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› NGTeco Cloud Time Clock TC1 Instruction Manual

NGTeco TC1-N

NGTeco Cloud Time Clock TC1 Instruction Manual

Model: TC1-N | Brand: NGTeco

INTRODUCTION

The NGTeco Cloud Time Clock TC1 is an advanced time management solution designed for small and mid-sized businesses. It offers multiple identification methods including face recognition, fingerprint, RFID card, and password, ensuring flexible and secure clock-in/out processes. With its cloud-based software, NGTeco Office, users can access real-time attendance data, generate reports, and manage employee schedules from anywhere, without any monthly fees. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your TC1 device.



Figure 1: NGTeco Cloud Time Clock TC1

KEY FEATURES

- **Free Cloud Service:** Access real-time punch data and generate reports from anywhere via NGTeco Office software and app, with no monthly fees.
- **Flexible Shifts:** Customize shifts for various team structures including fixed, rotating, split, or flexible schedules.
- **Confidentiality Technology:** Powered by AWS (US servers) with end-to-end encryption for secure data storage, compliant with data protection standards.
- **Multi-Device Data Synchronization:** Network multiple TC1 devices to synchronize data across different locations.
- **Multi-Language Support:** NGTeco Office software supports English, Italian, Spanish, Latin American Spanish, German, French, and Japanese.
- **Large Storage Capacity:** Supports up to 200 users and 30,000 logs, ideal for small and mid-sized businesses.
- **Connectivity:** Connects via LAN or 2.4 GHz Wi-Fi, with offline data capture and cloud synchronization upon reconnection.
- **U.S.-Based Service:** Includes 1-year warranty and free lifetime technical support (Mon-Fri, 6AM-6PM EST).

CLOUD-BASED CONTROL ANYWHERE YOU ARE

Mobile&Web
Access

Multi-Device
Sync

Live Attendance
Reports



Figure 2: Cloud-Based Control Features

PACKAGE CONTENTS

Upon opening your NGTeco Cloud Time Clock TC1 package, please verify that all components are present and in good condition. The standard package includes:

- NGTeco Cloud Time Clock TC1 Device
- Power Adapter
- Mounting Bracket and Screws
- 5 RFID Cards

- User Manual and Quick Start Guide

Video 1: TC1 Cloud Time Clock Unboxing Video. This video demonstrates the unboxing process and shows all included components of the NGTeco TC1 Cloud Time Clock.

