Basic TimeTec Device Installation Guide (TC10)

Hardware installation for BrioHR Time and Attendance



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ABOUT THIS GUIDE

This guide covers the physical installation of the TimeTec TC10 only. To connect the device to the internet and to BrioHR, follow the BrioHR TimeTec Device Integration First Time User Guide after installation.

SECTION 1

Before You Install

A few minutes of planning avoids moving the device later. Check the following before drilling.

Installation checklist

- ☐ **Location:** a spot every employee passes, such as the main entrance or exit, indoors and away from direct sunlight (strong light affects face recognition).
- ☐ **Height:** mount with the template baseline about **1.1 m** from the floor (see Section 3).
- ☐ **Power:** a power socket within reach of the 12V adapter cable.
- ☐ **Internet:** a LAN (Ethernet) point near the device (most stable), or a strong **2.4 GHz** WiFi signal at the mounting spot. The TC10 cannot connect to 5 GHz WiFi.
- ☐ **Network access:** your network or firewall allows the device to reach `sg-push.zkclouds.com`.
- ☐ **Existing TimeTec setup:** if the device was used before with a TimeTec portal or another provider, disconnect it there first. It cannot be linked to BrioHR until then.
- ☐ **Serial number:** note the serial number from the back of the device or the box. You need it to link the device in BrioHR.

How many devices do you need?

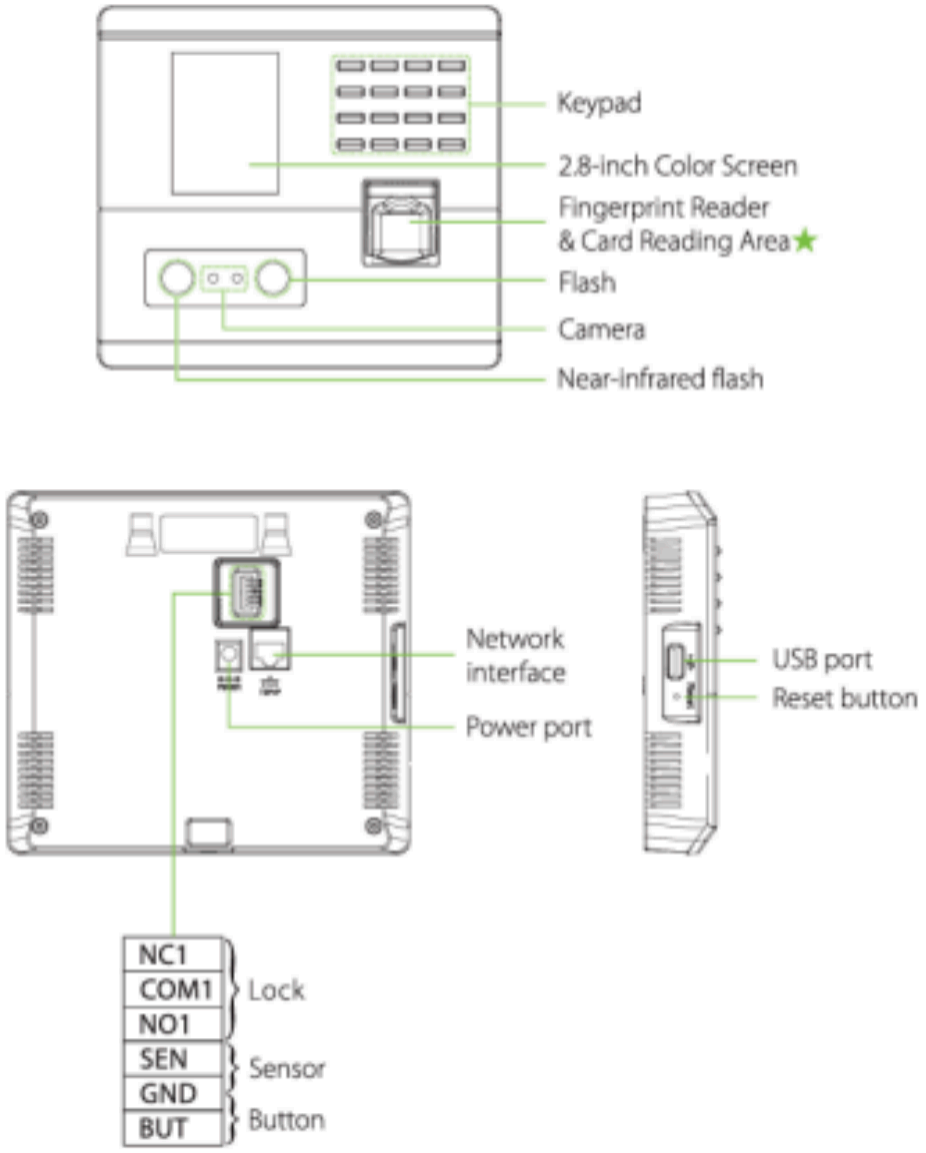
Each TC10 holds up to **800 employee IDs**. If more than 800 employees will use devices, or employees work at several sites, plan for more than one device. Each device is linked to BrioHR separately and can have its own set of employees.

