BrioHR TimeTec
Device Integration First Time User Guide

Set Up and Configuration Guide for TC10 Device

Version: 3.0
Date: November 10, 2026

Disclaimer

This user guide is intended solely for the integration of the TimeTec TC10 device with the BrioHR Time and Attendance module. It should not be used for other purposes. If you experience any issues or errors, please contact the BrioHR Support Team. Support contact details are provided at the end of this document.

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What's new in version 3.0

- Clocking modes renamed: **Full Action Log** (previously Default Mode / Solution 1), **First & Last Log** (previously First_Last Mode / Solution 2) and **First & Last Log with Break**.
- Choosing a clocking mode and requesting integration is now Section 1, including the Implementation Manager and subsidiary accounts.
- Network setup: 2.4 GHz WiFi requirement, Cloud Server setting, typing letters in the WiFi password, and connection checks (Section 3).
- New Section 5: device settings for each clocking mode, including Full Action Log key setup and Duplicate Punch Period.
- New: choose which employees sync to each device (Section 2, Step 3).
- Corrected: only **active** employees sync; resigned and inactive employees are removed from devices.
- Corrected: one device can be linked to **one** BrioHR company account only.
- Added: Allow Hybrid Attendance for device plus mobile or web clocking (Section 2).
- Added: when attendance records appear in BrioHR, Employee ID rules, the 800-employee device limit, and an expanded Troubleshooting section with common integration log errors.

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Overview

This guide walks you through the first-time setup for integrating your TimeTec TC10 device with BrioHR Time and Attendance. After setup, employees clock in and out on the device with face or fingerprint, and their records appear in BrioHR.

SECTION 1	SECTION 2	SECTION 3	SECTION 4	SECTION 5	SECTION 6
Choose mode, request integration	Link device in BrioHR	Install and connect to internet	Register System Admin	Device clocking settings	Enroll employees

Grey: done on the device. Green: done with BrioHR.

Before you begin

Check	Why it matters
Device model is TC10	This guide and the BrioHR integration are set up for the TimeTec TC10.
2.4 GHz WiFi or LAN cable	The device only connects to **2.4 GHz** WiFi. 5 GHz networks (including many phone hotspots) will not work. A LAN cable is the most stable option.
Device stays on and online 24/7	BrioHR processes device records every hour. If any linked device is offline or switched off, records from **all** your devices can be delayed.
Up to 800 employees per device	Employees beyond 800 do not sync, and no error is shown. Plan more devices, or sync only selected employees to each device.
Employee IDs are final and use letters and numbers only	IDs with hyphens, spaces or slashes (e.g. `NPR-0017`) will not sync. Changing an ID after enrollment creates a second profile on the device, and the employee must enroll again.
One device per BrioHR account	A device serial number can be linked to only one BrioHR company account. Companies with separate BrioHR accounts need separate devices.
Device is not linked to another system	A device previously used with a TimeTec portal or another provider must be disconnected there first, or it cannot be linked to BrioHR.
Device only, or device plus app?	With integration on, employees in that policy clock in on the device only. To also allow the mobile app or web, turn on **Allow Hybrid Attendance** in the same policy (Section 2).

SECTION 1

Choose a Clocking Mode and Request Integration

Do this first. BrioHR switches on integration for each company account, and the device can't be linked until that's done. **Wait for confirmation** before linking the device in Section 2. You can install the hardware (Section 3) in the meantime.

Clocking modes

Mode	How employees clock	Best for
Full Action Log Previously Default Mode / Solution 1	Select **Check-In** or **Check-Out** on the device, then verify. Every punch is recorded, including breaks (out and back in).	Companies that track breaks or need every punch. Requires device key setup (Section 5).
First & Last Log Previously First_Last Mode / Solution 2	Just verify. The first scan of the day is Clock In and the last is Clock Out. No breaks are recorded.	Fast, one-step scanning. Devices also used for door access. Teams that only need total hours or OT.
First & Last Log with Break ADD-ON	As First & Last Log, plus scans in the allowed break window are recorded as break out and break in.	Shift teams with set break periods.

FULL ACTION LOG: COMMON MISTAKES

If an employee forgets to switch to Check-Out, their clock-out is recorded as a second clock-in and fails. Consider First & Last Log if staff are unlikely to select the action each time, or use **Set Switch Time** (Section 5) to switch automatically.

FIRST & LAST LOG WITH BREAK: REQUIREMENTS

- Employees must be on **Shift** schedules with a break period set.
- **Hybrid Attendance** must be off. Turning on break tracking blocks Hybrid Attendance.
- An odd number of scans in the break window is flagged **Incomplete** for HR to review.

Request integration

- **During implementation:** tell your BrioHR Implementation Manager (IM) which clocking mode you want. They arrange for integration to be switched on.
- **Already live:** email support@briohr.com or use live chat.

SUBSIDIARIES

If your company has subsidiaries with their own BrioHR accounts, list every account that needs integration switched on. Integration is enabled per account, and each account needs its own device, because one device can be linked to one BrioHR account only.

Email template

To: support@briohr.com
Subject: **{Your Company Name}** - BrioHR: Request for TimeTec Device Integration

Dear BrioHR team,

My name is **{Your Name}** from **{Your Company Name}**. I would like to request TimeTec device integration for the following BrioHR company account(s).

Company account(s), including subsidiaries: **{company names}**
Clocking mode: **{Full Action Log / First & Last Log / First & Last Log with Break}**
Number of devices per account: **{number}**
Device serial number(s): **{serial numbers, if available}**
Device also used for door access: **{Yes / No}**

Please enable the integration on the backend and notify me once it has been completed.

Thank you.

