NGTeco TC1 TC2

NGTeco Time Clock User Manual

Models: TC1 & TC2

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your NGTeco TC1 and TC2 Time Clocks. These devices are designed to streamline employee attendance tracking for small businesses, offering features such as fingerprint recognition, dual-band Wi-Fi connectivity, and cloud-based management via the NGTeco Office application.

The NGTeco TC2 model features a 2.8-inch TFT screen and robust TCP/IP communication, ensuring efficient data transmission. Its built-in 2000mAh backup battery guarantees continuous operation and data integrity even during power outages. The NGTeco Office cloud application simplifies access permissions, organizational profiles, and attendance record management, providing a centralized interface for administrators.

2. KEY FEATURES

- **2.4GHz & 5GHz Dual Bands WiFi:** Supports both 2.4G and 5G Wi-Fi for fast and reliable connections, ensuring seamless performance and consistent connectivity.

- **2000mAh Battery for Power Outage Protection:** A built-in 2000mAh battery ensures the time clock continues to operate and safely stores attendance data during power interruptions.

- **Upgraded Fingerprint Recognition Technology:** Advanced technology provides faster and more accurate fingerprint scanning for quick and efficient clock-ins/outs.

- **Remote Access via APP & Web:** Manage your attendance system from anywhere using the NGTeco Office app or web portal, allowing monitoring, tracking, and report generation on the go.

- **Flexible Shifts to Fit Your Business:** Customizable shift management accommodates various scheduling needs, including fixed, flexible, rotating teams, and part-time staff.

- **Cloud-Based Management:** Utilizes the NGTeco Office cloud application for simplified management of access permissions, organizational profiles, and attendance records.

- **Data Security:** Data is encrypted in the cloud using TLS 1.2 and AES 256 encryption for enhanced privacy and security.

3. PACKAGE CONTENTS

Upon unboxing, please verify that all items are present and in good condition. The standard package for the NGTeco Time Clock (TC1/TC2) typically includes:

- NGTeco Time Clock Device (TC1 or TC2 model)
- Power Adapter
- Mounting Hardware (screws, wall anchors)
- User Manual (this document)

Image: NGTeco TC2 Time Clock. This image displays the front view of the NGTeco TC2 time clock, featuring a digital display on the left showing the current time (08:17) and date (2024-08-05 Monday), along with a "Welcome" message. To the right of the screen is a fingerprint scanner with a blue glowing outline, and below it, a small icon representing an ID card. The device is white with a black screen and scanner area.

4. SETUP GUIDE

4.1 Physical Installation

The NGTeco Time Clock can be placed on a tabletop or mounted on a wall.

1. **Tabletop Placement:** Simply place the device on a stable, flat surface near a power outlet.
2. **Wall Mounting:**
   a. Choose a suitable location on a wall, ensuring it's within reach of a power outlet and has good Wi-Fi signal strength.
   b. Use the provided mounting template (if available, otherwise measure) to mark the drilling points for the screws.

c. Drill holes and insert wall anchors if necessary.

d. Secure the mounting bracket (if applicable) or the device directly to the wall using the provided screws.

4.2 Power Connection

Connect the provided power adapter to the DC input port on the time clock and then plug the adapter into a standard electrical outlet. The device will power on automatically.

4.3 Network Configuration (Wi-Fi)

The NGTeco Time Clock supports both 2.4GHz and 5GHz Wi-Fi networks for flexible connectivity.

1. On the device screen, navigate to the *Network Settings* menu.
2. Select *Wi-Fi* and enable it.
3. The device will scan for available networks. Select your desired Wi-Fi network (SSID) from the list.
4. Enter the Wi-Fi password using the on-screen keyboard.
5. Confirm the connection. Once connected, a Wi-Fi icon will appear on the device's display.

4.4 Initial Device Settings

After connecting to the network, configure basic settings:

- **Date and Time:** Ensure the date and time are correctly set. The device may automatically synchronize with network time servers once connected to the internet.
- **Administrator Setup:** Set up an administrator account or register an administrator fingerprint/ID card for managing device settings and employee data.

