# Swipeclock Vision/Vision+



**Clock Setup and User Guide** 

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# Swipeclock Vision/Vision+ Setup

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

### **Vision vs Vision+ Terminology Usage**

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

### 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 Vision 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 available.

- 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 found in the Installation Guide on how to connect 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.

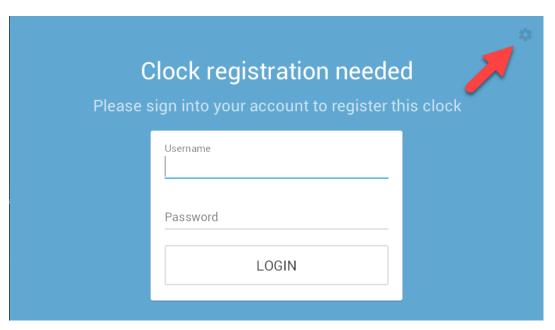
### Ethernet Setup

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 <u>Clock Registration</u>.

### **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

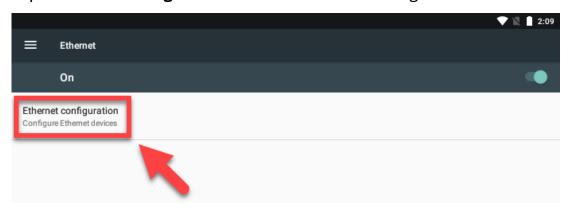
2. Tap **UPDATE WIRED SETTINGS** on the *CLOCK SETTINGS* tab.



2.2 Configure a static IP with UPDATE WIRED SETTINGS

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

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



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

- 5. Under Connection Type, tap 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. Tap **Save**.
- 8. Tap the Home button near the bottom of the screen.



2.4 "Home" button on the device system screens

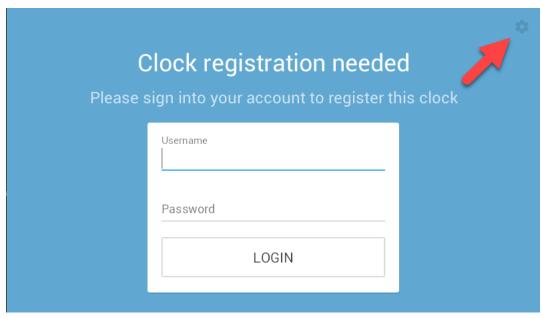
Changes are saved upon exit and you will be returned to the initial login screen.

You can proceed to <u>section 3</u>, *Clock Registration*.

### Wi-Fi Setup

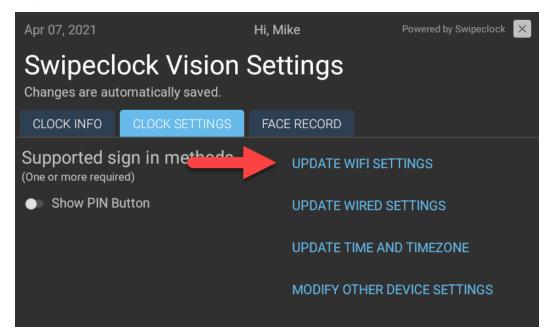
To connect your clock to Wi-Fi, follow these configuration steps:

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



2.5 Use the gear icon on the initial clock registration screen to set up Wi-Fi connectivity

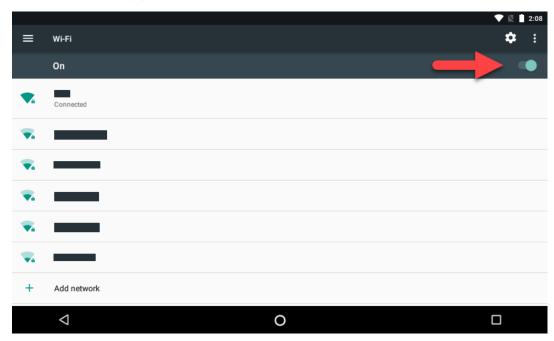
2. Tap **UPDATE WIFI SETTINGS** on the *CLOCK SETTINGS* tab.