SECTION 2

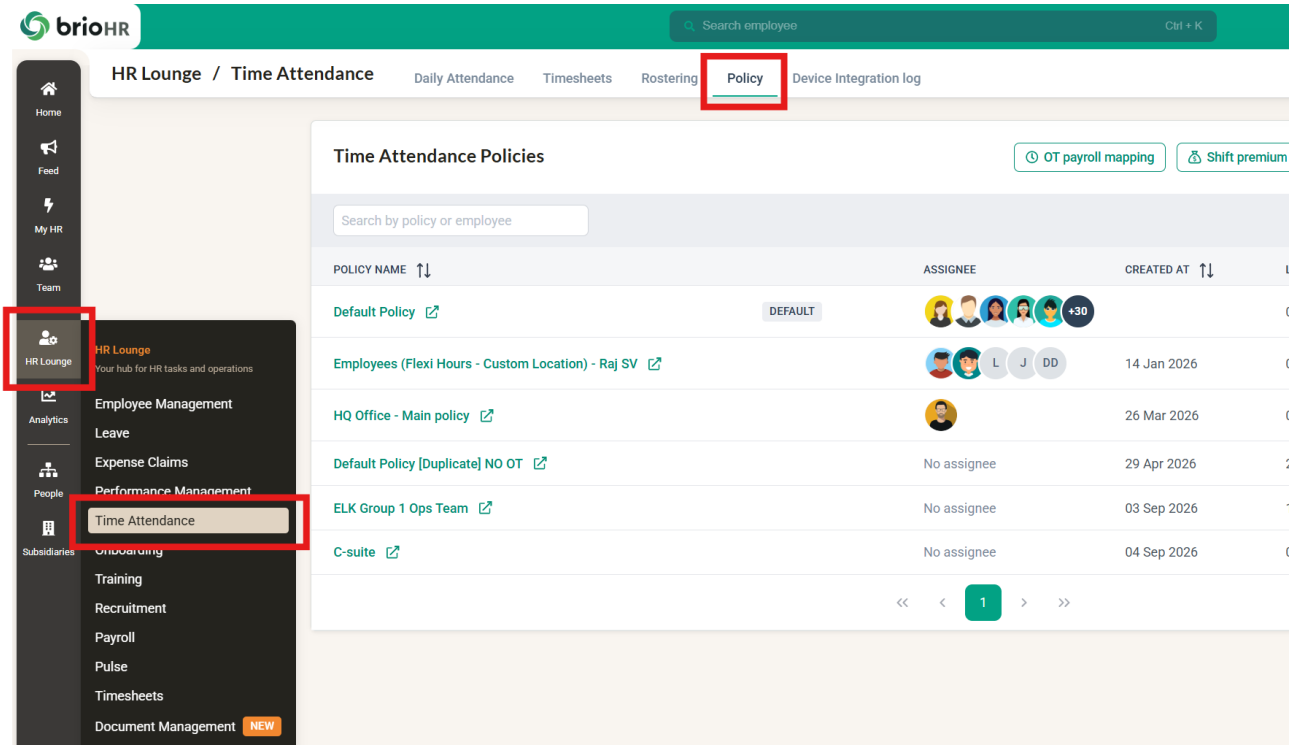
Register Device in BrioHR Time and Attendance Web Portal

Link your device to BrioHR and choose which employees sync to it. You only need the device's serial number for this. The device shows as online, and employees start syncing to it, once it's connected to the internet (Section 3). Section 3, Step 5 explains how to check the sync.

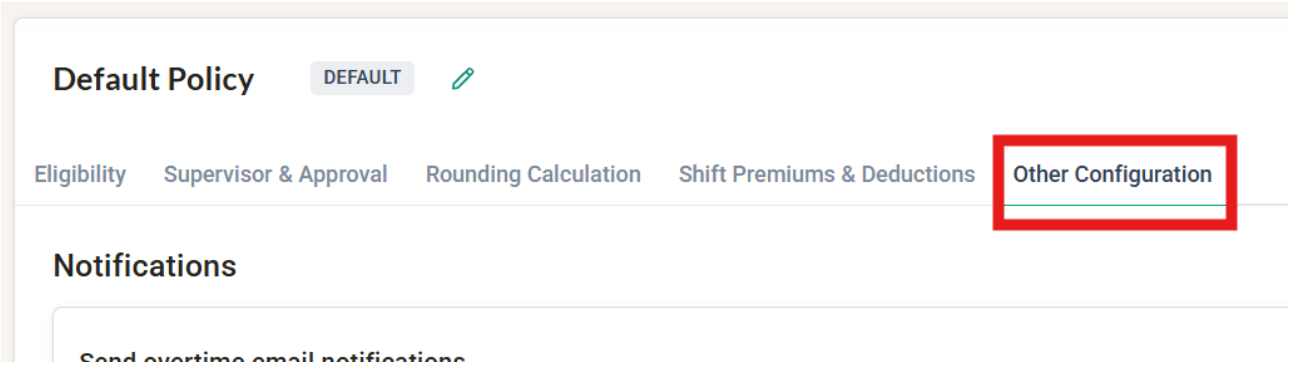
Learn more: Link TimeTec Device in BrioHR Time Attendance

Step 1 : Enable Device Integration in Policy

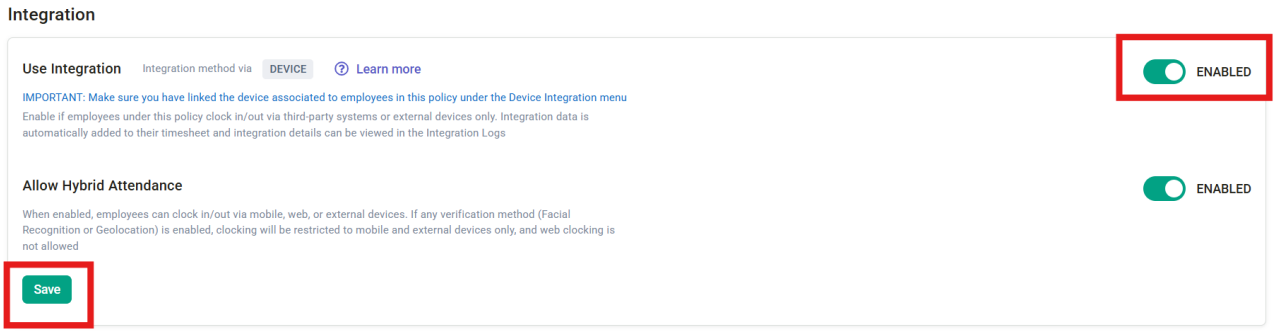
1. Log in to BrioHR and go to **HR Lounge > Time Attendance**.
2. Go to **Policy** and select the attendance policy your device users are on.



3. Under **Other Configuration**, scroll to **Integration**.



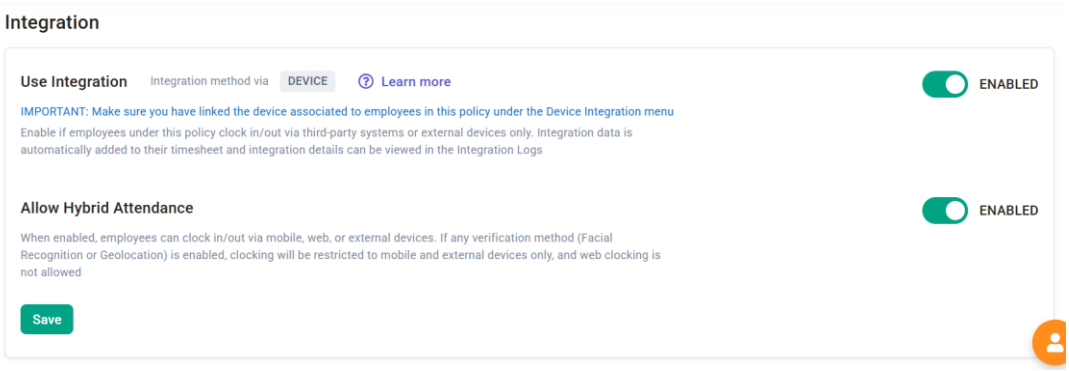
4. Turn on **Use Integration**.
5. Save, then click **Proceed** on the confirmation prompt.



