



vision & vision+

CLOCK SETUP & USER GUIDE

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Swipeclock Vision & Vision+ Setup

Swipeclock Vision and Vision+ are designed to be wall mounted. To gain access to the mounting screws and various device connections, you will need to open the front cover of the clock. A diagram of how to open the clock is located on the last page of this manual. There is also the **Swipeclock Vision Installation Guide**, which also includes full physical setup instructions. Once installed, connect the clock to your network using the following instructions. The *Before You Start* section below is designed to self-document the required network and account information needed to connect to the internet.

Vision vs. Vision+ Terminology Usage

In this manual, when the term “Vision” is used, it is assumed that the instructions also apply to Vision+. However, if the instructions only apply to Vision+, then the term “Vision+” is used.

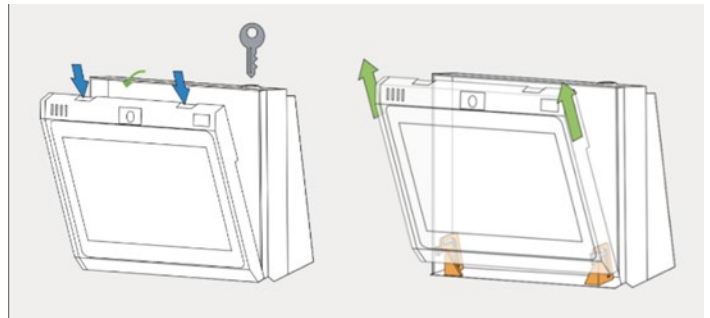
Section 1: Connect and Power Up the Clock

The clock’s power and network connections are located inside the body of the clock:

Connectivity Method (Ethernet or Wi-Fi)

1. Unlock and open the clock.

Insert the provided key into the lock on the top of the clock. The clock is unlocked when the key head is perpendicular to the clock face. The face of the clock opens out, hinging from the bottom, so place your fingers in front of the seam along the top of the touchscreen and pull the face towards you. This may take slightly more force than expected. The clock initially opens about an inch, but by lifting the clock face *up*, it opens further.



2. Connect the clock to your network.

For Ethernet connections, run the cable through the opening on the back of the clock (*image right*). The port is located on the right side of the circuit board as you are facing the clock. If you are using Wi-Fi instead of Ethernet, skip to the next step.

Note: If your clock is already mounted to the wall, you will need to remove it to perform this and the following step.

3. Power up the clock.

With the clock still open, run the DC power connector from the clock’s circuit board through the opening on the back of the clock. Connect it to the power supply and plug in the clock. The clock will boot to the registration screen automatically. There is no ON/OFF switch for the clock.



4. Mount the clock.

Close the clock face, lock the clock, and mount it back on the wall.

Battery Installation

If you purchased a backup battery or your clock came with a battery, follow the installation instructions found in the Installation Guide on how to connect the battery to the connector within the clock housing.

Section 2: Register the Clock

There are two clock registration processes, depending on whether your provider has given you a Clock Settings Password (CSP). If your provider has given you a CSP, see the *Express Registration* section. If you have not received a CSP and are logging in using Swipeclock credentials, see the *Standard Registration* section.

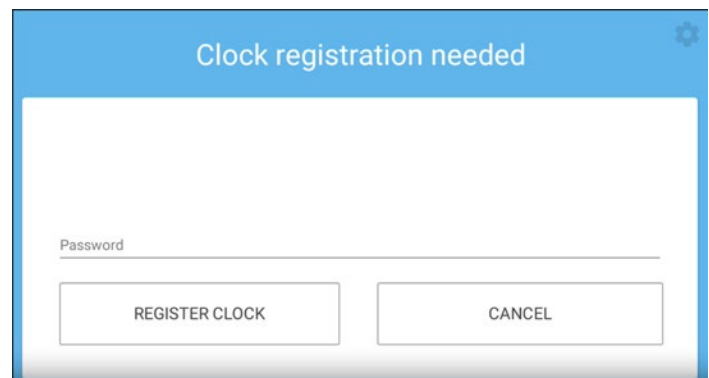
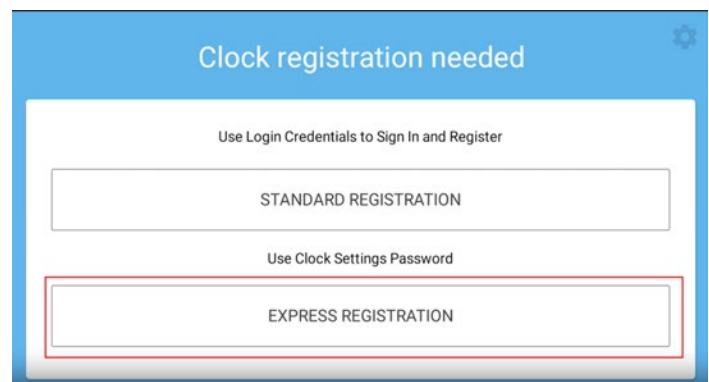
EXPRESS REGISTRATION

Express registration allows managers to register clocks and enroll facial records without the need for Swipeclock credentials.

1. Physically install the clock at your site and connect it to your network.
 - **For Ethernet:** plug in the cable.
 - **For Wi-Fi:** Follow the instructions under [Connect to a Wireless Network](#) under *Section 4: Configure Alternate Connection Methods*.
 - **For Ethernet with a requested static IP:** Follow the instructions under [Connect with a Static IP](#) in *Section 4: Configure Alternate Connection Methods*.
2. On the clock screen, select **EXPRESS REGISTRATION**.
3. Enter the CSP given to you by your provider and select **REGISTER CLOCK**.
4. The clock will confirm registration and set its time zone according to your site's time zone.
5. Use the CSP to enroll employee biometric identifiers. See [Section 7: Facial Registration](#).

