User Manual

NG-TC4

Date: December 2024

Doc Version: 1.0

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.

For further details, please visit our Company's website www.ngteco.com.

About the Manual

This manual introduces the operations and usage of the **NG-TC4**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

For Software	
Convention	**Description**
Bold font	Used to identify software interface names e.g. **OK**, **Confirm**, **Cancel**.
>	Multi-level menus are separated by these brackets. For example, File > Create > Folder.
For Device	
Convention	**Description**
< >	Button or key names for devices. For example, press <OK>.
[ ]	Window names, menu items, data table and field names are inside square brackets. For example, pop up the [New User] window.
/	Multi-level menus are separated by forward slashes. For example, [File/Create/Folder].

Symbols

Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

Table of Contents

1 Overview

1.1 Introduction

This document outlines the menu operation of **NG-TC4** and creates an ecologically interconnected hardware and software interoperability platform in conjunction with NGTeco Office software. It is convenient to unified management of device, set up organization, attendance rules, managing user information, managing user privileges, set up verification modes, generate timecard reports and attendance logs, etc.

1.2 Key Features

- Easy to monitor and straight-forward services.

- Reduces management cost for attendance related procedures.

- Unified management of device.

- Setting up timesheet and staff schedule anytime, anywhere

- Advanced attendance analytics.

- Granular visibility into attendance patterns.

- Greatly reduces month-end hassles and compliance challenges.

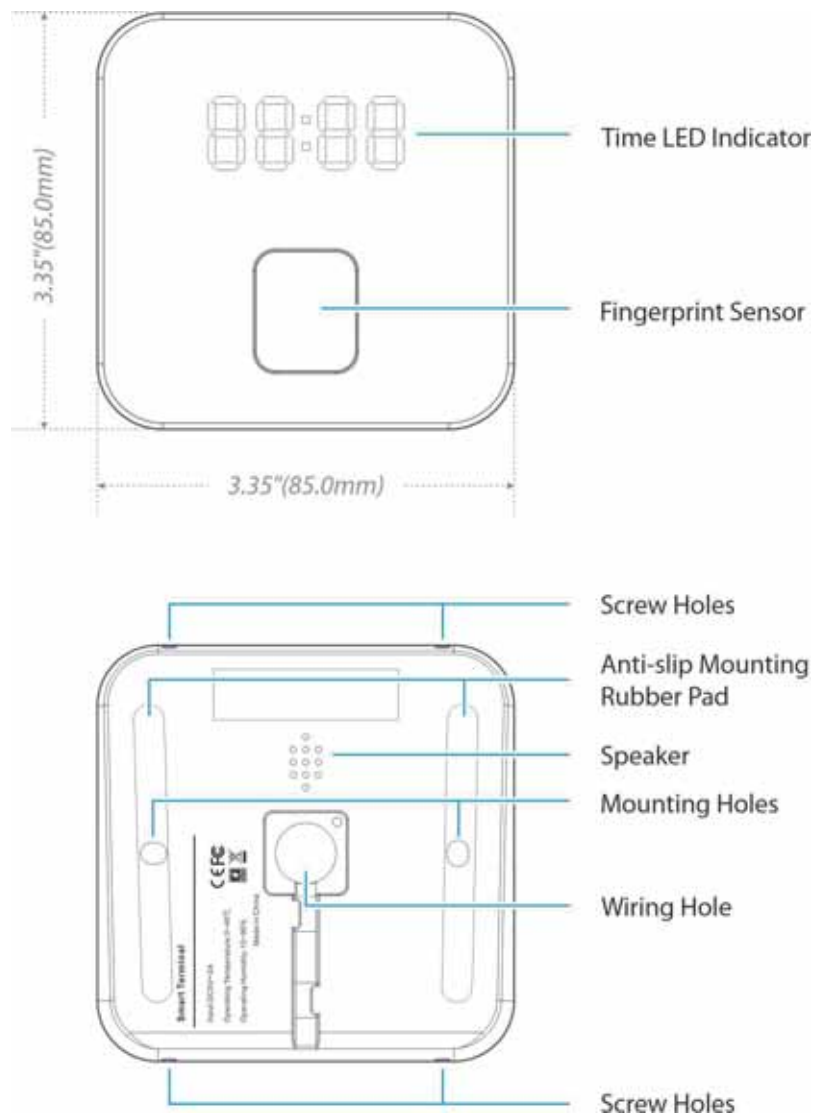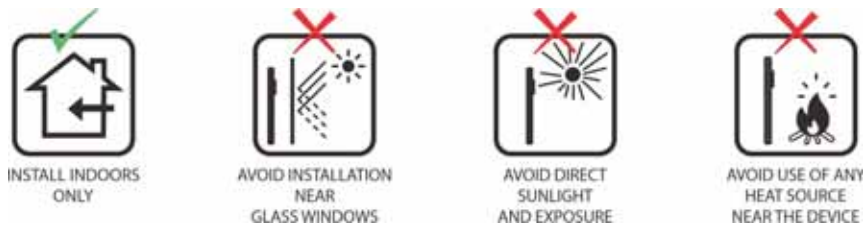- Data encrypted in the cloud, safe and secure.

1.3 Dimension

Time LED Indicator

Fingerprint Sensor

3.35"(85.0mm)

3.35"(85.0mm)

Screw Holes

Anti-slip Mounting Rubber Pad

Speaker

Mounting Holes

Wiring Hole

Screw Holes

Figure 1-1 Product Appearance

2 Installation

2.1 Installation Environment

Please refer to the following recommendations for installation.

2.2 Installation Methods

The NG-TC4 is available in both desktop and wall mounting.

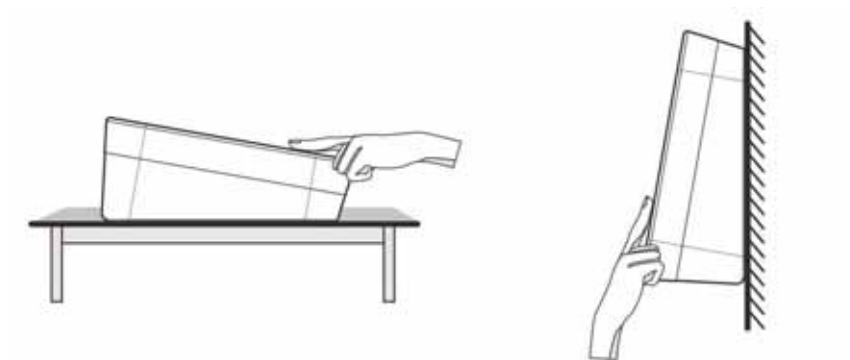Desktop Mounting(factory default):   Wall Mount:

Figure 2-1 Installation view of the NG-TC4

2.3 How to Install the Device on the Desktop?

Simply place the NG-TC4 directly on your desktop as shown below. This is the default factory installation.
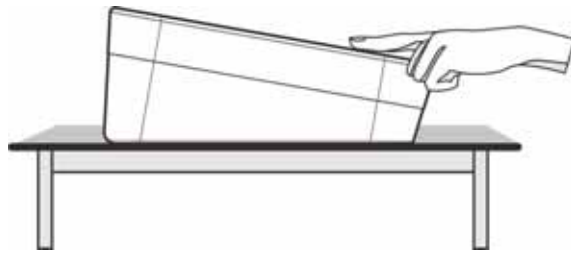

Figure 2-2 Mounting the NG-TC4 on the desktop

2.4 How to Install the Device on the Wall?

1. Use a screwdriver to unscrew the four fixing screws of the device and open the back cover.
2. Unplug the power cable from the power interface, and then unplug it from the wiring hole of the back cover.
3. Drill two mounting hole on the wall at the appropriate locations according to the mounting holes as needed.
4. When finished, thread the power cable back into the back cover and operate as shown in the illustration, with the back cover mounting hole facing downward.
5. Use expansion screws to fix the back cover to the wall.
6. Finally, plug the power cable into the device first, then push the device into the back cover and lock the screws underneath on the device.
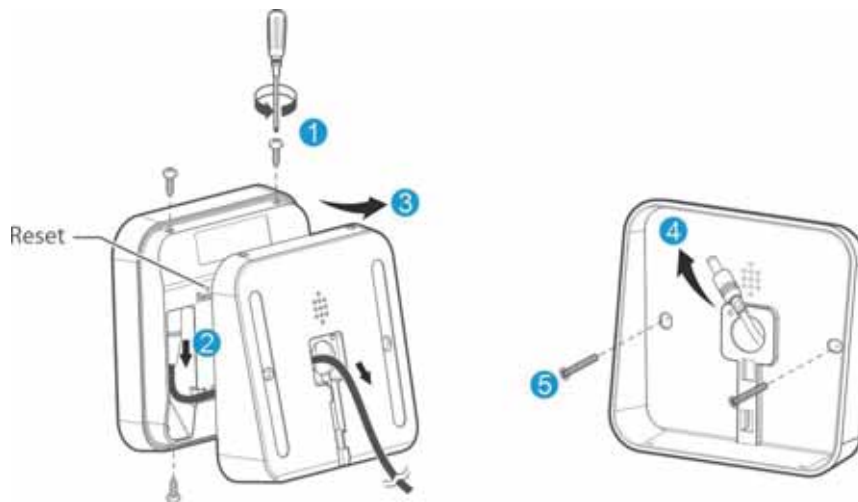
Figure 2-3 Mounting the device on the wall.

3 Verification Mode

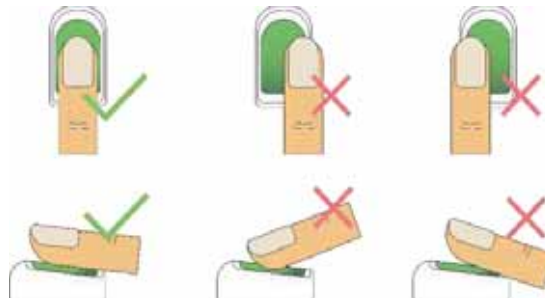## 3.1 Fingerprint

Finger Enrolment

Finger Enrolment procedure involves capturing a user's fingerprint and saving it as a template to the corresponding User ID. To enhance the fingerprint authentication rate, make sure that you enrol the finger correctly.

Finger Selection for Enrolment

- It is recommended to use the index finger or middle finger to enrol your fingerprint.
- If the fingerprints on your selected hand are worn or damaged, try to use the other hand.
- If the fingers are small, try enrolling with the thumb finger.

Enrolment Operation

- Place the finger flat and centered on the sensor surface.
- The score for each enrolment will be displayed. Make sure that the score is high enough for proper enrolment and authentication.
- Place the finger consecutively until the success message appears. An illustration is given below:

1: N Verification: The device compares the current fingerprint collected by the fingerprint sensor with all the fingerprints on the device. Press your finger properly on the fingerprint sensor. If the fingerprint matches with the saved template, the verification is successful.
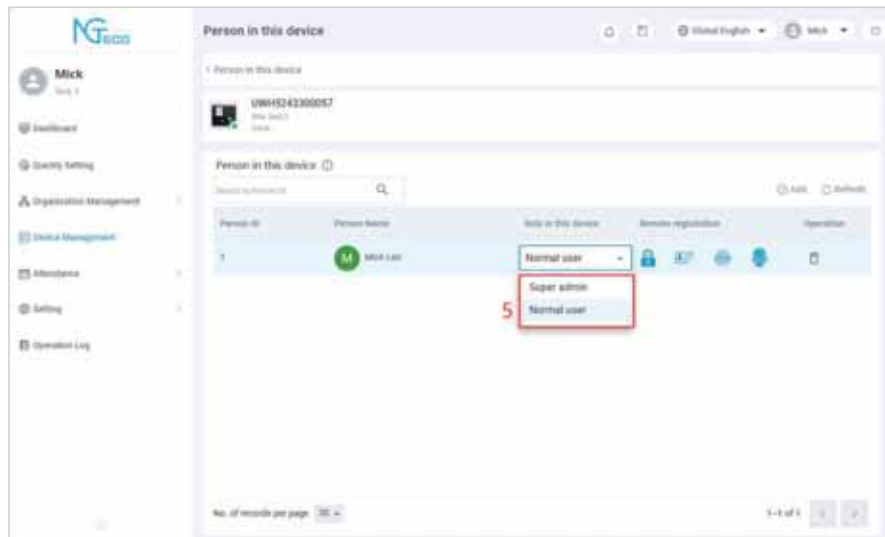
4 Privileges

The user privileges are classified as:

- Administrator
- Normal user

Normal user and super admin settings can be set in **[Device Management]** > ⌘ > **[Person in this device]** in NGTeco Office. As shown in the figure below:
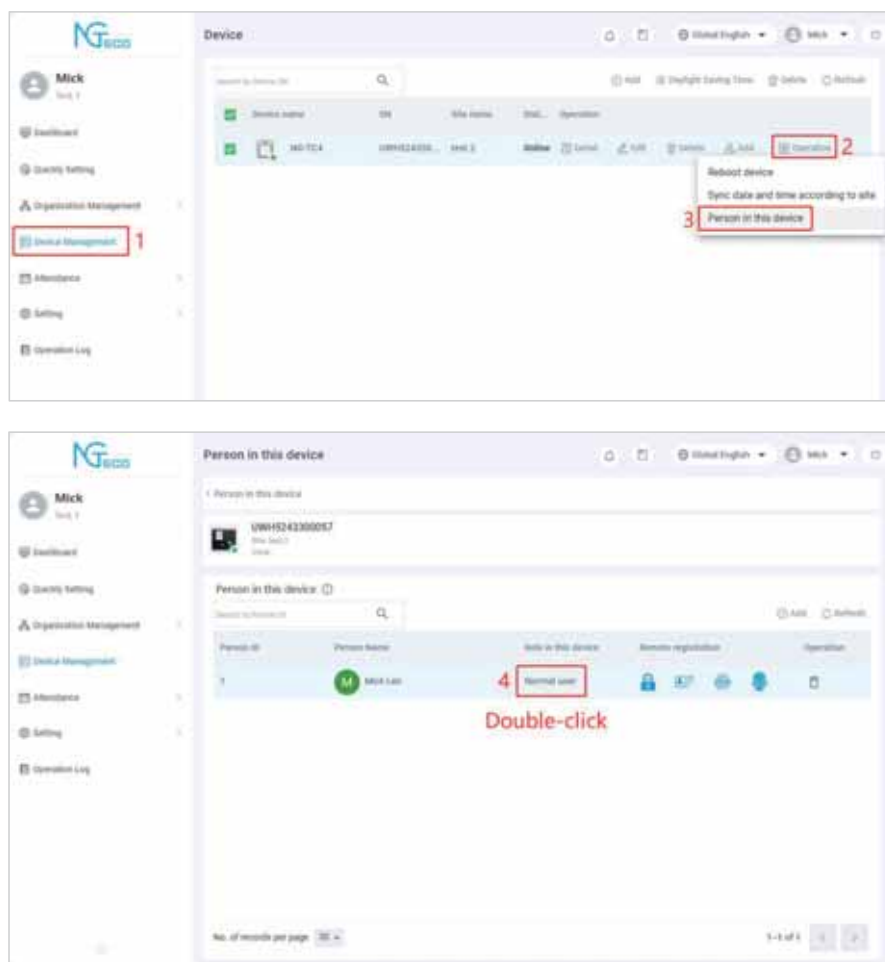
4.1 Administrator

The Administrator privilege safeguards the device's important configurations. Administrators can operate all menus, manage attendance through fingerprint, make configuration changes, add or modify user details, and query attendance records.

