

swipeclock / swipeclock
punch / punch+

Punch / Punch+ Setup Guide



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Punch / Punch+ Setup Guide

This manual walks you through the basic setup of the Punch and Punch+ timeclocks. Both clocks have the ability for PINs to be used by employees when clocking in and out, but Punch comes with a magstripe card reader while Punch+ has a biometric fingerprint scanner and RFID prox card scanner. Further information on use and configuration of your timeclock can also be found in your timekeeping system's online knowledge base.

What's Included in the Box

Your clock is shipped with the following:

- Clock
- Mounting plate
- Mounting plate screw
- 4x screws with wall anchors
- Prox or magstripe card
- Ethernet cable (approx. 66")
- Power supply (with approx. 58" of cord)

Physical Installation

The clock requires both a power outlet and Ethernet connection to function, so choose a location with access to both.

1. Mount the plate to the wall.

Use the provided screws and wall anchors to fasten the mounting plate to the wall. The plate should be oriented with the tabs away from the wall and at the top.



2. Connect the cables to the clock.

At the bottom and top of the clock are plastic knockout tabs that can be removed by hand or with a pliers. With the tabs removed, the Ethernet and power cables, once connected, can pass between the clock and the mounting plate without being pinched.



NOTE: You can also run the cables through an opening in the back of the mounting plate if they are being passed through the wall.

Plug the power and Ethernet cables to the corresponding connections on the back of the clock and run them through either the space created by the knockout tabs or the opening in the mounting plate.



Ethernet

Power



3. Mount the clock on the plate.

With the top of the clock angled towards the wall, fit the top two tabs into the corresponding slots at the back of the clock. Then push the bottom of the clock into the plate. The bottom tab should align with the screw hole at the bottom of the clock. Use the supplied mounting plate screw to fasten to clock to the plate.

4. Connect and power up the clock.

Connect the clock to your network by plugging in the other end of the Ethernet cable. Then plug the power supply into a wall outlet. There is no power button; the clock should power up automatically. Within 10 seconds, the screen should display the clock entry screen which includes the time, date, and indicates which buttons can be used to clock in and out.

If you have a Punch+ clock, you will also know the clock has power because the fingerprint prism will be green.

Why is the time incorrect?

After initially powering up the clock, the incorrect time may be displayed. This is not unusual and should be resolved once setup is complete.

Network Configuration

In most cases, you do not need to configure your clock to connect to your network. All clocks ship with DHCP mode enabled. If your network uses DHCP to assign devices an IP address, then no additional configuration is necessary on the clock. However, if your network requires a static IP, follow the instructions in the following section.

Change from DHCP to Static IP

If your network requires a static IP, get the IP and associated network information from your IT administrator and follow these steps:

1. Press the "*" (star) key.
2. Enter "2663" followed by "OK".
3. Press "1" to view the *TCP/IP Settings*.
4. Press "2" (**change**).
5. The next screen explains that the "*" (star key) is used to enter periods in your network settings. Press **OK** or **ENTER** to advance past this screen.
6. Enter the IP address followed by **OK**.
7. Enter the subnet mask followed by **OK**.
8. Enter the default gateway followed by **OK**.
9. Enter the primary DNS followed by **OK**.
10. Enter the secondary DNS followed by **OK**.
11. Confirm you want to save your changes with **OK**. If you want to cancel without saving, press "X" to abandon.

The clock will now use the updated network settings.

Firewall Setup

Most network firewalls will allow the clock to access the internet. This device requires specific open ports to connect to the internet. If any connection issues arise, it may be due to your firewall blocking these ports. Notify your network administrator that TCP ports 8288 and 8289 need to be open for the clock to make outbound connections. The clock does not require any inbound ports.

Connect to the Timekeeping System

Once the clock has power and is connected to the internet, press the "9" key on the clock to contact the timekeeping servers. This retrieves the correct time and date information from your timekeeping account. If the time is still incorrect after doing this, have your provider check that the correct time zone is set on your account.

Pressing "9" forces the clock to attempt to contact the timekeeping system and transmit any punches stored on the clock. While punches are usually transmitted shortly after being entered, the "9" key is a manual way to force the clock to transmit.

Pressing "9" is also necessary if any clock settings have been changed in your timekeeping system. This includes newly added clock prompts and changes to the clock entry rules.

"UNKNOWN SERIAL #" Error

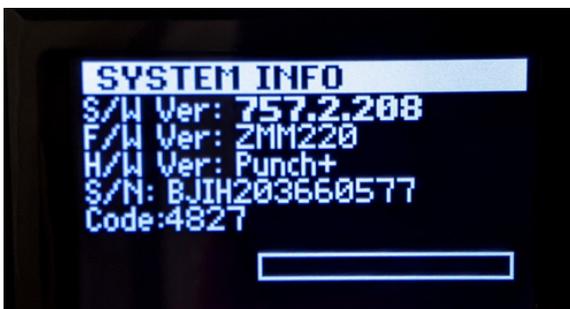
If, after pressing "9", the clock displays "UNKNOWN SERIAL #", it may be due to the clock not being added to your timekeeping account. "Adding clocks" is done by your timekeeping provider and is required for the clock to communicate with the servers.

Follow these troubleshooting steps if you get an UNKNOWN SERIAL # error:

- Check with your provider that they have added the clock's serial number to your timekeeping account:
 - If *yes*, keep in mind **it can take up 10 minutes before the servers recognize a newly added clock.**
 - If *no*, have them add the clock to your account, wait 10 minutes, and press "9" again.
- Make sure the serial number added to the timekeeping account matches the serial number of the clock. If they do not match, your provider needs to reenter the number. Wait 10 minutes and then press "9" again.

Find the Serial Number

The clock's serial number can be found by pressing the "*" (star) key, which displays the SYSTEM INFO screen. It is the number following **S/N**:



The serial number is also found on the back of the clock and on a sticker on the box it was shipped in.

Device Overview



- a. Pinhole reset button (found under the rubber flap on the left side)
- b. Keypad
- c. Fingerprint prism
- d. Card scan "Success" light
- e. Magstripe reader

Basic Timeclock Entry Keys

- **IN** or **1** – Initiates an IN punch.
- **OUT** or **2** – Initiates an OUT punch.
- **OK** – Enter; completes an entry.
- **X** (exit) – Cancels the punch process and returns to the clock entry screen. When changing any clock settings, goes back to the previous screen.
- **←** (backspace) - Backspaces and deletes when entering a value, like a PIN or clock prompt.

NOTE: The BREAK button is not supported by Punch or Punch+.

Clock Function Keys

- **0** – Card reader test; displays the number of a card scanned by the clock without recording a punch.
- **3** – Access Biometric Enrollment Menu (Punch+ only).
- **9** – Transmit; sends punch and fingerprint data to the timekeeping servers. Also updates the clock with software-side clock settings and clock prompts.
- ***** (star) – Access System Info screen to view serial number and software version. Also how you access Network Setup.
- **#** (pound) – Lists the commands that correspond to the number keys. Double-tap to access System Info screen.

Specifications

Operating temperature: 0°C to 45°C / 32°F to 113°F

Operating humidity: 20% to 80%

Dimensions (without plate): W: 6.5" x D: 1.75" x H: 5.5"

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