Additional Information:

Sites in Illinois or where the state is not defined must continue using the standard, on-clock registration processes due to state-specific regulations.



STANDARD REGISTRATION

Managers can use standard registration to register clocks and enroll facial records with Swipeclock credentials.

1. Physically install the clock at your site and connect it to your network.
 - **For Ethernet:** plug in the cable.
 - **For Wi-Fi:** Follow the instructions under [Connect to a Wireless Network](#) under *Section 4: Configure Alternate Connection Methods*.
 - **For Ethernet with a requested static IP:** Follow the instructions under [Connect with a Static IP](#) in *Section 4: Configure Alternate Connection Methods*.
2. On the clock screen, select **STANDARD REGISTRATION**.
3. Enter your timekeeping system user credentials to link the clock to your timekeeping account.

When using the Ethernet connection with DHCP, the clock connects to your network automatically. This is the suggested method of connectivity and applies when your network does not require any specific configuration for acquiring an IP address. Once connected and powered up, you can then proceed with the steps found under [Register to Your Timekeeping Account](#) below.

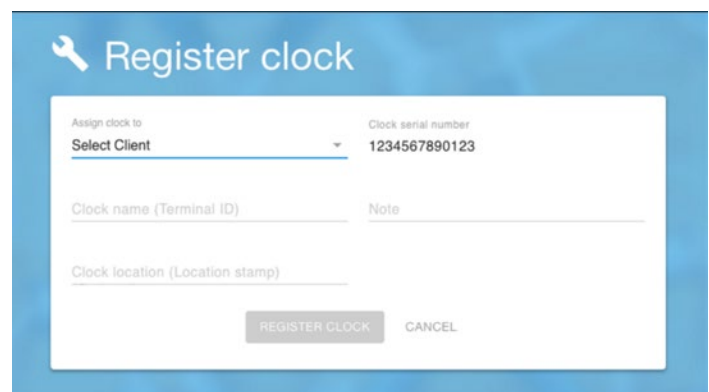
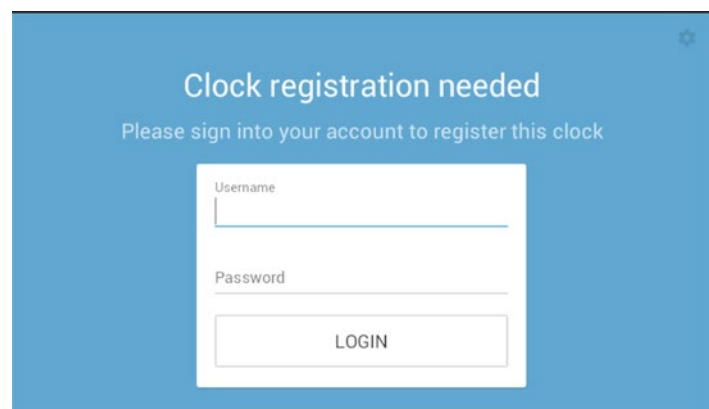
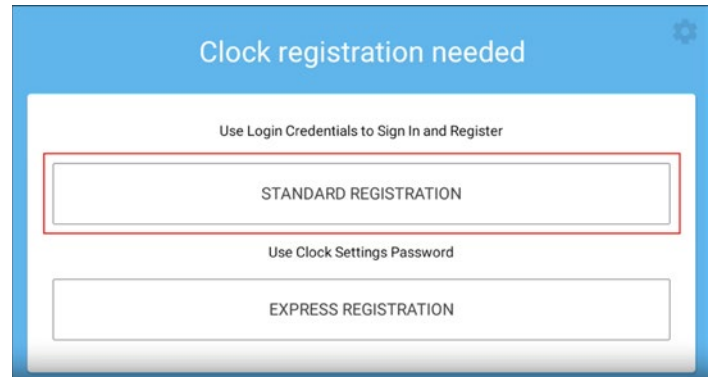
However, if you are using Wi-Fi or need to configure your Ethernet connection, you will need to configure your network first. Complete the following steps, then return to this section of the manual. If you are connecting via:

- **Wi-Fi:** Follow the instructions under [Connect to a Wireless Network](#) under *Section 4: Configure Alternate Connection Methods*.
- **Ethernet with a device-requested static IP:** Follow the instructions under [Connect with a Static IP](#) in *Section 4: Configure Alternate Connection Methods*.

REGISTER TO YOUR TIMEKEEPING ACCOUNT

Once the clock is connected to your network:

1. Enter your timekeeping credentials on the clock registration screen and select **LOGIN**. This takes you to the *Register Clock* screen.
2. With the *Assign clock to* dropdown, select your company by name.
3. Fill in the *Clock name*, *Clock location*, and *Note* fields as desired. These fields are optional, but if you choose to fill them in later, you will need to contact your timekeeping provider.



4. Select **REGISTER CLOCK**.

Registration will take a few moments to complete. A green confirmation screen lets you know when it's done. Select **GOT IT** to be taken to the clock entry screen, which is what employees see when they use the clock.