2.6 Configure the Wi-Fi with UPDATE WIFI SETTINGS

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

4. Set the Wi-Fi toggle to ON.



2.7 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. Tap the Home button.



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

You can proceed to **Clock Registration**.

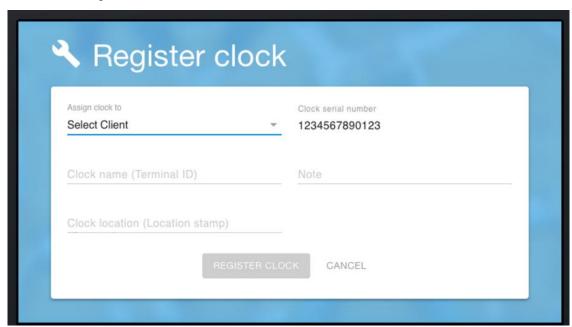
### Wi-Fi Signal Strength

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 <a href="section2">section 2</a>, Connect to the Network, for instructions on this process.

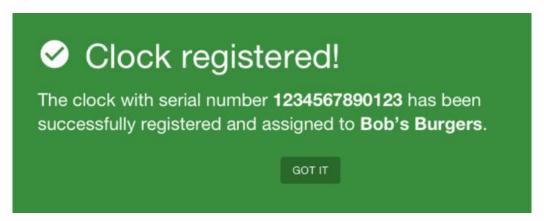
- 1. From the clock's initial registration screen *(see figure 2.1),* enter your login and password.
- On the Register clock screen, tap the Assign Clock to dropdown and select your timekeeping account by name (it may be preselected for you). You do not need to enter the clock's serial number; it is 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 tap **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 <u>section 4</u>, *Set the Time Zone*.

### "Update Downloading"

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

### 4. Set the Time Zone

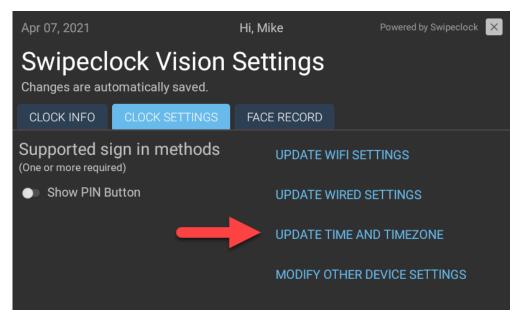
To set the time zone:

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



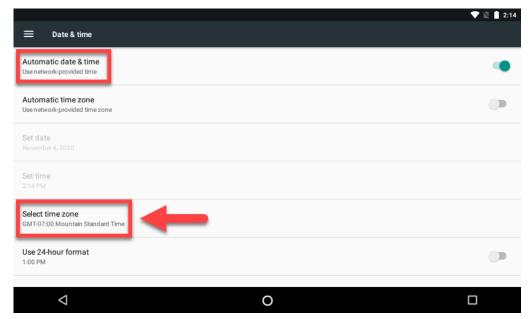
- 2. Enter your login and password.
- 3. Tap the **Clock Settings** tab.

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 Vision app.
- 6. Temporarily turn off Automatic date & time. This allows you to change the



4.2 "Date & time" in the device's Android settings is where the time zone is set

time zone of the clock.

- 7. Tap **Select time zone**<sup>1</sup>.
- 8. Scroll through the list and select your time zone.
- 9. Re-enable Automatic date & time.
- 10.Exit the page with the Home button at the bottom of the screen.



Changes will be saved automatically upon exit.