4.2 Normal User

Normal users can make attendance punch through fingerprint verification method. For further details, please refer to 3 Verification Mode.

5 Binding the Device

The device needs to be used in combination with NGTeco Office software and NGTeco App. After binding the device, you can unify the management of the device, set up organization, attendance rules, managing user information, managing user privileges, set up verification modes, generate timecard reports and attendance logs, etc.

5.1 Binding Devices via the NGTeco Office Mobile App

Download the NGTeco Office App

Search for the "NGTeco Office" App in the iOS App Store or Google Play Store, or scan the QR code below to install the app.

5.1.1 Login to the App

1. If the user has an account, please follow the steps below:
    1) Access the NGTeco Office Mobile Application at the App store.
    2) Log in using your user credentials: Email ID and password. Then, click **[Sign in]**.

    Note: *By checking the box, the user can automatically log in to the application for a period of 5 days.*
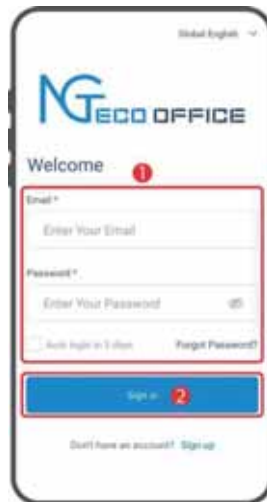
2. If you do not have an account, follow these steps to create a new account:

   1) Access the NGTeco Mobile App and click on **[Sign up]** to add a new account.

   2) To create a new account, enter the user's information and set the password. Please, read and agree to the User Agreement and Privacy Policy then click [**Sign up**].

   3) Log in with your account and select the organization if already you have one. If you don't have an organization, click on [**Create Organization**].

   4) Set the organization's name and code, click [**Create**], and then complete the registration.
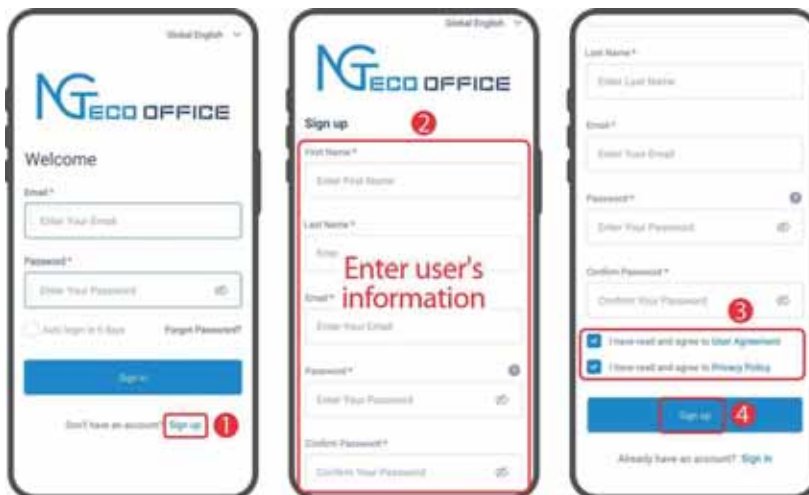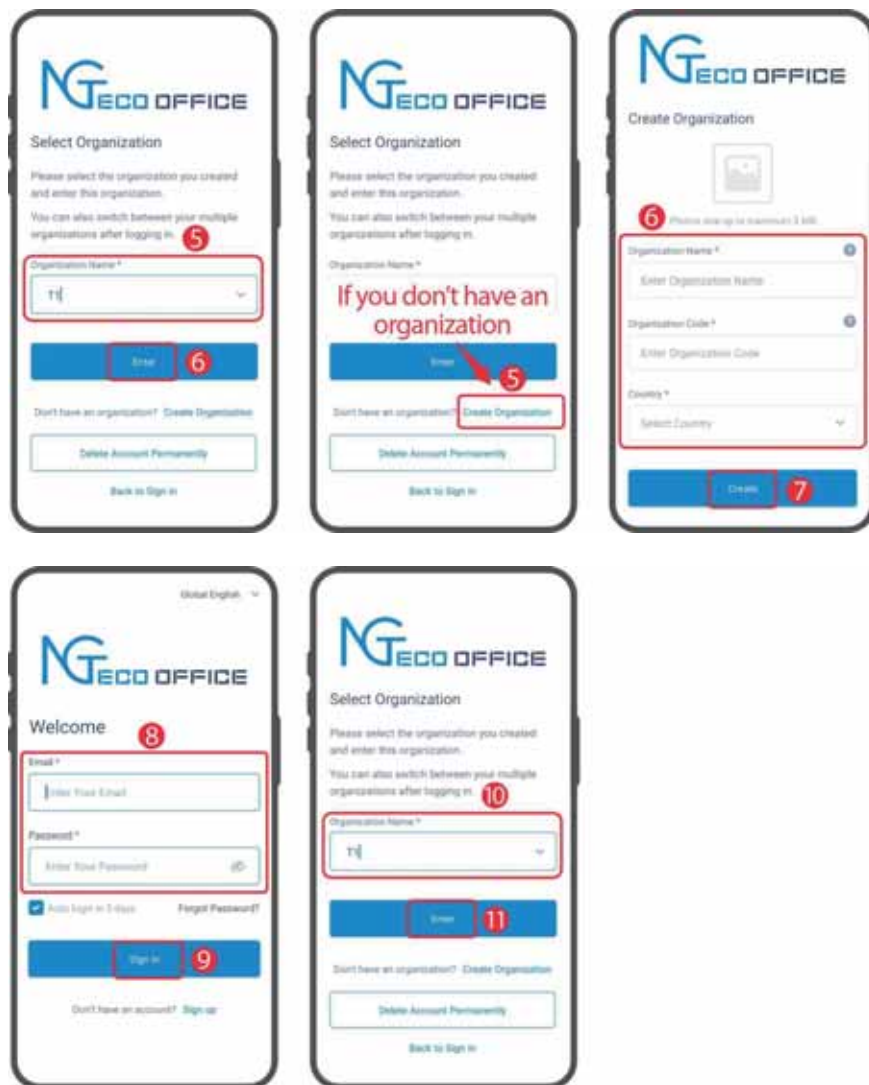
Note: *To permanently delete your account, click [***Delete Account Permanently***] and then click [***Confirm***].*

5.1.2 Add device and set up the network

1. Click [**Device**] > [**Device**] to enter the Device add screen.

2. Click ![+] icon to add a new device. Review the instructions and click [**Continue**].

3. Select the device model you need to add in the Device screen.

4. Then click [**Use bluetooth to add device**] > [**Rescan Bluetooth device**] to search for the device via Bluetooth. And the searched Bluetooth devices will be displayed in the list. Then just select the device you want to add based on the serial number.

1. After selecting the device, follow the interface prompts to enter the IP address of the device and click [**Continue**]. Then select Site and Zone to bind the device to your organization. Click [**Continue**] to complete adding the device.
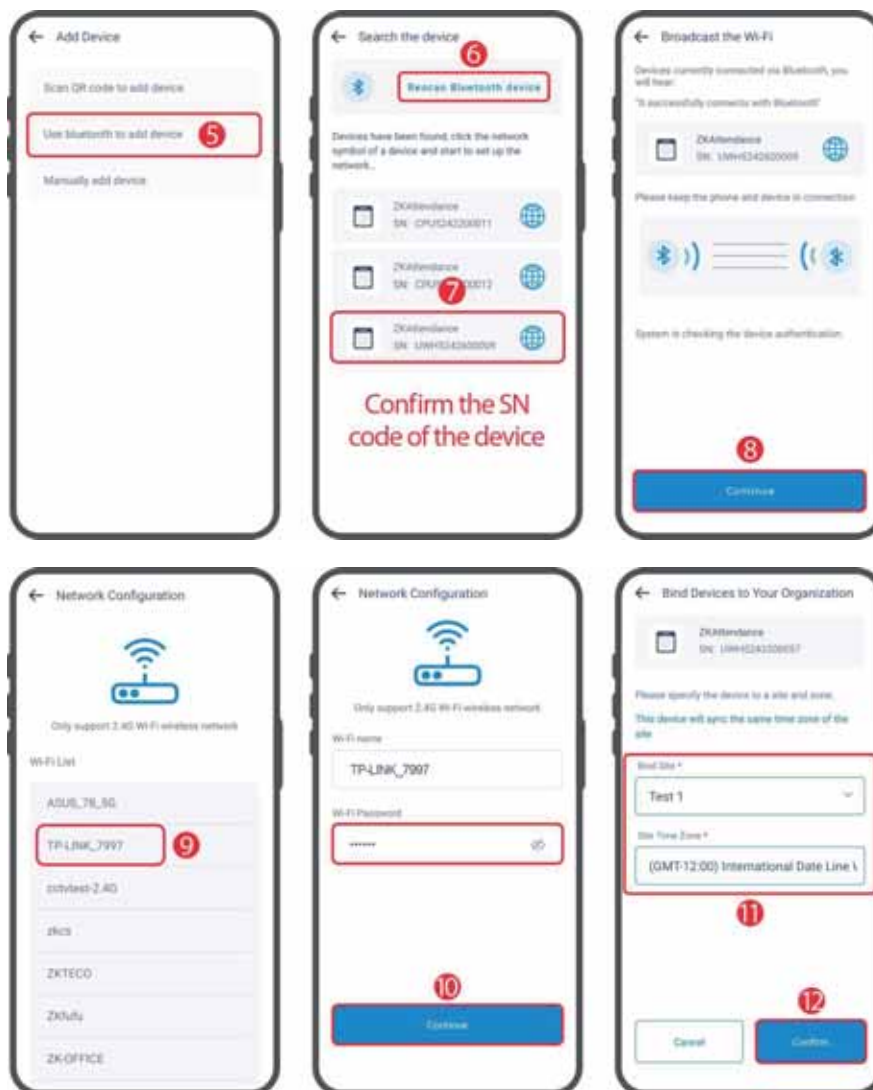
Note: After the device is added, it will take a few moments for the device to change from "offline" to "online" status.

5.2 Binding Devices via the NGTeco Office Web

Please follow the instructions below to access NGTeco Office:

5.2.1 Login to the NGTeco Office Web

1. If the user has an account, please follow the steps below:

    1) Please open the recommended browser and enter the IP address to access the NGTeco Office Web: https://office.ngteco.com/

    2) Enter your Email ID and password on the login screen and click **[Login]** to login.

2. If you do not have an account, follow these steps to create a new account:

    1) Click [**Sign up**] on the login screen to add a new account as shown below.

2) Then enter the user's information and set the password. Please, read and agree to the User Agreement and Privacy Policy then click [**Sign up**].

3) Log in with your account and select the organization, if already you have one. If you don't have an organization, click on [**Create organization**].

4) Set the organization's name and code, click **[Save]**, and then complete the registration.

5) Then log in back into the Web with the created account, click [**Organization Management**] > [**Site**] to enter the setup interface, and click ⊕ icon to add a new site.
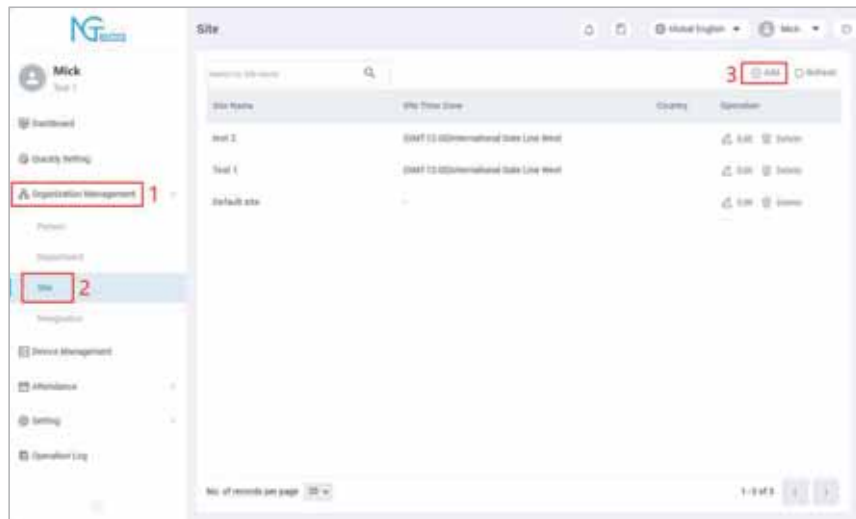
6) Then enter the site information in the New Site screen and click [**Confirm**].
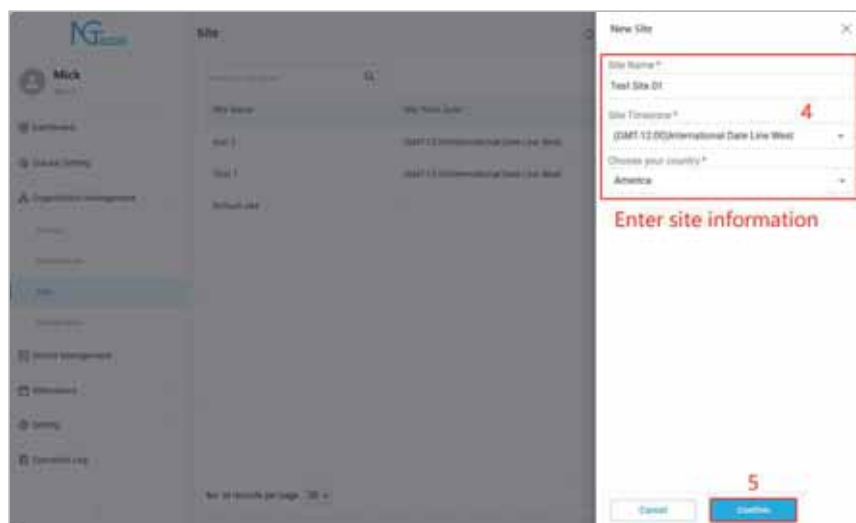
5.2.2 Add Device

