Swipeclock Touch

Oct 5th, 2020

9:38am

IN	Out
Start Break	End Break
Start Meal	End Meal
Transfer	

CARD

Clock Setup and User Guide

Swipelock Touch Setup

Swipeclock Touch is designed to be wall mounted. Access to the mounting screws and various device connections is gained by opening the front cover of the clock. To help guide you through this process, a diagram of how to open the clock is located at the end of this manual. The Swipeclock Touch Installation Guide also includes full physical setup instructions. Once installed, connect the clock to your network using the instructions in this guide. The following *Before You Start* section is designed to self-document the required network and account information needed to connect to the internet.

1. Before You Start

Before you can use Swipeclock Touch, it needs to connect to the internet and be linked to your timekeeping account. Review and fill in the following items needed for registration:

1. **Connectivity Method** (Ethernet or Wi-Fi) – The default connection type for Swipeclock Touch is to use the Ethernet connection and acquire an IP address through DHCP. If that applies to your network, then no additional network configuration is required. However, if your network requires a *static IP*, or you are connecting via Wi-Fi, fill in the following fields for reference:

   - **For Ethernet with a static IP,** ask your network administrator for the following information:

     Static IP: _____

     Gateway: _____

     DNS: _____

   - **For Wi-Fi,** have your network's name and password:

     Wi-Fi ID: _____

     Wi-Fi Password: _____

2. **Timekeeping Login and Password** – In addition to network information, you also need your login and password to the timekeeping system. Throughout this manual, when you are asked to enter your login and password, it always refers to the timekeeping credentials. In most cases, any user with Administrator-level (or higher) access to the timekeeping system can register the clock. If you are unsure of your level of access or have problems registering the clock, please contact your provider for assistance.

3. **Battery Installation** - If you purchased a backup battery or your clock came with a battery, follow the installation instructions in the Installation Guide, which includes connecting the battery to the connector within the clock housing.

2. Connect to the Network

To connect to your network, follow the instructions that correspond to your network setup: Ethernet or Wi-Fi.

Ethernet Setup

If you are connecting the clock to your network via Ethernet, then registration may be possible without any additional network configuration. It depends on whether your network uses DHCP for assigning devices an IP address or requires each device to have a static IP.

If your network uses DHCP, then once the clock has power and is connected to you network with the supplied RJ-45 cable, it automatically connects to the internet within moment of powering up. Proceed to *section 3,*
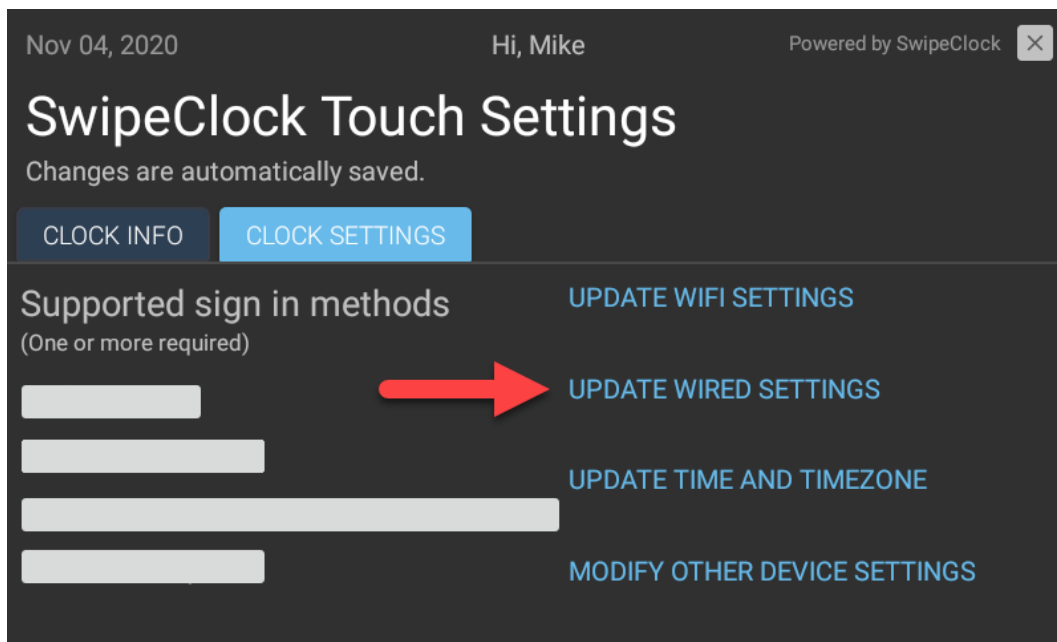
Clock Registration.

If your network requires a static IP, then follow these configuration steps:

1. Tap the gear icon near the top right corner of the login screen.
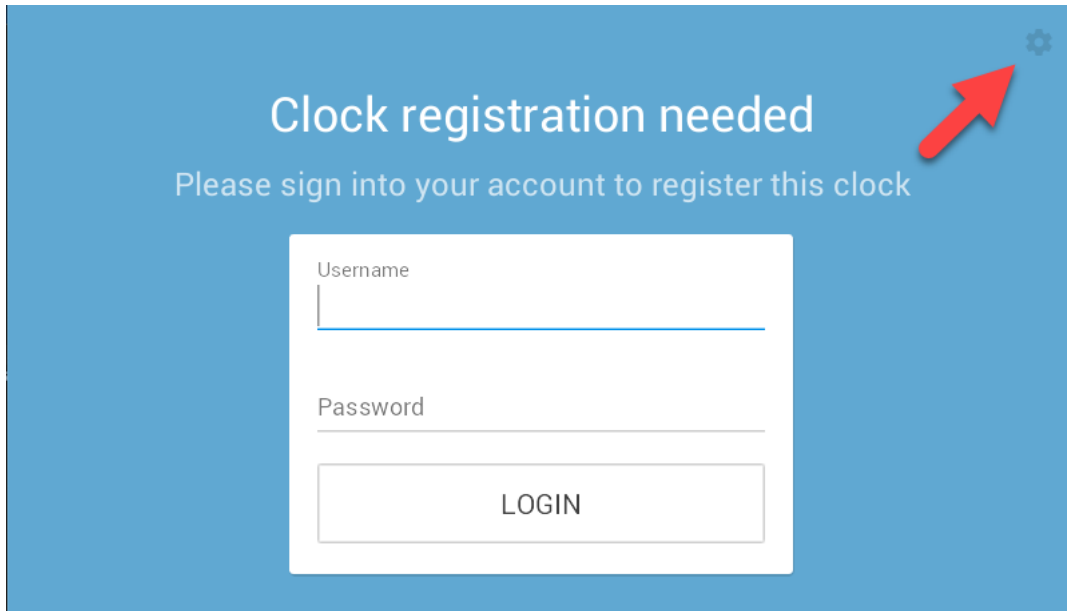
2.1 Access CLOCK SETTINGS with the gear icon on the initial registration page
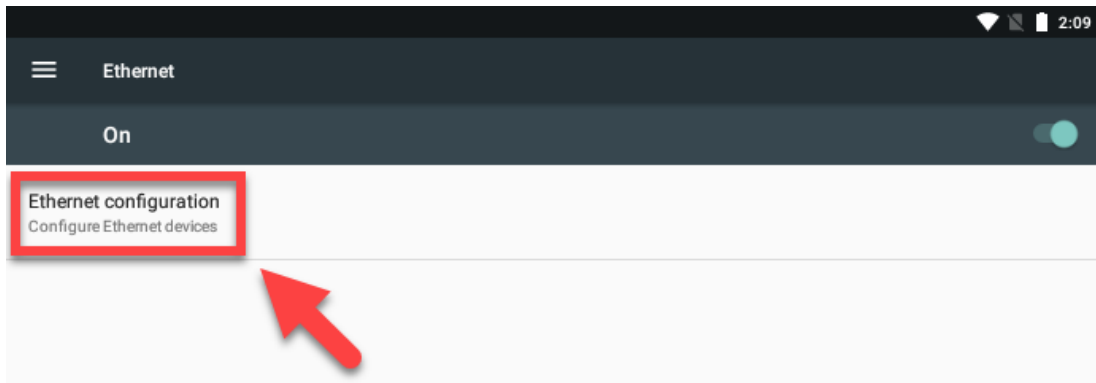
2. Select **UPDATE WIRED SETTINGS** on the *CLOCK SETTINGS* tab.

