User Manual

ZKBio Zexus Mobile App

Date: June 2026

Doc Version: 4.0

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.

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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.

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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.

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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	√	√
		Smart Operation	×	√
		Pair Device	×	√
	Personnel APP	My Credentials (QR)	√	√
		Video Intercom (SIP)	√	√
		Visitor Invitation	×	√
		Elevator Unlock	×	√
		Book Space	×	√
		My Activities	×	√
		Space Service	×	√
		Smart Operation	×	√
		Clock-in	√	√
		My Attendance	√	√
		Attendance Request	√	√
		My Approvals	√	√

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

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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.

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.

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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.

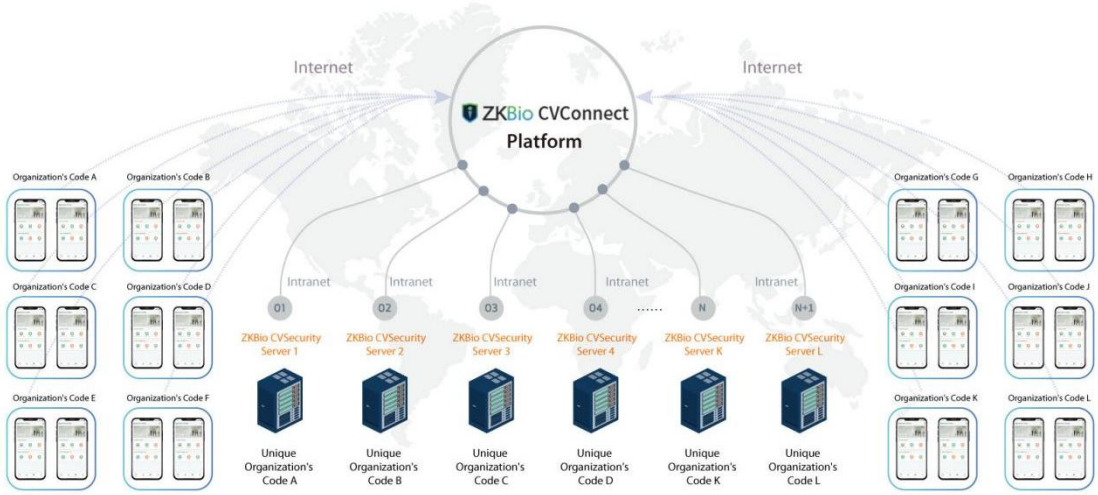

Figure 1 ZKBio CVConnect Introduction

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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.*

