

NGTeco TRO-TC2

NGTeco TC2 Cloud Employee Time Clock User Manual

MODEL: TRO-TC2

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1. Introduction

This manual provides detailed instructions for the NGTeco TC2 Cloud Employee Time Clock. This device offers advanced features for efficient employee time management, including fingerprint and card verification, dual-band WiFi connectivity, and cloud-based data storage with remote access. Please read this manual thoroughly before operating the device to ensure proper setup and usage.

2. Package Contents

Upon unboxing your NGTeco TC2 Cloud Employee Time Clock, you should find the following items:

- NGTeco TC2 Cloud Employee Time Clock Device
- Quick Start Guide
- User Manual
- Mounting Template for wall installation
- Power Adapter
- Set of Screws and Wall Plugs
- Mounting Bracket

- RFID Cards (for card verification)

Video: NGTeco TC2 Cloud Time Clock Unboxing. This video demonstrates the unboxing process and contents of the NGTeco TC2 package.

3. Product Overview

The NGTeco TC2 features a sleek design with essential components for efficient time tracking:

- **Screen:** Displays time, date, and verification status.
- **Fingerprint Sensor:** For quick and accurate biometric identification.
- **Card Reader:** Supports RFID card verification.
- **On/Off Button:** Located at the back of the device.
- **DC 12-Volt Port:** For power connection.
- **LAN Port:** For wired internet connection.

The device supports both 2.4GHz and 5GHz WiFi for stable connectivity. All interactions and configurations are managed through the dedicated NGTeco Office mobile application, eliminating the need for a physical keyboard on the device. It also includes a 2000mAh backup battery, providing up to 6 hours of operation during power outages, ensuring data integrity.

CLOUD-BASED CONTROL ANYWHERE YOU ARE

Mobile & Web Access

Multi-Device Sync

Live Attendance Reports



Image: Front view of the NGTeco TC2 Time Clock, highlighting the screen, fingerprint sensor, and card reader.

AWS Cloud Privacy Protection

Protect your privacy with TLS 1.2 and AES 256 encryption



Image: Back view of the NGTeco TC2 Time Clock, showing the DC 12-Volt port, LAN port, and On/Off button.

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 Attendance Sync
- ✓ Multi-Device Access (Web & App)
- ✓ Extremely Low Packet Loss
- ✓ Enterprise-Grade Data Security



Image: Diagram illustrating the 2000mAh backup battery and 6-hour standby time for power outage protection.

4. Setup

4.1. App Setup

1. **Download the App:** Download the NGTeco Office app from Google Play or the Apple App Store.
2. **Login/Sign Up:** Log in if you have an existing account, or sign up for a new one.
3. **Create/Select Organization:** Create a new organization or select an existing one.
4. **Add Site:** Enter the site name and time zone.
5. **Add Device:** Turn on the TC2 device. In the app, select 'Add Device' and scan the QR code displayed on the device screen. Alternatively, use Bluetooth to find the device by checking the SN code on its back.
6. **Network Configuration:** Choose to connect via WiFi (select your network and enter password) or a network cable.
7. **Bind Device:** Bind the device to your site by confirming the connection.
8. **Add Employee:** Enter employee details (Person ID, Department, First Name, Last Name).
9. **Add Timesheet:** Provide a name and description for the timesheet. Configure schedule rules, including check-in/check-out times and break times.
10. **Add Schedule:** Select the employee, specify their start and end dates, and assign the device they will use for clocking in and out. Save the settings.

Video: NGTeco Cloud-Based Time Clock with Software and App. This video guides you through the app setup process, including device connection and employee management.

4.2. Physical Installation

The NGTeco TC2 offers two installation methods:

- **Desktop Placement:** For a simple setup, place the device on a desktop. The anti-slip protection on the back ensures stability.
 - **Wall Mounting:** For a more secure installation, wall mounting is recommended.
1. **Determine Height:** It is suggested to install the device at a height of 1.2 meters (47.2 inches) from the floor.
 2. **Attach Template:** Use the provided mounting template to mark the drilling positions on the wall. Ensure the baseline on the template is at the desired height.
 3. **Drill Holes:** Drill holes at the marked positions.

