WorkforceHub

touch2

CLOCK SETUP & USER GUIDE

Last updated: July 23, 2025

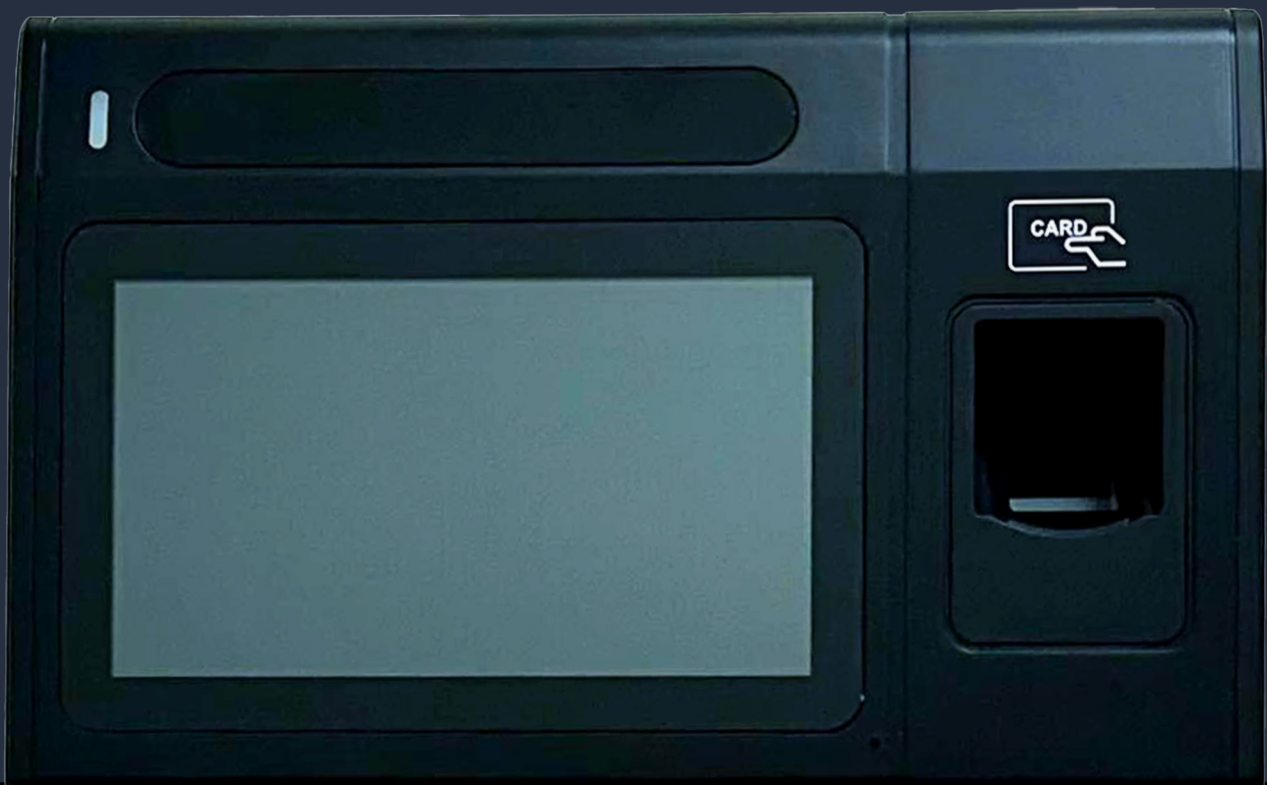# Table Of Contents

Touch2 Setup

Before installing and setting up your clock, choose a location that is:

- **Accessible to all employees.**

- **Near a power source.**

- **Near network access.**
  This could be either a wired Ethernet connection or wireless. The Touch2 works best with an Ethernet connection, but if you are connecting the clock to a wireless network, ensure the clock is located in an area with a strong signal and a low risk of signal interference.

For more details on the physical installation, check out the Touch2 Installation Guide.

Section 1: Before You Start

The clock's power and network connections are located on the back of the clock:

Connectivity Method (Ethernet or Wi-Fi)

1. **Connect the clock to your network.**
   For Ethernet connections, insert the cable into the port on the back of 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.

2. **Power up the clock.**
   Connect the cable 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.

3. **Mount the clock.**
   Mount the clock on the wall.

Section 2: Mount the Clock

Included in the box:

- **Clock**
- **Proximity card**
- **Power supply cord**

- **Mounting hardware** (four anchors, four wood screws, two mounting plate screws)
- **Ethernet cable**
- **Mounting plate**

When you're ready to mount the clock on the wall:

1. **Pick a location.** Verify that you're in a location with strong wi-fi (if using) or connect the ethernet cable.