Then decide on **Allow Hybrid Attendance** in the same Integration section, and click **Save**.

Allow Hybrid Attendance	Where employees in this policy can clock in
Off	On the TimeTec device only.
On	On the device, the mobile app or the web. If Facial Recognition or Geolocation is turned on in the policy, mobile clocking uses those checks, and web clocking isn't allowed (device and mobile only).

Hybrid Attendance can't be turned on if the company uses First & Last Log with Break.



Policy > Other Configuration > Integration

NOTE

Repeat this for **every policy** whose employees will clock in on the device. Devices sync employees regardless of policy, but clockings from employees on a policy without Use Integration **fail** and do not reach their timesheet.

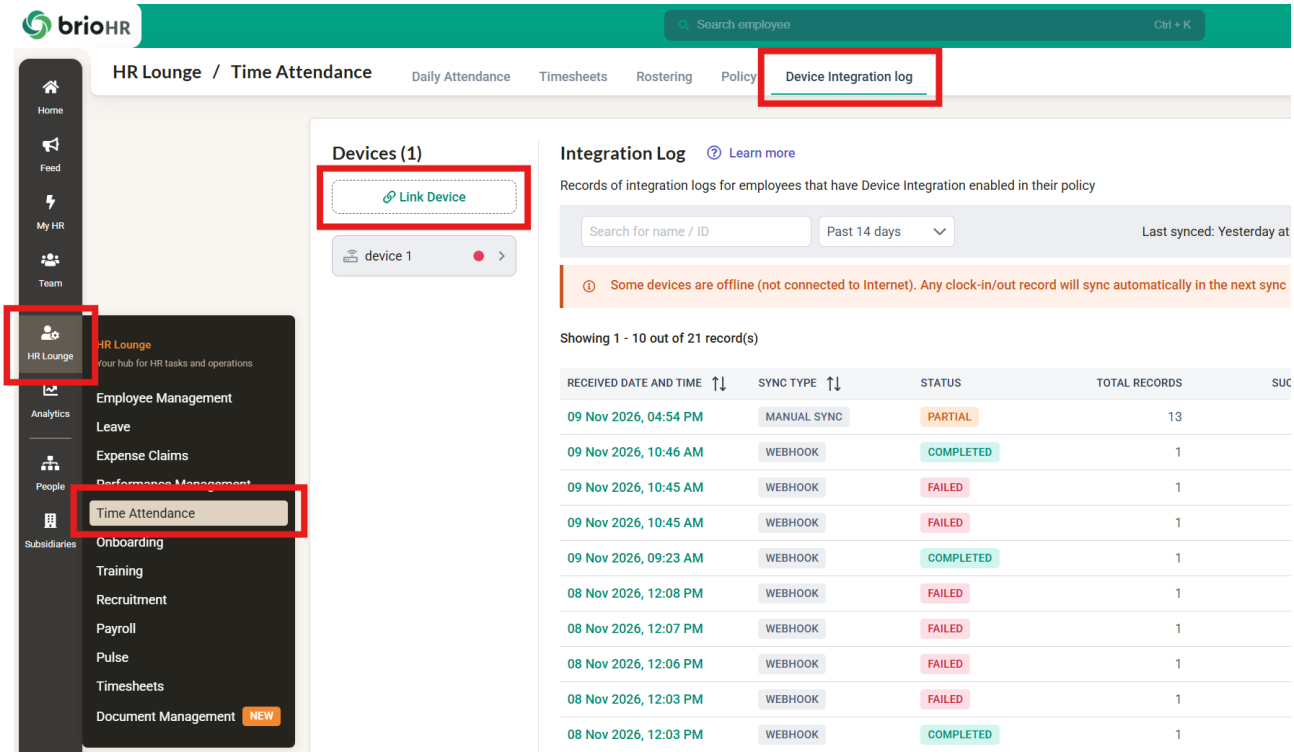
Step 2 : Link Device with Serial Number

1. Go to **Device Integration Log** in the Time Attendance module.
2. Click **Link Device** and enter:
   a. **Name:** a name for the device.
   b. **Device:** Timetec.

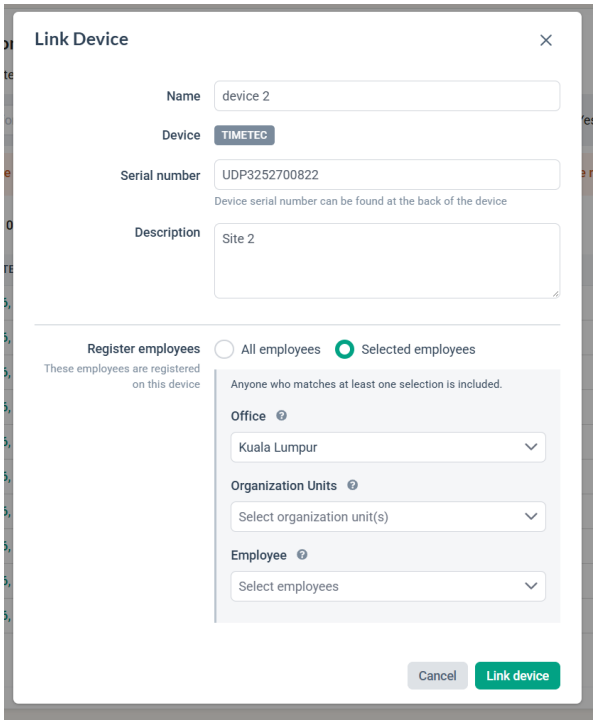
c. **Serial Number:** found on the back of the device, on the box, or in the device settings.

d. **Description:** optional, e.g. installation location.

e. **Employee sync option:** see Step 3.