1. Click [**Device Management**] > ⊕ icon to enter the add Device screen. Then review the instructions and click [**Continue**].
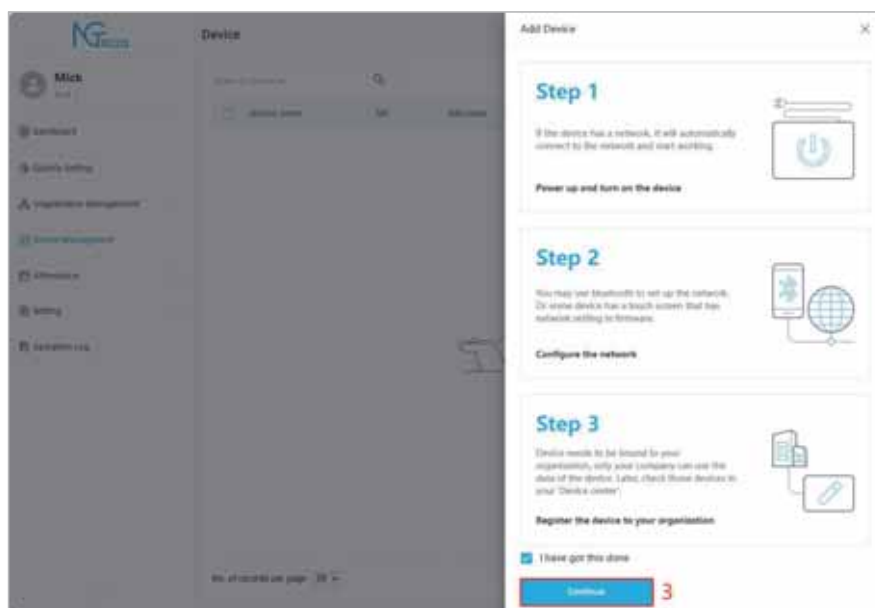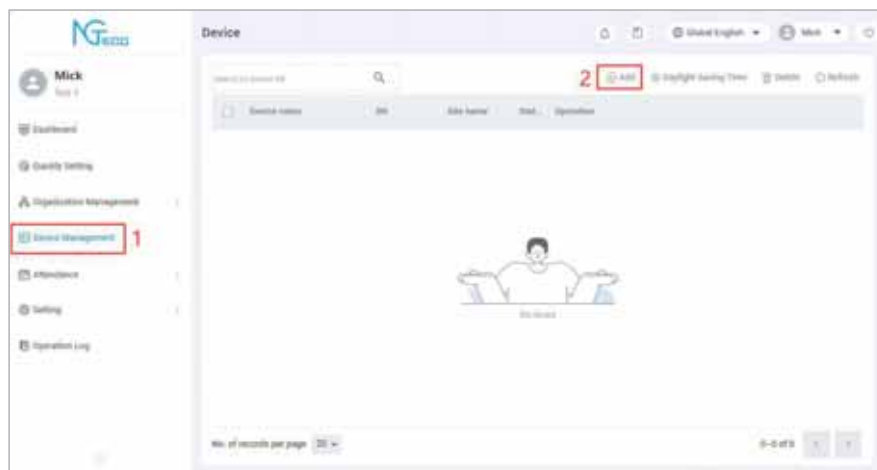
2. Fill in the device serial number on the Add Device interface and click [**Continue**].
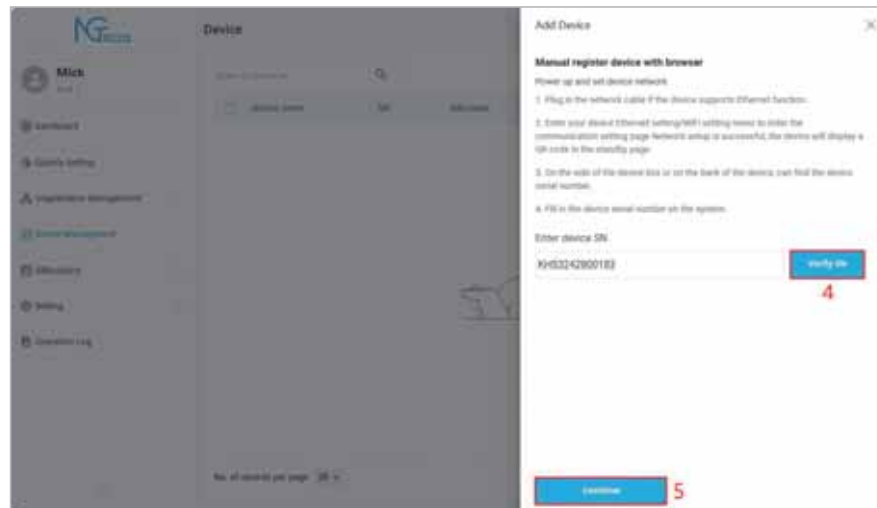
Note: The serial number can be viewed on the rear case label of the unit.

3. Select Site and Timezone in the right pop-up screen to bind the device to the organization and then click [**Confirm**].
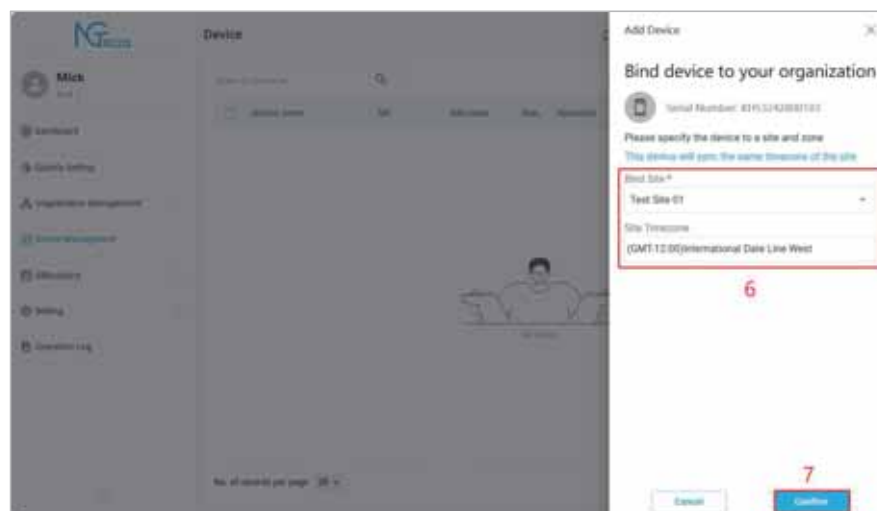
Note: This device will synchronize with the site's timezone.

4. Once added, the device is displayed in the device list.
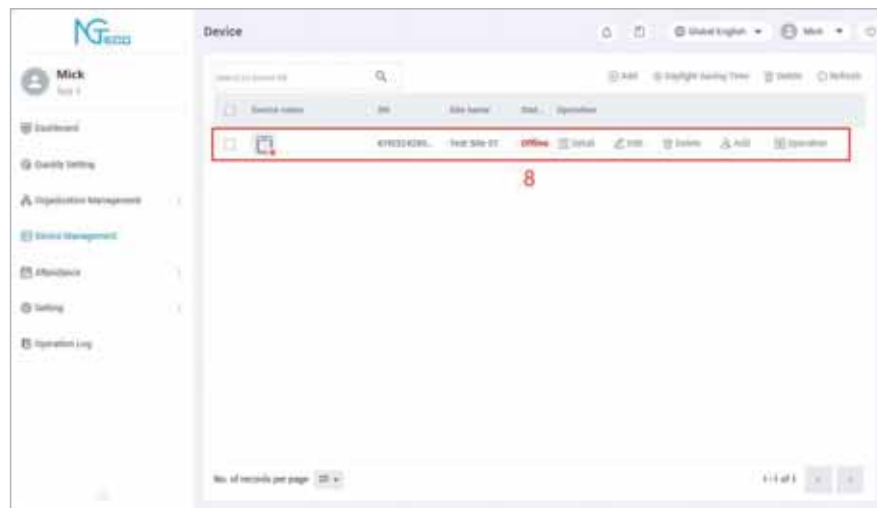
Note: *There may be a delay, please wait a moment, after receiving the device voice prompts, refresh in the [**Device Management**] interface to see the device display online status.*

6 Operation on NGTeco Office Mobile App

6.1 Login

Access the NGTeco Office Mobile Application at the App store.

Log in using your user credentials: Email ID and password. Then, click **[Sign in]**.

Note: By checking the box, the user can automatically log in to the application for a period of 5 days.

6.2 Quick Start

Users can tap [**Quick Start**] in the upper right corner of the APP to quickly start the relevant parameter settings, then follow the prompts to complete the setting.
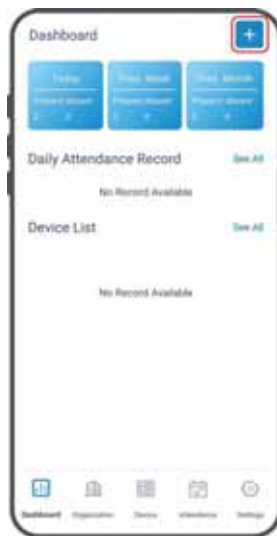
*Tip: Click [**Skip**] to skip the current step and go directly to the next step. Please enable the Bluetooth function of your phone before connecting the device.*

Step 1: Add Site
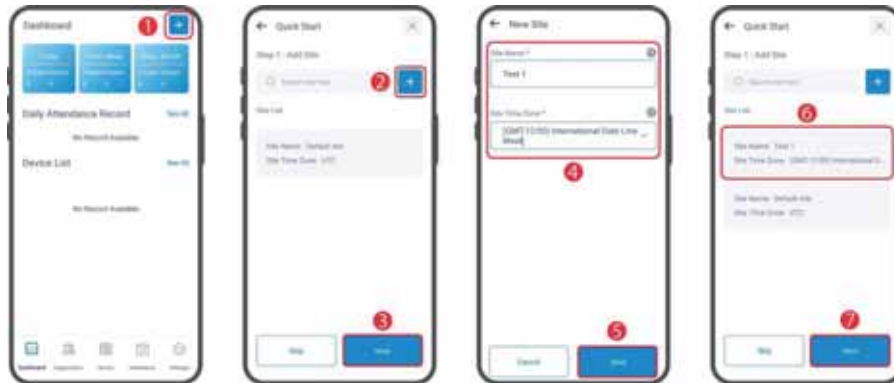
Step 2: Create Device and Set up the network
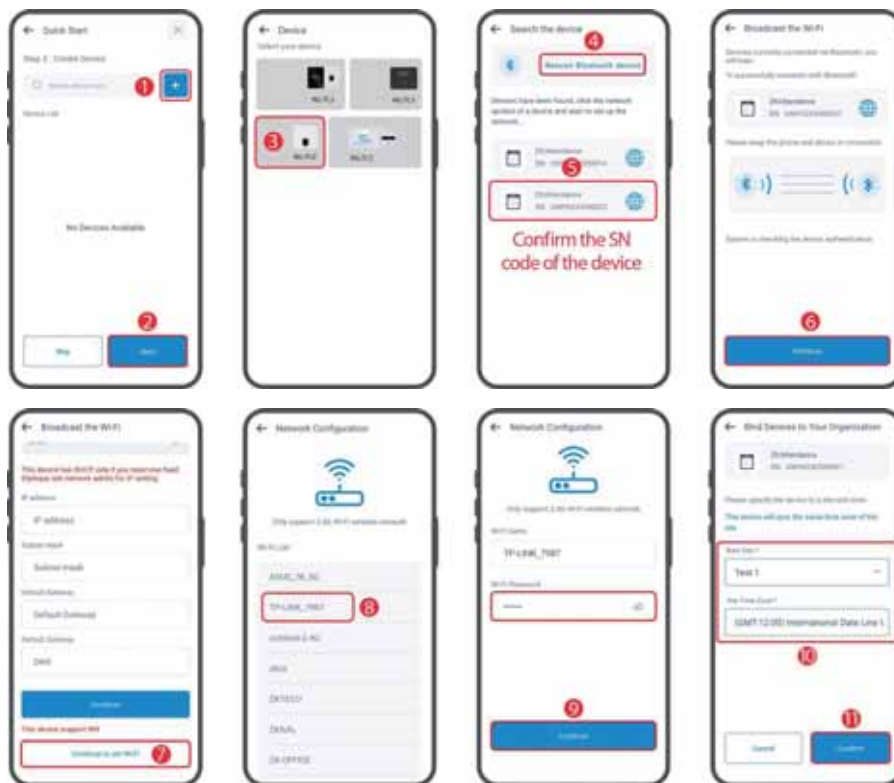
Step 3: Add Employee
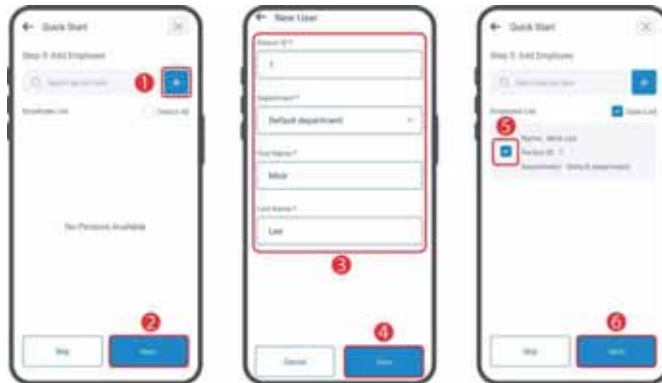
Step 4: Add Timesheet
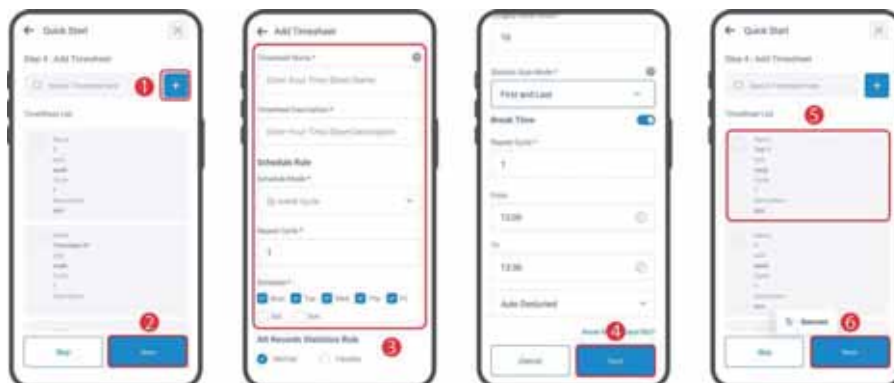
Step 5: Add Schedule

6.3 Organization Management

6.3.1 Add Person

Click [**Organization**] > [**Person**] at the NGTeco Office App and refer to the following procedure to add a new person.
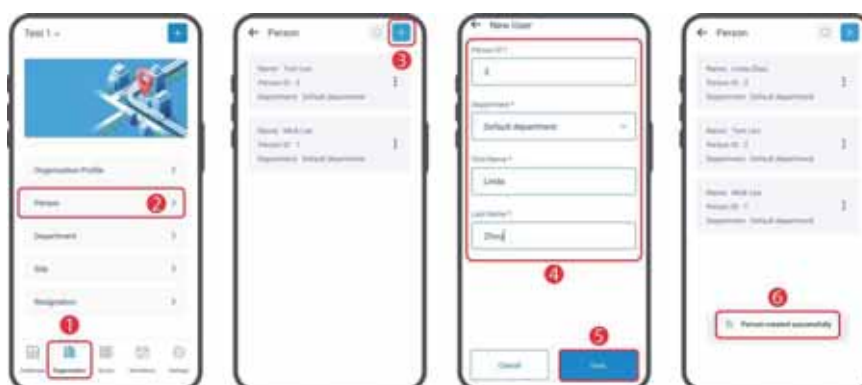
6.3.2 Add Department

Click [**Organization**] > [**Department**] at the NGTeco Office App and refer to the following procedure to add department.

