User Manual

ZKBio Zexus Mobile App

Date: November 2024

Doc Version: 2.0

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.zkteco.com.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Without the prior written consent of ZKTeco, no portion of this manual can be copied or forwarded in any way or form. All parts of this manual belong to ZKTeco and its subsidiaries (hereinafter the "Company" or "ZKTeco").

Trademark

ZKTeco is a registered trademark of ZKTeco. Other trademarks involved in this manual are owned by their respective owners.

Disclaimer

This manual contains information on the operation and maintenance of the ZKTeco equipment. The copyright in all the documents, drawings, etc. in relation to the ZKTeco supplied equipment vests in and is the property of ZKTeco. The contents hereof should not be used or shared by the receiver with any third party without express written permission of ZKTeco.

The contents of this manual must be read as a whole before starting the operation and maintenance of the supplied equipment. If any of the content(s) of the manual seems unclear or incomplete, please contact ZKTeco before starting the operation and maintenance of the said equipment.

It is an essential pre-requisite for the satisfactory operation and maintenance that the operating and maintenance personnel are fully familiar with the design and that the said personnel have received thorough training in operating and maintaining the machine/unit/equipment. It is further essential for the safe operation of the machine/unit/equipment that personnel have read, understood and followed the safety instructions contained in the manual.

In case of any conflict between terms and conditions of this manual and the contract specifications, drawings, instruction sheets or any other contract-related documents, the contract conditions/documents shall prevail. The contract specific conditions/documents shall apply in priority.

ZKTeco offers no warranty, guarantee or representation regarding the completeness of any information contained in this manual or any of the amendments made thereto. ZKTeco does not extend the warranty of any kind, including, without limitation, any warranty of design, merchantability or fitness for a particular purpose.

ZKTeco does not assume responsibility for any errors or omissions in the information or documents which are referenced by or linked to this manual. The entire risk as to the results and performance obtained from using the information is assumed by the user.

ZKTeco in no event shall be liable to the user or any third party for any incidental, consequential, indirect, special, or exemplary damages, including, without limitation, loss of business, loss of profits, business interruption, loss of business information or any pecuniary loss, arising out of, in connection with, or relating to the use of the information contained in or referenced by this manual, even if ZKTeco has been advised of the possibility of such damages.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

This manual and the information contained therein may include technical, other inaccuracies or typographical errors. ZKTeco periodically changes the information herein which will be incorporated into new additions/amendments to the manual. ZKTeco reserves the right to add, delete, amend or modify the information contained in the manual from time to time in the form of circulars, letters, notes, etc. for better operation and safety of the machine/unit/equipment. The said additions or amendments are meant for improvement /better operations of the machine/unit/equipment and such amendments shall not give any right to claim any compensation or damages under any circumstances.

ZKTeco shall in no way be responsible (i) in case the machine/unit/equipment malfunctions due to any non-compliance of the instructions contained in this manual (ii) in case of operation of the machine/unit/equipment beyond the rate limits (iii) in case of operation of the machine and equipment in conditions different from the prescribed conditions of the manual.

The product will be updated from time to time without prior notice. The latest operation procedures and relevant documents are available on http://www.zkteco.com.

If there is any issue related to the product, please contact us.

ZKTeco Headquarters

Address ZKTeco Industrial Park, No. 32, Industrial Road,
Tangxia Town, Dongguan, China.

Phone +86 769 - 82109991

Fax +86 755 - 89602394

For business related queries, please write to us at: sales@zkteco.com.

To know more about our global branches, visit www.zkteco.com.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

About the Company

ZKTeco is one of the world's largest manufacturer of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face template-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

About the Manual

This manual introduces the operations of **ZKBio Zexus Mobile App**.

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

Features and parameters with ★ are not available in all devices.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

For Software	
Convention	**Description**
Bold font	Used to identify software interface template 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 forwarding 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.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

TABLE OF CONTENTS

OVERVIEW 7

PRECONDITIONS 7

1 ZKBIO CVCONNECT INTRODUCTION 8

1.1 ZKBIO CVCONNECT CLIENT INSTALLATION 9

1.2 ZKBIO CVCONNECT ACTIVATION 13

1.2.1 SELECT AREA 13

1.2.2 BIND ZKBIO CVCONNECT ACCOUNT 14

1.2.3 SELECT COMPANY 15

1.3 BIND ZKBIO CVSECURITY TO ZKBIO CVCONNECT 18

2 START USING THE ZKBIO CVSECURITY MOBILE APP 20

2.1 MOBILE APP DOWNLOAD 20

2.2 LOGIN IN 20

2.3 ADMINISTRATOR APPLICATION OPERATION GUIDE 21

2.3.1 ADMINISTRATOR LOGIN 21

2.3.2 ADMINISTRATOR APPLICATION OVERVIEW 22

2.3.2.1 Dashboard 23

2.3.2.2 Alarm Center 24

2.3.2.3 Notification Center 26

2.3.2.4 Application Center 27

2.3.2.4.1 Personnel Registration 27

2.3.2.4.2 Remote Control 30

2.3.2.4.3 Remote Lockdown 31

2.3.2.4.4 Access Records 34

2.3.2.4.5 Visitor List 35

2.3.2.4.6 Visit Statistics 36

2.3.2.4.7 Elevator Unlock 37

2.3.2.4.8 Video Call 38

2.3.2.5 Me 42

2.4 PERSONNEL APPLICATION OPERATION GUIDE 44

2.4.1 PERSONNEL LOGIN 44

2.4.2 PERSONNEL APPLICATION OVERVIEW 45

2.4.2.1 Notification Center 45

2.4.2.2 Application Center 48

2.4.2.2.1 My Credentials 49

2.4.2.2.2 Visitor Invitation 49

2.4.2.2.3 Video Call 51

2.4.2.2.4 Elevator Unlock 51

2.4.2.2.5 Book Space 51

2.4.2.2.6 My Activities 56

2.4.2.2.7 Space Service 58

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.4.2.3 Me 61

FAQ 62

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Overview

Stay connected to your ZKBio CVSecurity or ZKBio CVAccess system anytime, anywhere with ZKBio Zexus. Access your access control, video intercom system, and more features on the go. Since ZKBio CVAccess is the lite version of ZKBio CVSecurity, the functionality of the Mobile APP differs when connecting to different systems. Here is a comparison list of features:

Function			ZKBio CVAccess	ZKBio CVSecurity
Mobile APP	Admin APP	Remote Lockdown	√	√
		Remote Control	√	√
		Access Statistics Report	√	√
		Video Intercom (Sip)	√	√
		Visitor Registration	×	√
		Visitor Status Statistics	×	√
		Visitor Statistics	×	√
		Elevator Unlock	×	√
		Personnel Registration	√	√
	Personnel APP	My Credentials (QR)	√	√
		Video Intercom (Sip)	√	√
		Visitor Invitation	×	√
		Elevator Unlock	×	√
		Book Space	×	√
		My Activities	×	√
		Space Service	×	√

Please note: If you require more features, please upgrade your ZKBio CVAccess to ZKBio CVSecurity.

Preconditions

- ZKBio CVSecurity version requirement: V6.1.0_R and above.
- ZKBio CVAccess version requirement: V4.2.0_R and above.
- ZKBio CVConnect version requirement: V1.2.0 and above.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Please note: The administrator must first bind ZKBio CVSecurity/ZKBio CVAccess with ZKBio CVConnect before the members within the company can start using the Mobile APP.

1 ZKBio CVConnect Introduction

ZKBio CVConnect is a sub-service of Minerva IoT, and its main function is to serve as a communication medium, allowing local application data to be accessed externally without altering the internal network structure.

With ZKBio CVConnect, the ZKBio CVSecurity/ZKBio CVAccess server installed on your intranet can be used to bind to the Mobile App.

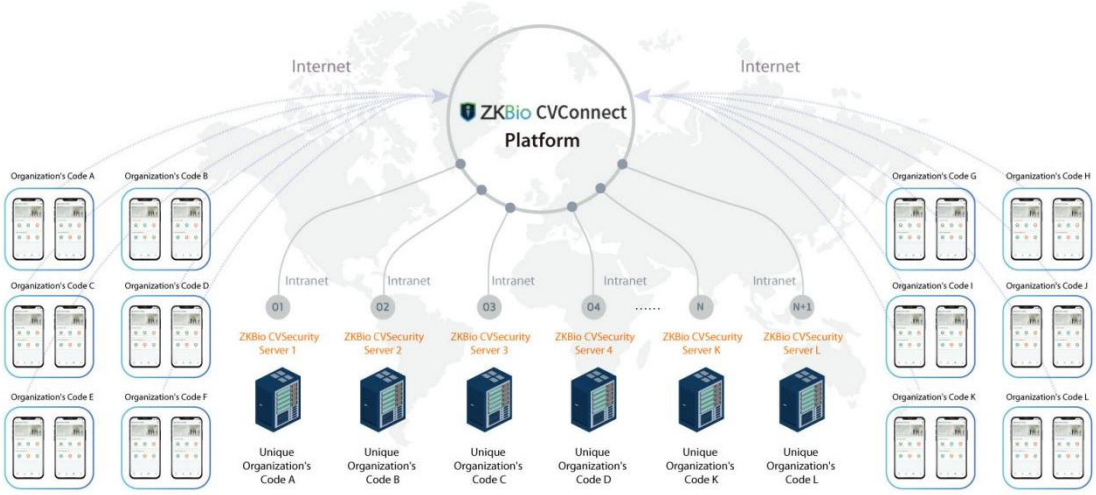


Figure 1 ZKBio CVConnect Introduction

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

1.1 ZKBio CVConnect Client Installation

Step 1. Download the ZKBio CVConnect client and double-click it to start installation.

ZKBioCVConnect_Client.exe

Note: *You can go to the* ***ZKBio CVSecurity - System Management - Cloud Settings*** *page and click on* ***ZKBio CVConnect Client*** *to download.*

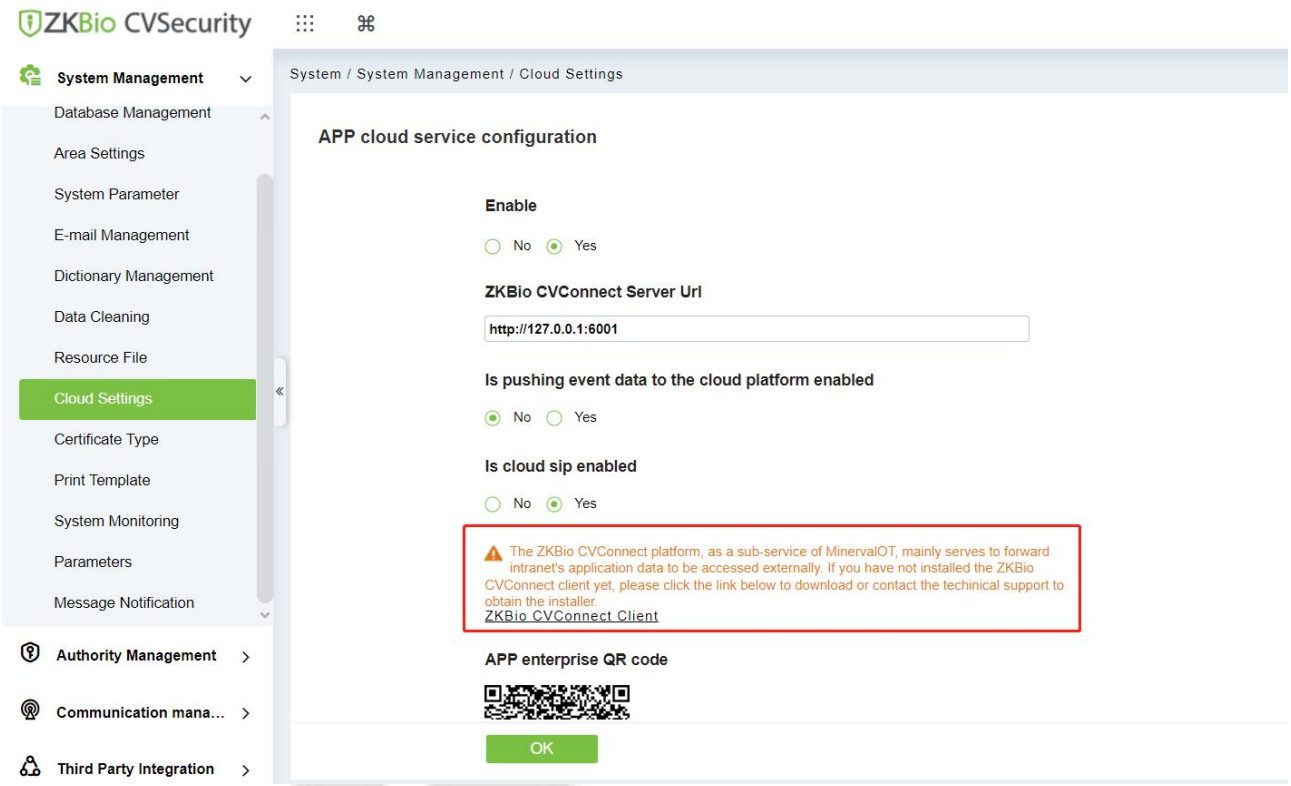


Figure 2 ZKBio CVSecurity System Management

Step 2. Select the language, currently supports English, Spanish and Simplified Chinese.

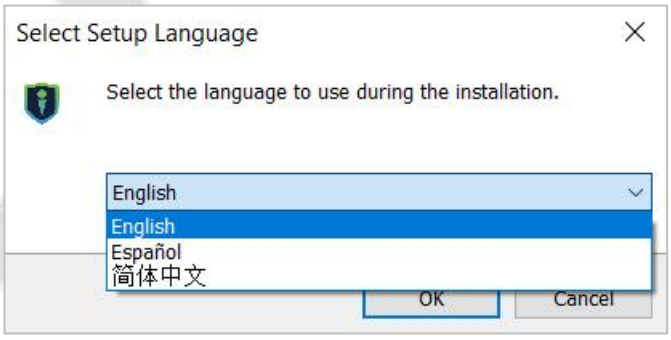


Figure 3 Setup Language

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

1) Please read carefully and agree to the License Agreement, then click **Next**.

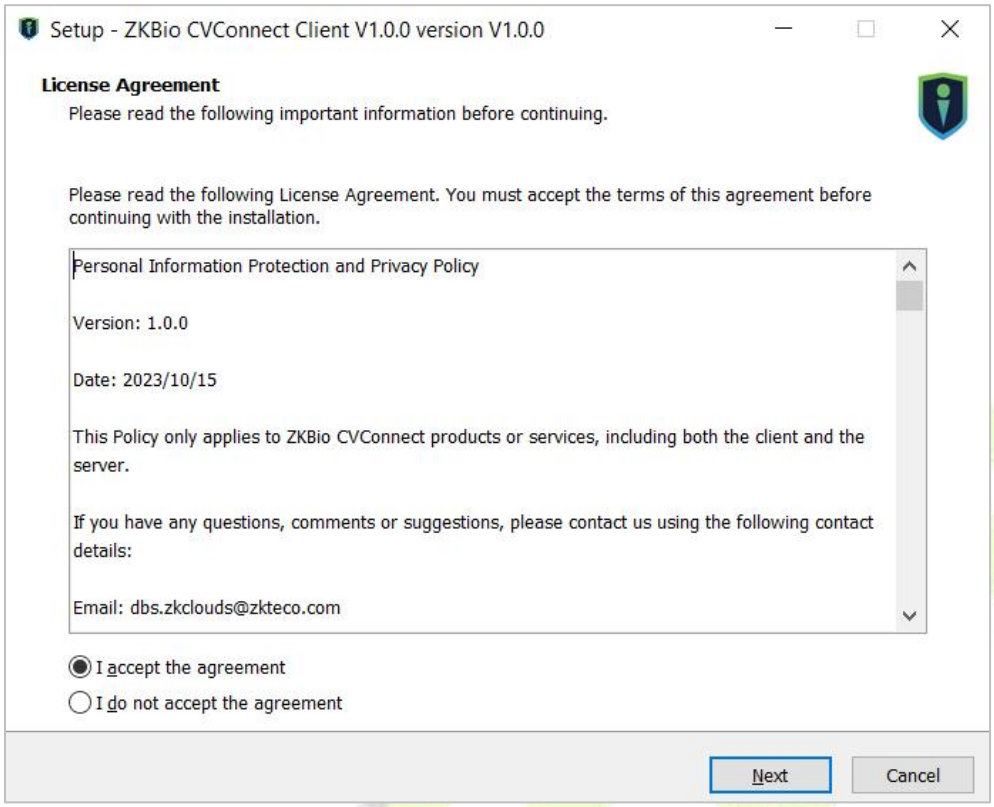


Figure 4 License Agreement

2) Configure the installation path, then click **Next**.

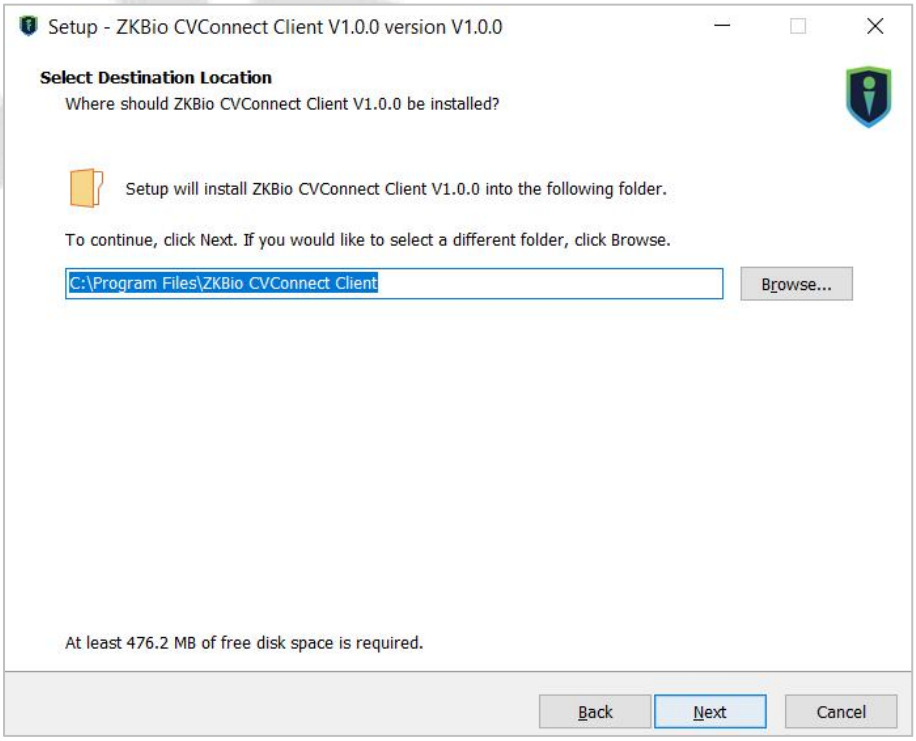


Figure 5 Install Path

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

3) Configure the port number for CVConnect, which is 6001 by default. Then click **Next**.

