

TimeWorksTouch[®]



User Manual and Clock Setup



Setup.....	2
1. Before You Start	2
2. Physical Installation	3
3. Connect to the Network / Internet	5
4. Time Zone Setup	8
5. "Never Sleep" Mode	9
6. Clock Registration.....	9
7. Software Updating.....	11
8. Employee Sign In Methods	12
Print Enrollment, Use & Changing Settings	13
9. Enrolling Fingerprints	13
10. Intelligent Clock Features.....	17
11. Using the Clock – Punching In and Out	17
12. Offline Mode.....	20
13. Changing Device Settings After Registration / Exiting Kiosk Mode.....	21
Appendixes	22
Appendix A: Identifying Your User Type	22
Appendix B: Adding Employees to the Clock	23
Appendix C: Additional Biometric Information	23
Appendix D: Troubleshooting and Technical Info	25

Setup

Sections 1 through 8 of this manual explain the setup and configuration of TimeWorksTouch. **These steps must be followed before registering the clock to your online timekeeping account.**

VIDEO HELP: You can also watch a video on the TimeWorksTouch setup at <https://vimeo.com/213275300>

1. Before You Start

Know the following before setting up TimeWorksTouch:

1. **Connectivity Method**- TimeWorksTouch connects to the internet via **Ethernet** or **Wi-Fi**. Depending on the method you choose, you will need to know some additional information to connect the device to the internet. You can use the space below to write down this information for reference:

- **For Wi-Fi Networks**- You'll need your network's name and password:

Wi-Fi ID: _____

Wi-Fi Password: _____

- **For Ethernet Networks-** You'll need to know whether your network requires a static IP address or not. Most networks do not require a static IP. **Instead, they commonly use a method called DHCP and you will not need any additional information on the network.**

If your network requires a static IP, your network administrator will need to provide you with the following information:

Static IP: _____

Gateway: _____

DNS: _____

2. **Timekeeping login and password-** You will need to have a *Client* Level login or higher¹ to register the clock—**supervisors cannot register a clock.**

2. Physical Installation

Follow these steps for the installation and mounting of TimeWorksTouch:

1. **Choose a Location-** Make sure the location has access to a power outlet as well as an Ethernet port or a strong Wi-Fi signal.
2. **Attach the Mounting Plate-** On the back of the clock, remove the metal mounting plate. Use the provided screws to attach the mounting plate to the wall.
3. **Activate the Battery-** On the back of the clock, open the backup battery compartment. Remove the red plastic tab and replace the cover. This will result in the device powering up. **Do not launch the TimeWorksTouch app at this time.**
4. **Connect the Power Supply to the Clock-** The backup battery only provides 2 to 3 hours of power under normal use, so you will want to use the provided power supply for the clock. The connection for the power supply is found on the back of the clock.

¹ If you are unsure of the type of user credentials you have, see [Appendix A: Identifying Your User Type](#)

5. **Connect the Ethernet Cable to the Clock-** This is only necessary if you are using Ethernet instead of Wi-Fi. Plug the Ethernet cable into the back of the clock.
6. **Mount the Clock on the Mounting Plate-** Attach the clock to mounting plate and secure it to the plate with the small screw provided in the box. There is a tab on the bottom of the mounting plate which fits inside of the screw hole at the base of the clock.
7. **Remove Protective Screens-** There are protective screens over the touch screen as well as the fingerprint sensor.
8. **Plug the Clock In-** **Do not launch the TimeWorksTouch app at this time. It must first be connected to the internet.** Configuration of the device's internet connection (Section 2) must be completed before launching the app.

3. Connect to the Network / Internet

Use the instructions below that correspond to your selected network type: Wi-Fi or Ethernet:

Wi-Fi Network Setup

1. Open the device settings by tapping the **Settings** icon on



the Home

screen (see Figure 1).

*If you do not see the Settings icon, open the **App Menu** by tapping the 6-square icon at the top right of the screen (see Figure 1). The **Settings** app can be*

