

swipeclock
touch

Clock Setup and User Guide

Last updated: December 4, 2023



Table Of Contents

Swipeclock Touch Setup	3
1. Connect and Power up the Clock.....	3
2. Register the Clock.....	5
Register to Your Timekeeping Account.....	6
“Update Downloading”	6
3. Set the Time Zone.....	7
4. Configure Alternate Connection Methods.....	8
Connect to a Wireless Network.....	8
Connect with a Static IP.....	10
5. Set Up Employee Sign-in Methods	11
6. Set Your Clock Settings Password.....	12
Biometric Use	13
7. Fingerprint Registration	13
Access Print Registration and Select Employee.....	13
Register the Fingerprint.....	15
If You Still Can’t Get a Successful Scan.....	17
Employee Instructions.....	17
Biometric FAQ	17
8. Fingerprint Enrollment Best Practices	18
Troubleshooting and Technical Info	19
Black Screen	19
Loss of Internet Connection	19
Loss of Power	19
Clock No Longer Connects to Network	19
Clock Reset.....	19
Software Updates	21
Device Operating Temperature	21
Swipeclock Touch Specifications.....	21

Swipeclock Touch Setup

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

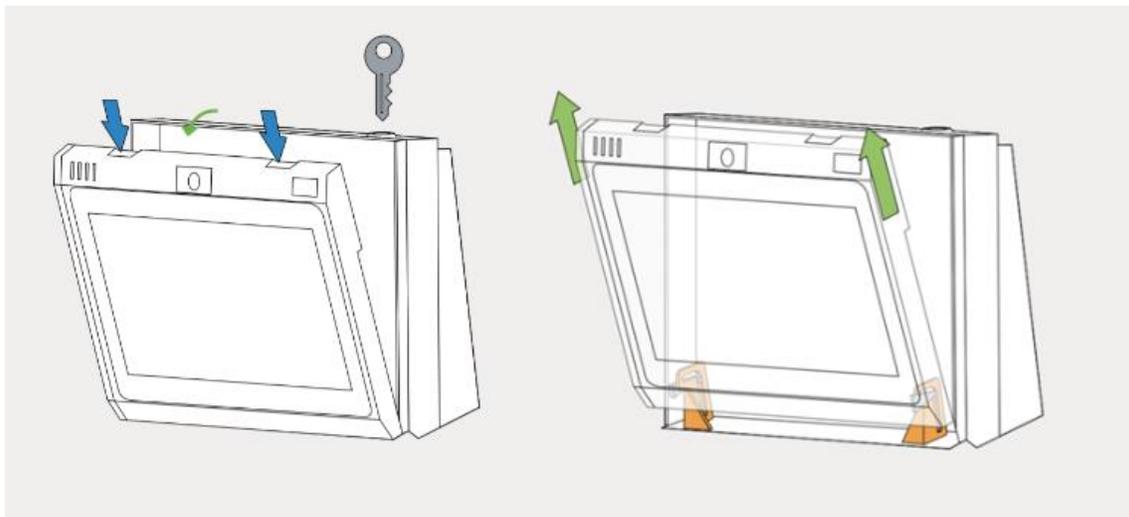
- Accessible to all employees.
- Near a power source.
- Near network access. This could be either a wired Ethernet connection or wireless. Swipeclock Touch works best with an Ethernet connection, but if you are connecting the clock to a wireless network, ensure the clock is located in an area with a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

For more details on the physical installation, check out the [Swipeclock Touch Installation Guide](#).

Section 1: Connect and Power Up the Clock

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

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 below). 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.



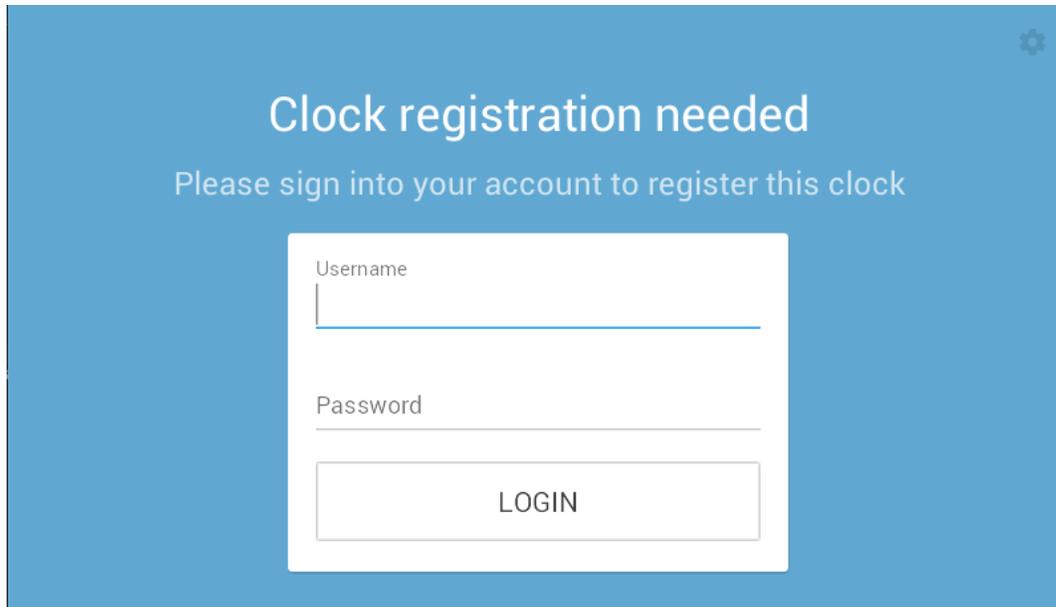
3. **Power up the clock.** With the clock still open, run the DC power connector from the clock's circuit board through the opening on the back of the clock. Connect it to the power supply and plug in the clock. The clock will boot to the registration screen automatically. There is no ON/OFF switch for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

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.

A screenshot of a registration login screen for a clock. The background is a solid blue color. In the top right corner, there is a small gear icon. The main text is centered and reads "Clock registration needed" in a large white font, followed by "Please sign into your account to register this clock" in a smaller white font. Below this text is a white rectangular form with a thin blue border. Inside the form, there are two input fields: the first is labeled "Username" and the second is labeled "Password". Below the password field is a rectangular button with the word "LOGIN" centered on it.