4. **Insert Screws:** Insert the wall plugs and screws into the drilled holes.
5. **Mount Bracket:** Secure the mounting bracket to the wall using the screws.
6. **Secure Device:** Carefully secure the TC2 device onto the bracket.
7. **Power Connection:** Connect the power adapter to the DC 12-Volt port. Ensure the On/Off button at the back of the device is in the 'On' position. The internal battery will provide backup power during outages.

5. Operating

5.1. Employee Registration & Verification

Employees can register and verify their attendance using fingerprint, card, or PIN:

1. **Access Device Control:** In the NGTeco Office app, navigate to the 'Device' option at the bottom center. Tap the three dots on the right of your device and select 'Device Control'.
2. **Select Person:** Choose 'Person in this device'.
3. **Choose Verification Method:** Select between Fingerprint, Card, or PIN verification based on your preference.
4. **Fingerprint Registration:** If selecting fingerprint, specify which finger (e.g., index or thumb) to register. Place the chosen finger on the scanner three times until the device confirms successful registration.
5. **Card Registration:** If selecting card, simply select 'Card' in the app. Hold the RFID card under the fingerprint scanner on the device and repeat once more. The device will confirm with a 'Thank you'. The app will update to show the card added.

5.2. Attendance Tracking Features

The NGTeco TC2 system offers comprehensive attendance tracking:

- Automatic Work Hour Calculation
- Flexible and Overnight Shift Management
- Blacklist Control
- Lunch and Overtime Tracking
- Scheduled Report Sending

5.3. Exporting Reports

To export attendance reports:

1. **Navigate to Reports:** In the app, tap the 'Attendance' option (second to last on the bottom right).
2. **Select Attendance Report:** Choose 'Attendance Report'.
3. **Share Report:** Tap the share icon in the top right corner.
4. **Enter Email & Schedule:** Enter the email address where you would like the report sent. You can also schedule reports to be sent at specific times (daily, weekly, monthly).

6. Maintenance

To ensure optimal performance and longevity of your NGTeco TC2 device:

- **Cleaning:** Regularly wipe the screen and fingerprint sensor with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.

- **Software Updates:** Keep the NGTeco Office app updated to the latest version to benefit from new features and security enhancements.
- **Data Backup:** All attendance data is securely stored on AWS cloud servers with end-to-end encryption, minimizing the risk of data loss.
- **Power Management:** Ensure the device is connected to a stable power source. The 2000mAh backup battery provides temporary power during outages, but prolonged operation requires external power.

7. Troubleshooting

If you encounter any issues with your NGTeco TC2 device, consider the following:

- **Connectivity Issues:** Verify your WiFi connection (2.4GHz or 5GHz) or ensure the Ethernet cable is securely connected. Check network settings in the app.
- **Fingerprint/Card Recognition:** Ensure the fingerprint sensor and card reader are clean. Re-register fingerprints or cards if verification consistently fails.
- **App Synchronization:** Confirm that the device is properly bound to your organization and site in the NGTeco Office app.
- **Power Problems:** Check the power adapter connection and ensure the On/Off button is in the 'On' position. If operating on battery, ensure it is charged.

For persistent issues, please refer to the Warranty & Support section for technical assistance.

8. Specifications

Feature	Detail
Brand	NGTeco
Model Number	TRO-TC2
Color	White
Display Type	Digital
Screen Size	2.4 Inches
Special Feature	LED Display
Product Dimensions	5"W x 5"H
Power Source	Corded Electric
Batteries Included	No (features 2000mAh backup battery)
Indoor/Outdoor Usage	Indoor
Connectivity	2.4GHz/5GHz WiFi, LAN

9. Warranty and Support

NGTeco is committed to providing excellent customer service:

- **Warranty:** The NGTeco TC2 comes with a 1-year warranty.
- **Lifetime Technical Support:** Enjoy free lifetime technical support, available Monday to Friday, 6 AM to 6 PM EST.
- **Remote 1V1 Video Teaching:** For configuration assistance, remote one-on-one video teaching is available.
- **Free Call Center Service:** Access free call center services for any inquiries or support needs.

For any questions or assistance, please feel free to reach out to our professional support team.