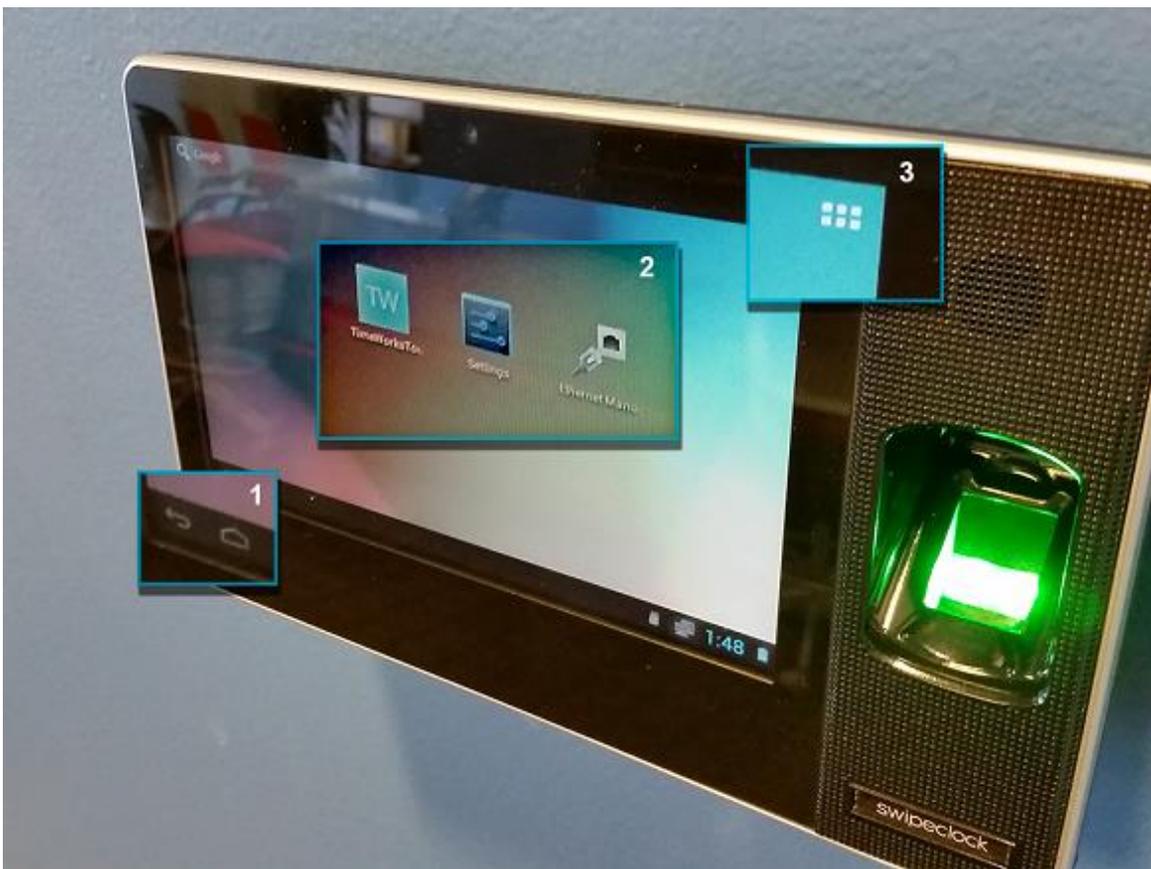


Figure 1. The device Home screen will be visible upon initial startup. Inset 1 - Back and Home buttons for navigating through screens. Inset 2 – Icons for clock and network setup applications. Inset 3 – The App Menu button which displays all apps installed on the device.

launched from the App Menu.

2. Set the **Wi-Fi toggle** to *ON* (see Figure 2).

3. The device will scan for available Wi-Fi signals and display all available networks. Select your network by tapping the name and when prompted, enter the password.

Reference Section 1 for your Wi-Fi ID and password.



Figure 2. The device settings screen is where you enable and configure the Wi-Fi for TimeWorksTouch.

Wi-Fi Signal Strength

Wi-Fi networks are more susceptible to signal interruptions. An Ethernet connection is generally more reliable than Wi-Fi. At the lower right of the clock is a signal strength indicator. When it is two bars or less, we recommend you boost your Wi-Fi signal or use an Ethernet connection.

Once you are successfully connected to your Wi-Fi network, proceed to [Section 4, Time Zone Setup](#).

Ethernet Setup

Usually TimeWorksTouch does not require additional setup for an Ethernet network. This is because the most common Ethernet configurations use **DHCP** and **TimeWorksTouch should come out of the box set to DHCP**. However, it is recommended to verify the device is set to DHCP. Instead of DHCP, some networks require a **static IP**. These instructions address both verifying DHCP mode and setting a static IP:

1. Open the **Ethernet Manager** app on the Home screen (see Figure 1).
If you do not see the Ethernet Manager app, open the **App Menu** by tapping the 6-square icon at the top right of the screen (see Figure 1). You will find the Ethernet Manager icon in the app list.

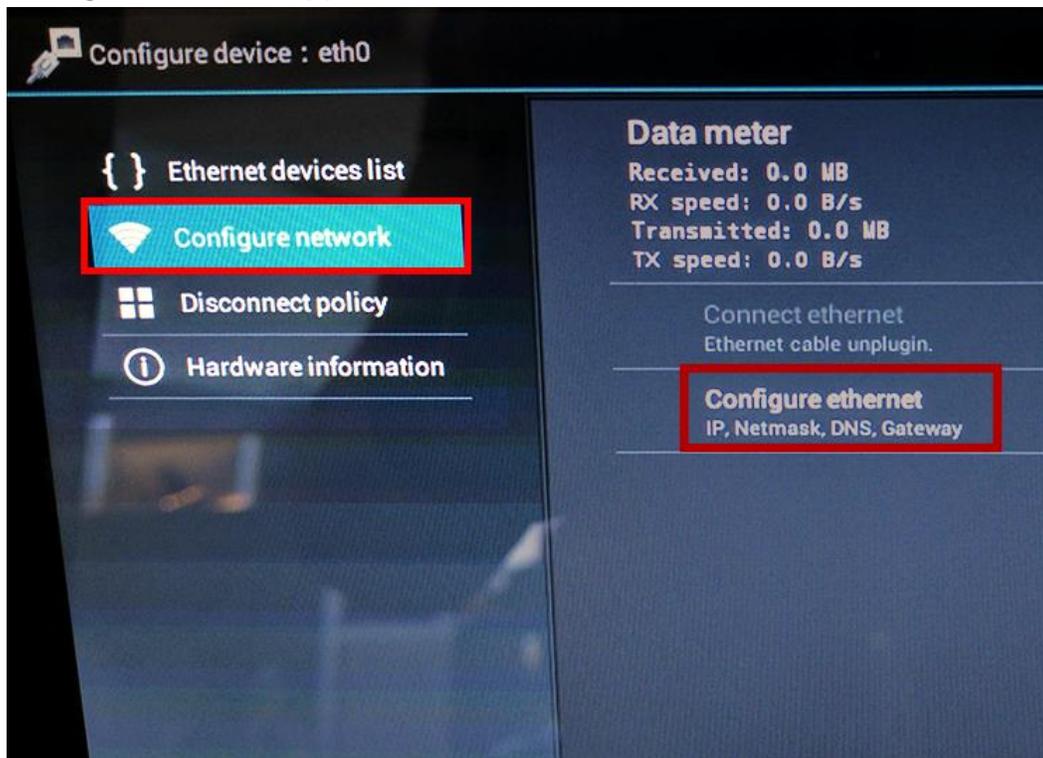


Figure 3. The Ethernet Manager screen is where Static IP information can be entered. It is also where DHCP mode is enabled.

2. Press **Configure Network** followed by **Configure Ethernet** (see Figure 3).
3. **If your network uses DHCP**, under **Connection Type**, select **DHCP**.

If your network requires a static IP, reference the IP information provided by your network admin [Section 1](#) and follow these steps:

- a. Under **Connection Type**, select **Static IP**.
 - b. Clear out the pre-entered IP, Gateway and DNS information and enter the information provided by your network administrator. Netmask normally does not need to be changed, but if it is needed, your network admin should provide that information.
4. Press the Home button to return to the Home screen. Your changes will be saved upon exit. You can now proceed to [Section 4, Time Zone Setup](#).

