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› NGTeco TC4 Cloud-Based Fingerprint Time Clock User Manual

NGTeco TC4

NGTeco TC4 Cloud-Based Fingerprint Time Clock User Manual

Model: TC4 | Brand: NGTeco

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, setup, operation, and maintenance of your NGTeco TC4 Cloud-Based Fingerprint Time Clock. The TC4 is designed to streamline employee attendance tracking for small and medium businesses, offering a secure and efficient solution with cloud-based management capabilities.



Figure 1: NGTeco TC4 Time Clock and Mobile App Interface.

The NGTeco TC4 is a compact, white square device with a fingerprint scanner and a digital time display. It integrates seamlessly with the NGTeco Office mobile application, allowing for remote management and attendance tracking.

2. PACKAGE CONTENTS

Before proceeding with installation, please verify that all items listed below are present in your package:

- NGTeco TC4 Device
- Power Adapter
- Mounting Template
- Accessories (screws, wall anchors)
- Quick Start Guide
- After-sales Card

Your browser does not support the video tag.

Video 1: NGTeco Cloud Time Clock TC4 - Unboxing and Initial Setup Guide.

This video demonstrates the unboxing process and provides an overview of the included components, ensuring you have everything needed for installation.

3. INSTALLATION GUIDE

The NGTeco TC4 can be mounted on a wall or placed on a tabletop. For wall mounting, follow these steps:

1. **Prepare the Mounting Location:** Choose a suitable location for the device, ensuring it is within reach of a power outlet and has stable 2.4G WiFi coverage.
2. **Use the Mounting Template:** Affix the provided mounting template to the desired wall location. Use a pencil to mark the drilling points for the screws.
3. **Drill Holes:** Drill holes at the marked points. Insert the wall anchors if necessary.
4. **Secure the Stand:** Attach the device's stand to the wall using the provided screws. Ensure it is firmly secured.
5. **Mount the Device:** Carefully slide the NGTeco TC4 device onto the secured stand.
6. **Connect Power:** Plug the power adapter into the device and then into a power outlet. The device will power on automatically.

Stable, Secure & Reliable Powered by AWS Cloud

Bluetooth-Based Systems

- ▲ Unstable Bluetooth Links
- ▲ Local-only Data Storage
- ▲ Manual Data Retrieval
- ▲ Single-Device Dependency
- ▲ High Drop Rate & Sync Delays
- ▲ Limited Encryption & No Cloud Backup

NGTeco Cloud System

- ✓ AWS Cloud Infrastructure
- ✓ U.S.-Hosted Servers
- ✓ Real-Time Sync
- ✓ Multi-Device Access (Web & App)
- ✓ Extremely Low Packet Loss
- ✓ Enterprise-Grade Data Security



Figure 2: Secure and Reliable AWS Cloud Infrastructure.

The NGTeco TC4 operates on a stable, secure, and reliable AWS Cloud infrastructure, ensuring data integrity and accessibility.

4. SETUP & CONFIGURATION

The NGTeco TC4 is configured primarily through the NGTeco Office mobile application. Ensure your mobile device's Bluetooth is enabled before starting.

1. **Download the NGTeco Office App:** Search for "NGTeco Office" in the App Store (iOS) or Google Play Store (Android) and install the application.
2. **Create an Account:** Open the app and follow the prompts to create a new user account. If you already have an account, simply sign in.
3. **Add Site:** In the app, navigate to the 'Quick Start' section and add a new site for your business. Provide a site name and select the appropriate time zone.
4. **Add Device and Setup Network:** Select the NG-TC4 model from the device list. The app will search for nearby Bluetooth devices. Confirm the Serial Number (SN) of your TC4 device to connect. Once connected via Bluetooth, proceed to set up the 2.4G WiFi network by entering your WiFi name and password.
5. **Add Employee:** Enter the required information for each employee, including Person ID, Department, First Name, and Last Name.
6. **Add Timesheet (Set Attendance Rule):** Define attendance rules by creating a timesheet. This includes setting check-in/check-out times, break times, and other relevant parameters for work hour calculation.

7. **Add Schedule:** Assign employees to specific timesheets and schedules. Select the device(s) that each person can use to clock in.
8. **Register Fingerprint:** For fingerprint verification, select the employee in the app and initiate fingerprint registration. Follow the on-screen prompts to place the employee's finger on the TC4 scanner multiple times for accurate registration.

CLOUD-BASED CONTROL ANYWHERE YOU ARE

Mobile&Web
Access

Multi-Device
Sync

Live Attendance
Reports



Figure 3: NGTeco Office App for Setup and Management.

The NGTeco Office app provides a user-friendly interface for managing all aspects of your time clock system, from device setup to employee data.