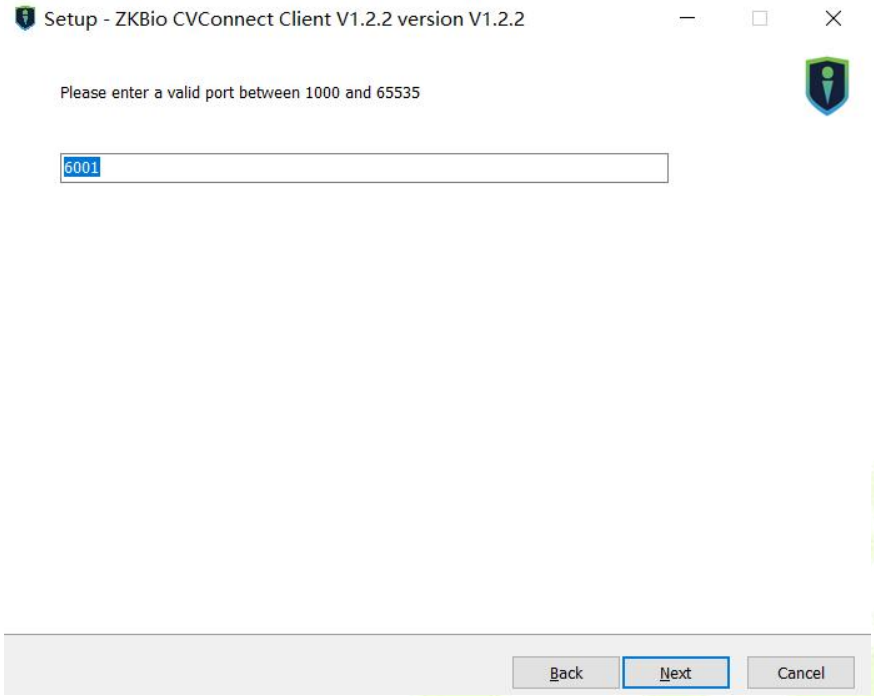


Figure 6 Configure Port

4) Select to create a desktop shortcut and add a program port to firewall, then click **Next**.

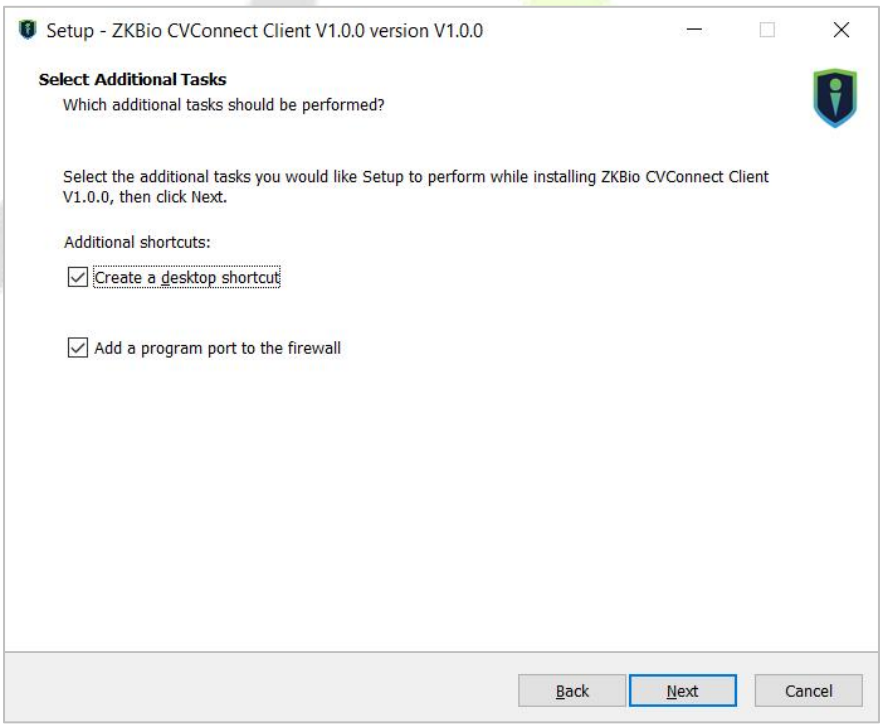


Figure 7 Create Desktop Icon

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

5) Click **Install** until the installation is complete.

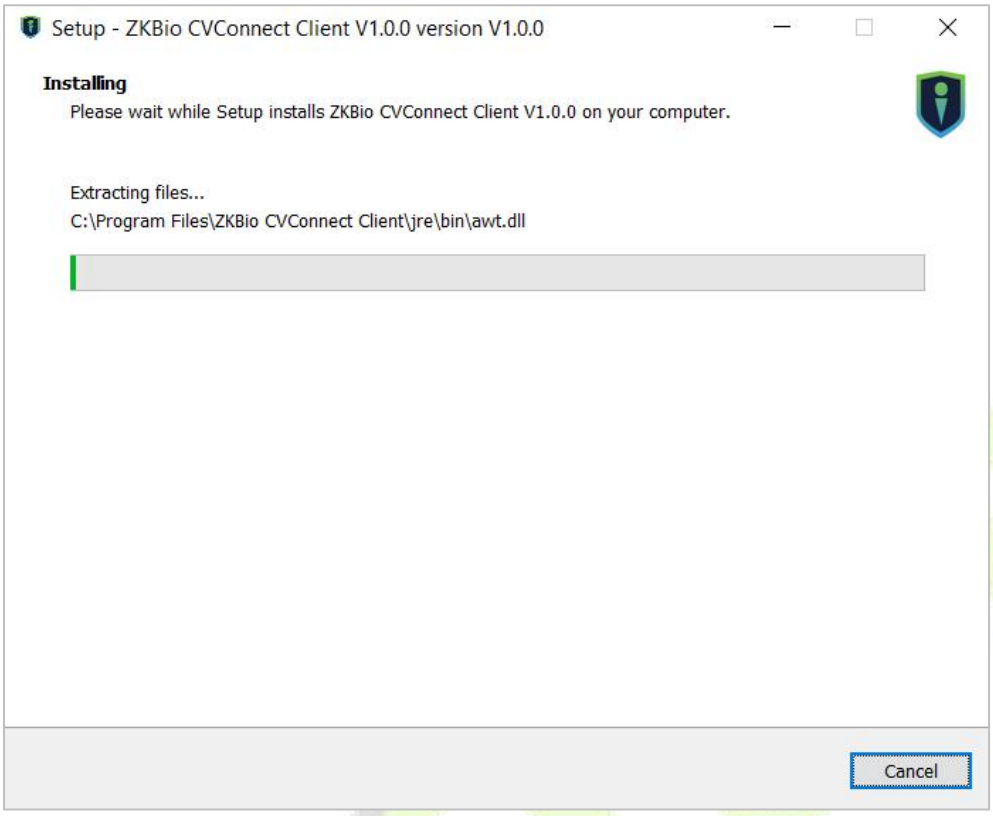


Figure 8 Installing

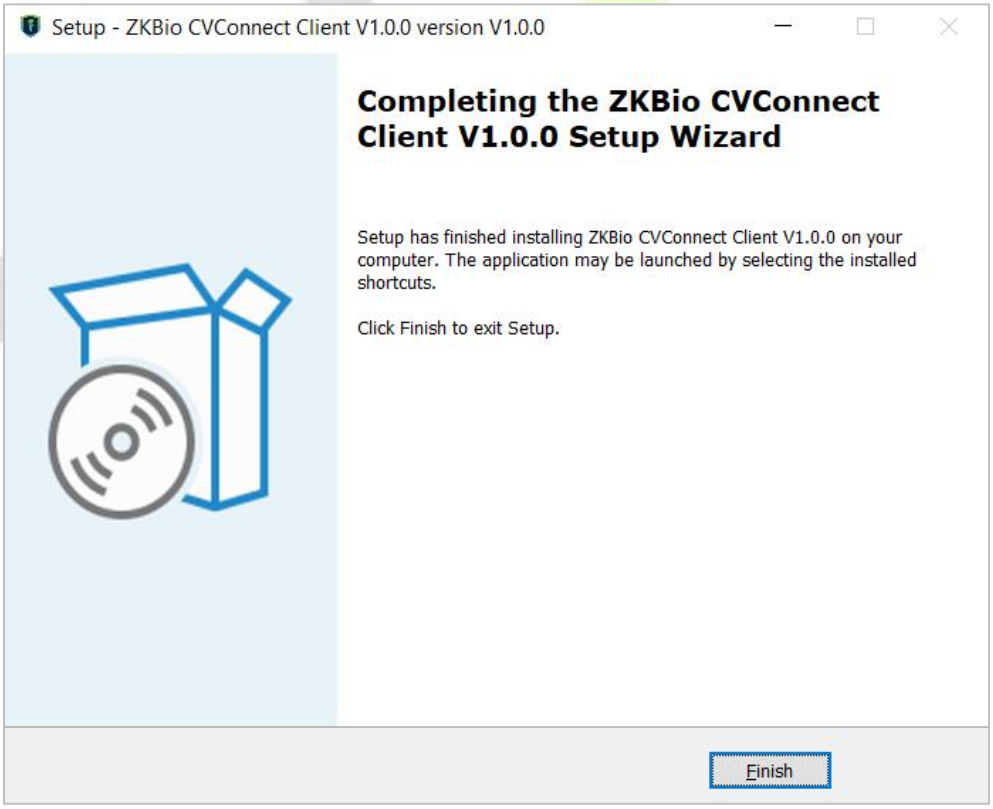


Figure 9 Install Completed

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

1.2 ZKBio CVConnect Activation

Step 1. Double-click the desktop shortcut key. Jump to browser page.

Figure 10 Desktop Shortcut Key

Figure 11

Step 2. Follow the steps on the page to complete activation.

1.2.1 Select Area

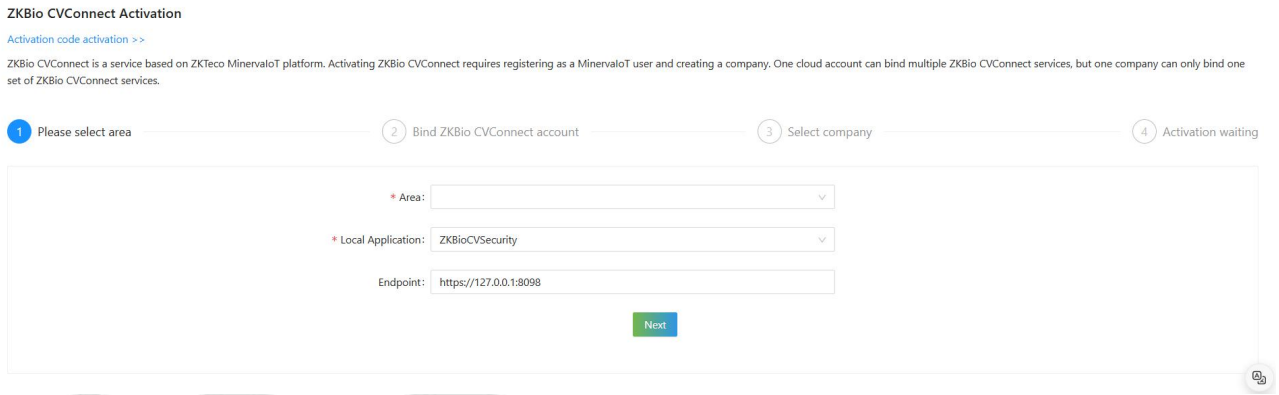


Figure 12 ZKBio CVConnect Activation

- **Area:** Select the area of the cloud server, currently only China, Singapore and America are available, other areas will be added later.
- **Local Application:** Based on your actual application selection, currently supported are ZKBio CVAccess and ZKBio CVSecurity.
- **EndPoint:** The server address of your local application. For example, if your local application is ZKBio CVSecurity with a server address of https://192.168.1.101:8098, enter this server address here so that ZKBio CVConnect can correctly forward the data from your local server for access by the Mobile APP.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

1.2.2 Bind ZKBio CVConnect Account

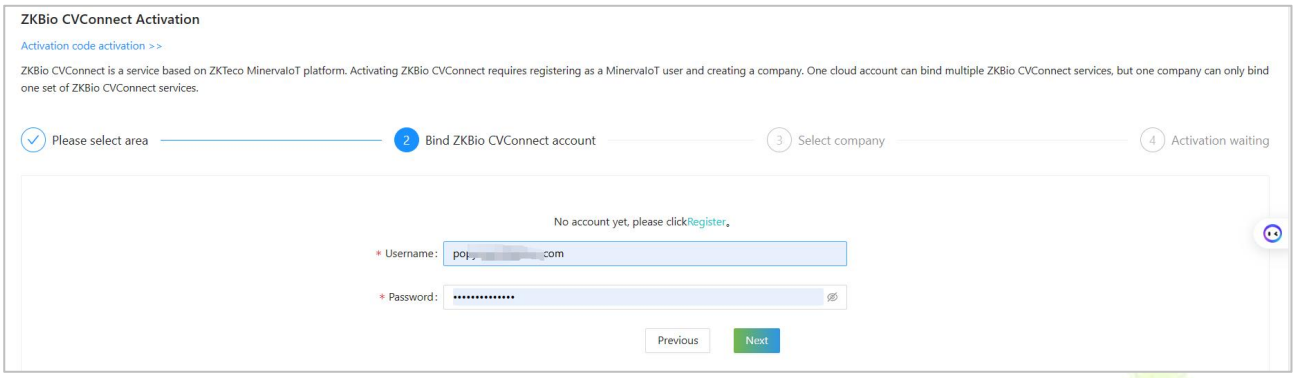


Figure 13 ZKBio CVConnect

If you already have a Minerva IoT account, you can use it and log in; otherwise click on **Register** (No account yet, please clickRegister.), then jump to Minerva IoT registration page and register your account.

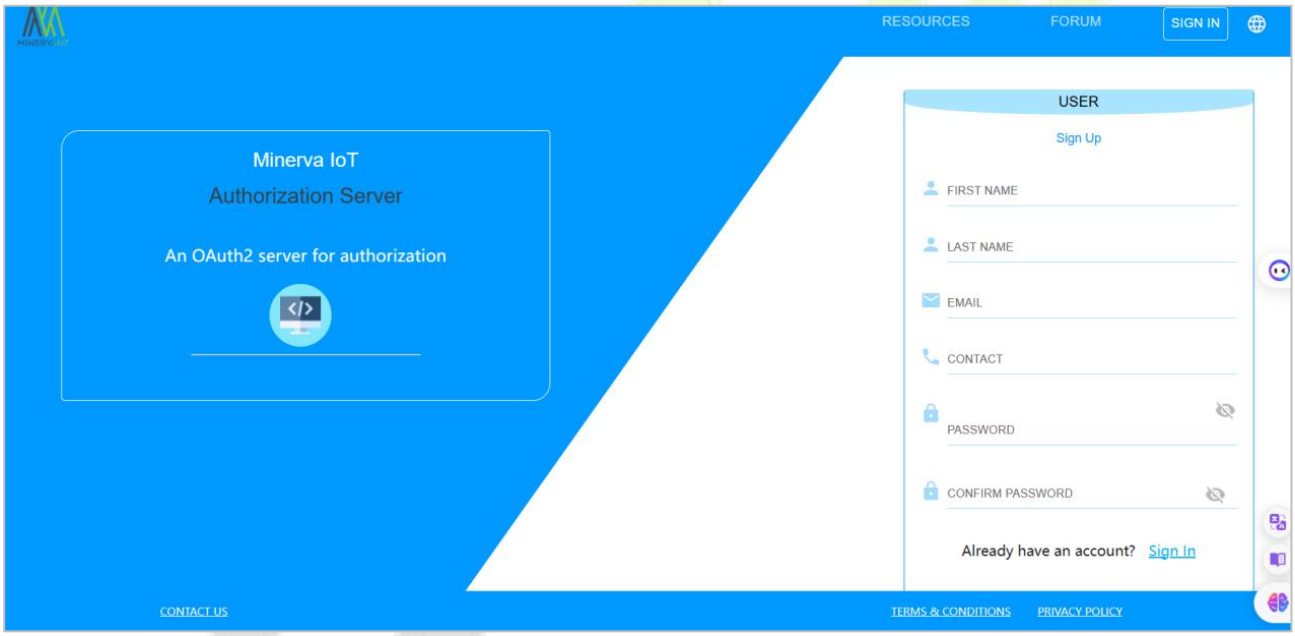


Figure 14 Account Register

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

1.2.3 Select Company

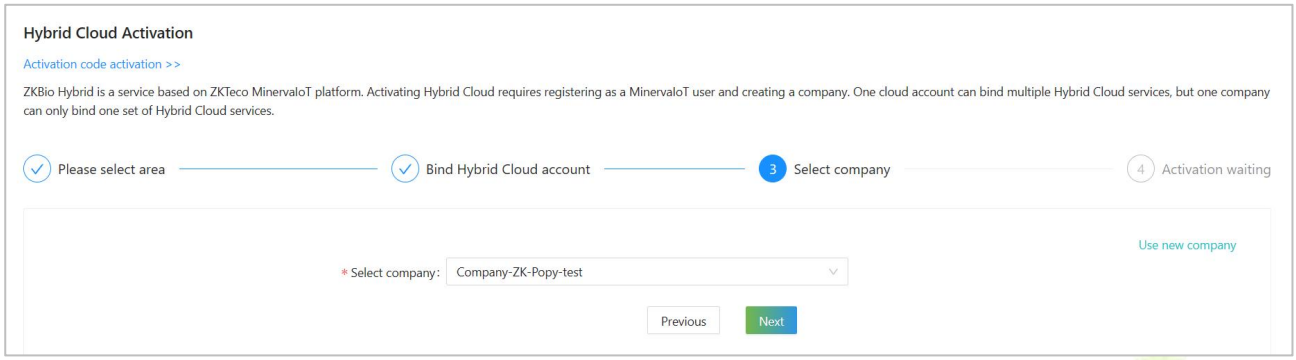


Figure 15 Select Company

If you don't currently have a company, you can choose to create one by clicking **Use New Company.**

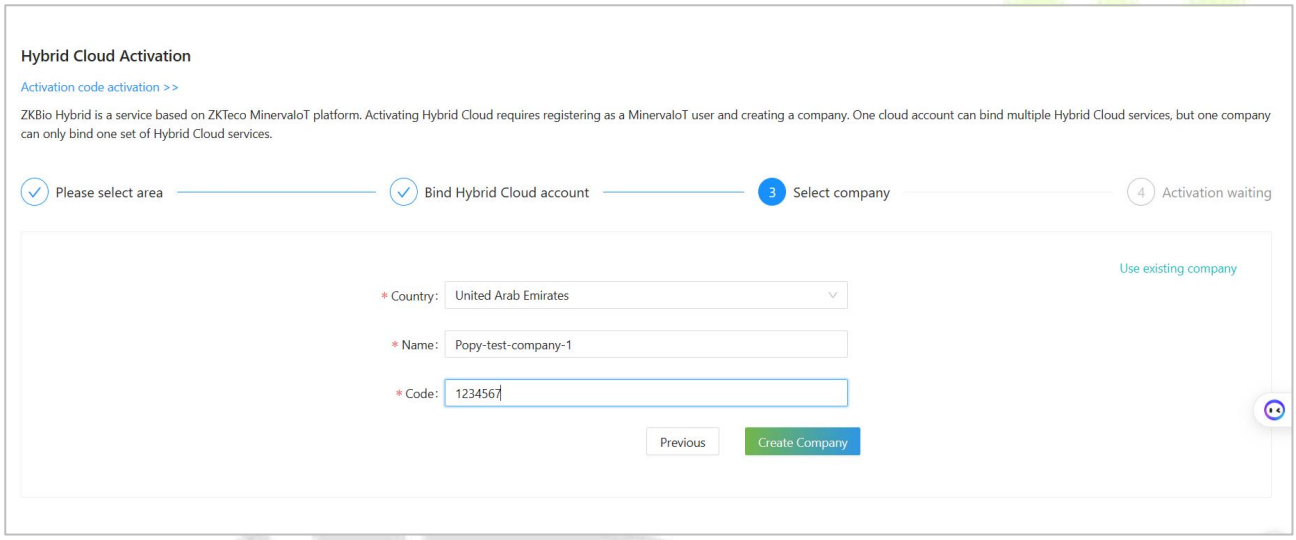


Figure 16 Create Company

Start Activating and wait for 1-2 minutes until the Activation completely.