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.

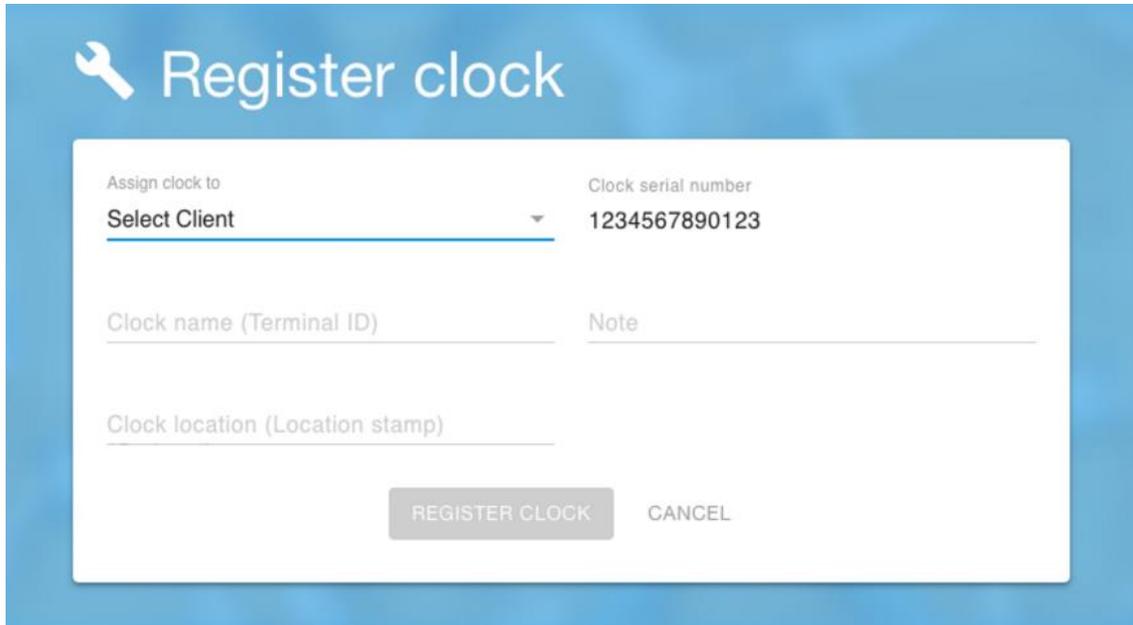
However, if you are using Wi-Fi or need to configure your Ethernet connection, you will need to configure your network first. If you are connecting via:

- **Wi-Fi**, then follow the instructions under [Connect to a Wireless Network](#) under *Section 4: Configure Alternate Connection Methods*.
- **Ethernet with a device-requested static IP**, then you will need to 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.

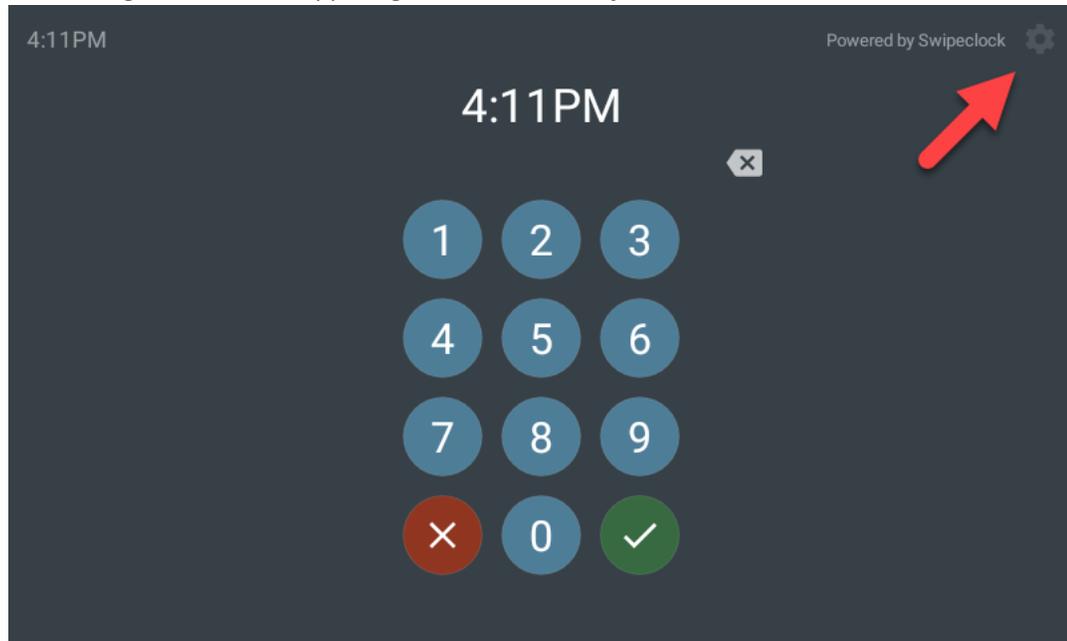
“UPDATE DOWNLOADING”

After a few moments of inactivity, the clock checks for any updates to the Swipeclock Touch 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.