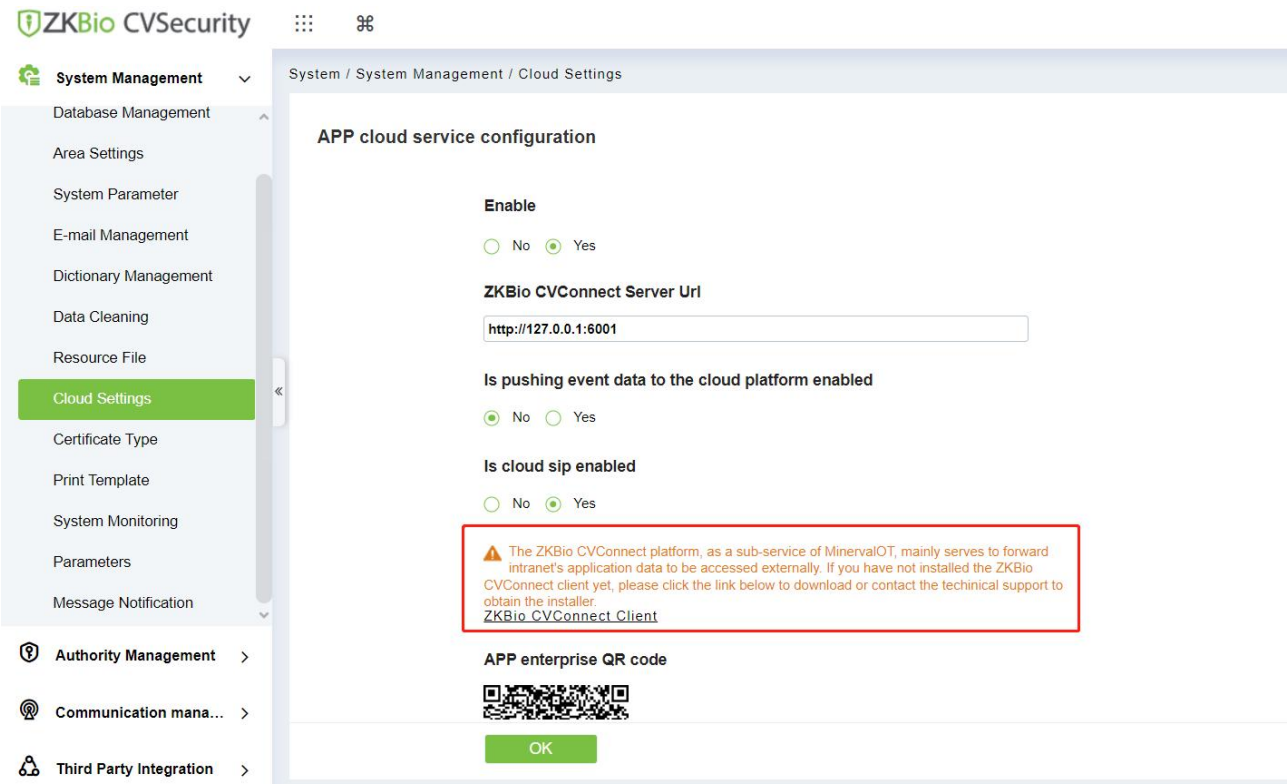

Figure 2 ZKBio CVSecurity System Management

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

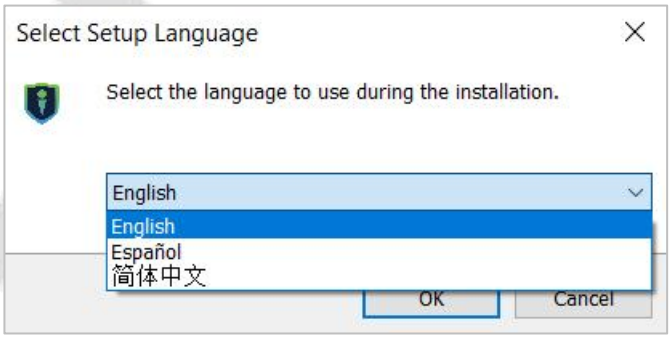

Figure 3 Setup Language

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