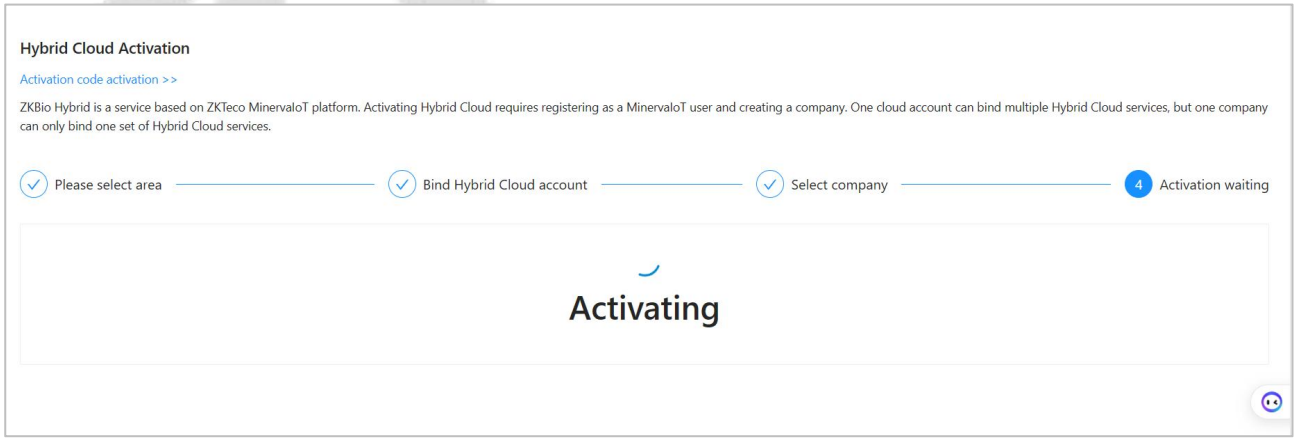


Figure 17 Waiting Activation

After activation successful, you can get the organization's QR Code (Be sure to save your organization code, the mobile app requires it to be scanned in order to log in).

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

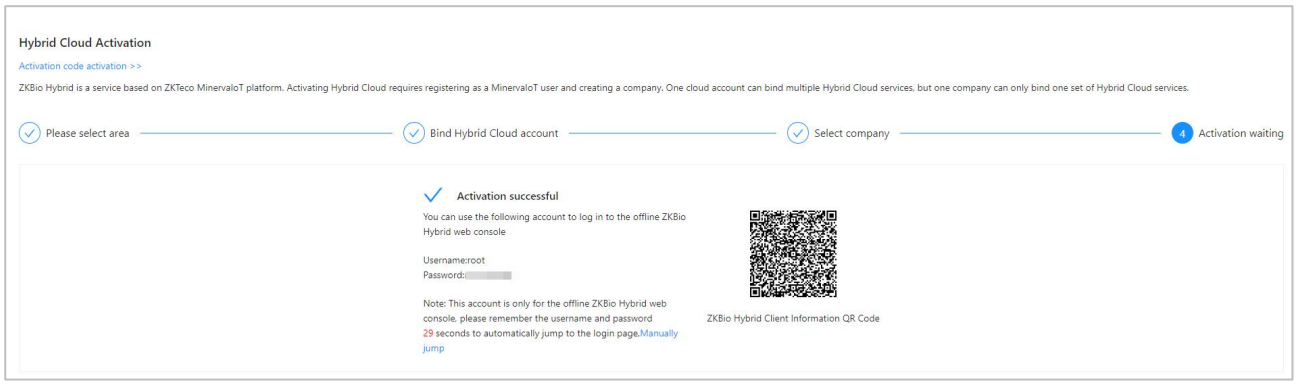


Figure 18 Activation Successful

Now, you can login in your ZKBio CVConnect Platform.

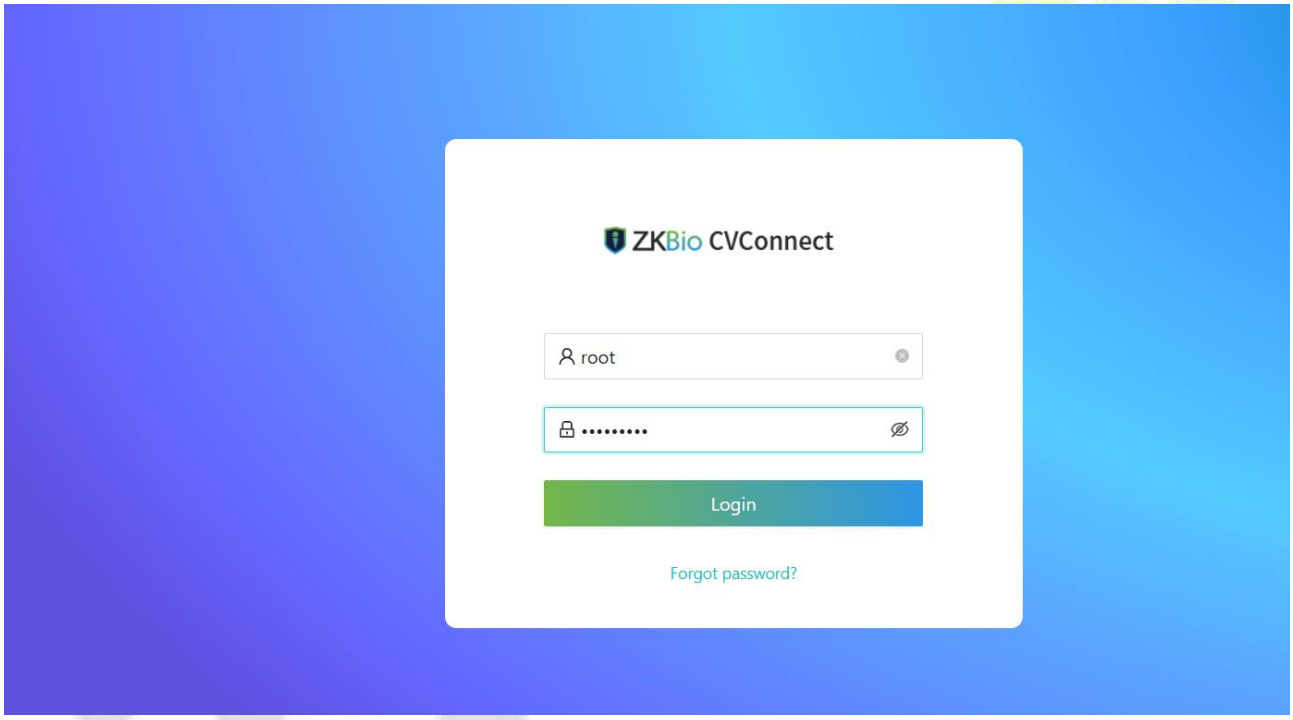


Figure 19 ZKBio CVConnect Login

After logging in, we can check the status of the current cloud connection, "Online" means the cloud connection is normal. Now please save this QR code, you need to scan it when you log in the app.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

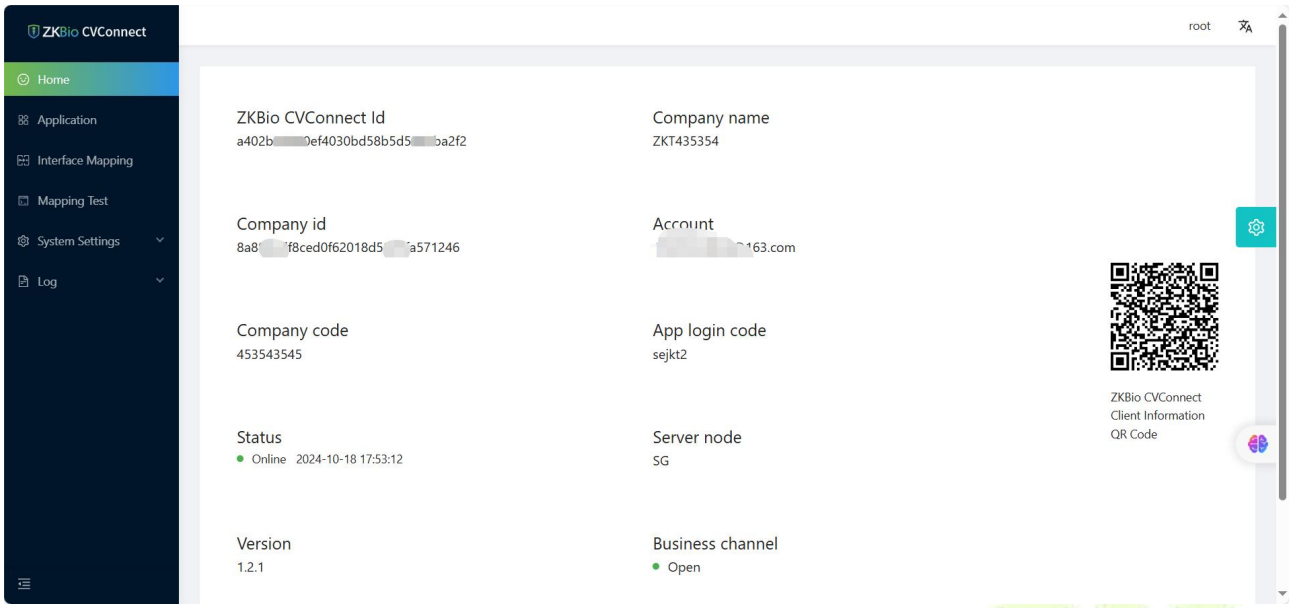


Figure 20 Organization's Code

Note: *The ZKBio CVSecurity Platform is primarily reserved for custom developers, so there is no need for you to modify the configuration or devote significant attention to it.*

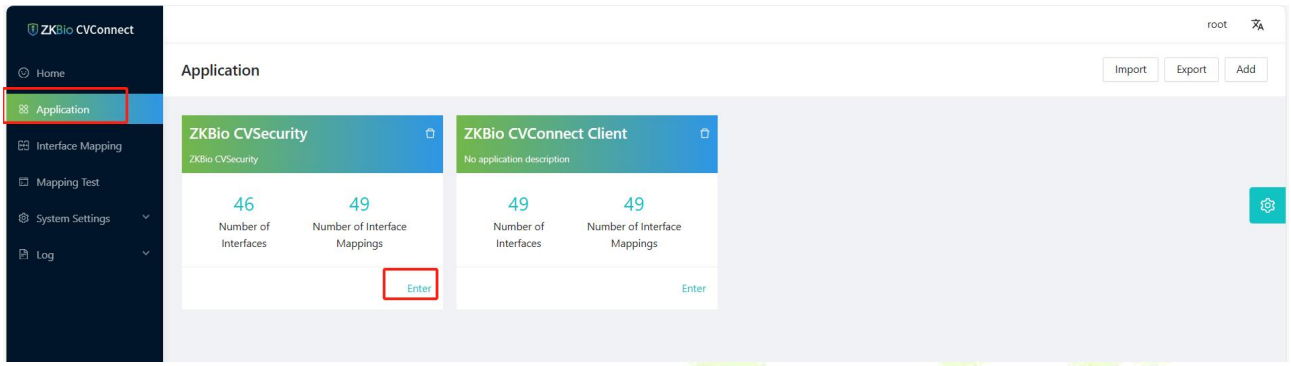
Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

1.3 Bind ZKBio CVSecurity to ZKBio CVConnect

This step explains how to bind the ZKBio CVConnect you just activated with ZKBio CVSecurity.

Please note: If you have already entered the correct Endpoint of the ZKBio CVSecurity/ZKBio CVAccess server in Select Area, you can **skip Step 1** directly.

Step1: Go to ZKBio CVConnect page, click **Application ->** Select **ZKBio CVSecurity**. Click **Enter**.



Click the **Edit** button in the upper right corner to modify the server address of ZKBio CVSecurity to the one you are currently using, then click **OK** to save.

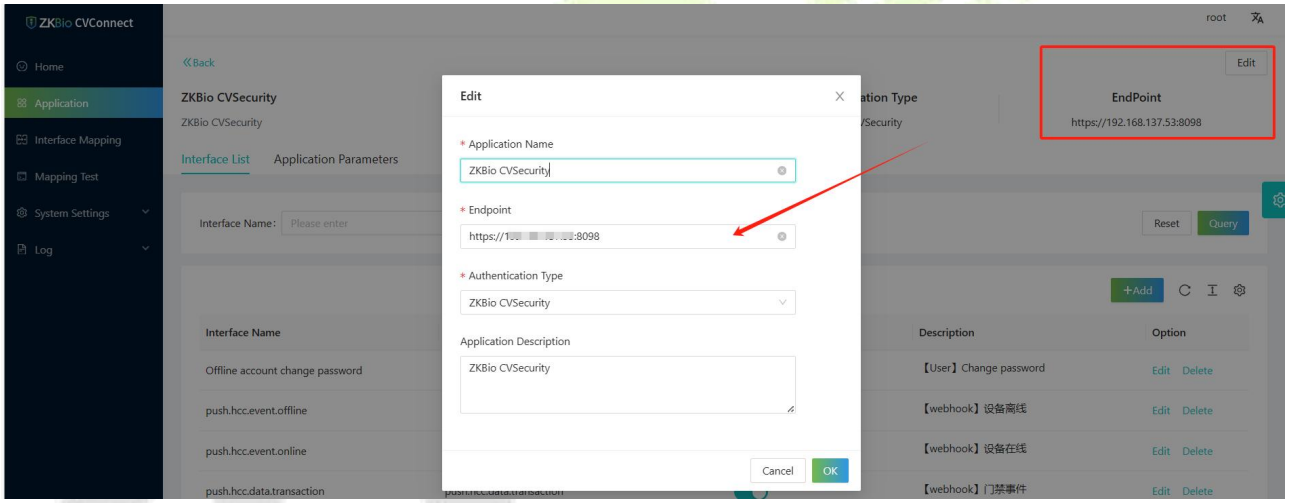


Figure 21 Cloud Setting

Step 2: Go to ZKBio CVSecurity web, enter **System -> System Management ->Cloud Setting**, to enable the APP cloud service.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

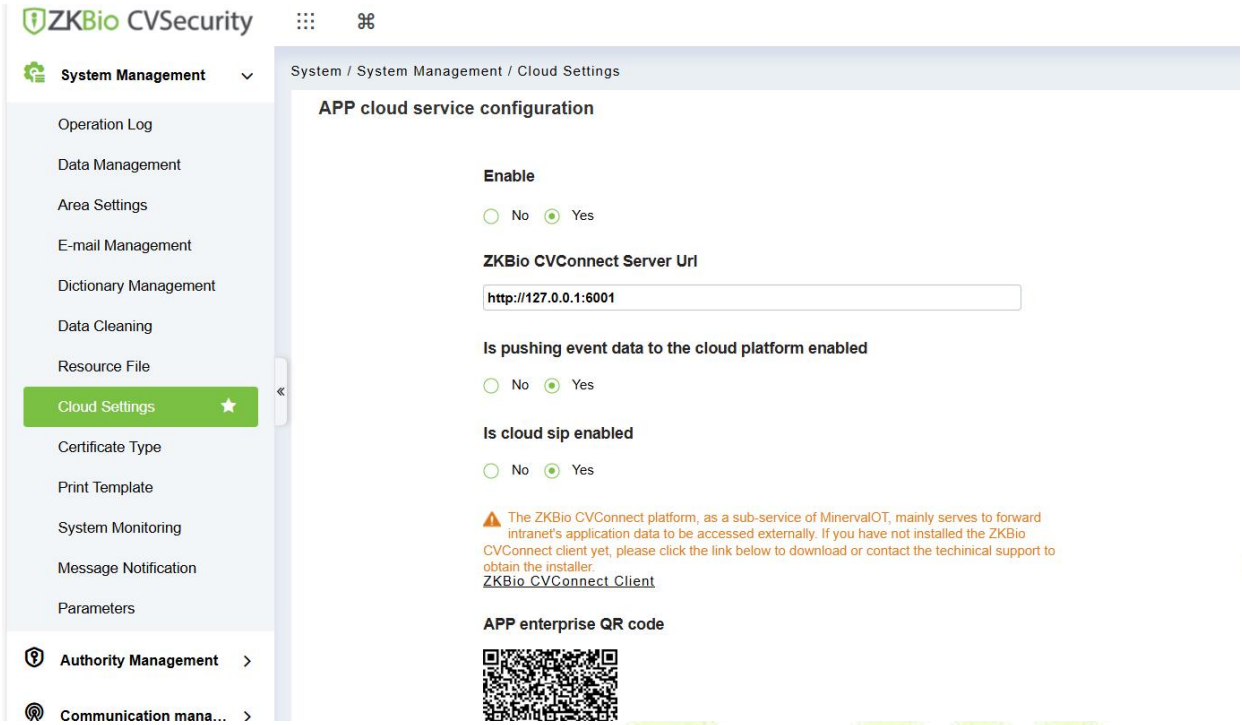


Figure 22 Cloud Setting

Parameter Description

- **Enable:** Whether to enable hybrid cloud services, enabling them allows users to start using the Mobile APP.
- **ZKBio CVConnect Server URL:** The address of the ZKBio CVConnect Client that you need to bind.
- **Is pushing event to the cloud platform enabled:** Whether to store data on the cloud platform, the default is No, data will not be stored in the cloud, it will only be forwarded to the APP.
- **Is Cloud SIP enabled:** Whether to enable the cloud SIP feature, after enabling it, you can configure the extension number for use in the visual intercom module.
- **APP enterprise QR Code:** The QR code for APP login generated after registering and activating in the ZKBio CVConnect.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2 Start Using the ZKBio CVSecurity Mobile APP

2.1 Mobile APP Download

Please download ZKBio CVSecurity Mobile APP from Google Play Store or iOS App Store. And then install it.

iOS Android

2.2 Login in

You can choose either administrator or personnel to log in.