6.3.3 Add Site

Click [**Organization**] > [**Site**] at the NGTeco Office App and refer to the following procedure
to add a new site.
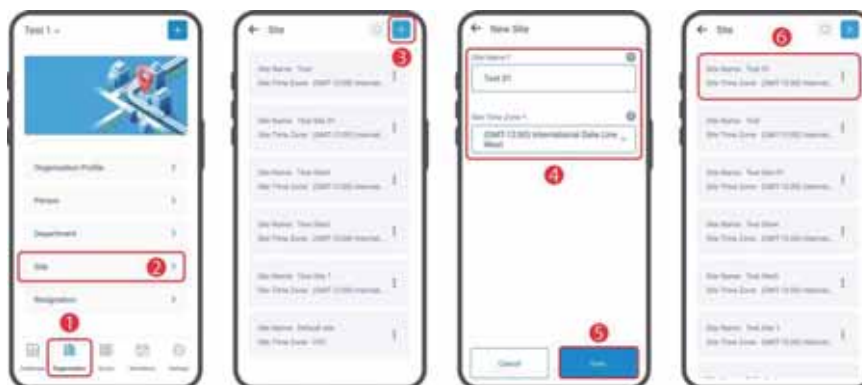
6.4 Attendance Settings

The Attendance module contains View attendance punch, Mend attendance punch,
Timesheet, Shift Schedule, Timecard and Attendance report.

Click [**Attendance**] at the NGTeco Office App to enter the attendance setting interface.

6.4.1 View Attendance Punch

1. Click [**Attendance**] > [**View Attendance Punch**] on the NGTeco Office to view the attendance punch details.

2. Click on the icon ![icon] to set mend attendance punch, select the user, set the mend attendance punch date and time then click [**Save**].

3. Click on the icon ![icon] to see the attendance punch on particular date then click [**OK**].

4. To see the mended record click on enable.
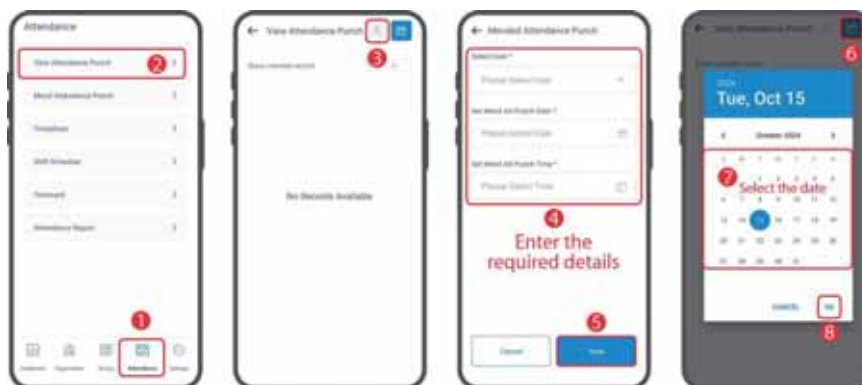
6.4.2 Mend Attendance Punch

If an employee forgets to Check In/Out, the Admin can rectify it by performing a Mend Attendance Punch to check them in/out. Admin can only add Check In/Out punches and are unable to edit or delete the check In/Out times of employees that have already been recorded and reflected in the View Attendance Punch, Dashboard, or Timecard Management.

Click on [**Attendance**] > [**Mend Attendance Punch**], select the person, set the mend attendance-punch date, time and then click [**Save**].
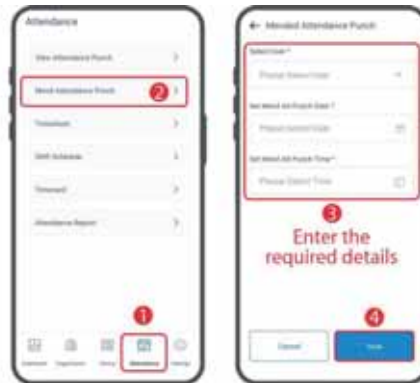
6.4.3 Timesheet

1. Click [**Attendance**] > [**Timesheet**] on the NGTeco Office main menu to add a timesheet.

2. Click the add icon ➕ to add a new timesheet.

3. Enter the timesheet-related information and click [**Save**].
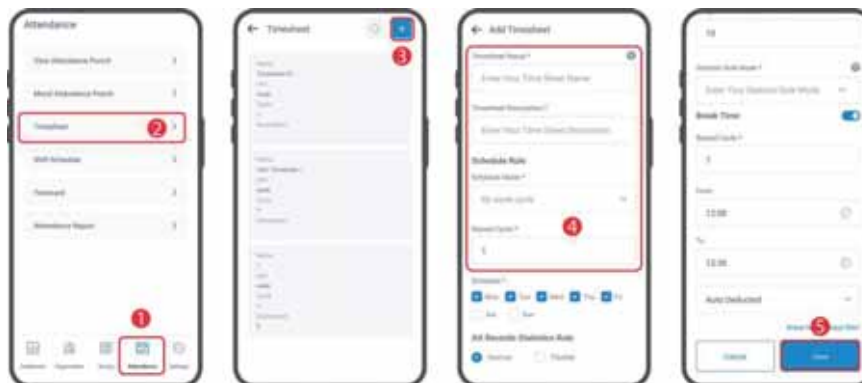
6.4.4 Shift Schedule

1. Click [**Attendance**] > [**Shift Schedule**] on the NGTeco Office main menu to open the interface of shift schedule.

2. Click the add icon ➕ to add a new shift schedule.

3. On the Add shift Schedule interface select the schedule mode, timesheet, start and end date, devices that person can clock in. and click [**Save**] to add shift schedule.
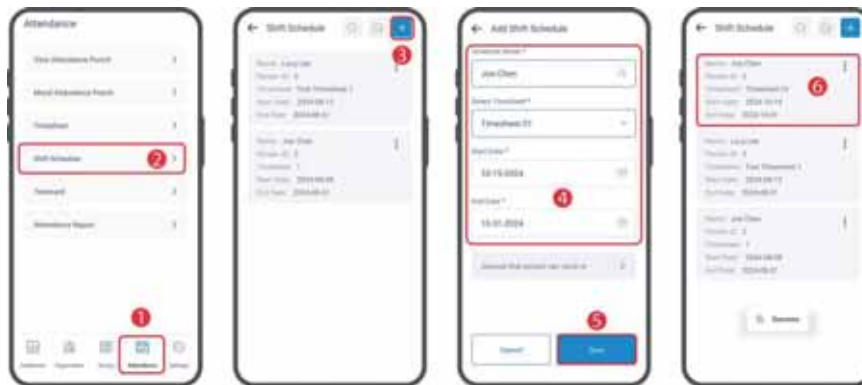
Sync Person

1. Click on [**Attendance**] > [**Shift Schedule**], select the person to be scheduled and click ⊗ to synchronize the personnel to the device.

2. The selected personnel will then be synchronized to the selected device, and those who are successfully synchronized will be able to check-in and check-out on the device by password/card /fingerprint/face, and so on.
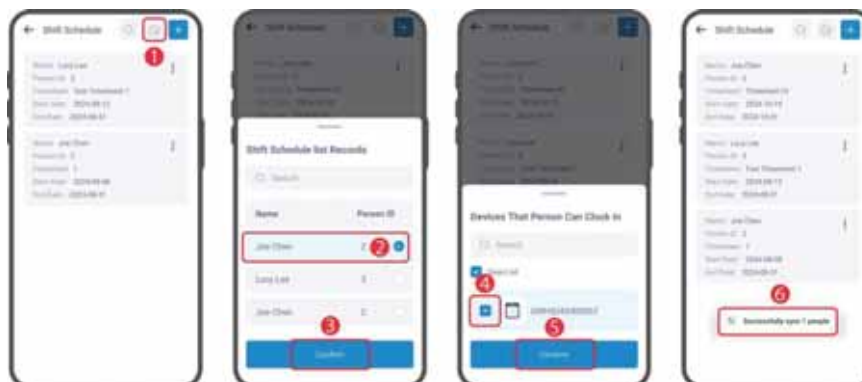
View Details

Select the shift and click on the action bar ⋮ and click [**View**] to get the complete shift schedule information.
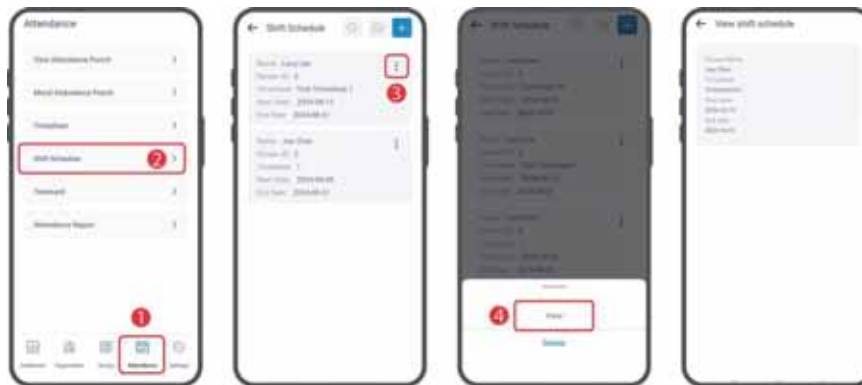
6.4.5 Timecard

1. Click [**Attendance**] > [**Timecard**] on the NGTeco Office Mobile App.
2. Click on the icon to export the timecard report.
3. Select any date period to download the time report and enter the email address to receive the report and click [**Save**].
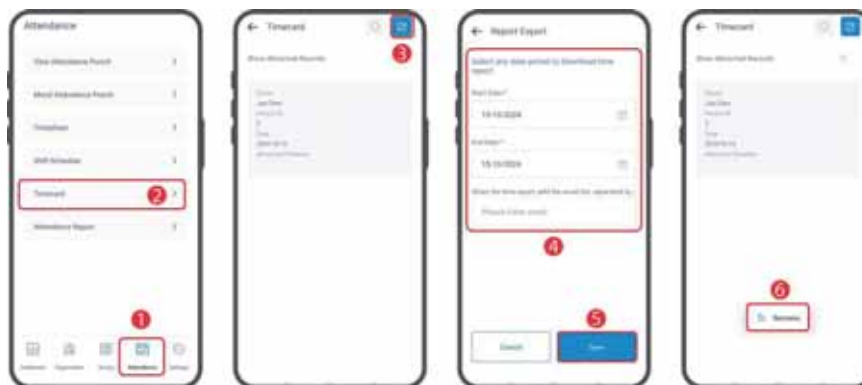
6.4.6 Attendance Report

1. Click [**Attendance**] > [**Attendance Report**] on the NGTeco Office Mobile App.
2. Click on the icon to export the attendance report.

3. Select any date period to download the time report and enter the email address to receive the report and click [**Export**].
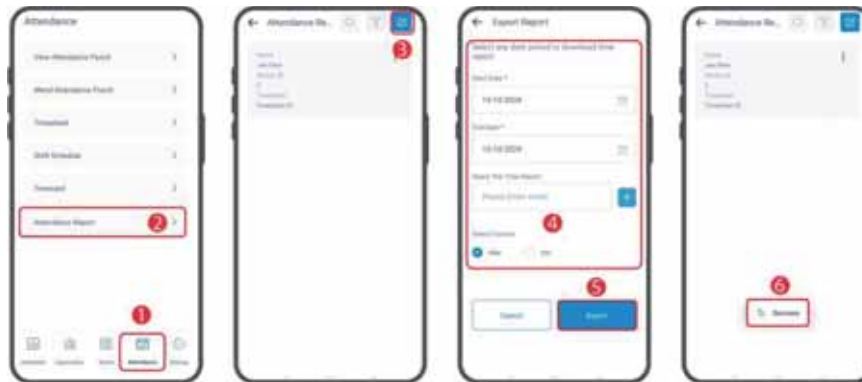
7 Connect to NGTeco Office Web

7.1 Login

Access the NGTeco Office https://office.ngteco.com/. And then enter your Email Id and password on the login screen and click [**Login**] to login.
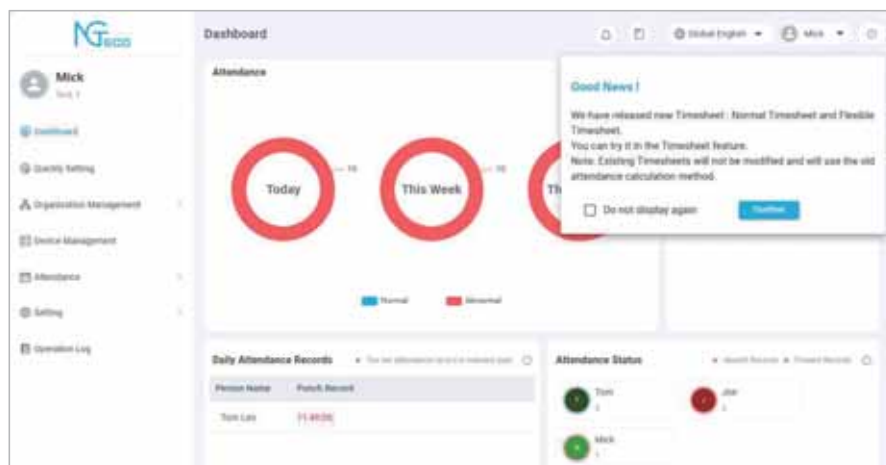
7.2 Quickly Setting

In the Quickly Setting interface, users can quickly set the relevant parameters according to the steps. After inputting the relevant parameters, click [**Next**] in the lower right corner to enter the next step, and the icon will be lit in blue every time the setting is completed until all the parameters are set.