HIGH-PRECISION FINGERPRINT MODULE

Reliable, Fast, and Secure Access Every Time



TESTED FOR
1,000,000+
TOUCHES

WORKS WITH
WET & DRY
FINGERS

ADVANCED
LIVENESS
DETECTION

FAR < 0.001%
FRR < 1%

Figure 4: High-Precision Fingerprint Module.

The TC4 features a high-precision fingerprint module for reliable, fast, and secure access, tested for over 1,000,000 touches and compatible with wet and dry fingers.

Quick setup and usage in 5 steps

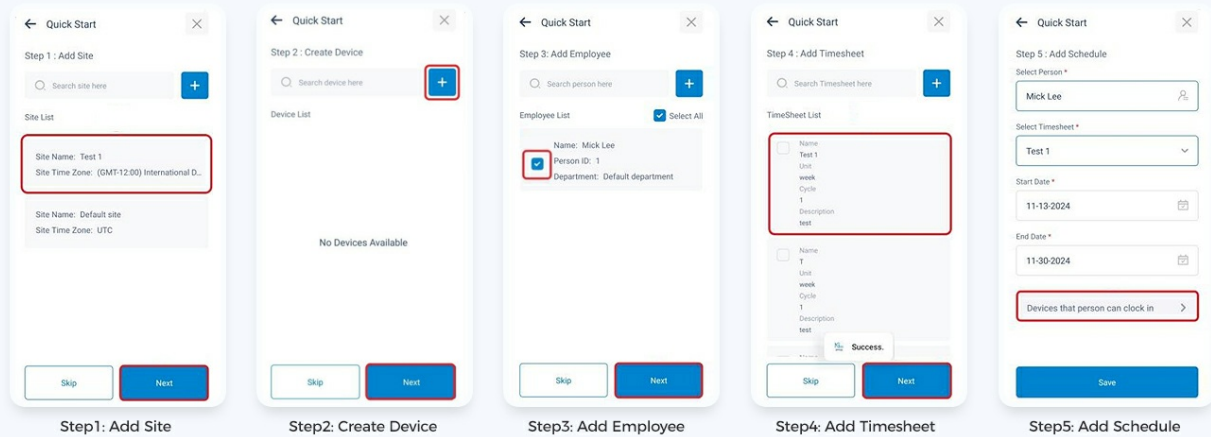


Figure 5: Quick Setup and Usage in 5 Steps.

This visual guide outlines the streamlined process of setting up the NGTeco system, from adding a site and device to configuring employees, timesheets, and schedules.

5. OPERATION

Once set up, employees can clock in and out using their registered fingerprints. Administrators can manage data and generate reports via the NGTeco Office app or web portal.

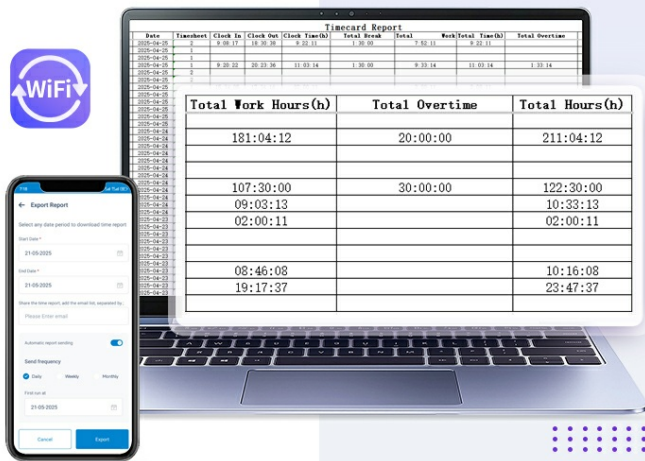
5.1 Clocking In/Out

To clock in or out, simply place your registered finger on the fingerprint scanner of the NGTeco TC4 device. The device will confirm a successful scan.

5.2 Exporting Reports

Attendance data can be exported from the NGTeco Office app or web portal for payroll and record-keeping purposes.

1. Open the NGTeco Office app and navigate to the 'Attendance' section.
2. Select 'Attendance Report'.
3. Choose the desired date range for the report.
4. Enter the email address(es) to which the report should be sent.
5. Select the desired frequency for automatic report sending (Daily, Weekly, Monthly).
6. Tap 'Export' to generate and send the report.



NGTECO OFFICE BASIC FEATURES FREE FOREVER

**Auto Work Hour
Calculation**



**Flexible&Overnight
Shifts**



**Blacklist
Control**



Free Cloud Data Storage



**Lunch&Overtime
Tracking**



**Scheduled
Report Sending**



Figure 7: NGTeco Office Basic Features.