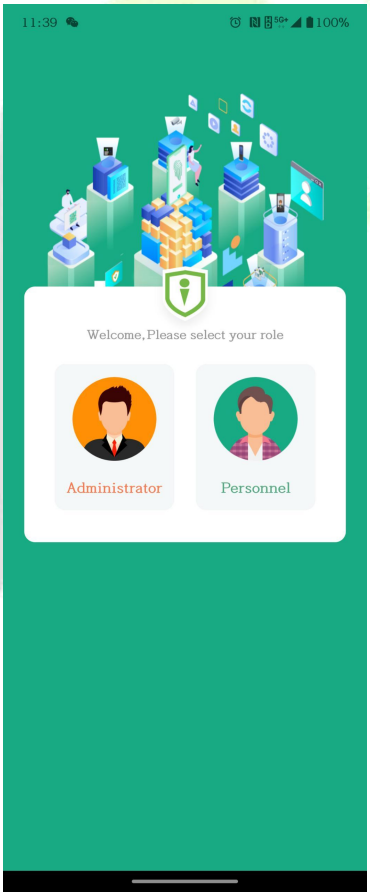


Figure 23 App Login

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3 Administrator Application Operation Guide

2.3.1 Administrator Login

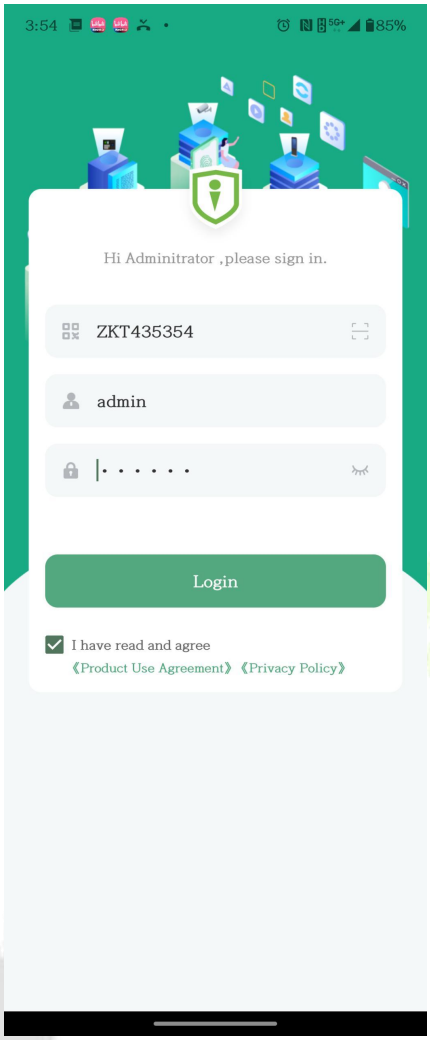


Figure 24 User Login

- **Organization Name:** Scan the organization code you get before. (Go to ZKBio CVSecurity web, enter **System -> System Management ->Cloud Setting ->APP enterprise QR Code**)
- **Account & Password:** The administrator account; Same account & password as ZKBio CVSecurity web.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2 Administrator Application Overview

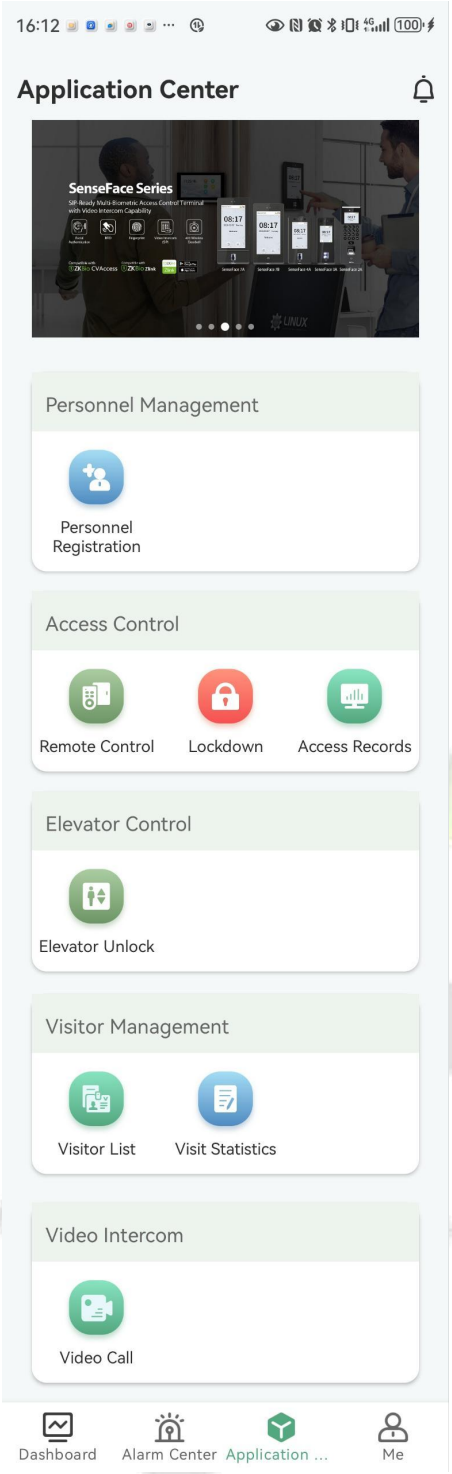


Figure 25 Light Mode

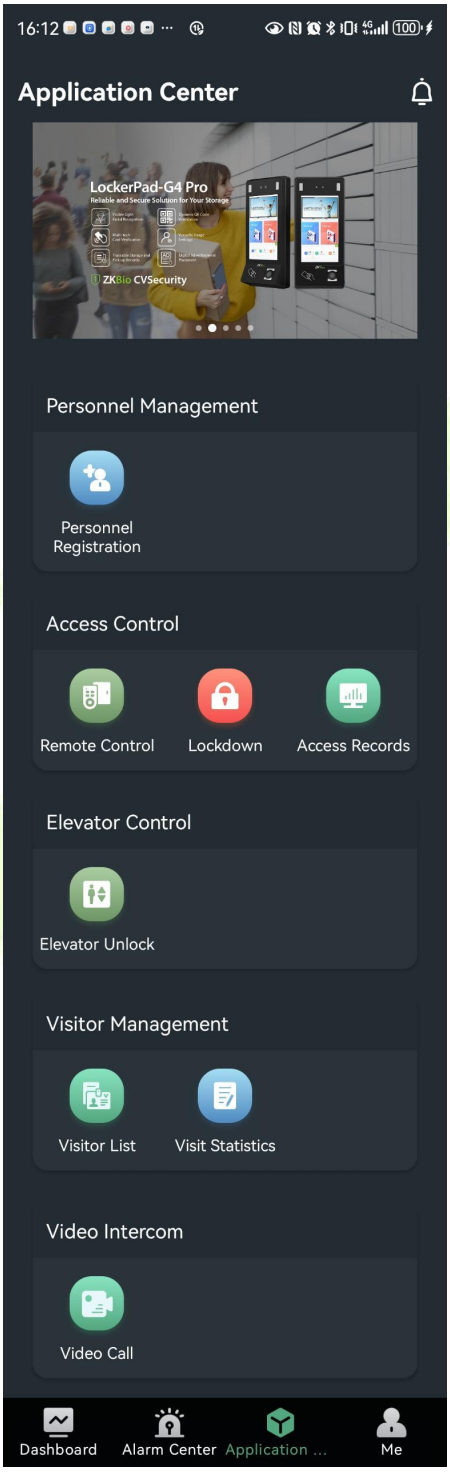


Figure 26 Dark Mode

The ZKBio CVSecurity Mobile App divided into the following modules. You can access these modules via the bottom navigation bar.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Module	Description
Dashboard	You can view the status of your current resources in the Dashboard: the number of people, devices and visitors; you can also view the status of the devices.
Alarm Center	You can view all the alarm events of the day and confirm the progress in Mobile APP
Application Center	In the Application Center, you can quickly access the following modules. • Access Control: Remote Control, Lockdown, Access Records. • Visitor Management: Visitor List, Visit Statistics.
Me	You can view account information, turn on background notifications, view privacy agreements and version information.
Notification Center	View system notifications.

Table 1 User Mobile APP

2.3.2.1 Dashboard

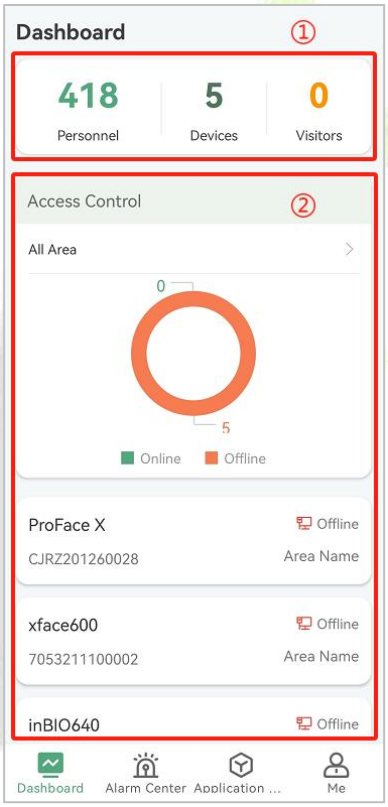


Figure 27 Dashboard

Module	Description
①	You can view the status of your current resources in the Dashboard: the number of people, devices and visitors.
②	• You can view the devices statues, tap on the stats graph to toggle to view online or offline device details. • Click on the all area to filter.

Table 2 Dashboard

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2.2 Alarm Center

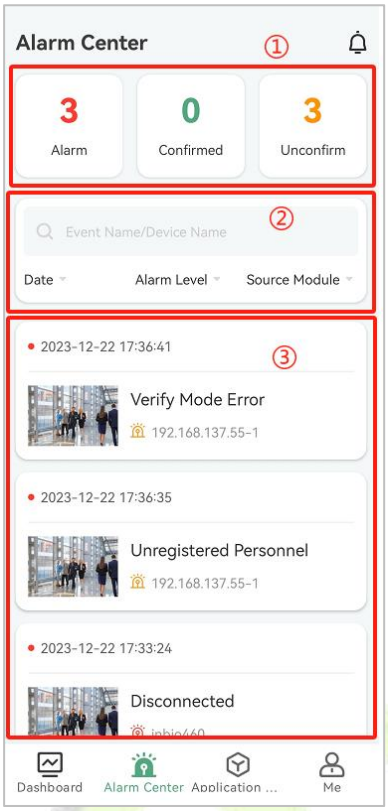


Figure 28 Alarm Center

Module	Description
①	• Counts the number of alarms today, the current number of unacknowledged and acknowledged alarms; • Click on the corresponding card to quickly filter, for example, click on "Unconfirmed" to display only the unacknowledged alarms.
②	• Search box: search by event name or device name. • Filters: by selecting time, alarm level, source module.
③	• All warning, exceptions and alarm events.

Table 3 Alarm Center

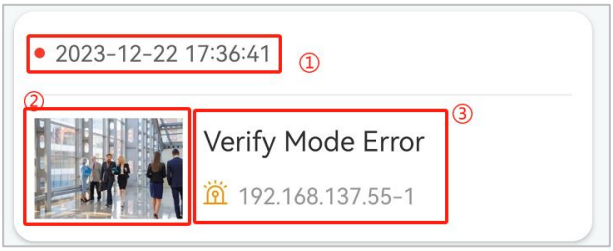


Figure 29 Alarm Event

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Module	Description
①	• Time when the event is triggered • Indicates that the event has not been confirmed
②	• Pictures of the event captured. If no picture is captured, the system default picture is displayed.
③	• What events occurred on what devices. The image shows that the "Verify Mode Error" event occurred on the "192.168.137.55-1" device. • : Indicates that the event level is "Exception". • : Indicates that the event level is "Alarm".

Table 4 Alarm Event

Click on an event card to view event details:

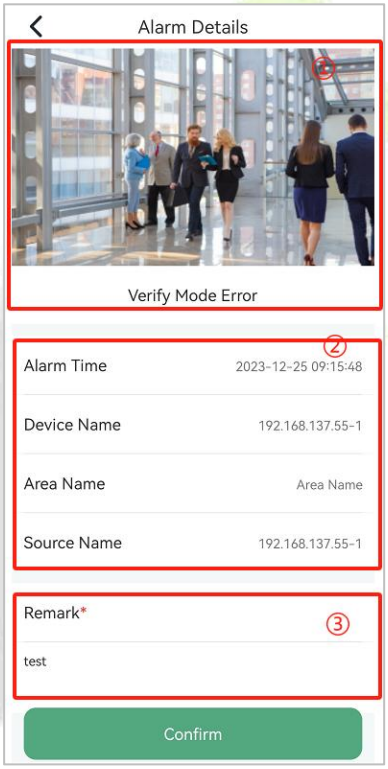


Figure 30 Alarm Details

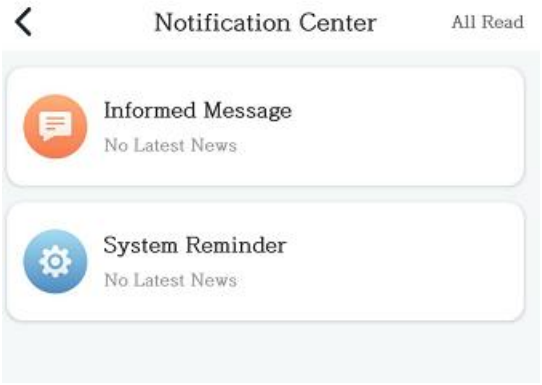
Module	Description
①	• Picture of the event captured. If no picture is captured, the system default picture is displayed.
②	• Alarm Details, including Alarm Time, Device Name, Area Name, Source Name.
③	• Remark: Observations on the handling of events.

Table 5 Alarm Details

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2.3 Notification Center

Clicking the upper right corner allows you to enter the message center page to view messages.



Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2.4 Application Center

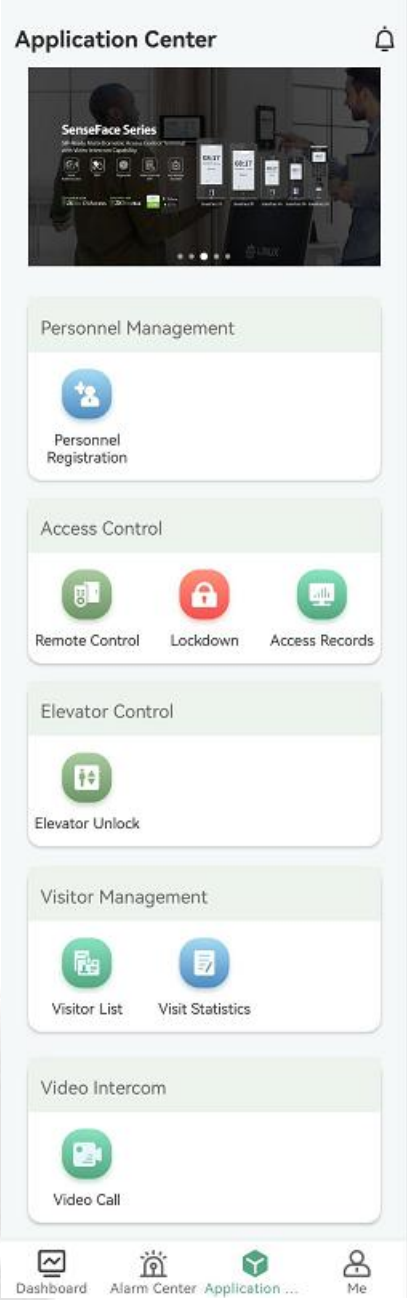


Figure 31 Application Center

2.3.2.4.1 Personnel Registration

This feature allows administrators to register personnel online through the APP.

Note: *This feature is available only in* ***version 1.2.0 and above.***

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

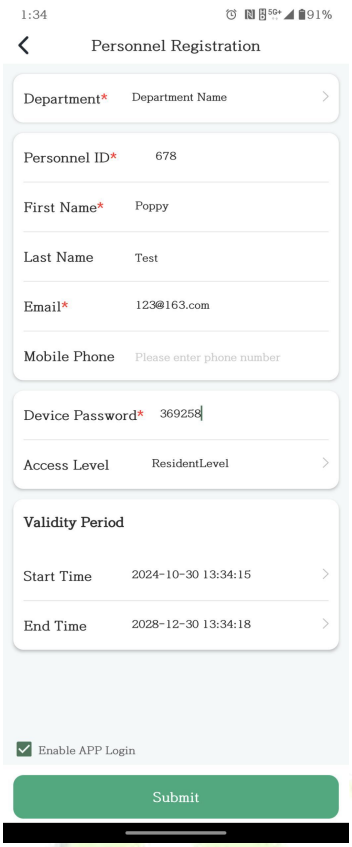


Figure 32 Personnel Registration

Field explanations are as follows:

- Department: Click to select the department.
- Personnel ID: Enter the ID of the personnel.
- First Name/Last Name: Register the name of the personnel.
- Email: Register the email of the personnel.
- Mobile Phone: Register the mobile phone number of the personnel.
- Device Password: Register the access control verification password for the personnel; after registration, the personnel can use this PIN for verification on the device.
- Access Level: Grant access control permissions to the personnel.
- Validity Period: The validity period for the personnel; after expiration, verification will no longer be possible.
- Enable APP Login: Check to allow the personnel to use the APP.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

The page displayed after the administrator successfully registers is as follows:

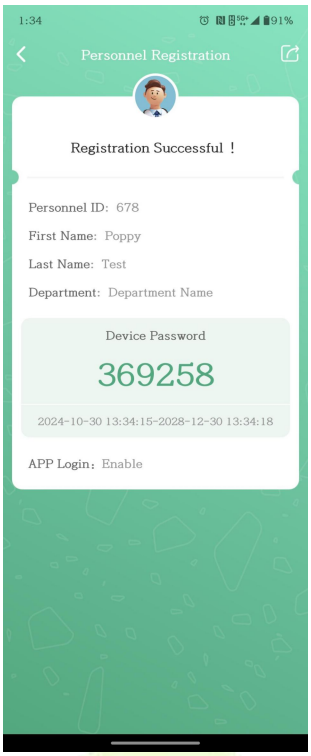


Figure 33 Registration Successful

You can click the button in the upper right corner to share the successful registration information with the personnel.

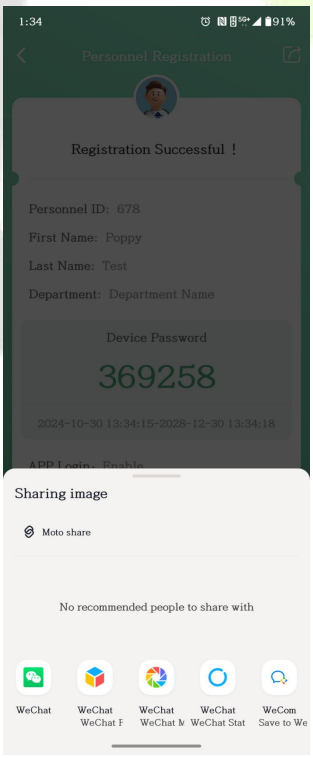


Figure 34 Sharing Image

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2.4.2 Remote Control

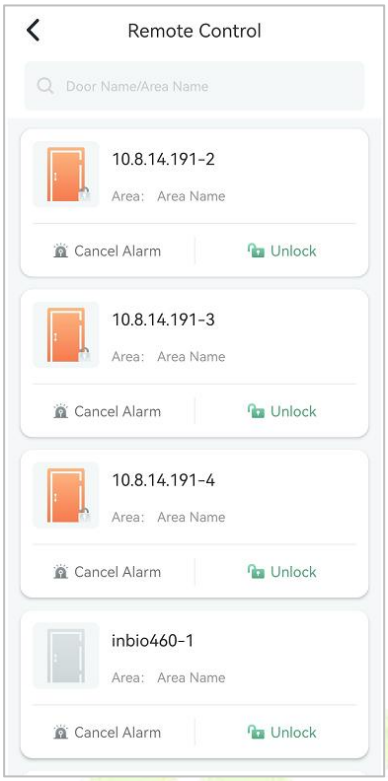


Figure 35 Remote Control

- **Cancel Alarm**

Remote Cancel Alarm: When an alarm is generated, an alarm icon will appear on the left side, you can click "Cancel Alarm" to cancel it remotely.