### 5. Trusted PIN Option

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

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

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

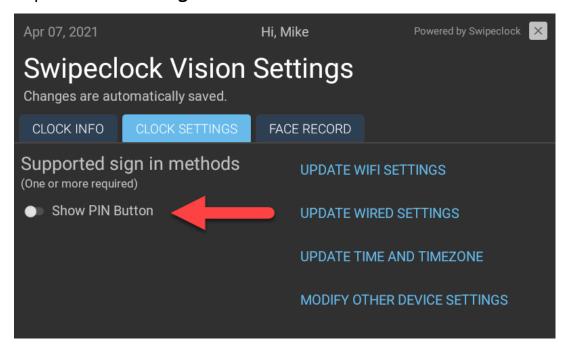
1. From the clock entry screen, click the gear icon in the top right corner.



2. Enter your login and password.

<sup>&</sup>lt;sup>1</sup> Setting the time zone on Swipeclock Vision 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.

3. Tap the **Clock Settings** tab and enable **Show PIN Button**.



5.1 Show PIN Button enables employees to clock in if their face is not recognized

4. Any changes are saved upon exit. Tap the **X** at the top right of the screen For more on setting employees up with Trusted PINs, see your timekeeping system's online knowledge base.

### Facial Clock Use

The Vision clock is designed to eliminate buddy punching. An employee simply stands in front of the clock, 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 registering faces and other items related to this feature.

### 6. Facial Registration

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

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

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

Access Facial Registration and Select Employee

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



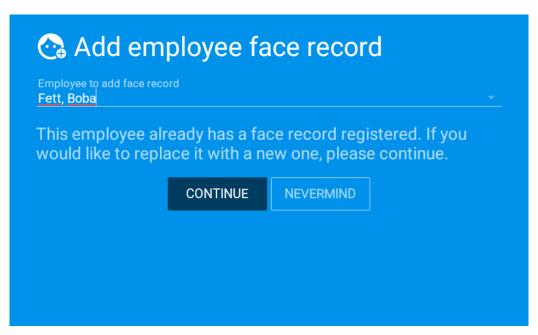
- 2. Enter your username and password.
- 3. Choose the **Face Record** tab. This may be the only tab you see.

4. Tap Add employee face record.



6.1 Face Record registration is done from the FACE RECORD 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 face record enrolled, it is indicated underneath their name. Employees can only have one face record enrolled on Swipeclock Vision.



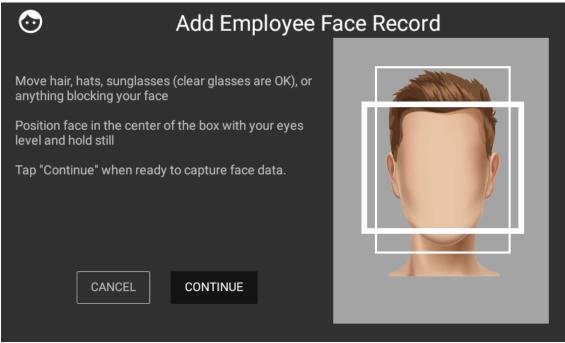
6.2 If an employee already has a face record enrolled, it will be indicated on the selection screen

If you see a message explaining the employee already has a face registered, you can tap **Nevermind** to keep the record and return to the clock entry screen. If you would like to *replace* the enrolled record, continue to the next step.

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

### Register the Face Record

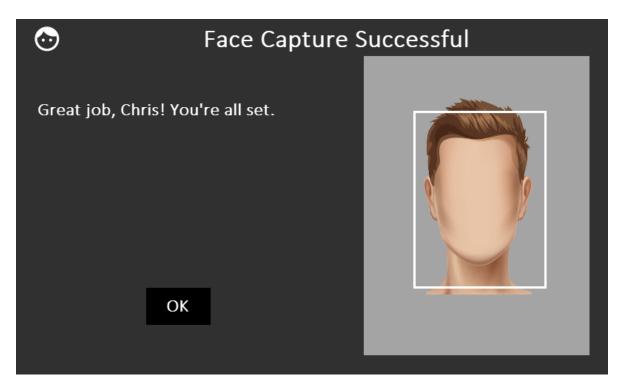
Once you have reached the **Add Employee Face Record** screen, have the employee position their face in the white box and hold still.



