User Manual

NG-TC5

Date: November 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-TC5**.

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

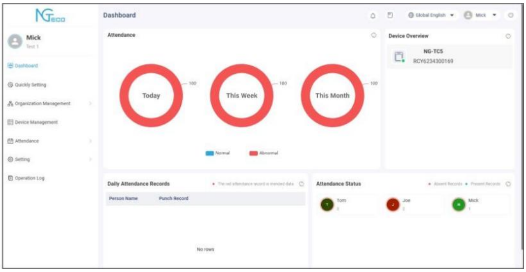
Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves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

Table of Contents

1 Overview

1.1 Introduction

This document outlines the menu operation of **NG-TC5** 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

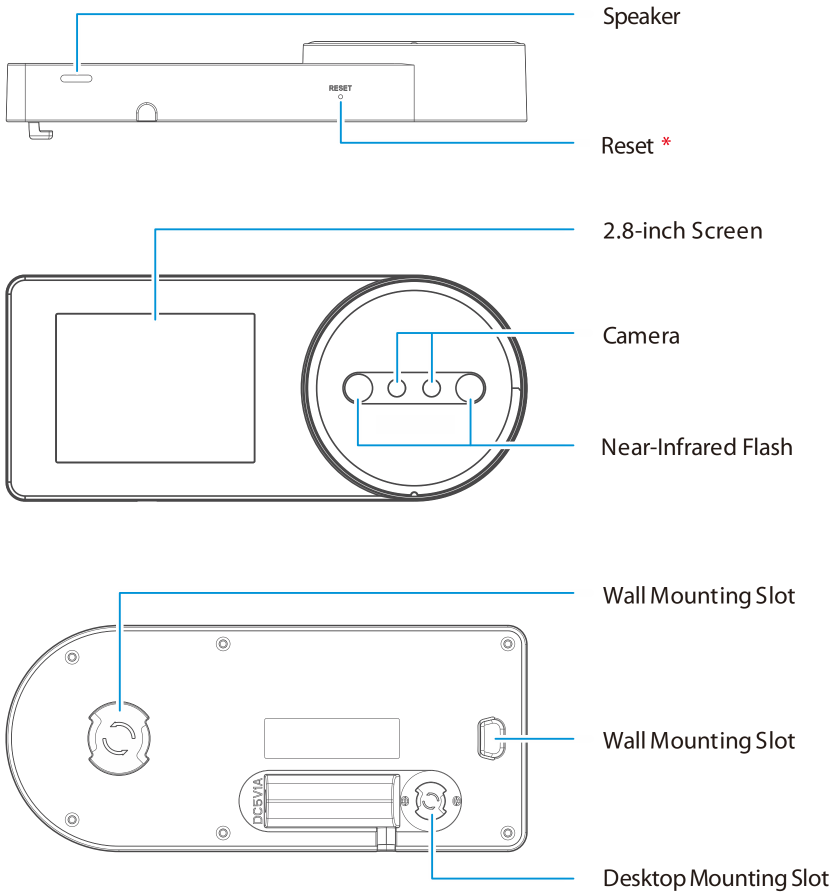


Figure 1-1 Product Appearance

* Please exercise caution when using the physical Reset button on the device. Using this button may result in the loss of unsaved data or personnel information stored on the device.

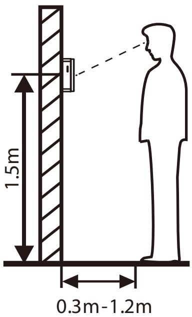
Our company is not liable for any data loss or damage that may occur.

2 Instruction for Use

Before getting into the Device features and functions, it is recommended to be familiar with the below fundamentals.

2.1 Standing Position, Posture and Facial Expression

The recommended distance



The distance between the device and a user whose height is in a range of 1.55 m to 1.85 m is recommended to be 0.3 m to 1.2 m. Users may slightly move forward or backward to improve the quality of facial images captured.

Recommended standing posture and facial expression:

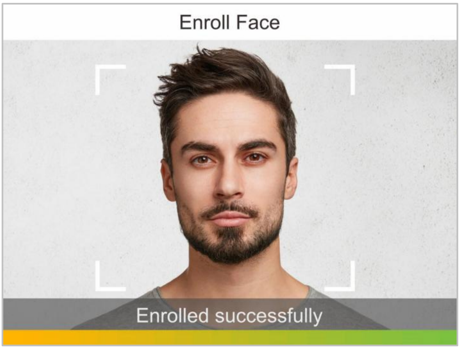
Standing Posture

Facial Expression

Note: *During enrollment and verification, please remain natural facial expression and standing posture.*

2.2 Face Template Registration

Please make sure that the face template in the centre of the screen during registration. Please face towards the camera and stay still during face template registration. The screen should look like the image below:



Correct face template registration and authentication method

➢ Recommendation for Registering a Face Template

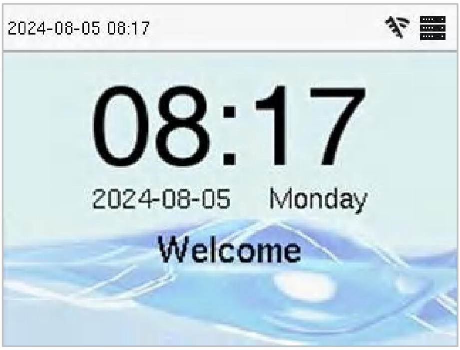
- When registering a face template, maintain a distance of 40 cm to 80 cm space between the device and the face template.
- Be careful not to change your facial expression. (Smiling face template, drawn face template, wink, etc.)
- If you do not follow the instructions on the screen, the face template registration may take longer or may fail.
- Be careful not to cover the eyes or eyebrows.
- Do not wear hats, masks, sunglasses, or eyeglasses.
- Be careful not to display two face templates on the screen. Register one person at a time.
- It is recommended for a user wearing glasses to register both face templates with and without glasses.

➢ Recommendation for Authenticating a Face Template

- Ensure that the face template appears inside the guideline displayed on the screen of the device.
- If the glasses have been changed, authentication may fail. If the face template without glasses has been registered, authenticate the face template without glasses further. If the face template with glasses has been registered, authenticate the face template with the previously worn glasses.
- If a part of the face template is covered with a hat, a mask, an eye patch, or sunglasses, authentication may fail. Do not cover the face template, allow the device to recognize both the eyebrows and the face template.

2.3 Standby Interface

After binding the device successfully, it enters the standby interface as shown below.



Status of Icons

Icon Status	Name	Description
	Wi-Fi signal	Indicates that the Wi-Fi connection is normal.
		Indicates that the Wi-Fi connection failure.

		The connection between device and the ADMS server is successful.
		The connection between device and the ADMS server has failed.
	ADMS Server	The communication data of ADMS are transmitting.
		Indicates that the server is weak or has failure.

2.4 Verification Modes

2.4.1 Facial Verification

1:N Facial Verification

Device compares the currently acquired facial images with all the registered face template data stored in its database. The following is the pop-up prompt box displaying the result of the comparison.

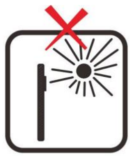
3 Installation

3.1 Installation Environment

Please refer to the following recommendations for installation.

INSTALL INDOORS ONLY

AVOID INSTALLATION NEAR GLASS WINDOWS



AVOID DIRECT SUNLIGHT AND EXPOSURE

AVOID USE OF ANY HEAT SOURCE NEAR THE DEVICE

3.2 Installation Methods

The NG-TC5 is available in both desktop and wall mounting.

Desktop Mounting(factory default): Wall Mount:

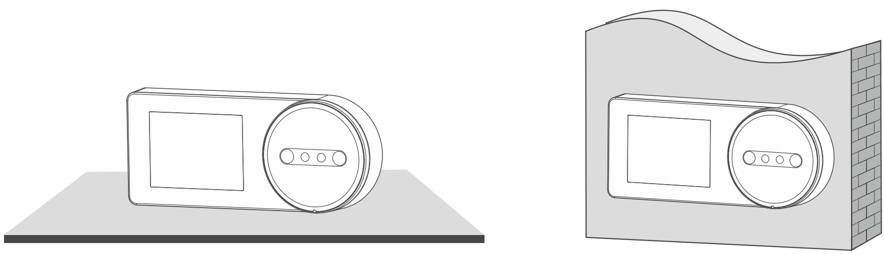


Figure 3-1 Installation view of the NG-TC5

3.3 How to Install the Device on the Desktop?

1. Remove the desktop mounting strut from the box.
2. Insert the mounting strut into the lower right desktop mounting slot.
3. Rotate the mounting strut counterclockwise until the mounting strut snaps into the slot.

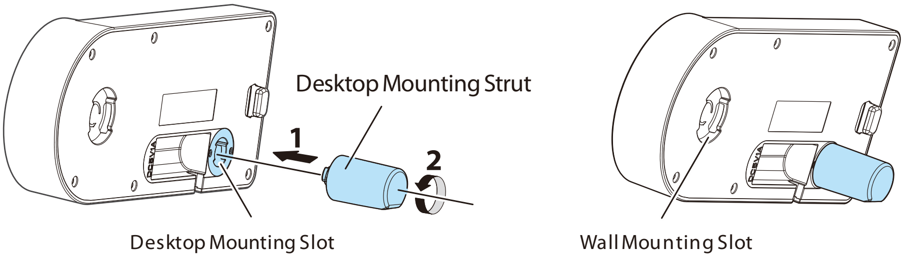


Figure 3-2 Mounting the NG-TC5 on the desktop

3.4 How to Install the Device on the Wall?

1. Remove the wall mounting plate from the box.
2. Attach the mounting template sticker to the wall, and drill two mounting holes according to the sticker. Then fix the wall mounting plate on the wall with the screws.
3. Hold the unit vertically, then push the wall mounting slot into the corresponding position on the wall plate, then rotate the unit counterclockwise until it snaps into the wall plate.

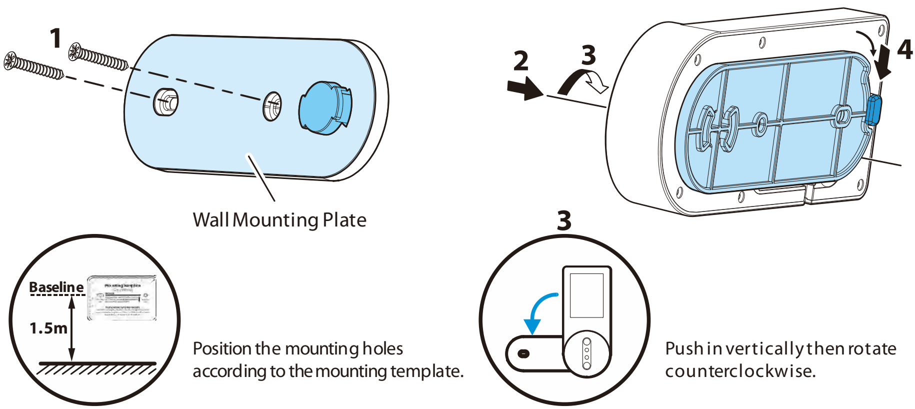


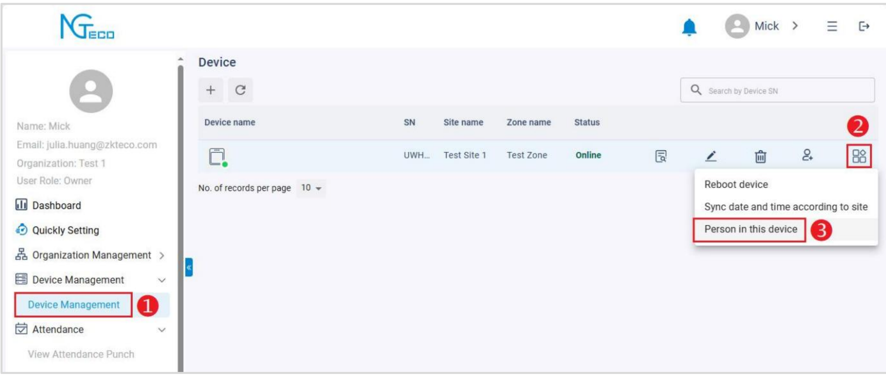
Figure 3-3 Mounting the device on the wall

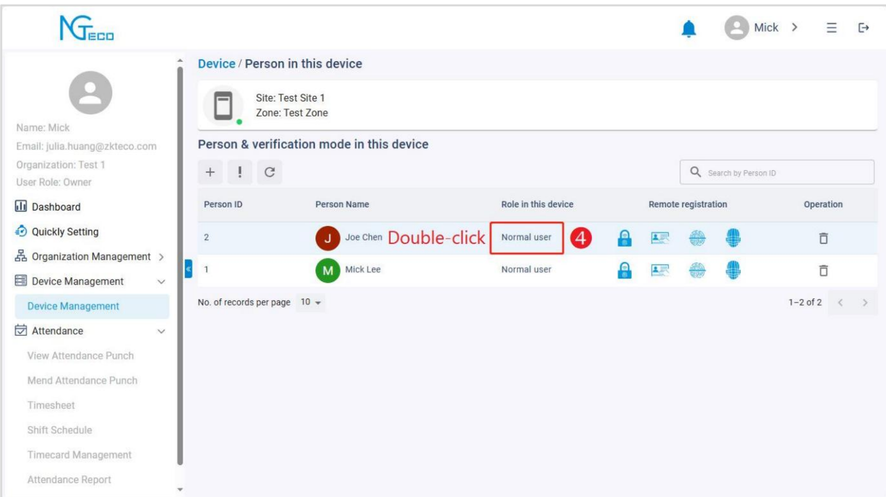
4 Privileges

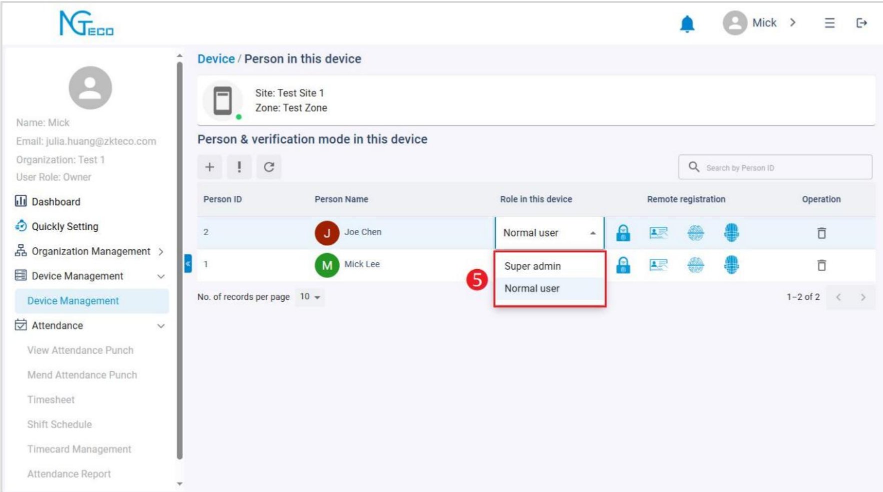
The user privileges are classified as:

- Administrator
- Normal user

Normal user and super admin settings can be set in **[Device Management]** > **[Person in Devices]** 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 facial, make configuration changes, add or modify user details, and query attendance records.

4.2 Normal User

Normal users can make attendance punch through facial verification methods. For further details, please refer to 2.4 Verification Modes.

5 Binding the Device

5.1 Binding Devices via the NGTeco Office Mobile App

Download the NGTeco Office App

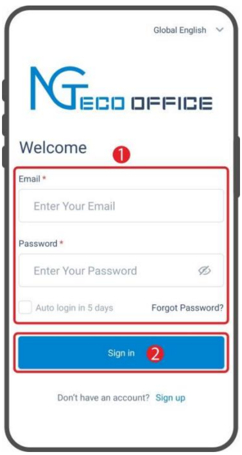
Search for the "NGTeco Office" App in the iOS App Store or Google Play Store. Or scan the QR code below to install the app.

NGTeco Office | NGTeco Office

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 **[Login]**.

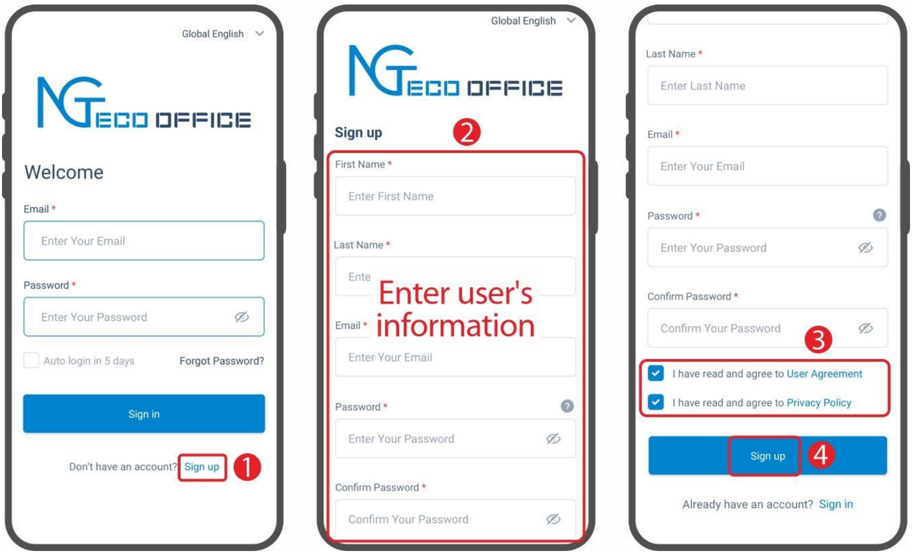
Note: *By checking the box, the user can automatically log in to the application for a period of 5 days.*

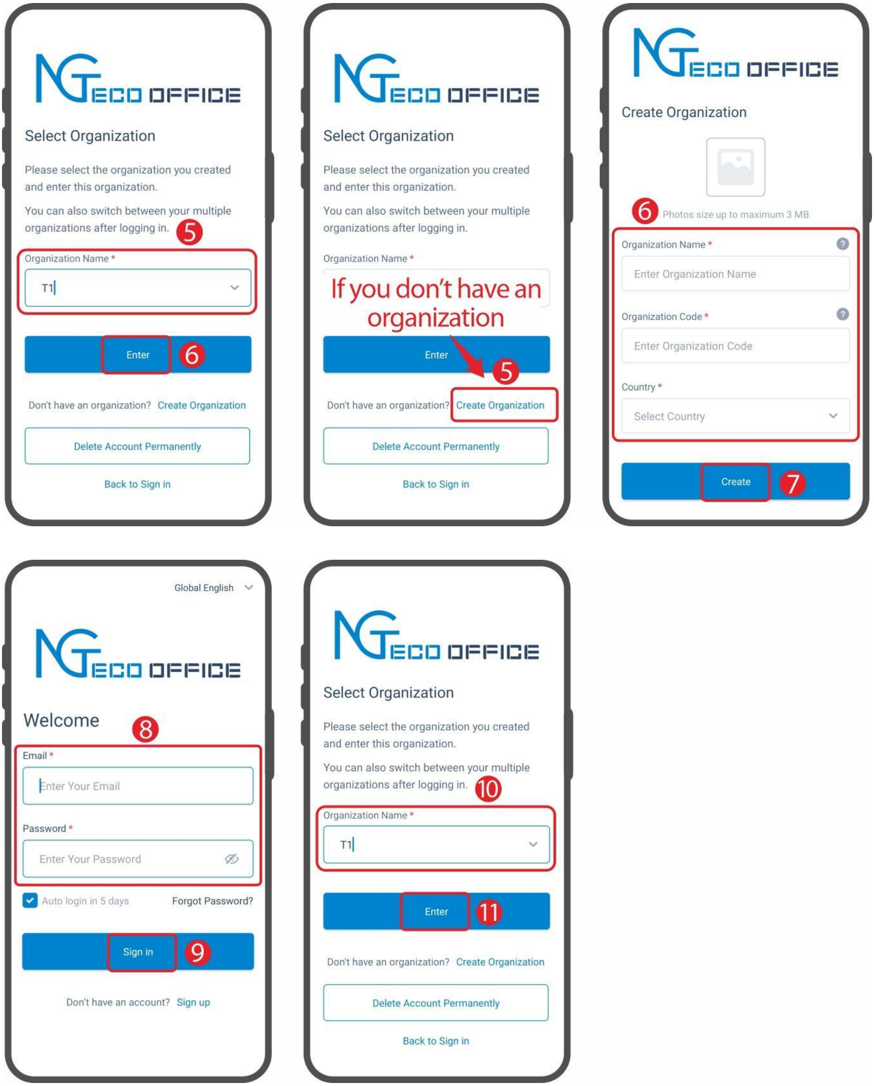


2. If you do not have an account, follow these steps to create a new account:

   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 [**Save**], and then complete the registration.