4. Time Zone Setup

To set the time zone for the clock's display:

1. Open the **Settings** app from the device's Home screen (see Figure 1).



You may already be in the Settings App if you just finished configuring the Wi-Fi connection.

If you don't see the Settings app on the Home screen, access the App Menu with the 6-square icon at the top right of the screen.

2. On the left-side menu, scroll down and select **Date & Time** (see Figure 4).
3. **Deselect Automatic Date & Time** as well as **Automatic Time Zone** (see Figure 4) by pressing each item so that it is unchecked.

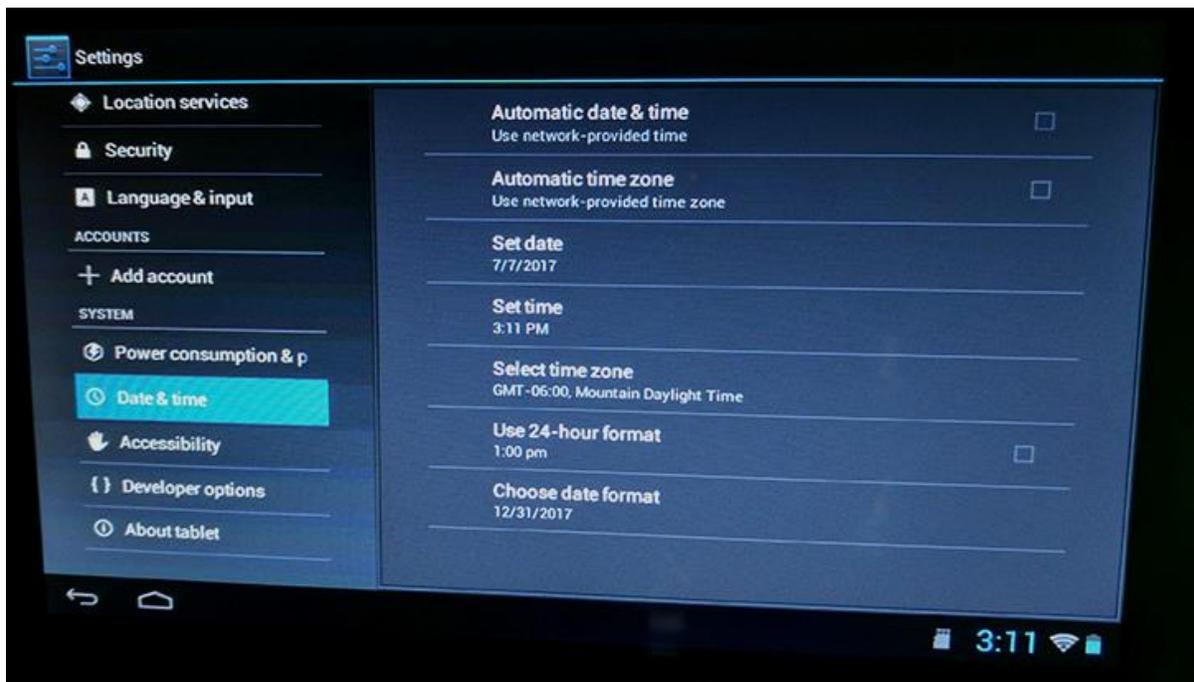


Figure 4. Setting the Time Zone is done through the Date & Time option in the Settings.

4. Tap **Select time zone**² (see Figure 4).
5. Scroll through the list and select your time zone.
6. Exit the page with the Home button at the lower left. Changes will be saved automatically upon exit.

² Setting the time zone on TimeWorksTouch only affects the time *displayed* on the clock. Punches collected and sent to our servers will use the time zone designated in the timekeeping application.

5. "Never Sleep" Mode

Setting **Never Sleep** ensures the clock entry page will always be visible to the employees when they use the clock.

1. From the Home screen, tap the **Settings** icon.
If you just finished setting the time zone, you may already be on this page.
2. From the left side menu, select **Display**.
3. Press **Sleep** from the list of options.
4. Choose **Never Sleep**.
5. Exit the page with the Home button. Changes will be saved automatically.
6. From the Home screen, tap the **Ethernet Manager** app.
7. Press **Disconnect Policy**.
If you don't see Disconnect Policy and instead see the page for configuring DHCP/Static IP, press the Back button.
8. On the right screen, select **Disconnect policy, When to disconnect**.
9. Set the value to **Never (block system sleep)**.
10. Exit the page with the Home button. Any changes will be saved automatically.

6. Clock Registration

Registration is the process of associating a clock with your timekeeping account. **Clock Registration should only be done after you have configured the device as described in Sections 3 through 5.**

1. Press the TimeWorksTouch icon  on the device's Home screen. This will launch the TimeWorksTouch app.
If you do not see the icon, you can find it by pressing the App Menu icon at the top right corner of the screen and selecting TimeWorksTouch from the listed apps.

2. After the TimeWorksTouch splash screen, you will be prompted to enter your timekeeping login and password (see Figure 5). If instead you see the clock entry screens where an employee would clock in and out (see Figures 14 and 15), then the clock has already been registered and you will need to contact your timekeeping provider for further assistance.

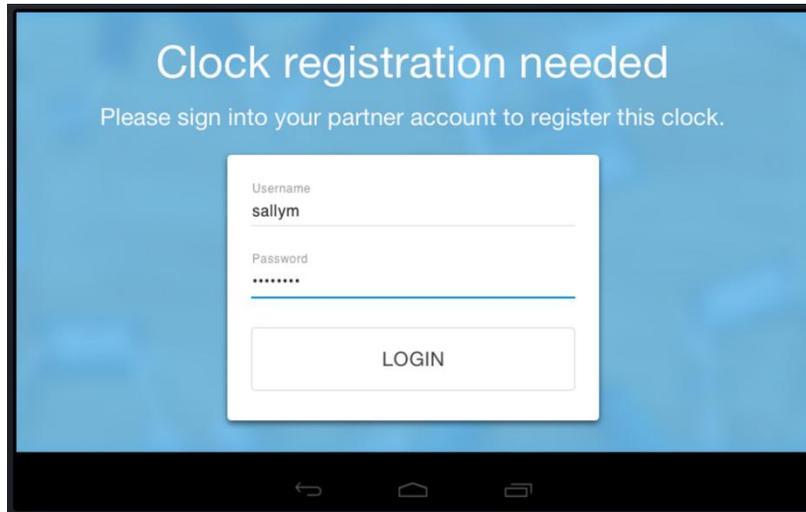


Figure 5. Clock login page. Registering the clock requires your timekeeping login.