Step 1: Create A New Site

Step 2: Add A New Device

Step 3: Add new employees and department

Note: *You can click the* ⊕ *icon to add a new department or person.*

Step 4: Add Employees to Your Device
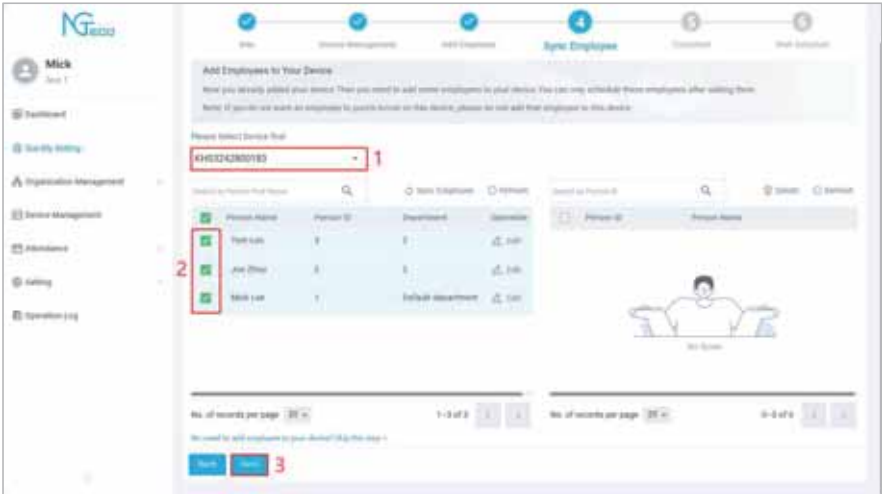
Step 5: Create A New Timesheet

Step 6: Schedule Timesheet for Your Employees
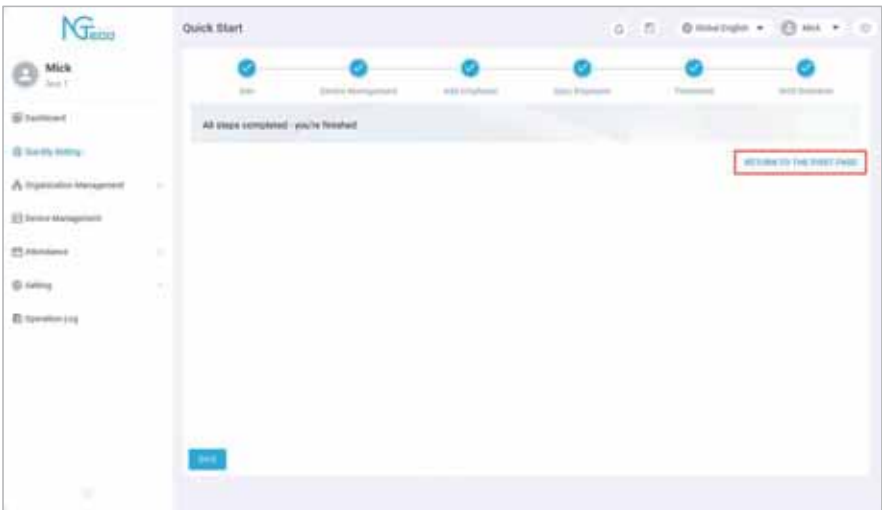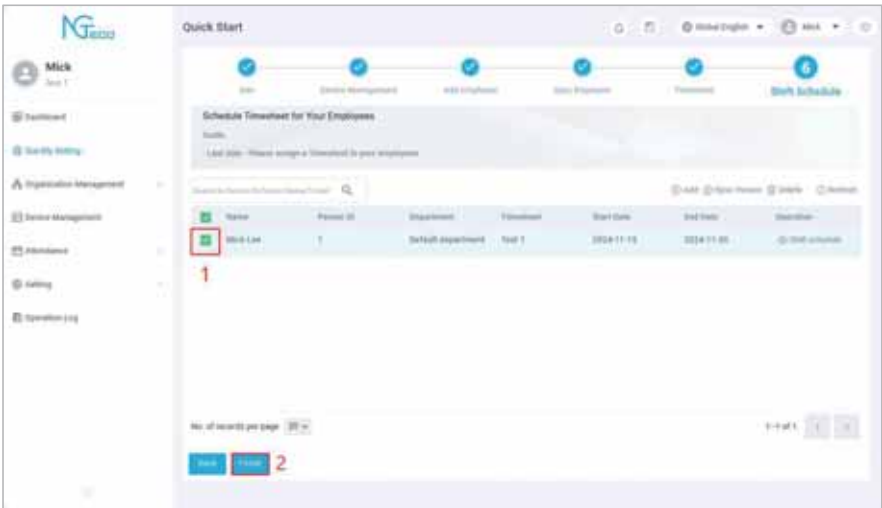
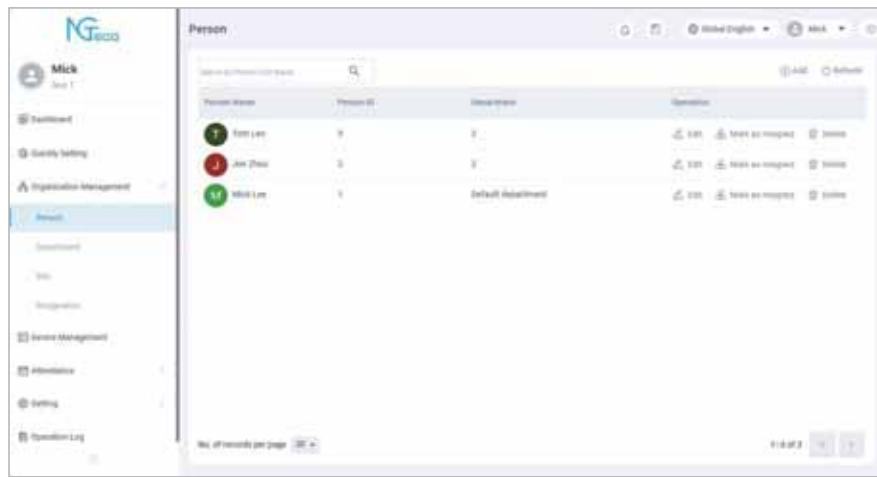After completing all settings, click [**RETURN TO THE FIRST PAGE**] to repeat the above steps to set new parameters.
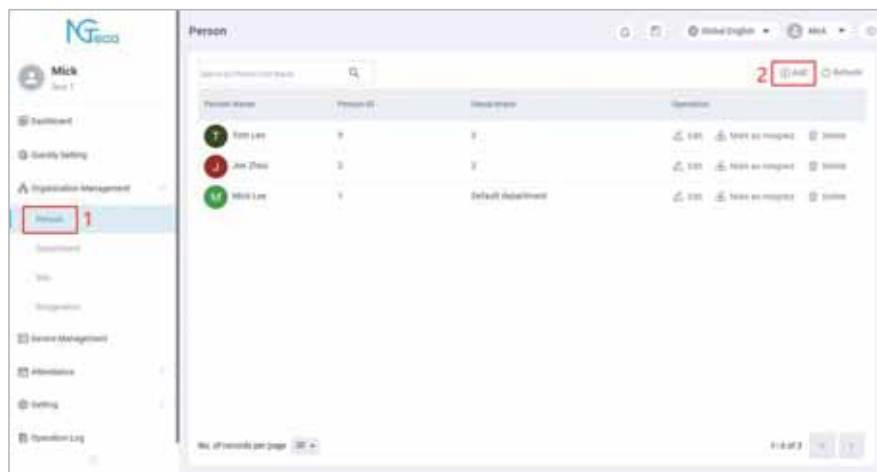

7.3 Person Management

Click [**Organization Management**] **>** [**Person**] on the NGTeco Office main menu to support adding person, editing person, and deleting person.

7.3.1 Add Person

1. Click on the add icon ⊕ to add a new person.

2. Enter the person's information and click [**Confirm**].

Note: *During the initial registration, you can modify your ID; but you cannot modify the registered ID once the registration is successful.*

7.3.2 Edit Person

On the [**Person**] interface, click on the ✎ icon of the person you want to edit, and edit the information about the person on the pop-up screen.

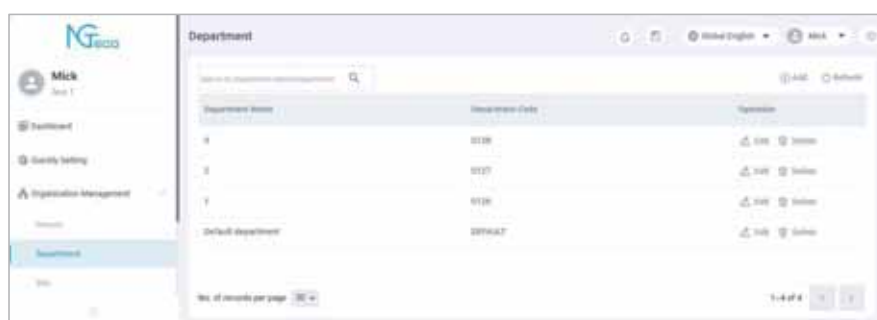**Note:** *Person ID does not support modification.*

7.3.3 Delete Person

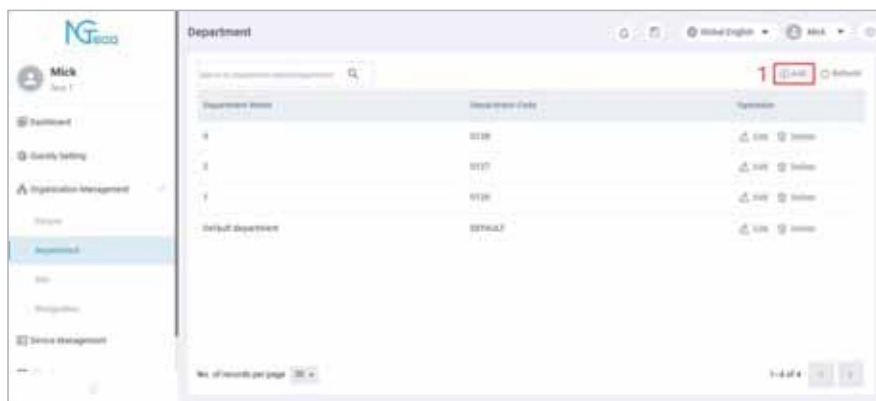On the [**Person**] interface, click the 🗑 icon of the person you want to delete.

7.4 Department Management

Click [**Organization Management**] **>** [**Department**] on the NGTeco Office main menu to support adding department, editing department, and deleting department.

7.4.1 Add Department

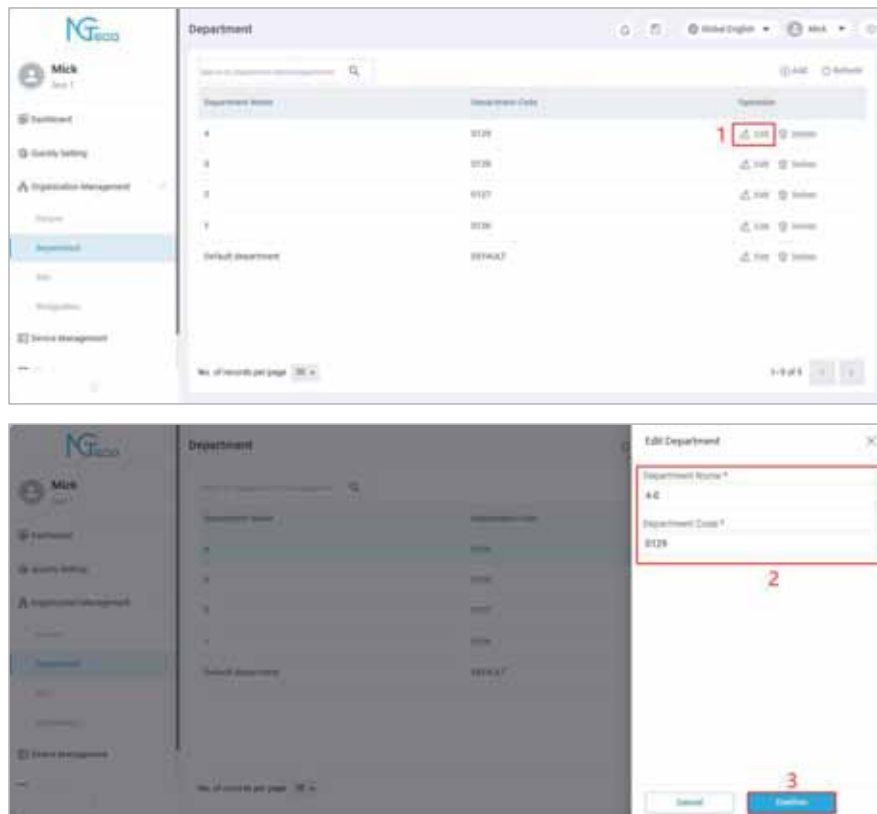**1.** Click the add icon ⊕ to add a new department.

2. Enter the department's information and click **[Confirm]**.


7.4.2 Edit Department

On the **[Department]** interface, click on the icon ✎ of the department you want to edit and edit the department information on the pop-up screen and then click [**Confirm**] to save the updates. Editing a department is the same as adding a department.