Note: *To permanently delete your account, click [**Delete Account Permanently**] and then click [**Confirm**].*

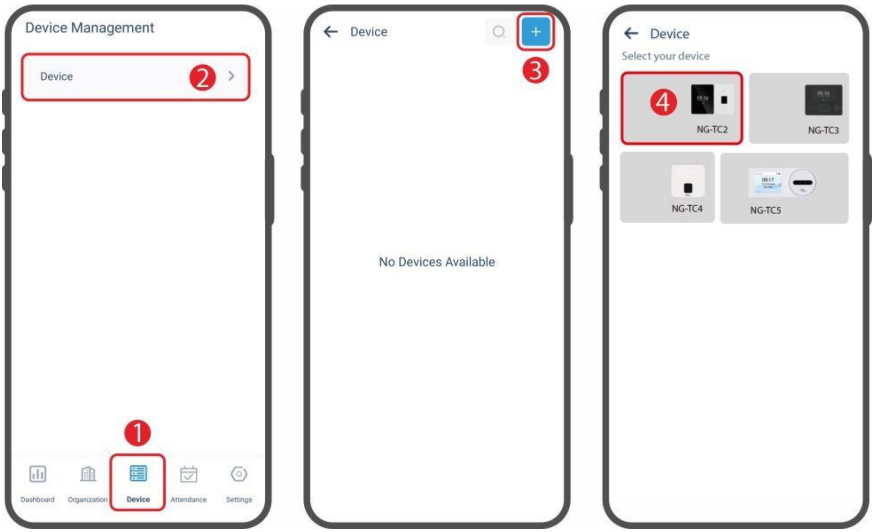


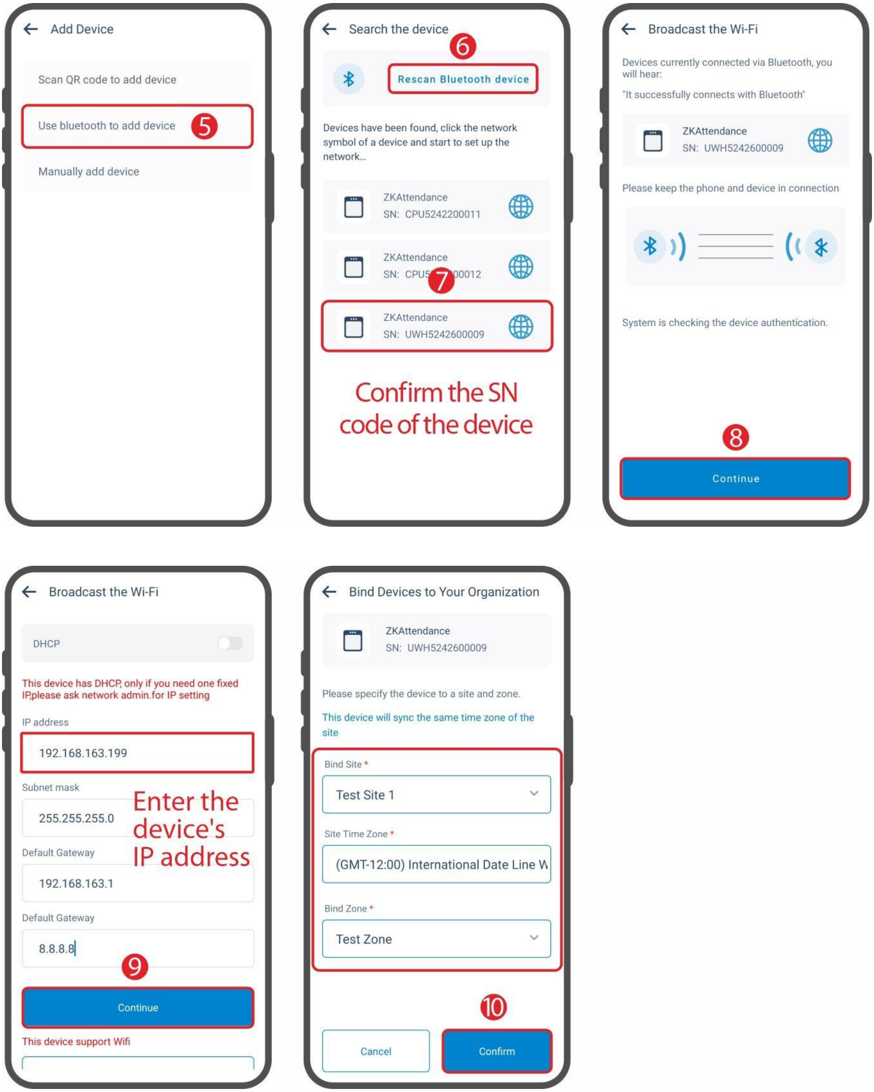


5.1.2 Add device and set up the network

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.
5. 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.

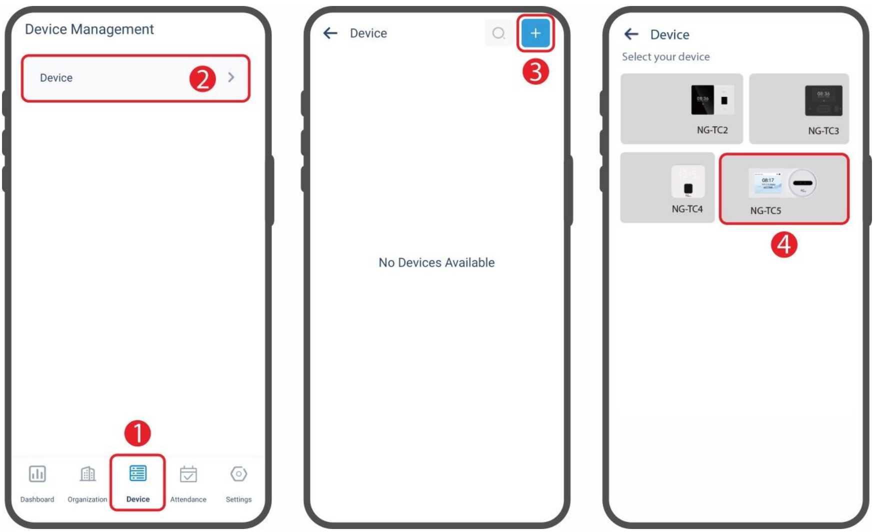


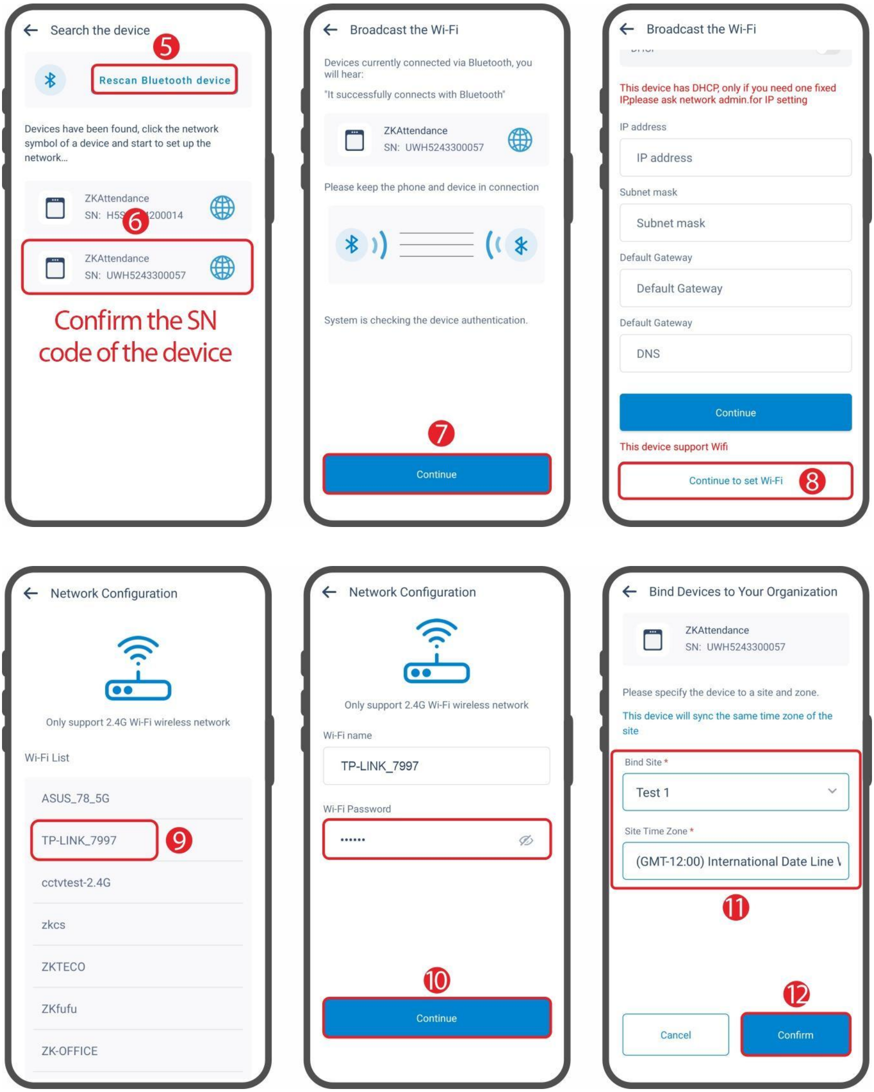


Note: *After the device is added, it will take a few moments for the device to change from "offline" to "online" status.*

5.1.3 Continue to set Wi-Fi and set up the network

1. Click [**Device**] > [**Device**] > icon to add a new device. Review the instructions and click [**Continue**]. Select the device model you need to add in the Device screen.
2. Then click [**Rescan Bluetooth device**] to search for the device via Bluetooth. Select the device to be configured with Wi-Fi according to the serial number in the device list, and then click [**Continue**].
3. Click [**Continue to set Wi-Fi**] at the bottom to select the Wi-Fi then Enter the password and click [**Continue**] to connect.
4. When the interface prompts "**Device Connected to Network Successfully**", it means the Wi-Fi connection is successful.
5. Then specify the device to a site and zone. Enter the parameters and click [**Confirm**], when prompted successfully, the configuration is complete.
6. Once the Wi-Fi connection is successful, the initial screen displays the logo.





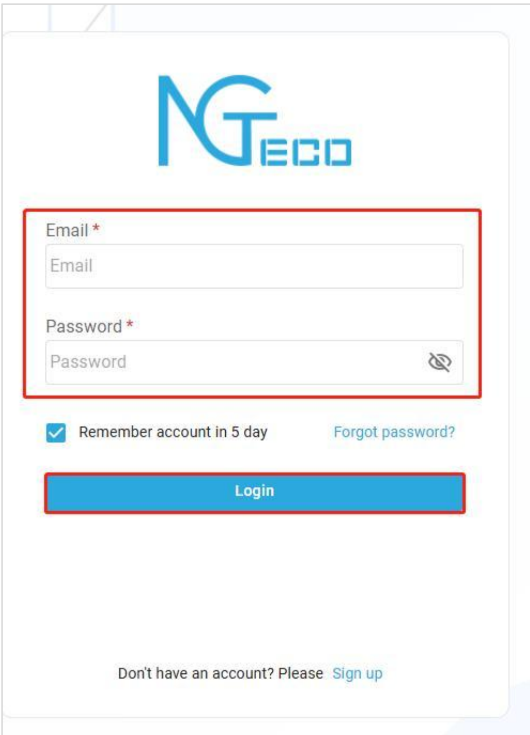
Note: *After the device is added, it will take a few moments for the device to change from "offline" to "online" status.*

5.2 Binding Devices via the NGTeco Office Web

Please follow the instructions below to access NGTeco Office:

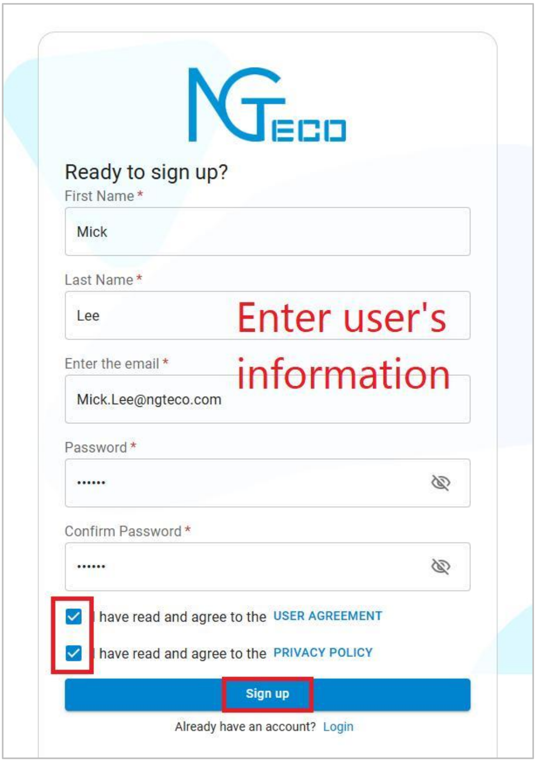
5.2.1 Login to the NGTeco Office Web

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.

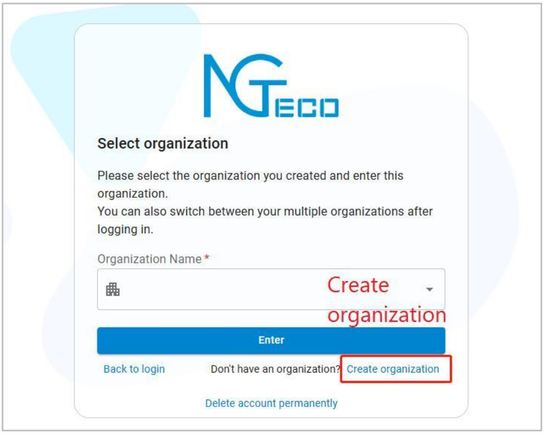


2. If you do not have an account, follow these steps to create a new account:
   1) Click [**Sign up**] on the login screen to add a new account as shown below.

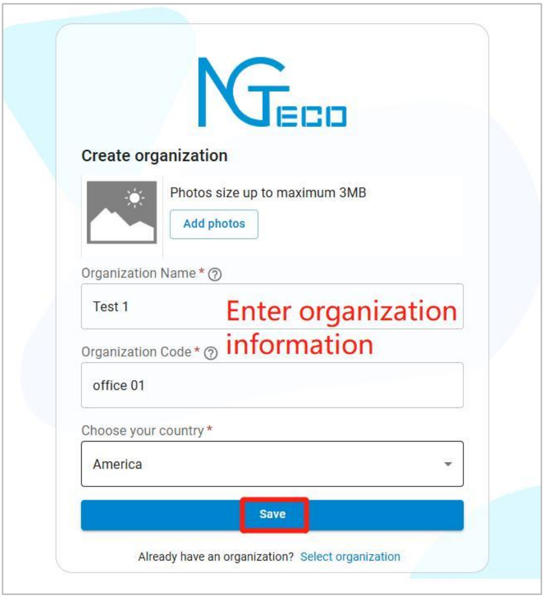
2) Then enter the user's information and set the password. Please, read and agree to the User Agreement and Privacy Policy then click [**Sign up**].



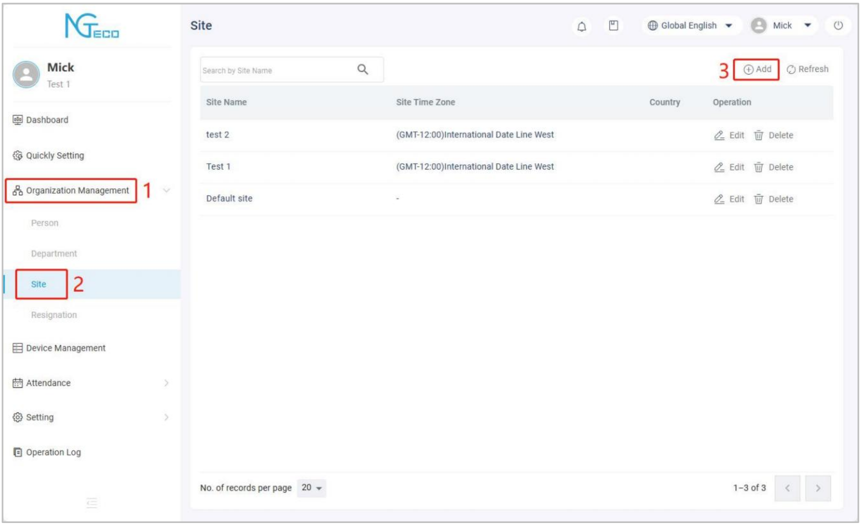
3) Log in with your account and select the organization, if already you have one. If you don't have an organization, click on [**Create organization**].



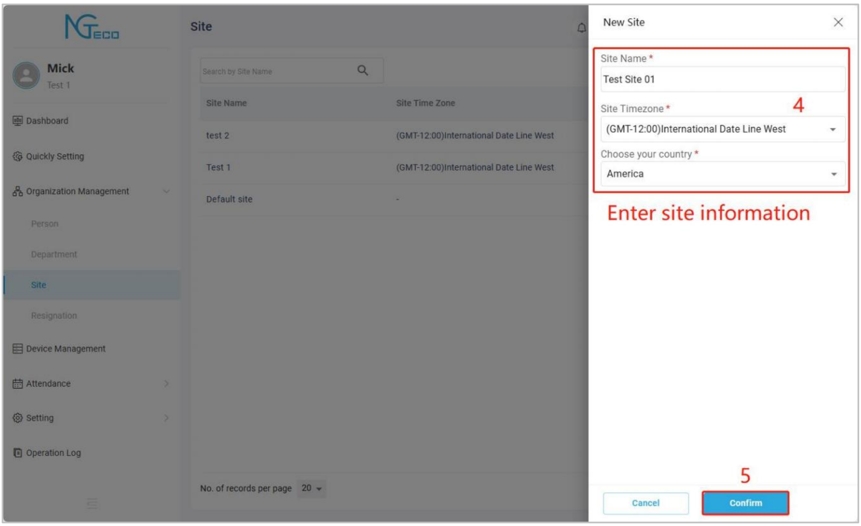
4) Set the organization's name and code, click **[Save]**, and then complete the registration.



5) Then log in back into the Web with the created account, click [**Organization Management**] > [**Site**] to enter the setup interface, and click ⊕ to add a new site.

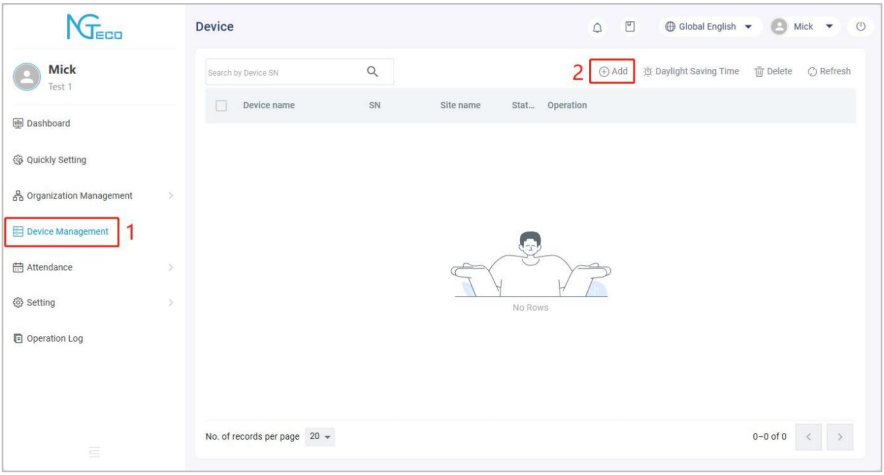


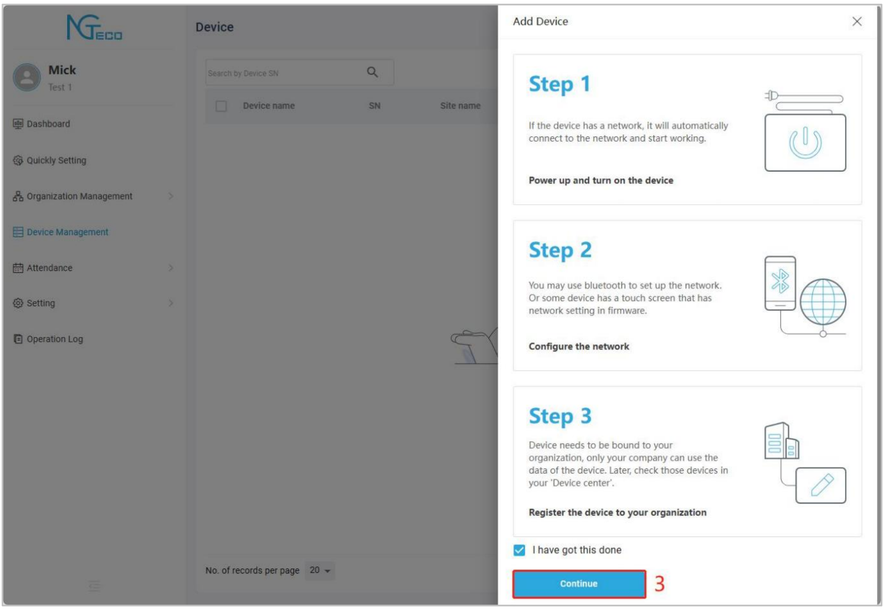
6) Then enter the site information in the New Site screen and click [**Confirm**].