2.2 Configure a static IP with UPDATE WIRED SETTINGS

3. Confirm you want to leave the Swipeclock Touch app.

4. Select **Ethernet configuration** on the Ethernet settings screen.

2.3 Select "Ethernet configuration" on the device's Ethernet Manager app screen to alter the network configuration

5. Under *Connection Type*, select **Static IP.**
6. 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.
7. Select **Save**.
8. Press the Home button near the bottom of the screen.

Changes are saved upon exit and you will be returned to the initial login screen.
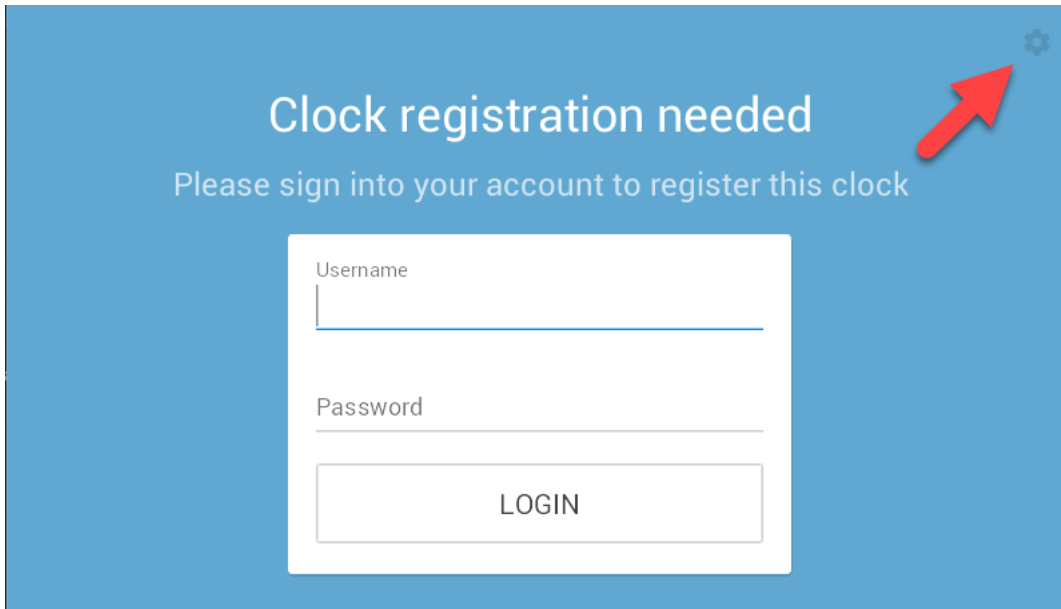
You can proceed to [section 3](#),
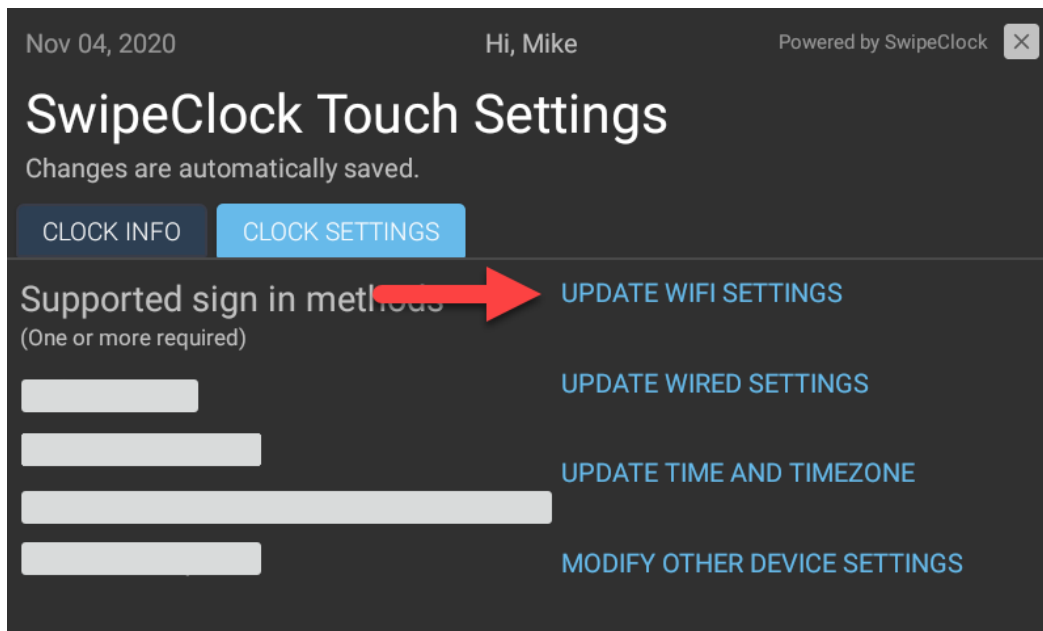
Clock Registration.

Wi-Fi Setup

To connect your clock to Wi-Fi, follow these configuration steps:

1. Tap the gear icon near the top right corner of the initial login screen to access the Clock Settings page.

2.4 Use the gear icon on the initial clock registration screen to set up Wi-Fi connectivity
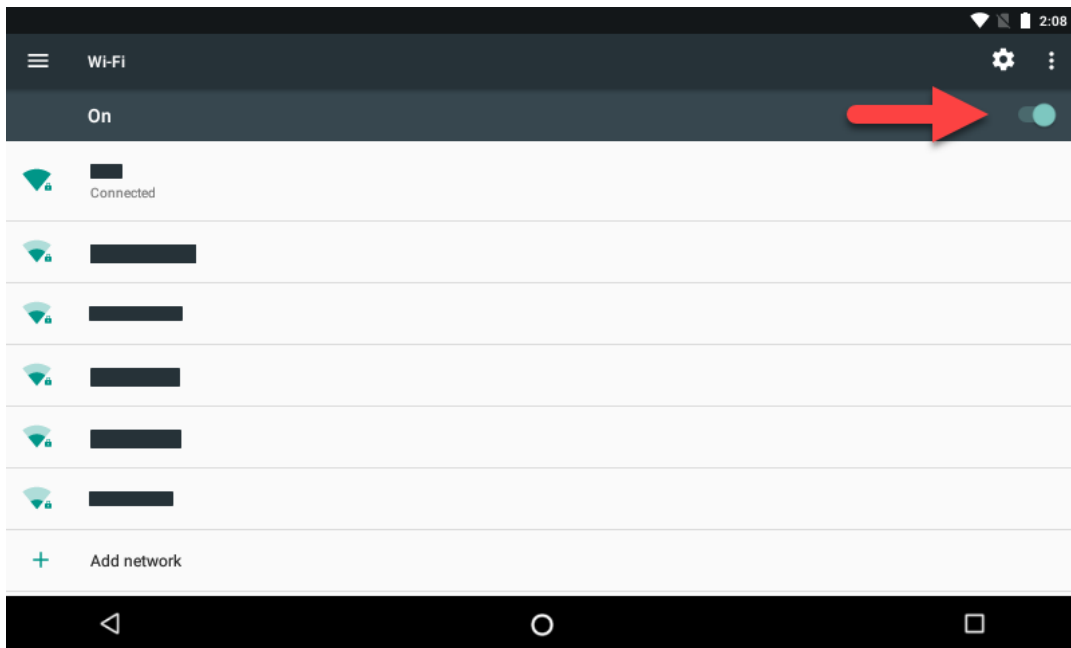
2. Select **UPDATE WIFI SETTINGS** on the *CLOCK SETTINGS* tab.

