

# Swipeclock Touch 2

## *Clock Setup and User Guide*



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# Swipeclock Touch 2 Setup

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

- Accessible to all employees.
- Near a power source.
- Near network access. This could be either a wired Ethernet connection or wireless. Touch 2 works best with an Ethernet connection, but if you are connecting the clock to a wireless network, ensure the clock is located in an area with a strong signal and a low risk of signal interference.

For more details on the physical installation, check out the [Touch 2 Installation Guide](#). This document can be found on our help center or by contacting [he-support@actabl.com](mailto:he-support@actabl.com).

## Section 1: Connect and Power Up the Clock

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

1. **Connect the clock to your network.** For Ethernet connections, insert the cable into the port on the back of the clock. If you are using Wi-Fi instead of Ethernet, skip to the next step.

**Note:** If your clock is already mounted to the wall, you will need to remove it to perform this and the following step.



2. **Power up the clock.** Connect the cable to the power supply and plug in the clock. The clock will boot automatically. There is no ON/OFF switch for the clock.
3. **Mount the clock.** Mount the clock on the wall.

## Verify the Internet Connection

When using the **Ethernet connection with DHCP**, the clock connects to your network automatically. This is the suggested method of connectivity and applies when your network does not require any specific configuration for acquiring an IP address. Once connected and powered up, you can then proceed with the next steps.

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

- **Wi-Fi**, then follow the instructions under [Connect to a Wireless Network](#) under *Section 4: Configure Alternate Connection Methods*.
- **Ethernet with a device-requested static IP**, then you will need to follow the instructions under [Connect with a Static IP](#) in *Section 2: Configure Alternate Connection Methods*.

## “Update Downloading” Screen

After a few moments of inactivity, the clock checks for any updates to the Swipeclock Touch 2 app. If an update is available, it automatically downloads it and “update downloading” appears on the screen. This process is followed by a restart and should only take a few minutes. You can check the version of your clock’s software, as well as force it to check for an update, on the Info tab in the Clock Settings.

**The clock is now ready to use.** Check out [Section 4: Fingerprint Registration](#) for instructions on enrolling employees on the clock.

## Section 2: Configure Alternate Connection Methods (Optional)

Touch 2 performs best with a wired Ethernet connection. This is because it provides a consistently strong connection with less risk of interference or loss of connectivity. However, the clock also comes equipped with built-in Wi-Fi. Additionally, for wired networks only, the clock also supports entering a static IP instead of using DHCP.

The configuration for each option is described below.

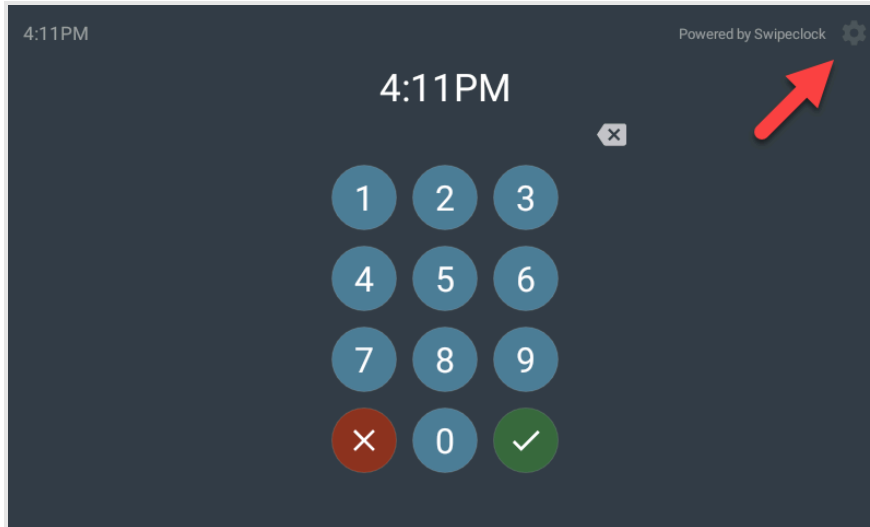
### Connect to a Wireless Network (Wi-Fi)