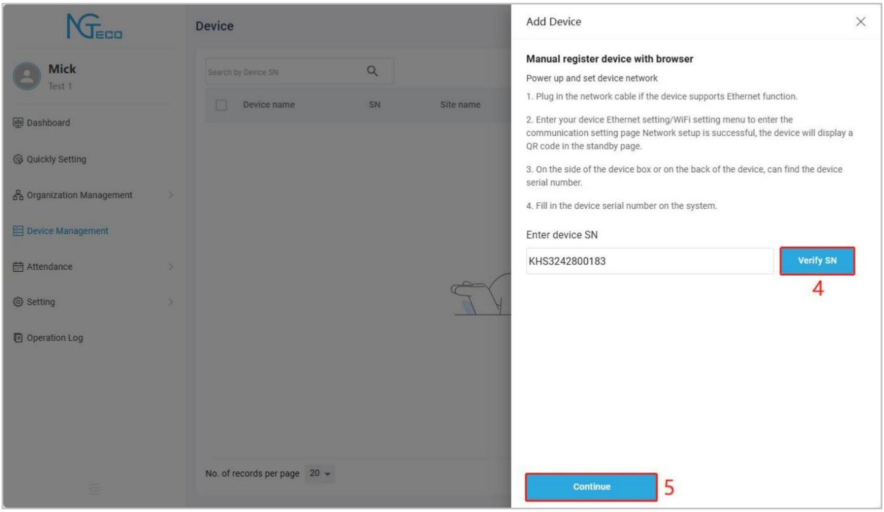
5.2.2 Add Device

1. Click [**Device Management**] > ⊕ icon to enter the add Device screen. Then review the instructions and click [**Continue**].



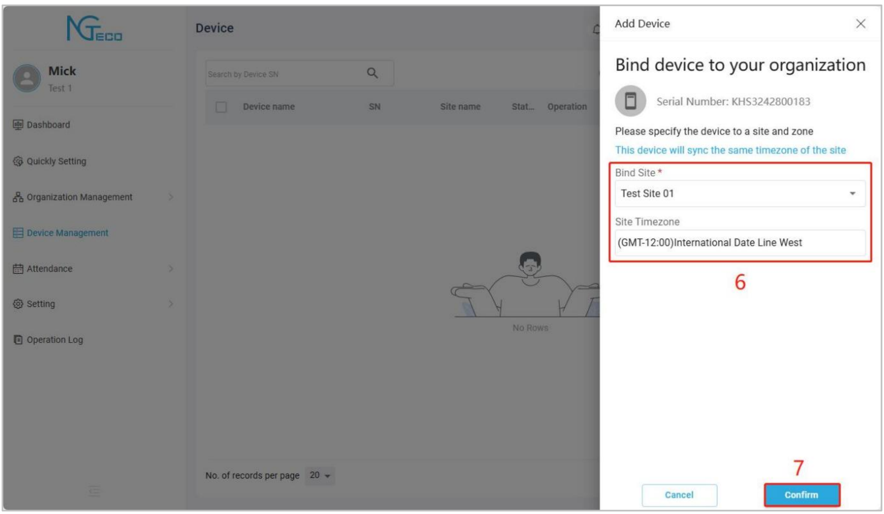


2. Fill in the device serial number on the Add Device interface and click [**Continue**].



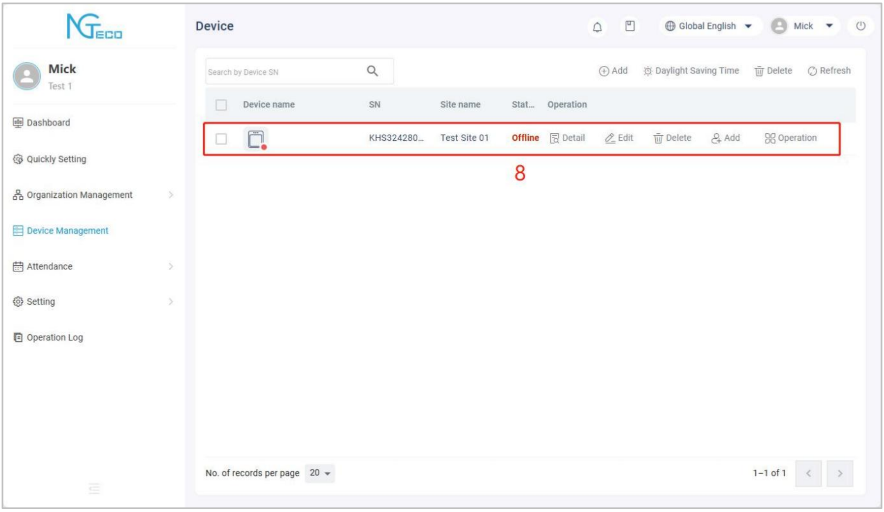
Note: *The serial number can be viewed on the rear case label of the unit.*

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

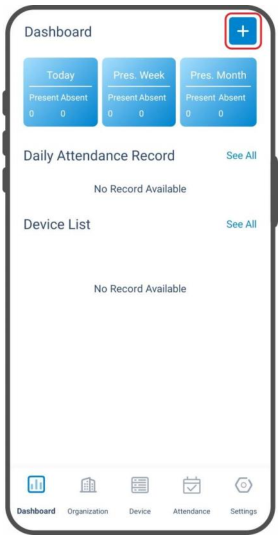
Access the NGTeco Office Mobile Application at the App store.

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

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

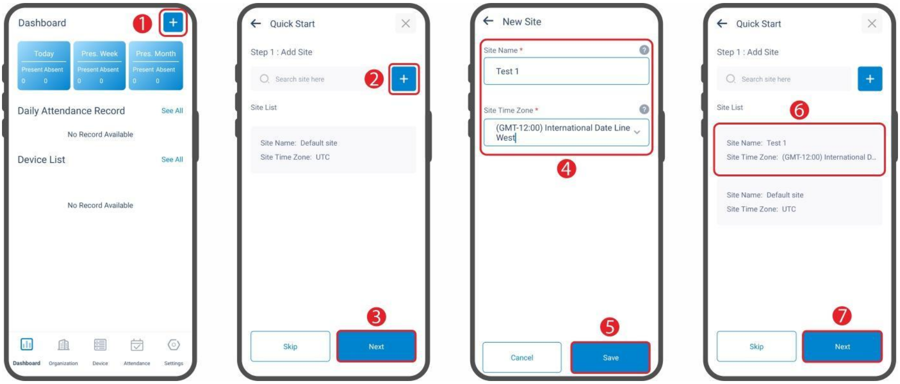
6.2 Quick Start

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.

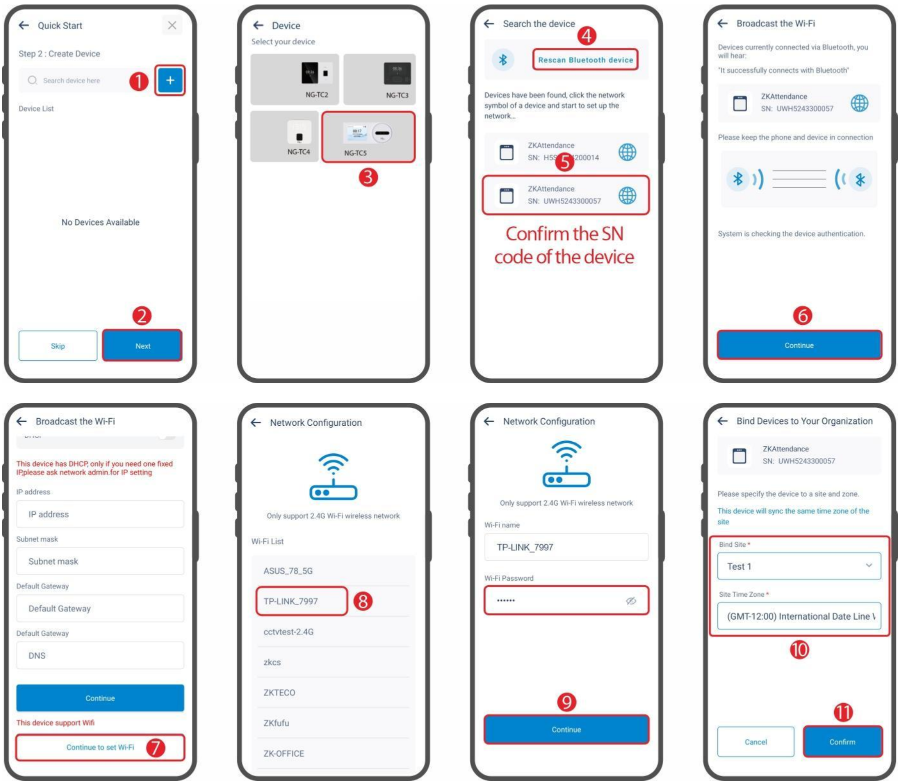


Tip: *Click [**Skip**] to skip the current step and go directly to the next step. Please enable the Bluetooth function of your phone before connecting the device.*

Step 1: Add Site

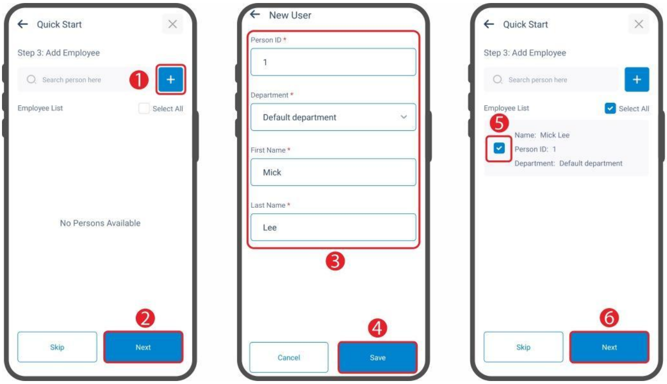


Step 2: Create Device and Set up the network

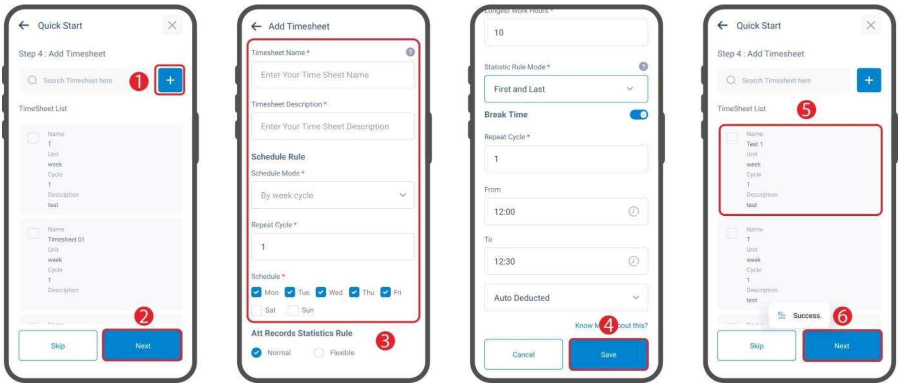


Note: *Only support 2.4G Wi-Fi wireless network. For further details, please refer to [Appendix 1](#).*

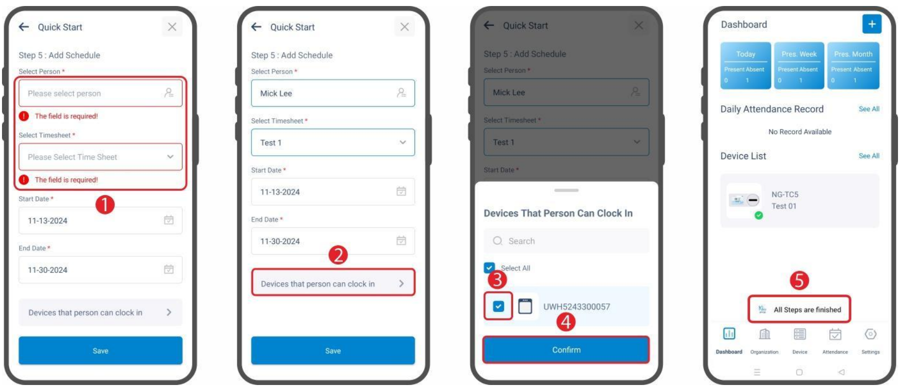
Step 3: Add Employee



Step 4: Add Timesheet



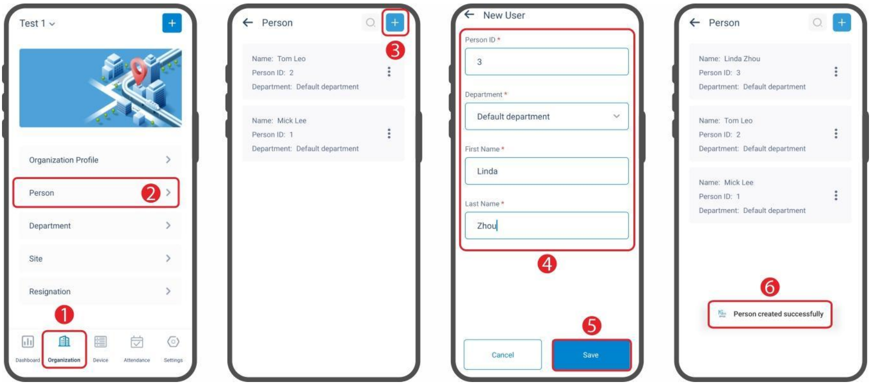
Step 5: Add Schedule



6.3 Organization Management

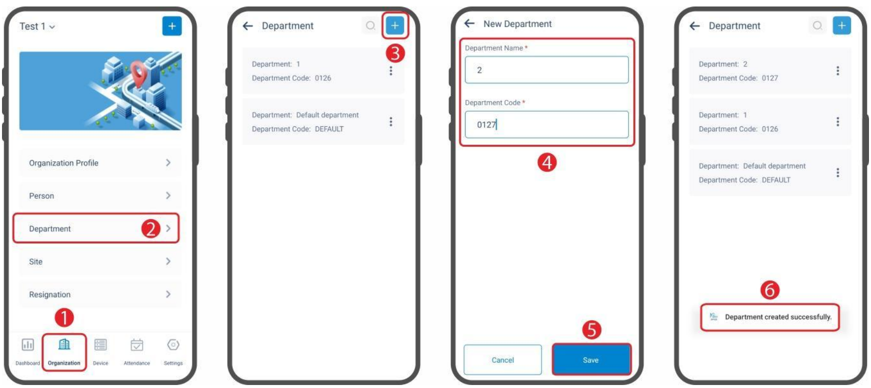
6.3.1 Add Person

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



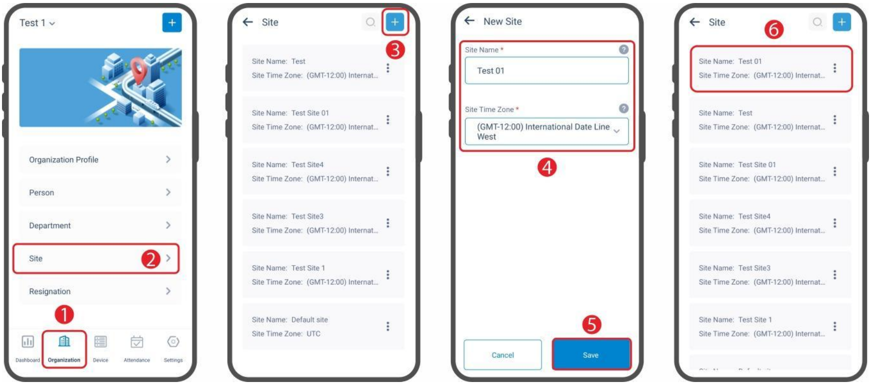
6.3.2 Add Department

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



6.3.3 Add Site

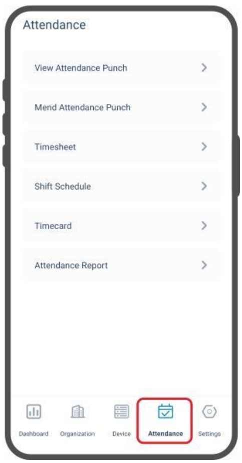
Click [**Organization**] > [**Site**] at the NGTeco Office App and refer to the following procedure to add a new site.



6.4 Attendance Settings

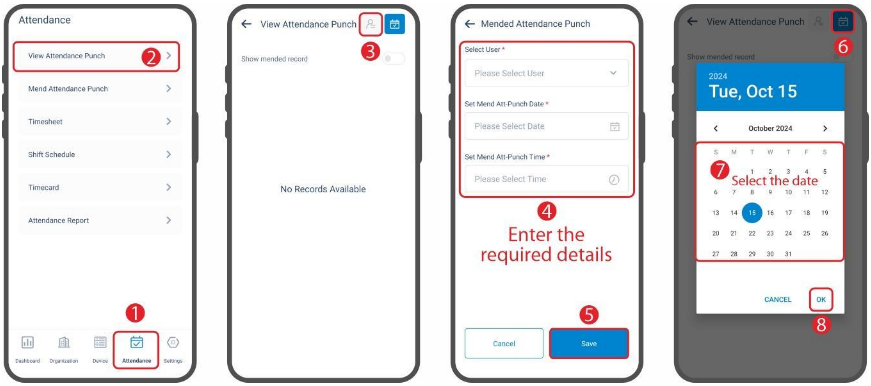
The Attendance module contains View attendance punch, Mend attendance punch, Timesheet, Shift Schedule, Timecard and Attendance report.

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



6.4.1 View Attendance Punch

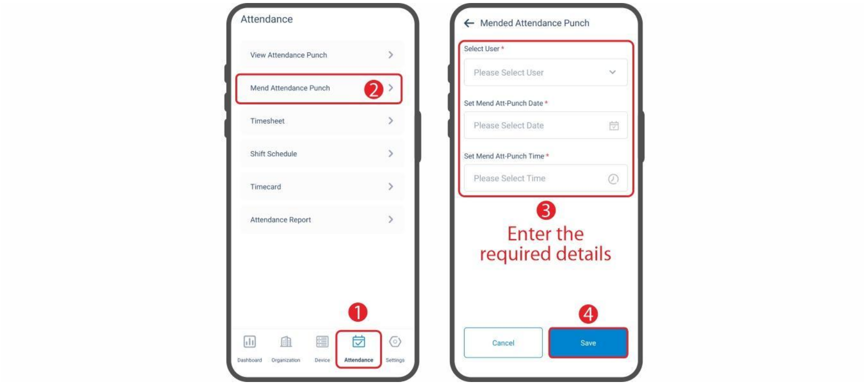
1. Click [**Attendance**] > [**View Attendance Punch**] on the NGTeco Office to view the attendance punch details.
2. Click on the icon to set mend attendance punch, select the user, set the mend attendance punch date and time then click [**Save**].
3. Click on the icon to see the attendance punch on particular date then click [**OK**].
4. To see the mended record click on enable.



6.4.2 Mend Attendance Punch

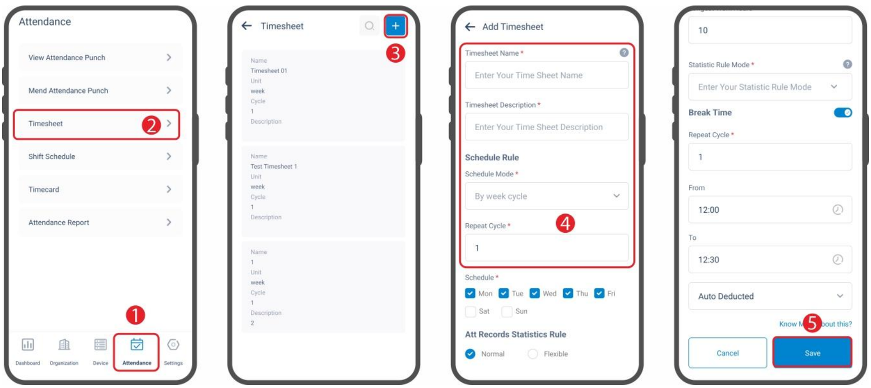
If an employee forgets to Check In/Out, the Admin can rectify it by performing a Mend Attendance Punch to check them in/out. Admin can only add Check In/Out punches and are unable to edit or delete the check In/Out times of employees that have already been recorded and reflected in the View Attendance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



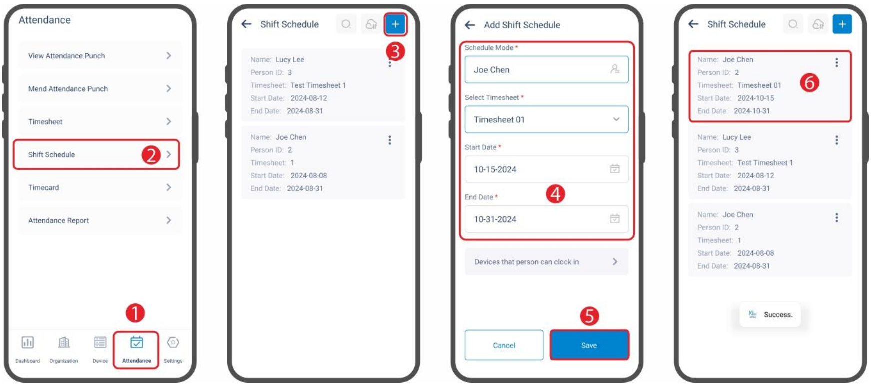
6.4.3 Timesheet

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**].