3. After logging in, the clock registration page will appear (see Figure 6).

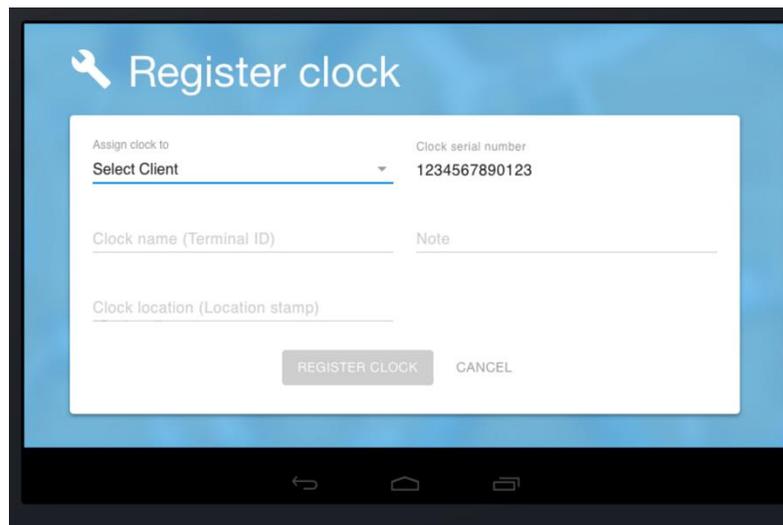


Figure 6. The Clock Registration page is where TimeWorksTouch gets associated with a timekeeping account.

4. Use the **Assign Clock** dropdown to select your timekeeping account by name. You may need to select from a list of multiple accounts. There is no need to enter the serial number of the clock. It will be filled in automatically by the device.
The on-screen keyboard can be used to search for a specific account by typing in the account name.
5. **Clock name** (optional) lets you label the clock. This is helpful when you have multiple clocks.
6. **Clock location** (optional) is used in conjunction with the Location Stamp feature of the timekeeping system. The name you enter here will be recorded with each punch and populate a clock prompt. Using this feature requires additional configuration in the timekeeping system. Contact your timekeeping provider for assistance with clock prompts and the location stamps.
7. **Note** (optional) is for any additional data you want to keep track of on the clock, like “Date in service”.
8. Press **Register Clock**.

The clock will confirm registration with a green confirmation screen (see Figure 7). You can either press **Got It** or wait for the clock to advance on its own.

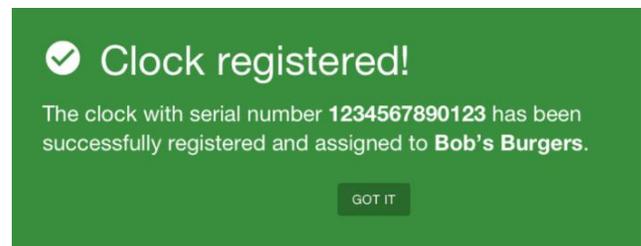


Figure 7. Registration of clock has been successful.

After a period of inactivity, the clock will check for any available software updates.

This process may take a few moments and during that time, you may see a blank screen. Once the clock has finished updating, you will see the clock entry screen on which an employee will clock in and out (see Figures 14 and 15).

7. Software Updating

TimeWorksTouch is designed to check for software updates nightly, but when you register the clock, it will also check for an update after 2 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, TimeWorksTouch will display 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 learn how to do this through the article [Updating Software for TimeWorksTouch](https://twpsupport.payrollservers.us/customer/portal/articles/2780224) (<https://twpsupport.payrollservers.us/customer/portal/articles/2780224>) in our online knowledge base.

8. Employee Sign In Methods

When you receive the clock, all three of the following methods are enabled for your employees to use when punching in and out:

- **PIN entry** – employee enters a number
- **Proximity card** – employee scans a card
- **Biometric scan** – employee uses a fingerprint

You can have any combination of these methods enabled. Follow the steps below if you want to **turn off any of these sign-in methods**:

1. From the TimeWorksTouch clock entry screen, click the **gear** icon (see *Figure 8*) to access the **Clock Settings** tabs.

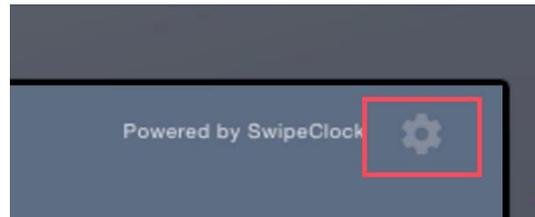


Figure 8. The gear icon is used to access the TimeWorksTouch Settings Page.

2. Enter your timekeeping login and password.³
3. Select the **Clock Settings** tab and configure the sign in methods with the corresponding switches (see *Figure 9*).

³ The Clock Settings tab is visible only to Accountant or Client level users; Supervisors cannot access this tab. If you are unsure which level of user you are, see [Appendix A: Identifying Your User Type](#)

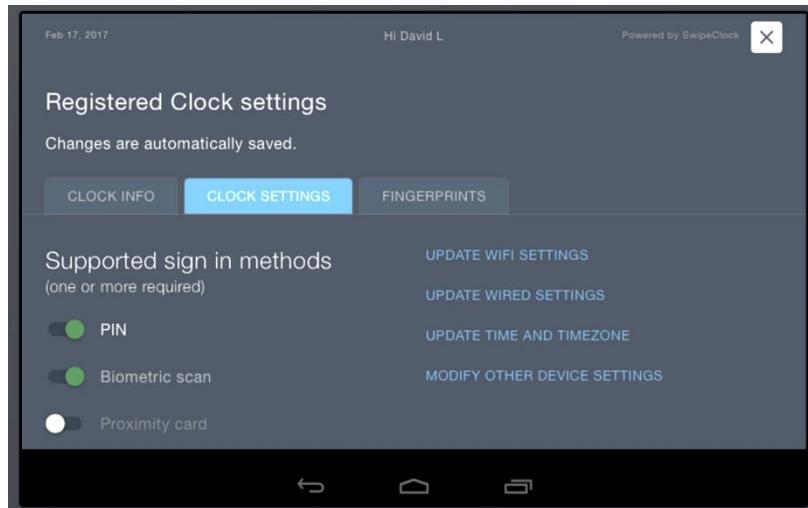


Figure 9. Setting the clock's sign in methods is done in the Clock Settings tab.