2.5 Configure the Wi-Fi with UPDATE WIFI SETTINGS

3. Confirm that you want to leave the Swipeclock Touch app.

4. Set the Wi-Fi toggle to ON.

2.6 Enable Wi-Fi for the device and select your network from the list

5. Select your network from the list.
6. Enter your Wi-Fi network password.
7. Press the Home button.

Changes are saved upon exit and you will be returned to the initial login screen.

You can proceed to [section 3](#),
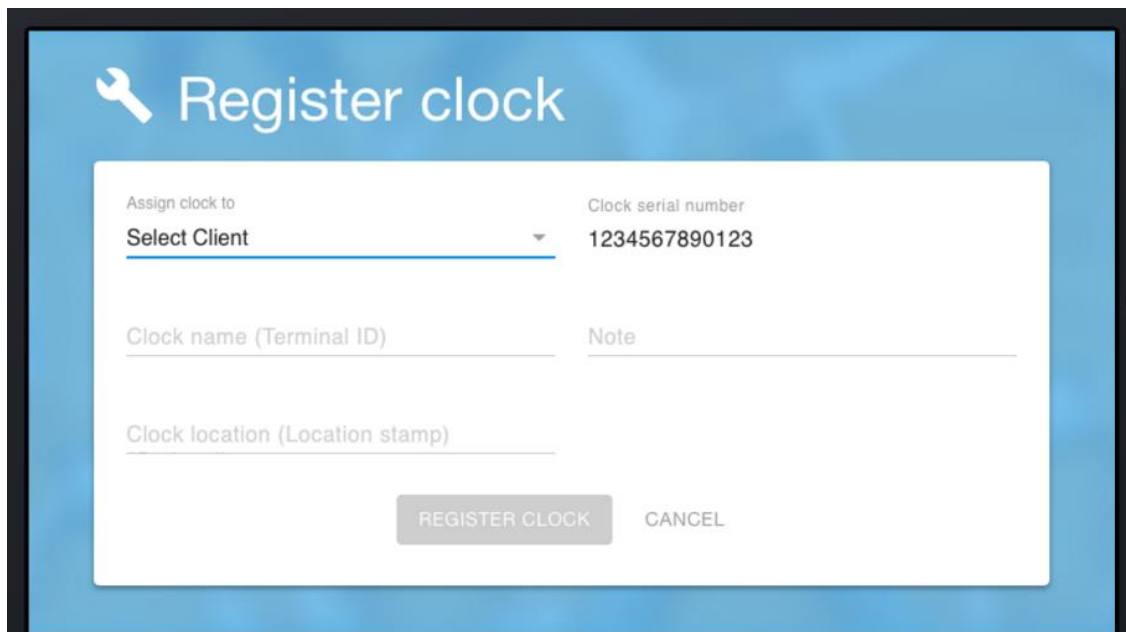
Clock Registration.

Wi-Fi Signal Strength

Wi-Fi networks are more susceptible to signal interruptions; an Ethernet connection is generally more reliable than Wi-Fi. To check the strength of your Wi-Fi, use the indicator. If it is 50% or less, we recommend you boost your Wi-Fi signal or use an Ethernet connection.

3. Clock Registration

Registration associates the clock with your timekeeping system. Before registering the clock, make sure you have connected to your network and have access to the internet. See [section 2](#), *Connect to the Network* , for instructions on this process.

1. From the clock's initial registration screen *(see figure 2.1),* enter your login and password.
2. On the *Register clock* screen, tap the **Assign Clock to** dropdown and select your timekeeping account by name (it may be preselected for you). You do not need to enter the clock's serial number; it is filled in automatically.

3.1 The clock registration screen is where you assign the clock to your timekeeping account

3. The following fields are optional when registering the clock and are visible on the timekeeping system's Clock Status page:
    a. **Clock name** labels the clock. This is helpful when you have multiple clocks and are checking clock status in the timekeeping system.
    b. **Clock location** is used in conjunction with a Location Stamp which automatically records the clock's location on the time card. Contact your timekeeping provider for assistance with location stamps.
    c. **Note** is for any additional data, like "Date in service".
4. Tap **Register Clock**.

The clock confirms registration with a green confirmation screen. You can either press **Got It** or wait for the clock to advance on its own.
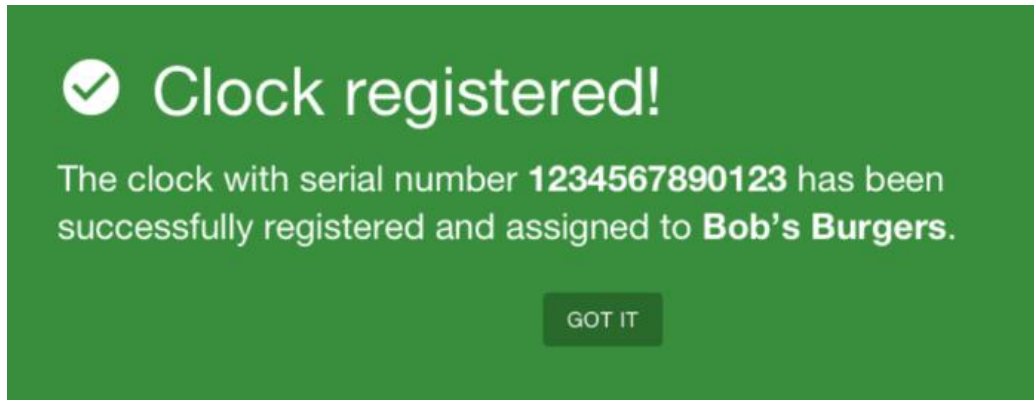
3.2 Confirmation that the clock is registered

Once registration is complete, you will see the clock entry screen. You can proceed to [section 4](#), *Set the Time Zone*.

"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 Clock Info tab.
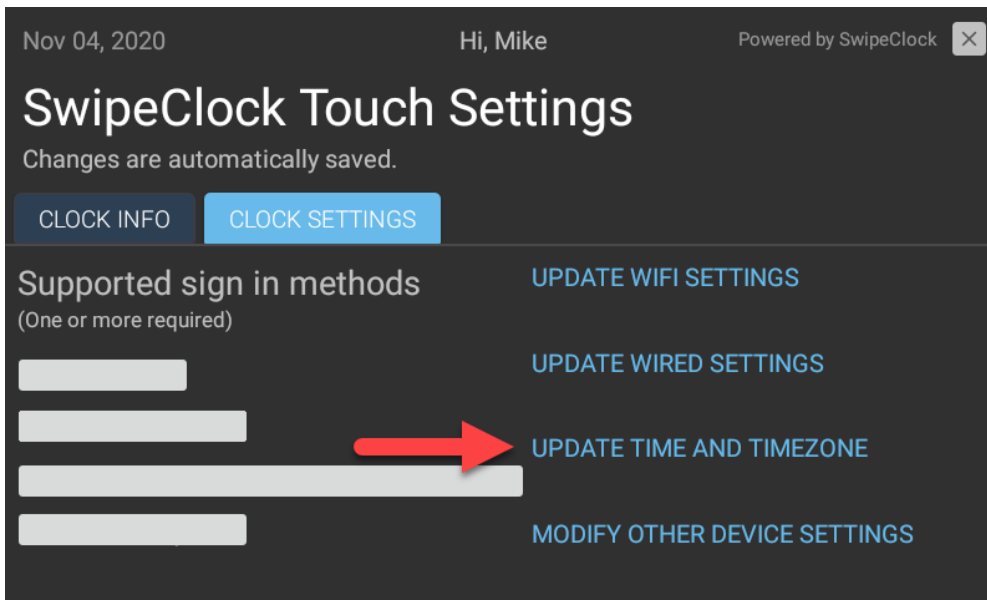
4. Set the Time Zone