> **IMPORTANT**
>
> Do not register anyone directly on the device. BrioHR syncs employee data to the device automatically once integration is set up. The device System Administrator is an existing employee whose User Role is set to Super Admin on the device.

SECTION 2

Device Overview

Front panel, rear terminals and side ports of the TC10.

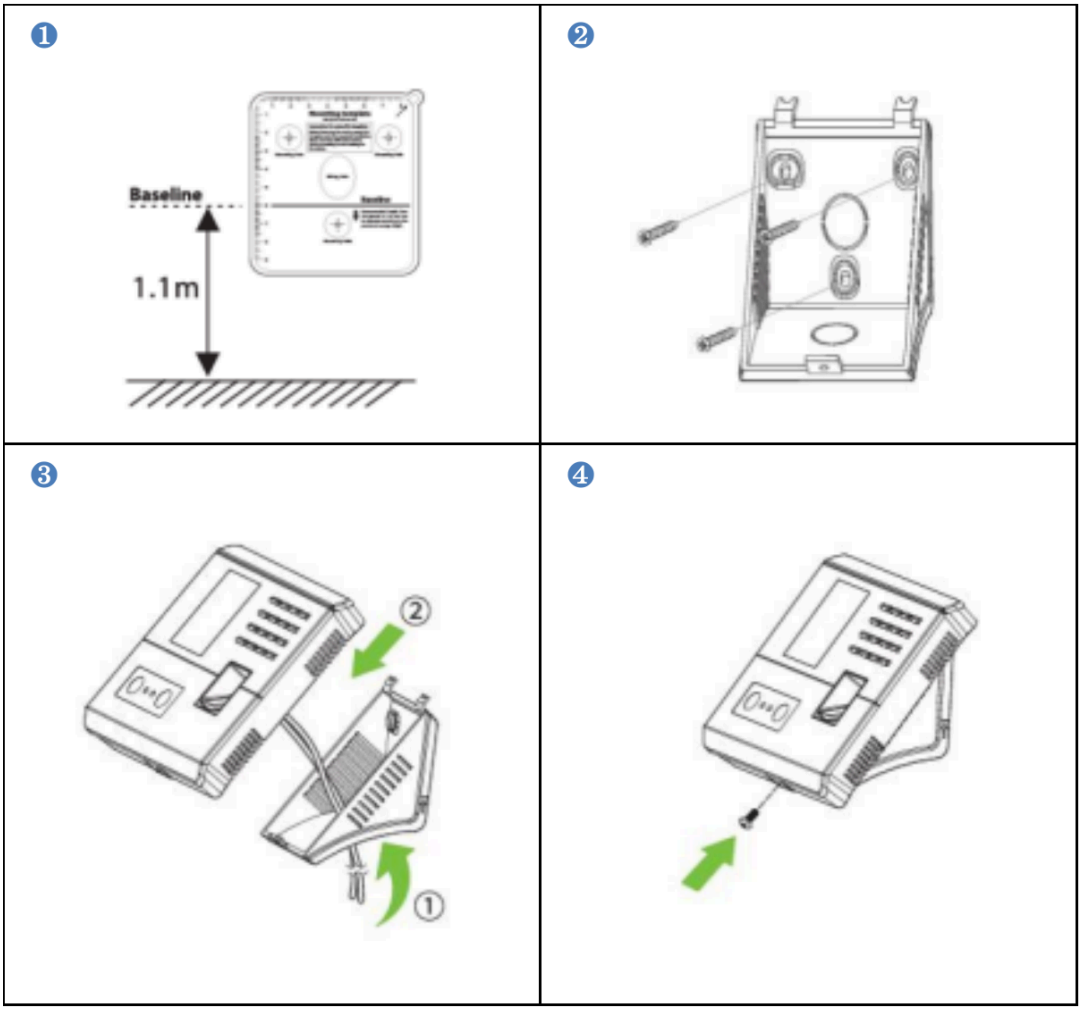


Features marked with ★ are not available on all devices.

SECTION 3

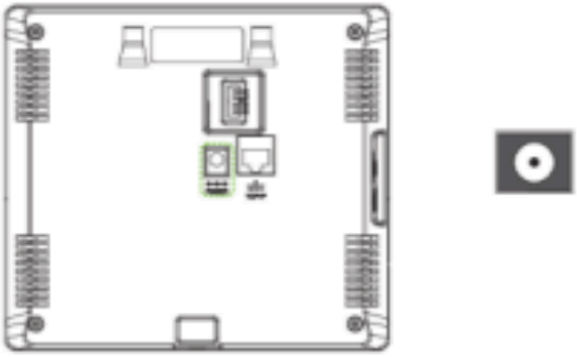
Mount the Device on the Wall

1. Attach the mounting template sticker to the wall with its baseline about 1.1 m from the floor. Drill holes as marked on the template.
2. Fix the back plate to the wall with the mounting screws.
3. Pass the power and network cables (and any door wiring) through the wiring hole and connect them to the device. Then hook the device onto the back plate from top to bottom.
4. Fasten the device to the back plate with the security screw at the bottom.