- **Unlock**

Remote Unlock: Remote unlocking when the device is online.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

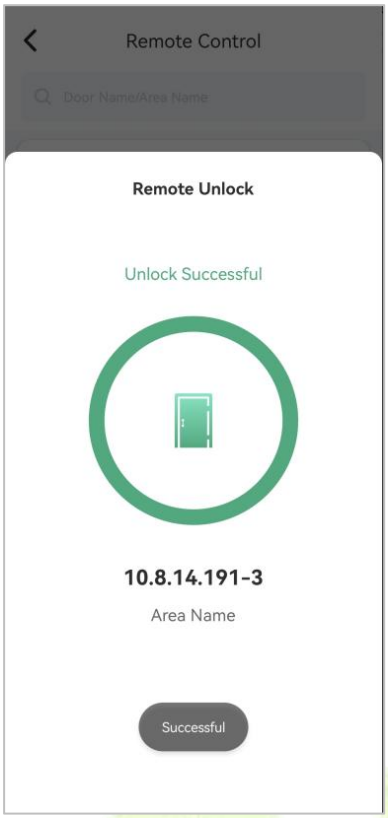


Figure 36 Remote Unlock

2.3.2.4.3 Remote Lockdown

This feature is used to remotely and quickly lock doors in a preset group in case of emergency.

Pre-conditions:

You need the ZKBio CVSecurity preconfigured emergency lockdown group. Go to **ZKBio CVSecurity > Access > Access Control >Access Level**, to configure the lockdown group.

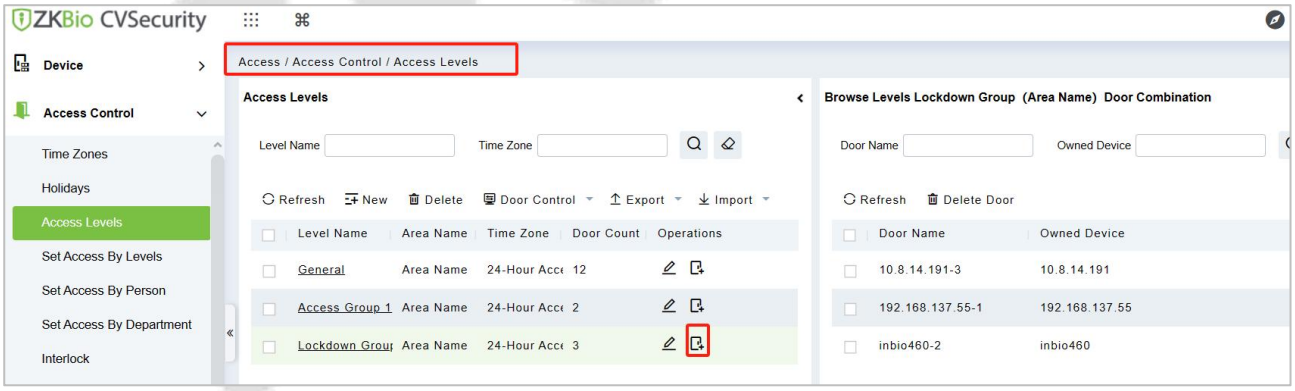


Figure 37 Lockdown Group

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

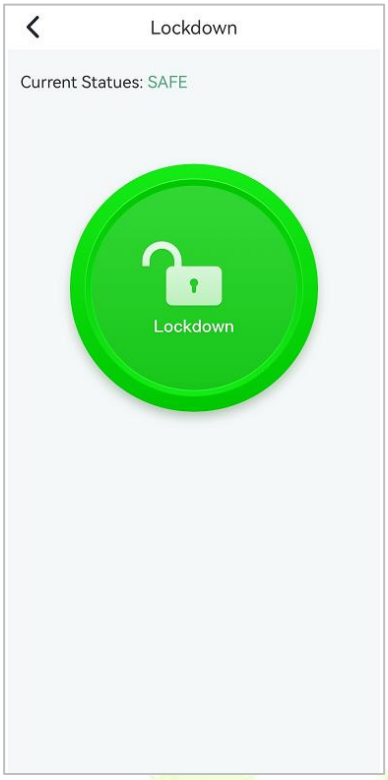


Figure 38 Lockdown

- **Active Lockdown**

When the icon shows green, it means that the current state is safe; in case of emergency, you can click on the **green button,** select Lockdown Group, and click **Under Lockdown** button.

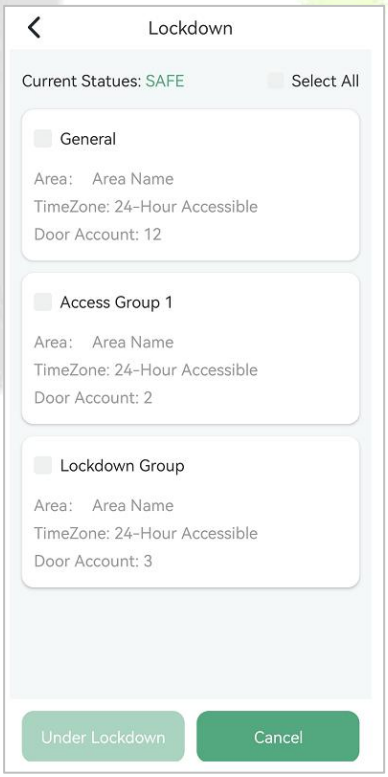


Figure 39 Active Lockdown

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

When Lockdown is activated, the button turns green and the current state changes to **Under Lockdown**.

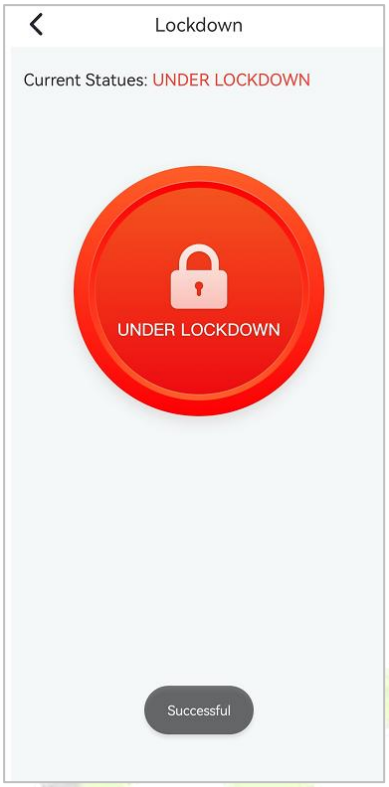


Figure 40 Lockdown

- **Cancel Lockdown**

Once the alarm is cleared, click the red button to cancel the lockdown.

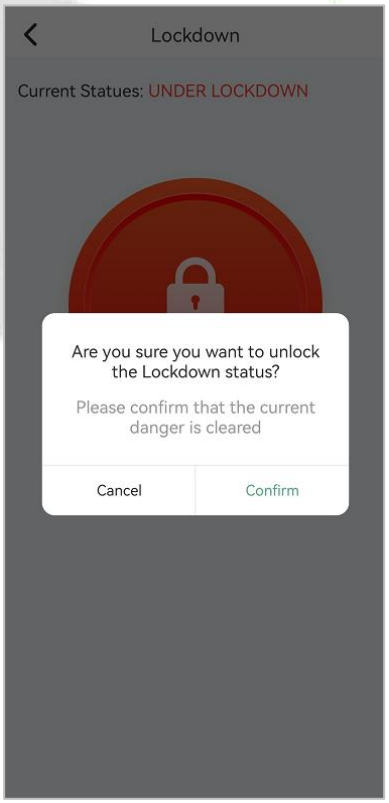


Figure 41 Cancel Lockdown

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2.4.4 Access Records

View all door opening records.

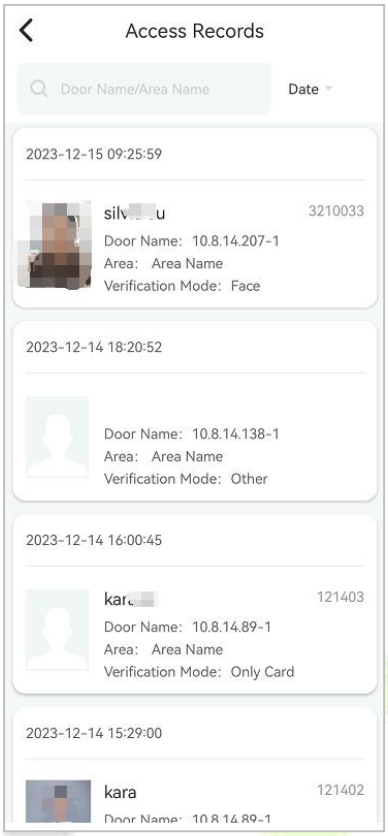


Figure 42 Access Records

Click on the records card, you can view the access details.

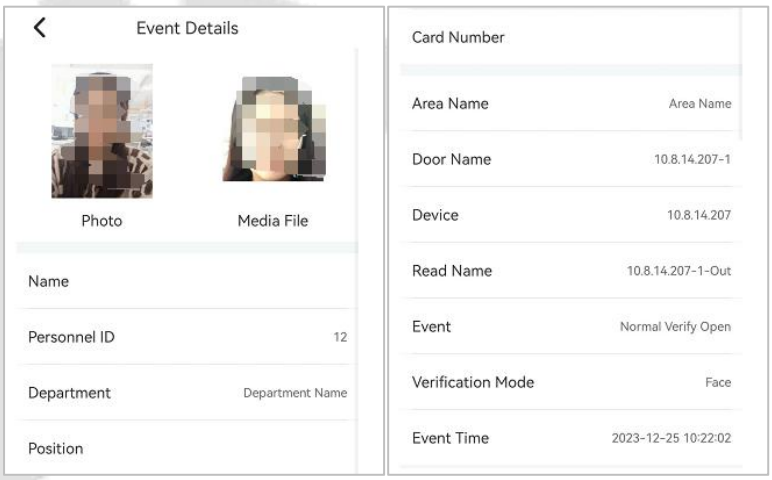


Figure 43 Access Details

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.3.2.4.5 Visitor List

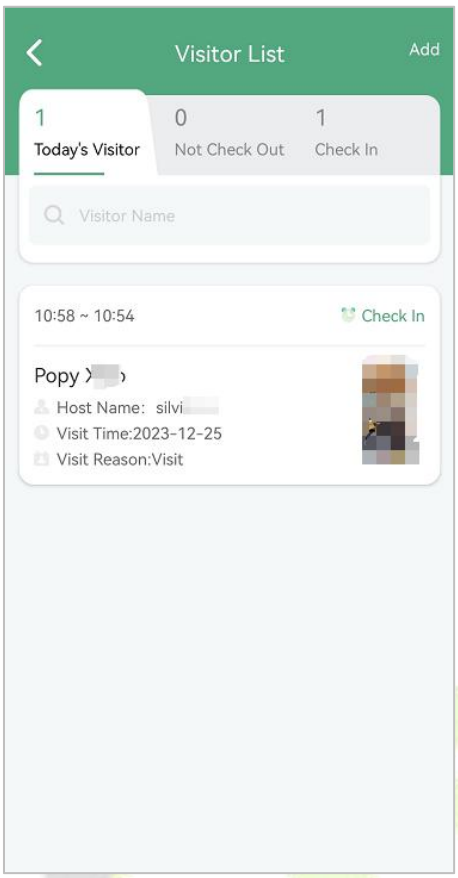


Figure 44 Visitor List

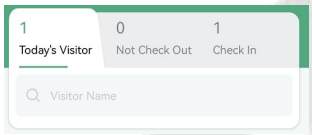
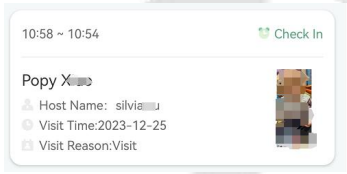
Module	Description
	• Today's Visitor Statistics Overview: Today's visitor, Not check out, Check In. • Search by visitor name.
	• Visitor visit details, including: time of visit, name of visitor, person visited, reason for visit, photo of visitor. • Visitor Statues: Check in/check out or not check out.
	• Click Add to register a visitor, as described below.

Table 6 Visitor List

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

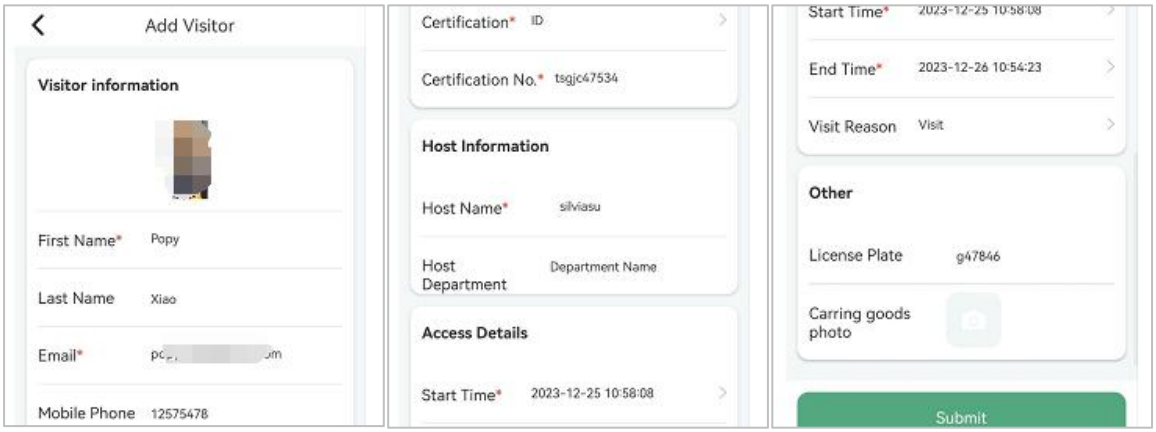


Figure 45 Visitor Register

- **Visitor Information**

Register basic visitor information, including name, contact information and ID number.

- **Host Information**

Fill in the information of the person visited by the visitor, it will be automatically retrieved when the ID or name of the person visited is entered in the input box.

- **Access Details**

Time and reason for the visit.

- **Other**

Photographs of the visitor's license plate number or the goods he is carrying.

2.3.2.4.6 Visit Statistics

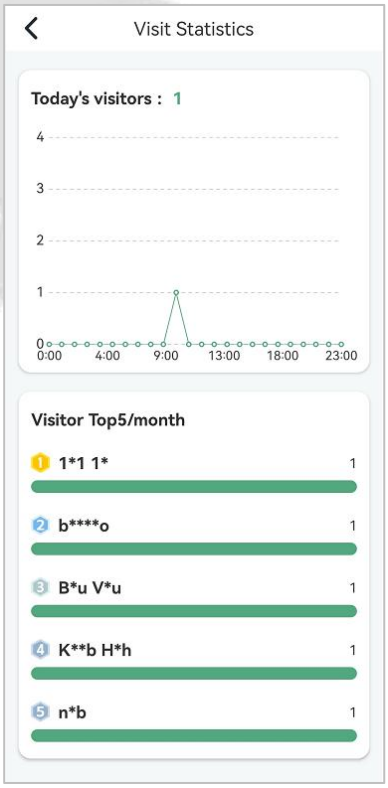


Figure 46 Visit Statistics

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **Today's Visitor**

Counting Today's Visitor Flow.

- **Visitor Top 5 /month**

Top 5 Visitors by Monthly Visits.

2.3.2.4.7 Elevator Unlock

In emergency situations, the administrator remotely releases the elevator button to prevent people from being trapped.

Note: *This feature is available only in* ***version 1.1.0 and above****.*

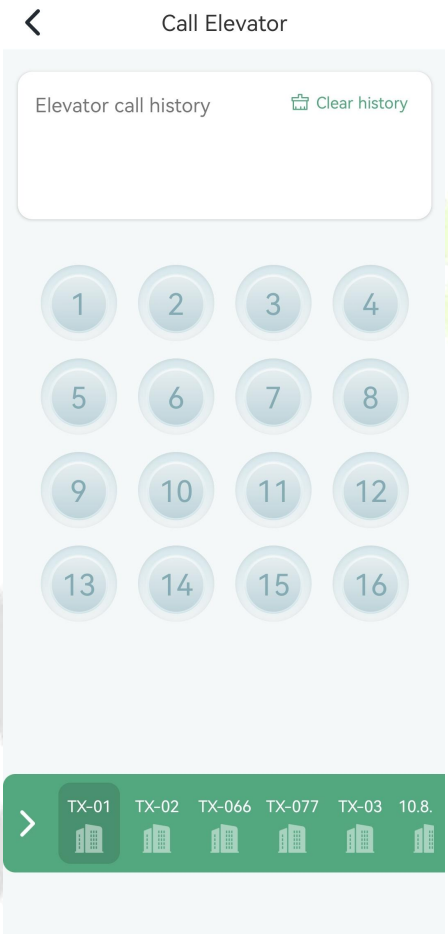
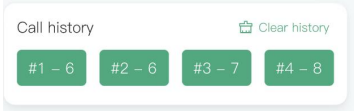


Figure 47 Call Elevator

Module	Description
	• Call history records, up to 4 historical records can be stored; you can quickly call the elevator by clicking on the historical records.
	• Display available elevators for selection.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

	• Display the floor buttons supported by the selected elevator, and users can only select floors they have access rights to.

Table 7 Call Elevator

2.3.2.4.8 Video Call

Under stable network conditions, you can make voice or video calls with any terminal within the service network using the APP; if the call comes from a device, you can also achieve remote door opening during the call.

Note: *This feature is available only in* ***version 1.1.0 and above.***

The top displays the current communication status, and normal communication is only possible when the status is "Connected".

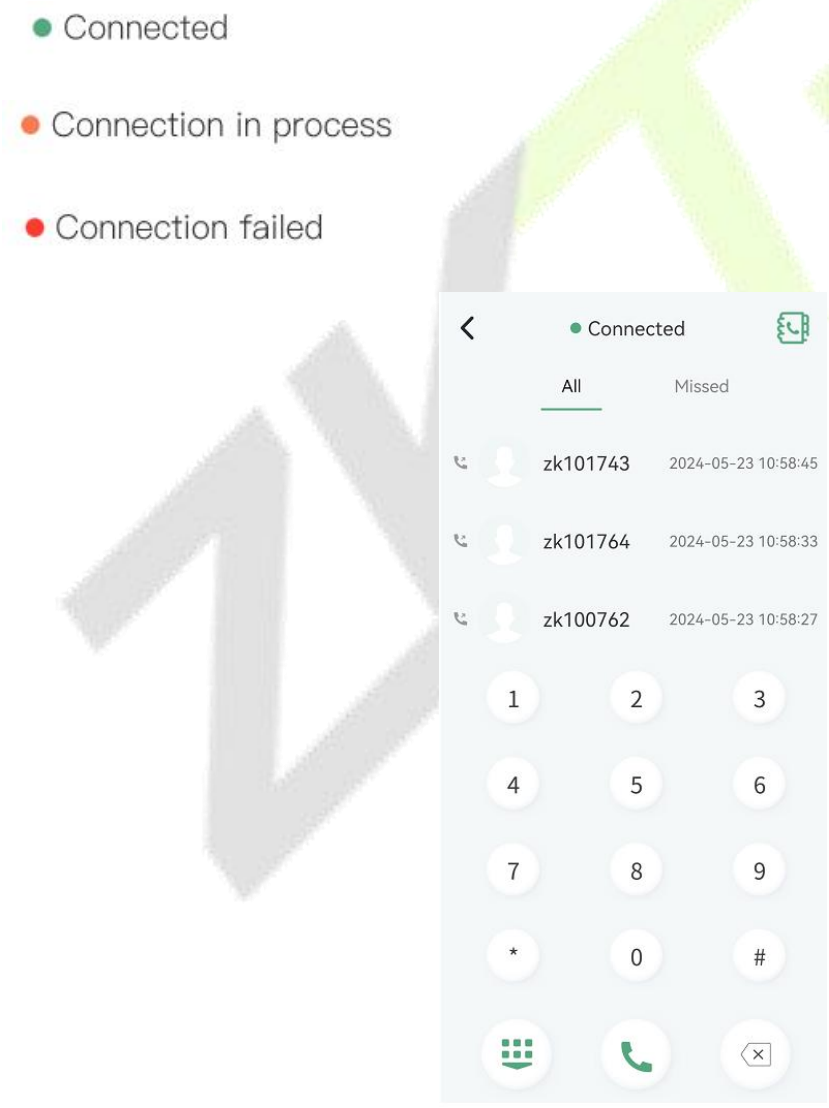


Figure 48 Video Call

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **Call History**

All: Display all call records.