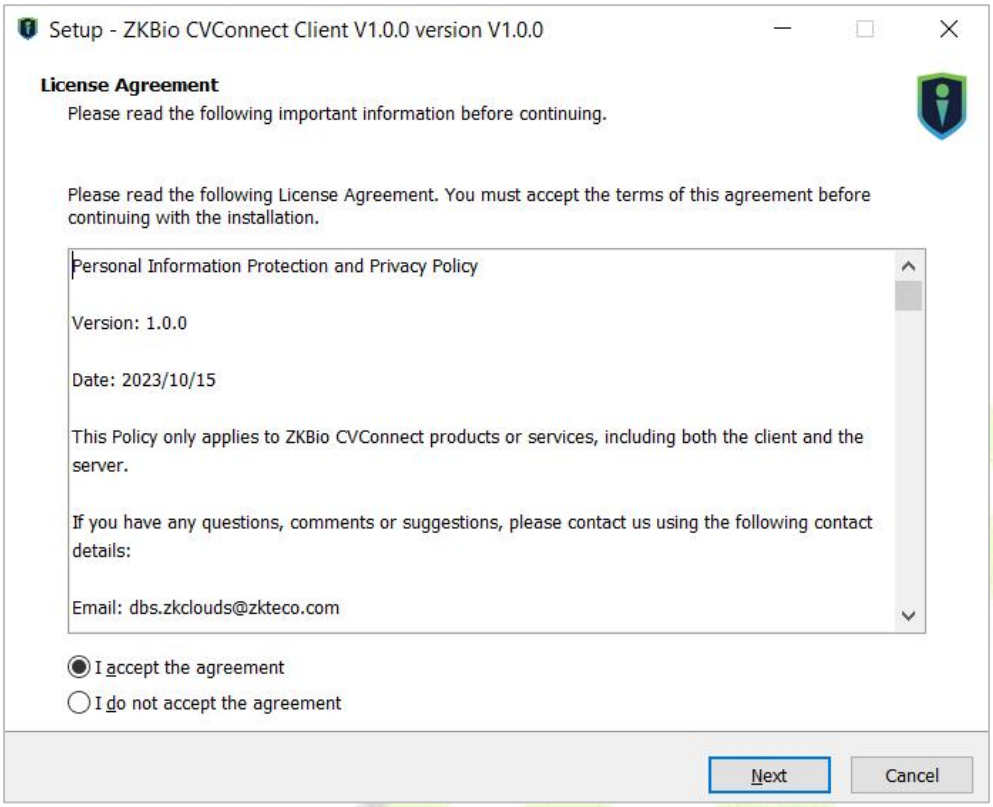

Figure 4 License Agreement

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

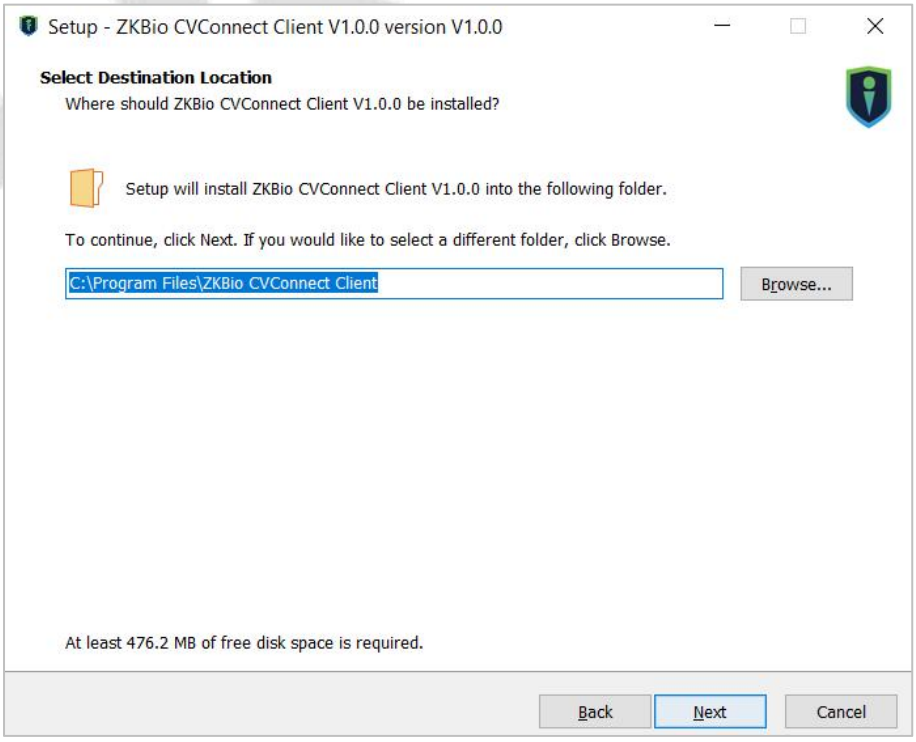

Figure 5 Install Path

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