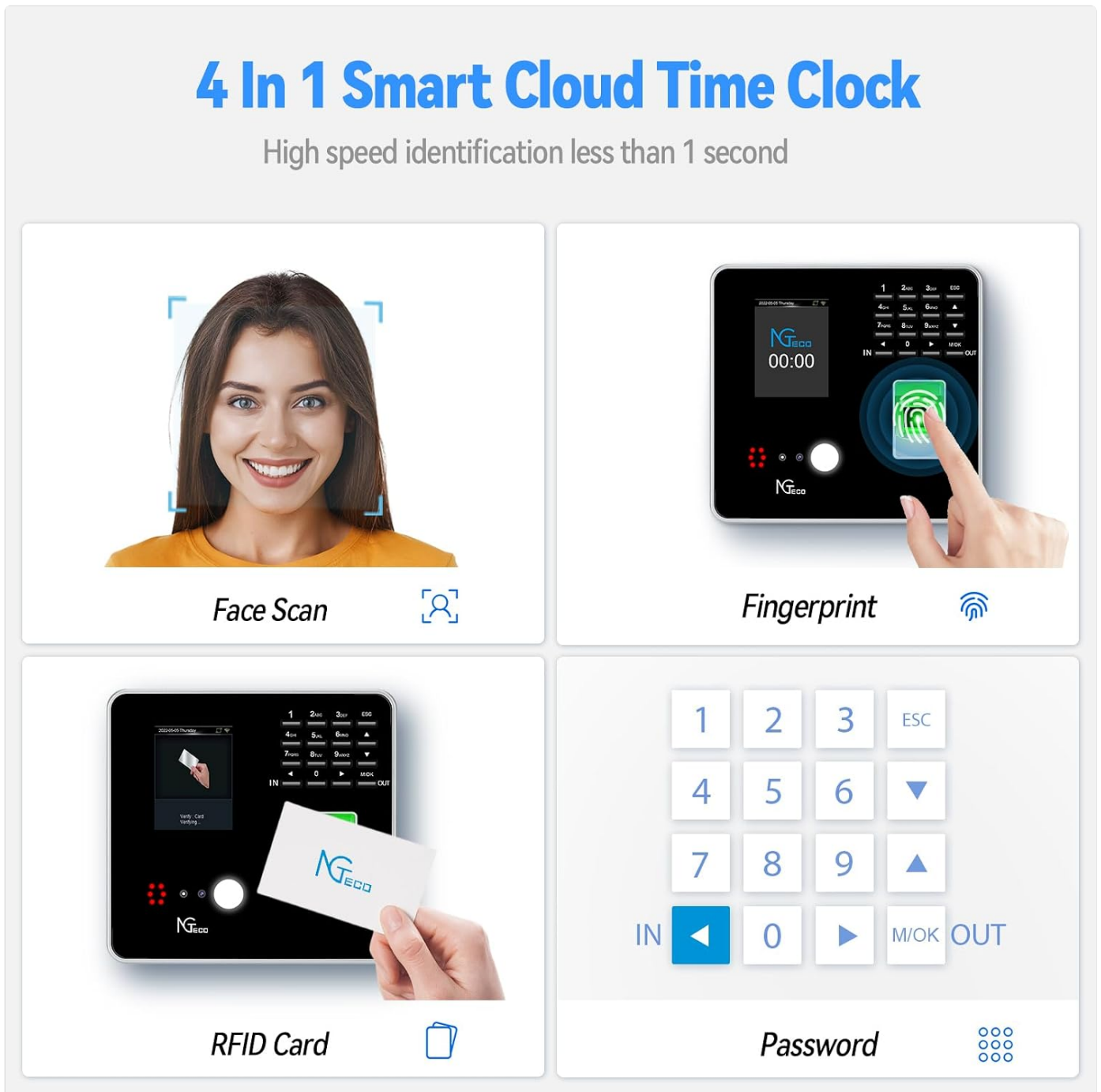


Figure 3: TC1 Package Contents

SETUP GUIDE

Follow these steps to set up your NGTeco Cloud Time Clock TC1 and integrate it with the NGTeco Office Cloud system.

Video 2: TC1 Cloud Time Clock Setup. This video provides a step-by-step guide on setting up the TC1 Cloud Time Clock with NGTeco Office.

1. Initial Power-On and Network Configuration

1. Connect the power adapter to the TC1 device and plug it into a power outlet. The device will power on automatically.

2. For network connection, you can use either a LAN cable or 2.4 GHz Wi-Fi. Using a LAN cable is recommended for a more stable connection.
3. If using Wi-Fi, navigate to the network settings on the device screen to connect to your 2.4 GHz Wi-Fi network.

2. NGTeco Office Cloud Setup

The NGTeco Office Cloud is where you will manage your organization, employees, and attendance data.

4. Access the NGTeco Office Cloud via a web browser or the mobile app (iOS/Android).
5. Create an organization profile. This involves setting up your organization's name, country, and other relevant details.
6. Create Departments, Sites, and Zones within your organization to structure your workforce and locations.
7. Add individual employees (Persons) to your organization, assigning them to specific departments.