4.5 NGTeco Office App/Web Portal Setup

The NGTeco Office cloud application is essential for comprehensive management.

1. **Download App:** Download the "NGTeco Office" app from your mobile device's app store (iOS/Android) or access the web portal via a browser.
2. **Account Creation:** Create a new account or log in if you already have one.
3. **Device Pairing:** Follow the in-app instructions to pair your NGTeco Time Clock with your NGTeco Office account. This typically involves scanning a QR code displayed on the device or entering a device ID.
4. **Organization Setup:** Within the app/web portal, set up your organization profile, departments, and sites.

Automatic Report Sending

Automated report delivery to designated mailboxes with minimal setup effort
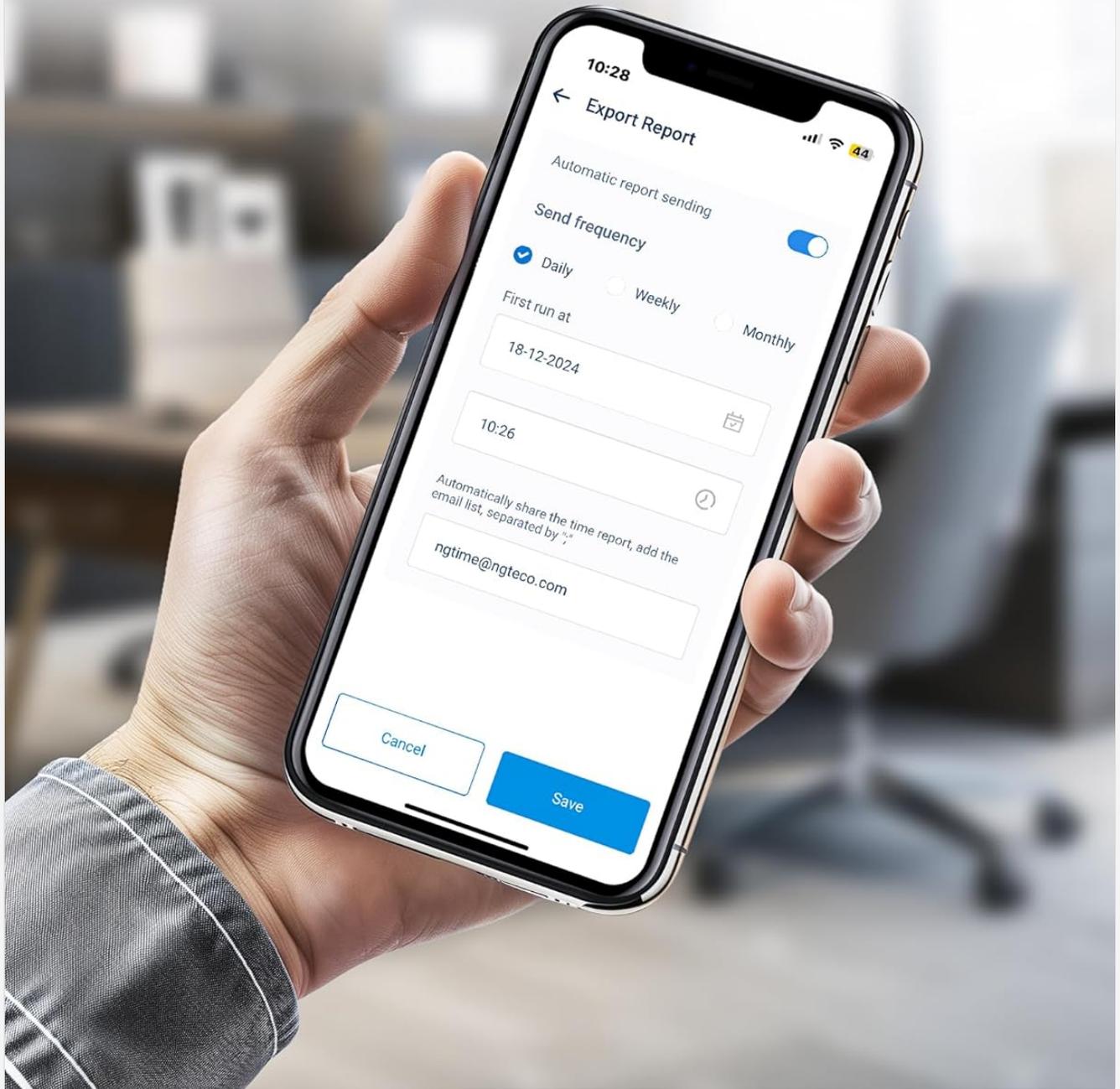
Image: NGTeco Office App Interface. This image shows a smartphone screen displaying the "Export Report" section of the NGTeco Office app. It highlights options for automatic report sending, frequency (Daily, Weekly, Monthly), and the ability to enter email addresses for report delivery.