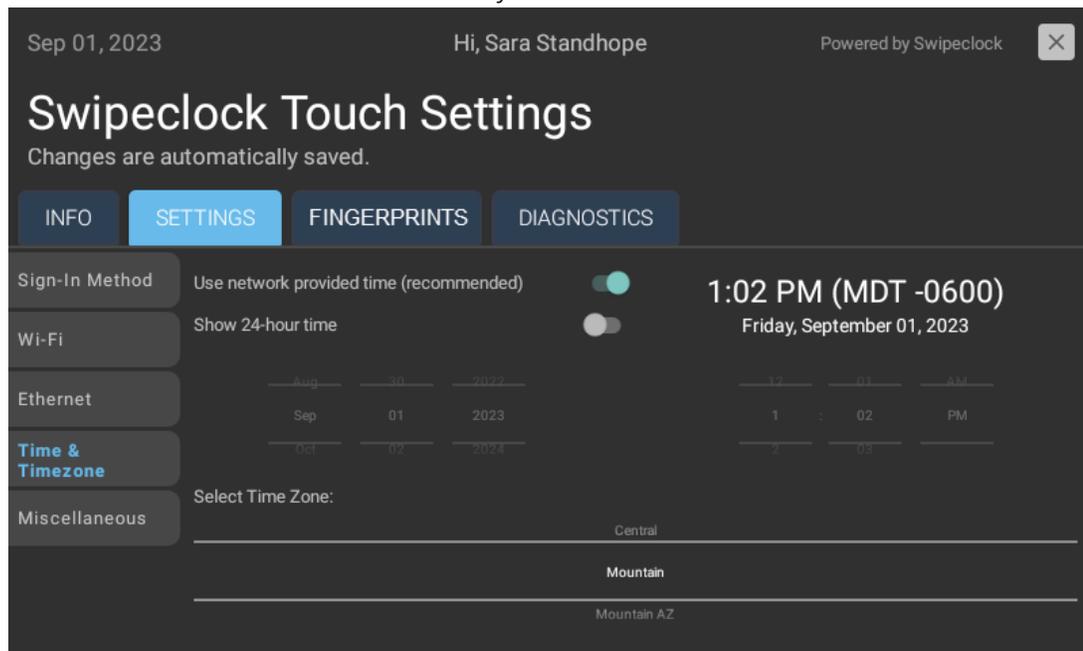
Section 3: Set the Time Zone

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: Fingerprint Registration](#) for instructions on enrolling employees on the clock.

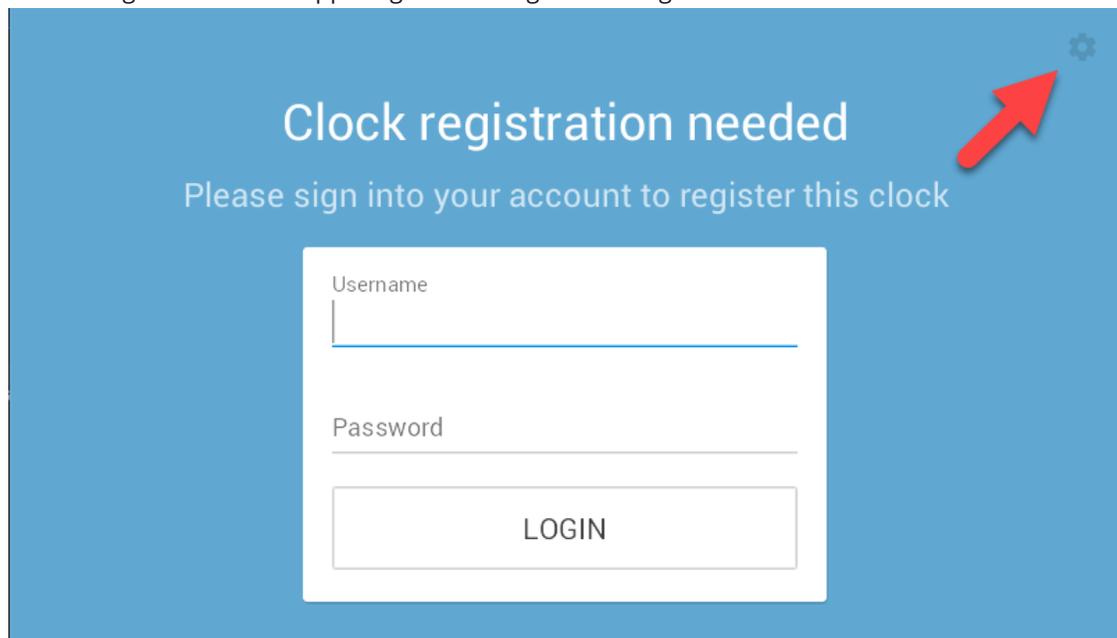
Section 4: Configure Alternate Connection Methods

Swipeclock Touch 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

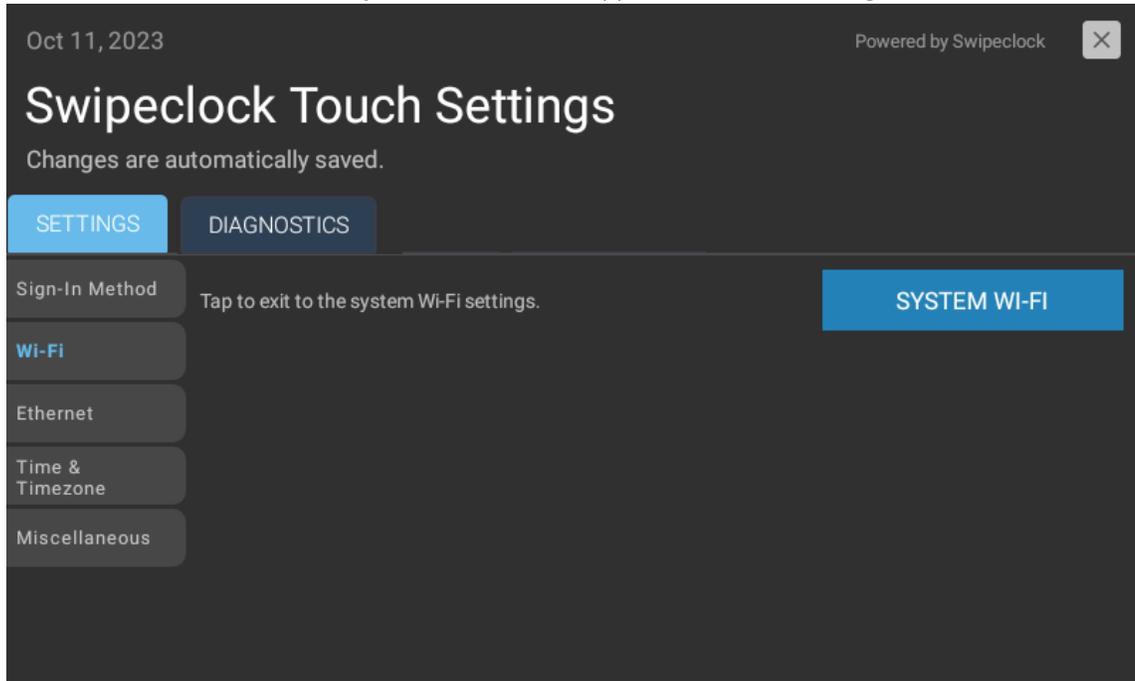
An unregistered clock needs to have its Wi-Fi connected before you can register it. To connect a clock to Wi-Fi:

1. Select the gear icon in the upper right of the registration login screen.

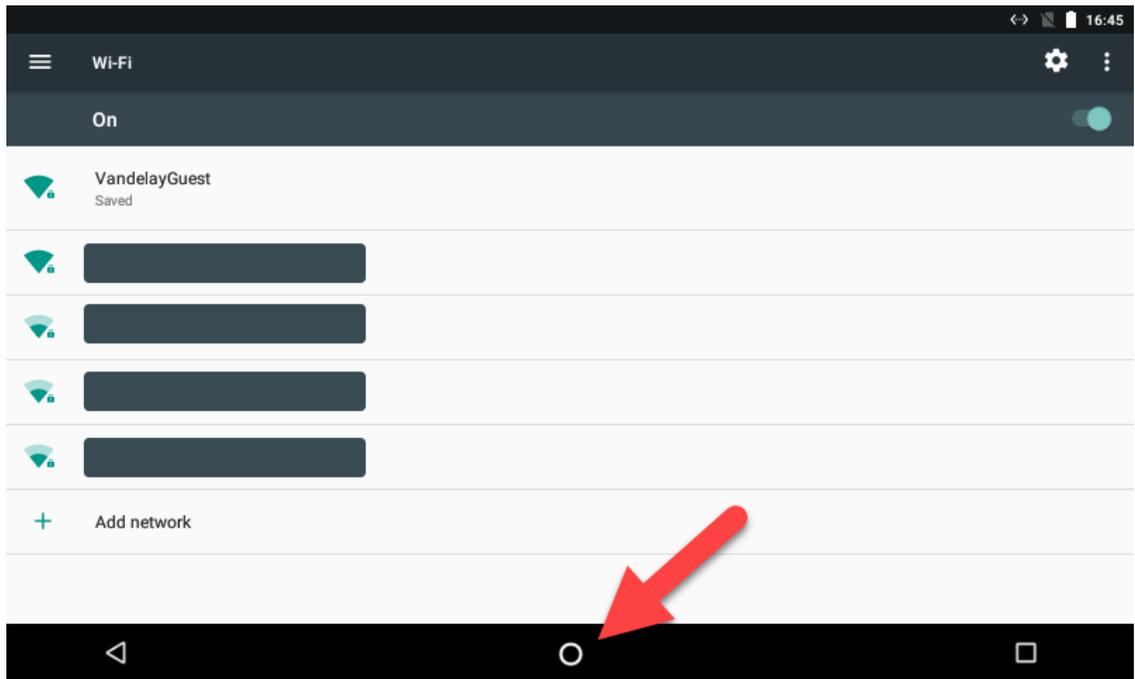


2. On the *SETTINGS* tab, select the **Wi-Fi** subtab.

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 HOME (circular) button at the bottom of the screen.

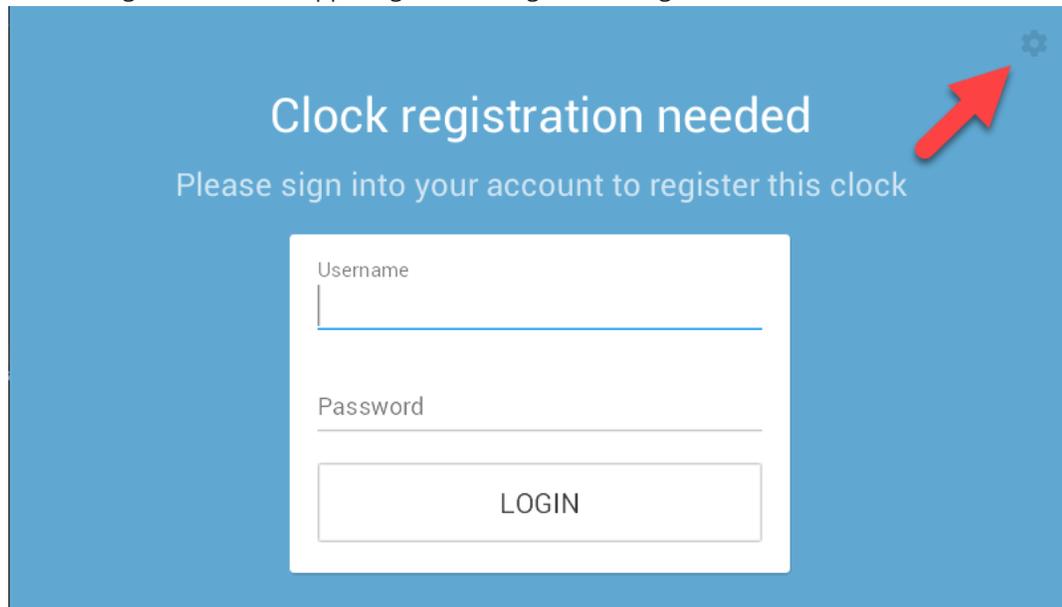


7. Once you've been returned to the *Clock registration needed* screen, follow the steps above on how to [Register to Your Timekeeping Account](#).