To set the time zone:

1. Tap the gear icon on the top right of the clock entry screen.
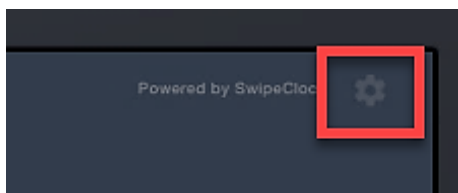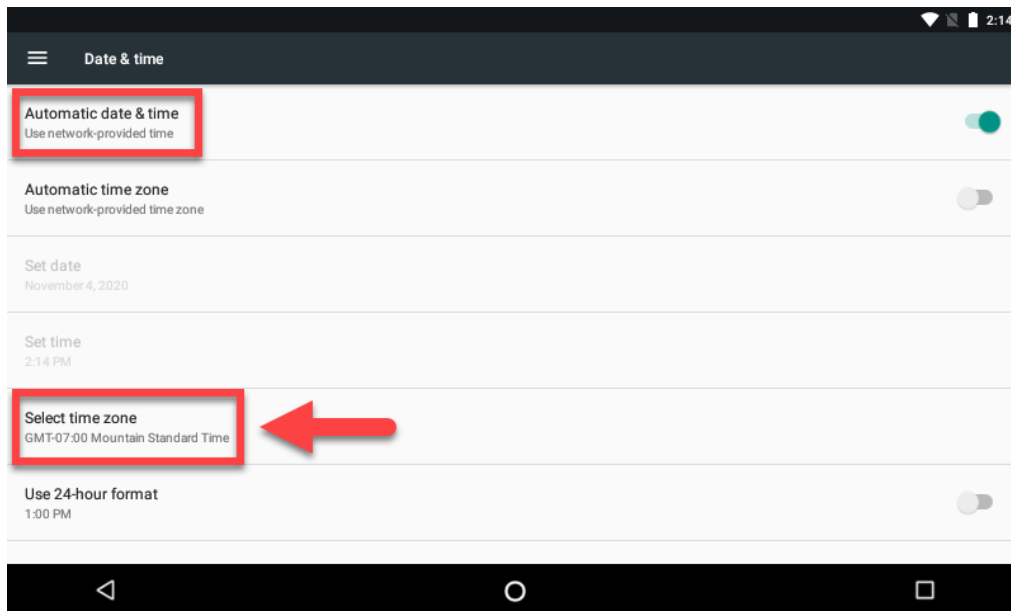

2. Enter your login and password.
3. Select the **Clock Settings** tab.

4. Tap **UPDATE TIME AND TIMEZONE** from the *CLOCK SETTINGS* tab.

4.1 Set the clock's time zone from the CLOCK SETTINGS screen with UPDATE TIME AND TIMEZONE

5. Confirm that you want to leave the Swipeclock Touch app.
6. **Automatic date & time** does not actually affect the time zone of the clock;

instead, manually set the time zone by tapping **Select time zone[1]**.

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[1] Setting the time zone on Swipeclock Touch 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.

7. Scroll through the list and select your time zone.
8. Exit the page with the Home button at the bottom of the screen.

Changes will be saved automatically upon exit.

5. Employee Sign-in Setup

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

- **PIN** – An employee identifies themselves with a number.
- **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.
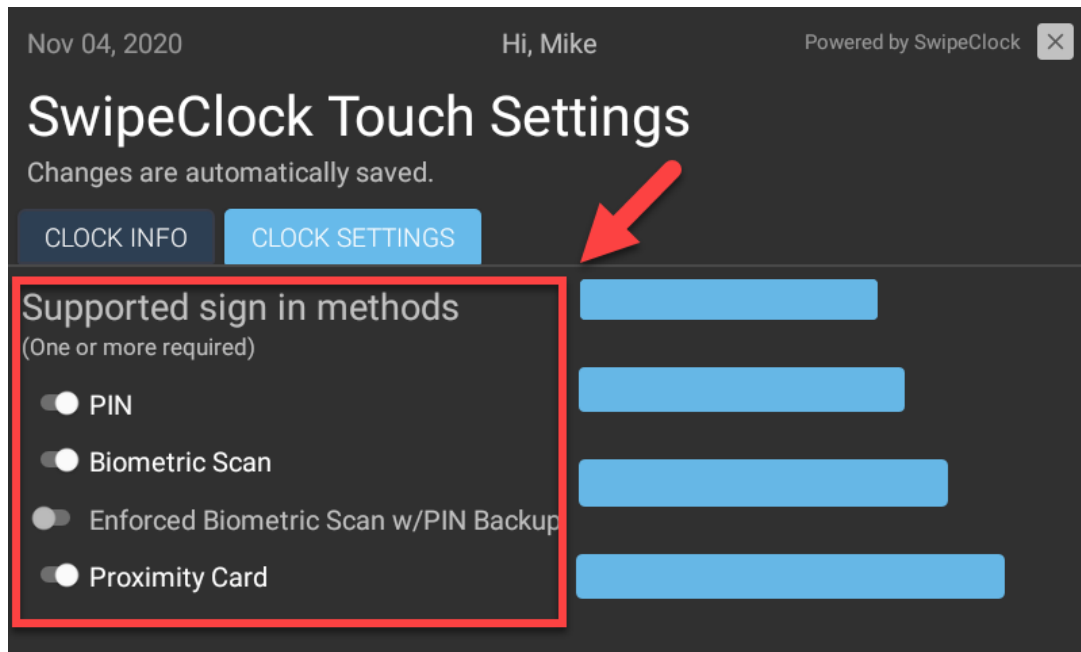
To configure the clock's Sign-In Methods:

1. From the clock entry screen, click the gear icon in the top right corner.
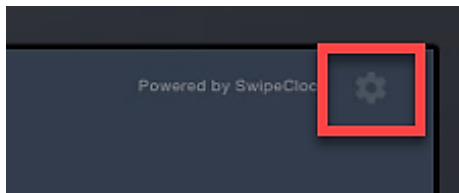
2. Enter your login and password.

3. Select the **Clock Settings** tab and configure the sign in methods with the corresponding switches.[2]

5.1 Sign-in methods (how an employee is identified at the clock) are configured on the CLOCK SETTTINGS screen

4. 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.

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[2] You can configure any combination of these methods except for **Enforce biometrics w/ PIN backup**. This option disables both **PIN** and **Biometric scan**.

Biometric Use

Swipeclock Touch comes with a biometric scanner that eliminates buddy punching. An employee simply places their finger on the scanner and the clock looks for a match from its database. If 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.
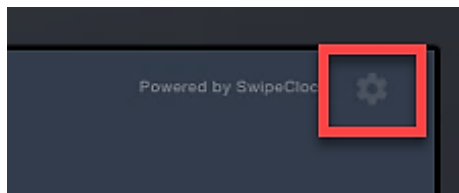
6. Fingerprint Registration

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 timekeeping system's servers.