AWS Cloud Privacy Protection

Protect your privacy with TLs 1.2 and AES 256 encryption

Image: Cloud Privacy Protection Overview. This diagram illustrates the security features of the NGTeco system, emphasizing AWS Cloud Privacy Protection. It shows the time clock device at the center, surrounded by icons representing ID Card, Fingerprint, Personnel Information, and Punch Record, all connected to a cloud icon. Below, icons for Phone and PC indicate remote access capabilities.
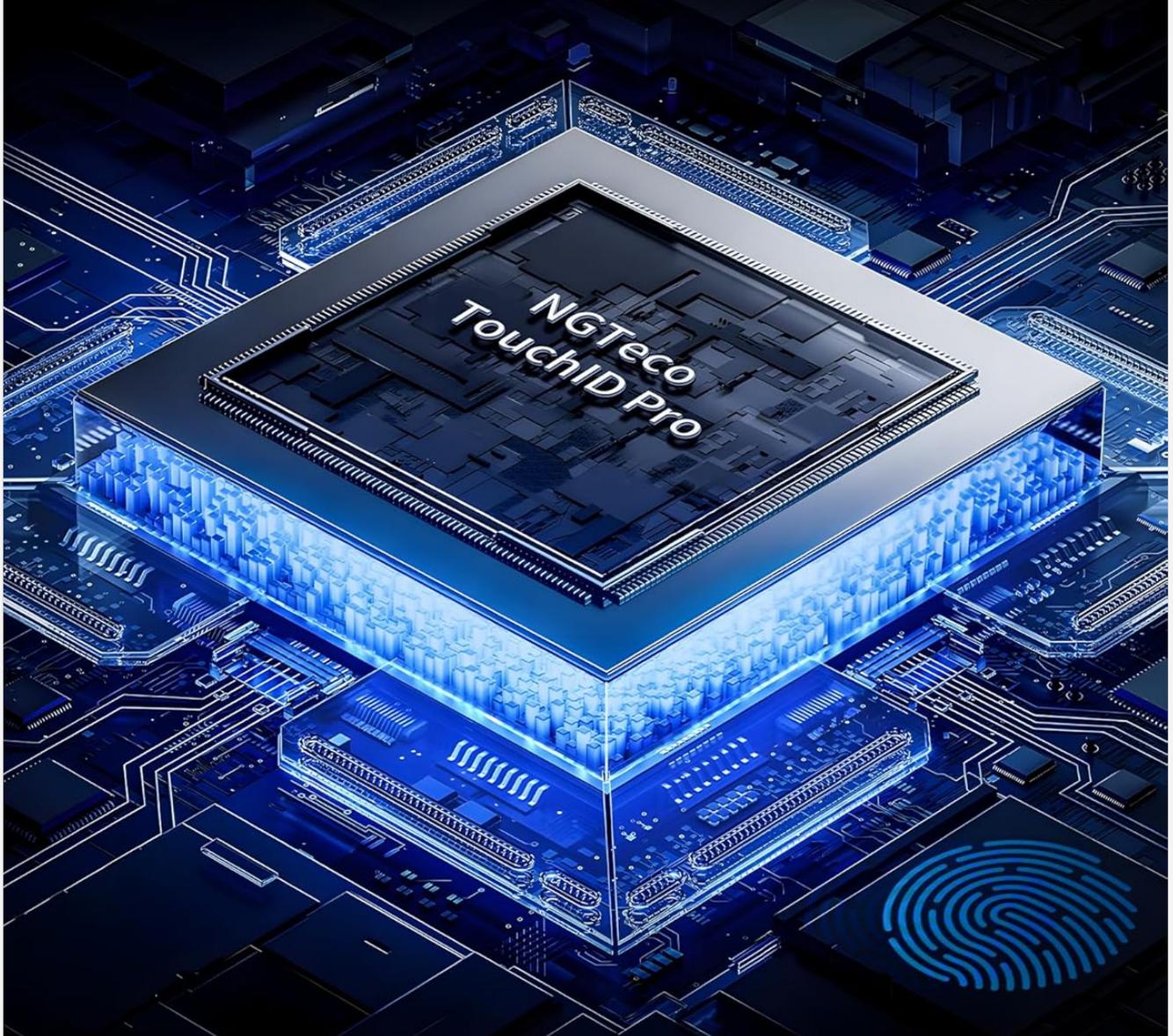
5. OPERATING INSTRUCTIONS