7.4.3 Delete Department

On the **[Department]** interface, click the 🗑 icon of the department to delete the department.
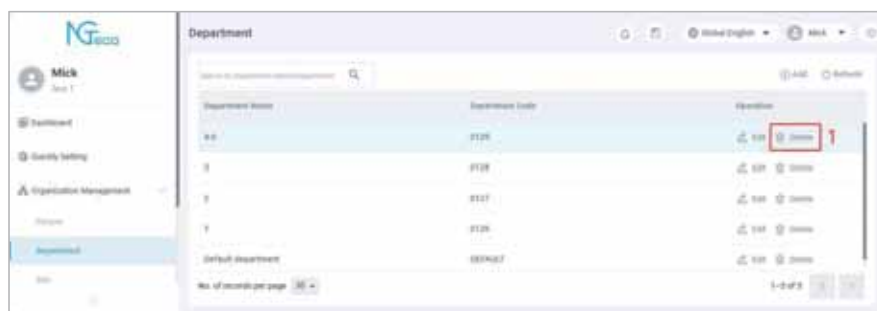
7.5 Site Management

7.5.1 Add Site

1. Click on **[Organization Management] > [Site],** then click the add icon ⊕ to add a new site.
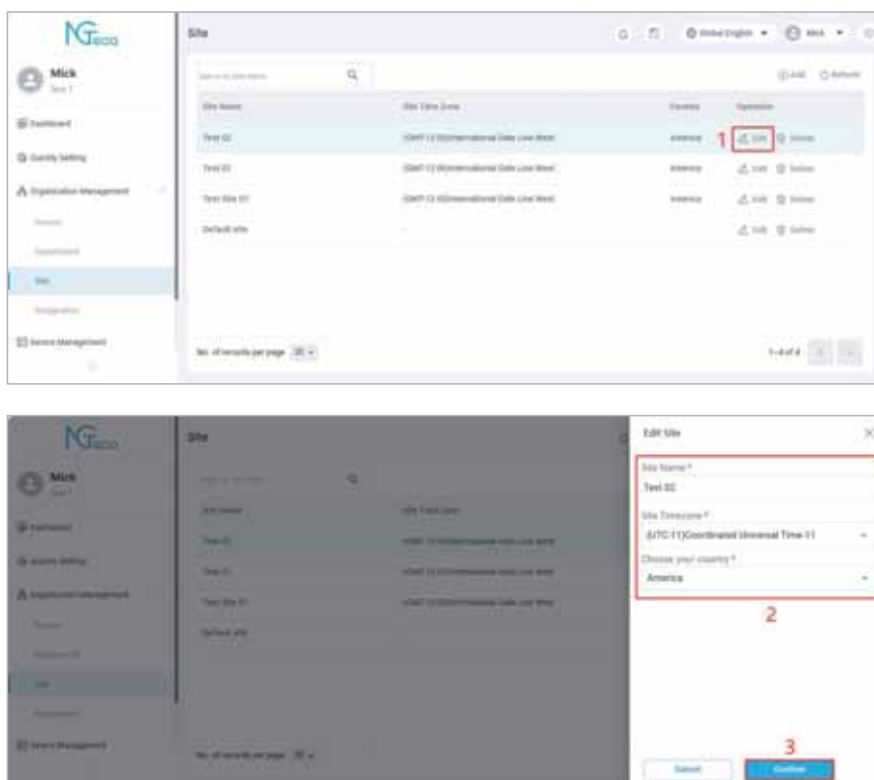

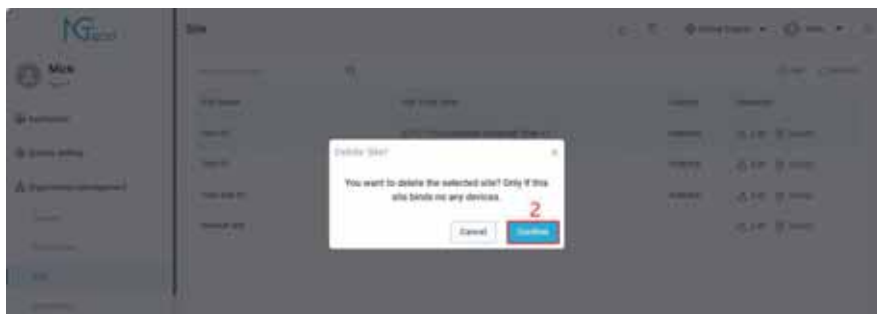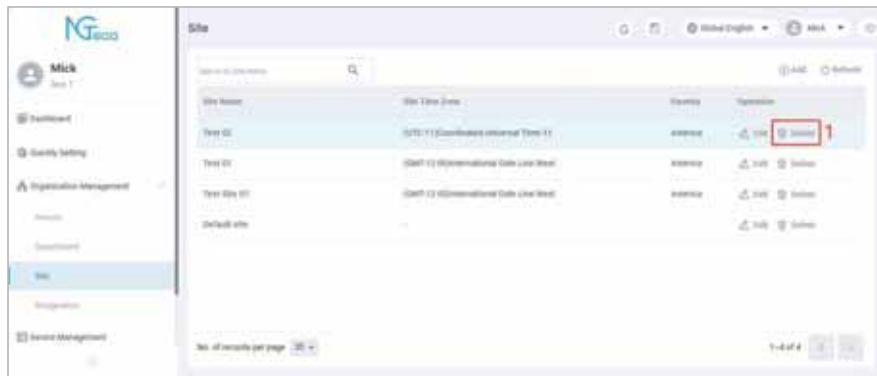2. Enter the site's information and click **[Confirm]**.

7.5.2 Edit Site

On the **[Site]** interface, click the ✎ icon of the site you want to edit, and then edit the required details as adding a site in the pop-up interface and then click **[Confirm]** to save the updates
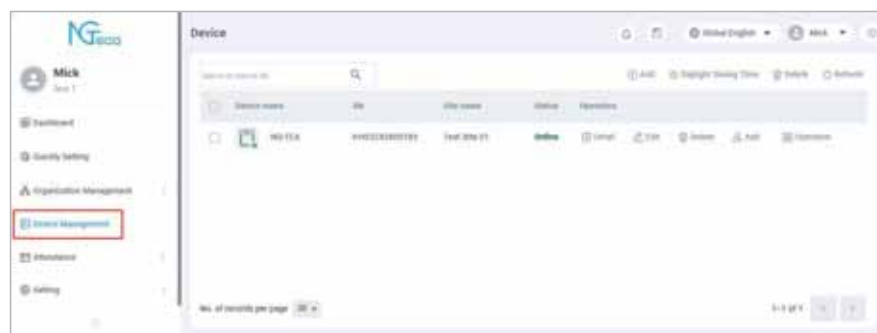

7.5.3 Delete Site

On the **[Site]** interface, click the 🗑 icon of the site you want to delete.
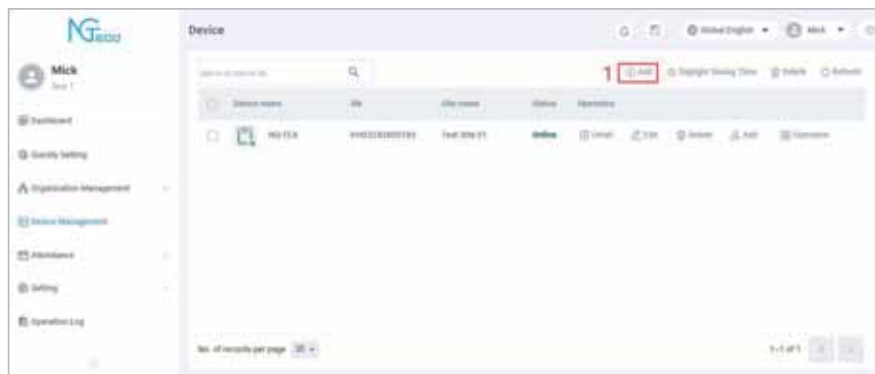
7.6 Device Management

Click **[Device Management]** on the NGTeco Office main menu to support adding device, editing device, deleting device, viewing device details, and operating devices remotely.
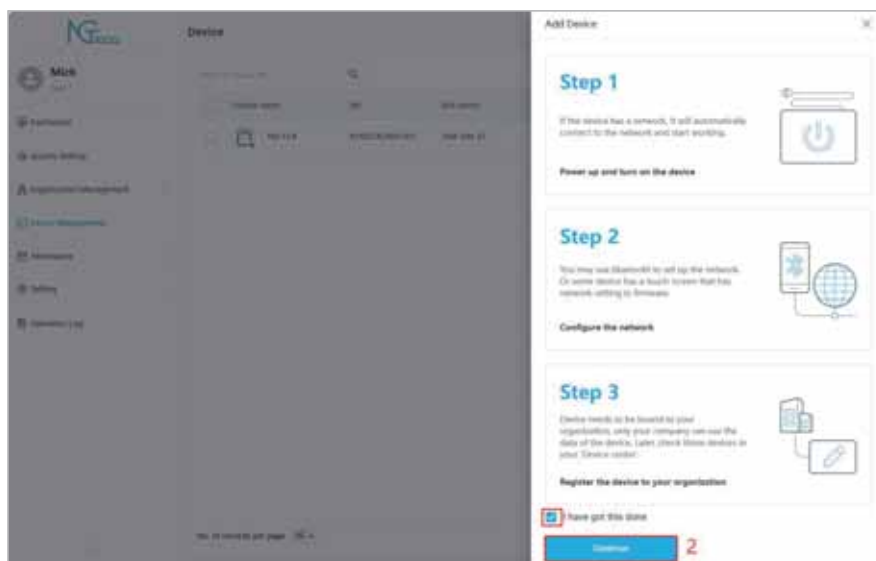
7.6.1 Add Device

1. Click on the add icon ⊕ to add a new device.

2. Follow the prompts to complete the operation.

3. Enter the device's SN code and click [**Confirm**].
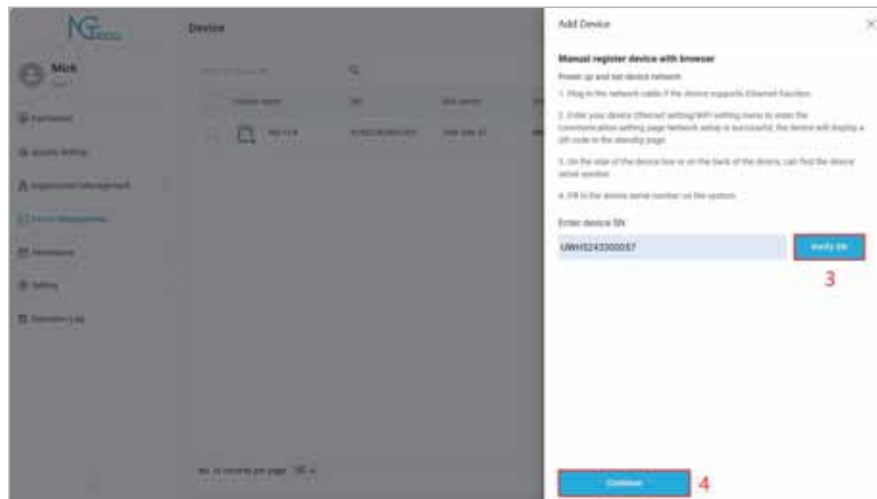
The SN can be viewed on the serial number tab on the back case of the device..

4. Site and zone assigned to the device.

7.6.2 View Device

On the **[Device Management]** interface, all successfully connected devices can be viewed, both online and offline. Click ⬚ icon to view detailed information about each device.

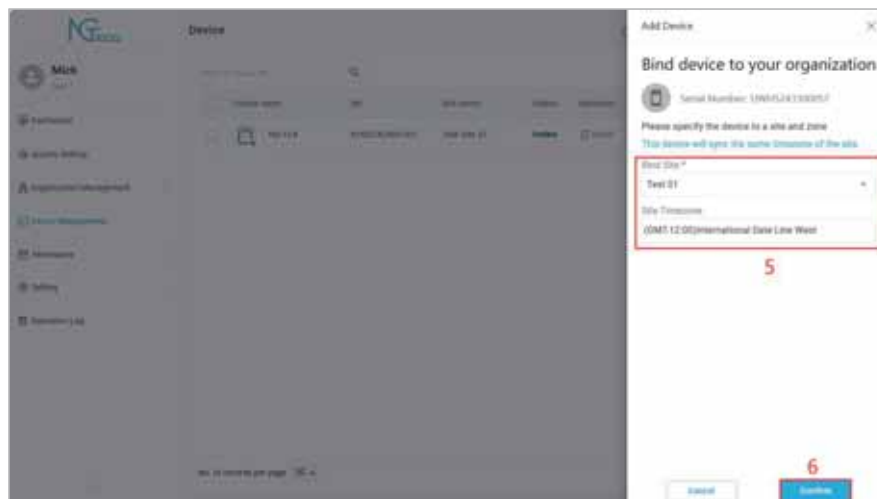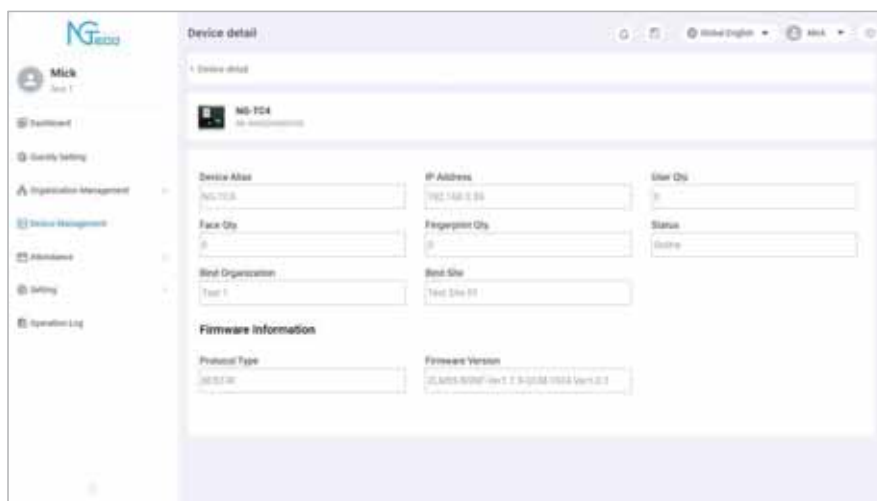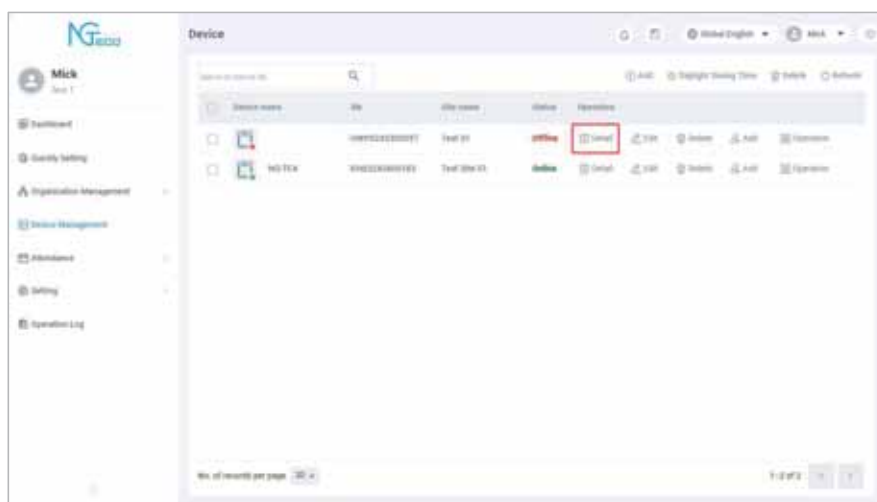### 7.6.3 Edit Device