3. Click **Link Device** to complete.



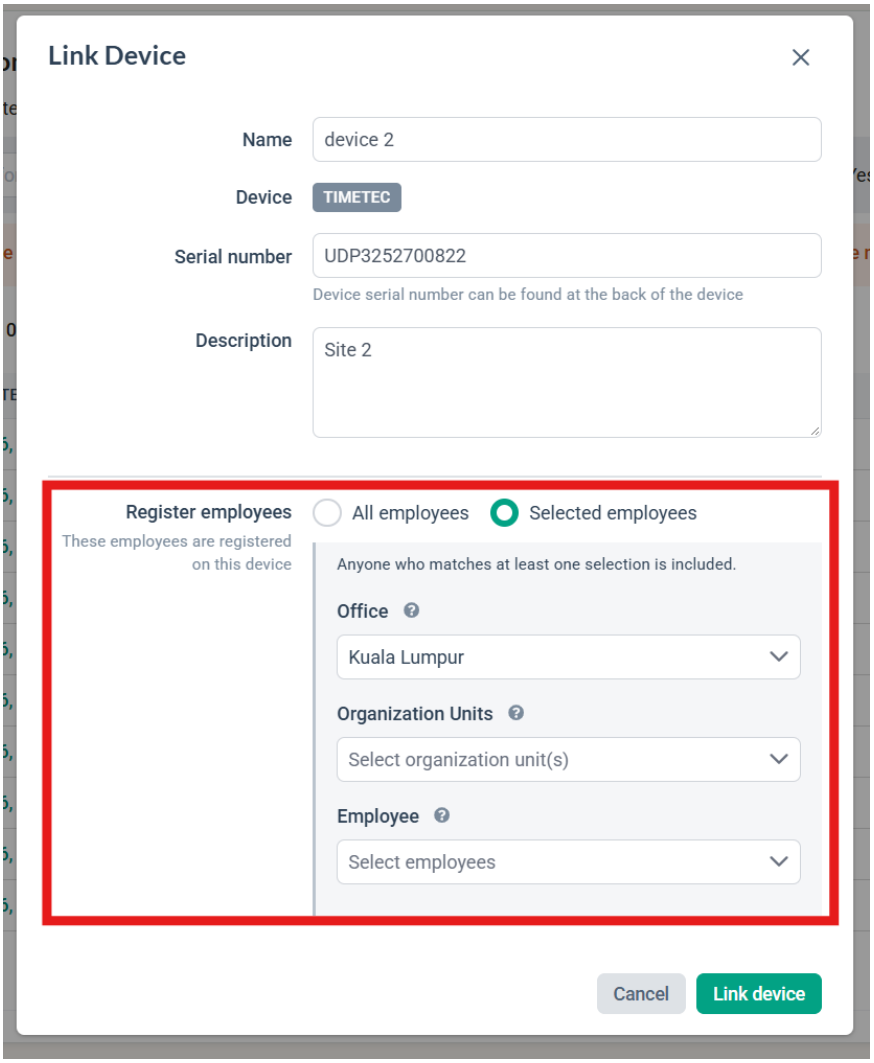
A **green dot** next to the device name means it is connected. Link each device separately.

IF LINKING FAILS

- **"Serial number has been used":** the device is already linked to another BrioHR account. One device can be linked to one BrioHR account only.
- **Device already bound to another company:** the device is registered in another TimeTec portal or system. Disconnect it there first. If the device is new from BrioHR, contact BrioHR Support.

Step 3 : Choose Which Employees Sync

Option	What syncs
Sync all employees (default)	Every active employee, including new joiners as they are added. Devices linked before this option existed use this setting.
Sync selected employees	Pick any mix of **Offices**, **Departments** and individual **Employees**. An employee syncs if they match **at least one** selection. At least one selection is required.

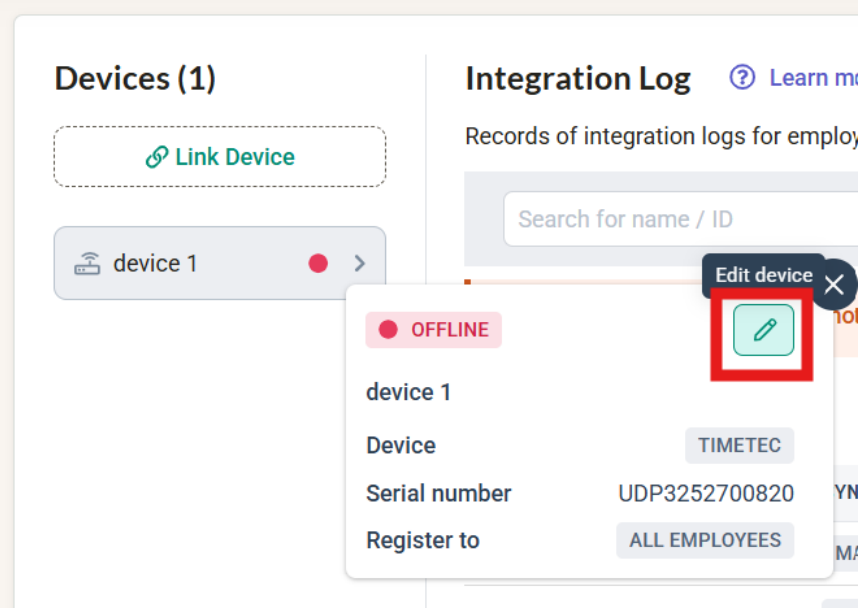


HOW SELECTIONS COMBINE

Selections combine with OR, not AND. Choosing Office: Penang and Department: Operations syncs everyone in Penang **plus** everyone in Operations. To sync only Operations staff in Penang, pick those employees individually.

Change the sync settings later

- Open **Edit Device** in the Devices panel. Changes apply when you click Save.
- Employees you remove are dropped from the device immediately.
- Hover over **Register to** on the device card to see a summary of the selection.
- Sync settings are changed one device at a time.



GOOD TO KNOW

Face and fingerprint enrollments copy automatically to every linked device that has the same employee. If employees should only be able to use certain devices (for example, by floor or branch), use **Sync selected employees** on each device.

SECTION 3

Hardware Installation and Connection to Internet

Install the device, connect it to the internet and point it to TimeTec Cloud.

Step 1 : Install the Hardware

Install your TC10 at a suitable location, such as the company's main entrance or exit, where employees can reach it easily.

Learn more: BrioHR - TC10 - Basic Installation Guide

> **TIP**
> Note the device **serial number** from the back of the device or the box. You need it to link the device in Section 2.

Step 2 : Connect Device to Internet

A stable connection is essential. Frequent drop-outs can cause missing or out-of-order attendance records.

2.1 : Supported communication methods

- LAN (Ethernet) cable (recommended)
- WiFi, **2.4 GHz only**

2.2 : Network requirements

- Stable internet connection, with the device placed within good range of the router.
- DHCP-enabled network recommended.
- Your network or firewall allows access to the TimeTec Cloud server: `sg-push.zkclouds.com`.
- If you have several devices and one is stable, connect the others to the same network.