5.1 Employee Registration

Before employees can clock in, their data must be registered in the system.

1. **Via Device:** As an administrator, access the *User Management* menu on the time clock. Select *Add User* and follow the prompts to register employee details, including their fingerprint(s) and/or ID card.
2. **Via NGTeco Office App/Web Portal:** In the app/web portal, navigate to *Personnel Management*. Add new employees and assign them to departments. You can then enroll their biometric data (fingerprint) or assign ID cards directly from the device or through the app if supported.

Image: Upgraded Optical Fingerprint Technology. This image provides a detailed view of a circuit board featuring a chip labeled "NGTeco TouchID Pro," highlighting the advanced optical fingerprint technology used in the device. A bar graph below indicates the high accuracy of TC2's fingerprint recognition (up to 99.7%).

5.2 Clocking In/Out

Employees can clock in or out using their registered fingerprint or ID card.

- **Fingerprint:** Place a registered finger firmly on the fingerprint scanner. The device will confirm the punch with a visual and/or auditory cue.
- **ID Card:** Present a registered ID card to the card reader area on the device. The device will confirm the punch.

5.3 Managing Attendance and Reports (NGTeco Office)

The NGTeco Office app and web portal provide comprehensive tools for attendance management.

- **Monitoring Attendance:** View real-time attendance records, including clock-in/out times, late arrivals, and early departures.
- **Generating Reports:** Create detailed attendance reports for payroll processing, including total working hours. Reports can be generated daily, weekly, or monthly.