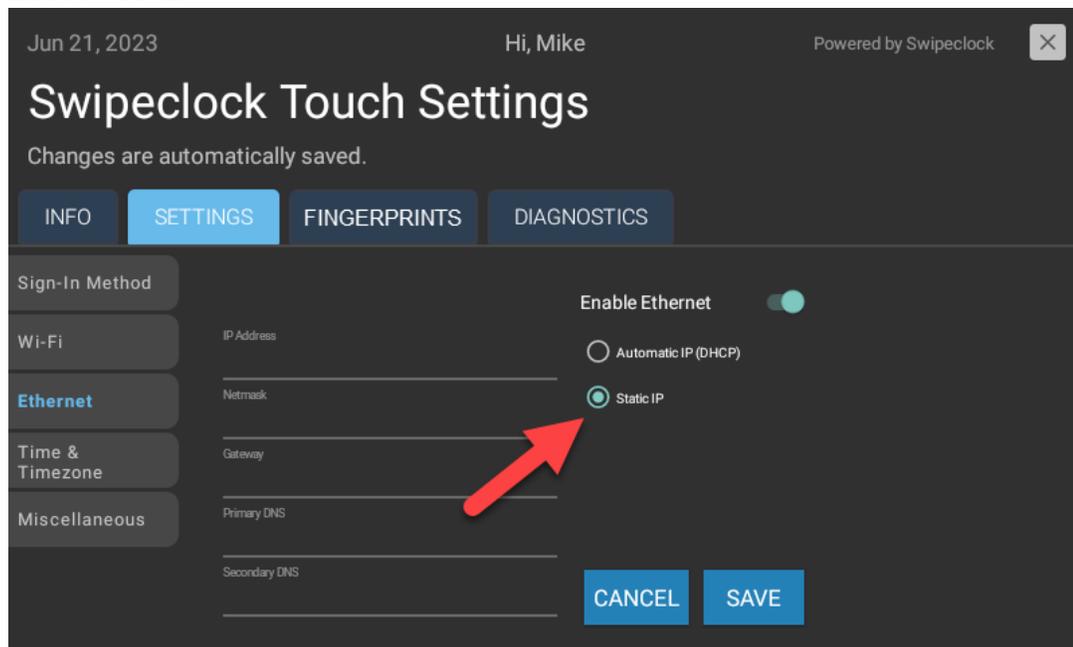
CONNECT WITH A STATIC IP

Swipeclock Touch 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 5: Set Up Employee Sign-in Methods

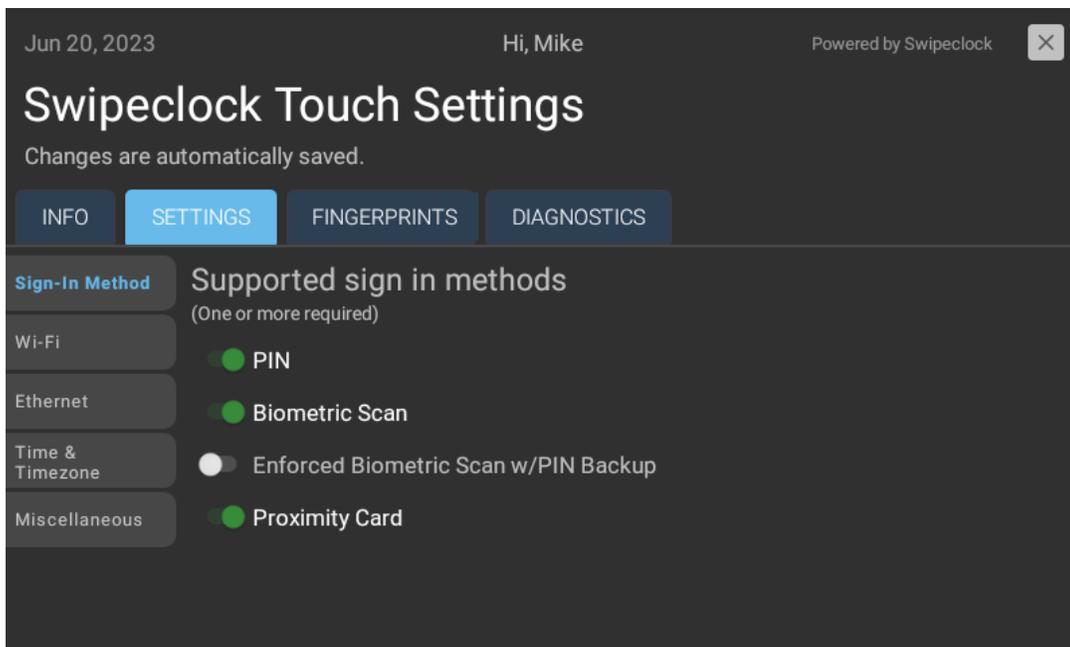
How employees are identified at the clock is determined enabling the sign-in methods:

- **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.



- Any changes are saved upon exit. Tap the **X** at the top right of the screen to return to the clock entry screen.

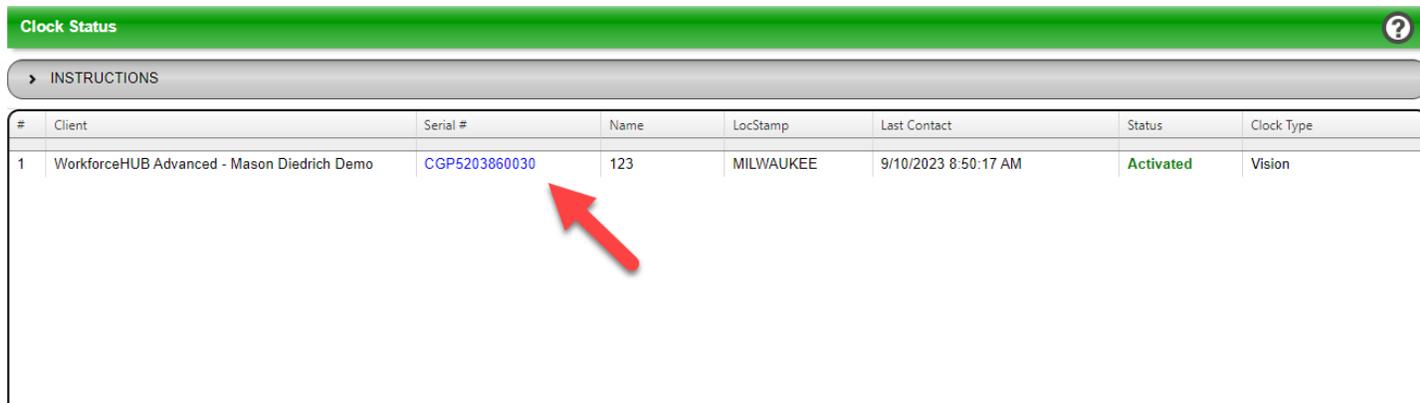
Once Sign-In Methods are set, the clock only accepts entries from employees using the enabled methods.