Missed: Display missed call records. Red font indicates missed calls.

: Incoming call

: Outgoing call

- **Dialing**

You can quickly enter through the digital keypad in the picture, or you can call up the system keyboard for input.

: Clicking will retract the keyboard, and clicking again will expand it.

: After entering the extension number, you can click on this icon to make a call.

: Delete the entered content.

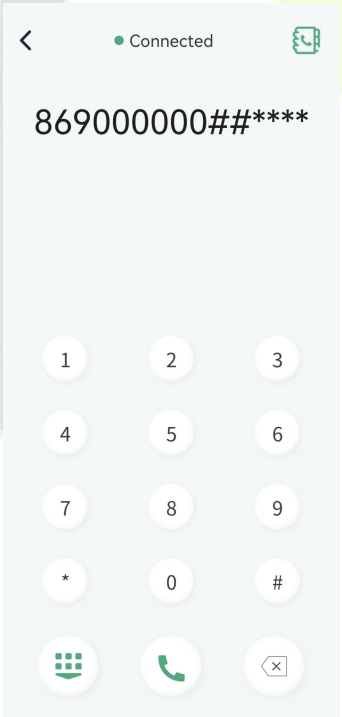


Figure 49 Dialing

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Address Book

Click the button to enter the contact list page.

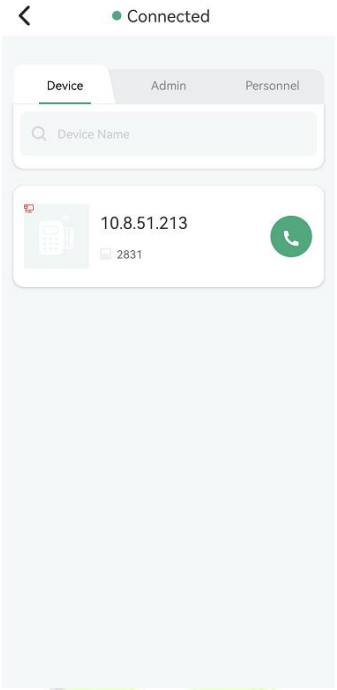


Figure 50 Address Book

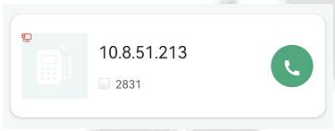
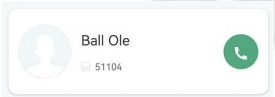
Module	Description
	**Device** indicates that the device is offline. indicates that the device is online. The fields from top to bottom represent, respectively: device name, device's extension number.
	Admin The fields from top to bottom represent, respectively: user name, name, extension number.
	**Personnel** The fields from top to bottom represent, respectively: name, extension number.

Table 8 Address Book

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **In-Call Interface**

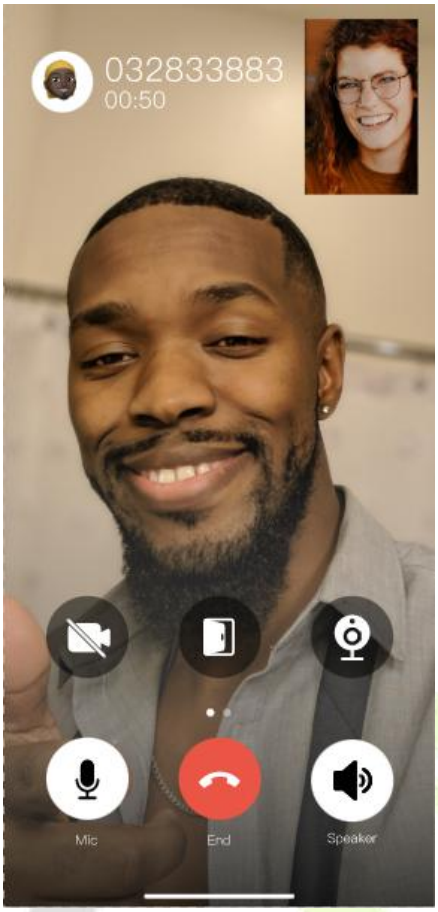


Figure 51 In-call Interface

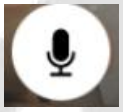
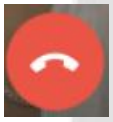
Icon	Description
	• Enable or disable the microphone. • After enabling, you will need to obtain the system microphone permission. • Disable it, you cannot make a call.
	• Hang up
	• Enable or disable the speakerphone.
	• Enable or disable the camera. • After enabling, you will need to obtain the system camera permission.
	• Unlock the door. • The icon only appears when a call is made from the access control device, and only the door of this device can be opened during the call.

Table 9 In-call Interface

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Please note: *If administrators or personnel need to use this feature after logging in to the APP, you must first assign an extension number to the user or personnel on the* ***ZKBio CVSecurity Web page->Video Intercom -> Extension Management ->Extension Binding.***

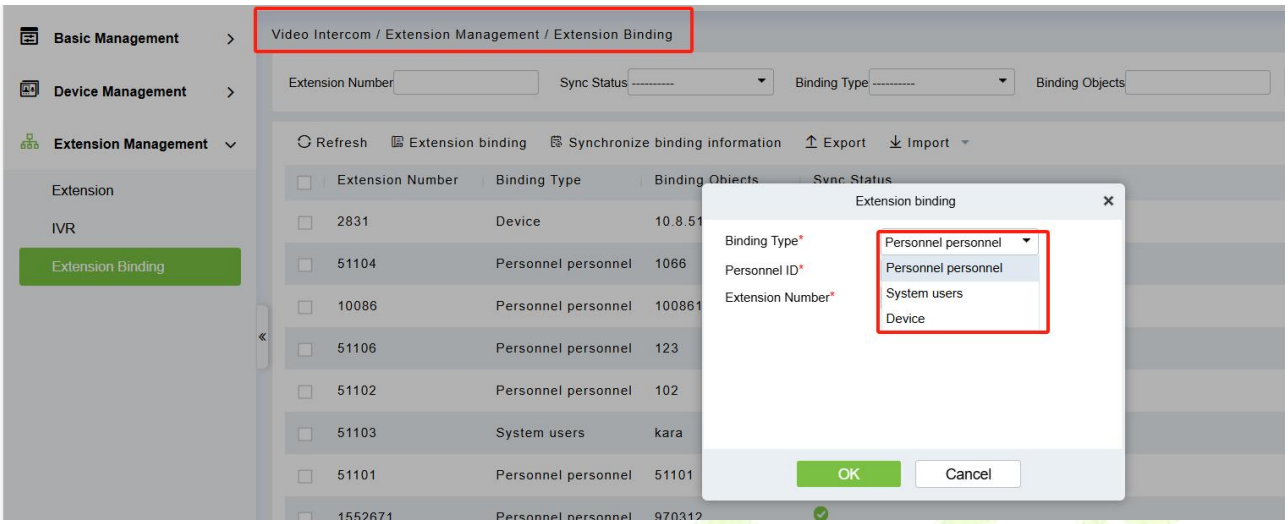


Figure 52 ZKBio CVSecurity Web Page

2.3.2.5 Me

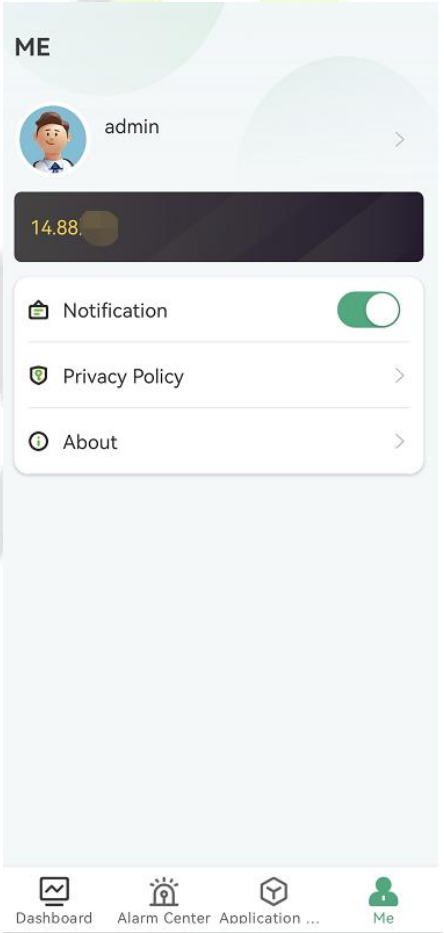


Figure 53 Me

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

Module	Description
	User information, content not editable.
	Current organization name.
	Enable the background message notification button on mobile, when enabled, the background can receive message alerts.
	Privacy Policy.
	The version of mobile app.

Table 10 Me

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.4 Personnel Application Operation Guide

2.4.1 Personnel Login

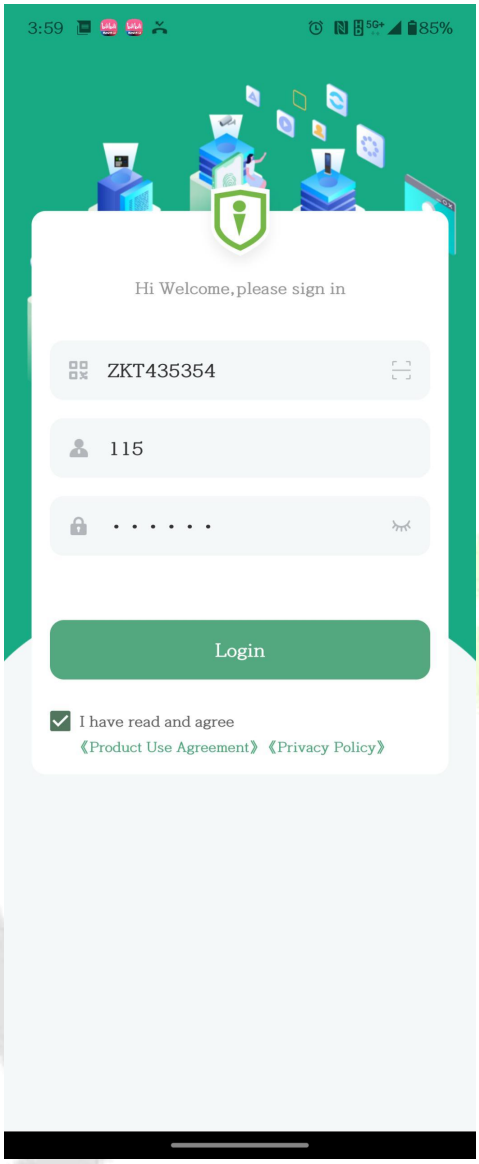


Figure 54 Personnel Login

- **Organization Name:** Scan the organization code you get before.
- **Account & Password:** The personnel ID & password; Same account & password as ZKBio CVSecurity web.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.4.2 Personnel Application Overview

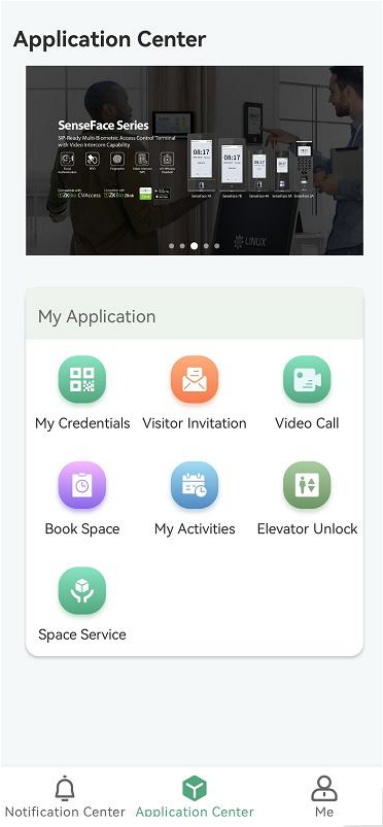


Figure 55 Light Mode

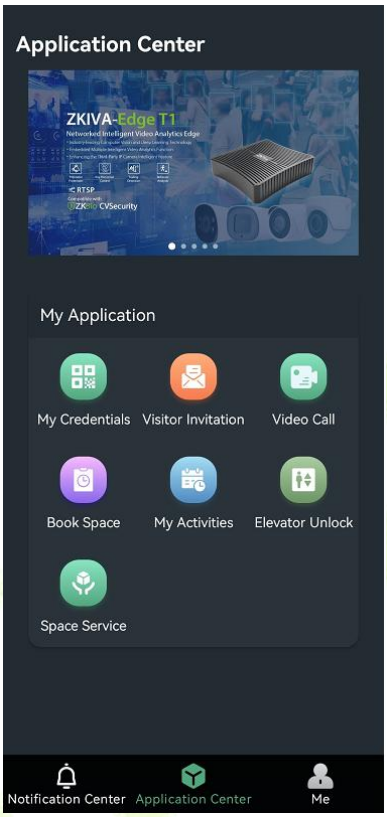


Figure 56 Dark Mode

2.4.2.1 Notification Center

Display all notifications for the personnel, including the following types: Informed Message, Visitor Dynamics, Access Records.

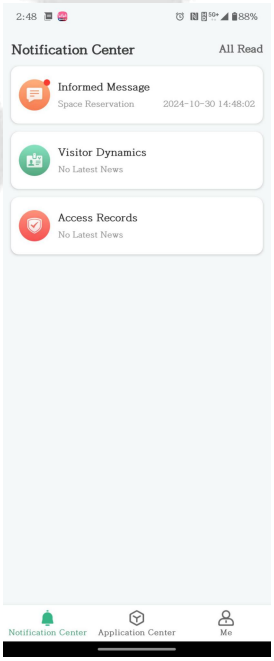


Figure 57 Notification Center

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **Informed Message**

Displays notifications related to space reservations, meeting start reminders, meeting cancellations, and other relevant alerts.

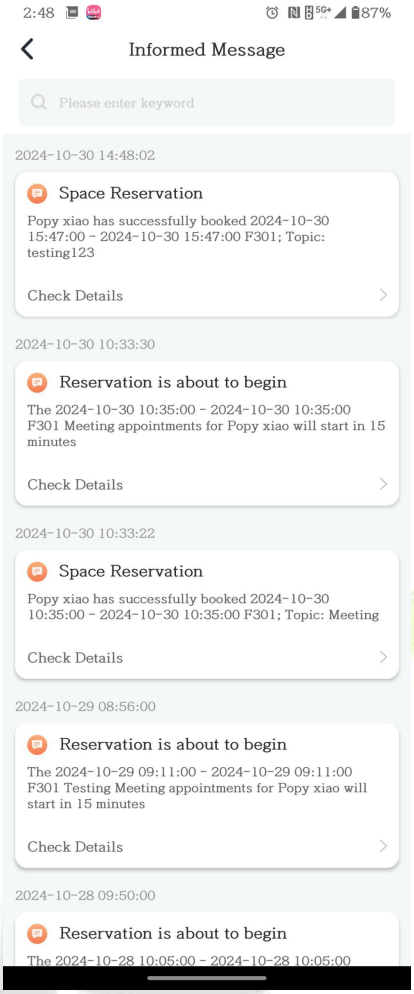


Figure 58 Imformed Message

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **Visitor Dynamics**

Displays notifications related to visitor check-ins, check-outs, and other visitor-related alerts.

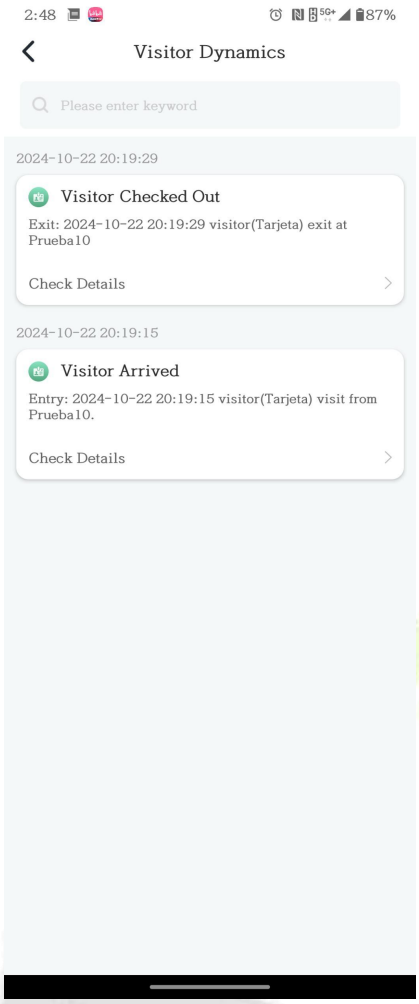


Figure 59 Visitor Dynamic

- **Access Records**

Displays personal verification records; after verification on the access control device, the APP will be able to query this verification message.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.4.2.2 Application Center

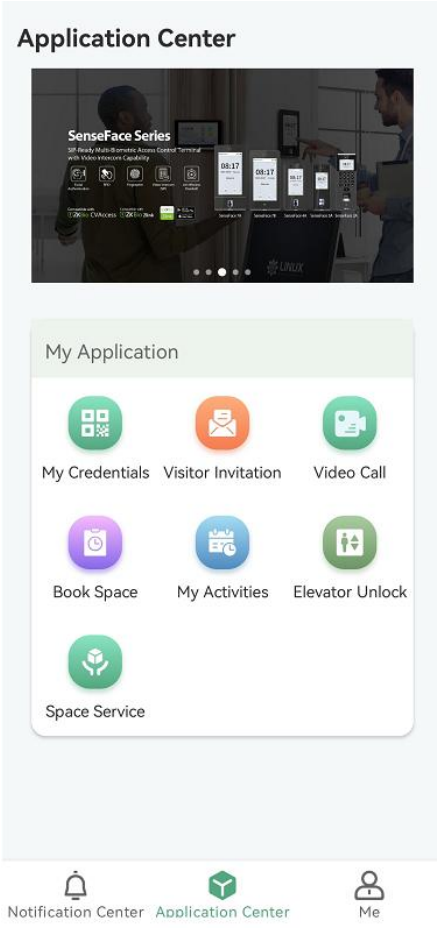


Figure 60 Application Center

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.4.2.2.1 My Credentials

Dynamic QR codes can be verified on access control devices.

Figure 61 My Credentials

2.4.2.2.2 Visitor Invitation

- **My Invitation Records**

Show your invitation history, click the **Re-Invitation** button to quickly invite the visitor.