6.3 The clock prompts the employee to align their face in the white box

Once the employee is ready, tap **CONTINUE** on the touchscreen to start the capture process. This may take a take a few seconds as the clock records the landmarks on the employee's face.

Once registered, the screen displays Face Capture Successful.



6.4 A successful Face Record registration

### Tap **OK** to return to the Settings screen.

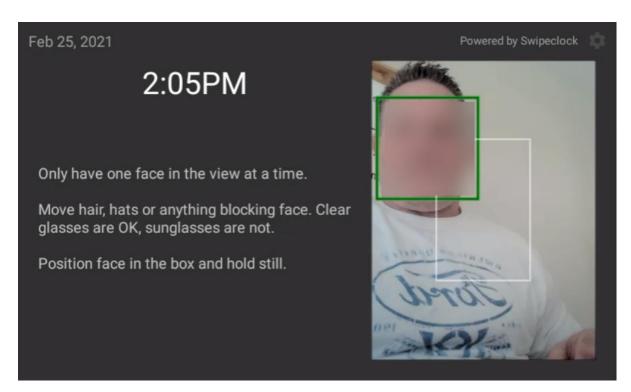
### Tips for Successful Facial Scans and Matches

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

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

### 7. Employee Instructions

To use Vision to clock in and out, an employee walks up to the clock and stands between 1 to 3 feet away from the clock. The touch screen displays the camera's view with a white frame. As the employee moves to position their face within the frame, Vision captures the employee's face, indicated by a green frame around the face. Taller employees may need to crouch slightly to get their face within the field of view.



7.1 When clocking in and out, an employee aligns their face in the white frame

Once the face is recognized, the screen advances to the clock entry screen and the employee can use the touchscreen to select their punch type.

### 8. Vision FAQ

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

No, an employee enrolled on *one* clock will be enrolled on *all* clocks. Face records are saved both locally on the clock, as well as on the timekeeping system's servers. The clocks sync with the servers daily, but if you would like to force a sync, return to the Face Record tab (steps 1-3 of the registration process) and tap **Sync face record data** (see figure 6.1). Then repeat on all clocks connected to your account.

### Who can register face records?

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

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

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

How do I know which employees are already registered? If you attempt to register an employee who already has a face record in the system, the clock will notify you and you can either re-register the face or cancel the process.

### 9. Vision+ Thermal Scan

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



9.1 Vision+ includes a thermal scanner for checking an employee's temperature

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

#### DISCLAIMER

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

The Vision+ thermal sensor, when properly installed and configured, quickly returns a reading of an individual's skin surface temperature. A body temperature reading should be confirmed by a secondary evaluation method

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(e.g., an NCIT or clinical grade contact thermometer) and should not be solely or primarily relied upon to diagnose or identify a diagnosis of COVID-19 or any other disease.

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

### Temperature Threshold Settings

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

### To change the temperature threshold:

- 1. Log into the timekeeping system.
- 2. Access the **Clock Status** page from the *Settings Menu*.
- 3. Choose a Vision+ clock by clicking the serial number.
- 4. Locate *Vision+ Temperature Threshold* on the *Clock Detail* page and select **Change/Disable**.
- 5. Enter the new threshold.
- 6. Click **Save Changes**.



9.2 The temperature threshold can be adjusted in the timekeeping system

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

### To disable the thermal scan entirely:

- 1. Follow steps 1-4 for changing the temperature threshold.
- 2. Check **Disable Temperature Scanning.**

### 3. Click **Save Changes**.

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

## Additional Clock Settings

The following sections describe additional Swipeclock Vision 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. You should not need to implement a screen lock on the clock. Access to the various clock and device 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.