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



#	Client	Serial #	Name	LocStamp	Last Contact	Status	Clock Type
1	WorkforceHUB Advanced - Mason Diedrich Demo	CGP5203860030	123	MILWAUKEE	9/10/2023 8:50:17 AM	Activated	Vision

On the Clock Detail page, select **Add/Change** to enter a new Clock Settings Password.

Clock Detail	
Serial Number Change	CGP5203860030
Activation Date	6/26/2023
Terminal ID Add/Change	123
Location Add/Change	MILWAUKEE
Clock Settings Password Add/Change	Not Set
On-Board Software Version	-Mode-Phase-1-Merge.1.111
On-Board Firmware Version	7.1.2
Last Contact (client's time)	Sunday, September 10, 2023 8:50 AM
Last Completion (client's time)	Sunday, September 10, 2023 8:50 AM
Auto Dial Time Request Add/Change	- primary automatically set between midnight and 5AM - backup automatically set between 3AM and 8AM , only if primary fails
Assigned Dial Times (UTC)	
Serial Number Change Deactivate Clock	Replace a broken clock for a new clock with a "Serial Number Change" (RMA procedure) OR deactivate an active time clock.

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

SwipeClock Touch 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 7: Fingerprint Registration

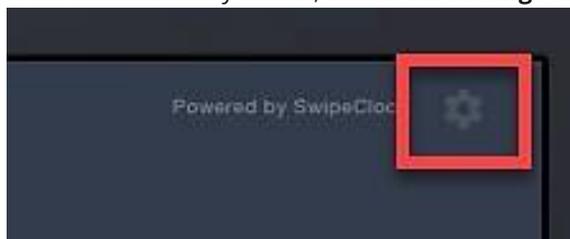
An employee's print must be enrolled on SwipeClock Touch before they can clock in and out. Registration is the process of recording landmarks (not the actual print) from an employee's finger onto the clock and subsequently, the time and attendance system's servers.

Before enrolling an employee, they must be entered in 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.

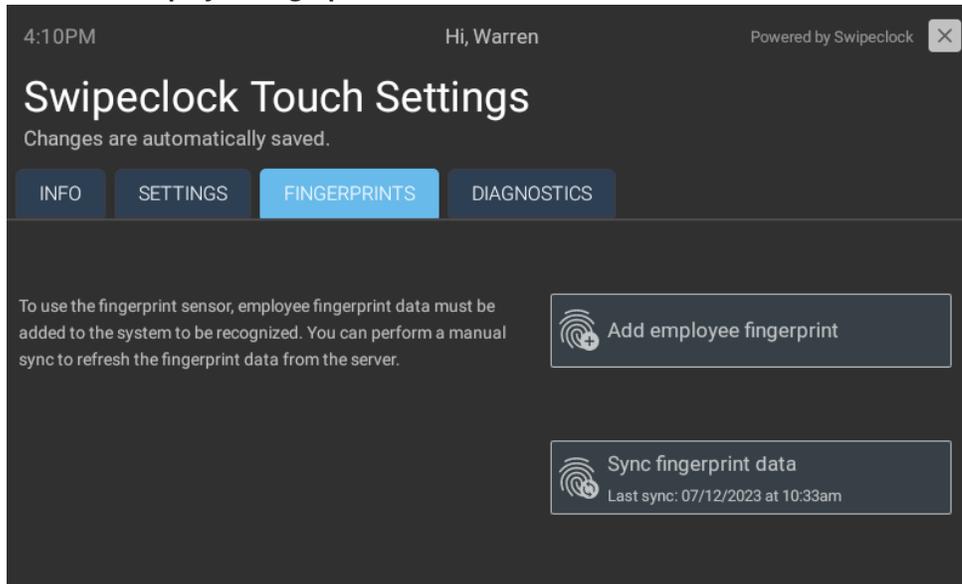
ACCESS PRINT REGISTRATION AND SELECT EMPLOYEE

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



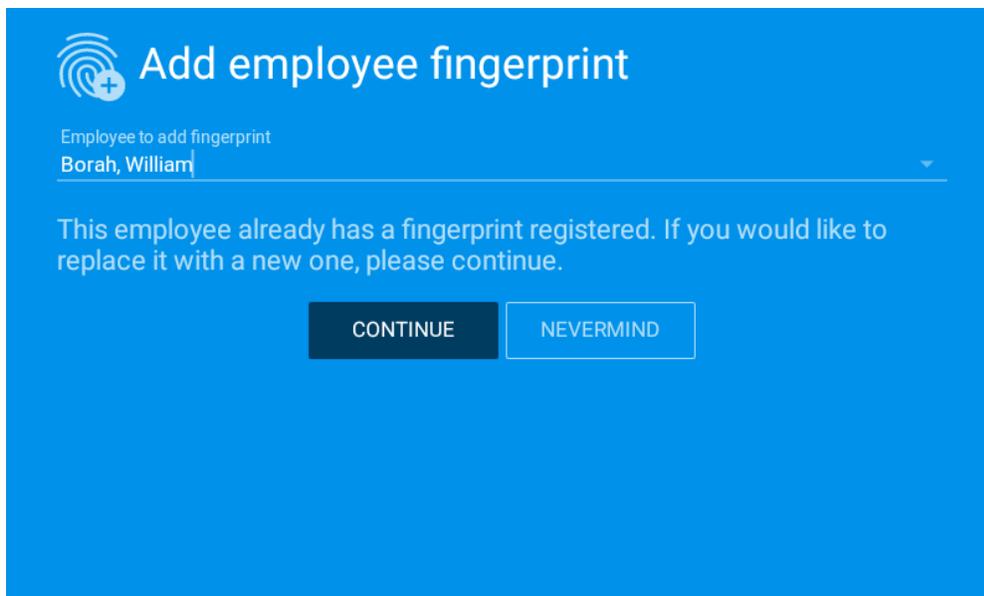
2. Enter your username and password.
3. Choose the **Fingerprints** tab. This may be the only tab you see.

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.

If the employee already has a print enrolled, it is indicated underneath their name. Employees can only have one print enrolled on Swipeclock Touch.



If you see this 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.