“UPDATE DOWNLOADING”

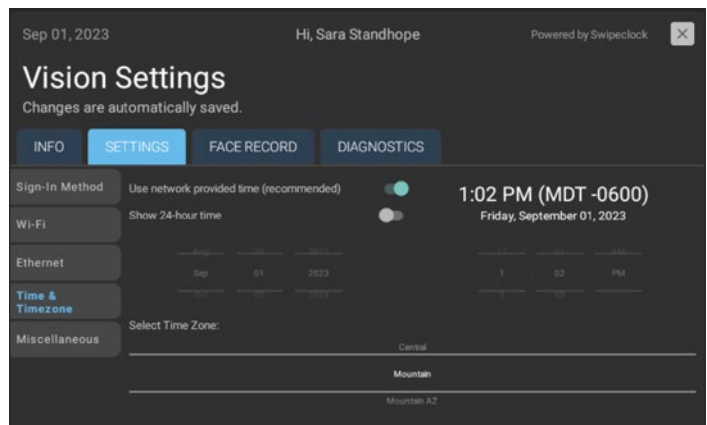
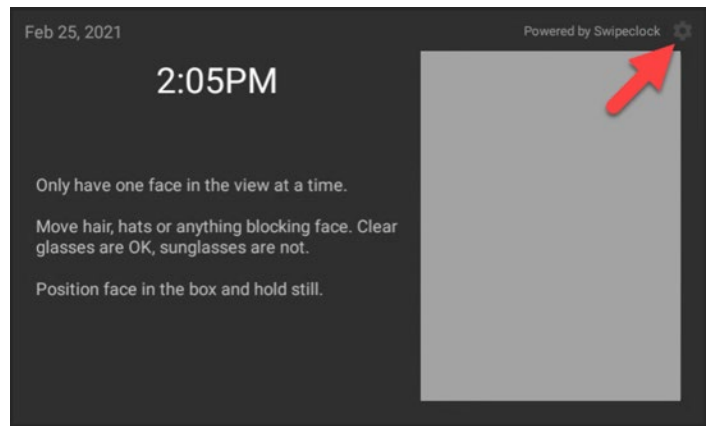
After a few moments of inactivity, the clock checks for any updates to the Swipeclock Vision app. If an update is available, it automatically downloads it and “update downloading” appears on the screen. This process is followed by a restart and should only take a few minutes. You can check the version of your clock's software, as well as force it to check for an update, on the **INFO** tab in the *Clock Settings*.

Section 3: Set the Time Zone

The last stage of basic setup is to set your clock's time zone.

1. Select the gear icon in the upper right of the clock entry screen.
2. Log in with your timekeeping login and password.
3. On the **SETTINGS** tab, select the *Time and Timezone* subtab.
4. Use the time zone selector wheel to choose your time zone.
5. Select the **X** in the upper right corner to exit the clock settings and return to the clock entry screen.

The clock is now ready to use. Check out [Section 7: Facial Registration](#) for instructions on enrolling employees on the clock.



Section 4: Configure Alternate Connection Methods

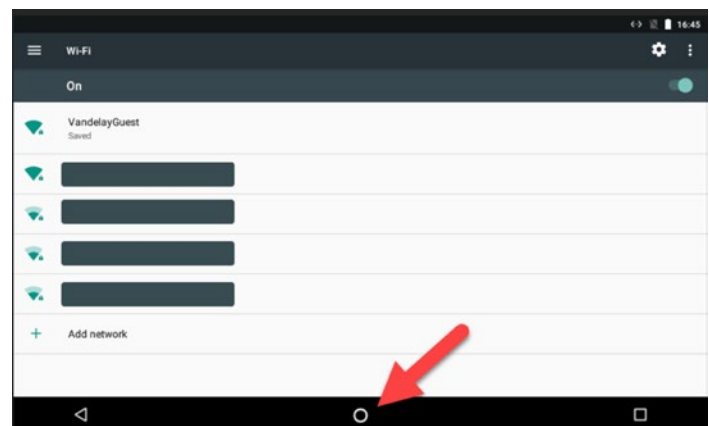
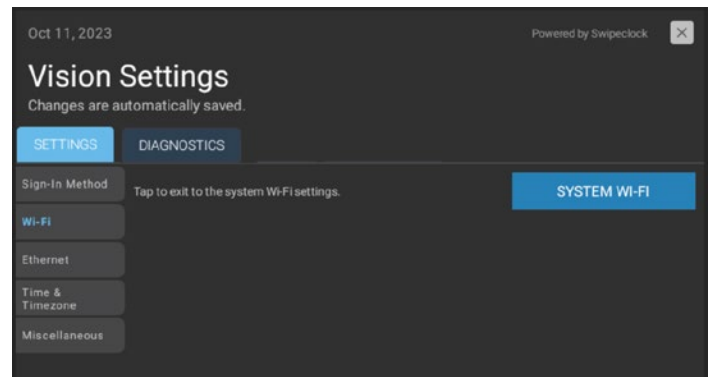
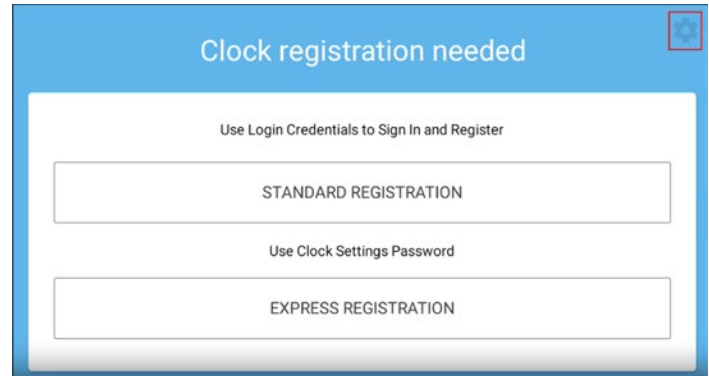
The Swipeclock Vision performs best with a wired Ethernet connection. This is because it provides a consistently strong connection with less risk of interference or loss of connectivity. However, the clock also comes equipped with built-in Wi-Fi. Additionally, for wired networks only, the clock also supports entering a static IP instead of using DHCP. The configuration for each option is described below.

CONNECT TO A WIRELESS NETWORK

An unregistered clock needs to have its Wi-Fi connected before you can register it.