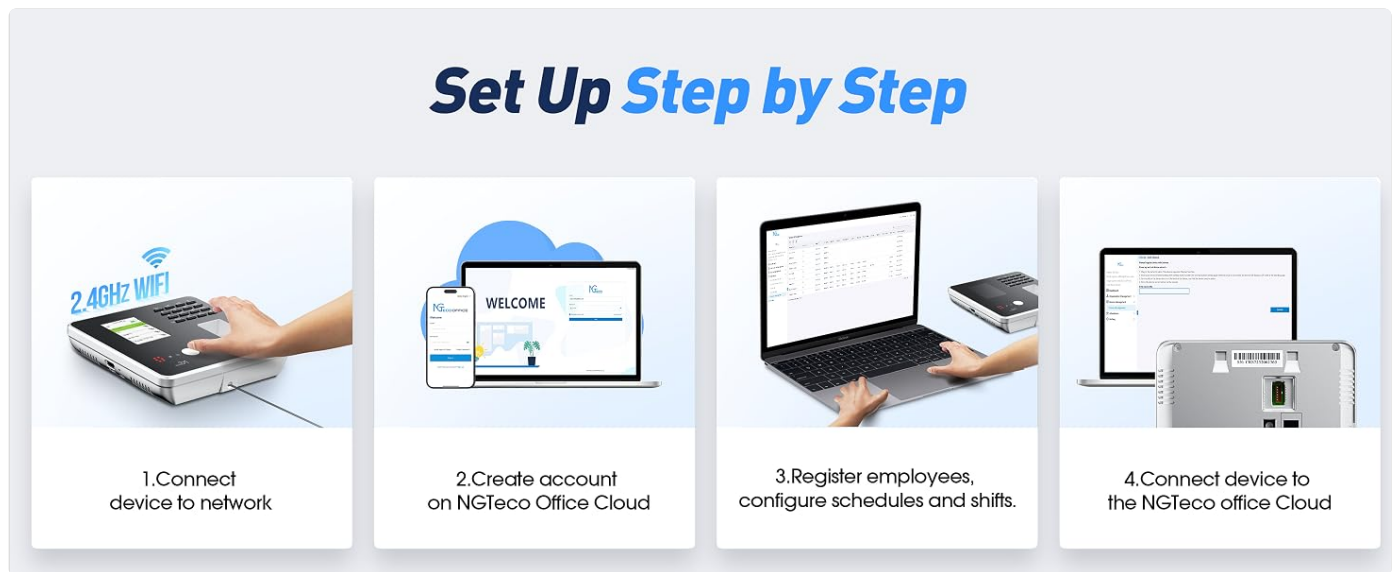


Figure 4: Step-by-Step Setup Overview

3. Device Binding

Bind your TC1 device to your NGTeco Office Cloud account.

8. In the NGTeco Office Cloud, navigate to 'Device Management' and select 'Add Device'.
9. Enter the device's Serial Number (SN). To find the SN, press and hold the ESC button on the time clock.
10. Bind the time clock to a created Site and Zone within your organization. Ensure the time zone is correctly set.

4. User Registration and Shift Schedule Configuration

Register employees and set up their work schedules.

11. For each employee, register their preferred verification mode (fingerprint, face, RFID card, or password) directly on the TC1 device or remotely via the NGTeco Office Cloud.
12. Create Timesheets in the NGTeco Office Cloud, defining check-in/check-out times, break durations, and working days.
13. Assign Timesheets to employees by creating Shift Schedules. This links employees to their defined work hours and locations.

SUPPORT SHIFT SCHEDULES

This functionality allows administrator to effortlessly manage various work shifts and ensures accurate timekeeping for employees with diverse schedules.

Shift schedule / Add shift schedule

Basic Settings

Select Person

Select Timesheet

Start Date

04/18/2024

End Date

04/30/2024

Device that person can clock in

Cancel

Save

Figure 5: Configuring Shift Schedules

OPERATING INSTRUCTIONS

Once set up, the NGTeco TC1 is ready for daily operation.

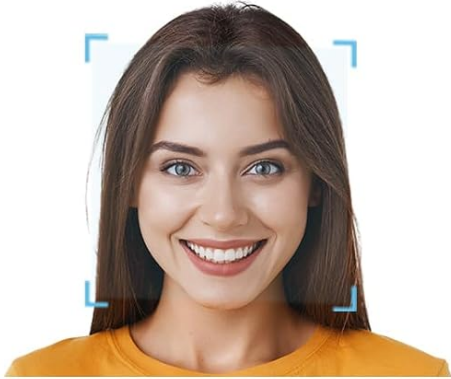
1. Clocking In/Out

Employees can clock in or out using one of the following methods:

- **Face Recognition:** Stand in front of the device, aligning your face with the recognition area.
- **Fingerprint:** Place your registered finger on the fingerprint sensor.
- **RFID Card:** Tap your registered RFID card against the card reader.
- **Password:** Enter your registered password using the keypad.