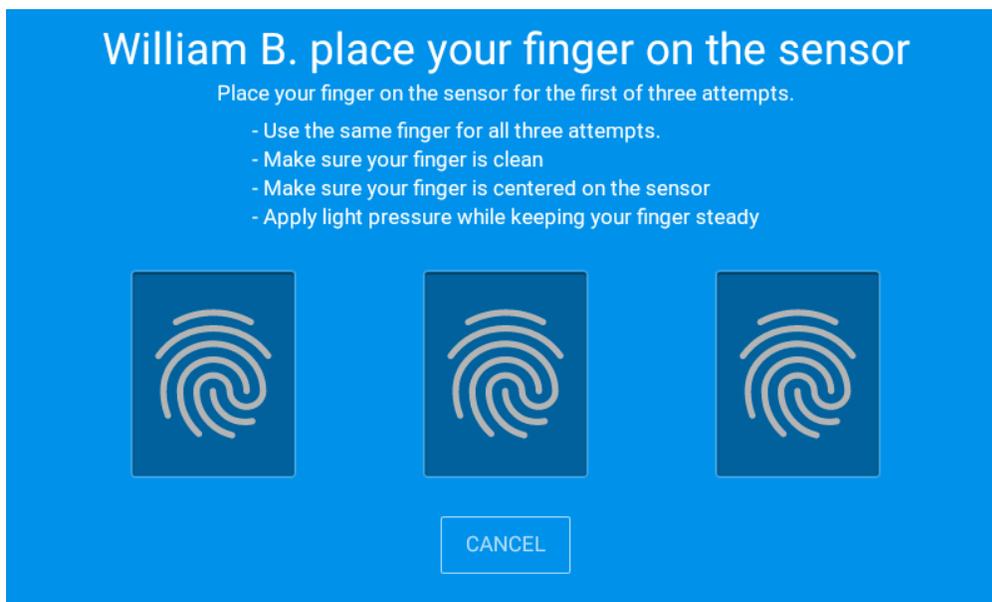
REGISTER THE FINGERPRINT

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. The consent document cannot be read on the clock.

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

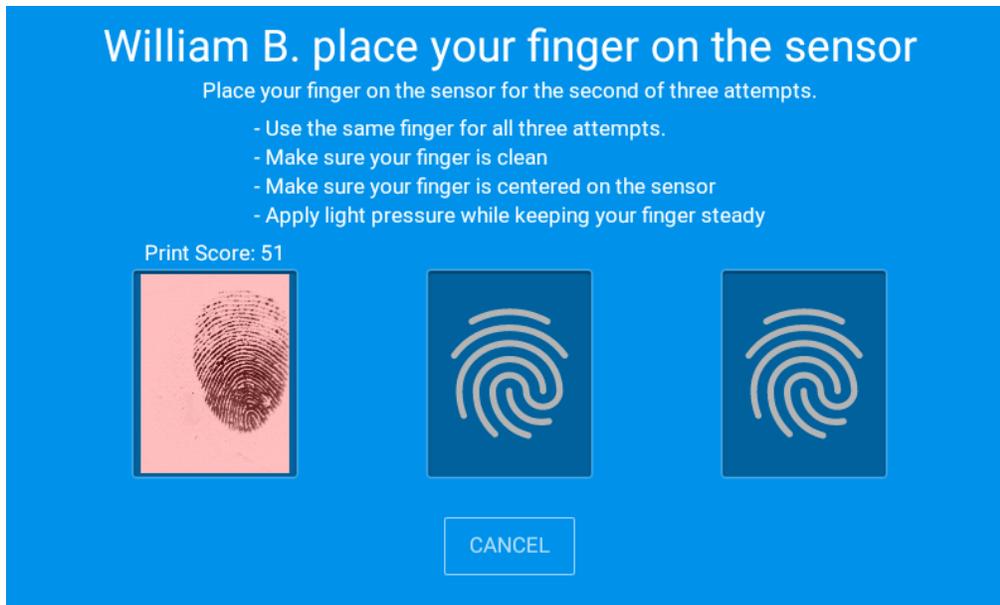
NOTE: Swipeclock's privacy policy is found at <https://www3.swipeclock.com/privacy-policy/> and will always be shown on the screen. However, we strongly recommend that you research any biometric collection requirements mandated by your state or other governing authorities and create your own acknowledgement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

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

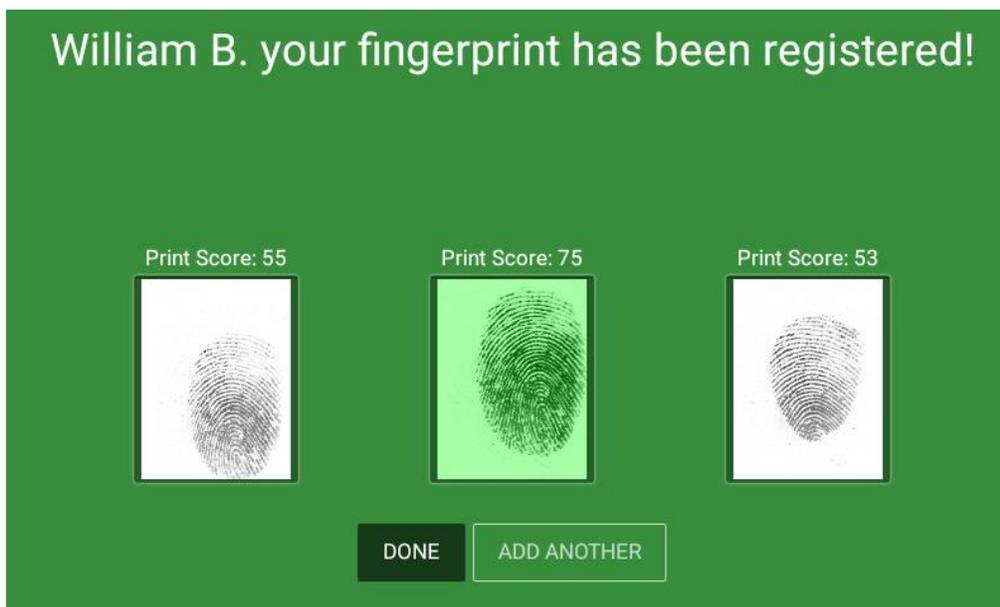


After each scan, the clock beeps and the employee should remove their finger from the sensor and repeat, as instructed by the clock.

After each scan, the screen 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 8: 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 Swipeclock Touch 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.