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

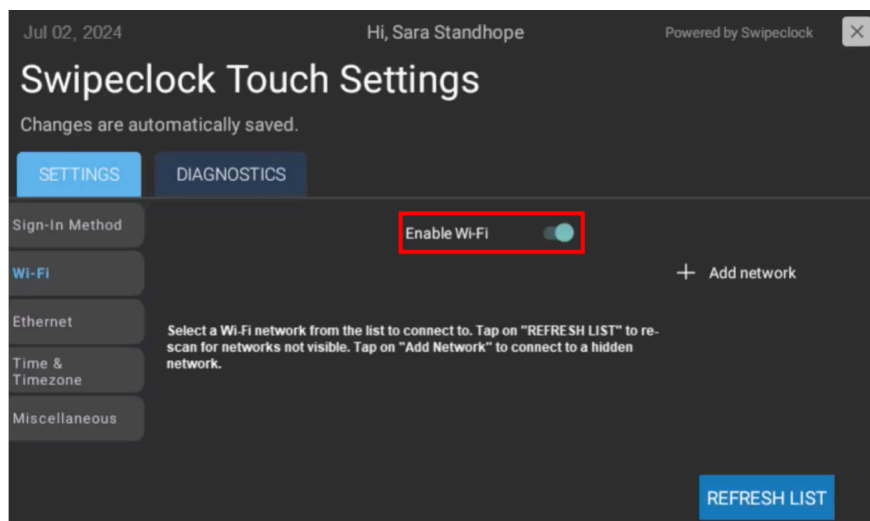
same Wi-Fi signal.

To connect a clock to Wi-Fi:

1. Plug in the clock and wait 20-30 seconds for it to boot.
2. Select the gear icon in the upper right of the screen.

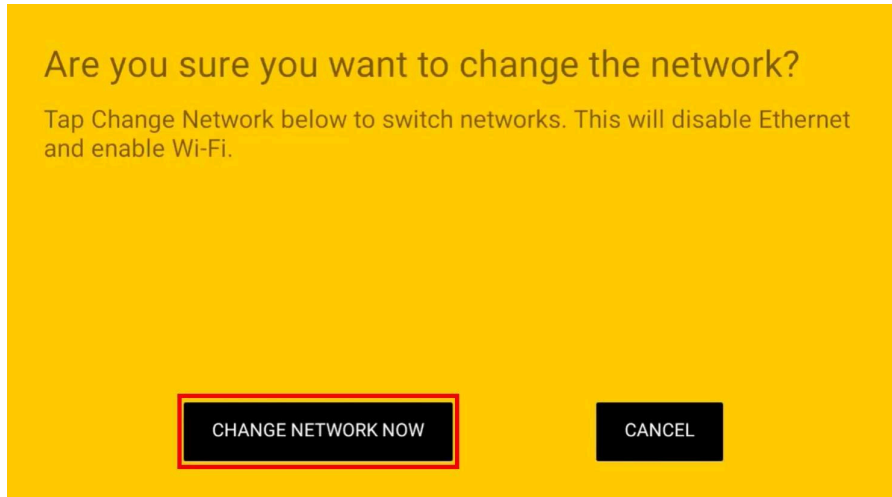


3. On the *SETTINGS* tab, select the **Wi-Fi** subtab.
4. Select the toggle to Enable Wi-Fi.



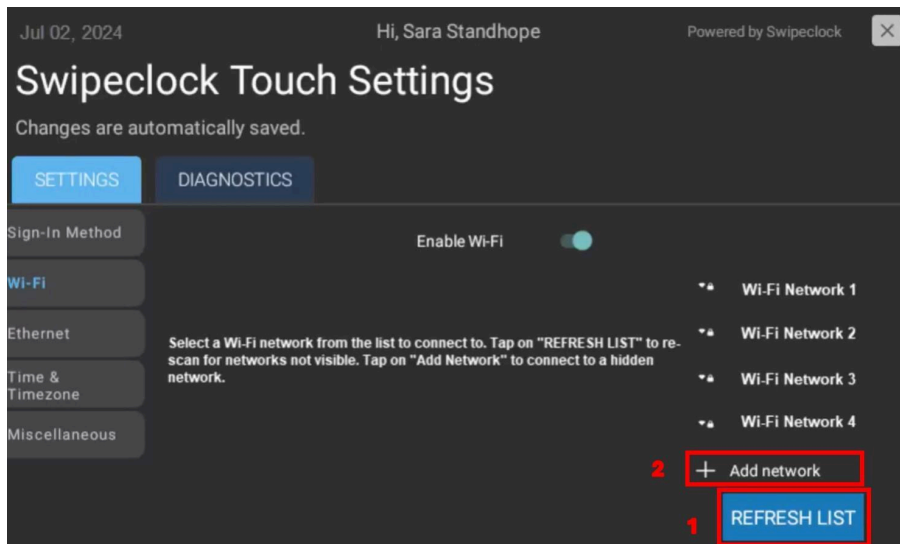
A confirmation screen displays, prompting you to confirm turning on Wi-Fi and turning off Ethernet.