2. **Connect power.** Connect the power cable.

3. **Mount the plate.** Drill and mount the mounting plate into the wall. Use anchors if not drilling into studs. Ensure the flanges are on the bottom, pointing outward.

4. **Attach clock to mounting plate.** Position clock on the mounting plate and slide the clock up to secure. Flanges insert into the holes at the bottom of the clock.

5. **Secure the clock.** Screw in the mounting plate screws on the bottom of the clock to secure the clock to the mounting plate.

Power Supply   Ethernet Port
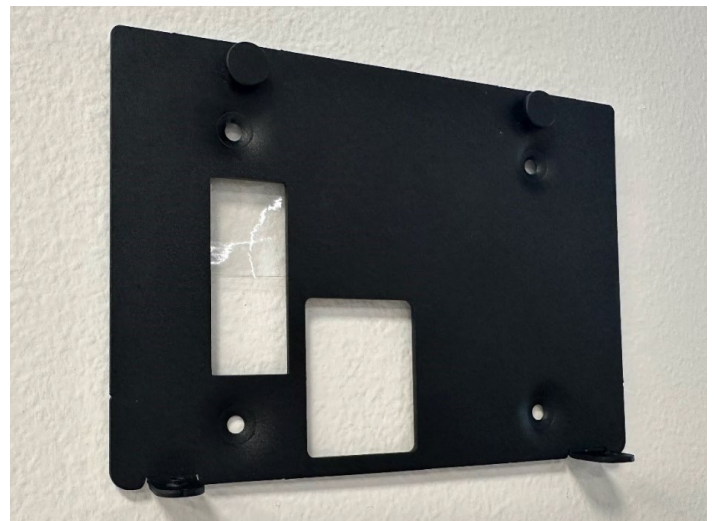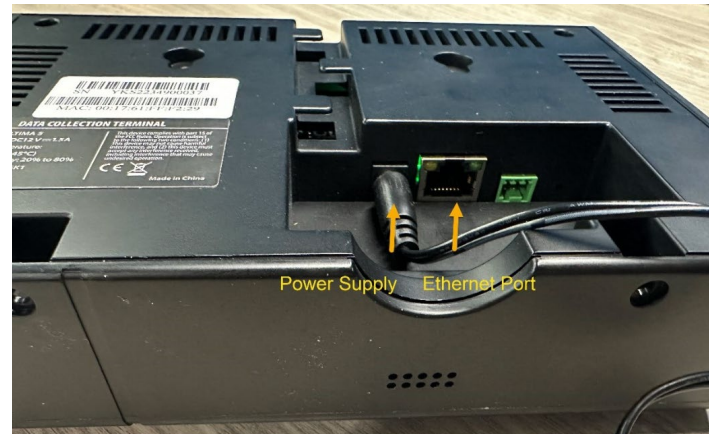
Section 3: Register the Clock

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 below. If you have not received a CSP and are logging in using Swipeclock credentials, see the *Standard Registration* section below.

EXPRESS REGISTRATION

Express registration allows managers to register clocks and enroll fingerprints without the need for Swipeclock credentials.
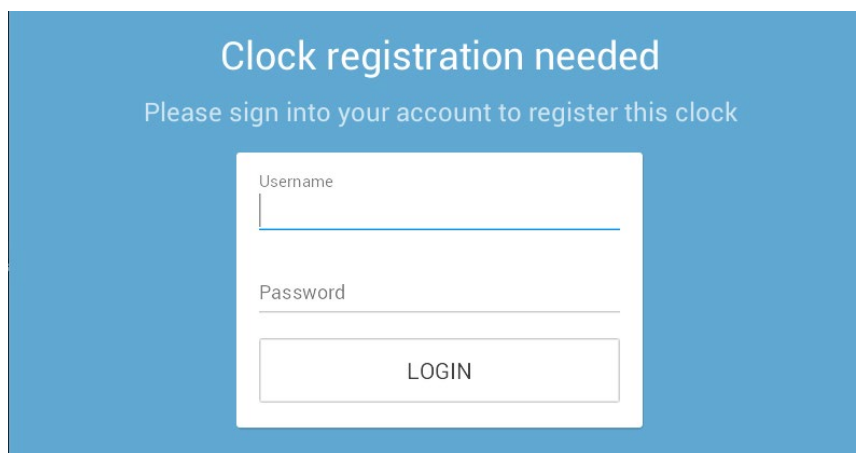
1. Physically install the clock at your site and connect it to your network.

   - **For Ethernet**: plug in the cable.