2.3 : Device network setup steps

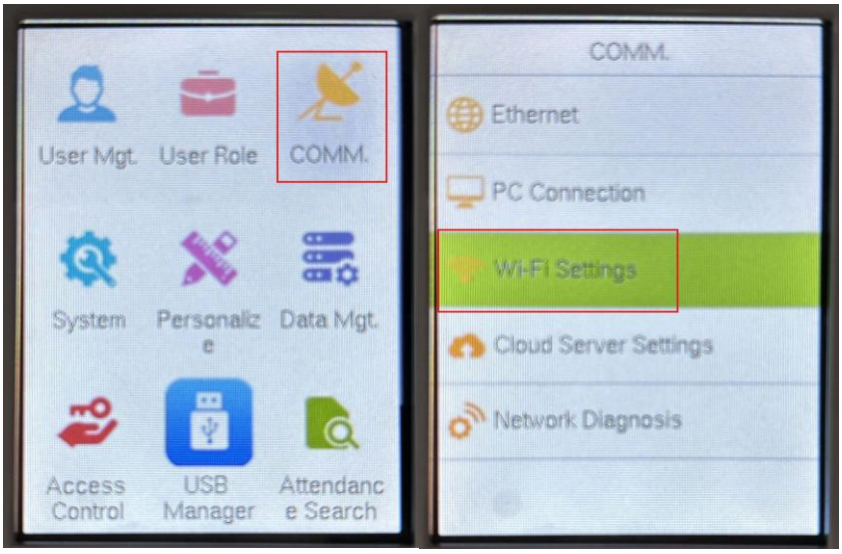
Using LAN cable (Ethernet)



1. On the device, go to **Menu > COMM. > Ethernet**.
2. Turn on **DHCP** so the device gets its IP settings automatically from your network (recommended).
3. Only if your network doesn't support DHCP: enter the IP address, subnet mask, gateway and DNS manually.

Using WiFi

1. On the device, go to **Menu > COMM. > WiFi**.
2. Select a **2.4 GHz** WiFi network and enter the password. If your router shows two network names (e.g. "Office" and "Office_5G"), choose the 2.4 GHz one.
3. Confirm that the WiFi shows as connected.



TIP: TYPING LETTERS IN THE WIFI PASSWORD

The keypad types numbers by default. To type letters:

1. Press the **right arrow (▶)** button on the keypad.
2. Choose the **letter** option.
3. Press a number key repeatedly until the letter you want appears, like texting on an old mobile phone (for example, press **2** once for **a**, twice for **b**, three times for **c**).

Switch back the same way to type numbers again. To delete a character, press the **left arrow (◀)** button to backspace.

Step 3 : Set the Cloud Server

Some devices arrive with this already set. Check it on every device.



1. On the device, go to **Menu > COMM. > Cloud Server Setting**.
2. Turn on **Enable Domain Name**.
3. In **Server Address**, enter exactly `https://sg-push.zkclouds.com` (including **https://**).
4. Wait about **5 minutes** for the device to come online. If it is still offline, disconnect and reconnect the WiFi or LAN cable.

Step 4 : Check the Connection

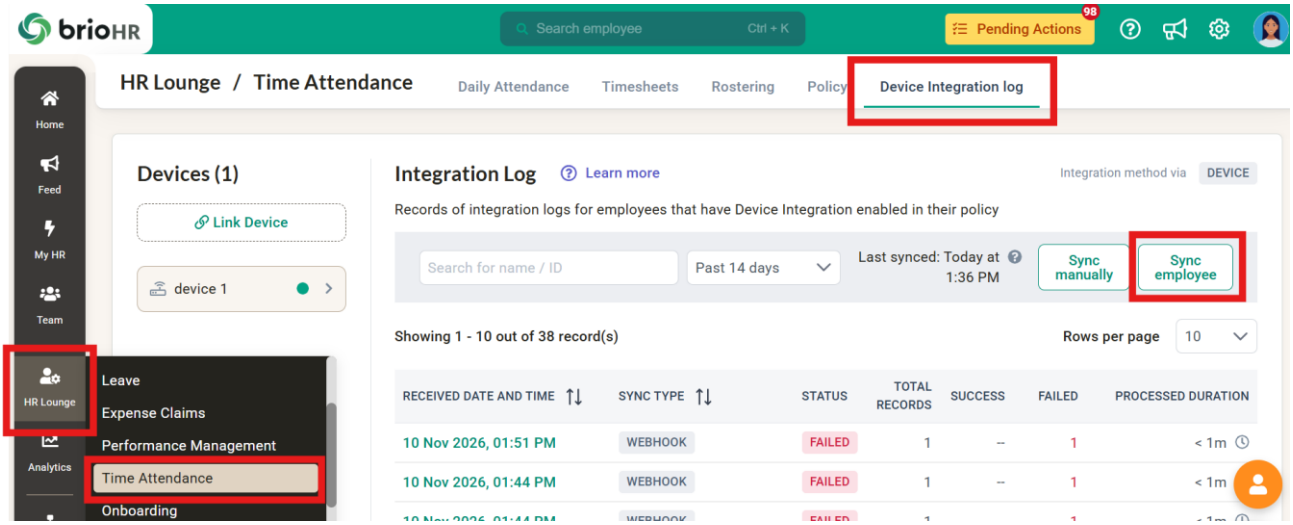
Return to the main (scanning) screen and check the icons at the top right. Once the device is linked (Section 2), a **green dot** next to it in the BrioHR Device Integration Log also means it is online.

What you see	What to do
Ethernet / WiFi icon is green, cloud icon has no red dot	The device is online. Continue to Step 5.
Ethernet / WiFi icon shows a red cross	Check the cable, or the WiFi password and signal. Make sure the WiFi is 2.4 GHz.
Cloud icon shows a red dot	Check the server address in Step 3 (including https://), your firewall, and that the network has internet access. Wait 5 minutes and reconnect.



Step 5 : Check the Employee Sync

Once the device is online, BrioHR syncs each selected employee's **Employee ID**, **First Name** and **Last Name** to the device. New employees usually appear on the device within **5–10 minutes**, as long as the device is online. To sync again, click **Sync Employees** in the Device Integration Log.



Situation	What happens on the device
Active employee who matches the selection	Synced.
New joiner in a selected office or department	Added automatically.
Employee moves office or department	Removed from devices they matched only through the old assignment.
Employee resigns or becomes inactive	Removed from all devices at the next sync. Individually picked employees who become active again must be re-added manually.
Employee ID has special characters	Not synced, even if the sync shows as successful. Change the ID in BrioHR to letters and numbers only, then sync again.
Employee ID changed in BrioHR	A new profile is added with the new ID. The old profile and its biometrics stay on the device, so the employee must enroll again under the new ID.
Device already has 800 employees	Extra employees are not synced and no error is shown. Check the count on the device card.

CAUTION

Removing an employee from a device also deletes their face and fingerprint on that device. If they are added back, they must enroll again.

To check on the device, go to **Menu > User Mgt. > All Users** and check that the employees are listed.