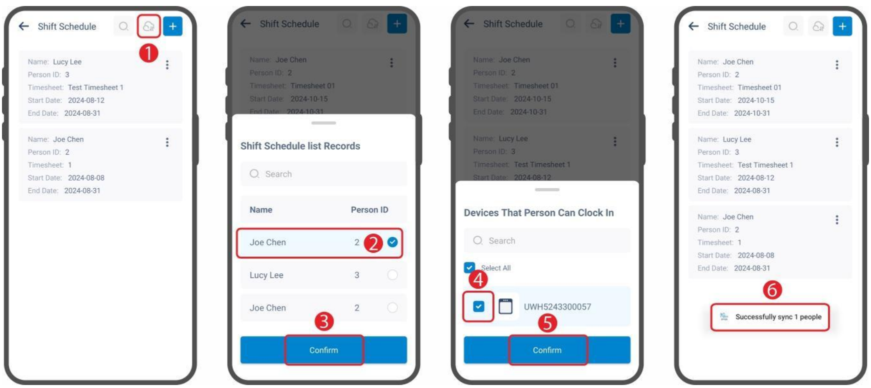
6.4.4 Shift Schedule

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.



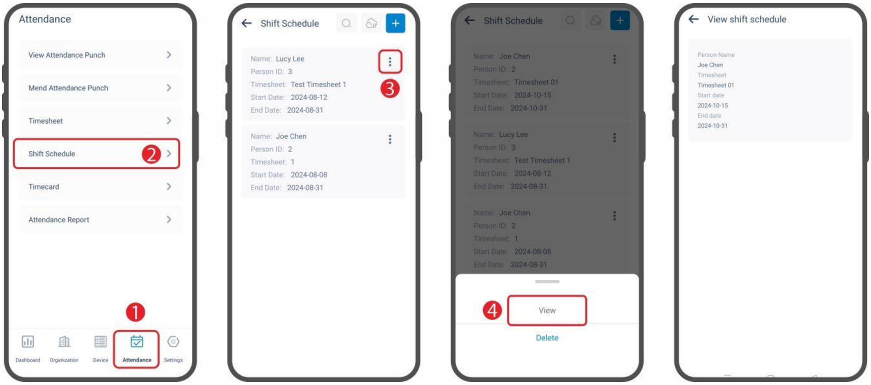
Sync Person

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.



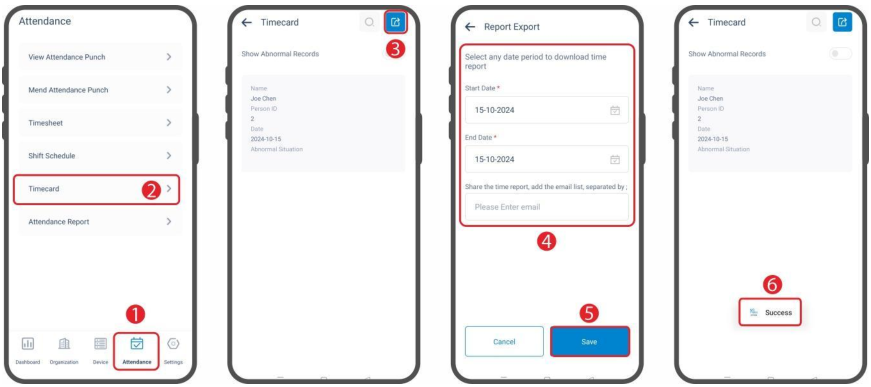
View Details

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



6.4.5 Timecard

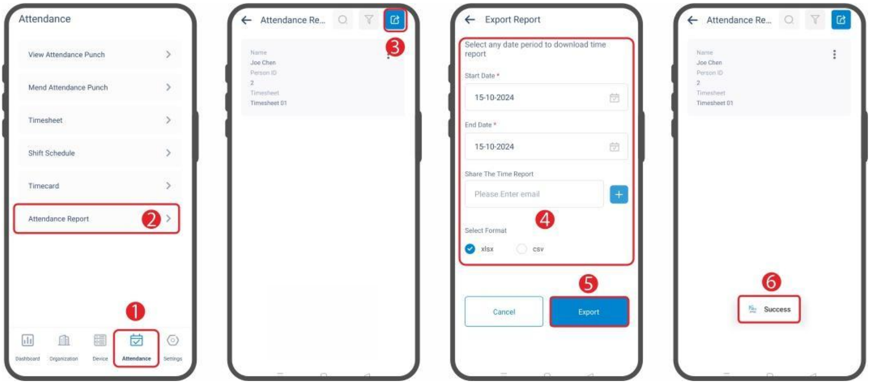
1. Click [**Attendance**] > [**Timecard**] on the NGTeco Office Mobile App.
2. Click on the icon to export the timecard report.
3. Select any date period to download the time report and enter the email address to receive the report and click [**Save**].



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.

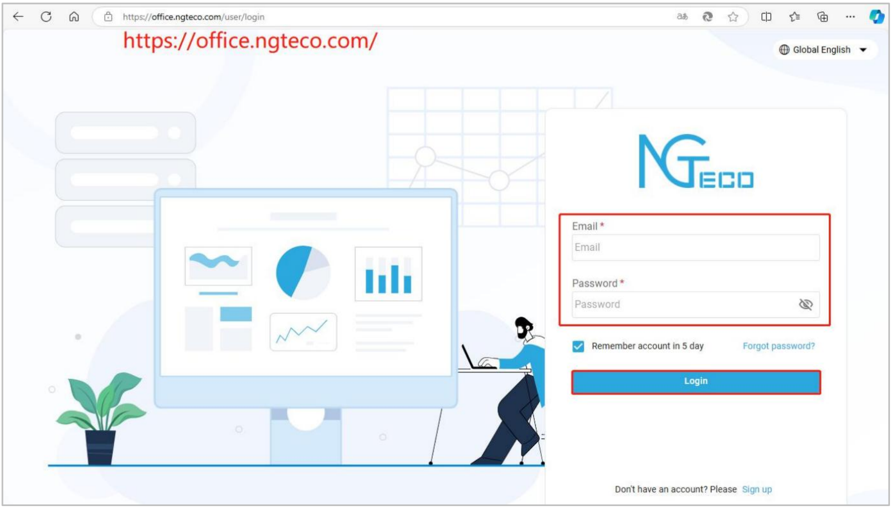
3. Select any date period to download the time report and enter the email address to receive the report and click [**Export**].

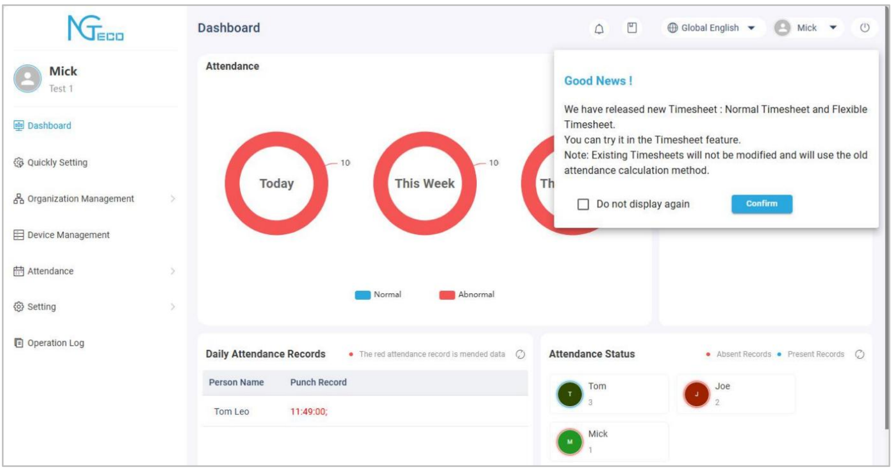


7 Connect to NGTeco Office Web

7.1 Login

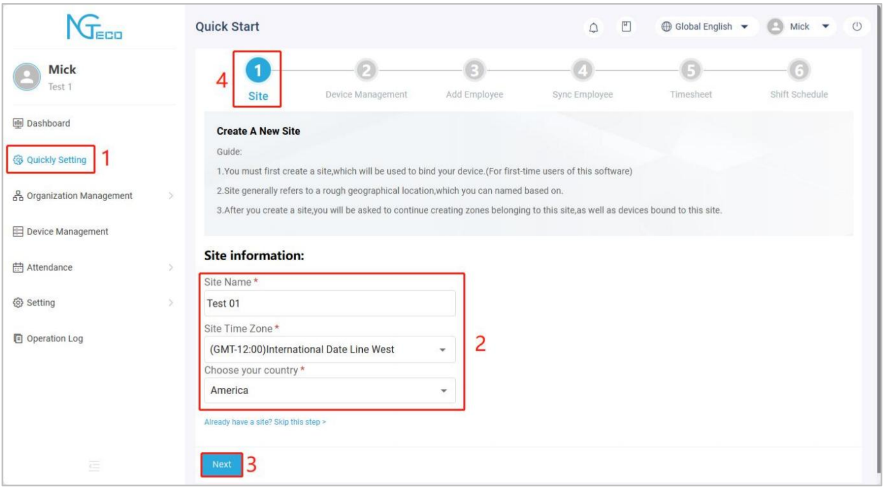
Access the NGTeco Office https://office.ngteco.com/. And then enter your Email Id and password on the login screen and click [**Login**] to login.



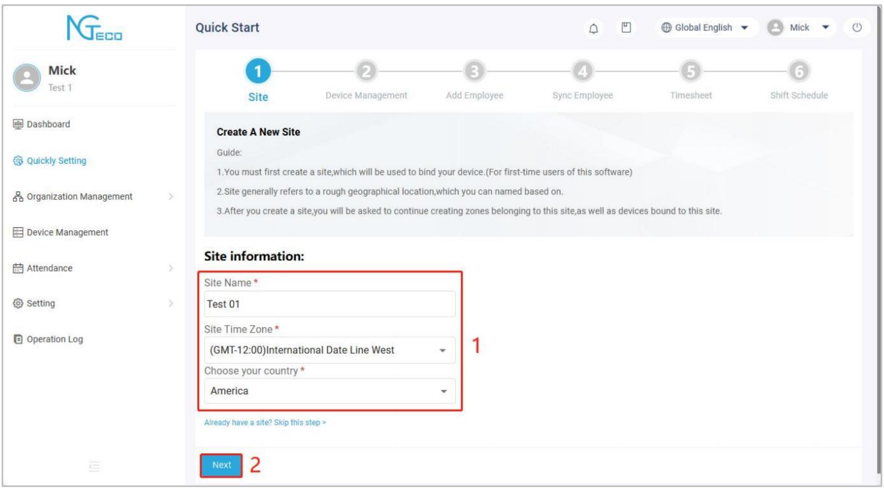


7.2 Quickly Setting

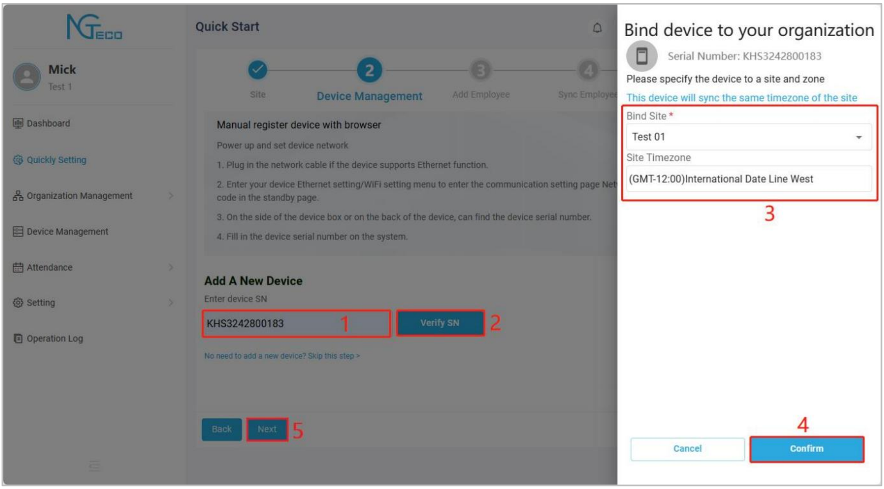
In the Quickly Setting interface, users can quickly set the relevant parameters according to the steps. After inputting the relevant parameters, click [**Next**] in the lower right corner to enter the next step, and the icon will be lit in blue every time the setting is completed until all the parameters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



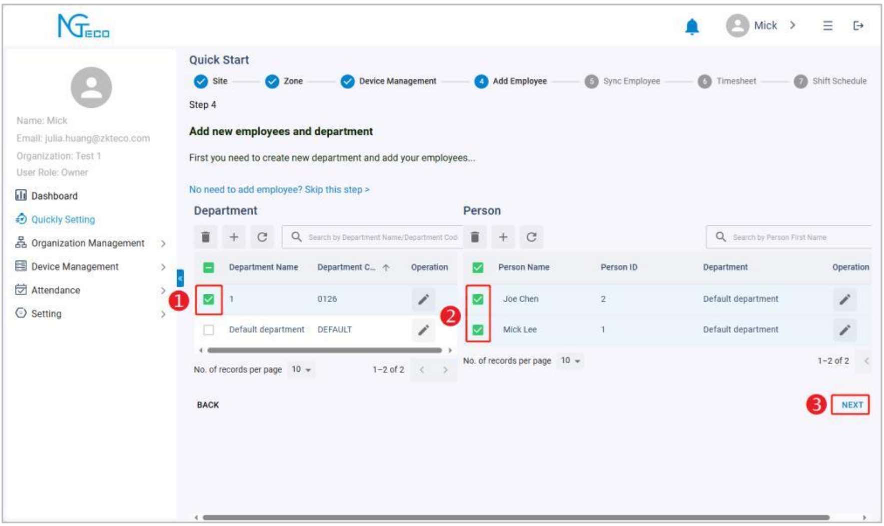
Step 1: Create A New Site



Step 2: Add A New Device

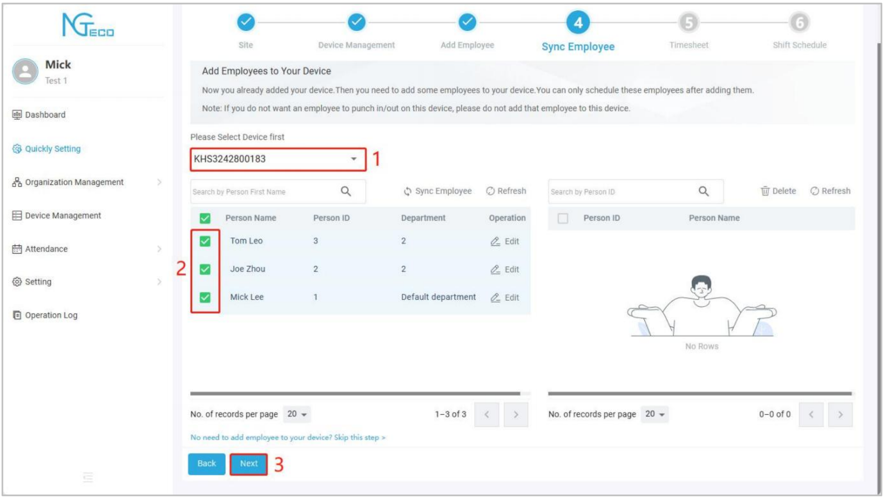


Step 3: Add new employees and department

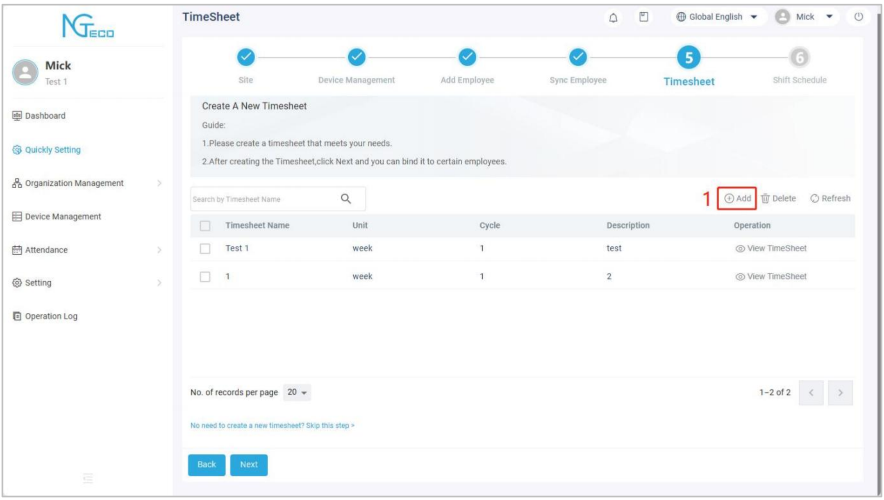


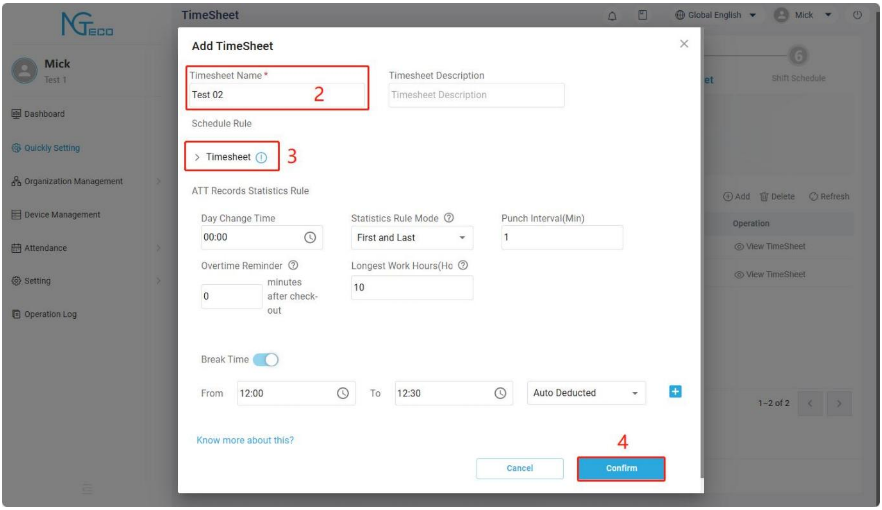
Note: *You can click the icon to add a new department or person.*

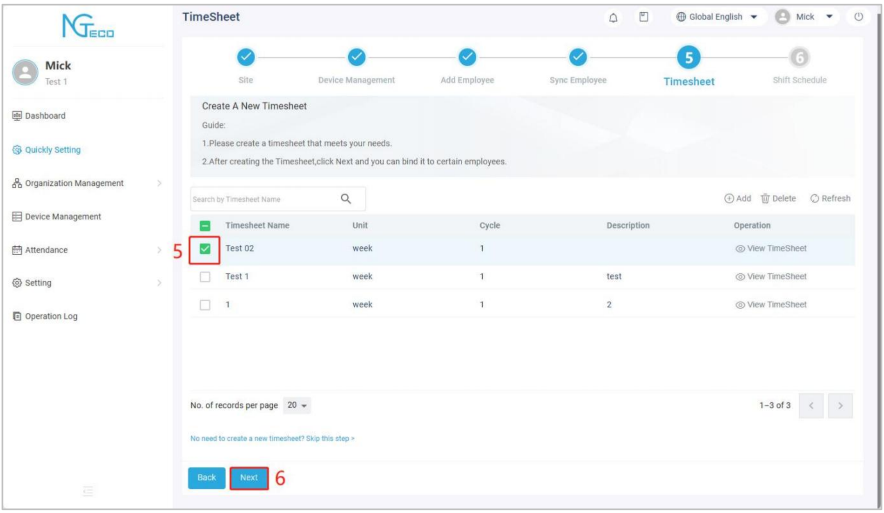
Step 4: Add Employees to Your Device



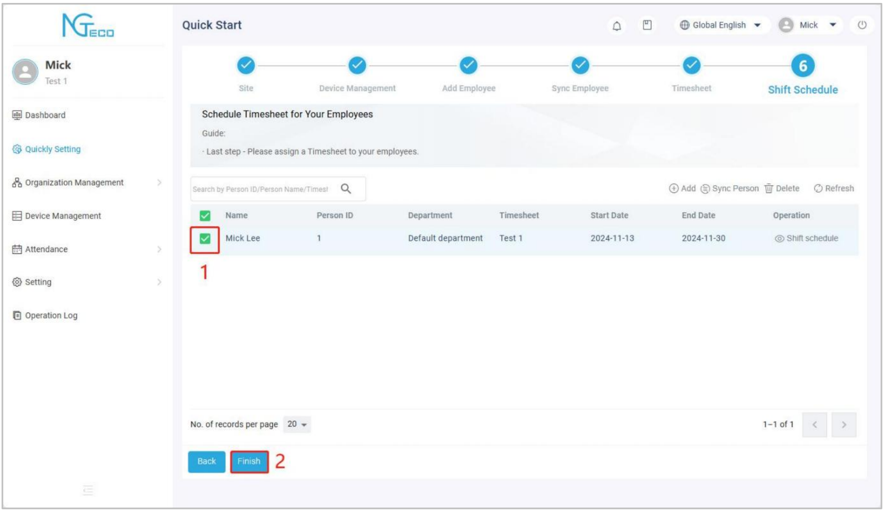
Step 5: Create A New Timesheet

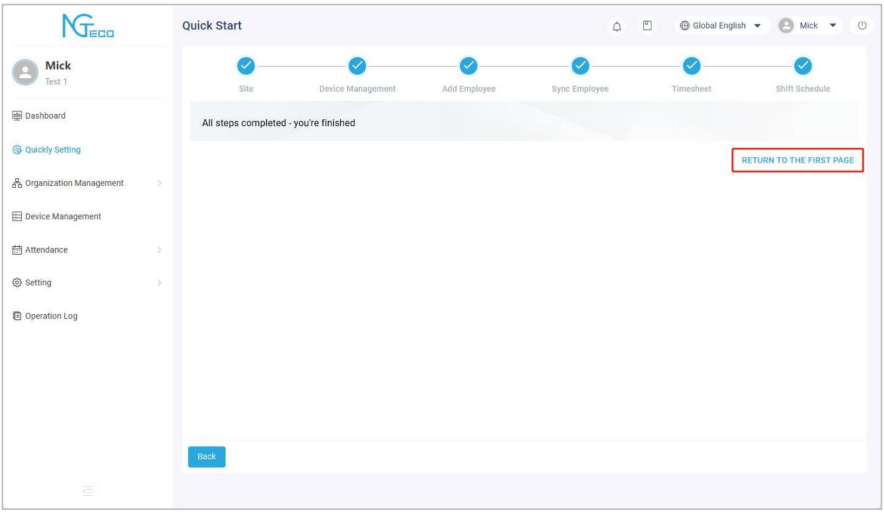



TimeSheet
Add TimeSheet
Timesheet Name *
Test 02
2
Timesheet Description
Schedule Rule
Timesheet
3
ATT Records Statistics Rule
Day Change Time
00:00
Statistics Rule Mode
First and Last
Punch Interval(Min)
1
Overtime Reminder
0
minutes after check-out
Longest Work Hours(Ho
10
Break Time
From
12:00
To
12:30
Auto Deducted
Know more about this?
4
Cancel
Confirm