SECTION 4

Power Connection



Power port on the back of the device

- Recommended AC adapter: **12V, 1.5A**.
- To share power with other devices (for example, an electric lock), use an adapter with a higher current rating.
- Keep the device **powered on and connected 24/7**. Do not switch it off after office hours. BrioHR processes device records every hour, and an offline device can delay records from all your devices.

Power-on check

After plugging in, the device boots to the main (scanning) screen. The network and cloud icons at the top right will show as disconnected until you complete the network setup in the First Time User Guide. This is expected at this stage.

SECTION 5

Door Access Wiring OPTIONAL

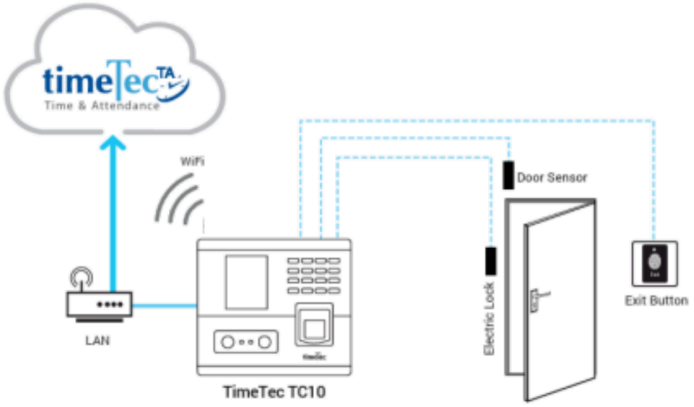
USING THE TC10 FOR ATTENDANCE ONLY?

Skip this section. For attendance you only need power and a network connection. Use this section only if the device will also control a door.