I'm switching from one of your older biometric clocks. Do I have to re-enroll employees?

It depends. If you were using TimeWorksTouch, then no. Fingerprint templates enrolled through TimeWorksTouch also work on Swipeclock Touch. However, if you were using a legacy biometric clock or Punch+, you do need to re-enroll prints. Contact your provider if you are unsure which clock you have.

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 8: 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

SwipeClock Touch 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

SwipeClock Touch 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.

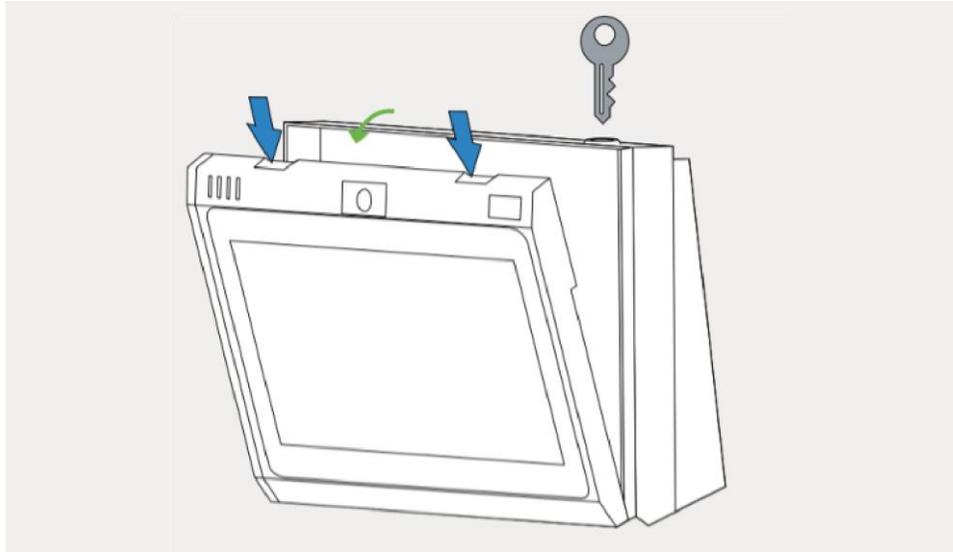
CLOCK NO LONGER CONNECTS TO NETWORK

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.

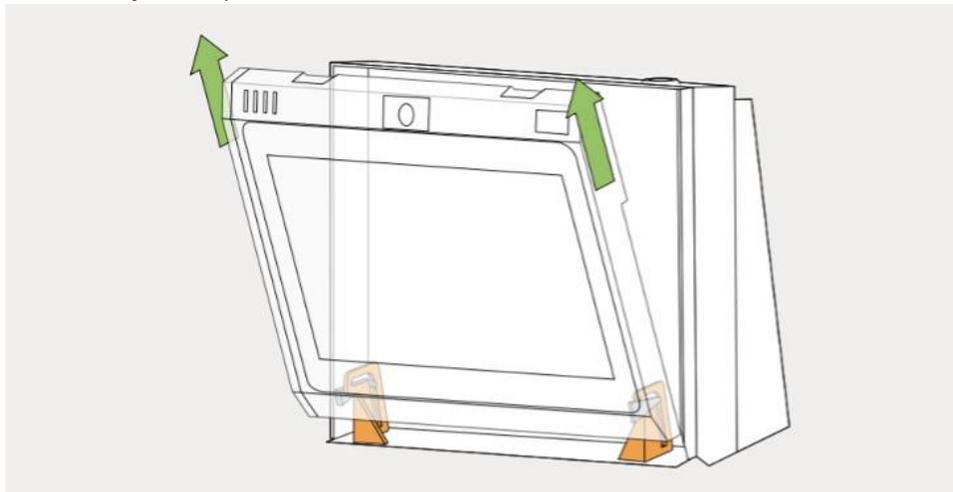
CLOCK RESET

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

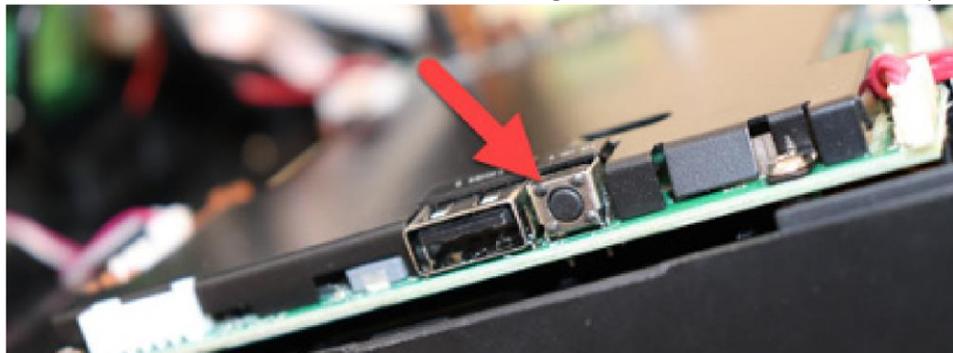
1. To reset a clock, use the key that came with your device to unlock it. You’ll find the lock on the top of the clock.
2. Place your fingers on the front portion of the upper clock housing, right above the screen, and pull out. The clock face will **partially** open.



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.

SOFTWARE UPDATES

Swipeclock Touch 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, Swipeclock Touch 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.

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

Swipeclock Touch Specifications

Processor: Freescale 1GHz (Dual Core) Coretex A9

Display:

7" TFT LCD Capacitive Touch Screen, 800 x 480 Resolution
16x9.6 Aspect Ratio

System:

Android 7.1.2
Android 8.0

Memory:

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

Capacity:

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

Communications:

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

USB 2.0 ports
Wiegand

Biometric Technology: Silk ID Sensor (ZK) – Touch-based optical fingerprint reader with FBI PIV and Mobile ID certification; FAP20 High-performance live-finger detection

RFID Card Technology: EM4100 Series Prox Cards
Passive Prox/RFID responder
Multi-frequency card reader, UltiCard supports all major RFID standards – for frequency ranges 125/134.2 kHz and 13.56 MHz, including NFC

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

Battery (optional):

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)

swipeclock

www.Swipeclock.com