- **Automatic Report Sending:** Configure the system to automatically send attendance reports to designated email addresses at specified intervals.
- **Shift Management:** Set up and assign flexible or fixed shifts to employees, accommodating various work schedules.
- **Data Analytics:** Access advanced analytics to gain insights into attendance patterns and optimize workforce management.
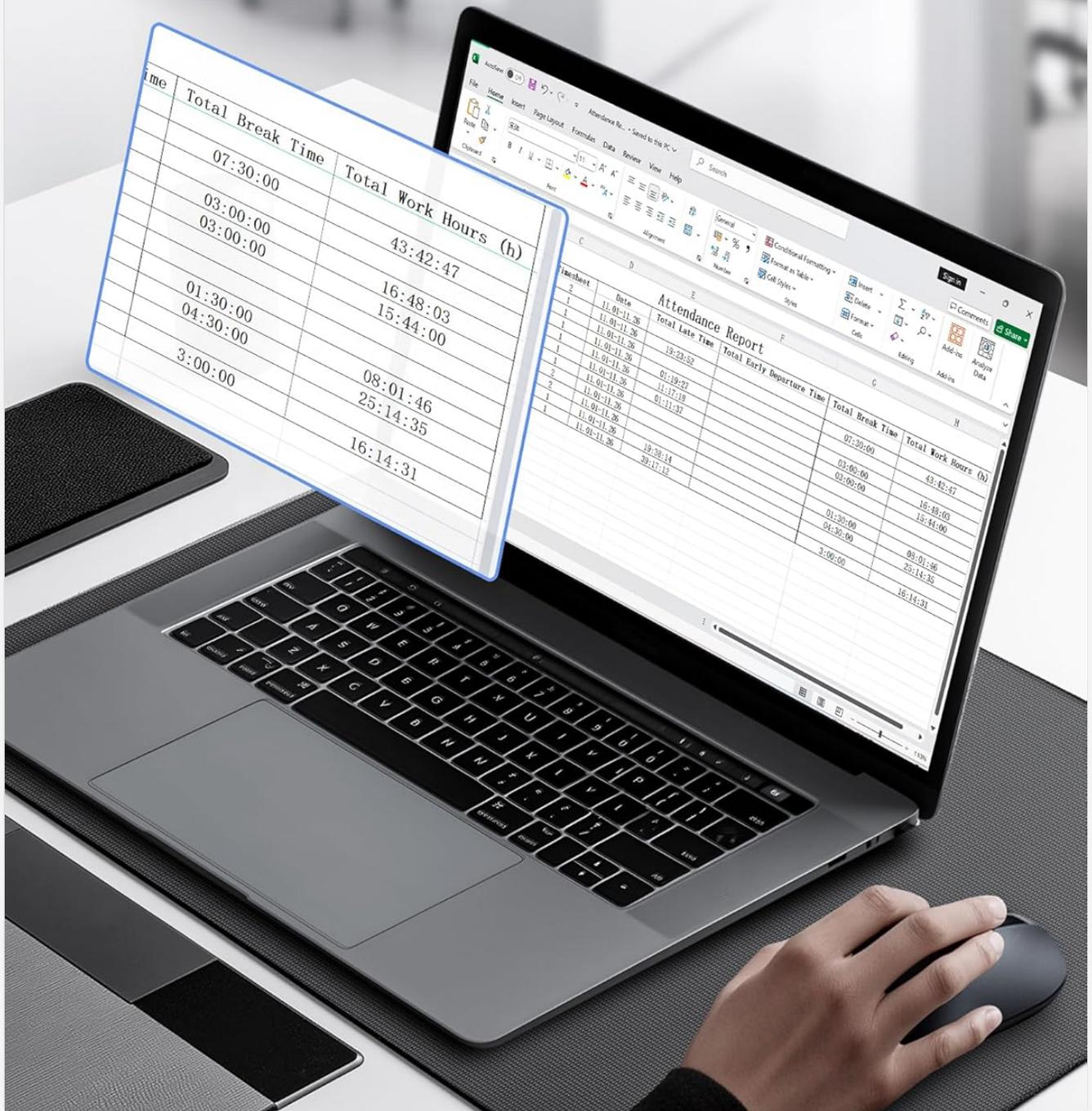
Image: Automatic Working Hour Calculation. This image shows a laptop screen displaying an Excel spreadsheet with attendance data, including break times and calculated total working hours, illustrating how the system automates payroll processing.

6. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your NGTeco Time Clock.

- **Cleaning:**
  - Gently wipe the screen and fingerprint scanner with a soft, dry, lint-free cloth.

- For stubborn smudges, slightly dampen the cloth with water or a non-abrasive screen cleaner. Avoid harsh chemicals or abrasive materials.
- Ensure no liquid enters the device openings.

- **Software Updates:** Periodically check for firmware updates via the NGTeco Office app or web portal. Keeping the device's software updated ensures access to the latest features and security enhancements.
- **Data Backup:** While data is stored securely in the cloud, it is good practice to regularly export and back up your attendance records from the NGTeco Office portal.
- **Battery Care:** The built-in battery is designed for backup. Avoid fully discharging the battery frequently to prolong its lifespan. Keep the device connected to power when not in use.

7. TROUBLESHOOTING

This section addresses common issues you might encounter.