To connect a clock to Wi-Fi:

1. Select the gear icon in the upper right of the registration login screen.
2. On the **SETTINGS** tab, select the *Wi-Fi* subtab.
3. Select **SYSTEM WI-FI**. This takes you out of the clock app to the device's settings.
4. Select your wireless network from the list.
5. Enter the password and select **CONNECT**.
6. Once the clock is connected, return to the clock app by selecting the circular **HOME** button at the bottom of the screen.
7. Once you've been returned to the *Clock registration needed* screen, follow the steps included on how to [Register to Your Timekeeping Account](#).

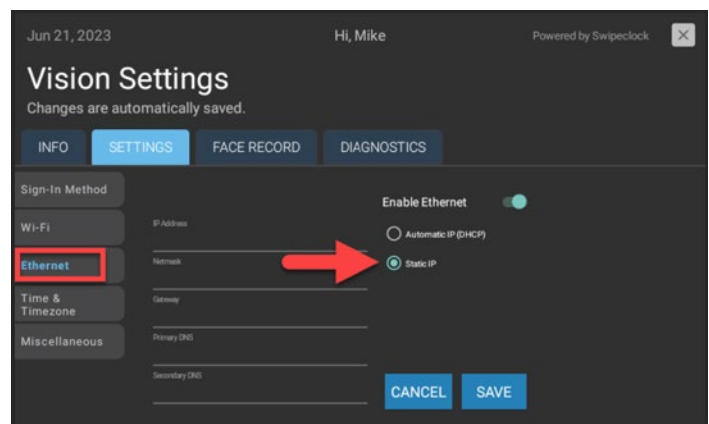
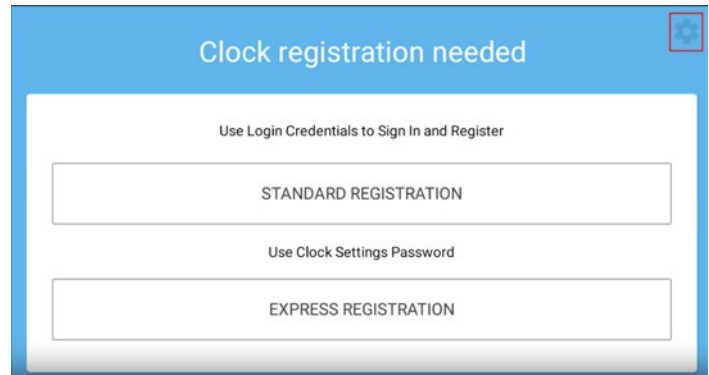


CONNECT WITH A STATIC IP

The Swipeclock Vision supports a device-requested static IP on wired connections.

To set this up for an unregistered clock:

1. Select the **gear icon** in the upper right of the registration login screen.
2. On the **SETTINGS** tab, select the *Ethernet* subtab.
3. Enable **Static IP**.
4. Enter the IP, Gateway, and DNS information provided by your network administrator. Netmask normally does not need to be changed but if it is needed, your network administrator can provide that information as well.
5. Select **SAVE**.
6. Exit the clock settings with the **X** button in the upper-right corner and follow the steps included on how to [Register to Your Timekeeping Account](#).



Section 5: Trusted PIN Option

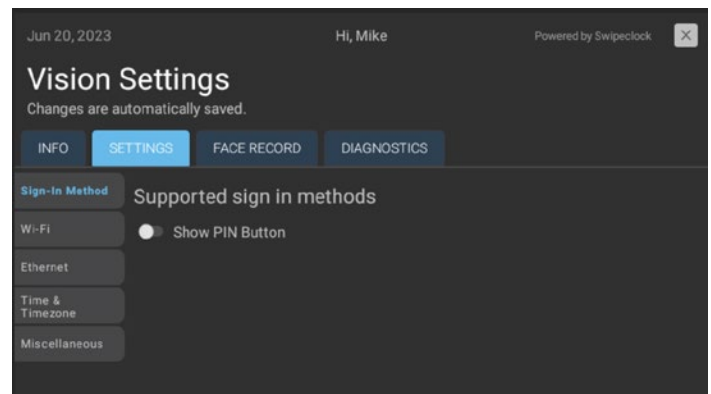
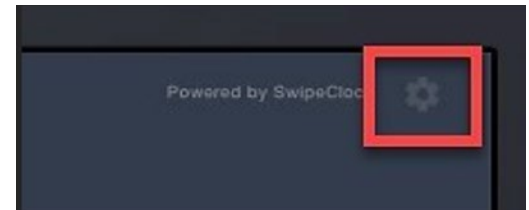
The Swipeclock Vision has an option for certain employees to use a PIN to identify themselves instead of having their face scanned. When enabled, this option appears as a button on the touchscreen. If an employee that has not been given a Trusted PIN tries to use this button, their punch will not be recognized.

IMPORTANT: This feature is not enabled by default and requires additional configuration in your timekeeping system.

To enable the button that allows select employees to clock in with a PIN:

1. From the clock entry screen, access the **SETTINGS** tabs by tapping the **gear icon**.
2. Enter your username and password.
3. Tap the the **SETTINGS** tabs and select the **Sign-In Method** subtab.
4. Enable **Show PIN Button**.
5. Any changes are saved upon exit. Tap the **X** at the top right of the screen.

For more on setting employees up with Trusted PINs, see your timekeeping system's online knowledge base.



Section 6: Set Your Clock Settings Password

Once your clock is registered, Swipeclock strongly suggests adding a **Clock Settings Password**. This device-specific password lets you access settings when the clock is offline, allowing you to make changes if your network goes down or requires changes. You can also choose to give it to your IT administrator so they can manage the clock's network settings without needing a login to the timekeeping system.

The **Clock Settings Password** can only be set up *after* registration through the timekeeping system by either a company admin or provider.