   - **For Wi-Fi**: Follow the instructions under Connect to a Wireless Network under *Section 5: Configure Alternate Connection Methods*.

   - **For Ethernet with a requested static IP**: Follow the instructions under Connect with a Static IP in *Section 5: Configure Alternate Connection Methods*.

2. On the clock screen, select **Express Registration** and enter the CSP given to you by your provider.

3. The clock will confirm registration and set its time zone according to your site's time zone.

4. Use the CSP to enroll employee biometric identifiers. See Section 8: Fingerprint 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

Once the clock completes its boot process, you will see the registration login screen. This is where you link the clock to your timekeeping account using your login.

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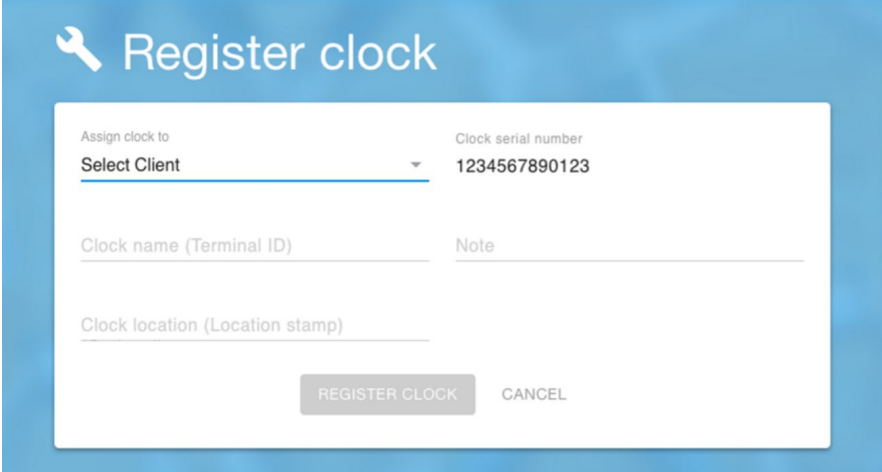
However, if you are using Wi-Fi or need to configure your Ethernet connection, you will need to configure your network first. Complete the following steps, then return to this section of the manual. If you are connecting via:

- **Wi-Fi**: Follow the instructions under **Connect to a Wireless Network** under *Section 5: 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 **OK** 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 Touch2 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 4: 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.
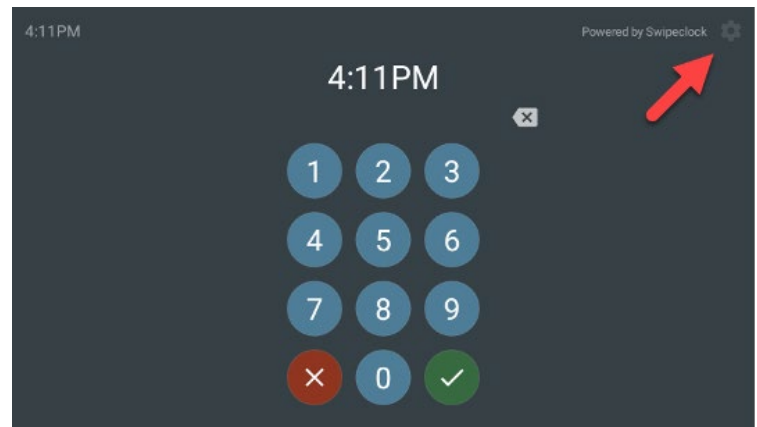
4. Use the time zone selector wheel to choose your time zone.

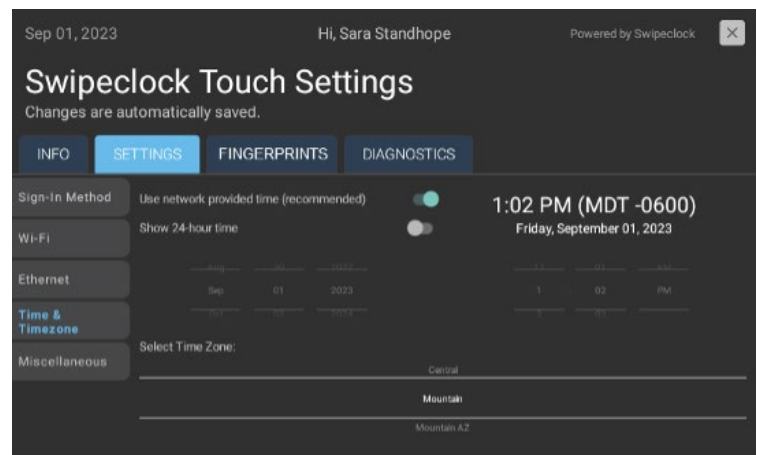5. Select the **X** in the upper right corner to exit the clock settings and return to the clock entry screen.