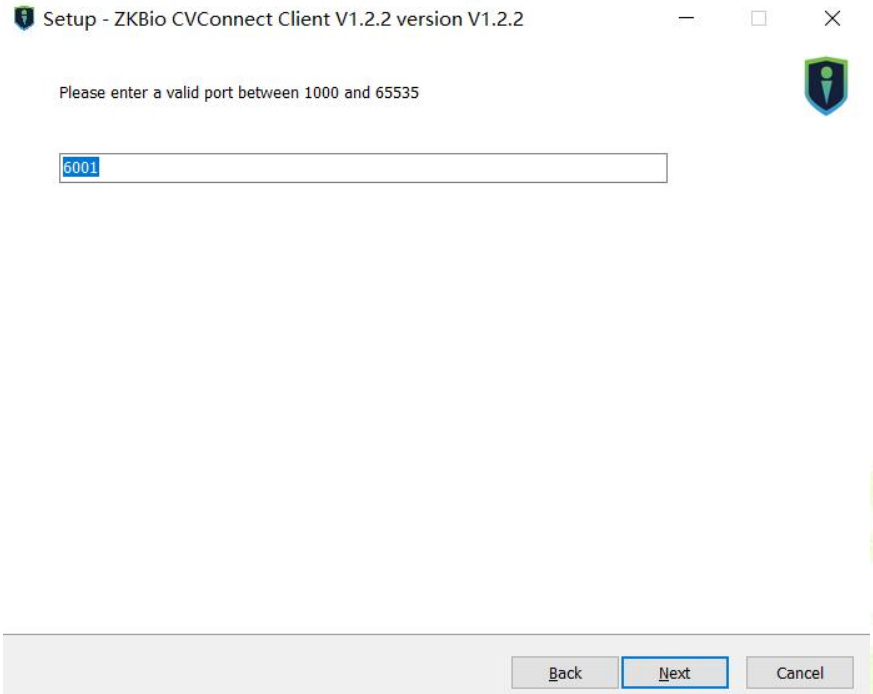

Figure 6 Configure Port

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

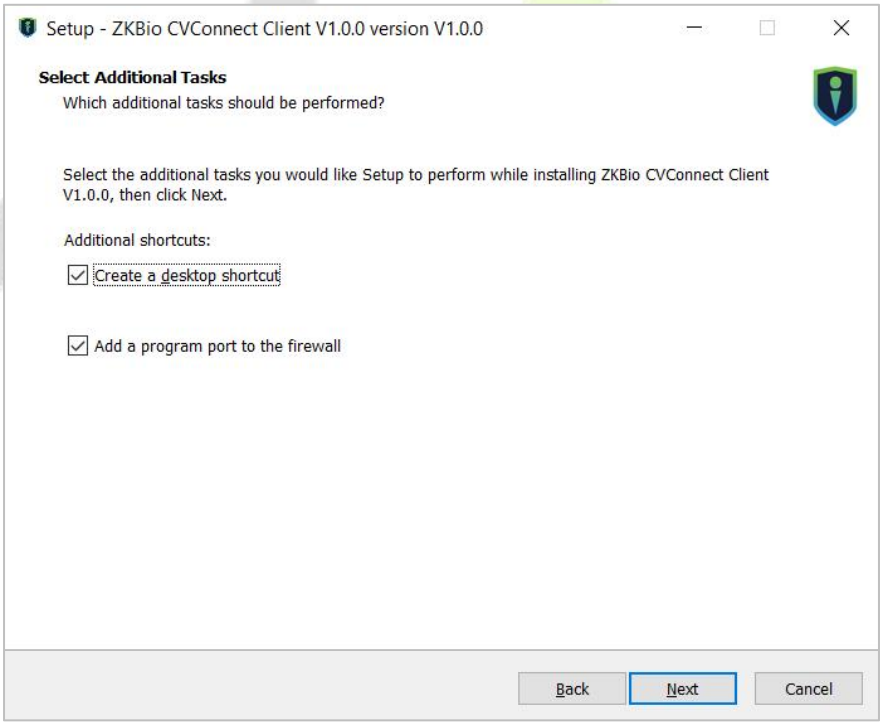

Figure 7 Create Desktop Icon

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