TimeSheet
Mick
Test 1
Dashboard
Quickly Setting
Organization Management
Device Management
Attendance
Setting
Operation Log
Site
Device Management
Add Employee
Sync Employee
Timesheet
Shift Schedule
Create A New Timesheet
Guide:
1.Please create a timesheet that meets your needs.
2.After creating the Timesheet,click Next and you can bind it to certain employees.
Add
Delete
Refresh
Timesheet Name
Unit
Cycle
Description
Operation
5
Test 02
week
1
View TimeSheet
Test 1
week
1
test
View TimeSheet
1
week
1
2
View TimeSheet
No. of records per page
20
1-3 of 3
No need to create a new timesheet? Skip this step >
Back
Next
6

Step 6: Schedule Timesheet for Your Employees

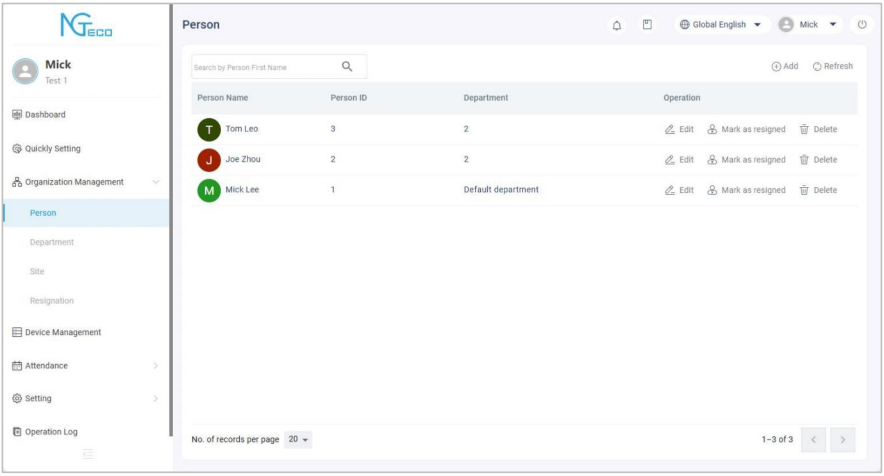




After completing all settings, click [**RETURN TO THE FIRST PAGE**] to repeat the above steps to set new parameters.

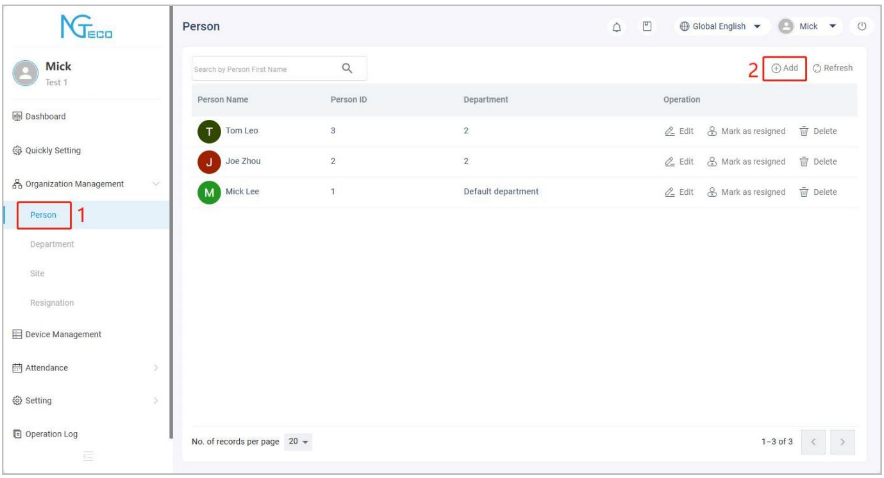
7.3 Person Management

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

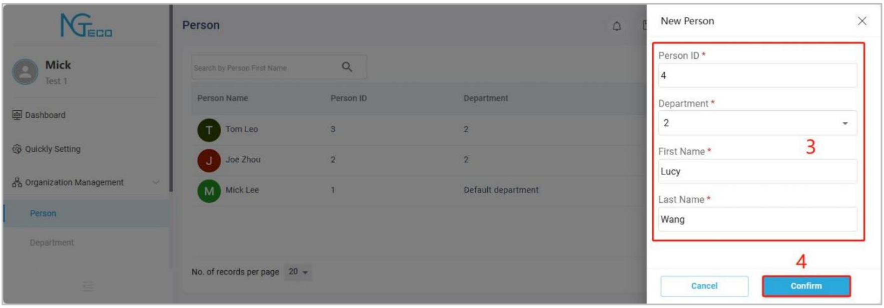


7.3.1 Add Person

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



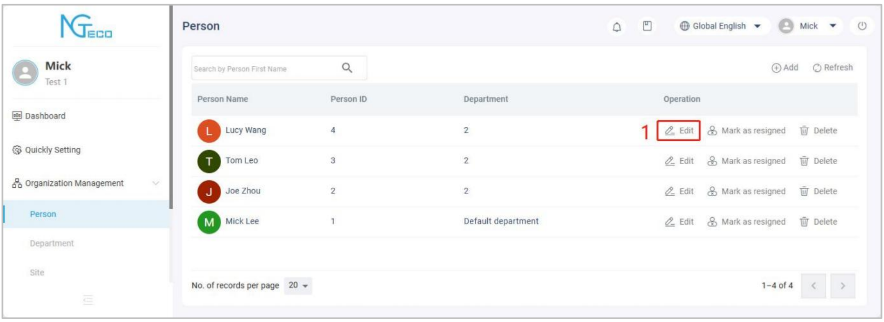
2. Enter the person's information and click [**Confirm**].

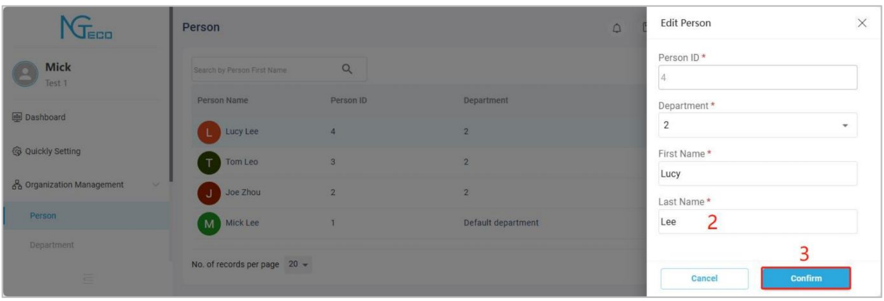


Note: *During the initial registration, you can modify your ID; but you cannot modify the registered ID once the registration is successful.*

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.

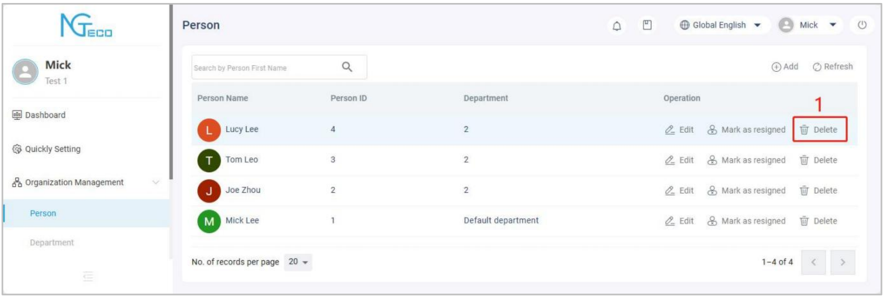


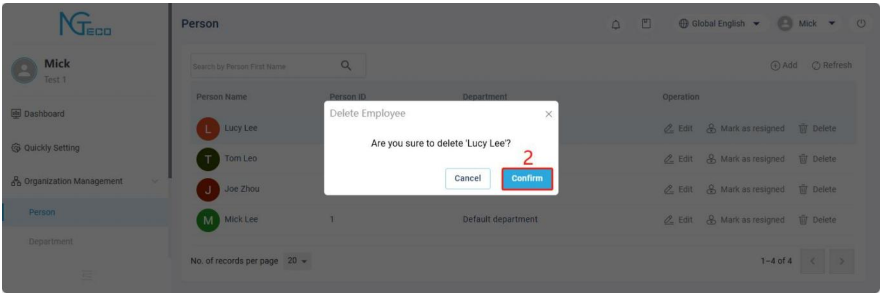


Note: *Person ID does not support modification.*

7.3.3 Delete Person

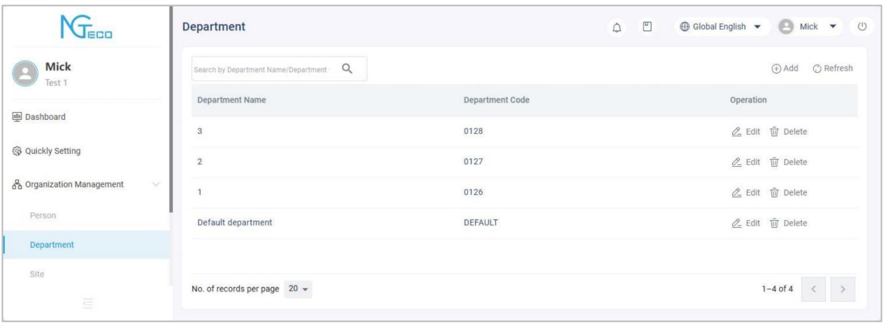
On the [**Person**] interface, click the icon of the person you want to delete.





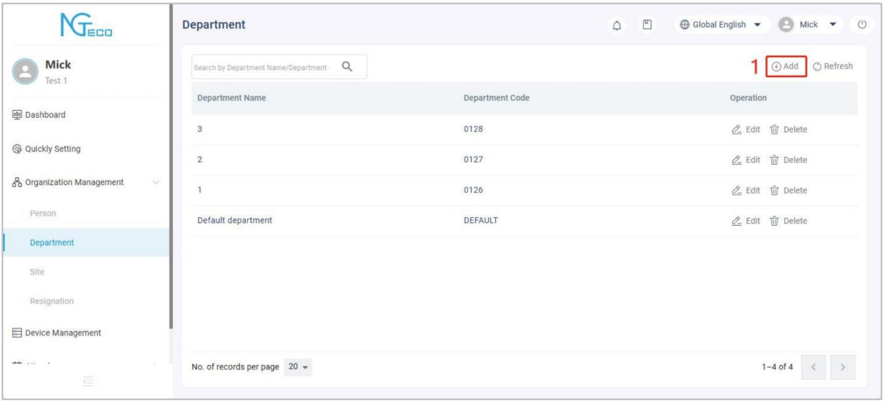
7.4 Department Management

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

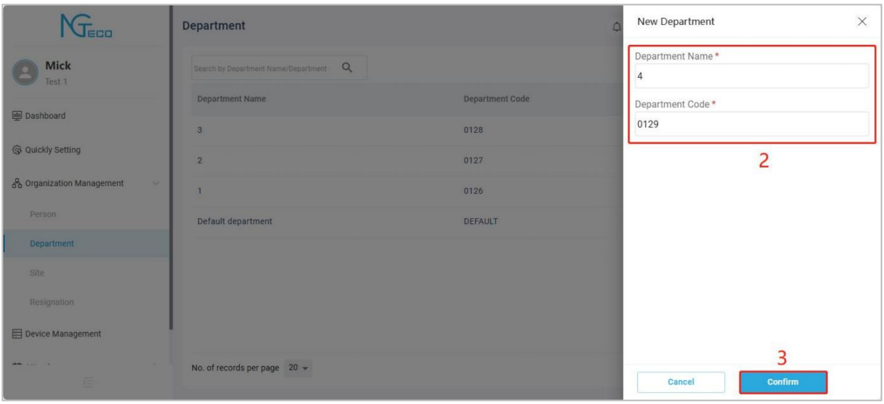


7.4.1 Add Department

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

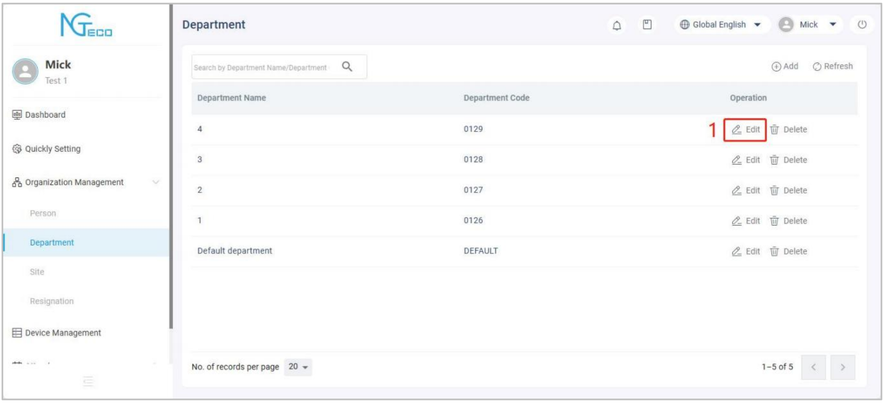


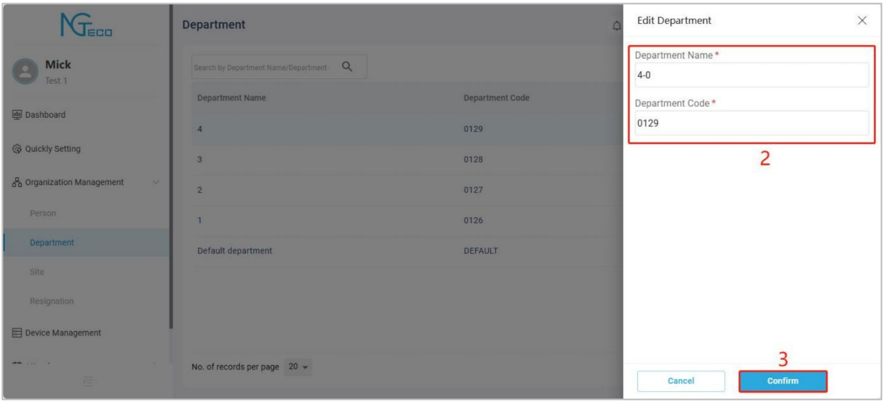
2. Enter the department's information and click **[Confirm]**.



7.4.2 Edit Department

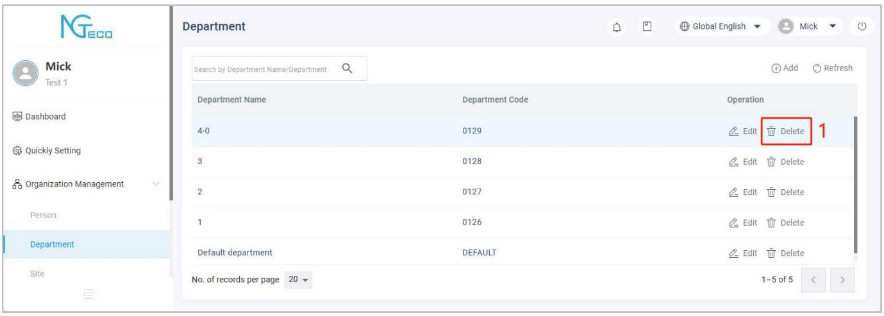
On the **[Department]** interface, click on the icon of the department you want to edit and edit the department information on the pop-up screen and then click [**Confirm**] to save the updates. Editing a department is the same as adding a department.

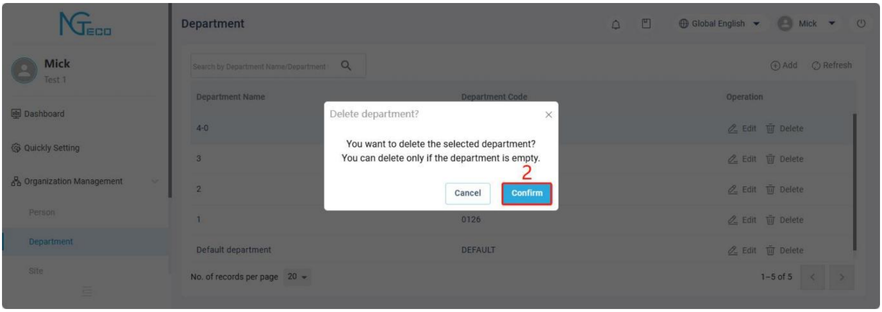




7.4.3 Delete Department

On the **[Department]** interface, click the  icon of the department to delete the department.

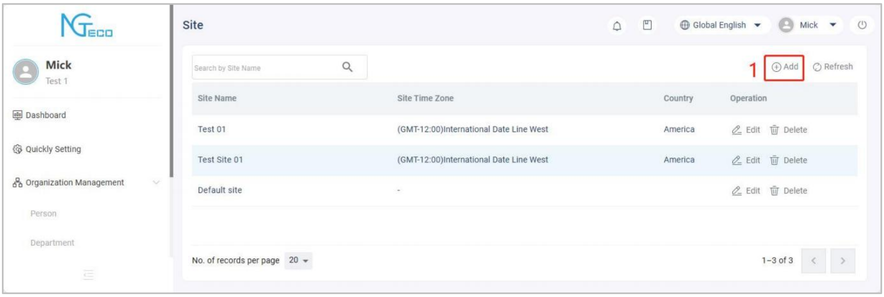




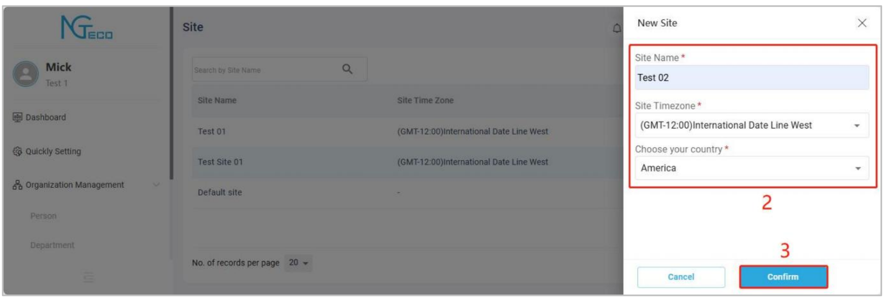
7.5 Site Management

7.5.1 Add Site

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

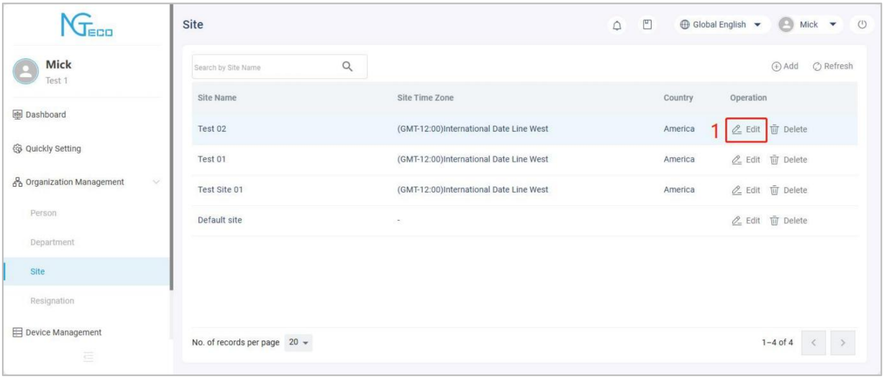


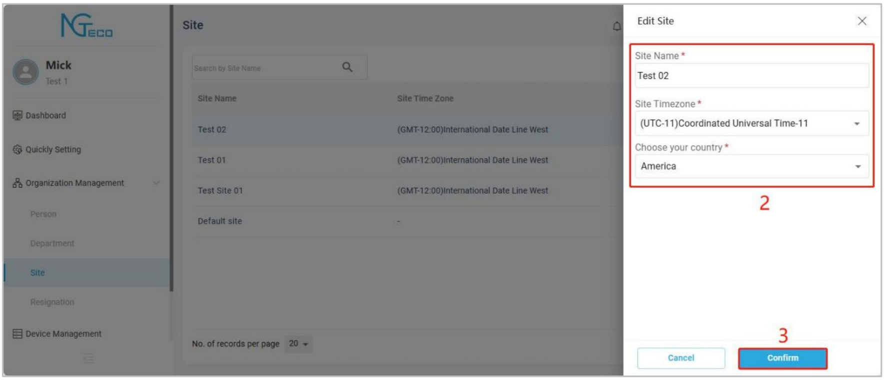
2. Enter the site's information and click **[Confirm]**.