The NGTeco Office system provides essential features for attendance management, including automatic work hour calculation, flexible shift management, and free cloud data storage.

“WHY CHOOSE NGTeco CLOUD ATTENDANCE?”

NGTeco	VS	Others
Multiple flexible rules	Attendance Rules	Single fixe
Yes	Overtime & Lunch Rules	No
Mobile & Desktop	Remote Management	No
AWS Cloud (US-based servers)	Cloud Storage	No
Accurate	Punch Data Accuracy	Incomplete
Lifetime	Data Retention	2 years
Free	Technical Support	Expensive
8 Languages	Language Support	English only
Yes	Hierarchical Management	No
Yes	Mobile Punch-in	No

Figure 8: Why Choose NGTeco Cloud Attendance?

This comparison highlights the comprehensive benefits of the NGTeco Cloud Attendance system, including flexible rules, robust cloud storage, and extensive support.

7. SPECIFICATIONS

Attribute	Detail
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Attribute	Detail
Brand	NGTeco
Model Number	TC4
Color	White
Display Type	Digital
Special Feature	Cloud-Based, Fingerprint
Product Dimensions	3.3"W x 3.3"H
Item Weight	0.704 ounces
Power Source	Corded Electric
Material	Premium ABS Plastic
Mounting Type	Wall Mount & Tabletop
Batteries Required	1 Nonstandard Battery (not included)
UPC	798610261675

8. MAINTENANCE

- To ensure optimal performance and longevity of your NGTeco TC4 Time Clock, follow these maintenance guidelines:
- **Cleaning:** Use a soft, dry cloth to clean the device's exterior. For the fingerprint scanner, gently wipe with a microfiber cloth. Avoid using abrasive cleaners, solvents, or strong chemicals.
 - **Environment:** Operate the device in a clean, dry environment. Avoid exposure to extreme temperatures, direct sunlight, high humidity, or dusty conditions.
 - **Power Supply:** Always use the original power adapter provided with the device. Do not use damaged cables or adapters.
 - **Software Updates:** Regularly check for and install software updates for the NGTeco Office app and device firmware to ensure compatibility and access to the latest features and security enhancements.

9. TROUBLESHOOTING

If you encounter issues with your NGTeco TC4, refer to the common problems and solutions below:

- **Device Not Powering On:**
 - Ensure the power adapter is securely plugged into both the device and a working power outlet.
 - Verify the power outlet is functional by testing it with another device.
- **Cannot Connect to WiFi:**
 - Confirm your WiFi network is 2.4G. The device does not support 5G networks.
 - Check that the WiFi password entered in the app is correct.

- Ensure the device is within range of your WiFi router.
- Restart your WiFi router and the TC4 device.

- **Fingerprint Scan Failure:**

- Ensure your finger is clean and dry.
- Place your finger flat on the scanner, covering the entire surface.
- Try re-registering your fingerprint in the NGTeco Office app.
- Ensure the fingerprint scanner is clean and free of debris.

- **Data Synchronization Issues:**

- Verify the device has a stable internet connection.
- Check the app for any error messages or notifications regarding synchronization.
- Ensure the app is updated to the latest version.

For issues not covered here, please contact NGTeco customer support.

10. WARRANTY & SUPPORT

Your NGTeco TC4 Time Clock comes with a **1-year warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use.

NGTeco provides **free lifetime U.S.-based technical support** for the TC4. Our support team is available to assist you with any questions or issues you may encounter.

We're Here to Help Free, Friendly, Real-Time Support

**Pre-Sales Consultation**

Not sure which model fits? Ask us.

**Fast Response, 5 Days a Week**

Real humans reply within hours, not days.

**Free Troubleshooting**

Having an issue? We'll help fix it.

**One-on-One Support**

You're never left figuring things out alone.

**Tailored Setup Advice**

Get the right settings for your team's schedule.

**No Fees, No Appointments**

Support is always free, and always available.

No matter where you are, our team is ready to assist – fast, easy, and 100% free.

Figure 9: NGTeco Customer Support.

NGTeco offers comprehensive and free customer support, including pre-sales consultation, troubleshooting, and personalized setup advice, available five days a week.

Contact Information:

- Refer to the After-sales Card included in your package for specific contact details.
- Visit the official NGTeco website for support resources and contact options.

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 do I reconnect my NGTeco TC4 time clock to Wi-Fi after changing my network password?

To reconnect your NGTeco TC4 to WiFi after changing your network password, you must use the NGTeco Office mobile application to update the device settings. Follow these steps: Ensure your mobile device's Bluetooth is enabled...

[Read full answer](#)