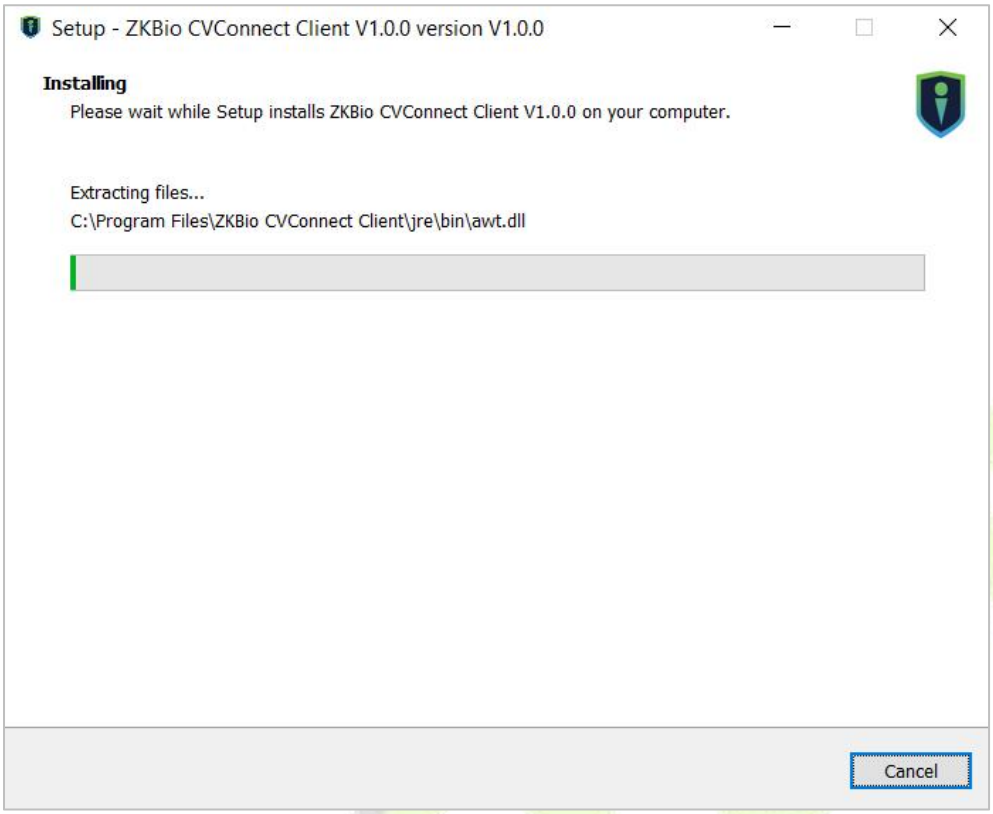

Figure 8 Installing

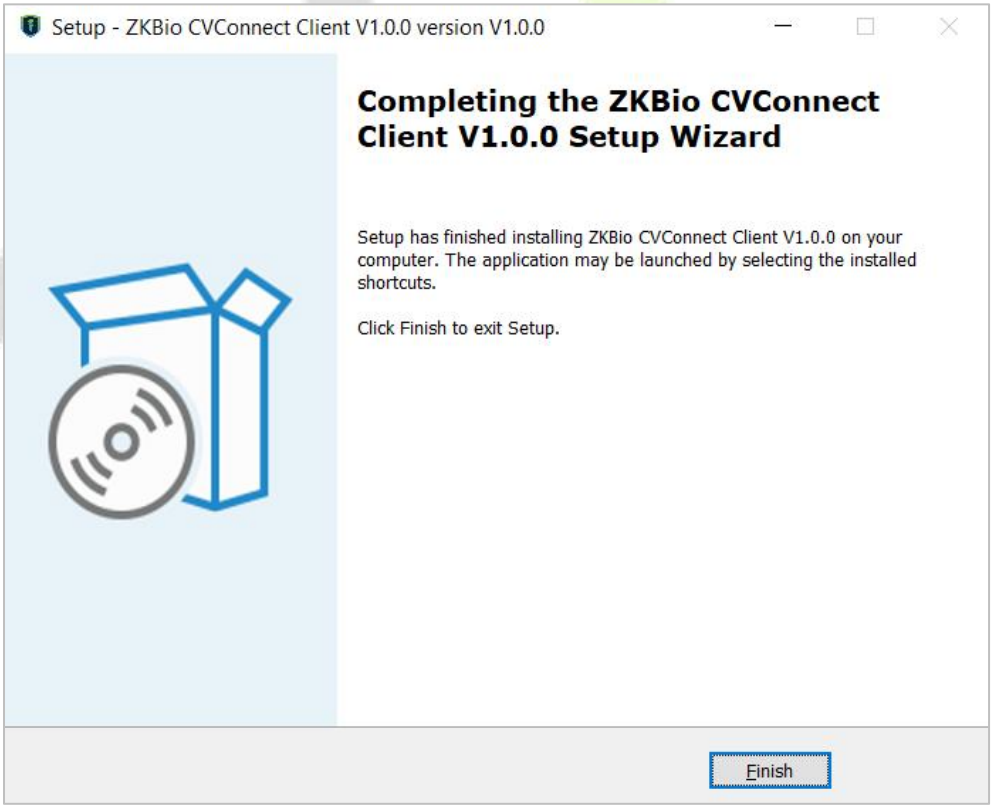

Figure 9 Install Completed

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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