5. Select **CHANGE NETWORK NOW**.



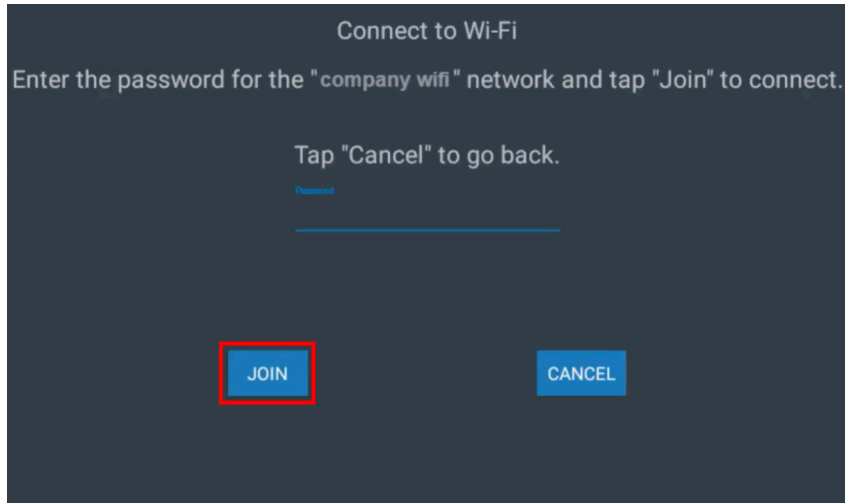
A list of available networks displays.

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



6. Select your network from the list.

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

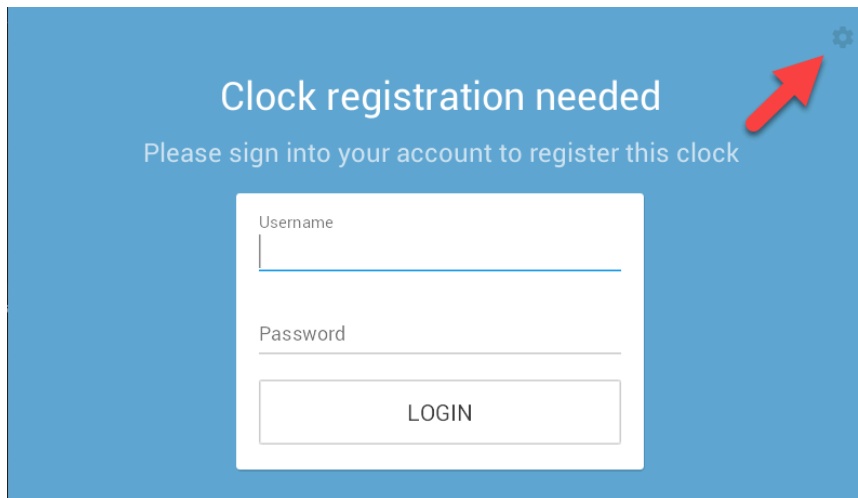


8. Once you've been returned to the login screen, follow the next steps.

### **Connect with a Static IP (wired)**

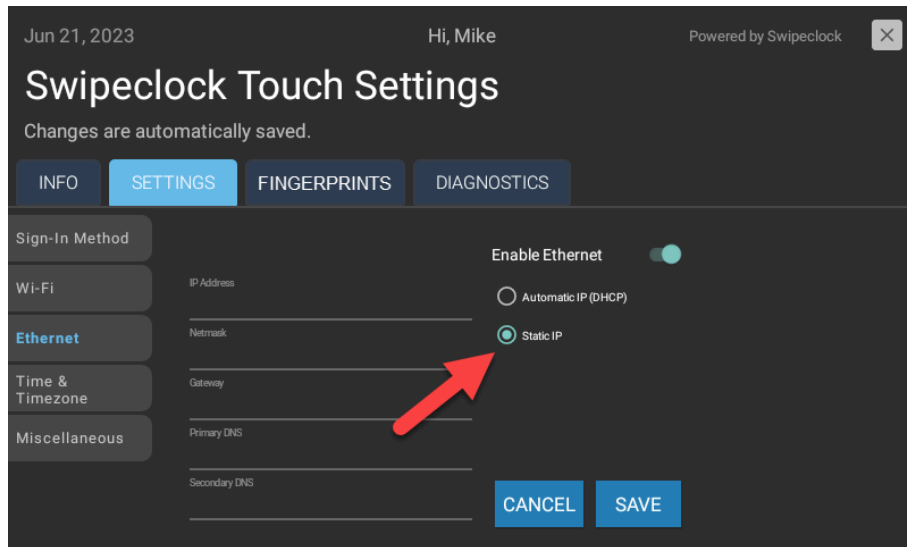
Touch 2 supports a device-requested static IP on wired connections. To set this up:

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



2. On the *SETTINGS* tab, select the **Ethernet** subtab.

3. Enable **Static IP**.



4. Enter the IP, Gateway, and DNS information provided by your network administrator. Netmask normally does not need to be changed, but if it is needed, your network administrator can provide that information as well.
5. Select **SAVE**.

Exit the clock settings with the **X** button in the upper right corner and follow the next steps.

### Section 3: Set Up Employee Sign-in Methods (Optional)

PIN, Biometric scan, and Proximity card are all enabled by default; you only need to complete steps in this section if you wish to change the sign-in methods.

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

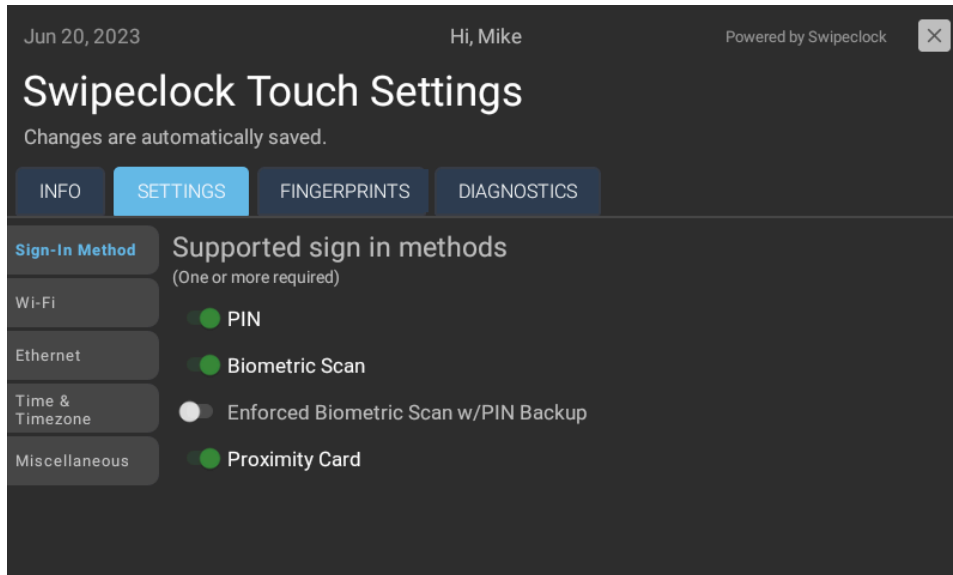
- **PIN** – An employee enters a number that’s associated with their employee record.
- **Biometric scan** – A fingerprint is scanned.
- **Enforce biometrics w/ PIN backup** – Similar to Biometric scan, but after two failed scans, the employee is asked to enter a PIN.
- **Proximity Card** – An employee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

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

To configure the clock’s Sign-In Methods:

1. From the clock entry screen, click the gear icon in the top right corner.
2. Select Use Clock Settings Password at the bottom
  - a. Enter the clock settings password

3. Select the **Settings** tab and then the **Sign-In Method** subtab.
4. Configure the sign in methods with the corresponding switches. You can configure any combination of these methods except for Enforce Biometrics w/ PIN Backup. Enabling this option disables both PIN and Biometric Scan.



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

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

## Biometric Use

Touch 2 comes with a biometric scanner that eliminates buddy punching. An employee places their finger on the prism and the clock looks for a match from its database. When a match is found, the employee completes their punch by selecting IN, OUT or another punch type.

This section explains the process of enrolling prints and other items related to this feature.