Before enrolling 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 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**.
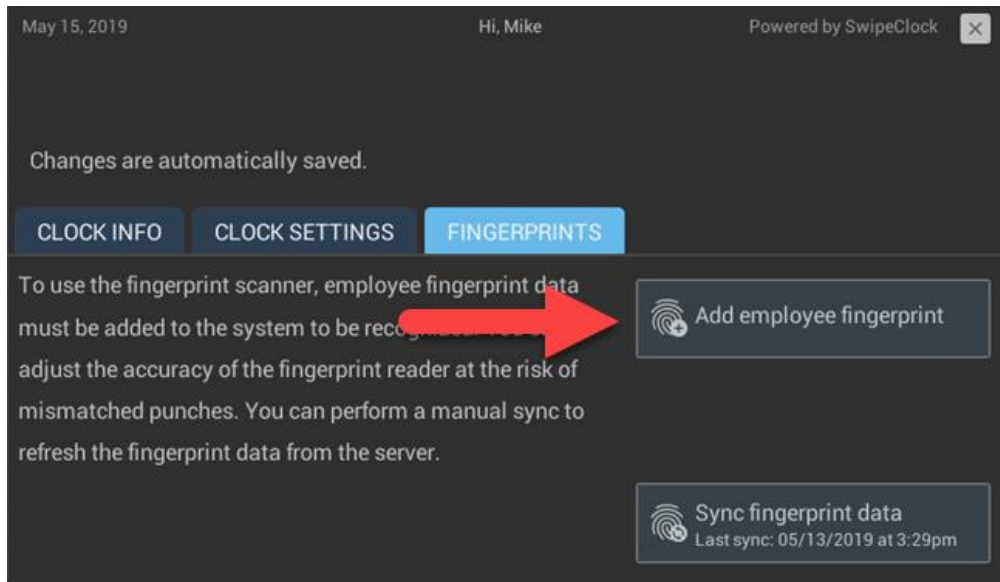
6.1 Fingerprint registration is done from the FINGERPRINTS tab

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.
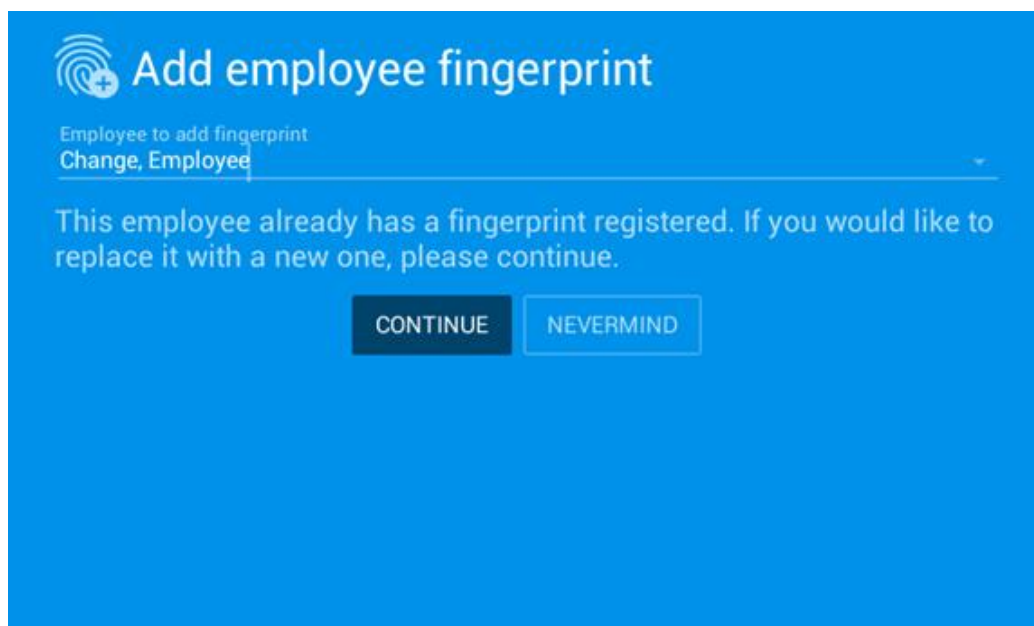
6.2 If an employee already has a print enrolled, it will be indicated on the selection screen

If you see the message indicating the employee already has an enrolled print, 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

During print registration, the clock takes three individual scans of the fingerprint. Employees need to **rest their finger on the sensor**—not swipe, stab, or press. It should rest on the sensor until the clock gets a good reading.
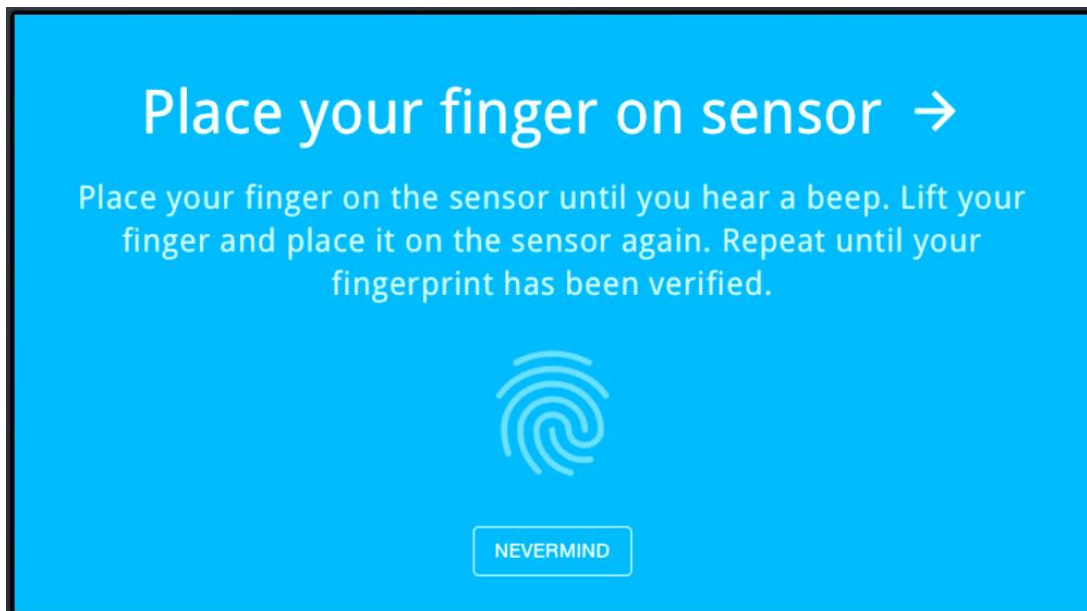
6.3 *The clock prompts the employee to place their finger on the sensor*

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.
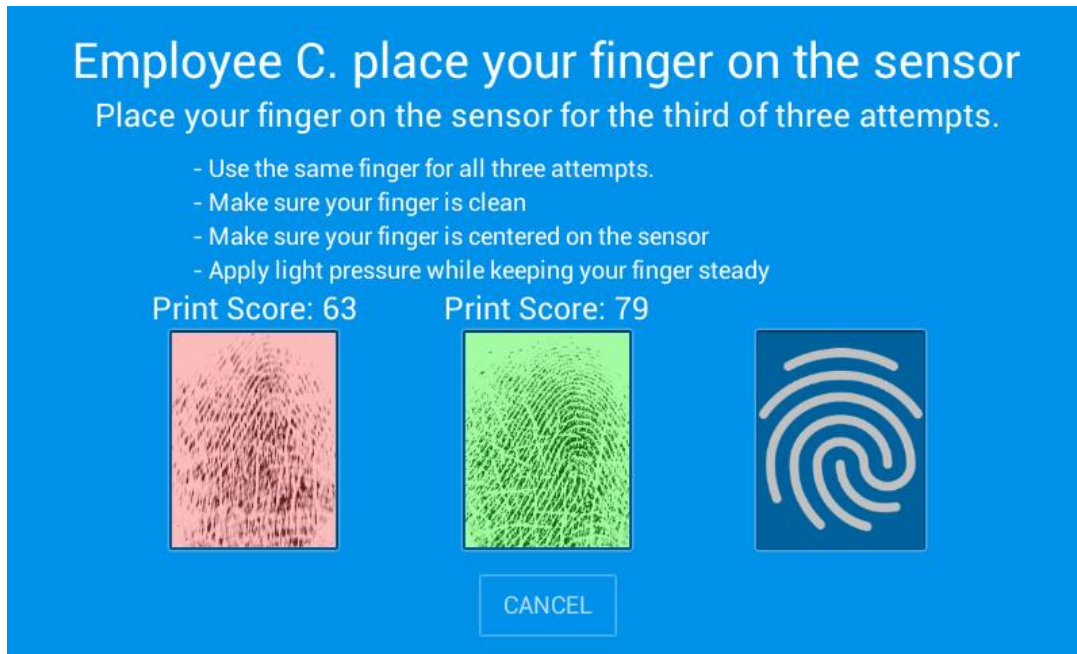
6.4 After each scan, the quality is indicated with a Print Score