7.5.2 Edit Site

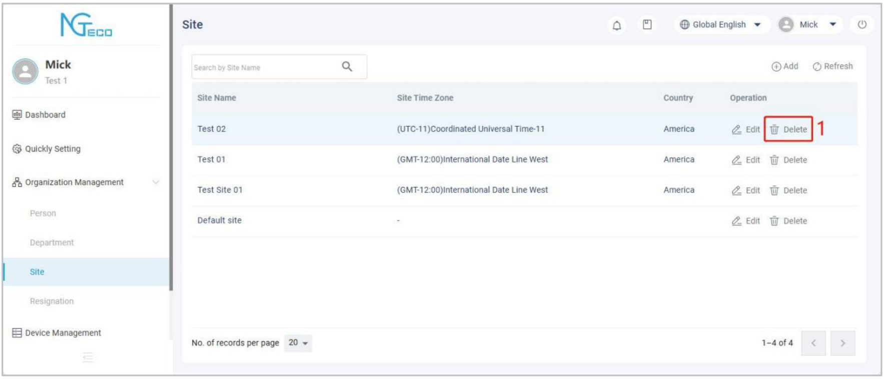
On the **[Site]** interface, click the ✎ icon of the site you want to edit, and then edit the required details as adding a site in the pop-up interface and then click **[Confirm]** to save the updates

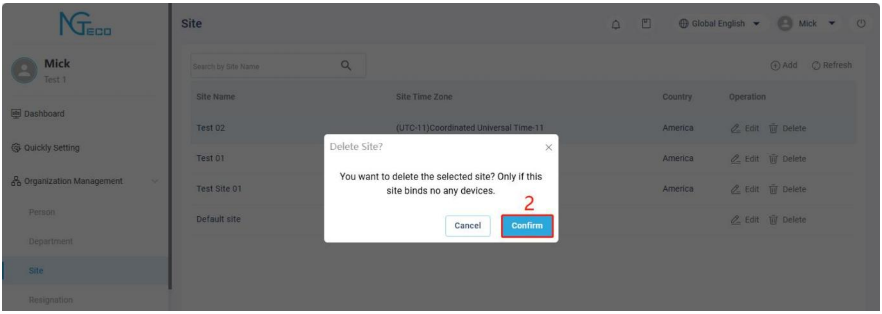




7.5.3 Delete Site

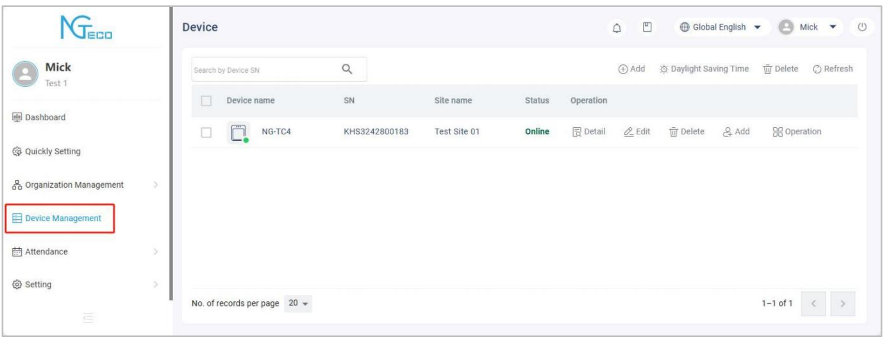
On the **[Site]** interface, click the 🗑 icon of the site you want to delete.





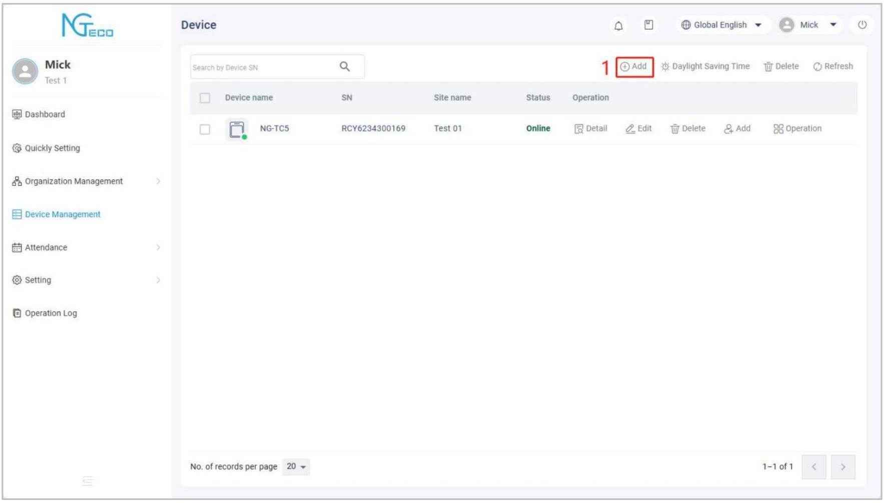
7.6 Device Management

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

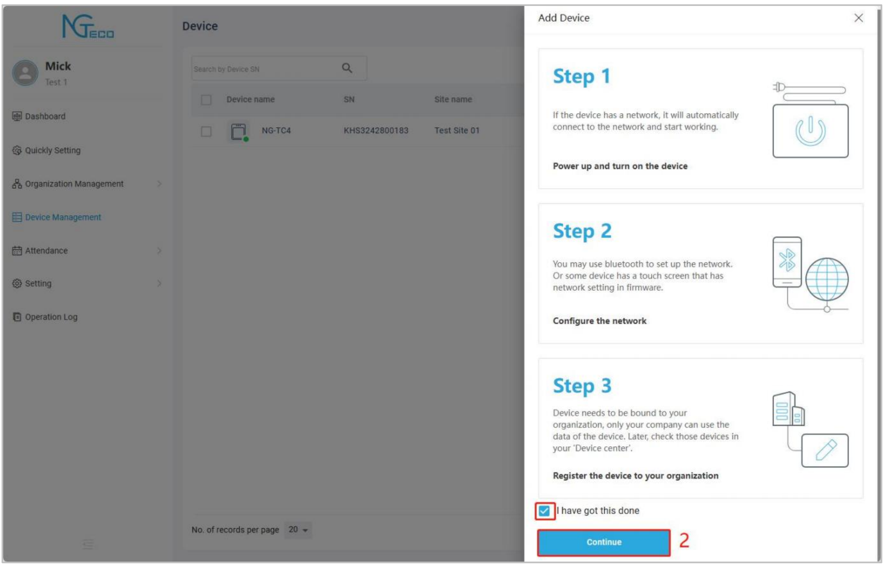


7.6.1 Add Device

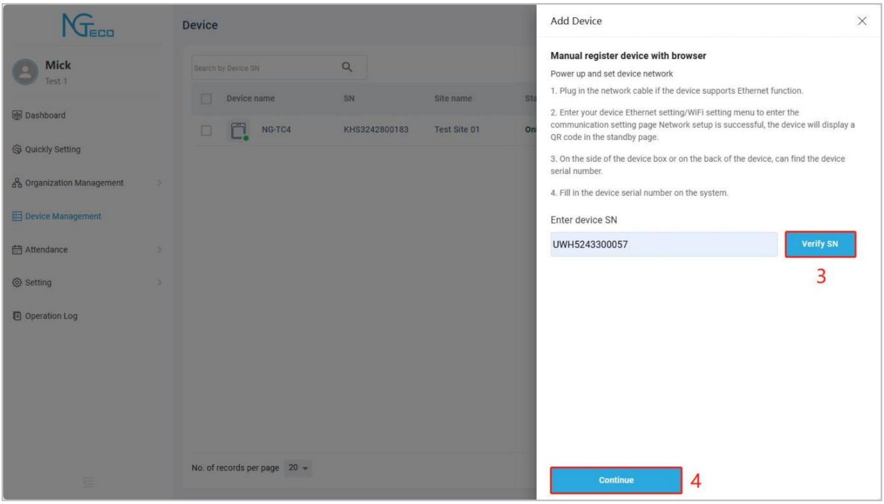
1. Click on the add icon to add a new device.



2. Follow the prompts to complete the operation.

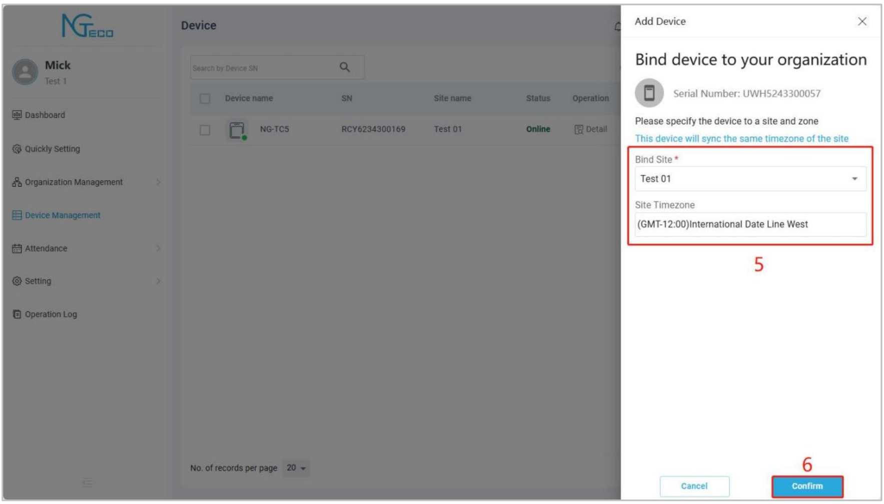


3. Enter the device's SN code and click [**Confirm]**.



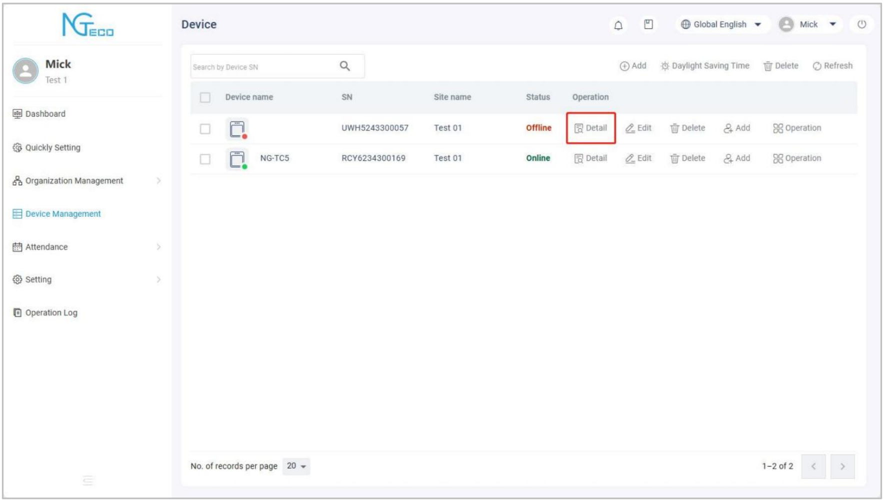
The SN can be viewed on the serial number tab on the back case of the device..

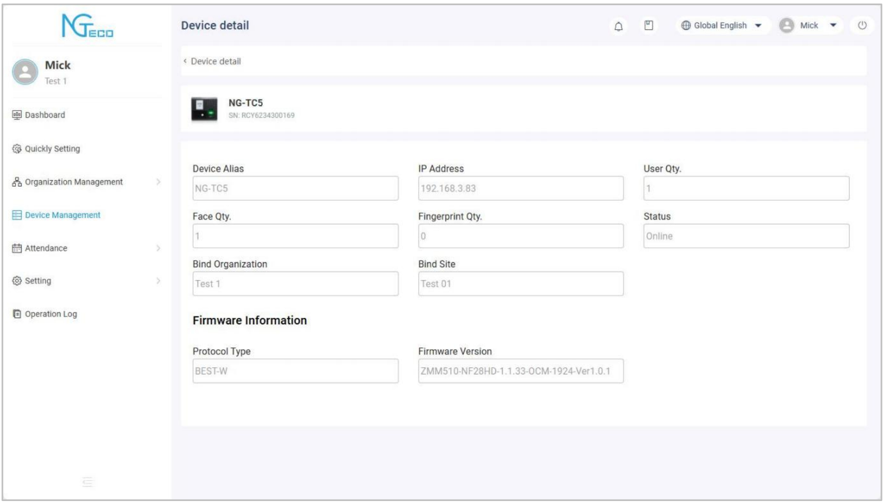
4. Site and zone assigned to the device.



7.6.2 View Device

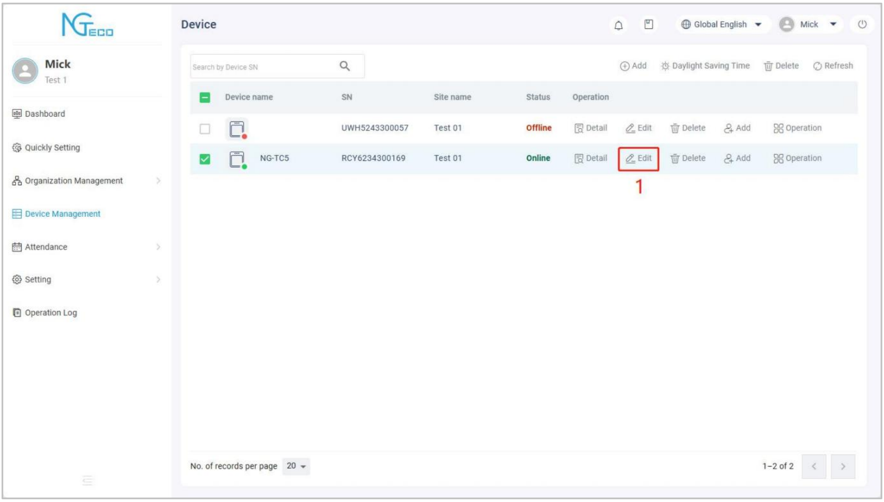
On the **[Device Management]** interface, all successfully connected devices can be viewed, both online and offline. Click icon to view detailed information about each device.

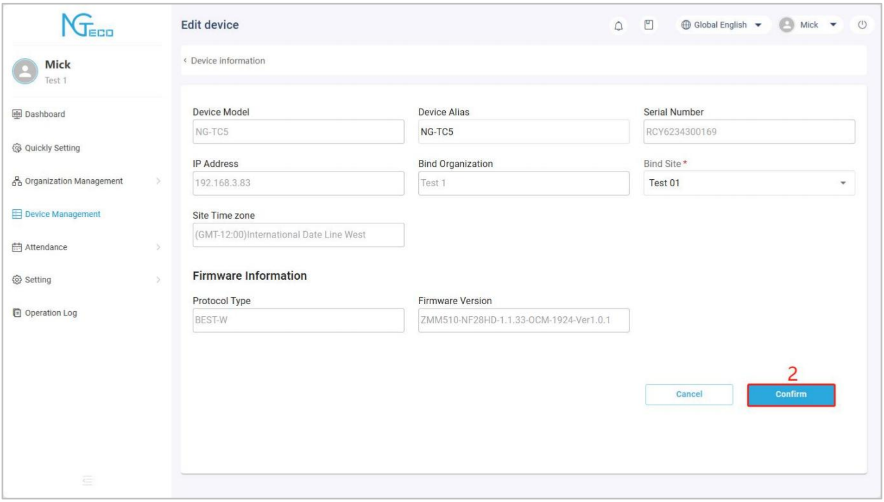




7.6.3 Edit Device

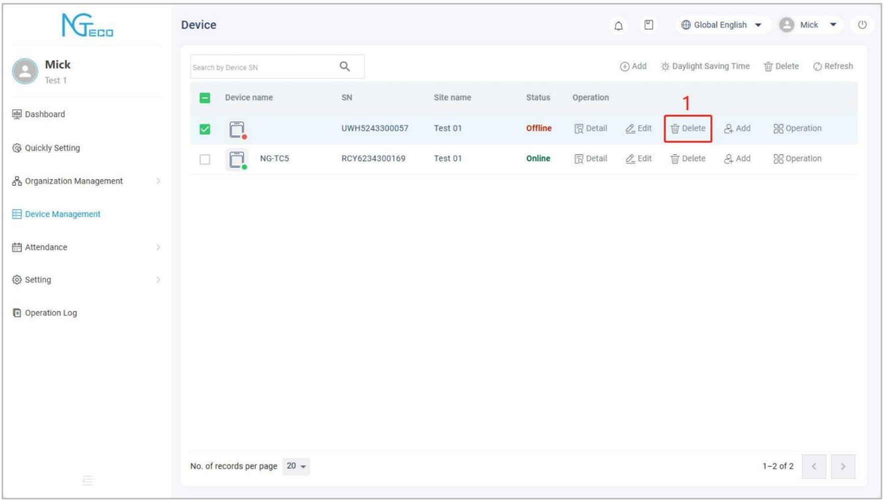
On the **[Device Management]** interface, click the icon, and edit the information about the device. and then click [**Confirm**] to save the updates.

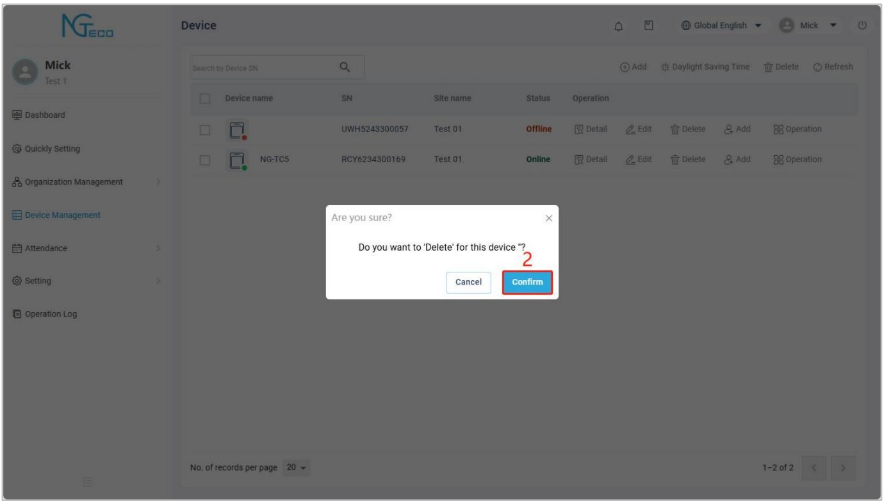




7.6.4 Delete Device

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

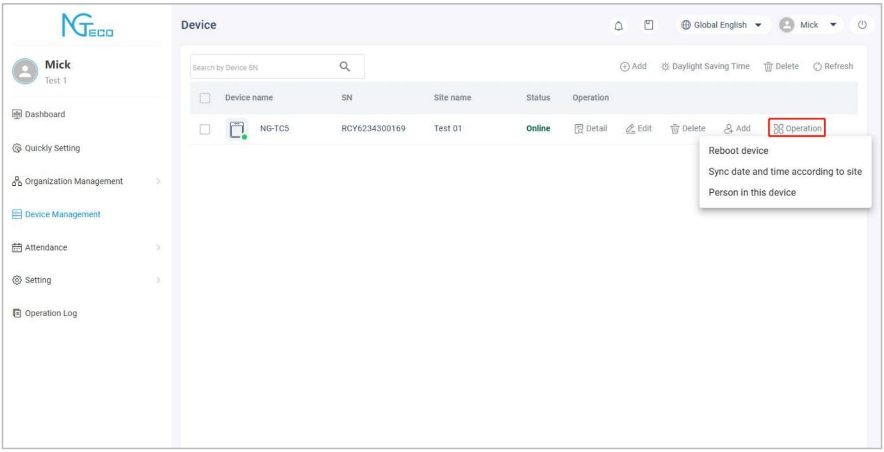




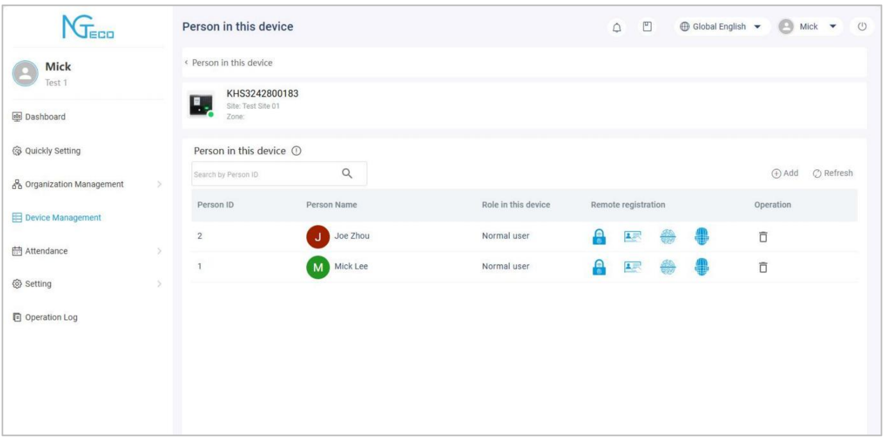
Note: *Once the device is deleted, the device will be unbundled and the personnel and attendance information on the device will be cleared.*

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.