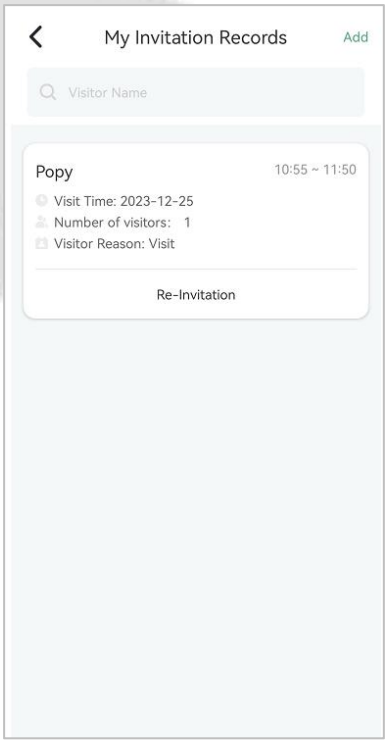


Figure 62 Visitor Invitation Records

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **Invite Visitor**

Click the **Add** button to fill in visitor information.

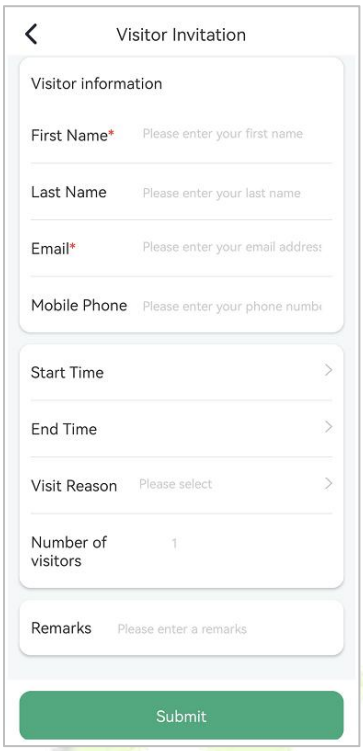


Figure 63 Visitor Invitation

After clicking the **Submit** button, the page jumps to the visitor invitation success screen.

Figure 64 Invitation

You can take a screenshot of this page and send it to your visitor, or the system will automatically send an email to the visitor.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

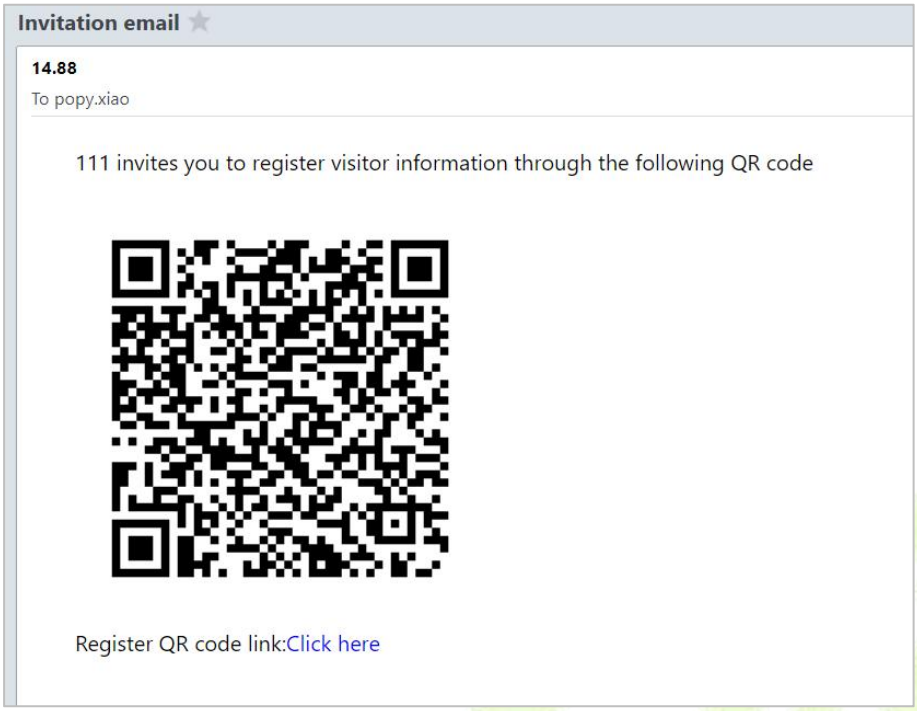


Figure 65 Visitor Email

Note: *The visitor invitation QR code can only be used once, if the visitor has already scanned the code and registered, the QR code will not be scanned again.*

2.4.2.2.3 Video Call

Real-time video calls allow for mutual communication between neighbors or to the property management or control center, enabling seamless communication even if you are thousands of miles apart.

Please refer to the function description in Video Call.

2.4.2.2.4 Elevator Unlock

Remotely release the floor buttons for your relatives or friends to start a convenient elevator riding experience.

Please refer to the function description in Elevator Unlock.

2.4.2.2.5 Book Space

Personnel can check the usage status of spaces through the APP and book a suitable space accordingly.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

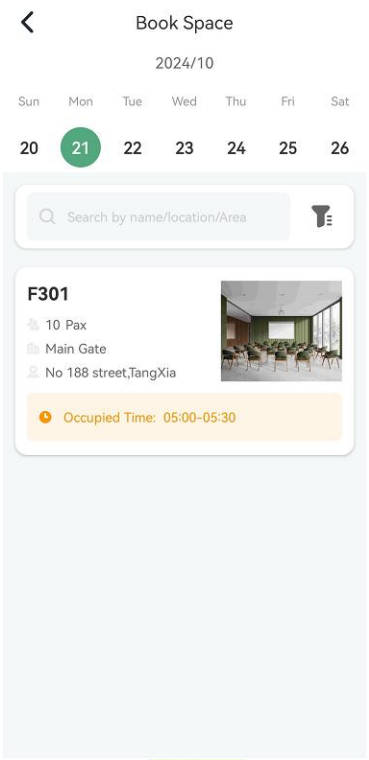


Figure 66 Book Space

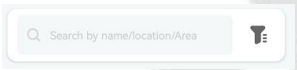
Module	Description
	You can select a date, with the default display set to only show dates from the current week. You can swipe down or right to display more dates.
	You can enter text in the search box to perform a search, or click to filter for more options.
	Display all the information and status of spaces for that date; click on the card to view the details of the space and make a reservation.

Table 11 Book Space

- **Book Space**

Clicking on the space card allows you to view the details of that space, as shown in the figure below:

You can view the basic information of the space, its capacity, available facilities, announcements, and occupied time slots, etc.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

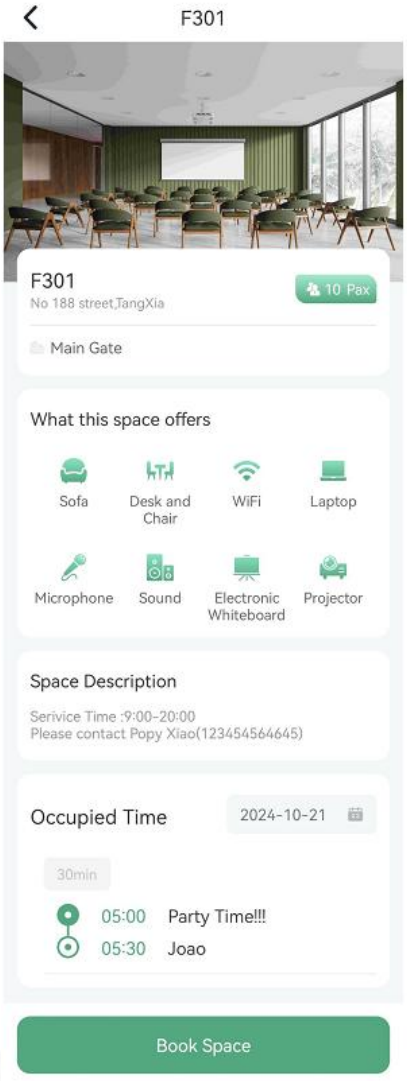


Figure 67 Book Space

Click the Book Space button to jump to the space reservation interface, as shown in the figure below.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

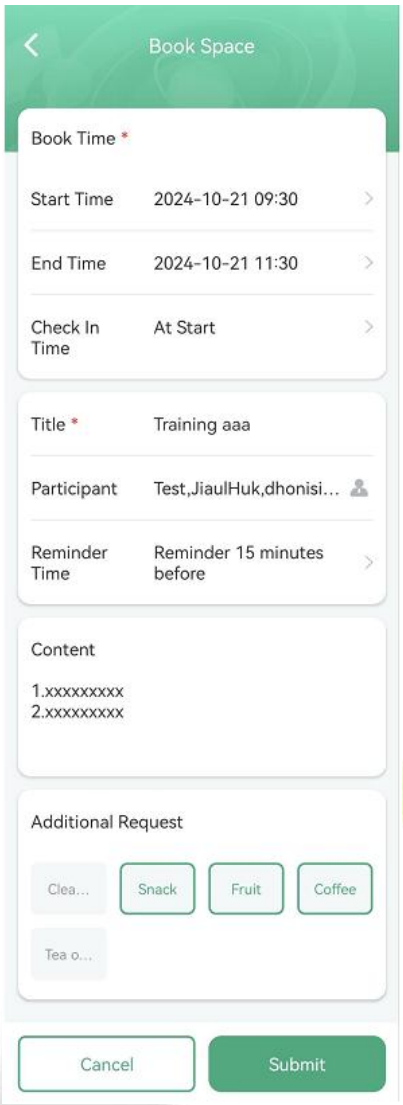
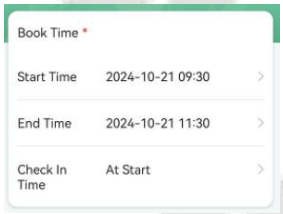
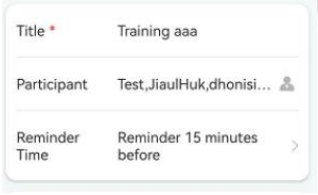


Figure 68 Book Space

Module	Description
	• Start Time: The time when the reservation begins. • End Time: The time when the reservation ends. • Check In Time: The time when you can check in on the Facekiosk H10A device after a successful reservation.
	• Title: The theme for reserving the use of the space. • Participant: Select participants; after a successful reservation, they will receive reminders, and only participants can verify on the device. • Reminder Time: The time for a follow-up reminder.
	The content for reserving the use of the space, such as the meeting agenda.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

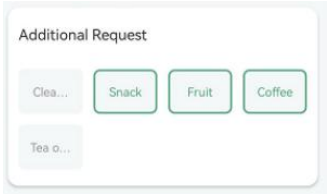
	Indicates whether additional services are needed. After selecting the appropriate services, the space manager will receive a corresponding reminder and provide the services.

Table 12 Book Space

The interface after a successful reservation is shown as follows:

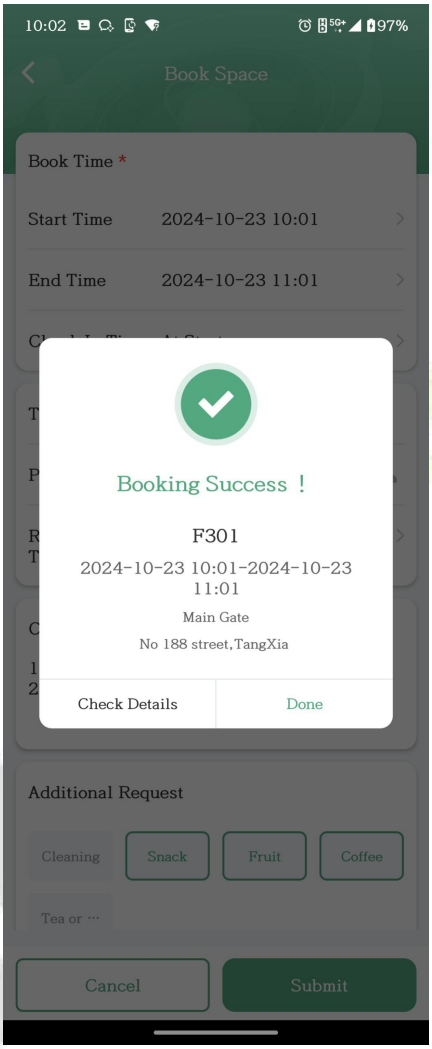


Figure 69 Book Space

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

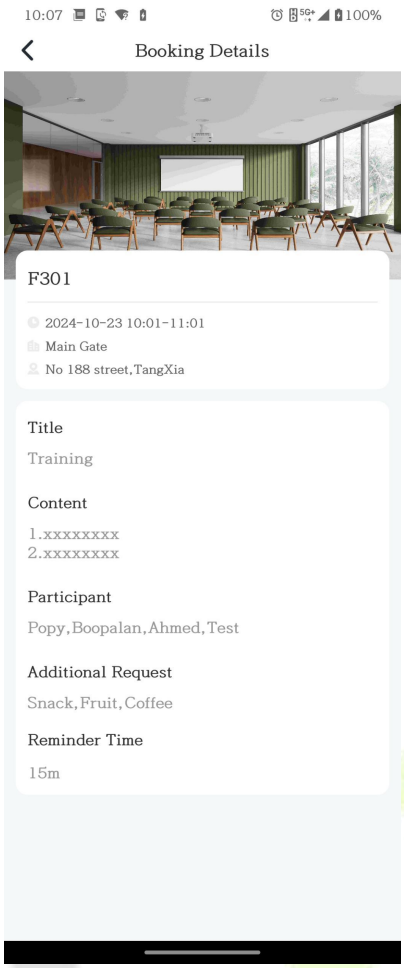


Figure 70 Book Details

2.4.2.2.6 My Activities

This application primarily displays the events I have reserved and the events I am participating in.

- **My Booking**

Displays the status of the activities I have booked, including: “To be started” ”In Progress” “Finished” ”Has been canceled”.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

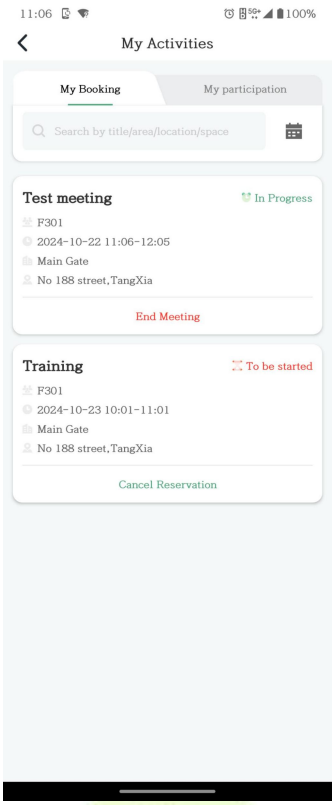


Figure 71 My Booking

■ **End Meeting**

When the current activity status is "In Progress," the applicant can click the "End Meeting" button to conclude the meeting ahead of schedule. The time for which the meeting is ended early will be released and become "Available."

■ **Cancel Reservation**

When the current activity status is "To be started," the applicant can click the "Cancel Reservation" button to cancel the reservation. After cancellation, the entire reserved time slot will be released and become "Available."

- **My Participation**

This section is used to display the activities I am involved in. When this person is selected as a participant during space reservation, the activity schedule will be displayed on the individual's My Participation interface. As shown in the figure below:

Note: Only the applicant can perform operations to cancel and end; participants cannot operate.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

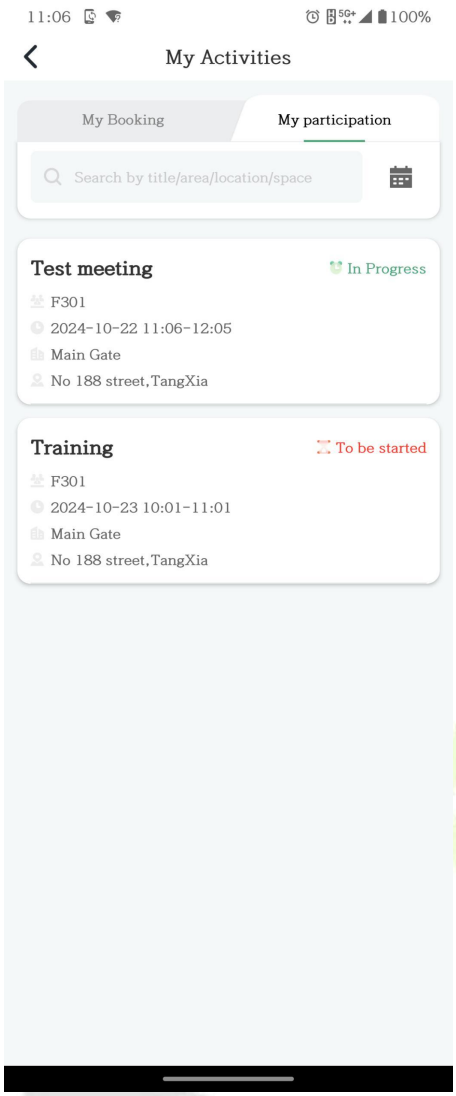


Figure 72 My Activities

2.4.2.2.7 Space Service

This application is accessible only to space administrators with the necessary permissions.

- **Pending**

The space administrator can view all reservation statuses for the space as well as the requests submitted by applicants.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

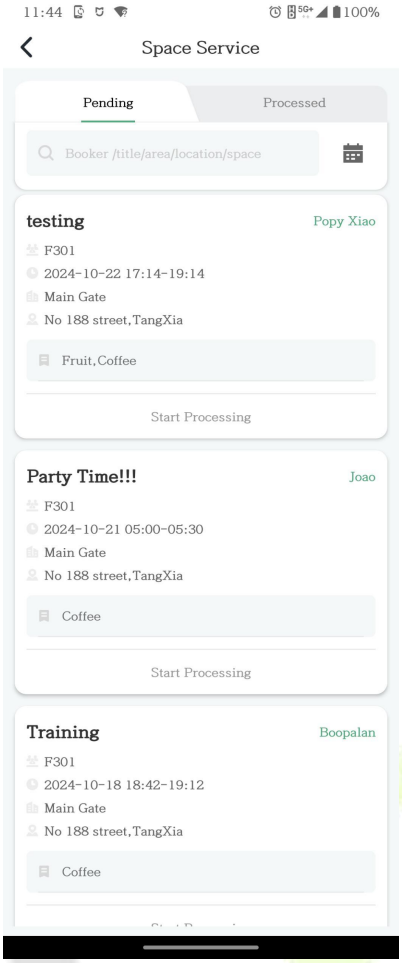


Figure 73 Space Service

The space administrator can handle the requests made by applicants by clicking "Start Processing" to enter the following interface:

The space administrator can then respond based on the service content.

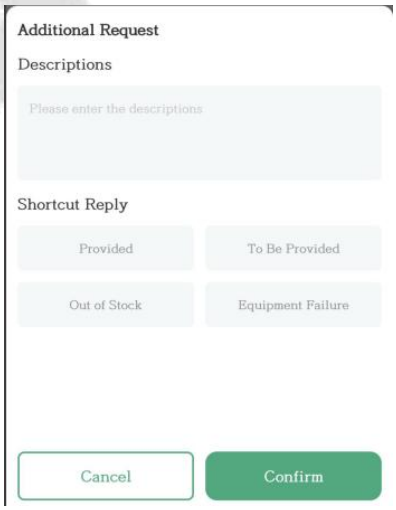


Figure 74 Space Service

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

- **Processed**

Replied space services can be viewed in the "Processed" section.