On the **[Device Management]** interface, click the ✏ icon, and edit the information about the device. and then click [**Confirm**] to save the updates.
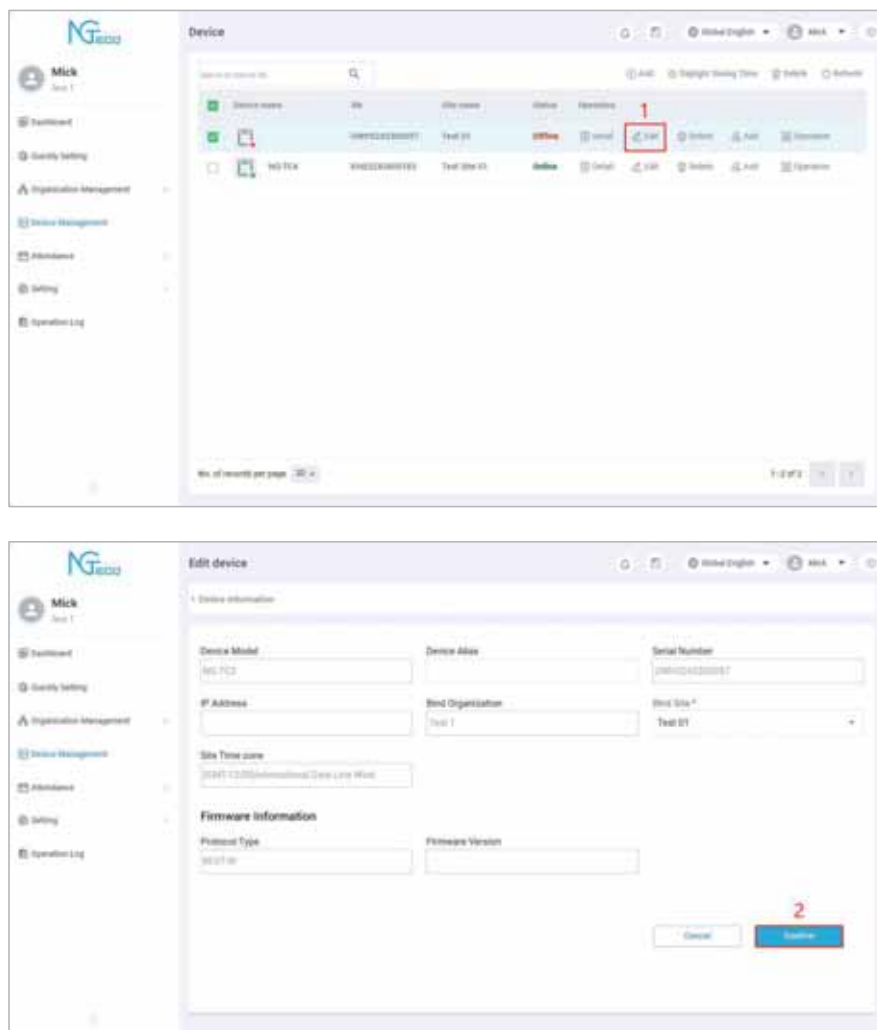
7.6.4 Delete Device

On the **[Device Management]** interface, click the 🗑 icon of the device you want to delete.
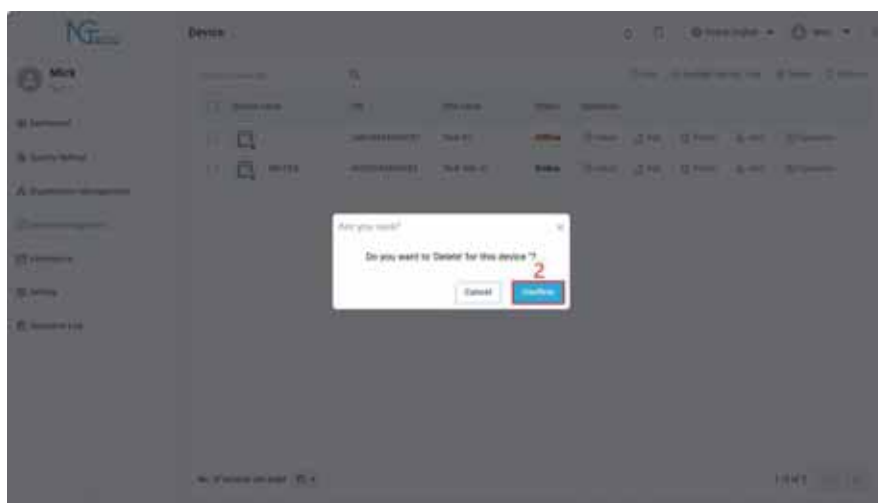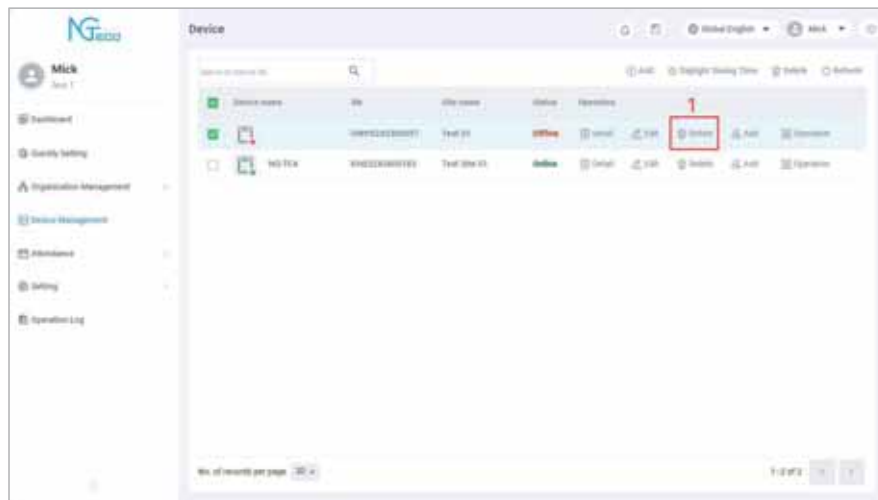
Note: *Once the device is deleted, the device will be unbundled and the personnel and attendance information on the device will be cleared.*

7.6.5 Operation Device

On the **[Device Management]** interface, click on the ⊞ icon to remotely operate the successfully connected device. Support reboot device, sync date and time according to site and registering the person verification modes.
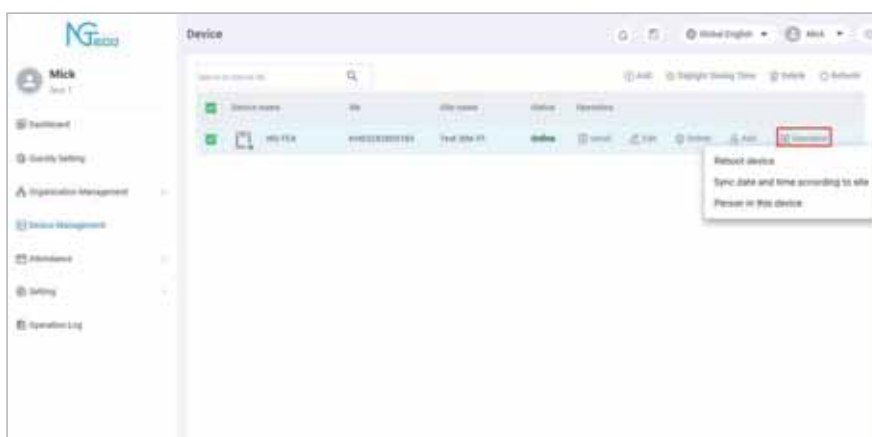
Click on the ⊕ icon or **[Person in this device]**, to delete the person on the current interface, set the person as normal user or super admin and register the verification modes of password/ card number/fingerprint/face for the user. All the operation on the current interface is instantly synchronized to the device.
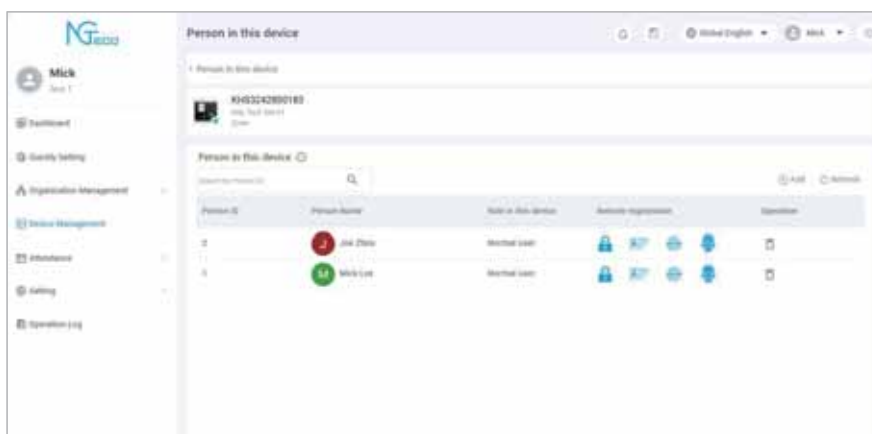
Privileges

On the current interface, double-click the **[Role in this device]** column of the corresponding person to change the user privileges.
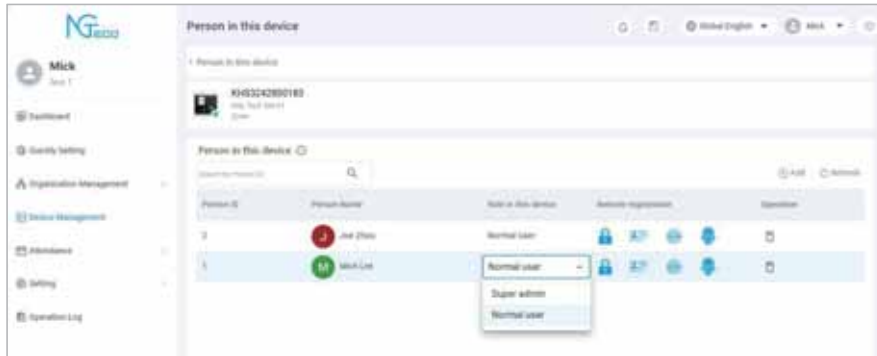
Delete Person

On the current interface, click the 🗑 icon to remove person from NGTeco Office and devices.
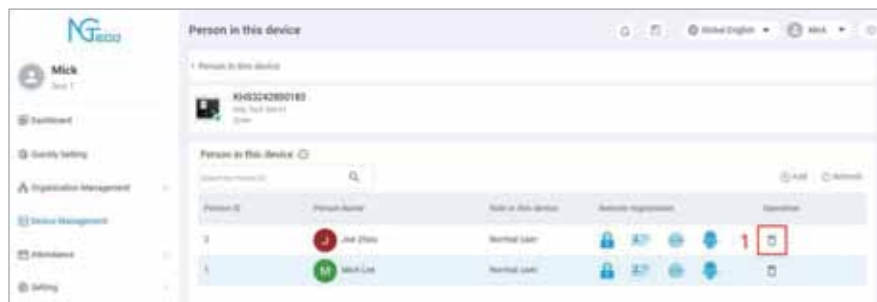
Register Verification Modes

On the current interface, click the relevant biometric function icon **(password/card /fingerprint/ face)** to remotely register the personnel biometric identification method.

Register Fingerprint

1. Click on the 🌐 icon of the person who needs to register the fingerprint verification mode.
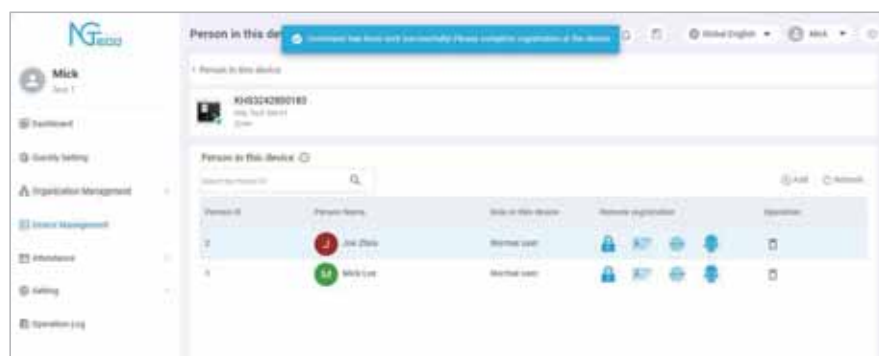
2. Choose the finger to be recorded in the pop-up prompt window, and then click [**Confirm**] to confirm.
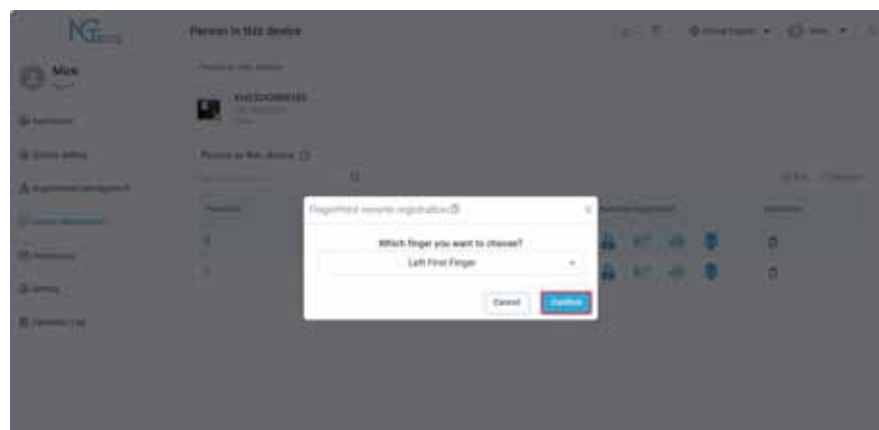
3. At the same time, the device voice prompts "Please press your finger" and press three times on the collector after hearing the prompt.

4. When you hear the message "Registration is successful", the registration is successful. And you can repeat the above operation to register other fingers.

Quality Improvement of Fingerprint Reads

- Place the finger firmly on the sensor surface.
- Always use clean fingers for enrolment.
- Do not slide the finger while enrolling it.
- Avoid angled or tilted finger positions for enrolment.

Note: Please use the correct method when pressing your fingers onto the fingerprint reader for registration and identification. Our company will assume no liability for recognition issues that may result from incorrect usage of the product. We reserve the right of final interpretation and modification concerning this point.

7.7 Synchronize Persons to Device

7.7.1 Add Timesheet

Click **[Attendance] > [Timesheet]** on the NGTeco Office main menu to add a timesheet.

1. Click the add icon ⊕ to add a new timesheet.
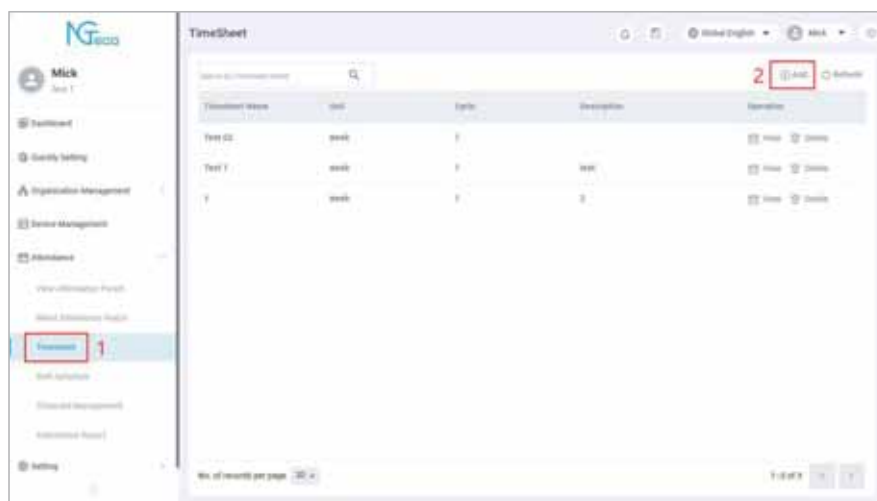
2. Enter the timesheet-related information and then click [**Confirm**] to add the timesheet.