The clock is now ready to use. Check out Section 8: Fingerprint Registration for instructions on enrolling employees on the clock.

# Section 5: Configure Alternate Connection Methods

The Touch2 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. Before proceeding, ensure you have selected a location for your clock with a strong and consistent Wi-Fi signal. This area should be free of other devices transmitting on the same Wi-Fi signal.
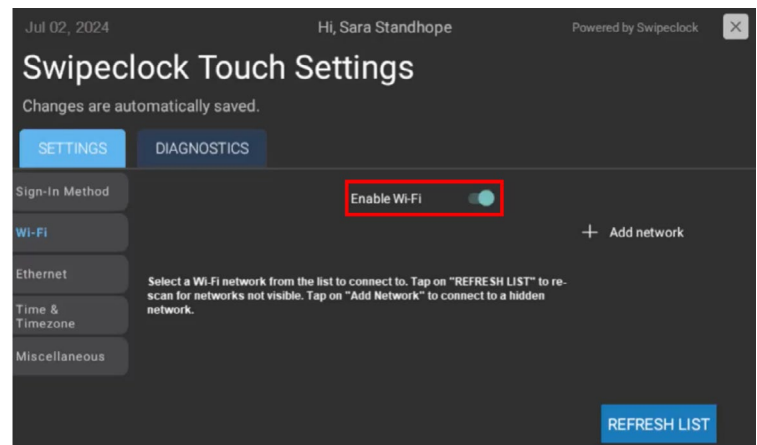
To connect a clock to Wi-Fi:

1. Plug in the clock and wait 20-30 seconds for it to boot.

2. Select the gear icon in the upper right of the registration login screen.
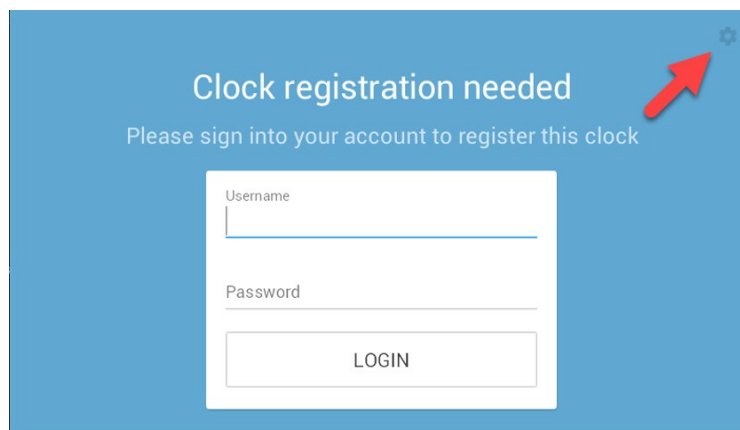
3. On the **SETTINGS** tab, select the *Wi-Fi* subtab.

4. Select the toggle to **Enable Wi-Fi**.
   A confirmation screen displays, prompting
   you to confirm *turning on* Wi-Fi and *turning
   off* Ethernet.

5. Select **CHANGE NETWORK NOW**. A list of
   available networks displays.

   Note: If no networks display, select the
   REFRESH LIST button. If you refresh the list
   and your network still does not display,
   select **Add Network**, and enter your network
   name.
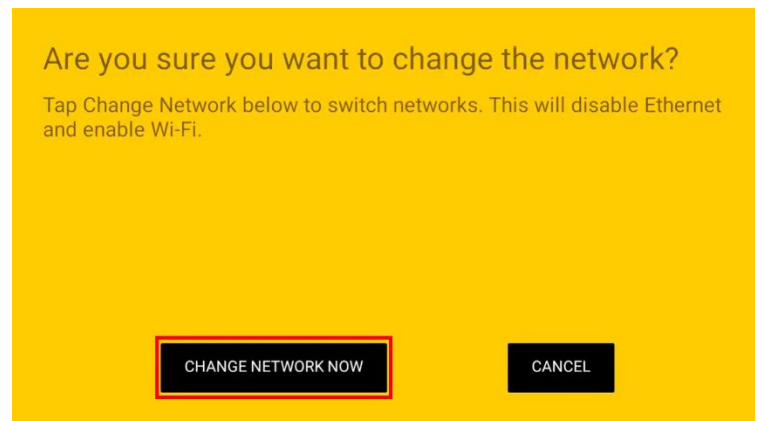
6. Select your network from the list.