4 In 1 Smart Cloud Time Clock

High speed identification less than 1 second



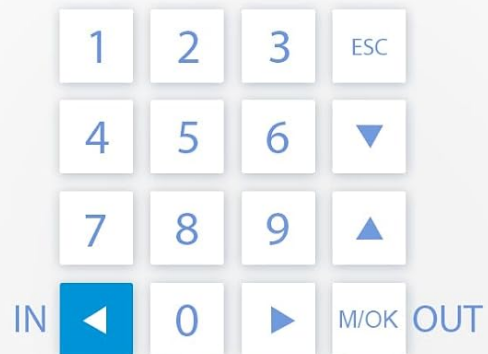
Face Scan



Fingerprint



RFID Card



Password



Figure 6: 4-in-1 Smart Cloud Time Clock Identification Methods

2. Viewing and Managing Attendance Records

Administrators can view and manage attendance records through the NGTeco Office Cloud.

- **View Attendance Punch:** Access real-time attendance data for all employees.
- **Mend Attendance Punch:** Manually add missing clock-in/out records if an employee forgets to punch.
- **Automatic Breaktime Deduction:** Configure up to 3 break times for automatic deduction from total work hours.
- **Automatic Report Sending:** Set up automated delivery of time reports to designated email addresses (daily, weekly, or monthly).

VIEW ATTENDANCE PUNCH

Easily track your employees' Time & Attendance from anywhere, anytime

View Attendance Punch



Show mended records ☐

Person Name	Person ID	Punch Date	Attendance record
Carl Smith	01	2024-04-17	08:30:00; 18:00:00;
JJ GG	BENJE	2024-04-17	08:30:00; 12:00:00; 13:00:00; 13:00:00; 15:00:00; 16:00:00; 17:00:00; 18:00:00;
JJ GG	BENJE	2024-04-16	08:00:00; 09:00:00; 12:00:00; 18:00:00;
Carl Smith	01	2024-04-13	08:00:00; 18:00:00;
Carl Smith	01	2024-04-09	10:33:23; 10:34:29; 11:03:23; 16:39:43; 18:11:49;
Iuna Li	1210407	2024-04-09	06:01:00; 10:33:09; 18:11:53;
JJ GG	BENJE	2024-04-05	08:30:00; 13:30:00; 15:00:00; 19:00:00;
Iuna Li	1210407	2024-04-03	02:20:00; 10:39:58; 10:40:58;
Carl Smith	01	2024-04-02	08:55:00; 18:10:00; 19:01:00;
Iuna Li	1210407	2024-04-02	08:54:00; 16:11:19; 19:31:00;
JJ GG	BENJE	2024-04-01	08:30:00; 11:30:00;

Figure 7: Viewing Attendance Punch Records

ADD ATTENDANCE PUNCH

When a user forgets to check in/out, the administrator can manually add the missing clock-in record on the NGTeco Office website.

Mend Attendance Punch

Select user

Set mend att-punch date

mm/dd/yyyy

Set mend att-punch time

hh:mm

Save

Figure 8: Adding Missing Attendance Punches

AUTOMATIC BREAKTIME DEDUCTION

Streamline your workforce management with our time clock's automatic break time deduction feature. You can set up to 3 break times

Timesheet / Add Timesheet

Timesheet Name *

Timesheet Description

Timesheet Description

Schedule Rule

Schedule Mode

By week cycle

Repeat Cycle

1

Schedule

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday ☐ Sunday

ATT Records Statistics Rule

Check-In

09:00

Check-Out

18:00

Day Change Time

00:00

Punch Interval(Min)

1

Longest Work Hours(Hour)

10

Statistics Rule Mode

First and Last

Overtime Reminder

0

minutes after check-out

Break Time

From

12:00 pm

To

12:30 pm

Auto Deducted

Figure 9: Automatic Breaktime Deduction Settings

AUTOMATIC REPORT SENDING

Automated report delivery to designated mailboxes with minimal setup effort, eliminating the necessity for manual intervention.