7.7.2 Add Shift Schedule

Click **[Attendance] > [Shift Schedule]** on the NGTeco Office main menu to add a shift schedule.

1. Click the add icon ⊕ to add a new shift schedule.

2. On the pop-up page select the person to be scheduled and the timesheet.

3. Select the person to be scheduled and click ⊜ to synchronize the personnel to the device.

The selected personnel will then be synchronized to the selected device, and those who are successfully synchronized will be able to check-in and check-out on the device by password/card/fingerprint/face, and so on.

7.8 Report Attendance

Attendance records of all employees will be displayed on this interface, including the attendance record of uploaded attendance transactions. The record of the normal punch on the device will be uploaded to the software as the original record.

7.8.1 View Attendance Reports

1. Click **[Attendance] > [View Attendance Punch]** on the NGTeco Office.
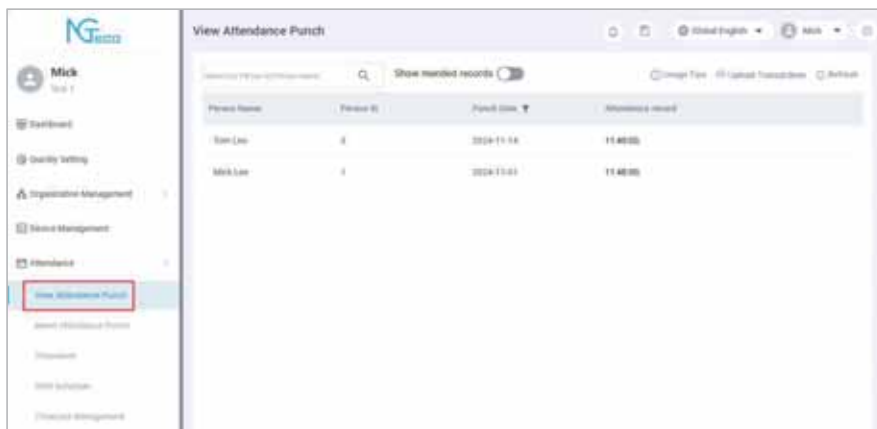
2. Click the ⬆ icon and set the time range to upload device attendance records.
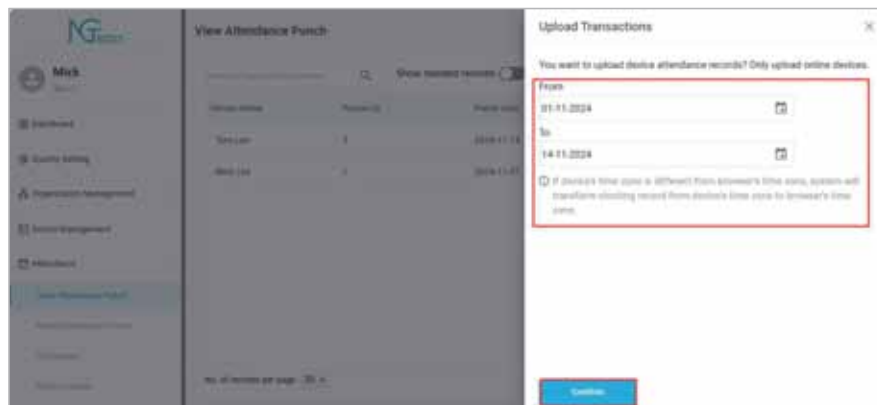
In the uploaded attendance report, it supports to view each attendance record information specifically based on time, person ID, person ID and mended attendance.
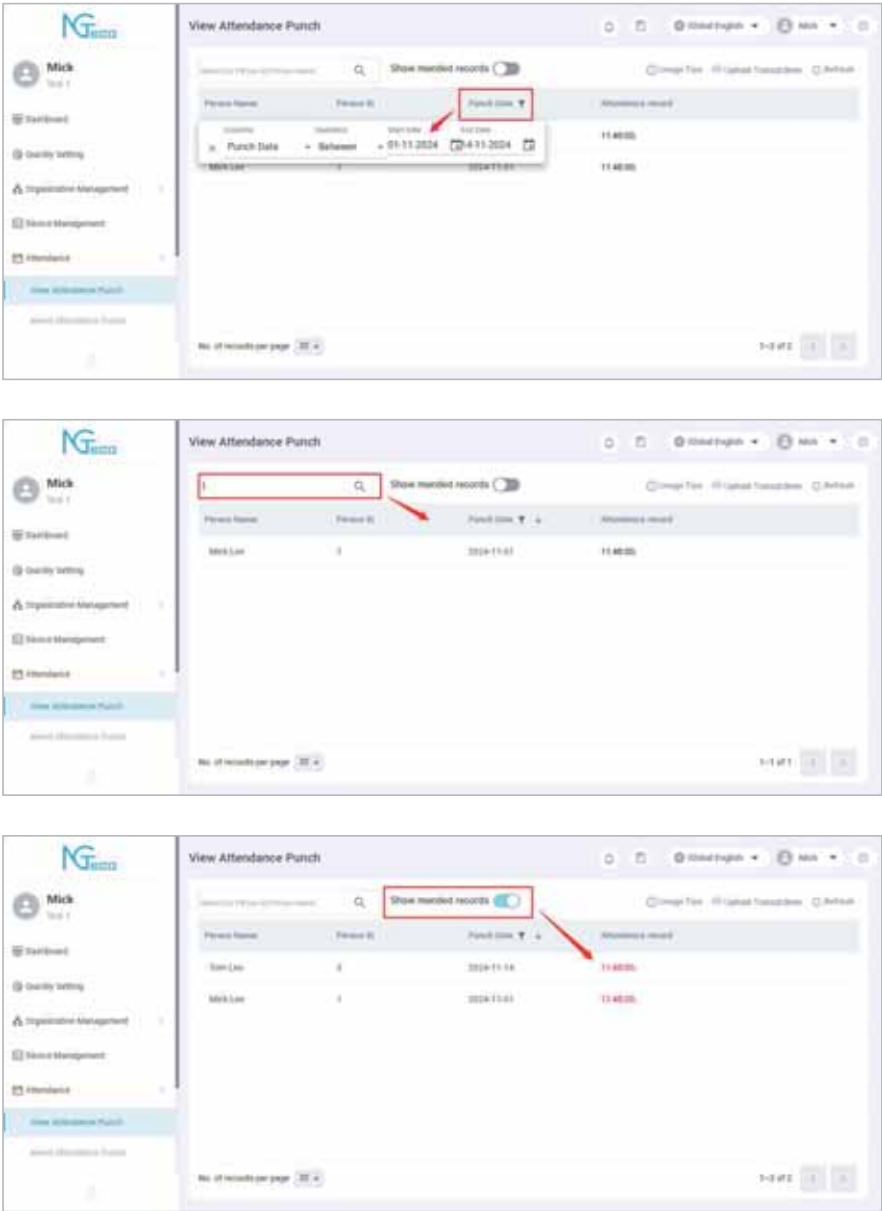
7.8.2 Exporting Reports

Timecard Management

1. Click on **[Attendance] > [Timecard Management]** on the NGTeco Office.

2. Click the ⬆ icon to export the attendance report according to the person ID, person name or Timesheet name, unchecked to export all.

3. Set the time and enter the email address to receive the report on the pop-up page.

4. Check your email and download the attachment to view the report of attendance.

Monthly Report

1. Click **[Attendance] > [Attendance Report]** on the NGTeco Office.

2. Click the ⬆ icon to export the attendance report according to the person ID, person name or Timesheet name, unchecked to export all.

3. Set the time and enter the email address to receive the report on the pop-up page.

4. Check your email and download the attachment to view the report of attendance.

8 Troubleshooting

Q: How to change the device time?

A: On the web or app interface, verify the site name to which the device is bound, then navigate to [**Organization Management**] > [**Site**], and click [**Edit**] on the right to update the site's time zone and country settings.

Q: There is a delay when connecting to the device.

A: It is normal and may be due to factors such as an unstable network connection.

Q: What's the day change time?

A: The clock-in time range for the day is determined by comparing the check-in time with the day change time: if the check-in occurs before the change time, the working hours are recorded for the current day; if it occurs after, the hours are assigned to the following day.

Q: How to connect to the network?

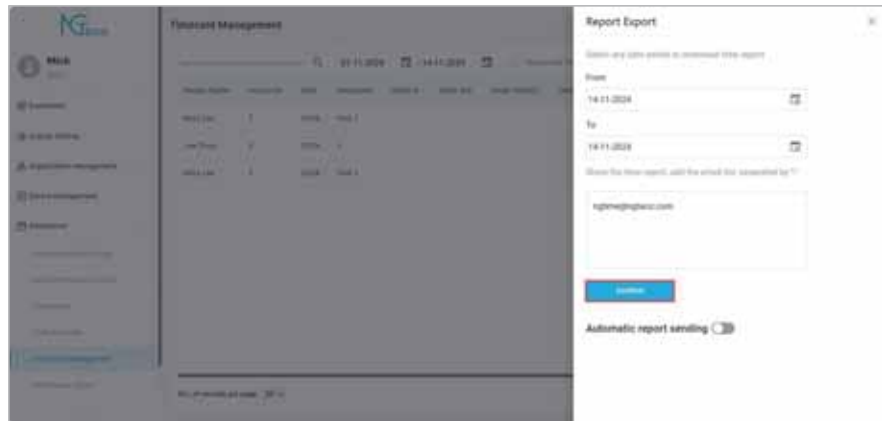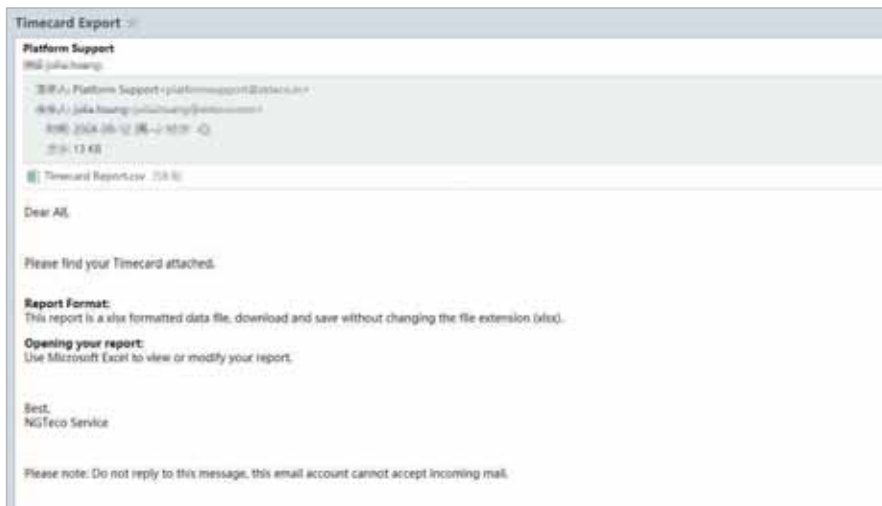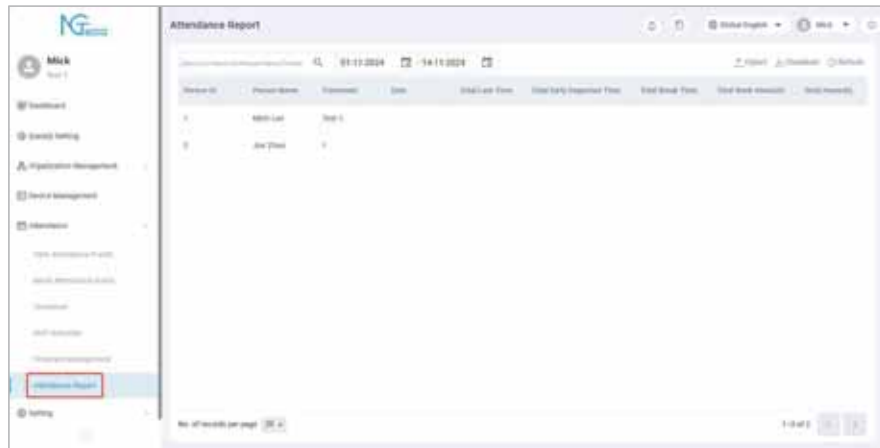**A:** First, verify that the network signal is set to 2.4GHz and Bluetooth is enabled on your phone. Then, log in to the NGTeco Office App, connect to the device via Bluetooth, and configure its Wi-Fi settings (Models: NG-TC1, NG-TC4, NG-TC5).

Q: How to sync employees to the device?

Web:

In the final step of the quick setup, select the employees to sync, click "Sync Person" on the right, and choose the device. Alternatively, navigate to "Shift Schedule" under Attendance, then click "Sync Person" and select the device.

App:

In the final step of quick setup, click "Devices that person can clock in" and select the device. Alternatively, click "Shift Schedule" under Attendance, then tap the second icon in the top right to select the device.

Q: How to implement attendance on multiple devices?

A: Select multiple devices in Devices that person can clock in.

Appendix 1

Steps to configure a router to emit a 2.4GHz signal

1. Log in to the router's management interface

- Connect to the router via Wi-Fi or an Ethernet cable.
- Open a browser and enter the router's IP address in the address bar (commonly 192.168.0.1 or 192.168.1.1).
- Enter the admin username and password to log in (default credentials are usually found on the label on the back of the router, or consult your network administrator).

2. Access the wireless settings

- Look for the "Wireless Settings" or "Wi-Fi Settings" option in the management interface.

3. Select the 2.4GHz frequency band

- If the router supports dual-band (2.4GHz and 5GHz), the settings for each band will typically be displayed separately.
- Select the 2.4GHz band and ensure it is enabled.

4. Configure wireless parameters

- Set the SSID (network name) and password (it's recommended to use WPA2 or WPA3 encryption).
- Ensure the channel is set to "Auto" or select a less congested channel (such as 1, 6, or 11).

5. Save and restart the router

- Save the settings and restart the router for the configuration to take effect.

Once completed, the router will broadcast a 2.4GHz signal, and devices can search for and connect to the network.

FCC warning:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body

IC warning:

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) L'appareil ne doit pas produire de brouillage;

2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

ce matériel est conforme aux limites d'exposition aux rayonnements rf de ic énoncés dans un autre environnement. ce matériel doit être installé et exploité à une distance minimale de 20 cm entre le radiateur et votre corps.

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