4. Any changes will be auto-saved upon exit. Use the **X** button at the top right corner of the screen to return to the clock entry screen.

You're Setup!

Setup of the clock is now complete. If employees are using **fingerprints** on the clock, please continue to the next section, [Enrolling Fingerprints](#).

If employees are using **PINs** or **prox cards**, and those numbers have already been added to **Employee Setup**, the clock is ready to use. See [Appendix B: Adding Employees to the Clock](#), for more information on adding PIN and prox numbers to Employee Setup.

Print Enrollment, Use & Changing Settings

9. Enrolling Fingerprints

An employee's print must be enrolled on TimeWorksTouch before they can clock in and out with the biometric scanner. Enrollment is the process of recording landmarks (not the actual print) from an employee's finger onto the clock and subsequently, our servers.

VIDEO HELP: A video on the enrollment process can be found at <https://vimeo.com/213275265>

For sites with more than one TimeWorksTouch clock, an employee enrolled on *one* clock will be enrolled on *all* clocks. **However, prints enrolled on *non-TimeWorksTouch* clocks are not compatible with TimeWorksTouch.**

The ability to enroll fingerprints can be done by supervisor level user as well as client and accountant level user.

IMPORTANT: Before enrolling an employee, they must be added to Employee Setup in the timekeeping system (see [Appendix B: Adding Employees to the Clock](#)).

Follow these steps for the enrollment process:

There is a timeout on these screens, so it is best to have the employee available when you start.

1. From the clock entry screen, (see Figures 14 and 15), access the **Settings** tabs by tapping the **gear** icon (see Figure 8).
2. Login with your timekeeping credentials.
3. Choose the **Fingerprints** tab. This may be the only tab you see.
4. Select **Add Employee Fingerprint** (see Figure 10).

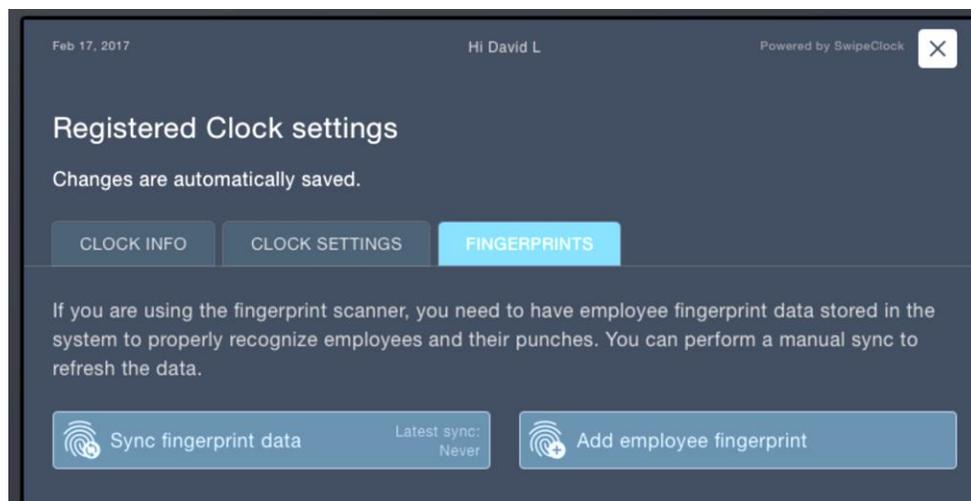


Figure 10. The Fingerprints tab in TimeWorksTouch is used to enroll fingerprints.

5. Search and select the employee by name (*see Figure 11*). You can narrow the results by typing either the first or last name with the onscreen keyboard.
6. Click **Continue**.

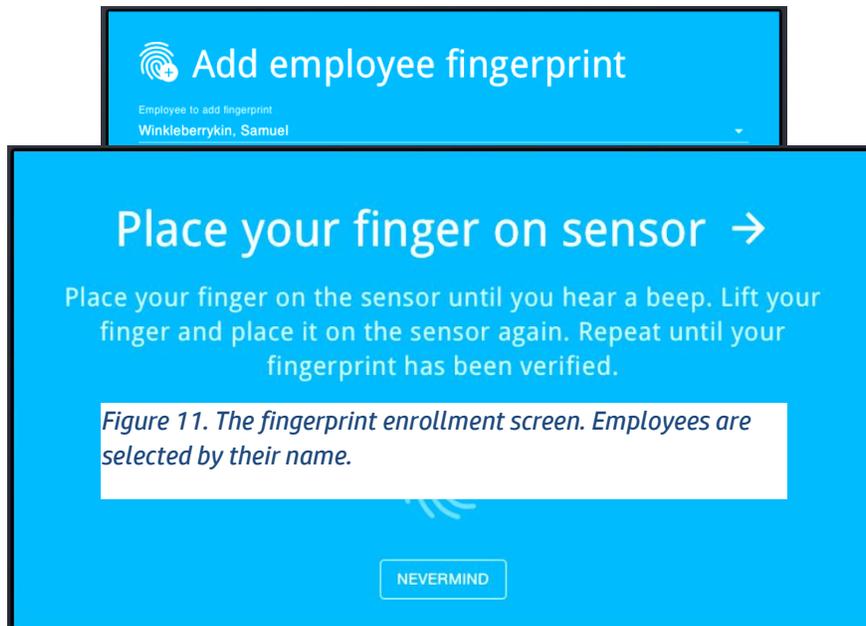


Figure 11. The fingerprint enrollment screen. Employees are selected by their name.

Figure 12. This is the message displayed when an employee is being enrolled. During this process, the employee place their finger on the fingerprint sensor three times.