### 10. "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. Tap **MODIFY OTHER DEVICE SETTINGS** on the *CLOCK SETTINGS* tab.
- 4. Confirm that you want to exit the Swipeclock Vision app.
- 5. Tap **Display** from the Settings Menu.
- 6. Tap **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 Vision app.
- 4. On the Wi-Fi settings page, tap the gear icon.
- 5. Tap **Keep Wi-Fi on during sleep**.
- 6. After changing the Sleep setting, exit the page with the Home button.

### 11. 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. Tap **UPDATE WIRED SETTINGS** from the *CLOCK SETTINGS* tab *(see figure 2.2)*.
- 4. Confirm you want to leave the Swipeclock Vision app.
- 5. Tap Ethernet configuration (see figure 2.3).
- 6. Choose DHCP under **Connection Type**.
- 7. Tap Save.
- 8. Tap the Home button to return to the clock entry screen.

### 12. 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:

- Face records cannot be registered.
- 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.

### 13. Kiosk Mode

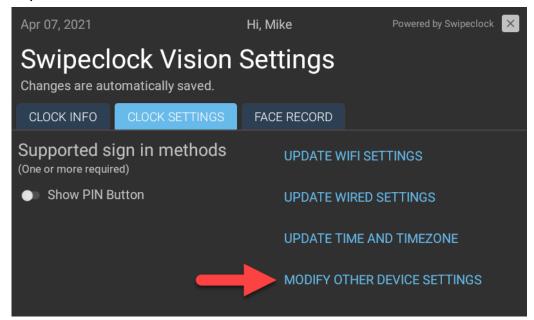
**Kiosk mode** prevents an employee from closing the Swipeclock Touch app (the app which operates Swipeclock Vision) with the exit button. Kiosk mode also instructs the device to immediately launch the Swipeclock Touch app when it resets or powers up.

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:

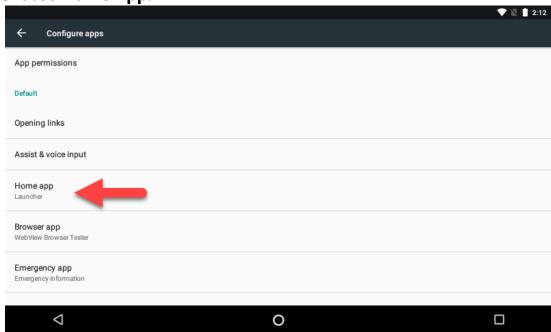
- 1. Tap the gear icon in the top right corner of the screen.
- 2. Enter your timekeeping login and password.
- 3. Tap **MODIFY OTHER DEVICE SETTINGS** from the *CLOCK SETTINGS* tab.



13.1 Kiosk mode is enabled in the Clock Settings tab

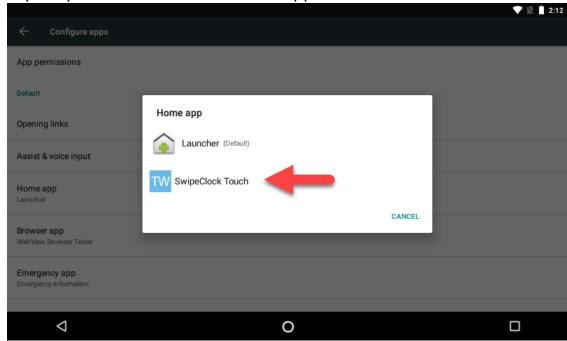
- 4. Confirm you want to exit the Swipeclock Vision app.
- 5. From the Settings Menu, tap **Apps**.

6. Choose **Home App.** 



13.2 Kiosk Mode is enabled by making Swipeclock Touch the Home app

7. Tap Swipeclock Touch as the Home app.



13.3 Set Swipeclock Vision as the Home app

8. After setting Swipeclock Touch as the Home app, reboot the clock with the reset button. (Instructions on resetting the clock are found in the Clock Reset section of this manual.) 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 devices *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.<sup>2</sup>

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<sup>&</sup>lt;sup>2</sup> 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 common issues, many of which are resolved by resetting the clock. Full instructions on resetting the clock are found later in this section.