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.
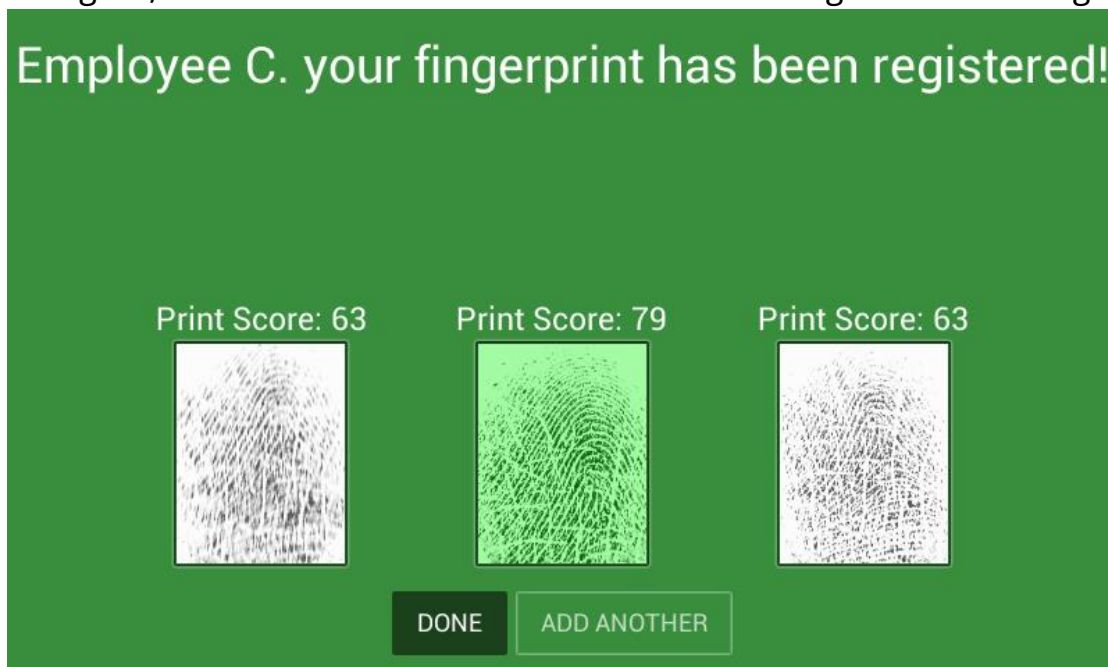
6.5 A successful registration requires at least one scan with a quality score greater than 65

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.

6.6 *If none of the three scans score above 65, you are prompted to try again*

You may also want to check for tips in [section 7](#), *Fingerprint Best Practices*.
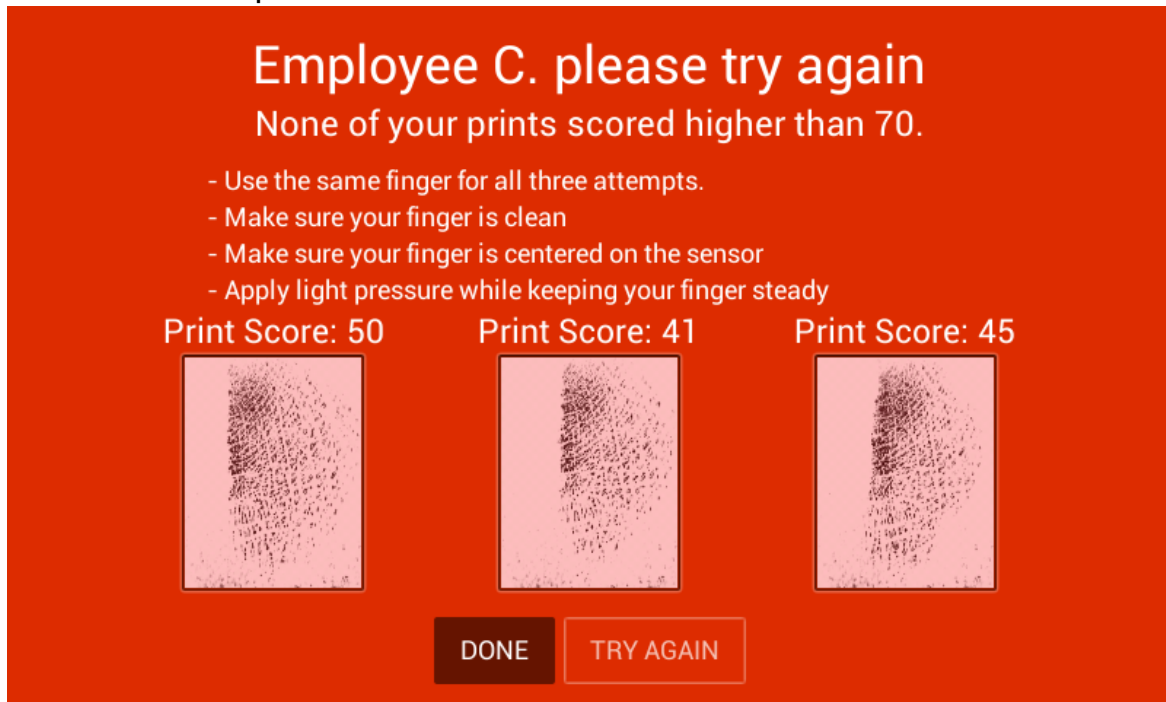
If You Still Can't Get a Successful Scan

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 timekeeping 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 timekeeping 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** *(see figure 6.1)*. 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 timekeeping 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?

The **Biometrics Maintenance** page in the timekeeping system displays the enrollment status of your employees.

7. Fingerprint 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 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.

- When using the clock, employees need to **rest their finger on the sensor**—not swipe, stab, or press. It should rest on the sensor until the clock gets a good reading.

Additional Clock Settings

The following sections describe additional Swipeclock Touch configuration.

IMPORTANT: Do not set a screen lock of any sort in the *Security* section of the clock's system settings. Doing so prevents normal operation of the clock software. Returning normal function of a clock on which a screen lock was activated is not guaranteed and requires the clock be shipped back to Swipeclock for service. Clock settings are already password protected and Kiosk Mode, a feature described later in this section, prevents employees from accessing the device's system settings through a reboot.

8. "Never Sleep" Mode

Enabling **Never Sleep** ensures the clock entry screen is always visible. This setting is enabled by default, but if you need to disable it, or it was disabled for some reason and you need to enable it, follow these steps:

1. Tap the gear icon in the top right corner of the screen.
2. Enter your login and password.
3. Select **MODIFY OTHER DEVICE SETTINGS** on the *CLOCK SETTINGS* tab.
4. Confirm that you want to exit the Swipeclock Touch app.
5. Select **Display** from the Settings Menu.
6. Press **Sleep** from the list of options.
7. Choose **Never Sleep**.
8. After changing the Sleep setting, exit the page with the Home button.

You can also prevent the Wi-Fi from being turned off if the device goes to sleep:

1. From the clock entry screen, tap the gear icon in the top right corner of the screen.
2. Choose **UPDATE WIFI SETTINGS** from the *CLOCK SETTINGS* tab.
3. Confirm that you want to exit the Swipeclock Touch app.
4. On the Wi-Fi settings page, press the gear icon.
5. Select **Keep Wi-Fi on during sleep**.
6. After changing the Sleep setting, exit the page with the Home button.