7. The following screen (*see Figure 12*) prompts the employee to place their finger on the sensor. **They should press firmly without smashing the finger.** The print will be scanned and the device will beep if successful. After the beep, the employee should remove their finger from the scanner and repeat this step two more times. Once three successful scans have been made, the screen will change to an enrollment confirmation message (*see Figure 13*).

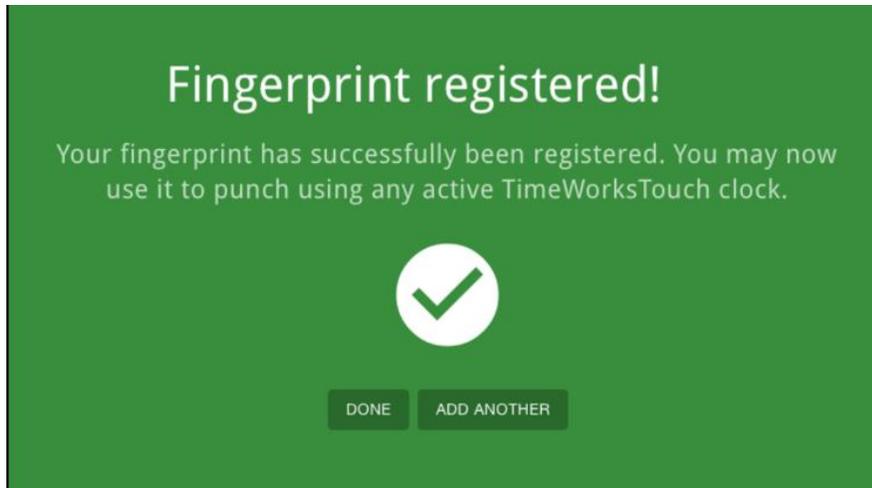


Figure 13. The Fingerprint Registration screen will be displayed once an employee's print has been enrolled.

If you are finished enrolling fingerprints, you can click either **Done** and return to the Fingerprint tab, or you can continue enrolling fingerprints with the **Add Another** button.

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 doesn't smash or move their finger while it is being enrolled. They should also follow this same practice when clocking in or 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.

If the print enrollment is still unsuccessful after you have tried different fingers, you can enable a PIN entry for the employee to use in place of their print. See [Appendix B: Adding Employees to the Clock](#) for more on this.

Forcing Employees to Clock In and Out With Their Fingerprint

When employees are using the biometric sign in method, it is best to **not give them a PIN in Employee Setup**. TimeWorksTouch associates prints with employees by name—

there is no need for a PIN⁴. If the employee needs access to Employee Self Service, give them an alphanumeric login instead of a *numeric only* login. The alphanumeric login can still be used to access the ESS, but it cannot be used on the clock.

You can find more information about the biometric feature of TimeWorksTouch in [Appendix C: Additional Biometric Information](#).

10. Intelligent Clock Features

Intelligent Clock (which can be enabled by your timekeeping provider) adds these features to TimeWorksTouch:

- **Punch Types** – Additional buttons are added to TimeWorksTouch for tracking breaks, meals and departmental transfers.
- **Punch Logic** – When an employee signs into TimeWorksTouch, the last punch made by that employee is checked and only clock buttons for the next logical punch type are enabled for that employee. For example, if an employee's last punch was an *out* punch, the *out button* will be disabled for their next punch. This helps decrease missed punches on the time card.
- **Paid Break Tracking** – With the addition of a **break** button, rules can be set in the timekeeping system that set limits on how many minutes for which an employee can be paid.
- **Clock Lockout** – This feature prevents an employee from clocking in early. It requires the use of scheduling and rules defined in the timekeeping system.

11. Using the Clock – Punching In and Out

These instructions are intended to instruct employees on how to use the clock. They are organized by each sign in method: biometric, PIN and prox.

⁴ TimeWorksTouch differs from our other clocks in that it does *not* require a PIN to associate a print with a time card. If you had an older clock that used PINs and are now using TimeWorksTouch, you can choose to remove those PINs from Employee Setup, or you can turn off the PIN entry option entirely (see Section 8). However, the latter option means *no employees* will be able to use a PIN on the clock.

The basic functionality of TimeWorksTouch provides buttons for *IN* and *OUT* only. With *Intelligent Clock* functionality, an employee can also: clock in and out of breaks and meals, as well as transfer departments. More on these features can be found in [Section 10, Intelligent Clock](#).

Clock Entry Screens

These are the initial screens you will see when using the clock.

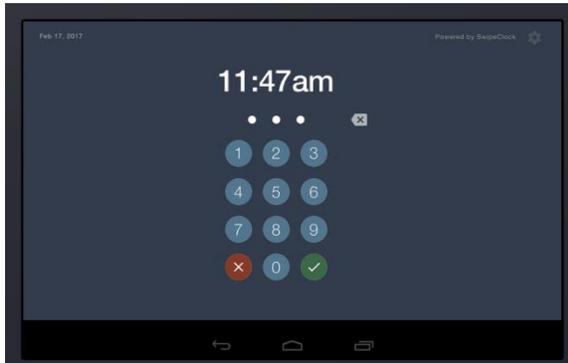


Figure 14. Clock Entry page when PIN is set as a sign in method.

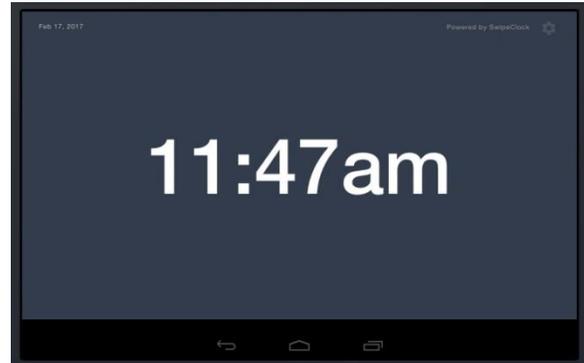


Figure 15. Clock Entry page when prox card or fingerprint are the only sign in methods enabled.