DOOR ACCESS AND CLOCKING MODE

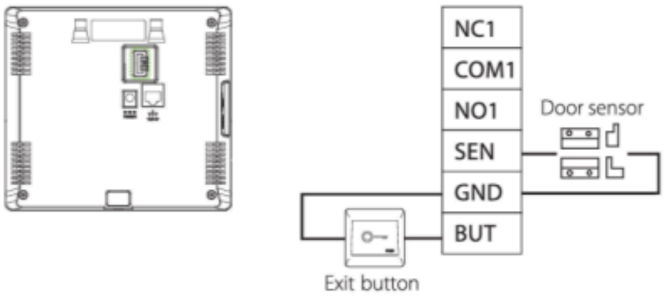
When the device also opens a door, employees usually just scan without choosing Check-In or Check-Out. Tell BrioHR Support the device is used for door access, so the right clocking mode (usually First & Last Log) is set up.

5.1 Standalone installation



The device connects to TimeTec Cloud by LAN or WiFi, and optionally to an electric lock, door sensor and exit button.

5.2 Door sensor & exit button

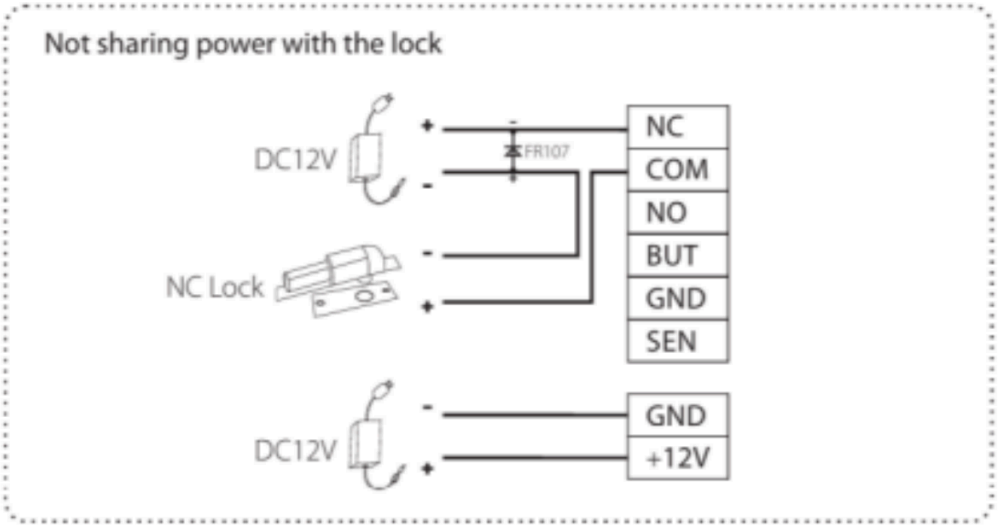


5.3 Lock relay connection

The TC10 supports Normally Open (NO) and Normally Closed (NC) locks:

- **NO lock** (unlocked when powered): connect to the **NO** and **COM** terminals.
- **NC lock** (locked when powered): connect to the **NC** and **COM** terminals.

The example below shows an NC lock that does not share power with the device.



SECTION 6

Next Steps: Connect the Device to BrioHR

Complete the BrioHR setup in this order. Steps 1 and 2 can be done before the device is installed. Each step is explained in the First Time User Guide.

#	Step	Who
1	Choose a clocking mode and request integration from your BrioHR Implementation Manager (or BrioHR Support if already live). Include any subsidiary accounts.	HR Admin
2	Turn on **Use Integration** in the Time Attendance Policy, then **Link Device** with the serial number	HR Admin
3	Connect the device to the internet (LAN or 2.4 GHz WiFi) and set the Cloud Server address	Installer / IT
4	Check employees have synced, then make an employee the device System Administrator (Super Admin)	HR Admin
5	Set up the device clocking settings, then enroll employees' face or fingerprint	HR Admin / Device System Admin

Guides and articles

- TC10 BrioHR Time and Attendance Device Integration: First Time User Guide
- Link TimeTec Device in BrioHR Time Attendance

SECTION 7

Support & Contact Information

Have your device serial number, BrioHR company name and a short description of the issue ready.

Live chat	Click the chat icon at the bottom right of your BrioHR account.
Email	support@briohr.com
Operational hours	Monday to Friday, 9:00 AM – 6:00 PM (Malaysia Time, UTC+8:00) *(including public holidays)*