9. Change Ethernet from Static IP to DHCP

The clock is shipped with DHCP enabled by default. However, if you have configured the clock to use a Static IP and you want to change it back to DHCP, follow these steps:

1. Tap the gear icon in the top right corner of the screen.
2. Enter your login and password.
3. Select **UPDATE WIRED SETTINGS** from the *CLOCK SETTINGS* tab *(see figure 2.2)*.
4. Confirm you want to leave the Swipeclock Touch app.
5. Select **Ethernet configuration** *(see figure 2.3)*.
6. Choose DHCP under **Connection Type**.
7. Tap **Save.**
8. Press the Home button to return to the clock entry screen.

10. Offline Mode

If the clock loses connection to the internet (Offline Mode), it still collects punches but operates with limited functionality.

When in Offline Mode:

- Fingerprints cannot be enrolled.
- Intelligent Clock features, like Clock Lockout and Punch Logic do not work.
- Certain device settings cannot be configured without a special password.

When in Offline Mode, the clock stores punches and transmits them to the timekeeping system once the connection is restored.

Change Device Settings in Offline Mode

When the clock is in offline mode, a special login and password is needed to change any settings. For example, if your Wi-Fi changes and the old Wi-Fi signal is no longer active, this special login and password is used to access the clock settings and change the Wi-Fi credentials. Please contact your timekeeping provider for these credentials.
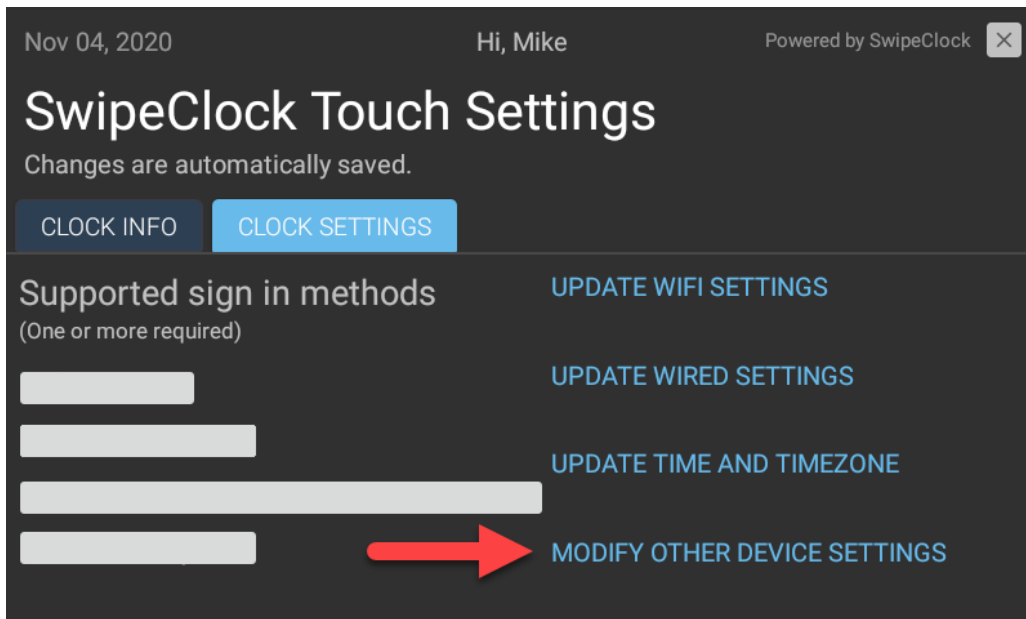
11. Kiosk Mode

Kiosk mode prevents an employee from closing the Swipeclock Touch app with the exit button. It also instructs the device to immediately launch the Swipeclock Touch app when it resets or powers up.

Also, with kiosk mode enabled, the Home and Back buttons on the Android screens return you to the clock entry screen instead of the Android device Home screen.


Kiosk mode is enabled by default, but to change kiosk mode:

1. Tap the gear icon in the top right corner of the screen.
2. Enter your timekeeping login and password.
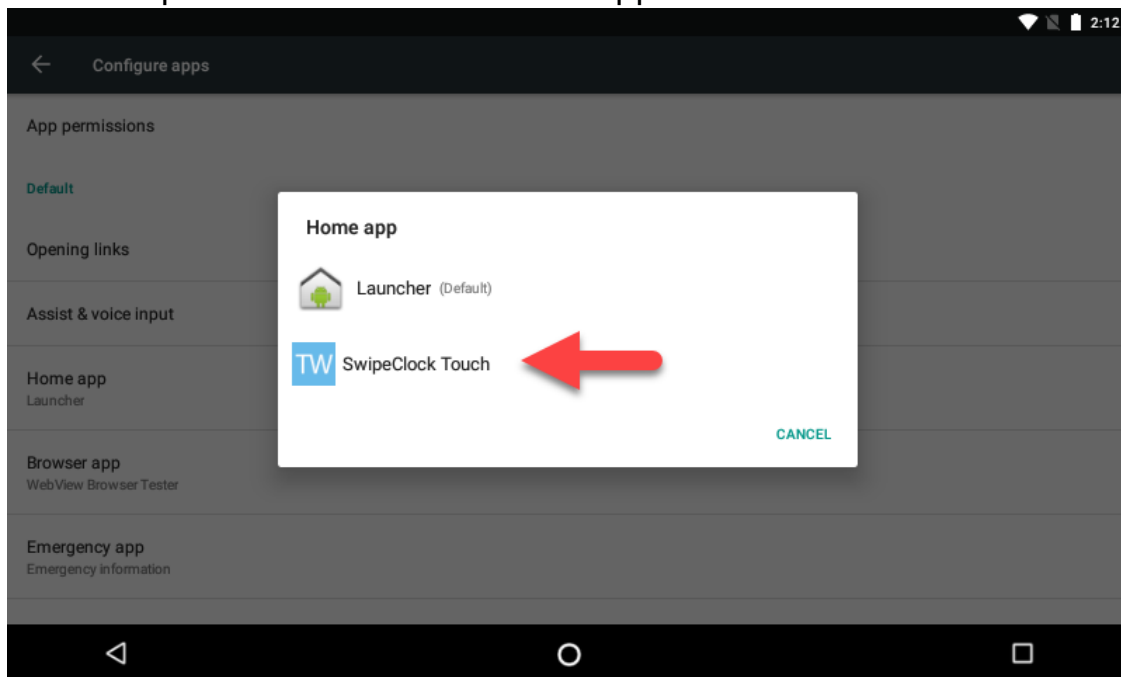3. Select **MODIFY OTHER DEVICE SETTINGS** from the *CLOCK SETTINGS* tab.