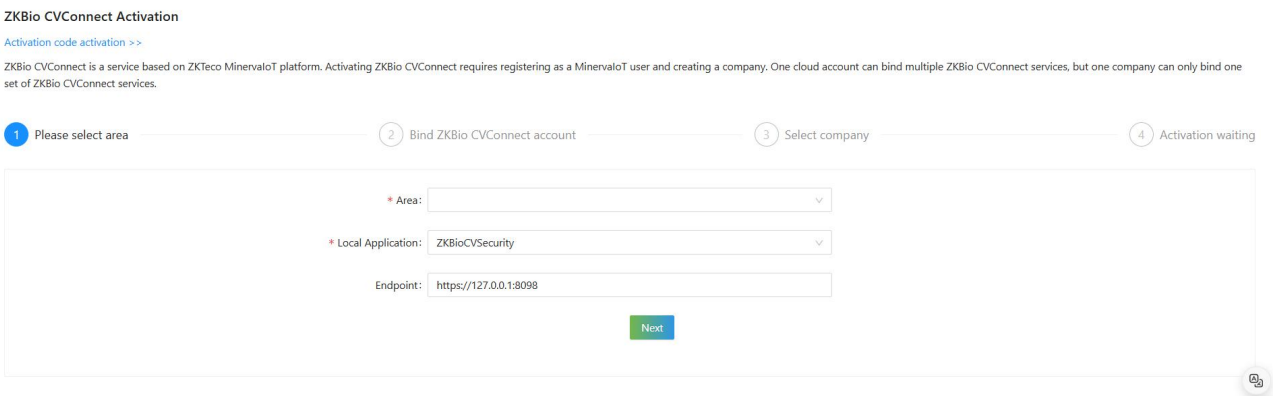

Figure 12 ZKBio CVConnect Activation

- **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.

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1.2.2 Bind ZKBio CVConnect Account

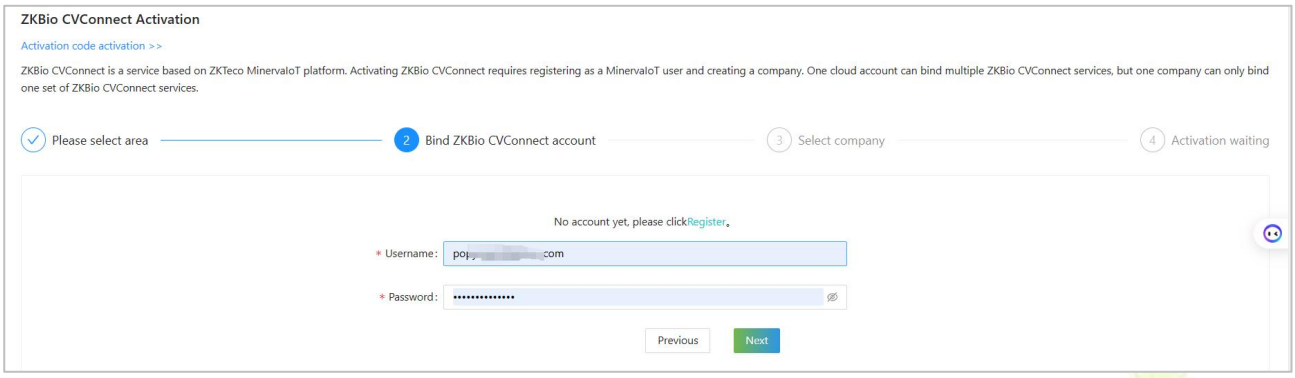

Figure 13 ZKBio CVConnect

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.