Timecard Management / Report Export

Select any date period to download time report

From: 18-04-2024 To: 18-04-2024

Share the time report, add the email list, separated by ";"

Confirm

Automatic report sending ☒

Send frequency: ☒ Daily ☐ Weekly ☐ Biweekly ☐ Monthly

First run at: 29-03-2024 05:00 pm

Automatically share the time report, add the email list, separated by ";"

*****@asdic.com

Figure 10: Automatic Report Sending Configuration

3. Advanced Scheduling Features

- **Daylight Saving Time Support:** The system automatically adjusts for Daylight Saving Time.
- **Night Shift Support:** Accommodates employees working overnight shifts.
- **Multi-Location Clocking:** Employees can clock in/out from different TC1 devices across various locations, with data seamlessly synchronized.

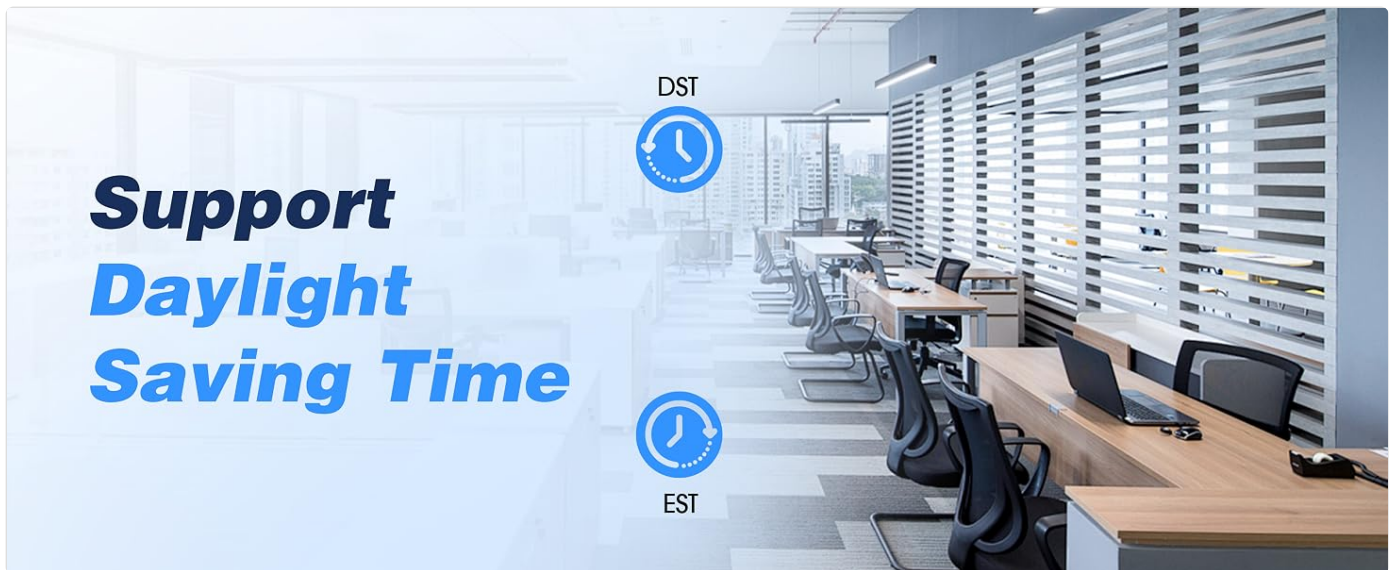


Figure 11: Daylight Saving Time Support

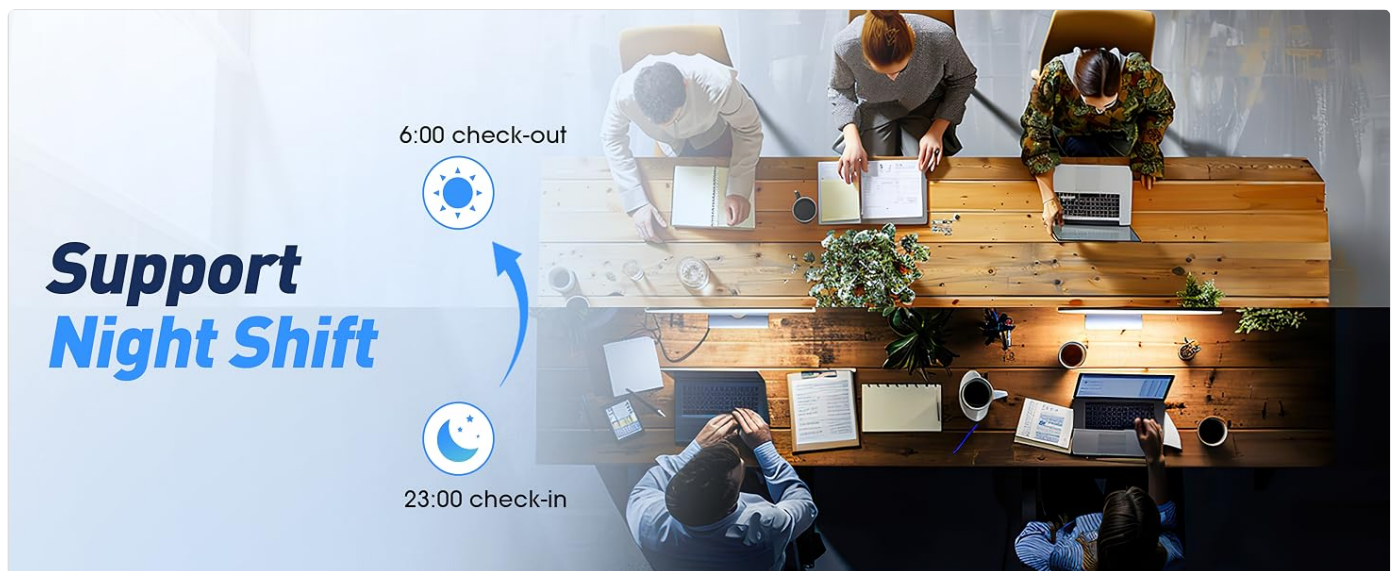


Figure 12: Night Shift Support

Check in/out at a *different location*



9:00 check-in at location A



17:00 check-out at location B

Figure 13: Multi-Location Check-in/out

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your NGTeco Cloud Time Clock TC1.

1. General Care

- Keep the device in a dry, dust-free environment.
- Avoid exposing the device to direct sunlight or extreme temperatures.
- Do not place heavy objects on the device.

2. Cleaning

- Use a soft, dry cloth to wipe the exterior of the device.
- For the screen and fingerprint sensor, use a microfiber cloth. Avoid abrasive cleaners or solvents.

3. Firmware Updates