### Section 4: Fingerprint Registration

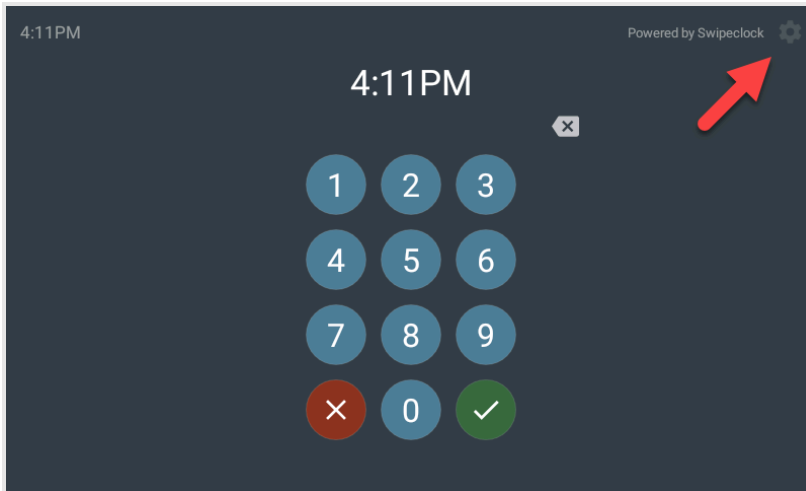
An employee's print must be enrolled on Touch 2 before they can clock in and out. Registration is the process of recording landmarks (not the actual print) from an employee's finger onto the clock and subsequently, the time and attendance system's servers.

Before enrolling an employee, they must be entered in the timekeeping system. See our help center for more information on adding employees.

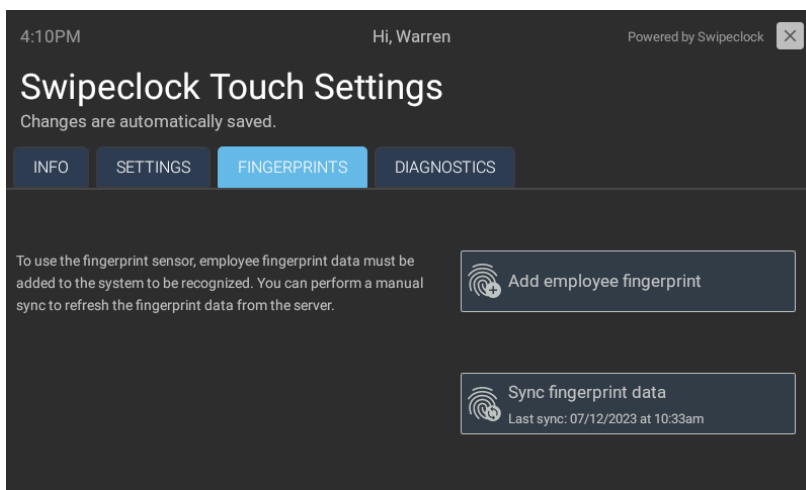
**IMPORTANT:** The clock must be connected to the internet to enroll prints.

### Access Print Registration and Select Employee

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

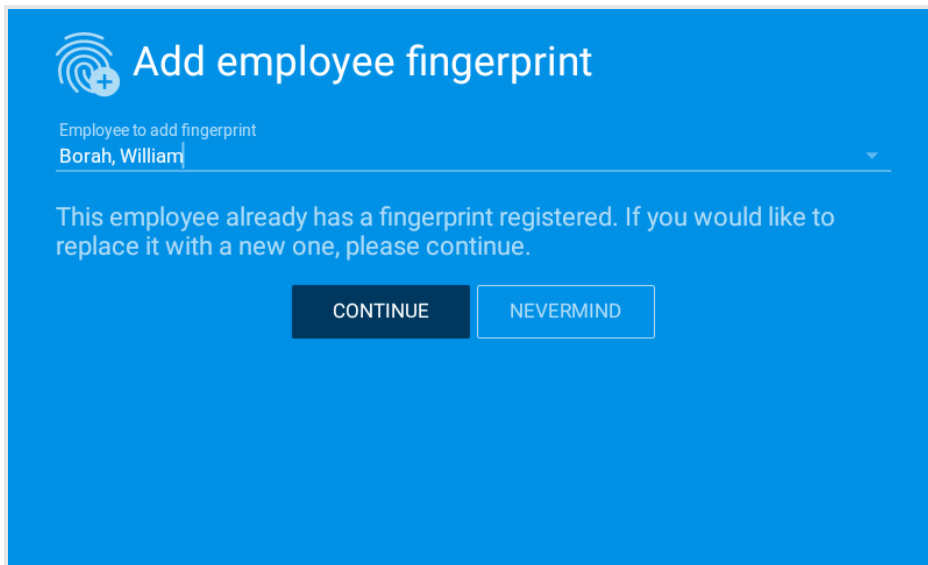


2. Select Use Clock Settings Password at the bottom
  - a. Enter the clock settings password
3. Choose the **Fingerprints** tab. This may be the only tab you see.
4. Select **Add Employee Fingerprint**.