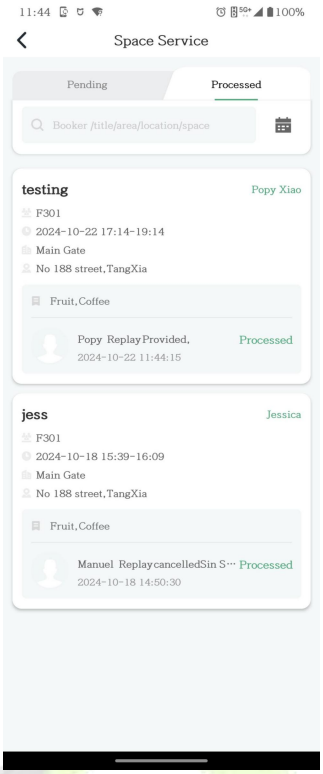


Figure 75 Space Service

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

2.4.2.3 Me

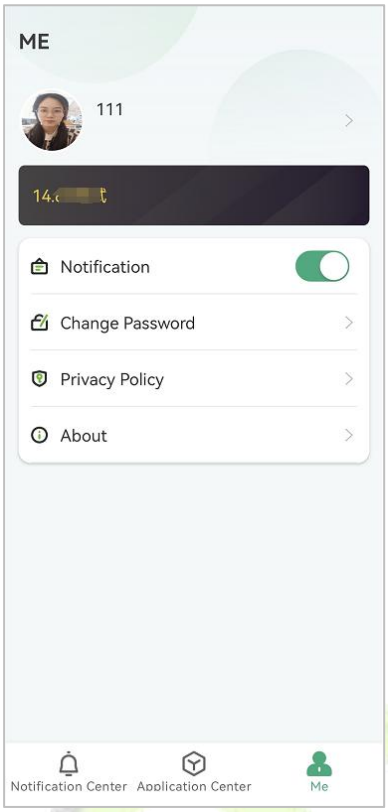


Figure 76 Me

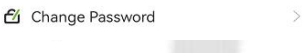
Module	Description
	Personnel information,After clicking, you can view personal information. Currently, only personal avatar modification is supported. Users can upload facial photos for device verification.
	Current organization name.
	Enable the background message notification button on mobile, when enabled, the background can receive message alerts.
	Change personnel passwords; after the change, the ZKBio CVSecurity Web personnel self- login passwords will be changed accordingly.
	Privacy Policy.

Table 13 Me

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

FAQ

Q1: What languages does ZKBio CVSecurity support? How do I switch languages?

A1: Version 1.2.0 supports 12 languages, which are:

- English
- Spanish
- Chinese
- Thai
- Indonesian
- Vietnamese
- Portuguese
- French
- Romanian
- Polish
- Italian
- Russian

Note: *If you need to switch languages, please go to your phone's system settings under* ***Language****; the language of the Mobile APP will switch according to the language set in your phone's system.*

Q2: What skins are currently supported? How do I switch skins?

A2: Currently support light mode and dark mode; follow the mobile system to switch the display mode.

Q3: When I select Personnel login, I enter my Personnel ID and password and it says "Unauthorized APP login".

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

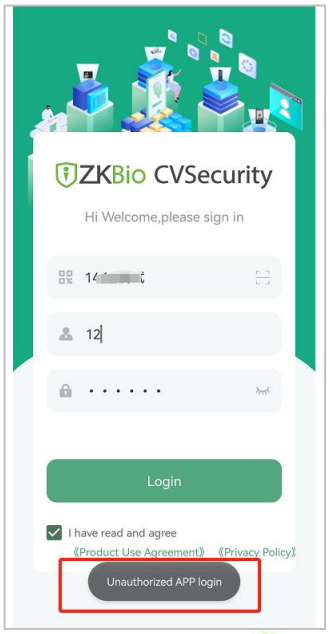


Figure 77

A3: Please contact your administrator and enable App Login for these personnel; select the personnel on the ZKBio CVSecurity web page, click **More >Enable App Login**.

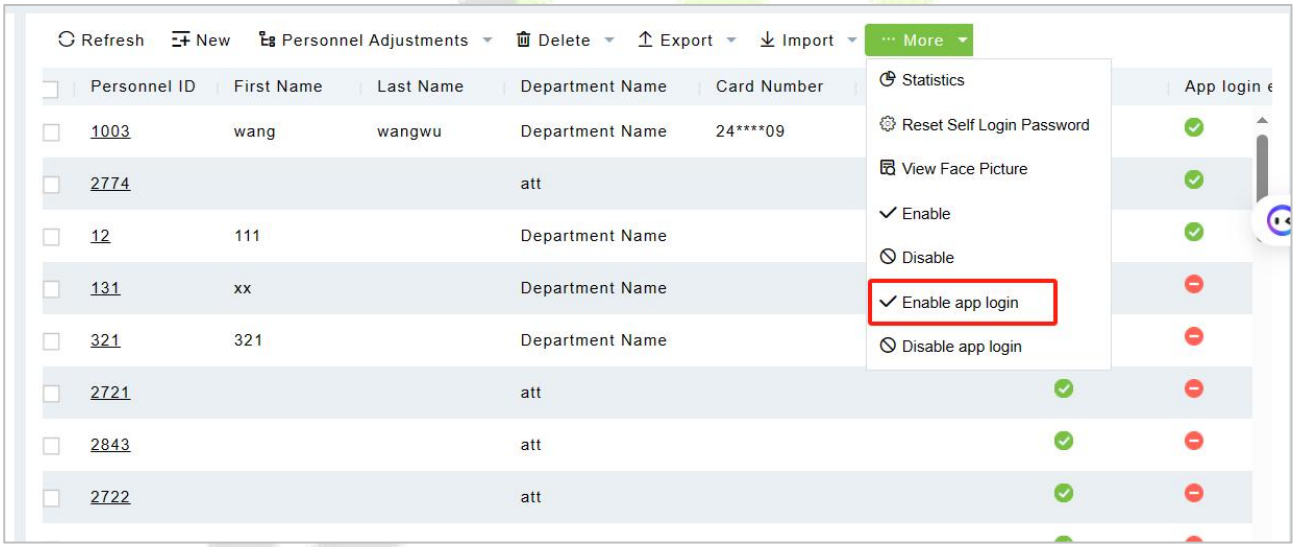


Figure 78

Q4: When I test to use "visitor invitation", there show "system error", how can I do?

A4: This is because visitor invitations require the use of the system's Email notification service, so you need to first configure the mail server on the **ZKBio CVSecurity web page >System > System Management > Email Management > Outgoing mail server setting**.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

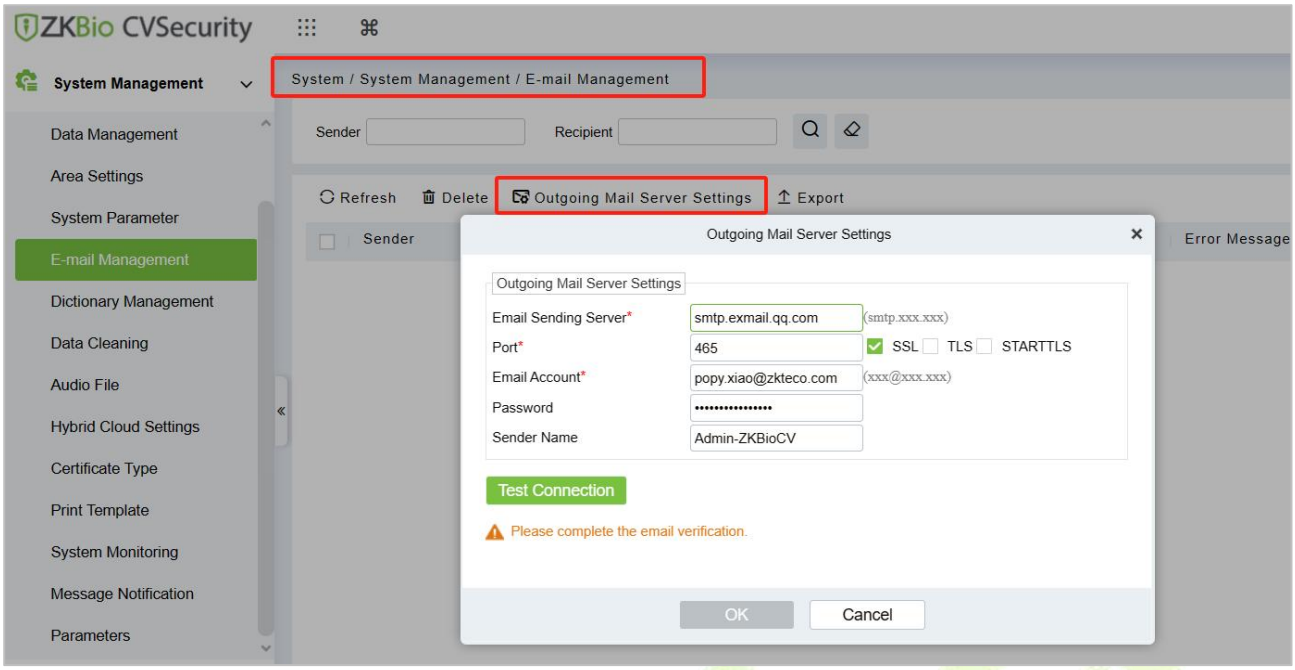


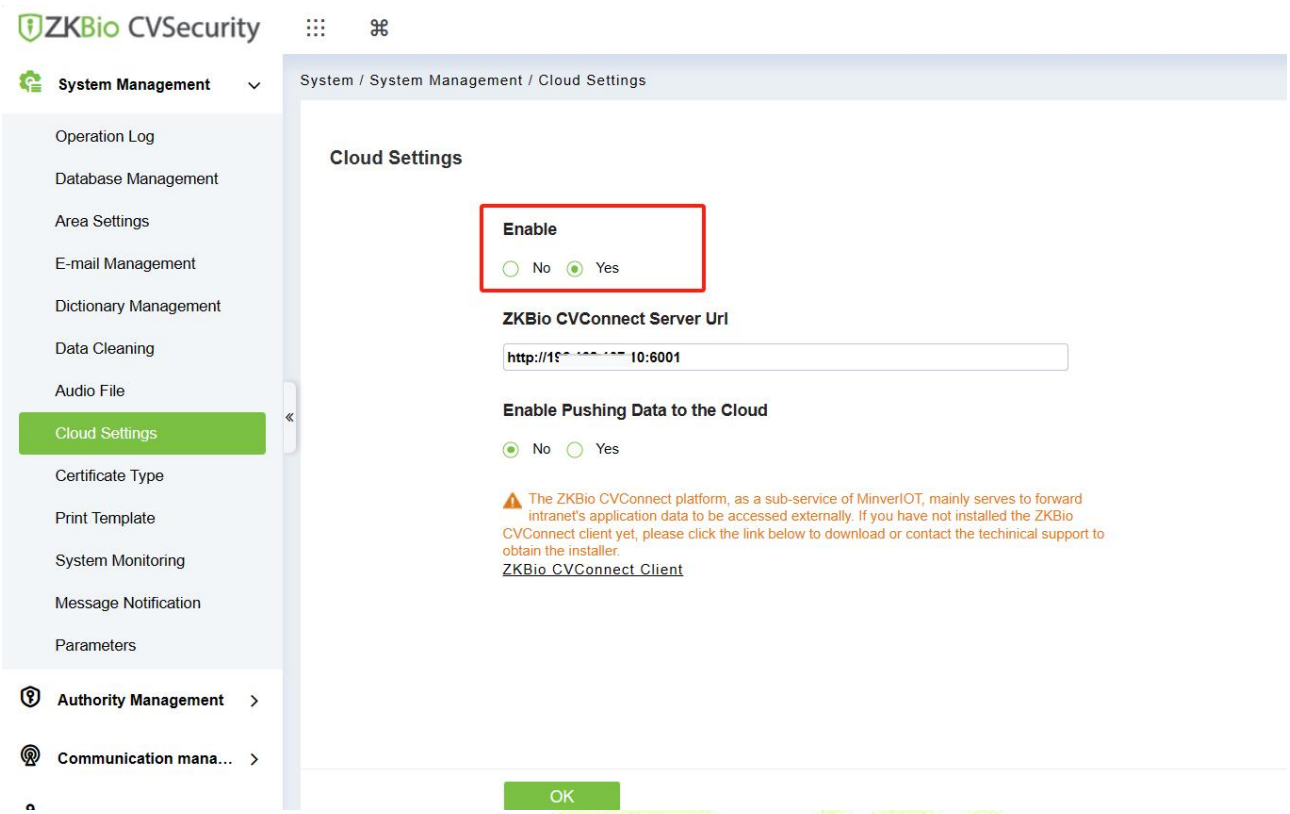
Figure 79

Q5: Why doesn't the APP have real-time message notifications?

A5: To enable alarm and message push notifications, you will need to go to **ZKBio CVSecurity -> System Management-> Cloud Setting** and enable the cloud service (As shown in the figure below). This will allow real-time push notifications of alarms and messages to the APP.

Note: If the current software does not have this menu, please confirm whether you have enabled the Service Center module. If not, please enable it from the **console** and then restart the service to refresh.

Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

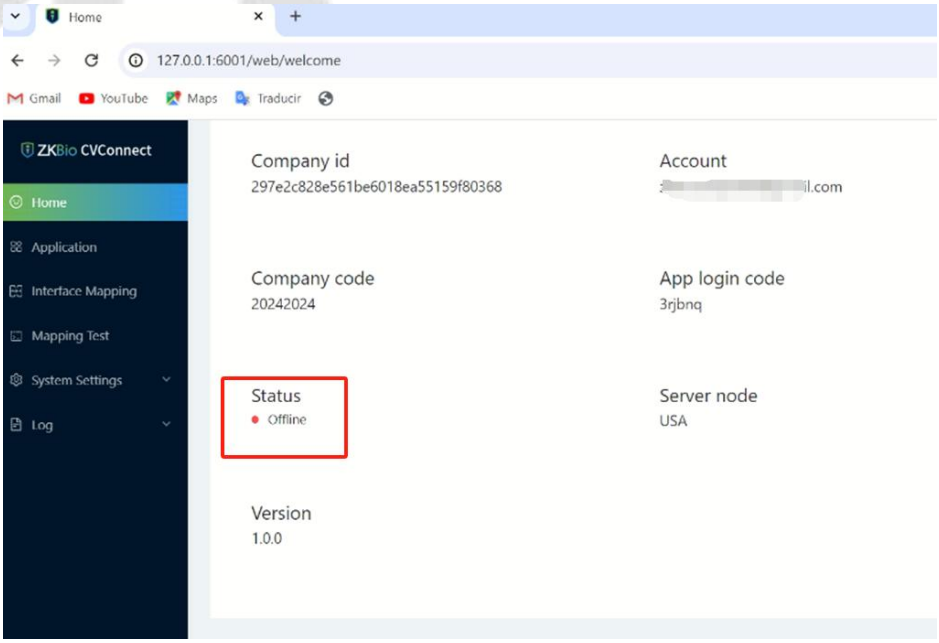


Enable: After selecting "Yes," real-time alarm and message notifications will be pushed to the APP. Even when the APP is running in the background, the phone will still be able to receive notifications.

ZKBio CVConnect Server Url: Enter the server address for ZKBio CVConnect, the local address will be filled in by default;

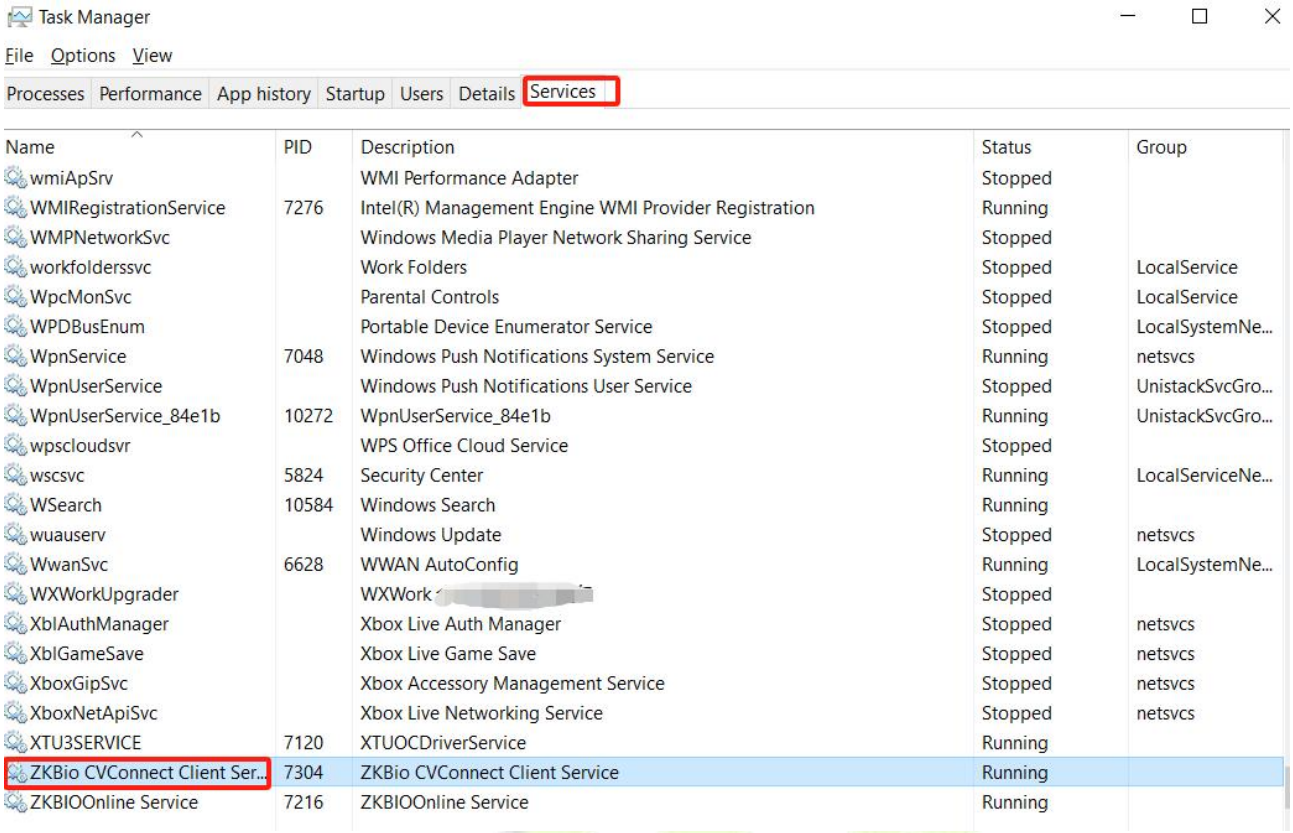
Enable Pushing Data to the Cloud: Once enabled, device information (device name, status, firmware version) and event logs will be pushed to the cloud.

Q6: What should I do if the status of my ZKBio CVConnect is showing as Offline?



Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

A6: Please go to the **Task Manager - Services**, find the **ZKBio CVConnect service**, and **restart** it.



Copyright © 2024 ZKTECO CO., LTD. All rights reserved.

ZKTeco Industrial Park, No. 32, Industrial Road,

Tangxia Town, Dongguan, China.

Phone : +86 769 - 82109991

Fax : +86 755 - 89602394

www.zkteco.com

Copyright © 2024 ZKTECO CO., LTD. All Rights Reserved.