Problem	Possible Cause	Solution
Device not powering on.	No power, faulty adapter, or completely drained battery.	Check power connection. Ensure the adapter is working. Allow device to charge for a few minutes if battery was fully drained.
Cannot connect to Wi-Fi.	Incorrect password, out of range, or network issues.	Verify Wi-Fi password. Move device closer to router. Restart router. Ensure network is 2.4GHz or 5GHz compatible.
Fingerprint not recognized.	Finger wet/dirty, improper placement, or not registered.	Ensure finger is clean and dry. Place entire pad of finger firmly on scanner. Re-enroll fingerprint if issue persists.
Data not syncing with NGTeco Office.	No internet connection, device not paired, or server issues.	Check device's internet connection. Verify device is correctly paired in the app/web portal. Check NGTeco service status.
Device screen is unresponsive.	Software glitch or hardware issue.	Restart the device (unplug and replug power). If issue persists, contact support.

Retains Data Even the Power Failure

Built-in 2000 mAh battery

Up to 6 hours standby time

2000mAh

Image: Internal Battery. This image provides an internal view of the NGTeco time clock, highlighting the built-in 2000mAh battery, which provides up to 6 hours of standby time and ensures data retention during power failures.

8. SPECIFICATIONS

Feature	Detail
Brand	NGTeco
Model	TC1 & TC2

Feature	Detail
Color	White
Display Type	Digital (2.8-inch TFT screen for TC2)
Style	TC1 & TC2 Time Clocks
Power Source	Battery Powered (Built-in 2000mAh) / Electrical
Indoor/Outdoor Usage	Indoor
Frame Material	Plastic
Mounting Type	Tabletop
Operation Mode	Electrical
Connectivity	2.4GHz & 5GHz Dual Bands WiFi, TCP/IP
Cloud Service	NGTeco Office (Cloud-based application)

TC2

Others

	TC2	Others
Operation Method	Web&APP	APP
Applicable Scene	Remote Access	LAN Operation
Scheduling	Flexible&Normal	Flexible
WiFi	2.4GHz & 5GHz	2.4GHz
Operating Mode	New	T9
TCP/IP	✓	✕
Cloud Service	✓	✕
Multi-device Data Sychronization	✓	✕

Image: TC2 vs. Other Models Comparison. This table compares the NGTeco TC2 model with other time clock models, highlighting differences in operation method (Web&APP vs. APP), applicable scene (Remote Access vs. LAN Operation), scheduling flexibility, Wi-Fi bands (2.4GHz & 5GHz vs. 2.4GHz), operating mode, TCP/IP support, Cloud Service, and Multi-device Data Synchronization.

Image: NGTeco TC1 Time Clock. This image displays the NGTeco TC1 time clock, which features a screen with face recognition capabilities, a numeric keypad for input, and a fingerprint scanner. A "NO MONTHLY FEE" cloud icon is visible on the screen.

9. WARRANTY AND SUPPORT

9.1 Warranty Information

NGTeco products typically come with a limited warranty covering defects in materials and workmanship. Please refer to the warranty card included with your product or visit the official NGTeco website for detailed warranty terms and conditions. Keep your purchase receipt as proof of purchase for warranty claims.

6 Months Free Cloud Service

Enjoy half a year of free cloud access, save $300 a Year!

1-9 EMPLOYEES	**$0**	**$300**
10-19 EMPLOYEES	**$0**	**$492**
20-49 EMPLOYEES	**$0**	**$876**
50-99 EMPLOYEES	**$0**	**$1428**
100+ EMPLOYEES	**$0**	**$1908**

Image: Cloud Service Offer. This image presents a table detailing a "6 Months Free Cloud Service" offer, showing that for 1-99 employees, the cloud service is free for the first six months, with a comparison to annual costs without the offer.

9.2 Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please contact NGTeco Customer Support:

- **Website:** Visit the official NGTeco website for FAQs, support resources, and contact forms.
- **Email:** Refer to your product packaging or the NGTeco website for the support email address.
- **Phone:** Refer to the NGTeco website for customer service phone numbers, if available.

When contacting support, please have your product model (TC1 or TC2) and purchase information ready.