



TrustOne Global TSG-550 Set-Up Guide

IMPORTANT - PLEASE READ

Thank you for purchasing a TSG-550.

To ensure your TSG-550 is properly set-up and installed, you must follow our guide.

1. The TSG-550 device **MUST** be secured with the supplied back plate to a hard surface (wall or desk).
2. Ensure a qualified Electrician connects the power leads to the device.
3. Idency will be happy to support you through the install process. Please call us on 01252 727 103 to arrange a call with one of our engineers.
4. See our How to Install & Configure the TSG -550 video here:
https://www.youtube.com/watch?v=W_5hQ5bv4w8
5. See our User Registration video here:
<https://www.youtube.com/watch?v=h9wGmNCwXAc>

Setting-up the device

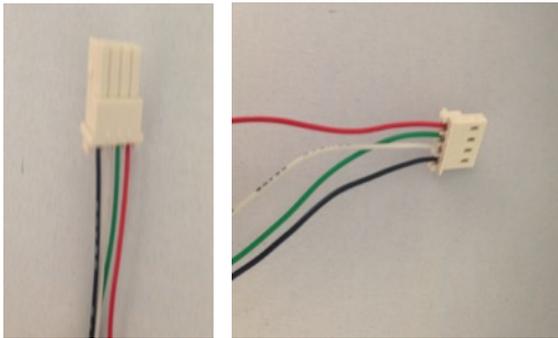
Open the box that the TSG-550 came in and inside the box you should have:

1. The TSG-550
2. A wall mount bracket
3. Various wires with white connectors on the end

If any of these are missing please contact us at the idency office.

Wiring the power cable

The first step is to get the right set of wires for the TSG-550. Underneath are pictures of the wires and what they look like. The correct set of wires has 4 pins with 4 wires: Red, Green, White & Black. See reference below.



The other wires & connectors are not needed and can be kept in the box.

Connecting the power cable to the adapter

You should have received a power supply with the TSG-550. Inside that box should be an adapter, below is a picture of what it looks like. This is where you need a small screwdriver as the black and red wires need to be screwed into place. See diagram below for which wire goes in which hole. The red goes into positive (+) and black goes into negative (-). The black and red wires come from the connector from the previous



step. The green and white wires are not needed and can be left. See images below.

IMPORTANT: You must get these wires the right way around. Please ask a qualified electrician to do it for you if you are unsure.

Connecting the power and network/Ethernet cable to the TSG-550

At the back of the TSG-550 there is a red panel with some white connectors. This is where the four pin connector from the previous steps should be plugged in. Connect the power lead to the black connector that you wired up and plug the white connector into the bottom right slot on the back of the TSG. Plug in the power adapter to your mains supply.

Also connect the network/Ethernet cable to the device. This Ethernet cable needs to be plugged into your network and then plugged into the device.

Below are a before and after both cables have been put in.

Note: The white four pin connector can only go in one way so do not force it in otherwise it will break.



This is where the four pin connector goes

The Ethernet port is located on the inside wall on this side



Now that the device is all wired in the device will power on (there is no on/off switch). You will hear a chime sound on start up.

Secure the TSG-550 to a wall

Your TSG-550 MUST be properly secured to a surface (ideally a wall). Unsecured devices are vulnerable to knocks and being dropped – which is likely to damage the device.

Screw the supplied back plate to your hard surface and then clip on the TSG-550. Use the small screw at the base of the TSG-550 to secure the device to the back plate.

PLEASE NOTE: When attached to a wall all wires and the green connector should be positioned neatly in the recess of the TSG-550 unit.



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Navigation Guide for using the TSG-550

Here is a table showing how to navigate around the TSG menus

Button	Action
*	Back
#	Enter
F1	Up
F2	Down
F4	Cancel/Delete

Useful actions	Action
*1234#	To access Admin menu *brings up the Input Manager ID screen 1234 is the default managements PIN number # is enter

Configuring device settings

Now that the device is powered on, and before we connect the device to ClockReports, we need to make sure that the device is configured to sit on your network and is accessible by the software.

Using the navigation guide above we need to change some communication settings.

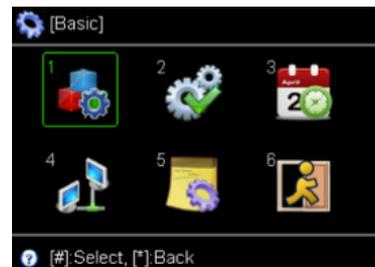
When logged into admin menu after a period of inactivity the device logs out.

First access the admin menu (details below). To navigate into the sections, you need to press the numerical value associated to that icon. To locate this value, it's on the top left corner of each icon. Below are the steps for connecting the TSG-550 to the network.