To set the **Clock Settings Password**, access the *Clock Status* or *Hardware Clocks* page in your timekeeping account. (Check your product's knowledge base if you are unsure of how to set your *Clock Status Password*.) The password can be any alphanumeric combination of at least 4 characters and no more than 25 characters. Once set, allow up to 5 minutes for it to sync to the clock. The clock must be online for the password to sync.

Facial Clock Use

The Swipeclock Vision clock is designed to eliminate buddy punching. An employee positions their face in front of the camera, and the clock looks for a match from its database. When a match is found, the employee completes their punch by selecting **IN/OUT** or another punch type.

This section explains the process of registering faces and other items related to this feature.

Section 7: Facial Registration

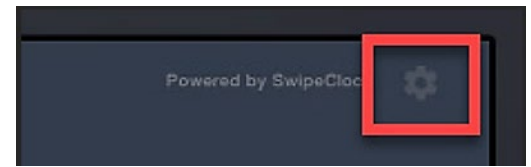
An employee's face must be registered on Swipeclock Vision before they can clock in and out. Registration converts facial features into an algorithm which is subsequently stored on the clock and the timekeeping system's servers.

Before registering an employee, they must be entered in the timekeeping system. See your timekeeping system's online knowledge base for more information on adding employees.

IMPORTANT: The clock must be connected to the internet for facial registration.

ACCESS FACIAL REGISTRATION & SELECT EMPLOYEE

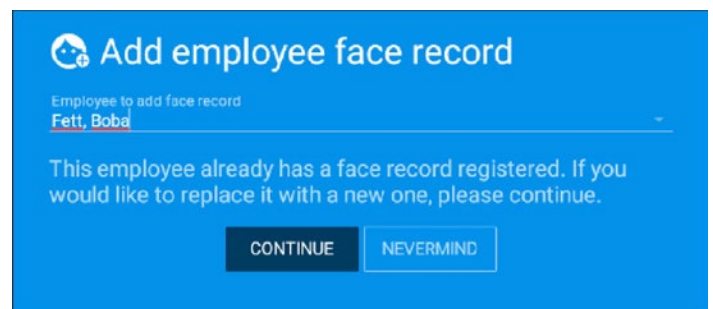
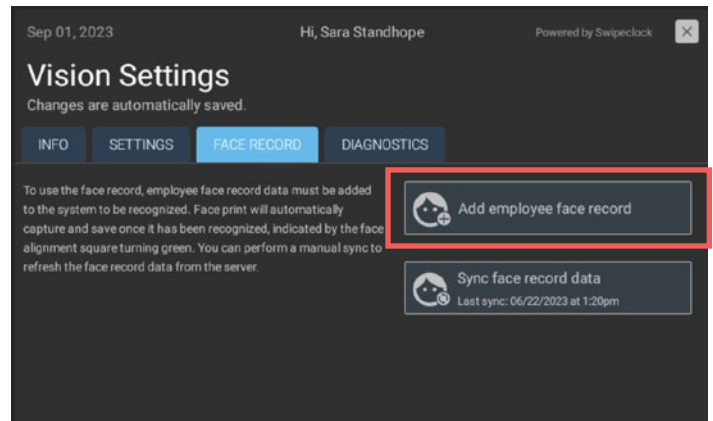
1. From the clock entry screen, access the **SETTINGS** tabs by tapping the **gear icon**.
2. Enter your username and password.
3. Choose the **FACE RECORD** tab. This may be the only tab you see.
4. Select **Add employee face record**.
5. Search and select the employee by name. You can narrow the results by typing the first or last name with the onscreen keyboard.



Note: If the employee already has a face record enrolled, it is indicated underneath their name. Employees can only have one face record enrolled on the Swipeclock Vision.

If you see the following blue screen and message, you can tap **NEVERMIND** to keep the existing record and return to the clock entry screen. If you would like to replace the enrolled print, continue to the next step.

6. Tap **CONTINUE** and proceed with the Registration Process, which is detailed in the next section.



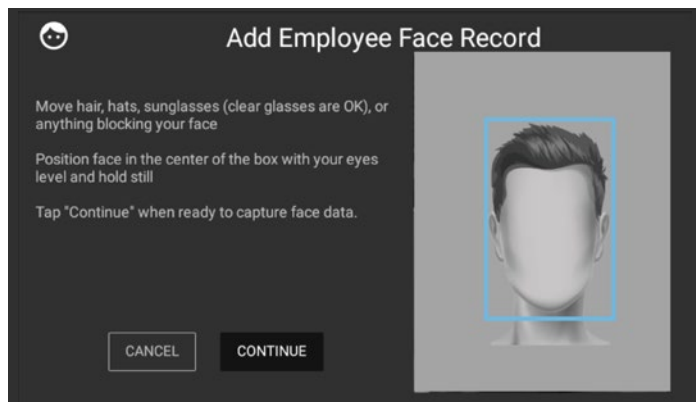
REGISTER THE FACE RECORD

Prior to registering the face record, the employee will be asked to acknowledge that their biometric data is being collected by the clock. This screen includes a web address for a page where the employee can read the full terms of this consent. A summary of the document is displayed on the clock.

If the employee does not provide their consent, the enrollment process is cancelled.

Note: Our privacy policy is found at <https://www3.swipeclock.com/privacy-policy/> and will always be shown on the screen. However, we strongly recommend you research any biometric collection requirements mandated by your state or other governing authorities and create your own acknowledgement document in accordance with those rules.

1. Once you reach the **Add Employee Face Record** screen, have the employee position their face in the blue box and hold still.
2. When the employee is ready, tap **CONTINUE** on the touchscreen to start the capture process. The image of employee changes from black and white to color when the capture process is underway. This may take a take a few seconds as the clock records the landmarks on the employee's face.
1. Upon completion, the screen displays **Face Capture Successful**. Tap **OK** to return to the **SETTINGS** screen.