7. Enter your network password and select **JOIN**.

8. Once you've been returned to the
   Clock registration needed screen,
   follow the steps above on how to
   Register to Your Timekeeping Account.
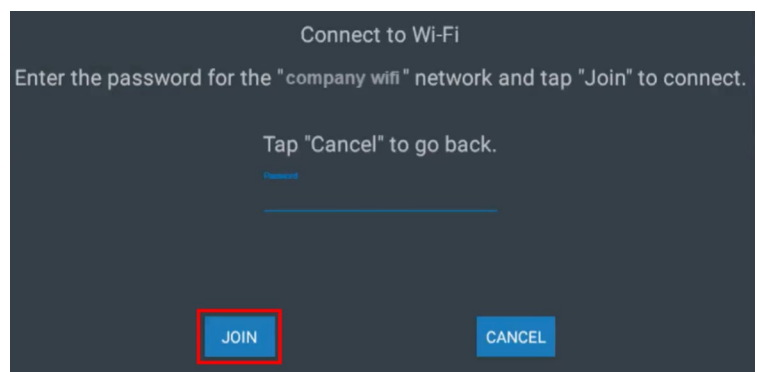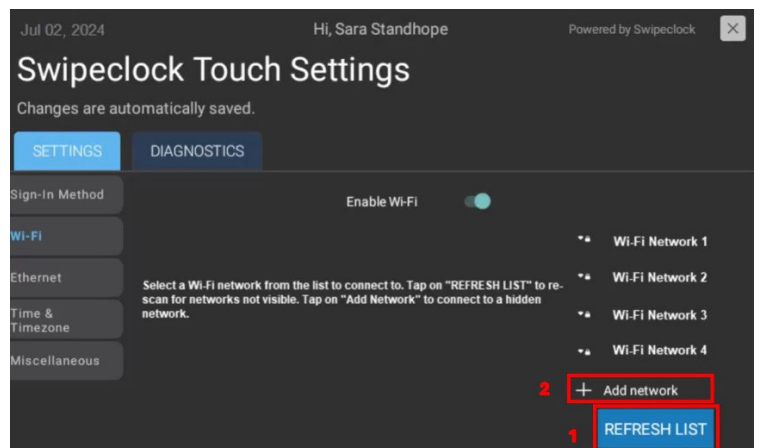
CONNECT WITH A STATIC IP

The Touch2 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**.

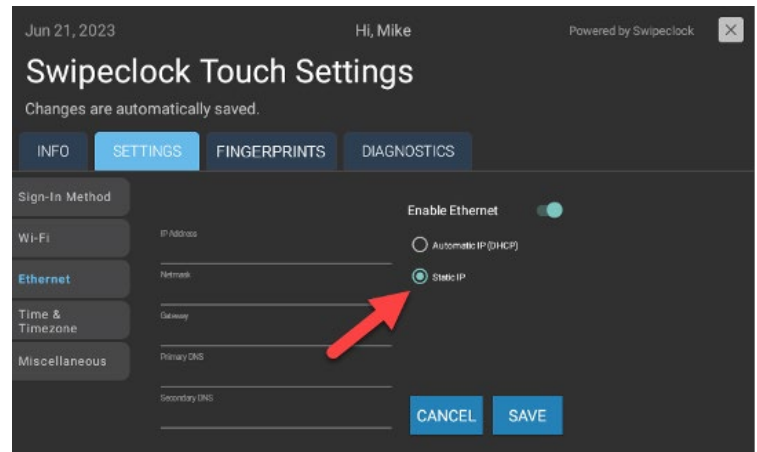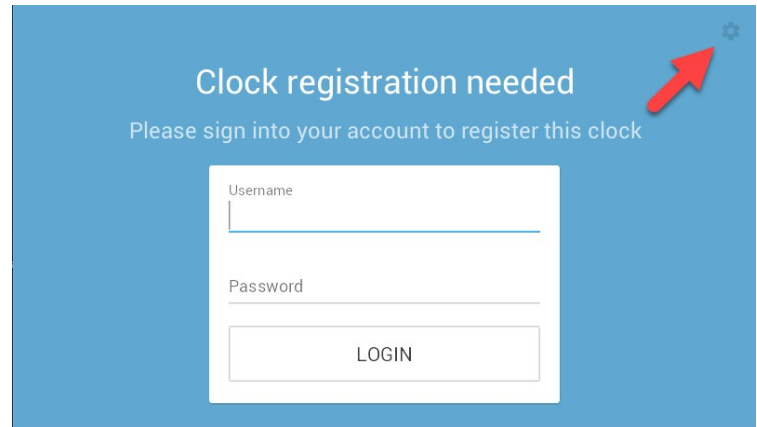Exit the clock settings with the X button in the upper-right corner and follow the steps above on how to Register to Your Timekeeping Account.