SECTION 4

Register Device System Administrator

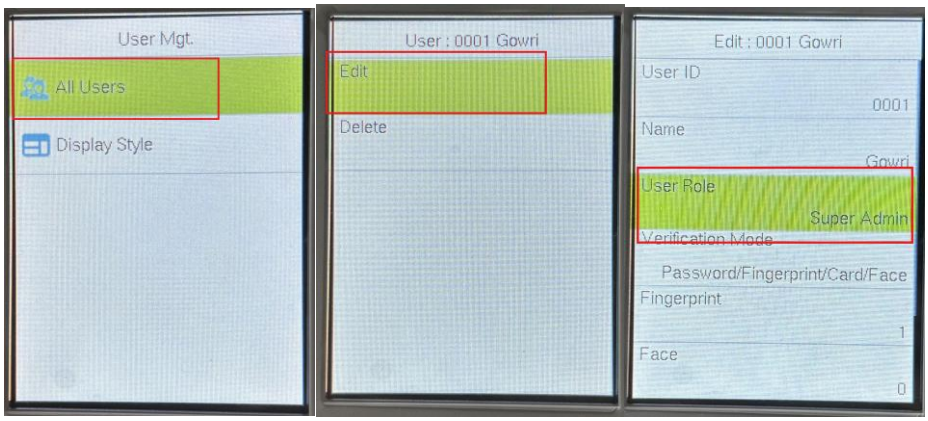
Register a System Administrator on the device so only authorised people can open the device menu and change its settings. The System Admin is an existing employee (for example, an HR Admin) who has already synced from BrioHR. Check the employee sync first (Section 3, Step 5).

IMPORTANT

- Do **not** add anyone directly on the device, including the System Admin. BrioHR syncs employees automatically after integration is activated.
- Users added manually get a different ID from BrioHR. This creates duplicate profiles, and their clockings fail with an ID mismatch. If any were added, delete them from the device.

Steps

1. On the device, go to **Menu > User Mgt. > All Users**.
2. Select the employee who will manage the device, then select **Edit**.
3. Set **User Role** to **Super Admin**.
4. Register their face or fingerprint (see Section 6) so they can verify to open the menu.



GOOD TO KNOW

- Once a Super Admin exists, the device menu is locked to everyone else. Only Super Admins can open it.
- You can make more than one employee a Super Admin, for example a backup admin.

SECTION 5

Set Up Device Clocking Settings NEW

Set these on **every** device, signed in as the System Admin.

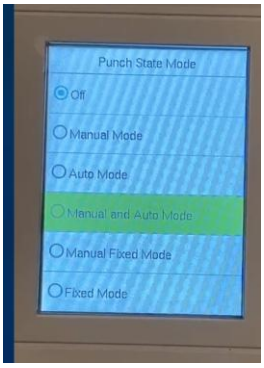
5.1 : Full Action Log only: set up Check-In and Check-Out keys

Without this, the device sends no action type and every clocking fails with **"Invalid action type"**.

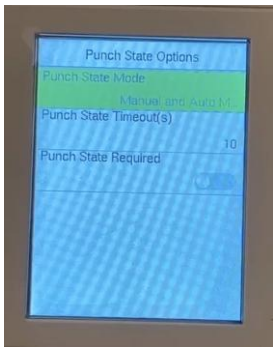
1. Go to **Menu > Personalize > Punch State Options**.
2. Set **Punch State Mode** to **Manual and Auto Mode**.



Personalize > Punch State Options



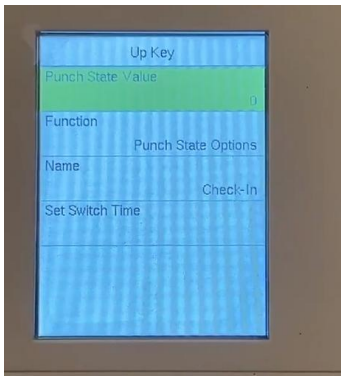
Manual and Auto Mode



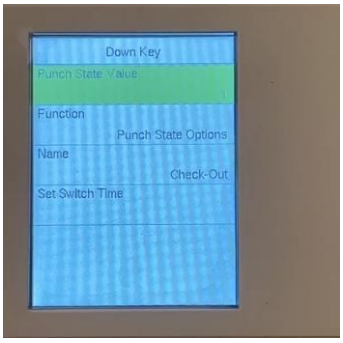
Punch State Options

3. Go to **Personalize > Shortcut Key Mappings** and set:

Key	Punch State Value	Function	Name
Up	0	Punch State Options	Check-In
Down	1	Punch State Options	Check-Out



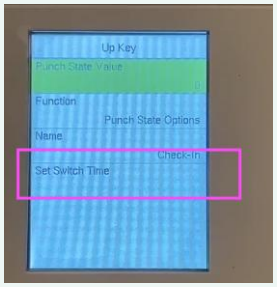
Up Key: 0, Check-In



Down Key: 1, Check-Out

Employees then press the **Up** arrow for Check-In or the **Down** arrow for Check-Out before verifying. The selected action shows on screen.

TIP: SWITCH AUTOMATICALLY BY TIME

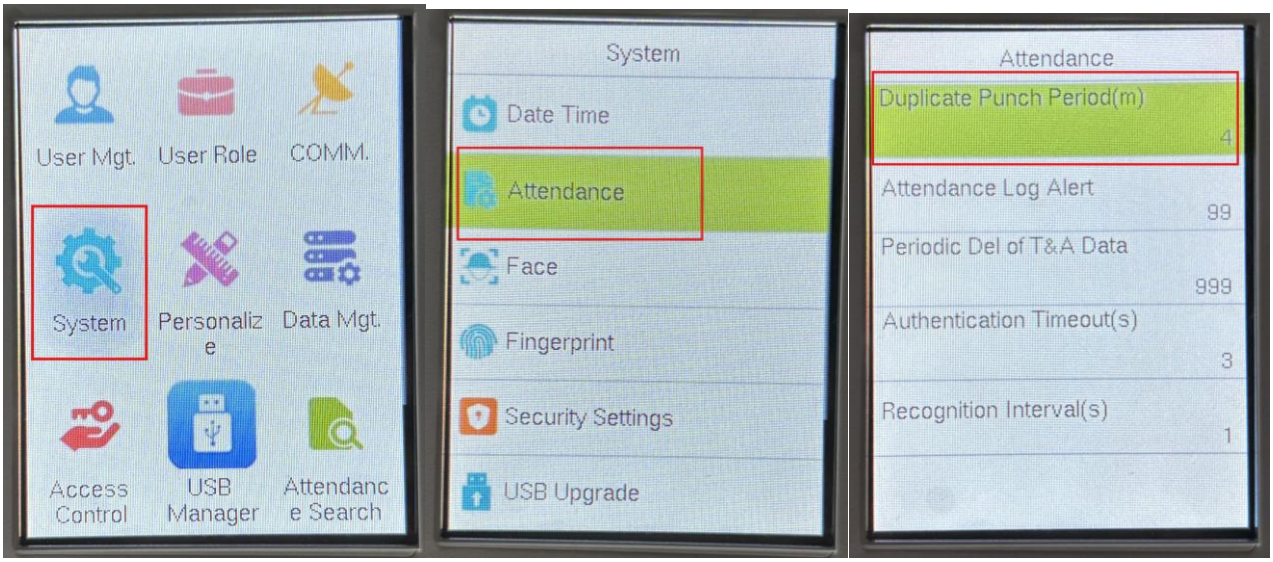


In each key mapping, set **Set Switch Time** so the device changes action automatically, for example Check-In from 8:00 AM and Check-Out from 4:00 PM. Employees can still press the arrows to change it. This greatly reduces "Consecutive clock ins not allowed" errors.