Periodically check the NGTeco Office Cloud for available firmware updates to ensure your device has the latest features and security enhancements. Follow the on-screen instructions within the software to perform updates.

TROUBLESHOOTING

This section addresses common issues you might encounter with your TC1 device.

- **Device Not Connecting to Network:** Ensure your Wi-Fi is 2.4 GHz. If using LAN, check cable connection. Restart the device and your router.
- **Employee Cannot Clock In:** Verify the employee is registered in the NGTeco Office Cloud and their verification mode (face, fingerprint, RFID, password) is correctly set up on the device. Check if their shift schedule is active.
- **Attendance Records Not Appearing:** Ensure the device is online and synchronized with the cloud. If the network was down, data will sync once reconnected.
- **Incorrect Time/Date:** Time and date settings are managed through the NGTeco Office Cloud, not directly on the device. Adjust them in the software.
- **Forgot Account Credentials:** If you forget the account connected to your device, contact NGTeco support and provide the SN code located on the back of the device.

NOTE:

1. One account can connect to multiple devices simultaneously, but one device cannot be connected to multiple accounts concurrently.
2. Using LAN cables for configuration will ensure a more stable network.
3. When you need change the time, you need to change it on the NGTeco Office Cloud, but not on the device.
4. If you forget the account connected to your device, contact us and attach the SN code of the device (on the back of the device).