Section 6: Set Up Employee Sign-in Methods

How employees are identified at the clock is determined enabling the sign-in methods:

- **PIN:** An employee enters a number that's associated with their employee record.
- **Biometric scan:** A fingerprint is scanned.
- **Enforce biometrics w/ PIN backup:** Similar to Biometric scan but after two failed scans, the employee is asked to enter a PIN.
- **Proximity Card:** An employee scans a card in front of the clock's RFID sensor.

PIN, Biometric scan, and Proximity card are all enabled by default.

To configure the clock's Sign-In Methods:

1. From the clock entry screen, click the gear icon in the top-right corner.

2. Enter your login and password.

3. Select the **SETTINGS** tab and then the **Sign-In Method** subtab.

4. Configure the sign-in methods with the corresponding switches. You can configure any combination of these methods except for *Enforce Biometrics w/ PIN Backup*. Enabling this option disables both PIN and Biometric Scan.

5. Any changes are saved upon exit. Tap the **X** at the top right of the screen to return to the clock entry screen.
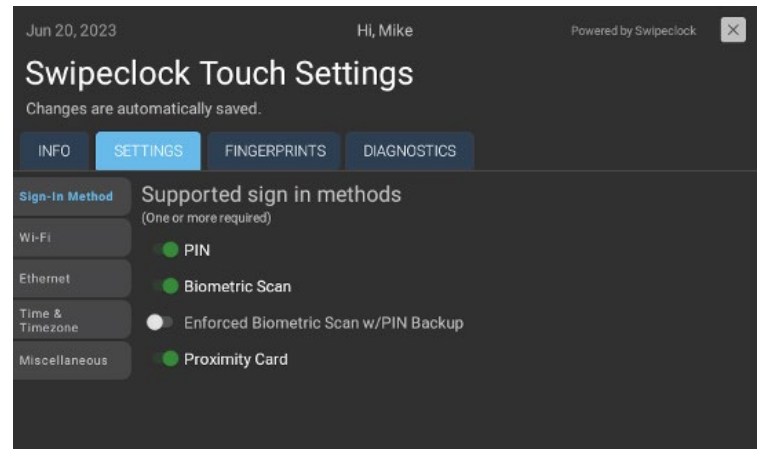
Once Sign-In Methods are set, the clock only accepts entries from employees using the enabled methods.

Section 7: Set Your Clock Settings Password

Once your clock is registered, we strongly suggest 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** page in your timekeeping account. Then select your clock by clicking the serial number. (*Check your product's knowledge base if you are unsure of how to find the Clock Status page.*)

On the Clock Detail page, select **ADD/CHANGE** to enter a new Clock Settings 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.

Biometric Use

The Touch2 comes with a biometric scanner that eliminates buddy punching. An employee places their finger on the prism 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 enrolling prints and other items related to this feature.

Section 8: Fingerprint Registration

An employee's print must be enrolled on the Touch2 before they can clock in and out. Registration is the process of recording landmarks (not the actual print) from an employee's finger onto the clock and subsequently, the time and attendance system's servers.

Before enrolling an employee, they must be entered into the timekeeping system. See your time and attendance system's online knowledge base for more information on adding employees.

IMPORTANT: The clock must be connected to the internet to enroll prints.

ACCESS PRINT REGISTRATION & SELECT EMPLOYEE
The Touch2 supports a device-requested static IP on wired connections. To set this up for an unregistered clock:

1. From the clock entry screen, access the **SETTINGS** tabs by tapping the **gear icon**.

2. Enter your username and password.

3. Choose the **FINGERPRINTS** tab. This may be the only tab you see.

4. Select **Add Employee Fingerprint.**
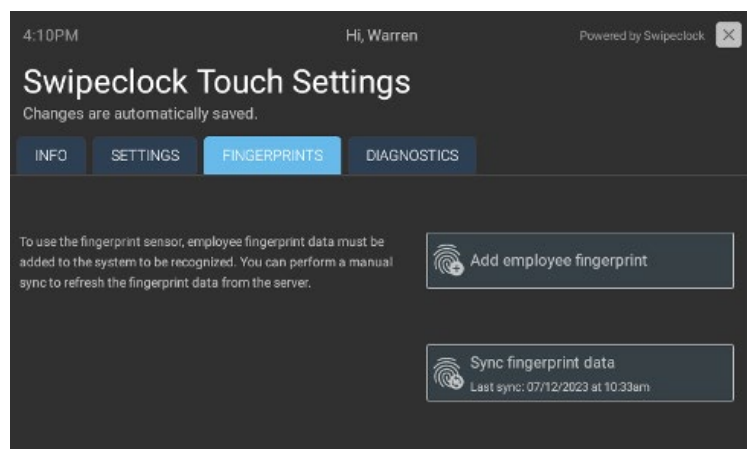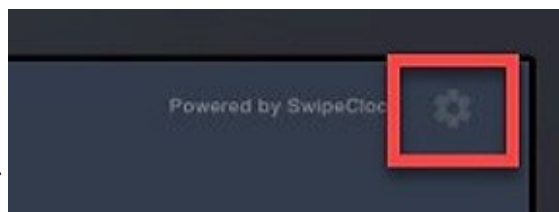
5. Search and select the employee by name. You can narrow the results by typing the first or last name with the onscreen keyboard.