5. Search and select the employee by name. You can narrow the results by typing the first or last name with the onscreen keyboard.

If the employee already has a print enrolled, it is indicated underneath their name. Employees can only have one print enrolled on Swipeclock Touch 2.



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

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

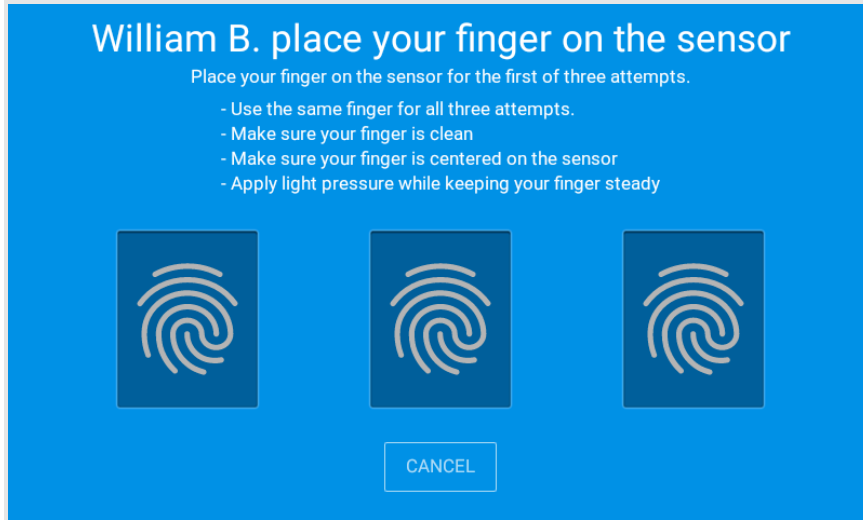
### **Register the Fingerprint**

Prior to registering the print, the employee will be asked to acknowledge that their biometric data is being collected by the clock. This screen includes a web address for a page where the employee can read the full terms of this consent. A summary of the document is displayed on the clock.

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

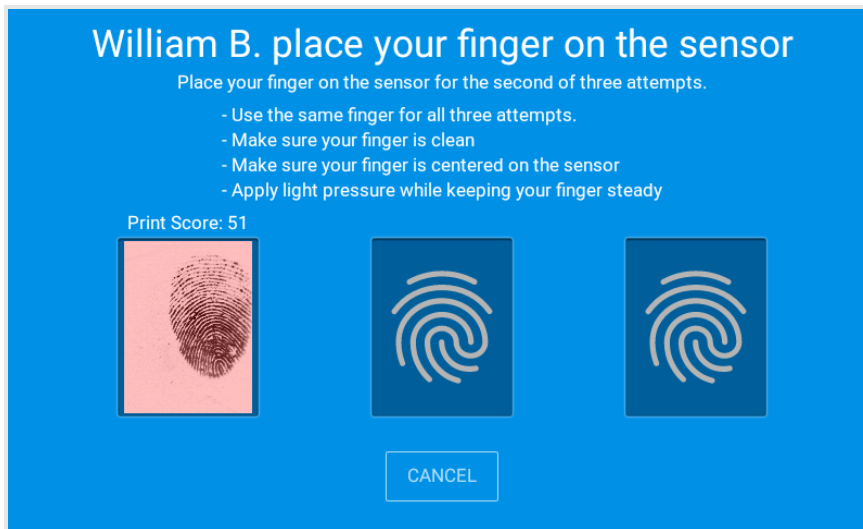
**Note:** Swipeclock's privacy policy is found at <https://www3.swipeclock.com/privacy-policy/> and will always be shown on the screen. However, we strongly recommend that you research any biometric collection requirements mandated by your state or other governing authorities and create your own acknowledgement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