5.2 : All modes: stop accidental double scans

The device scans quickly, so one employee can be recorded twice within seconds. With break tracking, a double scan can look like the employee left for break and never returned.

1. Go to **Menu > System > Attendance > Duplicate Punch Period**.
2. Choose a period (1–4 minutes), or select **User Defined** and enter a value, for example **5** minutes.



Employees who scan again within this period see a duplicate punch message and the extra scan is not recorded.

SECTION 6

User Enrollment via Device

Enroll each employee's face or fingerprint on the device. This is a one-time step per employee.

Step 1 : Prerequisites

1. The employee has an active BrioHR profile and appears on the device (Section 3, Step 5).
2. If the employee will scan on **multiple devices**:
   - Make sure they are synced to **all** of those devices before enrolling.
   - Keep all devices **online** during enrollment. You only need to enroll on one device; the face or fingerprint copies automatically to the others.

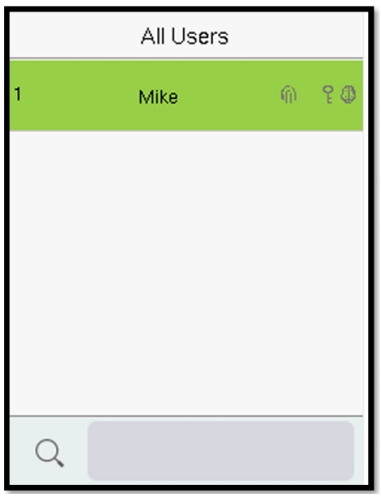
Step 2 : Enroll Biometric Templates

2.1 : Access User Management

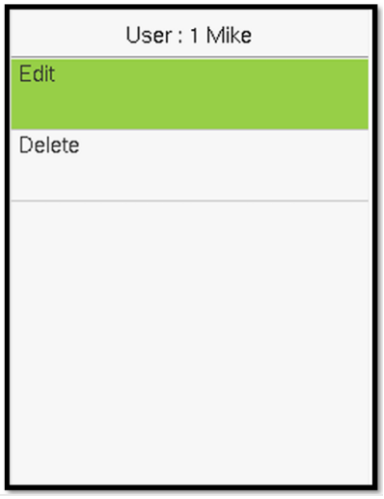
On the device, go to **Menu > User Mgt. > All Users**.

2.2 : Find the user

Type the employee's Employee ID or name in the search box, or scroll with the arrow buttons.



All Users



Select user > Edit

2.3 : Select user for enrollment

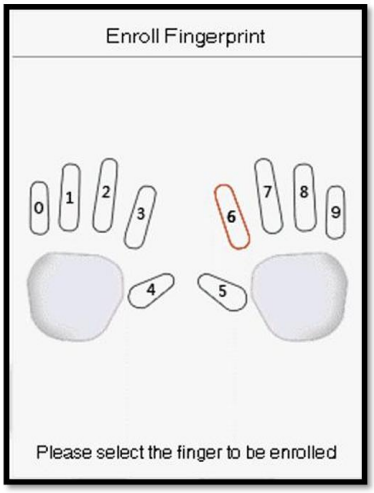
Tap the user > **Edit**, then choose **Face** or **Fingerprint**.

2.4 : Enroll face



1. The employee stands directly in front of the device camera.
2. They align their face within the on-screen guide.
3. They stay still while the camera captures the face **three times**.
4. The face template is saved when complete.

2.5 : Enroll fingerprint





1. Select the finger to enroll. You can register up to **10 fingerprints** per user. We recommend at least two.
2. Place the finger on the scanner, lift, and place again. Repeat **three times**.
3. The fingerprint template is saved when registration succeeds.

2.6 : Test the enrollment

Return to the main screen and scan. If the device shows the correct **User ID** and **Name**, enrollment is successful.

> **NOTE**
> Use face or fingerprint. Employee IDs that contain letters cannot be typed on the numeric keypad, so PIN clocking is not suitable for those employees.

SECTION 7

Clocking In and Out NEW

Share the first table with employees when you roll out the device.

Mode	What employees do
Full Action Log	Press **Up** for Check-In on arrival or **Down** for Check-Out when leaving (also when going on and returning from break), then scan face or finger. Check the action on screen before scanning.
First & Last Log	Scan face or finger. The first scan of the day is Clock In and the last is Clock Out.
With break tracking	Also scan once when leaving for break and once when returning.

When records appear in BrioHR

Record	When it appears
Clock In (all modes)	Within minutes, while the device is online.
Clock Out, Full Action Log	Within minutes, while the device is online.
Clock Out and breaks, First & Last Log	After the **split shift time** (usually 12:00 AM), once the day has ended. Until then the day shows no last out. This is expected.
Clockings while a device is offline	Sent when the device is back online. Long outages can cause duplicate or out-of-order records that HR must correct with **Edit Entry**.

Things HR should know

- **Forgot to clock out:** the next day's first scan counts for the new day, and the previous day shows as incomplete. HR or the manager corrects it with Edit Entry.
- **No shift assigned:** clockings on days with no shift (e.g. rest days) are not recorded and are not pulled in later. Assign the shift before employees clock in, or enter the time manually.
- **Hybrid Attendance:** with First & Last Log, the mobile app may still show **Clock Out** after an employee clocks out on the device, until the split shift time. Tell employees not to tap it.
- **Door access:** clockings are still recorded when the door is already open.