Punch Entry Screens

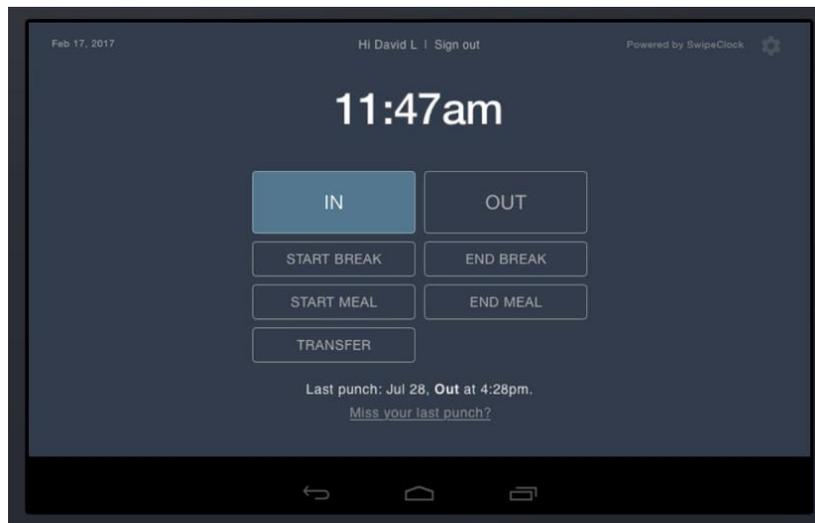


Figure 16. The Punch Entry screen. Once you have signed into the clock, this screen is where you enter your punch. NOTE: Break, Meal and Transfer buttons may not be enabled on your clock.

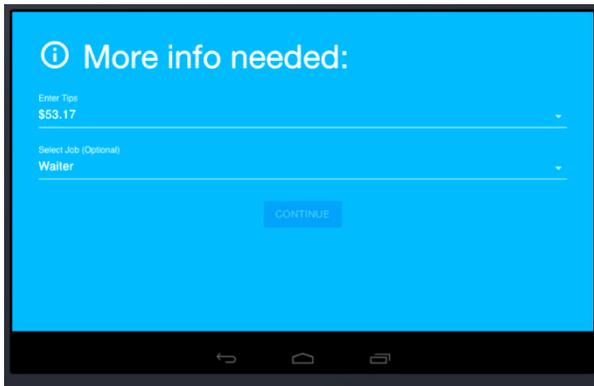


Figure 18. The clock prompt entry page.

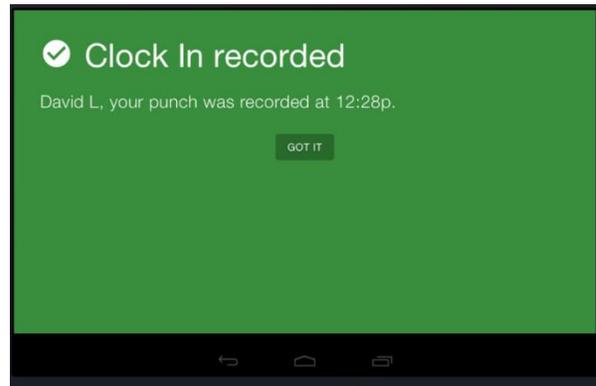


Figure 17. The punch confirmation screen.

Punching with Biometric Fingerprint

1. The clock is ready to receive a punch when it displays the Clock Entry screen (see *Figures 14 and 15*). Firmly place your enrolled finger on the fingerprint sensor at the right of the clock. The clock will beep once it verifies your identity and present the Punch Entry screen (see **Error! Reference source not found. 16**).
2. Select a punch type using the touchscreen buttons. If you are unable to select the correct type of punch, you likely missed a punch. Use the **Miss your last punch?** link to select the correct punch type.
3. Answer any necessary clock prompts (see *Figure 17*). Answers for the prompts may be selectable from a pick list. If you do not see all the options in the pick list, use your finger to scroll through the list.

Clock prompts may not be required on your account. If that is the case, you will not see this screen.

4. The clock will display a confirmation message with your punch time (see *Figure 18*). You can clear the message by clicking **GOT IT**, but the message will eventually clear on its own and the clock will return to the Punch Entry screen.

Punching with a PIN

1. The clock is ready to receive a punch when it displays the Clock Entry screen (see *Figures 14 and 15*). Enter your PIN using the touchscreen keypad and click the green checkmark. The clock will verify your identity and present the Punch Type screen (see *Figure 16*).
2. Select a punch type using the touchscreen buttons. If you are unable to select the correct type of punch, you likely missed a punch. Use the **Miss your last punch?** link to select the correct punch type.

3. Answer any necessary clock prompts (*see Figure 17*). Answers for the prompts may be selectable from a pick list. If you do not see all the options in the pick list, use your finger to scroll through the list.

Clock prompts may not be required on your account. If that is the case, you will not see this screen.

4. The clock will display a confirmation message with your punch time (*see Figure 18*). You can clear the message by clicking **GOT IT**, but the message will eventually clear on its own and the clock will return to the Punch Entry screen.

Punching with a Proximity Card

1. The clock is ready to receive a punch when it displays the Clock Entry screen (*see Figures 14 and 15*). Pass the card in front of the sensor located at the bottom right of the clock. The clock will verify your identity and present the Punch Type screen (*see Figure 16*).

2. Select a punch type using the touchscreen buttons. If you are unable to select the correct type of punch, you likely missed a punch. Use the **Miss your last punch?** link to select the correct punch type.

3. Answer any necessary clock prompts (*see Figure 17*). Answers for the prompts may be selectable from a pick list. If you do not see all the options in the pick list, use your finger to scroll through the list.

Clock prompts may not be required on your account. If that is the case, you will not see this screen.

4. The clock will display a confirmation message with your punch time (*see Figure 18*). You can clear the message by clicking **GOT IT**, but the message will eventually clear on its own and the clock will return to the Punch Entry screen.

12. Offline Mode

When the clock is not connected to the internet (offline mode) it still collects punches, stores them and transmits them once the connection is restored. You will not see punches in the timekeeping application until they have been transmitted to our servers.

Fingerprints cannot be enrolled while the clock is in Offline Mode.

13. Changing Device Settings After Registration / Exiting Kiosk Mode

Kiosk Mode prevents an employee from closing the TimeWorksTouch app. It essentially hides the Home and Back buttons while the app is running.