Figure 14: Important Notes for Operation

SPECIFICATIONS

Feature	Description
Model Number	TC1-N
Brand	NGTeco
Dimensions	1.5"W x 6"H
Item Weight	1.85 pounds
Connectivity	2.4 GHz Wi-Fi, LAN
User Capacity	200 Users
Log Capacity	30,000 Logs
Identification Methods	Face, Fingerprint, RFID Card, Password

Power Source	Corded Electric
Material	Acrylonitrile Butadiene Styrene (ABS)
Display Type	Digital

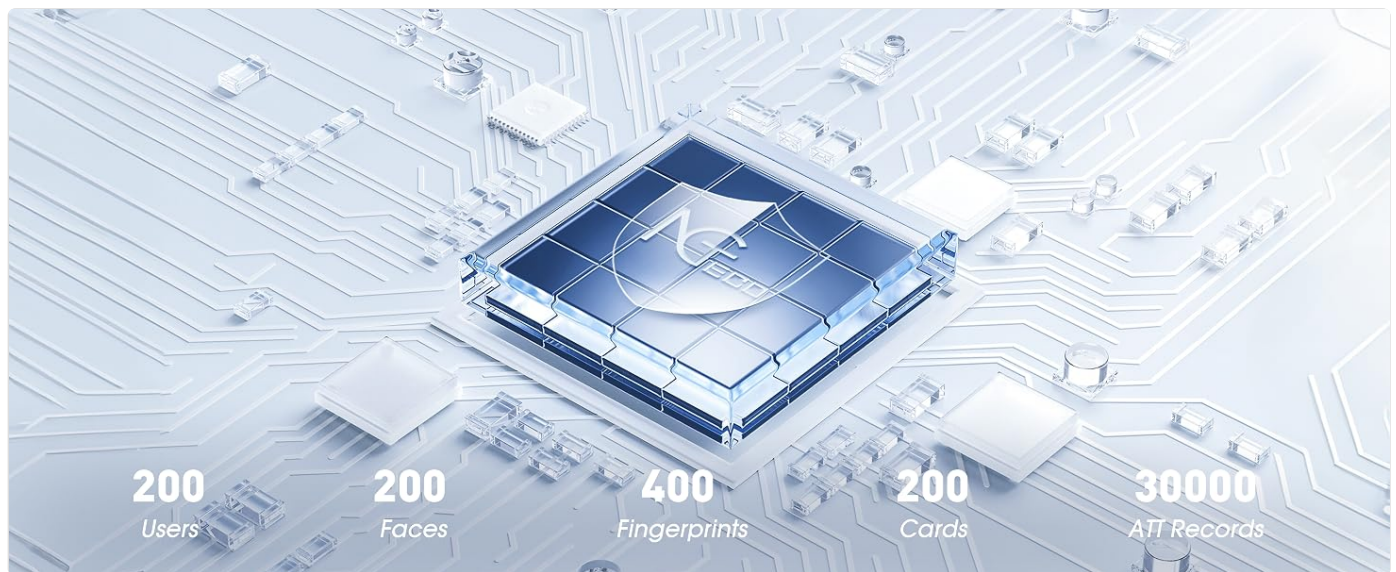


Figure 15: TC1 Capacity Overview

WARRANTY AND SUPPORT

NGTeco is committed to providing excellent customer service and support for your TC1 Cloud Time Clock.

- **Warranty:** The TC1 comes with a 1-year limited warranty.
- **Technical Support:** Enjoy free lifetime technical support, available Monday to Friday, 6 AM to 6 PM EST.
- **Contact:** For pre-sales, after-sales, or technical assistance, please refer to the contact information provided in your Quick Start Guide or visit the official NGTeco website. Remote 1V1 video teaching for configuration and professional guidance on using the NGTeco Office Cloud are also available.



Figure 16: NGTeco Customer Support

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

How can I add face recognition to an existing user profile on the NGTeco TC1-N time clock if I have already registered fingerprints, without deleting the user and starting over?

To add face recognition to an existing user profile on your NGTeco TC1-N without deleting the user, you can update the verification modes through the device menu or the NGTeco Office Cloud. Follow these...

[Read full answer](#)