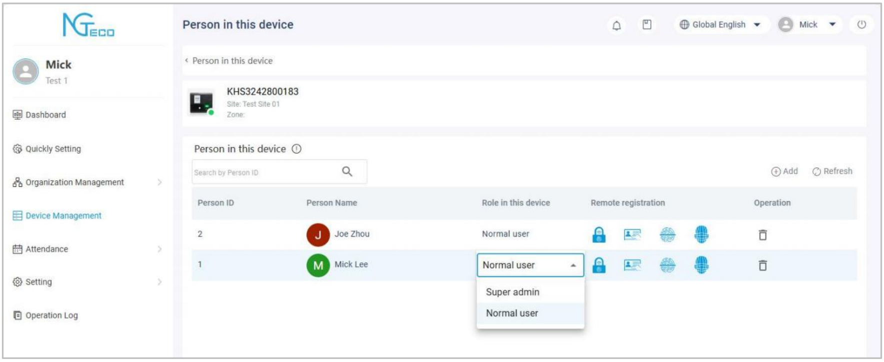


Click on the icon or **[Person in this device]**, to delete the person on the current interface, set the person as normal user or super admin and register the verification modes of password/ card number/fingerprint/face for the user. All the operation on the current interface is instantly synchronized to the device.



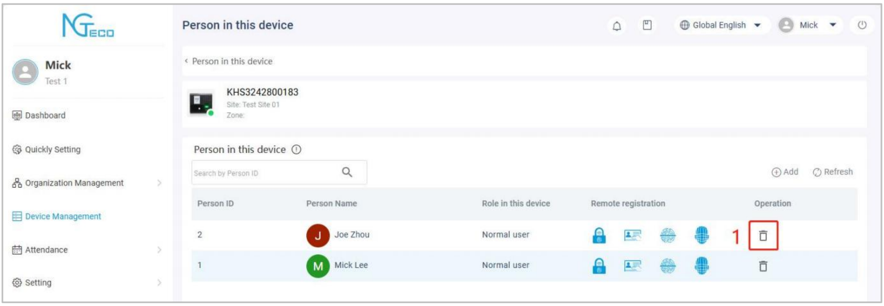
Privileges

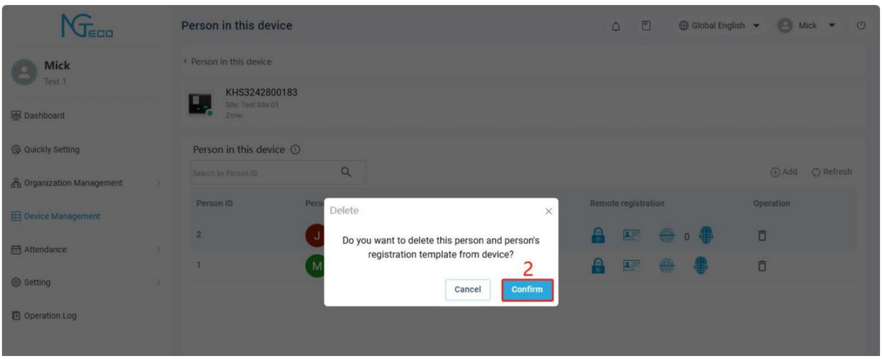
On the current interface, double-click the **[Role in this device]** column of the corresponding person to change the user privileges.



Delete Person

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



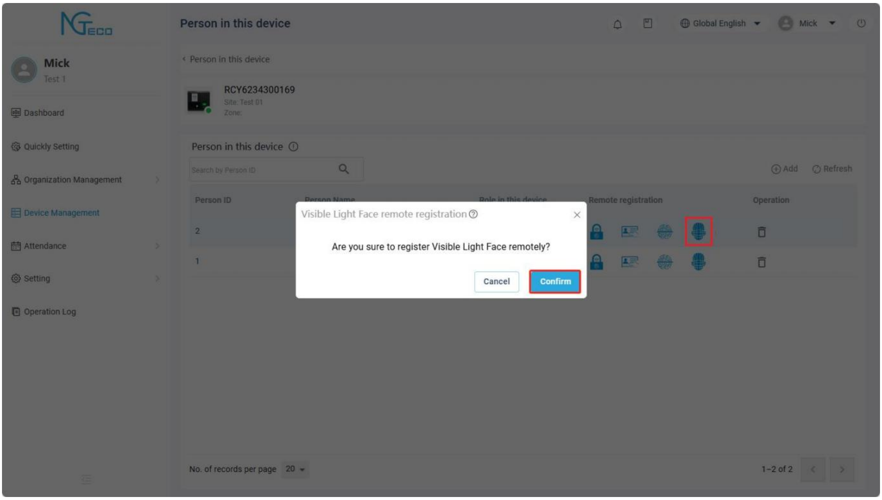


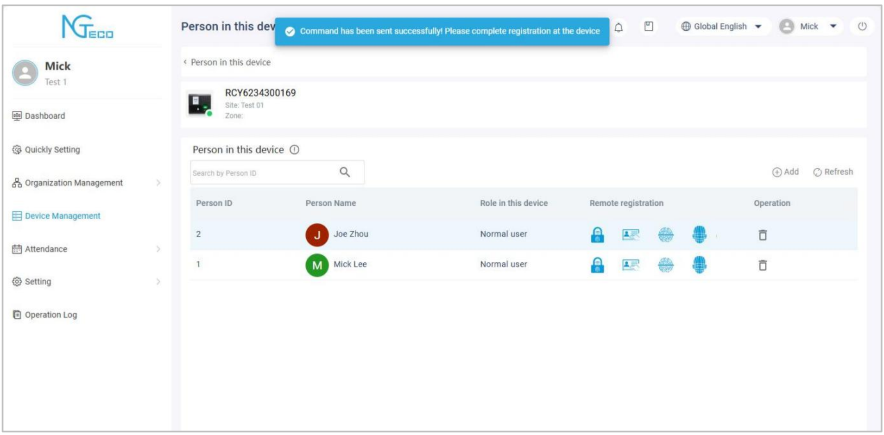
Register Verification Modes

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

- ## Register Face

1. Click on the icon of the person who needs to register the face verification mode. Click [**Confirm**] in the pop-up box to confirm.





2. At the same time, the device voice prompts "**Please look straight at the camera**". Then follow the prompts to register the face information on the device.
3. When the device interface prompts "**Enrolled Successful**", the registration is complete.

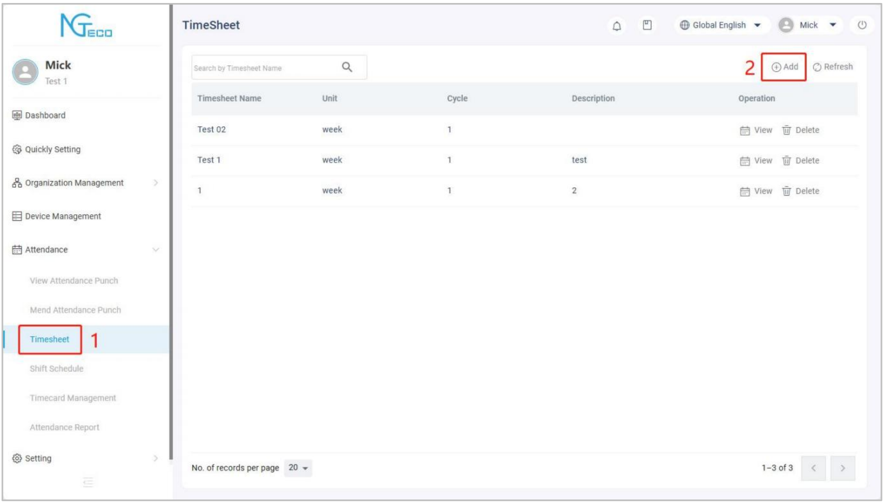
Note: *People need to be added to the device on the web side. Please refer to the user manual for details.*

7.7 Synchronize Persons to Device

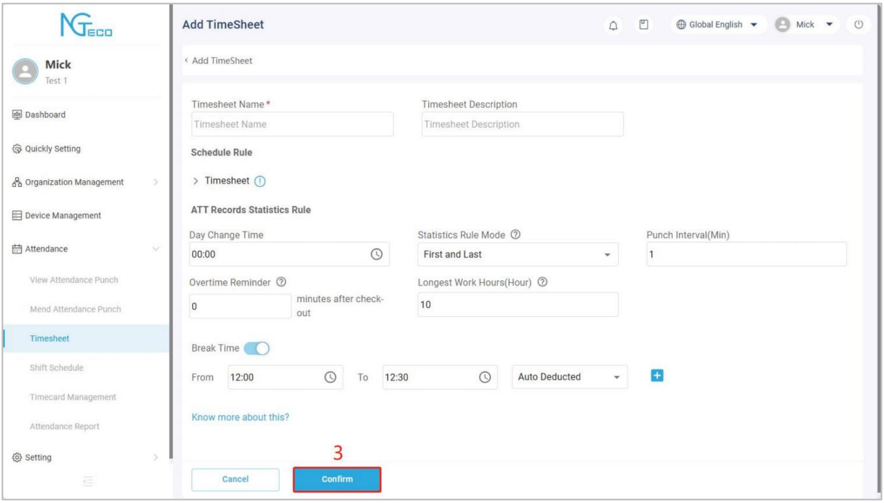
7.7.1 Add Timesheet

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

1. Click the add icon  to add a new timesheet.



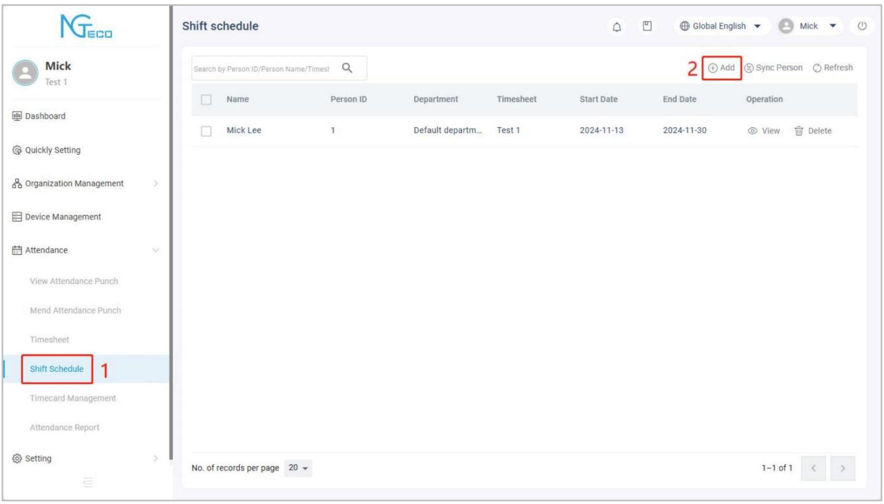
2. Enter the timesheet-related information and then click [**Confirm**] to add the timesheet.



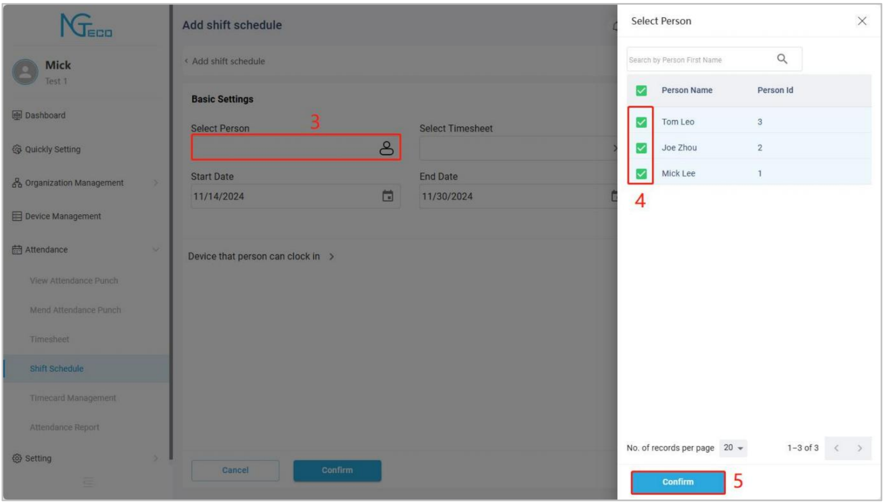
7.7.2 Add Shift Schedule

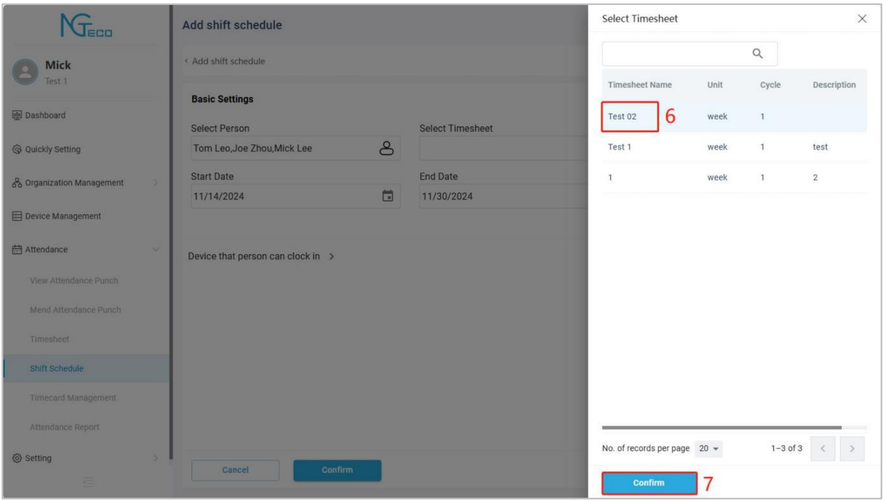
Click **[Attendance] > [Shift Schedule]** on the NGTeco Office main menu to add a shift schedule.

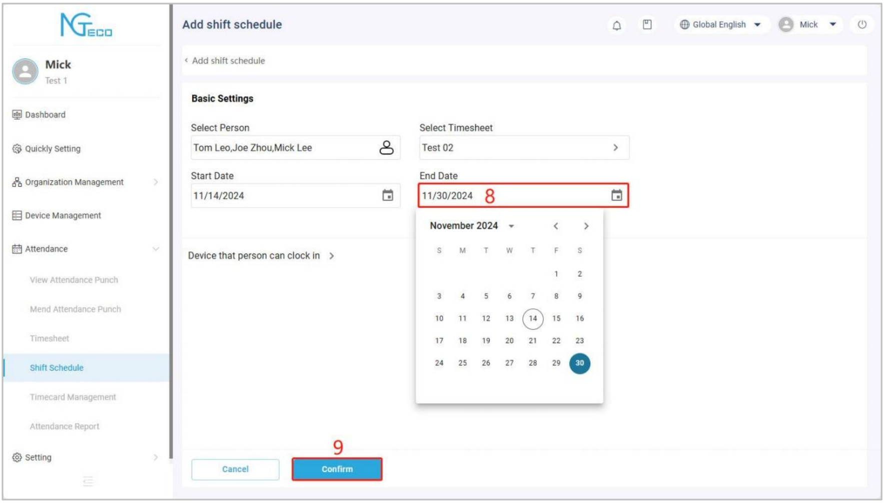
1. Click the add icon  to add a new shift schedule.



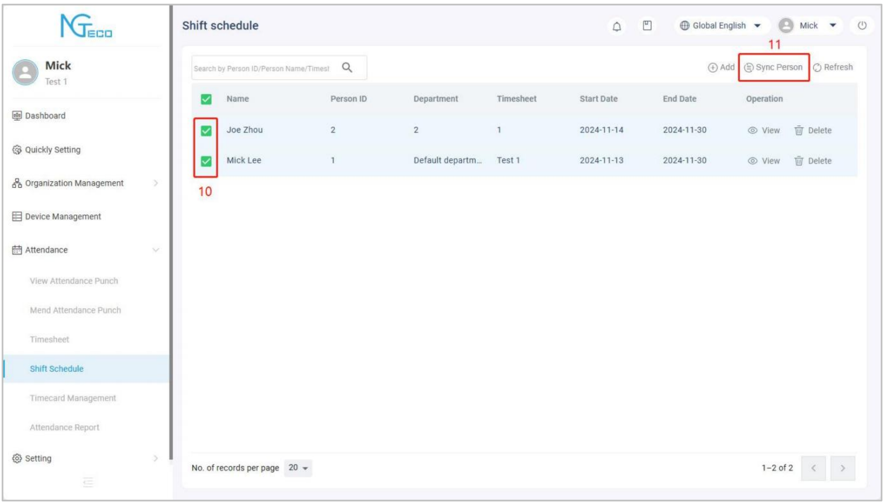
2. On the pop-up page select the person to be scheduled and the timesheet.

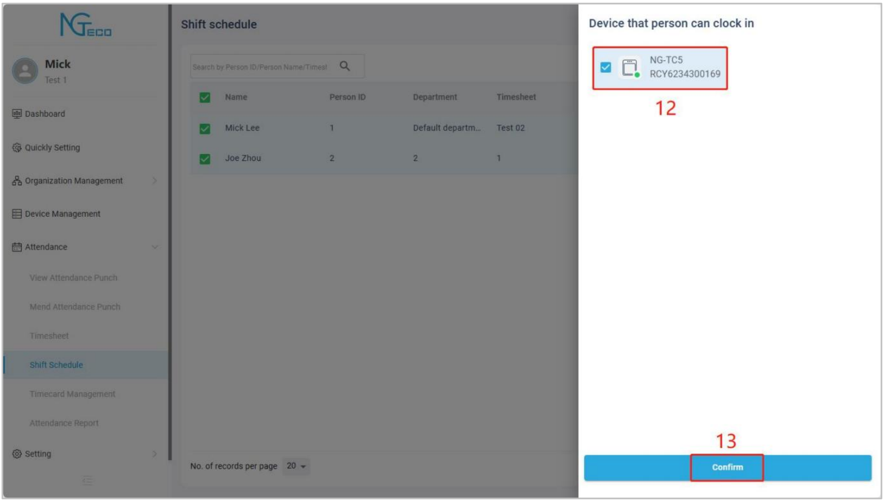


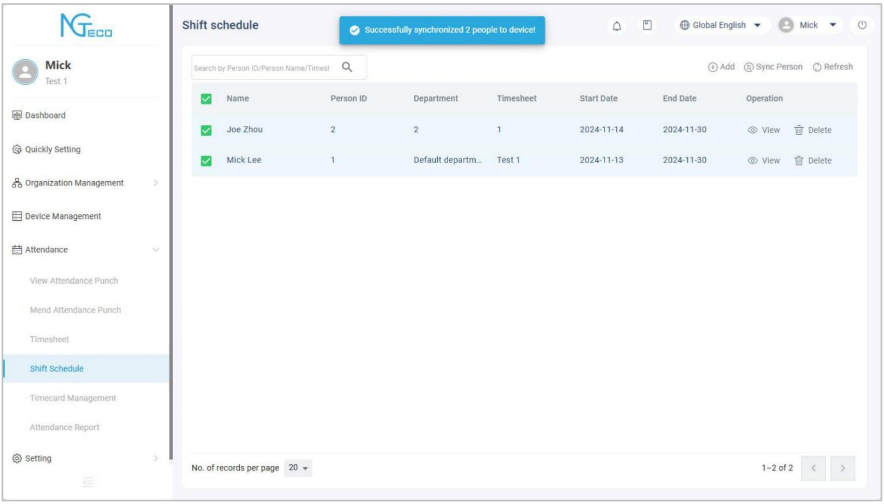




3. Select the person to be scheduled and click  to synchronize the personnel to the device.







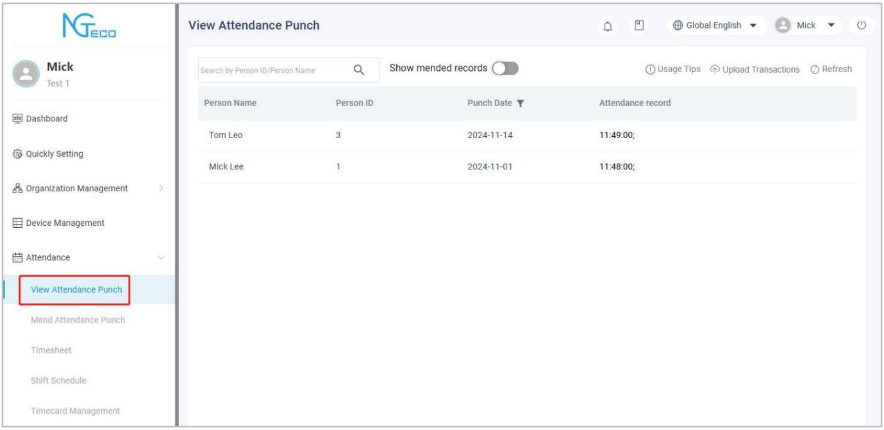
The selected personnel will then be synchronized to the selected device, and those who are successfully synchronized will be able to check-in and check-out on the device by password/card/fingerprint/face, and so on.