### 14. Troubleshooting

#### Black Screen

This likely means the clock was accidentally put to sleep. Using the *Never Sleep* settings can prevent this from happening. Reset the clock to wake it back up and return to the clock entry screen. Then, follow the instructions in *Never Sleep Mode*.

#### Loss of Internet Connection

Swipeclock Vision collects punches (including facial punches) when not connected to the internet. When the connection is restored, the punches are transmitted to the timekeeping severs 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 timekeeping servers.

#### Loss of Power

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

### Clock No Longer Connects to Network

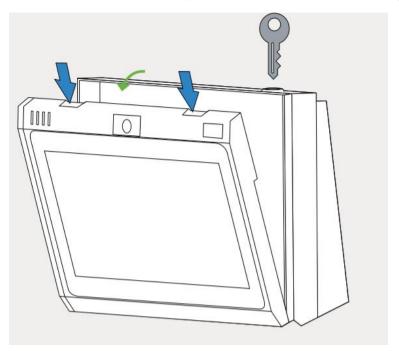
If the clock is in offline mode and you cannot find any problem with your network signal, make sure nothing has changed on your network from when you originally setup and configured the device. For example, if your Wi-Fi password has changed, the clock cannot connect until you enter the new password. Changing the network settings while the clock is in offline mode requires special steps outlined in *Offline Mode*.

### 15. Clock Reset

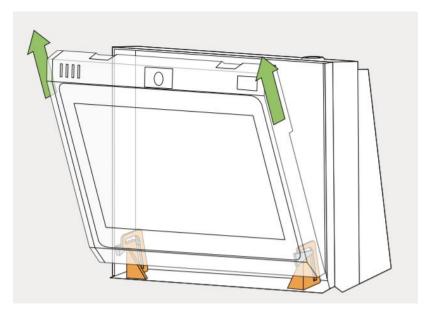
When you reset the clock, it reboots the device and, if you have kiosk mode enabled, automatically relaunches the Touch clock app.

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.

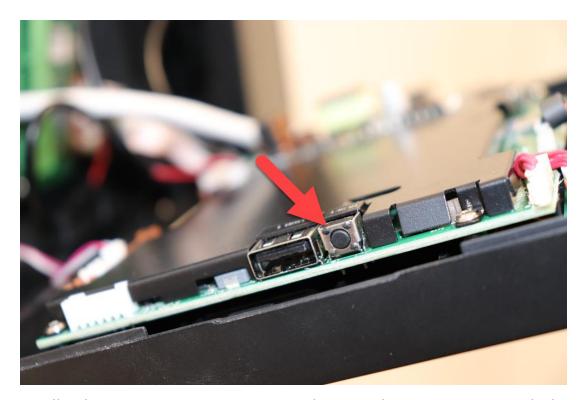
2. Place your fingers on the front portion of the upper clock housing, right above the screen, and pull out. The clock face will *partially* open.



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. See the diagram at the end of this manual for steps on opening the front face.) Let the clock sit without power for at least 30 seconds and then plug it back in and replace the battery.

### 16. Technical Info

Software Updates

Swipeclock Vision checks for software updates nightly, but following initial registration, it also checks for an update after two minutes of inactivity. The update process is brief and only happens if there is an update available. A blue

install screen indicates that the update has initiated and once completed, Swipeclock Vision displays the clock entry screen.