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

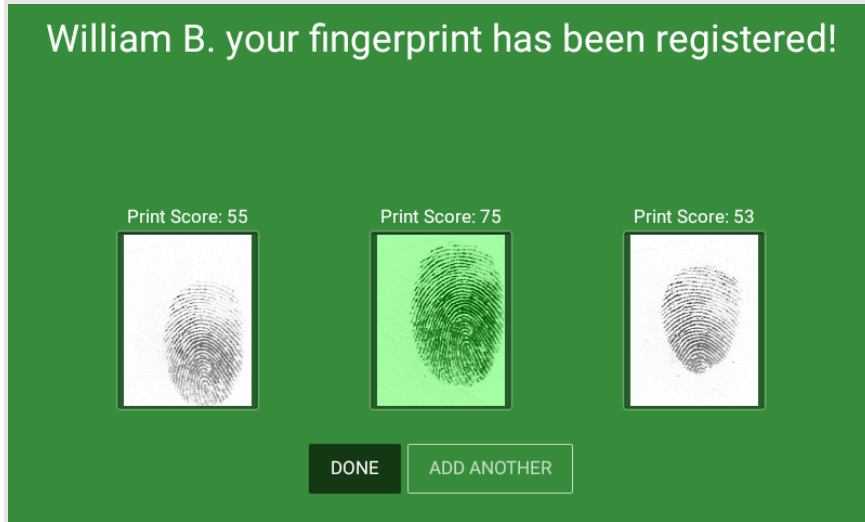


After each scan, the clock beeps and the employee should remove their finger from the sensor and repeat, as instructed by the clock.

After each scan, the screen displays an image of the fingerprint with a score indicating the quality of the scan. The clock needs at least one scan with a score of 65 or higher.

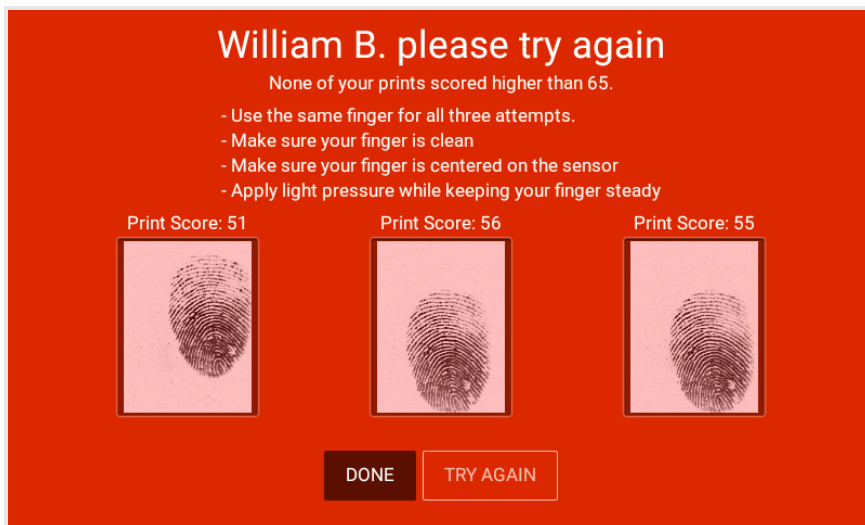


Once three scans are completed and the employee has at least one scan of 65 or higher, the clock stores the landmarks from the highest scored fingerprint.



In this case, the screen will be green, and you have the option to Add Another employee fingerprint or return to the clock entry screen by selecting Done.

If no fingerprint scored at least a 65, the screen turns red, and you should select Try Again to attempt once more, perhaps with a different finger that may have a more defined print.



You may also want to check for tips [Section 5: Fingerprint Enrollment Best Practices](#).

### **If You Still Can't Get a Successful Scan**

In some cases, an employee's fingerprints may be too worn to get an accurate scan. If you feel like this is the case, and getting a successful print is not possible, click Done on the print registration failure page and consider allowing the employee to punch in and out

using just their PIN number. As long as PIN entry is allowed on the clock this will work.

### **Employee Instructions**

Detailed instructions on how employees punch in and out can be found in our help center.

### **Biometric FAQ**

#### **I have multiple Touch 2 clocks, do I need to enroll employees on each clock?**

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

#### **Who can enroll fingerprints?**

The ability to enroll fingerprints can be done using the Clock Credentials mailed to you along with the Touch 2 clock.

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

If you were using a legacy biometric clock or Punch+, you do need to re-enroll prints. Contact [he-support@actabl.com](mailto:he-support@actabl.com) if you are unsure which clock you have.