When the clock is in Kiosk Mode, you will not be able to access the device settings, like Wi-Fi and Never Sleep, as you did during the initial setup. If those settings, or any of the following settings need to be changed:

- Wi-Fi
- Ethernet
- time and time zone
- other device settings

you can access them through the TimeWorksTouch settings:

1. Use the **gear** icon (*see Figure 8*) to access the TimeWorksTouch settings tabs.
2. Enter your timekeeping login and password.
3. Select the **Clock Settings** tab. On that tab will be a list of items corresponding to your various device settings (*see Figure 9*). Selecting any of those items will take you out of the TimeWorksTouch app and allow you to modify the device.
4. Once you have changed the device settings, you can restart the clock by tapping the Home icon and launching TimeWorksTouch from the Home screen.

Device Settings in Offline Mode

When the clock is in offline mode, you will need a special login and password to change any settings. For example, if your Wi-Fi changes and the old Wi-Fi signal is no longer active, you will need a secret login and password to take the clock out of Kiosk Mode and change the Wi-Fi credentials. Please contact your timekeeping provider for more information on this process.

Appendixes

Appendix A: Identifying Your User Type

Certain functions and settings on the clock are only accessible to certain types of users. This section explains how to determine your user type and the permissions associated with that type.

Supervisor

If you are a manager or supervisor that can access time cards for selected employees, but you don't have access to administrative features, you are a *Supervisor*. On TimeWorksTouch you can enroll employee fingerprints.

Client

If you are a manager or administrator for an employer that uses this clock, and you have access to the administrative features of the timekeeping system, like creating the payroll export, then you are a *Client*. On TimeWorksTouch, you can:

- enroll employee prints
- change Clock Settings
- perform the initial registration of the clock

Accountant

If you are a timekeeping provider and are setting up this clock for one of your clients, you are an *Accountant*. On TimeWorksTouch, you can:

- enroll employee prints
- change Clock Settings
- register the clock
- de-register (deactivate) the clock

Appendix B: Adding Employees to the Clock

Before employees can use the clock, they must be set up in the timekeeping system. This is done through Employee Setup which is accessed by clicking **Employee Setup** in the left navigational menu. Once you see the list of employees, you can click their name to modify or add information to their record.

If you do not have access to Employee Setup, someone with rights to that page, like an HR administrator or manager, will need to setup employees for using the clock.

The data required for an employee to use the clock is (see Figure 19):

- first name
 - last name
 - a PIN or prox number in the Login field
- IMPORTANT:** Employees using a fingerprint to sign in **do not need a PIN** in Employee Setup.⁵

Employee Setup	
Identity <input type="button" value="Edit"/>	
Employee Code	10002
First Name	Susan
Middle Name	
Last Name	Ross
Designation	
Phone	
E-mail	
Start Date	2009-08-22
Separation Date	
Export Block	Not blocked
Web Clock Enabled	Yes
Enforce Schedule	Enforce
Mobile Punch Enabled	Yes
Mobile Enabled	Yes
Options	
Identifiers for punching the clock (card number)	
Logins / Numbers	10002 srossvd
Self-service password	Password has been se

Figure 19. Employee Setup. The fields highlighted in red are required for using a PIN or Prox card to clock in and out.

Appendix C: Additional Biometric Information

The following are some commonly asked questions regarding the biometric functionality of TimeWorksTouch.

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

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

⁵ Other clocks we sell do require a PIN for biometric enrollment, but with TimeWorksTouch, the print is associated to the employee's name, not a PIN.

How do I prevent employees with a fingerprint or prox card from using the WebClock?

In Employee Setup, select the employees that should not use WebClocks and set **Web Clock Enabled** to "No".

Separation Date	
Export Block	Not blocked
Web Clock Enabled	No
Enforce Schedule	Enforce
Mobile Punch Enabled	No

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

No, as long as all the clocks are TimeWorksTouch clocks. Prints enrolled on TimeWorksTouch are uploaded to our servers and shared to other TimeWorksTouch clocks on your site.

I'm replacing an older biometric clock with TimeWorksTouch, do I need to re-enroll the fingerprints?

Yes. This is because the fingerprint mapping used by TimeWorksTouch is different and more accurate than our older biometric models. Fingerprints enrolled on other clock models will not be recognized by TimeWorksTouch.

Can I enroll fingerprints in offline mode?

No, the clock must be connected to the internet to enroll fingerprints.

How do I know which employees are already enrolled?

The **Biometrics Maintenance** page in the timekeeping system displays the status of your employee enrollments. All employees will be displayed and grouped by those who have been enrolled and those who have not been enrolled.

- Select Other Periods
- Maintenance Menu**
- Accrual Balances
- Employee Groups
- Finalize Pay Period
- Biometrics Maintenance**
- Login Maintenance
- Quick Add Time Card Entries
- Unmatched Punches
- Reports Menu**

Appendix D: Troubleshooting and Technical Info

Black Screen

This likely means the clock was accidentally put to sleep. Using the *Never Sleep* settings can prevent this from happening. Press the power button on the left side of the clock to wake the clock back up and return to the clock entry screen. Then, follow the instructions in [Section 5, Never Sleep Mode](#).

When the fingerprint reader is green, the clock has power and is operational. If pressing the power button does not wake the clock up, contact your timekeeping provider for further assistance.

Loss of Internet Connection

TimeWorksTouch will collect punches (including fingerprint punches) when not connected to the internet. When the connection is restored, the punches will be transmitted to our servers and be visible on the time cards. [Intelligent Clock](#) features, like Clock Lockout and Punch Logic, will *not* work in offline mode as these both require interaction with the timekeeping system.

Loss of Power

The clock has an internal battery which will keep it operating for 2 to 3 hours. However, once the battery expires, the clock will not be able to accept punches. **Any punches made prior to the clock losing power will be saved on the clock.** Once power is returned to the clock, those punches will be transmitted.

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 setup and configured the device. For example, if your Wi-Fi password has changed, the clock will not be able to connect until you enter the new password. Changing the network settings while the clock is offline requires special steps outlined in [Section 13, Device Settings in Offline Mode](#).

Device Operating Temperature

For the best operation and stability of the device, the working temperature should not exceed 104° F / 40° C.