11.1 Kiosk mode is enabled in the Clock Settings tab

4. Confirm you want to exit the Swipeclock Touch app.
5. From the Settings Menu, select **Apps**.
6. Choose **Home App.**
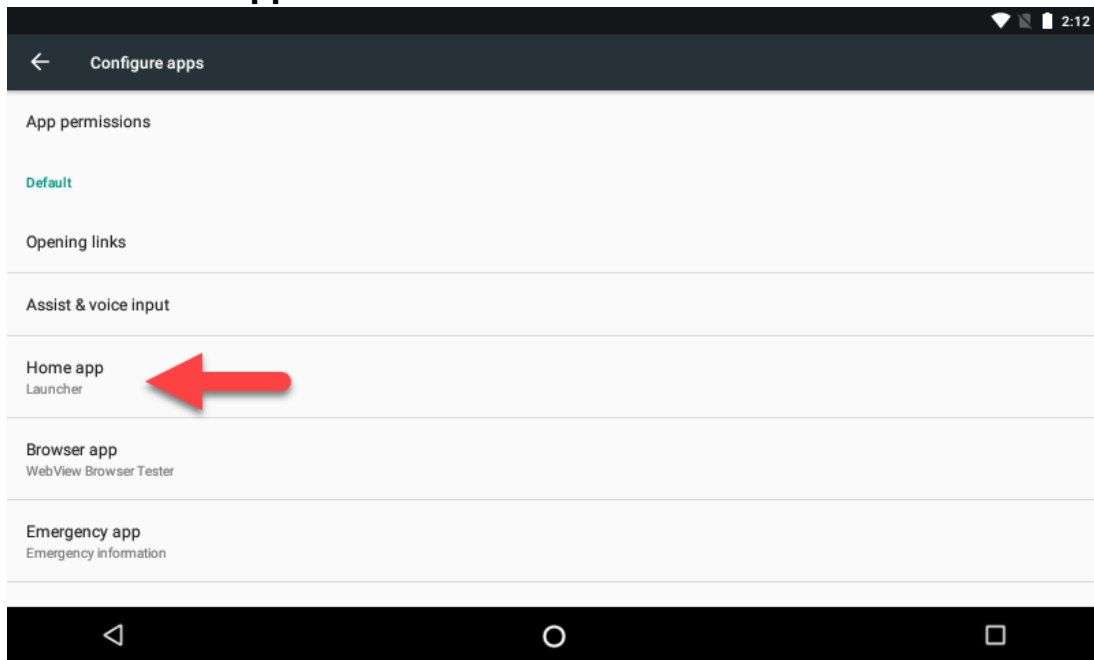
11.2 Kiosk Mode is enabled by making Swipeclock Touch the Home app

7. Select Swipeclock Touch as the Home app.

11.3 Set Swipeclock Touch as the Home app

8. After setting Swipeclock Touch as the Home app, force a reboot of the clock by inserting a straightened paperclip into the pinhole reset button. It's found under the rubber flap on the side of the clock. If the clock launches directly into the Swipeclock Touch app, then kiosk mode is enabled. If it initially shows the Android desktop prior to launching the app, then kiosk mode is disabled.

What Does Setting the Home App Do?
Here is a further explanation of the device's *Home App* feature:

Selecting **Launcher** as the Home App results in kiosk mode being disabled. The device initially shows the Android desktop before launching the Swipeclock Touch app. When you have this mode selected, if you exit the Swipeclock Touch app to configure any device settings, then you need to manually re-launch the Swipeclock Touch app using the icon on the Android desktop.

Selecting **Swipeclock Touch** as the Home app means that the device immediately launches the Swipeclock Touch app when powered up. It also means the Back and Home buttons take you back into the Swipeclock Touch app.[3]

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[3] A full restart of the device is required for the back button to return the user to the clock entry screen.

Troubleshooting and Technical Info

The troubleshooting steps in this section address a few problems that may occur, but resetting the clock is the suggested first step whenever there are issues with Touch.

To reset Swipeclock Touch, lift the rubber dust cap on the left side of the device and insert a straightened paperclip into the pin hole. This essentially reboots the clock. If the problems persist, check the following scenario-specific troubleshooting steps.

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 reset 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 9](#), *"Never Sleep Mode"*.

A green lit fingerprint reader indicates 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

Swipeclock Touch collects punches (including fingerprint punches) when not connected to the internet. When the connection is restored, the punches are transmitted to the timekeeping severs and are then visible on 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 timekeeping servers.

Loss of Power

Swipeclock Touch includes a battery that keeps it operating without power for 2 to 3 hours. Once the battery expires, the clock can no longer accept punches. **Any punches made prior to the clock losing power are saved on the clock.** Once power is returned to the clock, those punches are transmitted to the timekeeping servers.

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 cannot connect until you enter the new password. Changing the network settings while the clock is in offline mode requires special steps outlined in [section 11](#), *Offline Mode*.

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 Capactive Touch Screen, 800 x 480 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

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:
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)
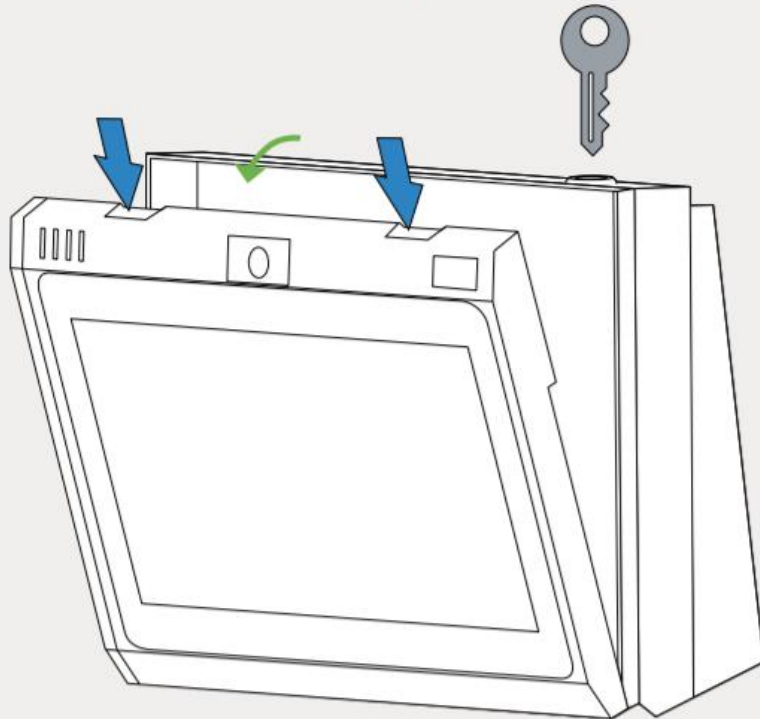Height: 5.675 in. (14.4 cm)
Depth: 3 in. (7.52 cm)
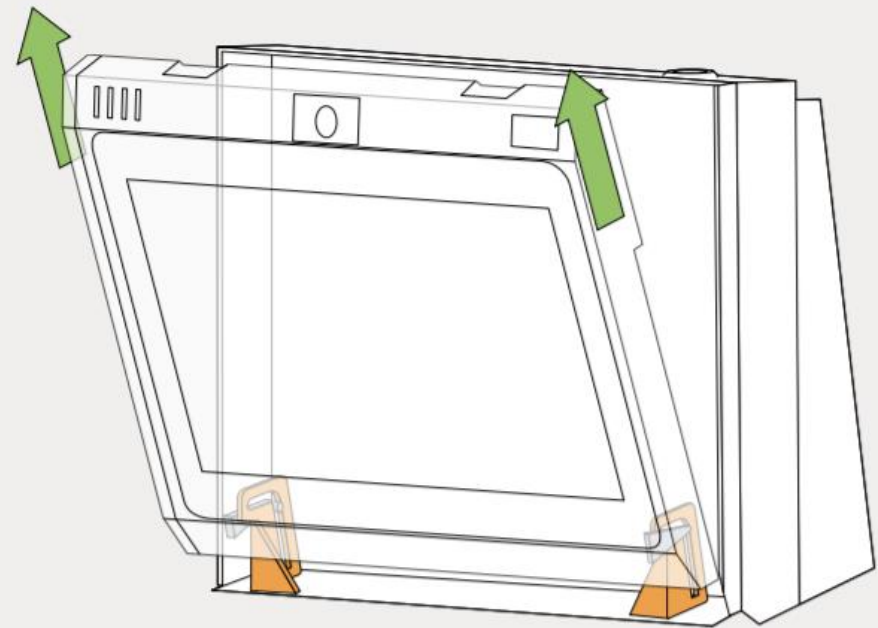Weight: 2.9 lbs. (1.3 kg)

Opening the front cover

Step 1

Step 2

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

Caution Do not apply excessive force.

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

Caution Do not apply excessive force.