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

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

#### **How do I know which employees are already enrolled?**

If you attempt to register an employee who already has a fingerprint record in the system, the clock will notify you and you can either re-register the print or cancel the process.

Also, the **Fingerprint Maintenance** page in the time and attendance system displays the enrollment status of your employees (Administration menu > Fingerprint Maintenance).

## **Section 5: Fingerprint Enrollment Best Practices**

Try these tips for effective fingerprint enrollment:

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

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

## Troubleshooting and Technical Info

The troubleshooting steps in this section address common issues, many of which are resolved by resetting the clock. Full instructions on resetting the clock are found later in this section.

### **Blank/Black Screen with Power Connected**

If for some reason the screen is blank, unplug the clock and plug it back in. Note that you should never set any "sleep" settings in the clock's Android settings as this does affect performance. If the clock appears to be going to "sleep" frequently, check the online knowledge base for instructions on how to make sure "Never Sleep" is enabled on the clock. A green lit fingerprint reader indicates the clock has power and is operational.

### **Loss of Internet Connection**

Touch 2 collects punches when not connected to the internet. When the connection is restored, the punches are transmitted to the timekeeping system's servers and then to the time cards. Intelligent Clock features, like Clock Lockout and Punch Logic, do not work in offline mode as these both require interaction with the time card.

### **Loss of Power**

Touch 2 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.

### **What is the Clock Username and Password**

The Clock Username and Password fields are only used by Actabl's internal team. The managers on property should only use the Clock Settings Password option. This option lets you access settings when the clock is offline, allowing you to make changes if your network goes down or requires changes, and all other administrative tasks.

### **Clock No Longer Connects to Network**

If the clock is in offline mode and you cannot find any problem with your network signal, make sure nothing has changed on your network from when you originally set up and configured the device. For example, if your Wi-Fi password has changed, the clock cannot connect until you enter the new password. Changing the network settings while the clock is in offline mode requires using your Clock Settings Password. However, if you do not know the Clock Settings Password, please contact [he-support@actabl.com](mailto:he-support@actabl.com) for assistance.

## **Clock Reset**

When you reset the clock, it reboots the device and automatically relaunches the Touch 2 clock app.

1. From the clock app, select the gear icon in the upper right corner.
2. Select Use Clock Settings Password at the bottom
  - a. Enter the clock settings password
3. Select the **DIAGNOSTIC** tab.
4. Select the **System** sub-menu.
5. Select **REBOOT CLOCK**.

Occasionally, the reset process is not enough to resolve some issues with the clock and instead you need to perform a full power cycle by removing power from the clock. To power down the clock, unplug the clock from the wall outlet.

## **Software Updates**

Touch 2 checks for software updates nightly and following initial setup. The update process is brief and only happens if there is an update available. A blue install screen indicates that the update has been initiated and once completed, Touch 2 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.

## **“Clock Registration Needed” Screen**

If for some reason you encounter a screen prompting you to ‘Please sign into your account to register the clock’, please ensure the clock is connected to the internet via a wired internet connection or wi-fi. Instructions for configuring wi-fi can be found in section 2, [Connect to a Wireless Network \(Wi-Fi\)](#).

If this does not help, reach out to us at [he-support@actabl.com](mailto:he-support@actabl.com) so we can look into this with you.

# Swipeclock Touch 2 Specifications

**Processor:** 8 core processor

**Display:**  
6" TFT LCD Capacitive Touch 2 Screen,  
HD-IPS  
16×9 Aspect Ratio

**System:**  
Android 10

**Memory:**  
**RAM:** 2 GB  
**ROM:** 16 G

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

**Communications:**  
Standard 10/100 Mbps Ethernet  
Certified Wi-Fi Dual BAnd 24G/5G, 802.11  
USB 2.0  
ports

**Interface:**  
Relay x 1 (Bell)  
Programmable LED Indicator

**Biometric Technology:**  
FP: ZK Green Sensor 7K250P

**Weight:** 2.9 lbs. (1.3 kg)

**Audio:**  
Speaker  
Microphone

**Soft Keypad:**  
Capacitive Touch Screen

**Modular Readers & Supported Card Technology:**  
**RFID:** EM4100 Series Prox Cards  
Passive Prox/RFID Responder

**Power:**  
AC Power Adaptor: 12 V, 3.0 A

**Environment:**  
**Operating Temperature:** 32°F-113°F  
(0-45C)  
**Operating Humidity:** 5%-80%  
Non-condensing

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