    Note: **If the employee already has a print enrolled**, it is indicated underneath their name. Employees can only have one print enrolled on the Touch2.

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

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

REGISTER THE FINGERPRINT

Prior to registering the print, 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.
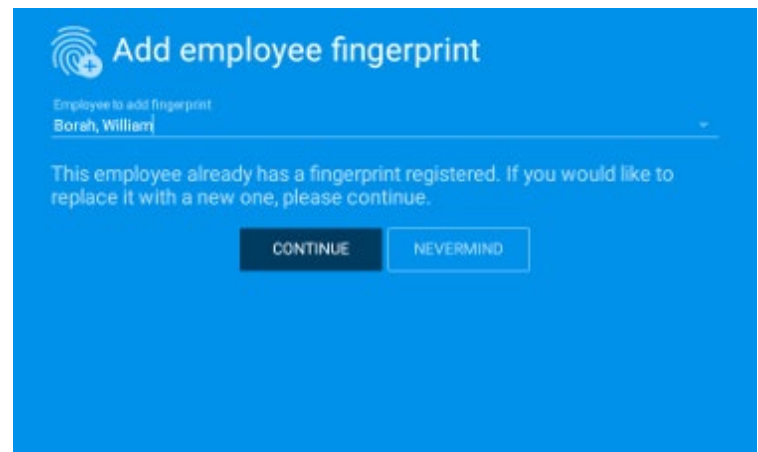
If the employee does not provide their consent, the enrollment process is canceled.

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.

During print registration, the clock takes **three individual scans** of the fingerprint.

After each scan, the clock beeps and the employee should remove their finger from the sensor and repeat, as instructed by the clock. The screen also displays an image of the fingerprint with a score indicating the quality of the scan. The clock needs at least one scan with a score of 65 or higher.
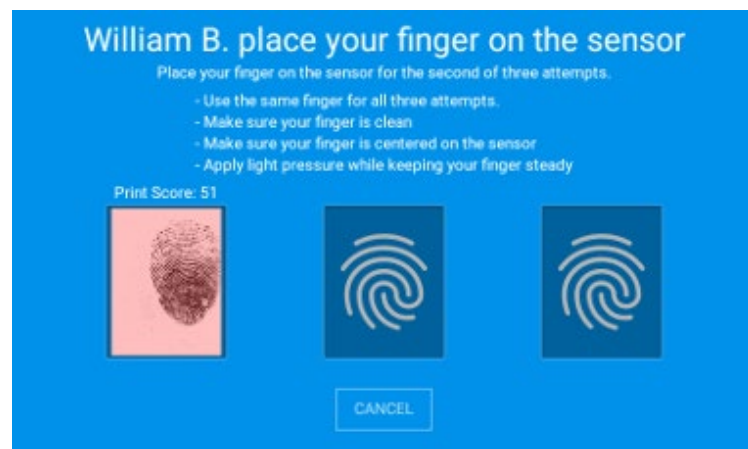
Once three scans are completed and the employee has at least one scan of 65 or higher, the clock stores the landmarks from the highest scored fingerprint.