TIPS FOR SUCCESSFUL FACIAL SCANS AND MATCHES

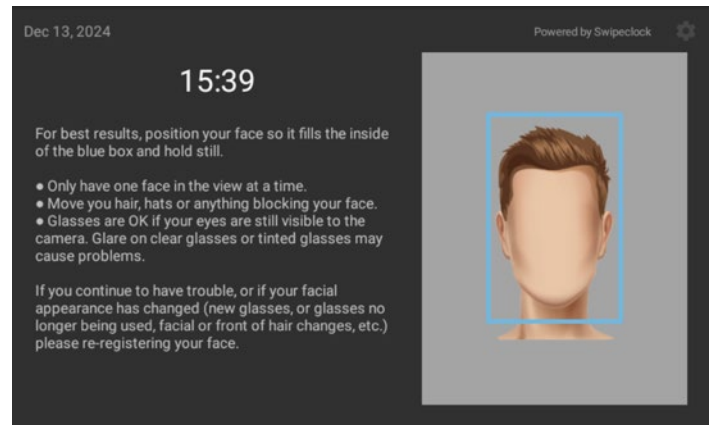
When registering face records and using the clock, employees should make sure that nothing is blocking their face, such as hair, sunglasses, or a hat. Clear glasses do not hinder the scan process. They should also try to position their face in the center of the box (taller employees may need to bend their knees slightly), keep their chin slightly up, and hold still.

Lighting in the area of the clock can also affect its ability to match faces. Dark locations make matching difficult, and areas that are too bright can wash out facial features. Consistency of the lighting also plays a role. If there is a light source, like a window, that creates a "hot zone" on one side of the employee's face, they should try shielding that side of their face with their hand.

Section 8: Employee Instructions

To use Swipeclock Vision to clock in and out:

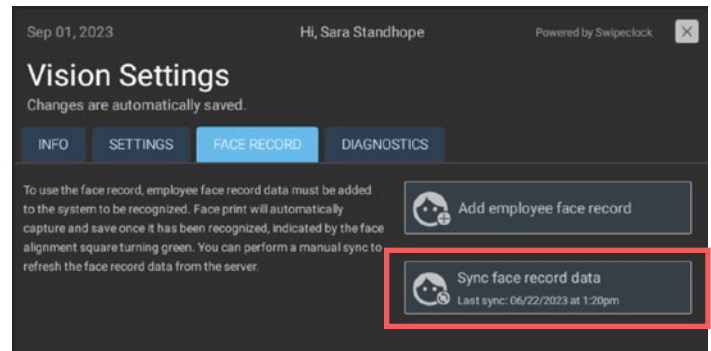
1. An employee walks up to the clock and stands between **1 to 3 feet away from the clock**.
2. The touch screen displays the camera's view with a **blue** frame. As the employee moves to position their face within the frame, Swipeclock Vision captures the employee's face, indicated by a color change of the box around the face. Taller employees may need to crouch slightly to get their face within the field of view.
3. Once the face is recognized, the screen advances to the clock entry screen and the employee can use the touchscreen to select their punch type.



Section 9: Vision FAQ

I have multiple Swipeclock Vision clocks, do I need to enroll employees on each clock?

No, an employee enrolled on one clock will be enrolled on all clocks. Face records are saved both locally on the clock, as well as on the timekeeping system's servers. The clocks sync with the servers daily, but if you would like to force a sync, return to the **FACE RECORD** tab (*steps 1-3 from the Access Facial Registration & Select Employee in [Section 7: Facial Registration](#)*) and tap **Sync face record data**. Then repeat on all clocks connected to your account.



Who can register face records?

The ability to register face records can be done by administrators as well as those with manager or supervisor-level access to the timekeeping system.

Does the clock save an image of the employee's face?

No, an image of the employee's biometric data is never stored on the clock or our servers. Instead, the data is stored as a biometric template that can only be read by the clock's proprietary software.

How do I know which employees are already registered?

If you attempt to register an employee who already has a face record in the system, the clock will notify you and you can either re-register the face or cancel the process. Also, the **Biometrics Maintenance** page in the time and attendance system displays the enrollment status of your employees.

Section 10: Vision+ Thermal Scan

Swipeclock Vision+ uses the same facial recognition process as Swipeclock Vision but also includes a thermal scan. This thermal scan checks an employee's temperature each time they use the clock.

This thermal scan uses a default temperature threshold of 102° F. If the employee's temperature is above that threshold (not equal to), the punch process is interrupted, they are instructed to contact their manager, and their punch is not recorded. The thermal scan occurs every time an employee uses the clock, including when they clock out.



DISCLAIMER

The Swipeclock Vision+ thermal module is not a medical device and is not intended for use in diagnosing disease or other conditions, or in the cure, mitigation, treatment, or disease prevention, and is not FDA-approved or cleared for such use.

The Vision+ thermal sensor, when properly installed and configured, quickly returns a reading of an individual's skin surface temperature. A body temperature reading should be confirmed by a secondary evaluation method (e.g., an NCIT or clinical grade contact thermometer) and should not be solely or primarily relied upon to diagnose or identify a diagnosis of COVID-19 or any other disease.

Note: It is the sole responsibility of any organization or employer that requires its employees to use the Swipeclock Vision+ device and features, such as the thermal module, to determine and comply with all applicable employee and health information protection laws and regulations and any other law or regulation that may apply to the use of the thermal modules or any other Vision+ function.

Section 11: Temperature Threshold Settings

The Vision+ default temperature threshold setting is 102°F, but can be adjusted to any temperature between 98.6° and 102°F.