Troubleshooting

Connection and linking

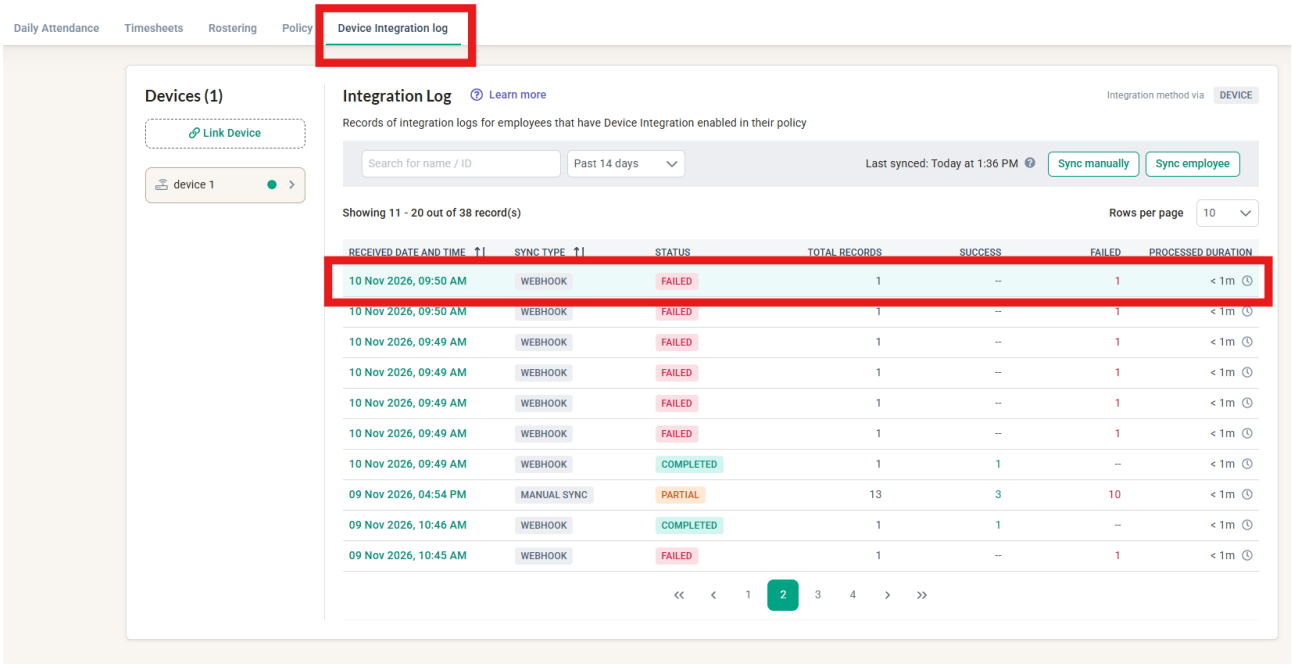
Problem	Check
Device offline (red dot in BrioHR or on device)	WiFi is **2.4 GHz**, not 5 GHz. Server address is exactly `https://sg-push.zkclouds.com` with Enable Domain Name on. Firewall allows the server. Wait 5 minutes, then reconnect WiFi. Try another 2.4 GHz network to rule out the router.
"Serial number has been used"	The device is linked to another BrioHR account. One device works with one account only.
Device already bound to another company	The device is registered in another TimeTec portal or system. Disconnect it there, or contact BrioHR Support if the device is new from BrioHR.
Want to stop using or remove a device	Contact BrioHR Support. Unlinking resets the device and deletes all employees and biometrics on it.

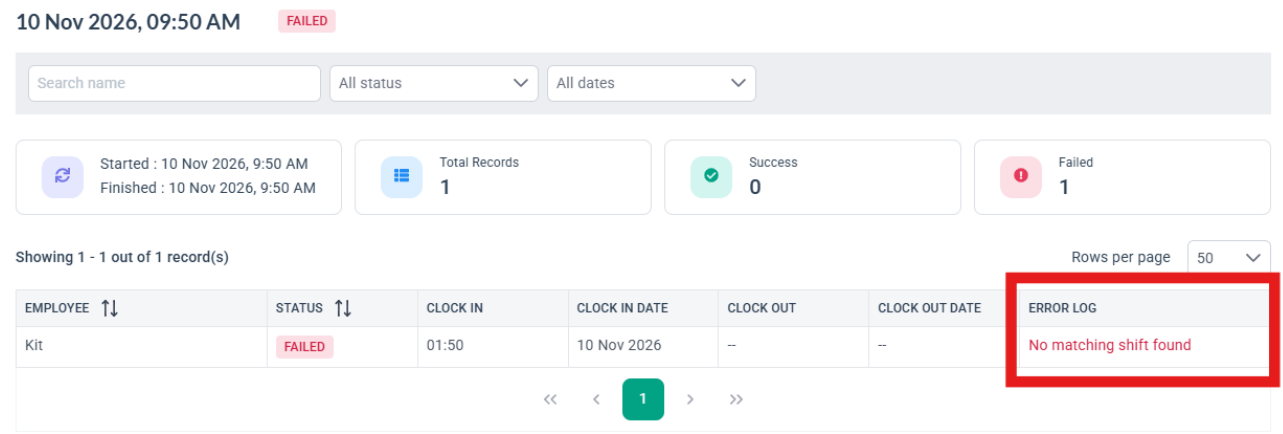
Employees on the device

Problem	Check
Employee isn't on the device	They are active. Their Employee ID has letters and numbers only. They match the device's sync selection. The device has fewer than 800 employees and is online. Wait 10 minutes, then click Sync Employees.
Sync shows success but no employees appear	Employee IDs contain hyphens or other special characters. Remove them and sync again.
Duplicate profiles on the device	Employees were added manually, or their IDs were changed in BrioHR. Delete the old profiles on the device and enroll employees under their BrioHR ID.
Biometrics missing on a second device	The employee was synced to both devices and both were online during enrollment. If not, enroll again.

Attendance records and integration log errors

Open **HR Lounge > Time Attendance > Device Integration Log** and click a Failed or Partial entry to see the reason.





Problem or error	Cause and fix
Invalid action type	Full Action Log device is not set up to send Check-In or Check-Out. Complete Section 5.1, including Shortcut Key Mappings.
Consecutive clock ins not allowed	The employee scanned in Check-In mode when leaving, or did not clock out the day before. Remind them to press Down for Check-Out, set Switch Time (Section 5.1), and correct the timesheet with Edit Entry.
Employee ID not found / not matched	The person on the device was added manually or under an old ID. Use the BrioHR-synced profile and enroll again.
Clockings fail for some employees	Their attendance policy doesn't have Use Integration turned on.

Problem or error	Cause and fix
Clock outs missing for everyone	A linked device is offline or switched off. All linked devices must be online; records are processed hourly once they are. Remove devices that are no longer used via BrioHR Support.
Last out not showing yet (First & Last Log)	Expected until the split shift time has passed.
Random, duplicate or out-of-order records	Unstable internet. Move to a stable 2.4 GHz network or LAN cable. Correct affected days with Edit Entry.
Double scans, or break shows as Incomplete	Set the Duplicate Punch Period (Section 5.2). HR reviews and corrects Incomplete records.
Rest day or no-shift clockings missing	Expected. Assign a shift first, or enter the time manually.

Support and Contact Information

When contacting us about a device issue, please include:

- Your BrioHR company name
- Device serial number(s)
- Clocking mode (Full Action Log or First & Last Log)
- Affected employee name and Employee ID, with the date and approximate time
- A screenshot of the Device Integration Log entry, if available

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)*