In this case the screen will be **green**, and you have the option to **ADD ANOTHER** employee fingerprint or return to the clock entry screen by selecting **DONE**.
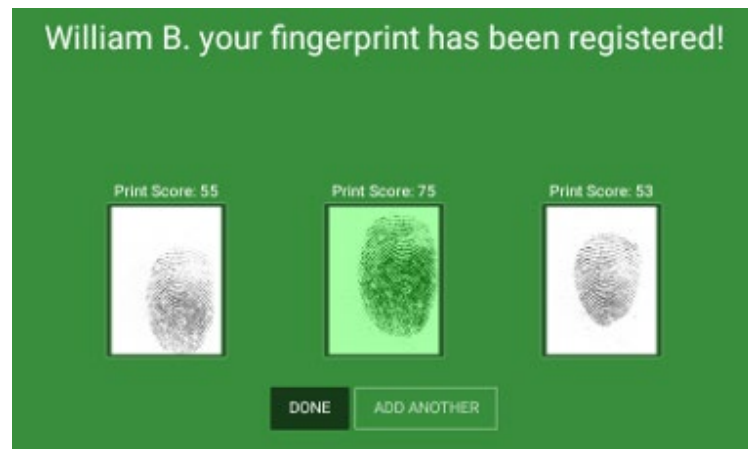
If no fingerprint scored at least a 65, the screen turns **red** and you should select **TRY AGAIN** to attempt once more, perhaps with a different finger that may have a more defined print.

You may also want to check for tips Section 9: Fingerprint Enrollment Best Practices.

IF YOU STILL CAN'T GET A SUCCESSFUL SCAN

In some cases an employee's fingerprints may be too worn to get an accurate scan. If you feel like this is the case and getting a successful registration is not possible, click Done on the print registration failure page and consider adding a Trusted PIN for the employee. Check your time and attendance system's online knowledge base for more information on Trusted PINs.

EMPLOYEE INSTRUCTIONS

Detailed instructions on how employees punch in and out can be found in your time and attendance system's online knowledge base.

BIOMETRIC FAQ

I have multiple Touch2 clocks, do I need to enroll employees on each clock?

No, an employee enrolled on one clock will be enrolled on all clocks. Fingerprint templates 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 Fingerprints tab (steps 1-3 of the registration process) and tap **Sync fingerprint data**. Then repeat on all clocks connected to your account.

Who can enroll fingerprints?

The ability to enroll fingerprints can be done by Administrators as well as those with Manager or Supervisor-level access to the time and attendance system.

Does the clock save a copy of an employee's fingerprint?

No, instead the clock records a "template", a numerical series of key points taken from the finger. The original fingerprint image cannot be recreated from this data.

How do I know which employees are already enrolled?

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

Section 9: Fingerprint Enrollment Best Practices

Try these tips for effective fingerprint enrollment:

- Make sure the employee has clean, dry, and warm hands.

- The print should be pressed firmly, but make sure the employee does not smash or move their finger while it is being enrolled. They should also follow this same practice when clocking in and out.

- If there is difficulty enrolling a certain finger, try a different finger. Often index fingers are more worn and provide less accurate enrollments than other fingers.

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

If for some reason the screen is blank, unplug the clock and plug it back in. Note that you should 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. A green-lit fingerprint reader indicates the clock has power and is operational.

LOSS OF INTERNET CONNECTION

The Touch2 collects 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

The Touch2 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.

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.

CLOCK RESET

When you reset the clock, it reboots the device and automatically relaunches the Touch2 clock app.

1. From the clock app, select the gear icon in the upper right corner.

2. Enter your login and password. Providers can provide their accountant-level credentials.

3. Select the **DIAGNOSTIC** tab.

4. Select the **System** sub-menu.

5. Select **REBOOT CLOCK**

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.

SOFTWARE UPDATES

The Touch2 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 initiated and once completed, Touch2 displays the clock entry screen.

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

Touch2 Specifications

PROCESSOR
8 core processor

DISPLAY
6" TFT LCD Capactive Touch2 Screen, HD-IPS
16x9 Aspect Ratio

SYSTEM
Android 10

MEMORY
RAM: 2 GB
ROM: 16 G

CAPACITY
Fingerprint: 20,000
Card: 10,000
Transaction: approximately 1 million

COMMUNICATIONS
Standard 10/100 Mbps Ethernet
Certified Wi-Fi Dual Band 24G/5G, 802.11
USB 2.0 ports

INTERFACE
Relay x 1 (Bell)
Programmable LED Indicator

BIOMETRIC TECHNOLOGY
FP: ZK Green Sensor 7K250P

AUDIO
Speaker
Microphone

SOFT KEYPAD
Capacitive Touch Screen

MODULAR READERS & SUPPORTED CARD TECHNOLOGY
RFID: EM4100 Series Prox Cards
Passive Prox/RFID Responder

POWER
AC Power Adaptor: 12 V, 3.0 A

ENVIRONMENT
Operating Temperature: 32°F-113°F (O-45C)
Operating Humidity: 5%-80% Non-condensing

DIMENSIONS
Width Base with Cover Plate: 7.79 in. (19.6 cm)
Width Fully Configured: 12.325 in. (31.3 cm)
Height: 5.472 in. (13.9 cm)
Depth: 2.125 in. (5.4 cm)

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