TO CHANGE THE TEMPERATURE THRESHOLD:

1. Log into the timekeeping system.
2. Access the **Clock Status** page from the **SETTINGS** menu.
3. Select a Vision+ clock using the serial number.
4. Locate **Vision+ Temperature Threshold** on the **Clock Detail page** and select **Change/Disable**.
5. Enter the new threshold. Click **Save Changes**.

A screenshot of a web interface for changing temperature threshold settings. At the top, there is a search bar with 'Find' and a 'Home' link. Below that is a green header with the text 'Change or Disable Temperature Threshold'. A grey banner below the header states 'Threshold settings will apply to all Vision+ clocks registered on this account.' The main form has a 'Temperature Threshold (°F)' input field with the value '99' and a note '(must be between 98.6 and 102 degrees fahrenheit)'. There is a 'Disable Temperature Scanning' checkbox which is currently unchecked. At the bottom of the form are two buttons: 'Save Changes' and 'Quit (Don't Save)'.

The new threshold is now applied. If you have multiple Vision+ clocks assigned to your timekeeping account, **changing the threshold on one clock automatically applies it to all clocks**; you do not need to set the threshold on each individual clock.

TO DISABLE THE THERMAL SCAN ENTIRELY:

1. Follow steps 1–4 for **Changing the Temperature Threshold**.
2. Check **Disable Temperature Scanning**.
3. Click **Save Changes**.

This disables the thermal scan for all Swipeclock Vision+ clocks assigned to your timekeeping account.

Troubleshooting and Technical Info

The troubleshooting steps in this section address common issues, many of which are resolved by resetting the clock. Full instructions on resetting the clock are found later in this section.

BLACK SCREEN

The clock's camera is always on and ready for scanning faces, but if for some reason the screen is blank, unplug the clock and plug it back in.

Note: Never set any "sleep" settings in the clock's Android settings as this does affect performance. If the clock appears to be going to "sleep" frequently, check the online knowledge base for instructions on how to make sure "**Never Sleep**" is enabled on the clock.

LOSS OF INTERNET CONNECTION

Swipeclock Vision collects punches (including facial punches) when not connected to the internet. When the connection is restored, the punches are transmitted to the timekeeping system's servers and then to the time cards. Intelligent Clock features, like Clock Lockout and Punch Logic, do not work in offline mode as these both require interaction with the time card.

LOSS OF POWER

Swipeclock Vision cannot accept punches if it loses power, however, any punches made prior to a power loss are stored and will be transmitted once power is restored. If your clock came with a battery, it could operate without an outside power source for 2 to 3 hours. Once the battery expires, the clock can no longer accept punches.

CLOCK NO LONGER CONNECTS TO NETWORK

If the clock is in offline mode and you cannot find any problem with your network signal, make sure nothing has changed on your network from when you originally set up and configured the device. For example, if your Wi-Fi password has changed, the clock cannot connect until you enter the new password. Changing the network settings while the clock is in offline mode requires using your [Clock Settings Password](#). However, if you have not set a Clock Settings Password, please contact your provider for assistance.

DEVICE OPERATING TEMPERATURE

For the best operation and stability of the device, the working temperature should be between 32°F/0°C and 104°F/40°C. Operating humidity is between 5% and 80% non-condensing.

SOFTWARE UPDATES

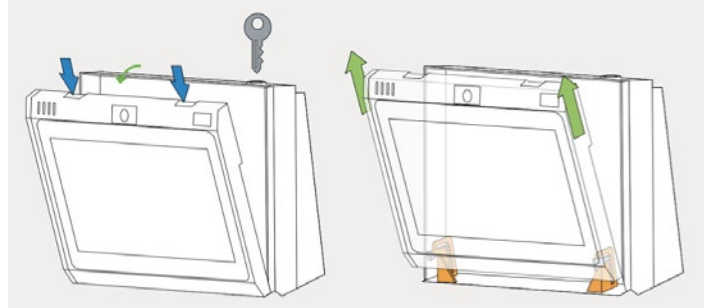
Swipeclock Vision checks for software updates nightly, but following initial registration, it also checks for an update after two minutes of inactivity. The update process is brief and only happens if there is an update available. A blue install screen indicates that the update has been initiated and once completed, Swipeclock Vision displays the clock entry screen.

The nightly auto-updates will download at 2 am local time. If you wish to change the default time for updating the software, you can do this in the Clock Settings.

CLOCK RESET

When you reset the clock, it reboots the device and automatically relaunches the Vision clock app.

1. To reset a clock, use the key that came with your device to unlock it. You'll find the lock on the top of the clock.
2. Place your fingers on the front portion of the upper clock housing, right above the screen, and pull out. The clock face will *partially* open.
3. Place your fingers on the sides of the partially opened clock face, pull slightly up, and then out. This allows you to open the clock further for better access.
4. The clock **reset button** is found on the left edge of the clock face, near the USB port.



Occasionally, the reset process is not enough to resolve some issues with the clock and instead you need to perform a full power cycle by removing power from the clock. **To power down the clock**, unplug the clock from the wall outlet and, if your clock has a backup battery installed, remove it as well. (*Access to the battery compartment requires opening the front face of the clock.*) Let the clock sit without power for at least 30 seconds and then plug it back in and replace the battery.