Go into the Admin Menu:

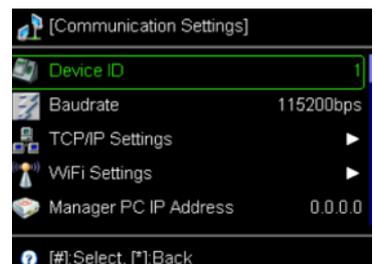
To do this press * first to bring up the Input Manager ID screen. Then enter the default Manager ID: 1234. Then press # [enter]

1. Select Menu 2
2. Select Menu 4 for Communication Settings



Under the options here:

1. Device ID should be set to 1*
*Set to 1 if this is the first device you are installing and connecting to ClockReports. Additional devices should be given the next ID upwards... i.e. 2 for the 2nd device, then 3 for the 3rd device etc.
2. Device unique ID – will be unique to the device
3. Baud should be 115200
4. Communication password should be set to No.
5. Manager PC IP address can be left as zero's
6. Real-time event transfer should be set to No
7. Management PC port should be 5005



Then go to the Sub menu that is: TCP/IP settings

Under the options here:

1. Default port should be 5005
2. Mac address should be unique

Then go to the Sub menu that is: Server settings (this is to give the device access to the web and ClockReports servers - which may allow the Search network device option in ClockReports to work properly)

1. IP address of server settings should be 122.228.226.35

2. Port should be 4000
3. If all is ok it should say 'Connected'

Then back under TCP/IP settings:
Set DHCP to yes.

The settings should then all go to zero, after a few seconds DHCP should kick in and the IP address, gateway etc should all be populated.

Make a note of these settings then turn off DHCP and ensure the gateway field etc match what they were under DHCP. Just change the IP address to the unique one that is to be used by the device (this will be used in ClockReports too).

Ensure your TCP/IP settings are as per above and then reboot the TSG by removing the network cable and turning off the power. Turn back on and plug the cable back in and the device should be connected to the network.

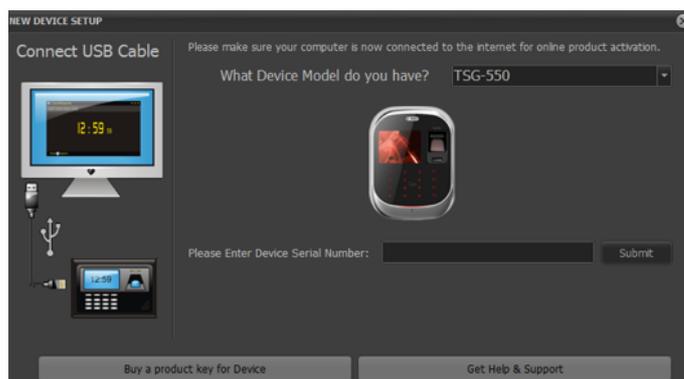
We can now connect it to ClockReports.

Adding the device to ClockReports

Now that the device is on your network and ClockReports is installed on the computer they can both be paired together.

When ClockReports is opened and no devices are connected it will always open with the Add Device pop-up visible.

Select TSG-550 from the dropdown device menu. This will show an image of the TSG-550 to reassure you clicked the right model.



You now need to add the unique serial number of your device.

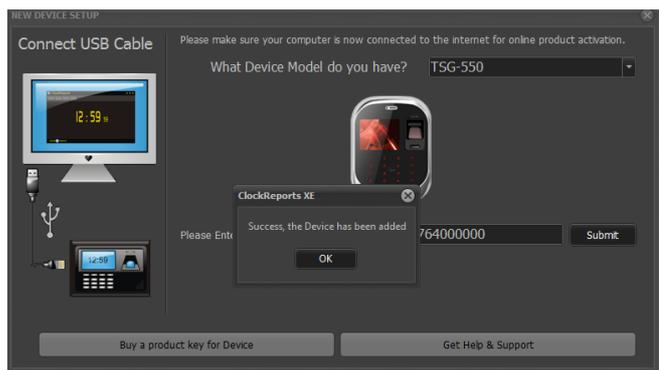
Locating the TSG-550 serial number

On the back of the device you will see a sticker that looks very similar to the one below. There should be a ten-digit number after S/N, this is the number that needs to be entered into the field on ClockReports.



When you click submit the serial number field will populate with some 0's on the end. This is normal.

After pressing submit a pop-up will state whether you have successfully registered the device with ClockReports or not. If successful it will look like this.



Activating ClockReports

Once you have entered the serial number of the device it will ask you to register ClockReports. To do this in the pop-up enter your company name and your email address. Then click next and it should say that it has successfully activated ClockReports.

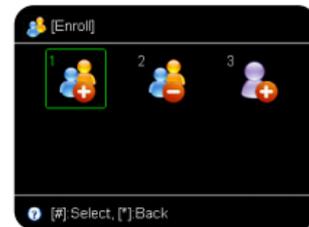
If it doesn't say that it has successfully activated ClockReports then call our office so we can get it activated.

Now you need to go back to the main document until instructed to continue.

Adding users

Go into the main menu:

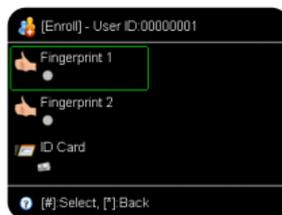
1. *1234 # go to menu 1 (Users)
2. then 1 again (Add User)



Then Enter the user ID which should be the unique Employee/Payroll ID for that person



Select fingerprint 1 (using the # key)



Place finger in the device and push down 3 times to register



Once done save and back out by pressing *. You can then straight away add another user by entering their ID. Otherwise press * until you are back to the main screen.