7.8 Report Attendance

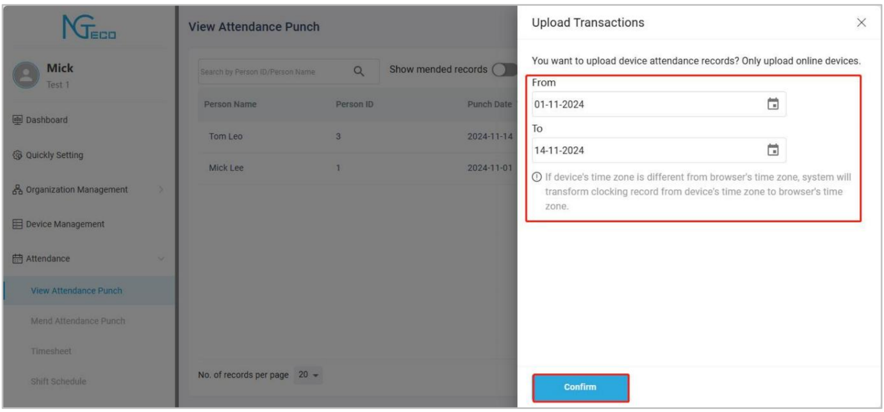
Attendance records of all employees will be displayed on this interface, including the attendance record of uploaded attendance transactions. The record of the normal punch on the device will be uploaded to the software as the original record.

7.8.1 View Attendance Reports

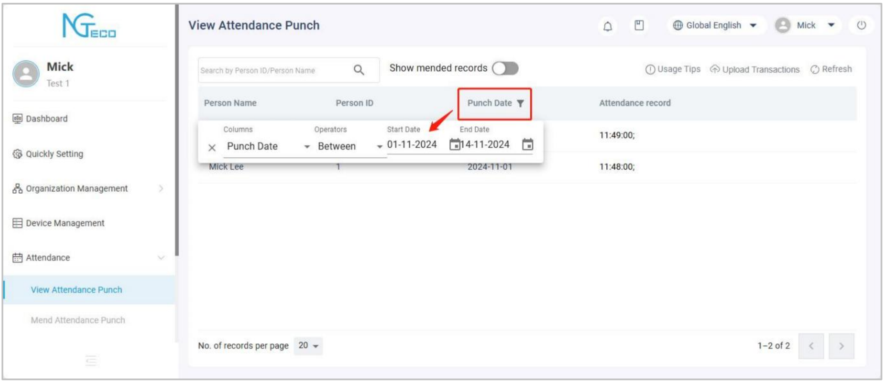
1. Click **[Attendance] > [View Attendance Punch]** on the NGTeco Office.

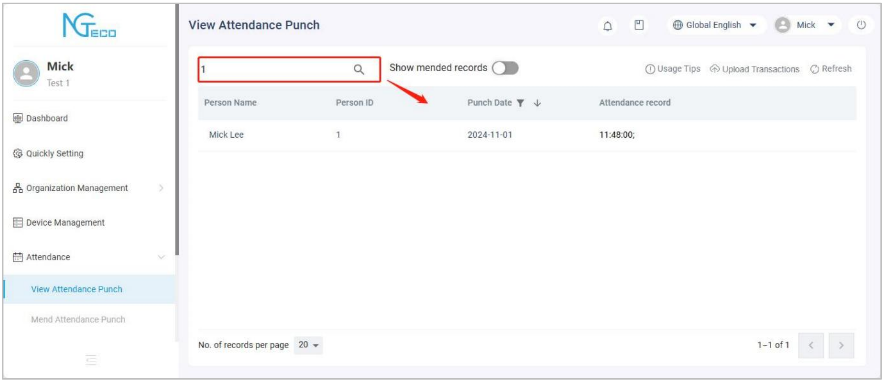


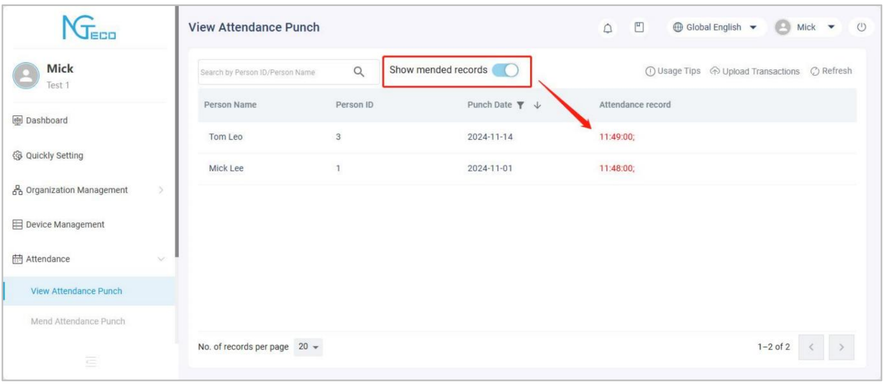
2. Click the icon and set the time range to upload device attendance records.



In the uploaded attendance report, it supports to view each attendance record information specifically based on time, person ID, person ID and mended attendance.



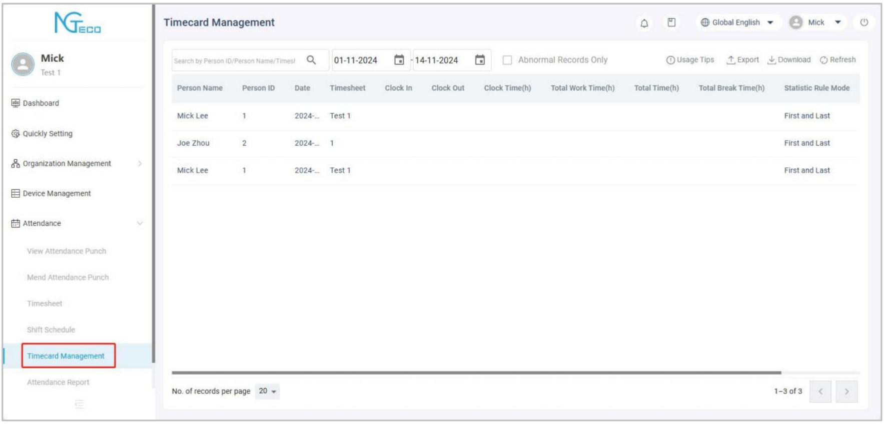




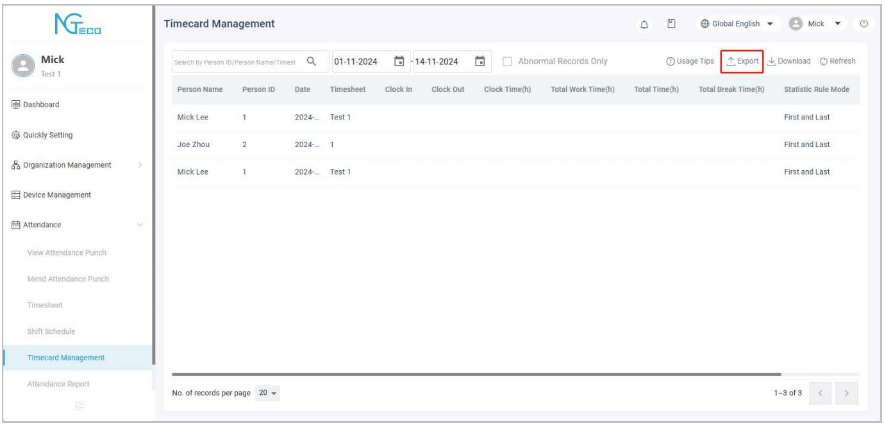
7.8.2 Exporting Reports

Timecard Management

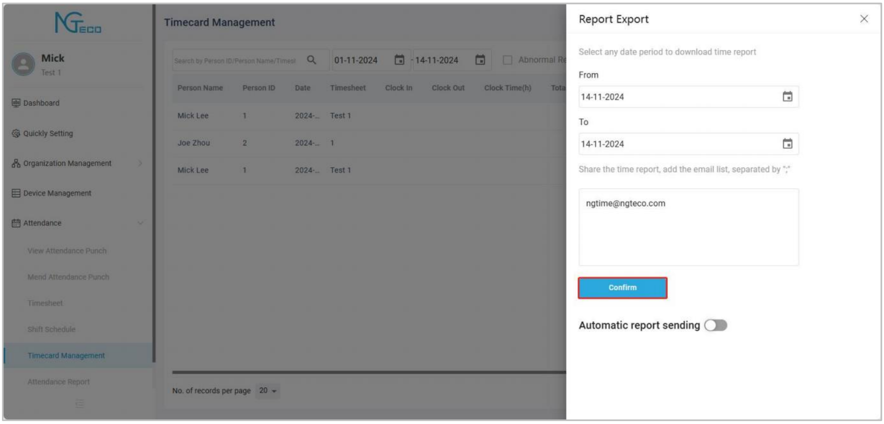
1. Click on **[Attendance] > [Timecard Management]** on the NGTeco Office.



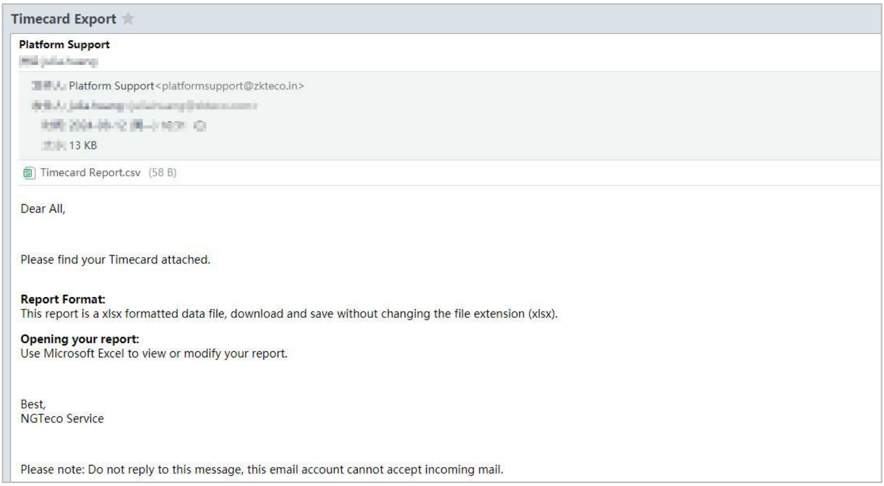
2. Click the icon to export the attendance report according to the person ID, person name or Timesheet name, unchecked to export all.



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.



Timecard Export

Platform Support

Platform Support<platformsupport@zkteco.in>

13 KB

Timecard Report.csv (58 B)

Dear All,

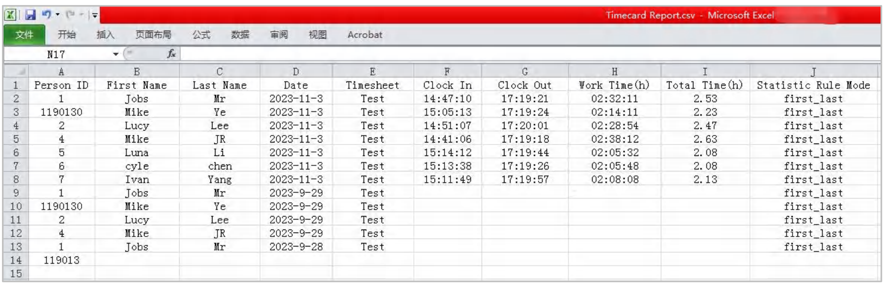
Please find your Timecard attached.

Report Format:
This report is a xlsx formatted data file, download and save without changing the file extension (xlsx).

Opening your report:
Use Microsoft Excel to view or modify your report.

Best,
NGTeco Service

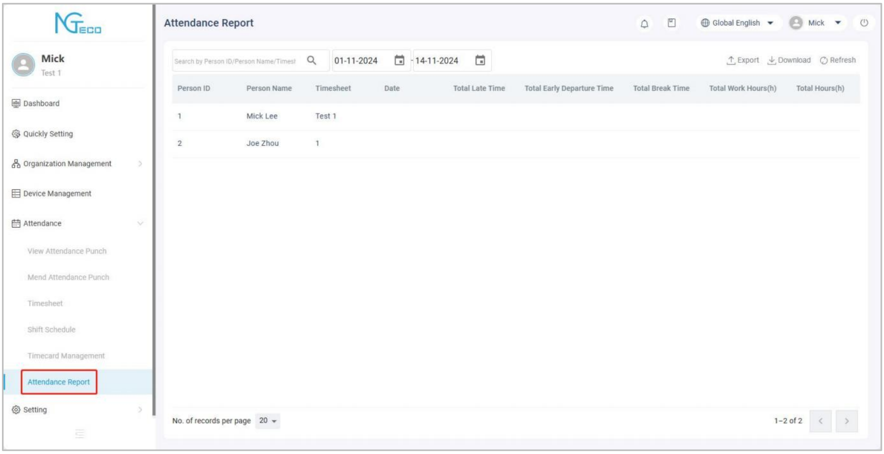
Please note: Do not reply to this message, this email account cannot accept incoming mail.



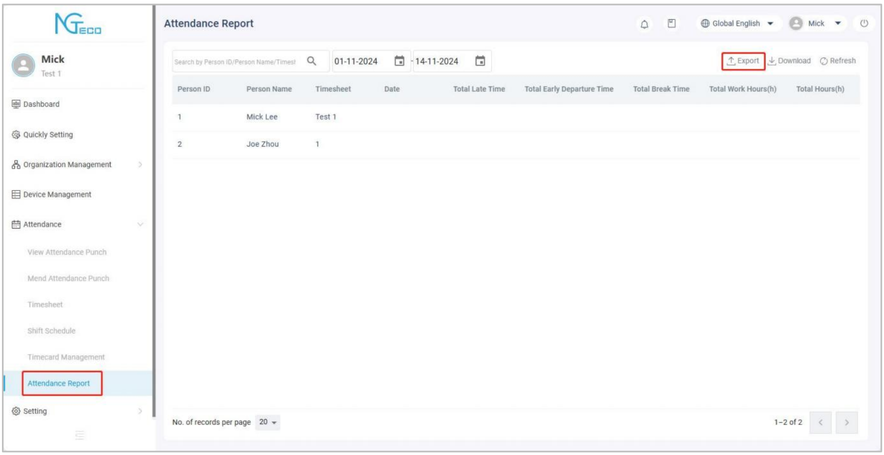
	A	B	C	D	E	F	G	H	I	J
1	Person ID	First Name	Last Name	Date	Timesheet	Clock In	Clock Out	Work Time(h)	Total Time(h)	Statistic Rule Mode
2	1	Jobs	Mr	2023-11-3	Test	14:47:10	17:19:21	02:32:11	2.53	first_last
3	1190130	Mike	Ye	2023-11-3	Test	15:05:13	17:19:24	02:14:11	2.23	first_last
4	2	Lucy	Lee	2023-11-3	Test	14:51:07	17:20:01	02:28:54	2.47	first_last
5	4	Mike	JR	2023-11-3	Test	14:41:06	17:19:18	02:38:12	2.63	first_last
6	5	Luna	Li	2023-11-3	Test	15:14:12	17:19:44	02:05:32	2.08	first_last
7	6	cyle	chen	2023-11-3	Test	15:13:38	17:19:26	02:05:48	2.08	first_last
8	7	Ivan	Yang	2023-11-3	Test	15:11:49	17:19:57	02:08:08	2.13	first_last
9	1	Jobs	Mr	2023-9-29	Test					first_last
10	1190130	Mike	Ye	2023-9-29	Test					first_last
11	2	Lucy	Lee	2023-9-29	Test					first_last
12	4	Mike	JR	2023-9-29	Test					first_last
13	1	Jobs	Mr	2023-9-28	Test					first_last
14	119013									
15										

Monthly Report

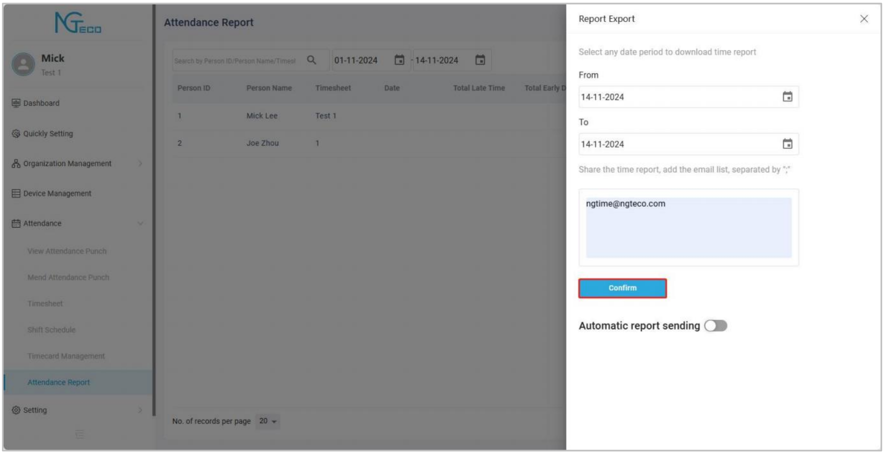
1. Click **[Attendance] > [Attendance Report]** on the NGTeco Office.



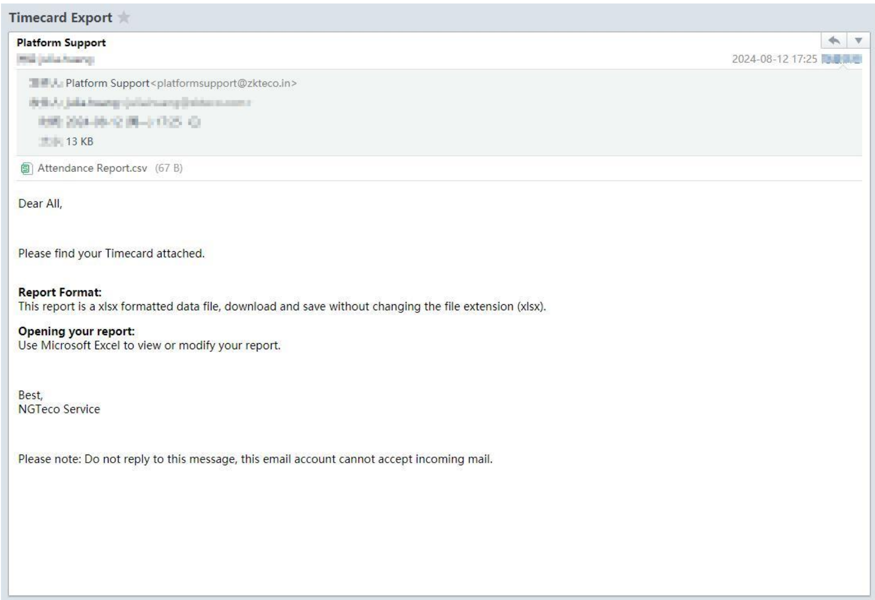
2. Click the icon to export the attendance report according to the person ID, person name or Timesheet name, unchecked to export all.



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, confirm the site name the device is bound to. Then, click [**Organization Management**] > [**Site**], and click [**Edit**] on the right to modify the site's time zone and country.

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 time is before the change time, the working hours are assigned to the current day; if it's after, they are assigned to the next day.

Q: How to connect to the network?

A: First, ensure the network signal is 2.4GHz and Bluetooth is enabled on your phone. Log in to the NGTeco Office App, connect to the device via Bluetooth, and configure its Wi-Fi settings (Models involved： NG-TC1、NG-TC4、NG-TC5).

Q: How to sync employees to the device?

Web:

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

Attachment 1

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.

Warning: Changes or modifications to this unit 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 equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter."

NGTeco

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