SwipeClock Vision Specifications

PROCESSOR

Freescale 1GHz (Dual Core) Coretex A9

DISPLAY

7" TFT LCD Capacitive Touchscreen, 800x480 Resolution
16x9.6 Aspect Ratio

SYSTEM

Android 7.1.2

MEMORY

RAM: 1 GB DDR3 RAM + 512MB SLC NAND
Storage: 8G eMMC, Class 10 SD card
Expansion: microSD card slot

POWER

AC Power Adaptor: 12 V, 3.0 A
PoE: PoEP IEEE 802.3at
Power Class Levels: 0~4
Maximum Current: 720mA
Voltage Range (at PSE): 50~57v DC
Maximum Power (at PES): 36W
Input Voltage (at PD): 48V
Maximum Power (at PD): 30V

COMMUNICATIONS

Standard 10/100/1000 Mbps Ethernet
Certified Wi-Fi 802.11 a/b/g with MIMO
USB 2.0 ports
Wiegand

BIOMETRIC TECHNOLOGY

Facial Identification: Infrared light facial biometric that can identify user in under 1 second.
Infrared body temperature module: Multi-point thermopile body temperature module within 0.3o accuracy (Vison+ Only)

BATTERY (IF INCLUDED)

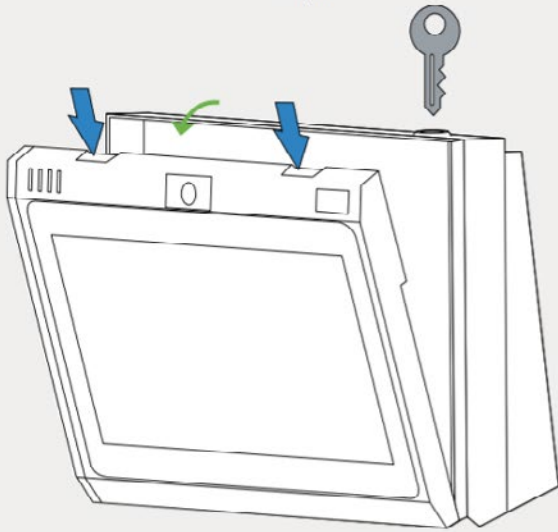
Voltage: 7.4V
Capacity: 2000mAh
Charge Voltage: 8.4V
Normal Charge: 8hrs
Fast Charge: 5hrs

DIMENSIONS

Width Base with Cover Plate: 7.75 in (19.6 cm)
Width Fully Configured: 12.325 in (31.3 cm)
Height: 5.675 in (14.4 cm)
Depth: 3 in (7.52 cm)
Weight: 2.9 lbs. (1.3 kg)

Opening the front cover

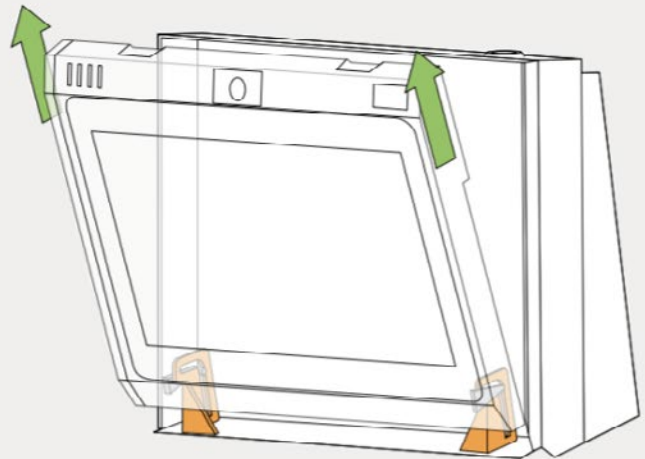
Step 1



Press down the tabs simultaneously and gently open it about 1.5 inch

Caution Do not apply excessive force.

Step 2



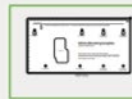
Pull the door assembly UP about 1 inch to open it completely.

Caution Do not apply excessive force.

Mounting Vision/Vision+ on the Wall



Align the template top screw holes at **54 inch** from the floor surface.

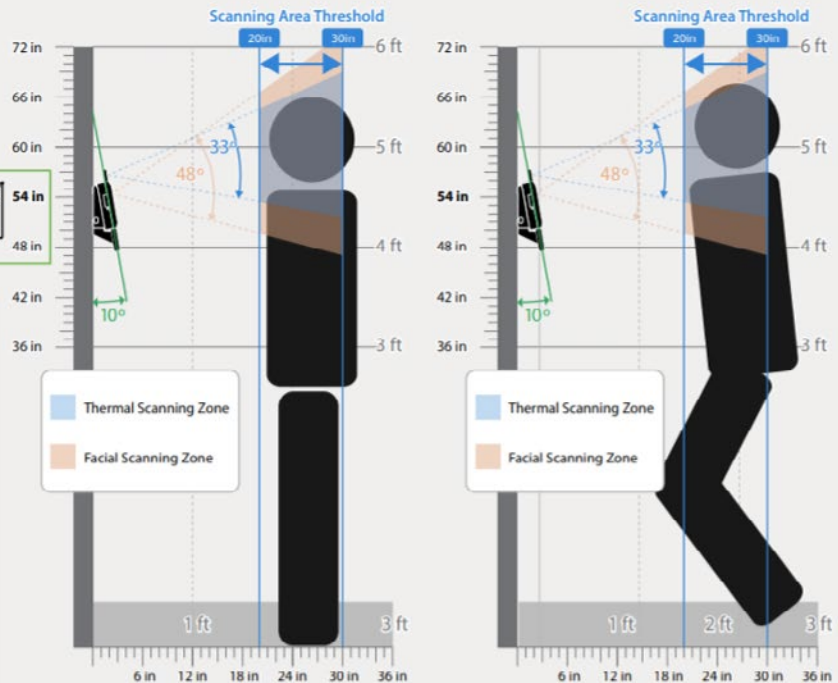


Recommended mounting height:
top screw hole at 54" above floor /
clock bottom at 48" above floor.

Strike zone (optimum field of view): 20 to 30" from clock

Scanning area threshold
accommodates employees with a
height of 4'8" to 6' while standing up
straight.

Employees with a height of 6' and
taller should bend at the knees to
place their face within the strike zone.



swipeclock

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