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

### 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 Vision Specifications

**Processor:** Freescale 1GHz (Dual Core) Coretex

Α9

#### 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:** 

Card Numbers: 10,000

**Transactions:** 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 (if included):**

Voltage: 7.4V

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

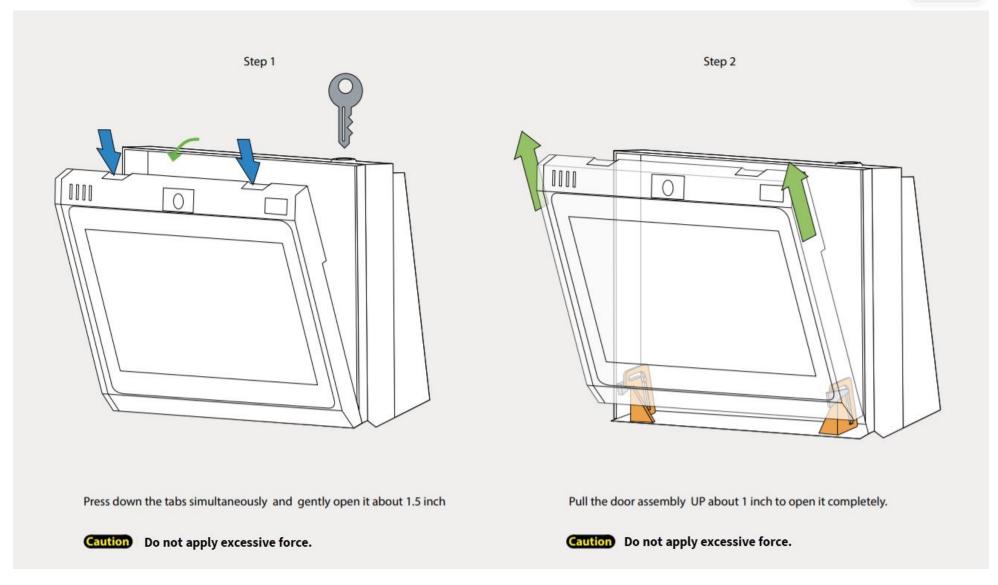
#### **Dimensions:**

Width Base with Cover Plate: 7.75 in. (19.6 cm) Width Fully Configured: 12.325 in. (31.3 cm)

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

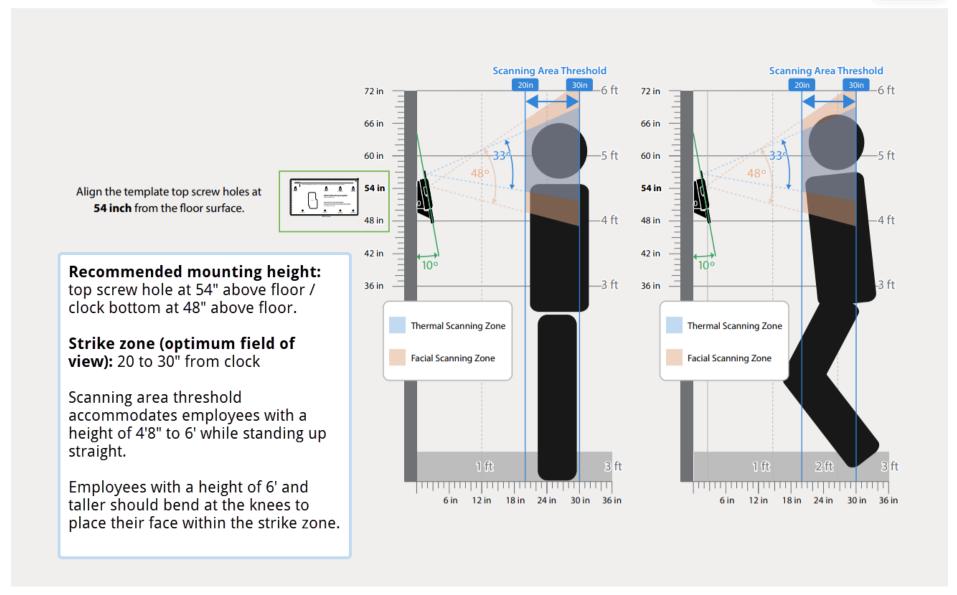
### Opening the front cover





# Mounting Vision/Vision+ on the Wall





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