Warranty

All ClockedIn SmartHub devices come with a manufacturer's warranty of 1 year from date of order. This includes the replacement of a device where a hardware fault has been identified by ClockedIn.

ClockedIn extend this warranty period by a further 3 years to support hardware issues which can be fixed by the manufacturer or a replacement of the same or previous model is issued.

It is recommended that an organisation have a number of 'gold stock' devices which can be used to replace hardware issues not covered within warranty (e.g. end user damage). Furthermore, when the warranty period expires, the organisation should consider upgrading SmartHub models to ensure they are running the latest version of Hardware. Note – This requires a new model SmartHub to be deployed in replacement of a previous model.

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