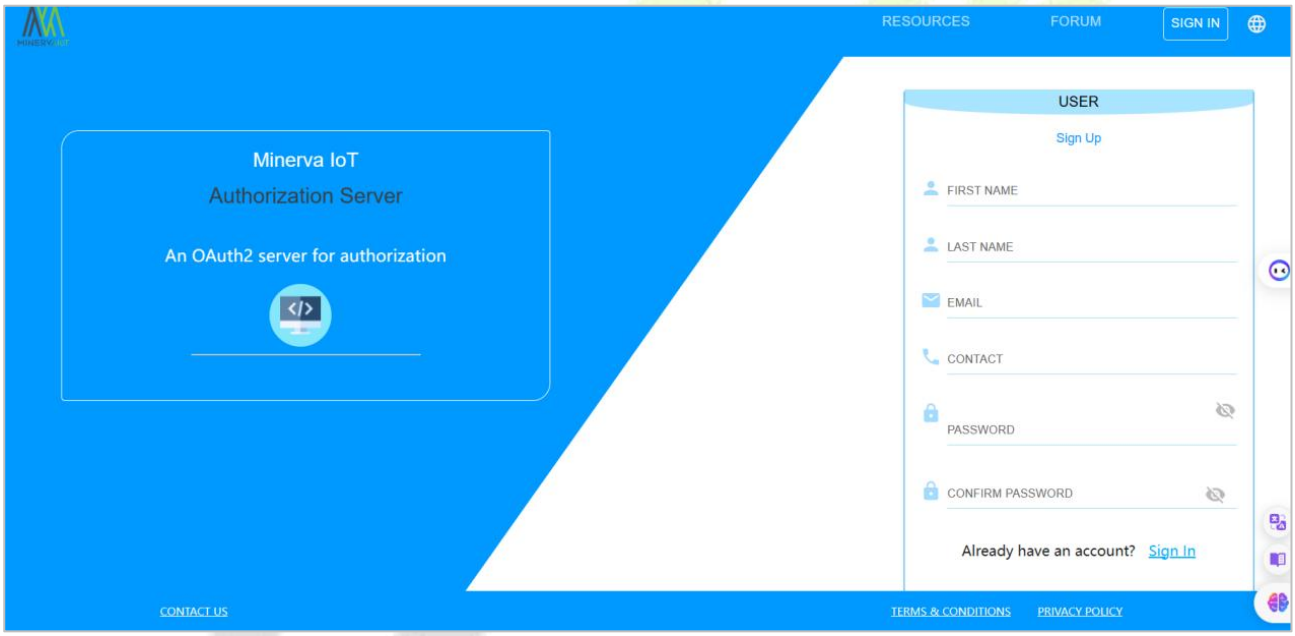

Figure 14 Account Register

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1.2.3 Select Company

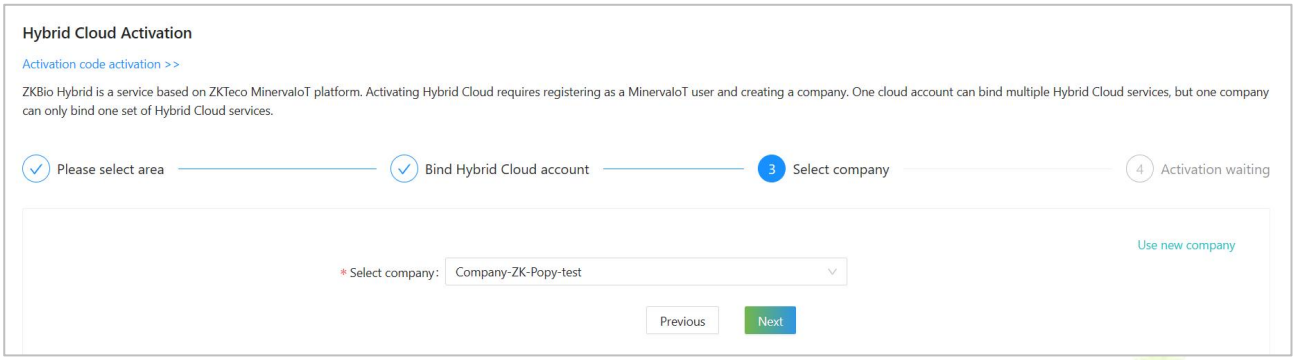

Figure 15 Select Company

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

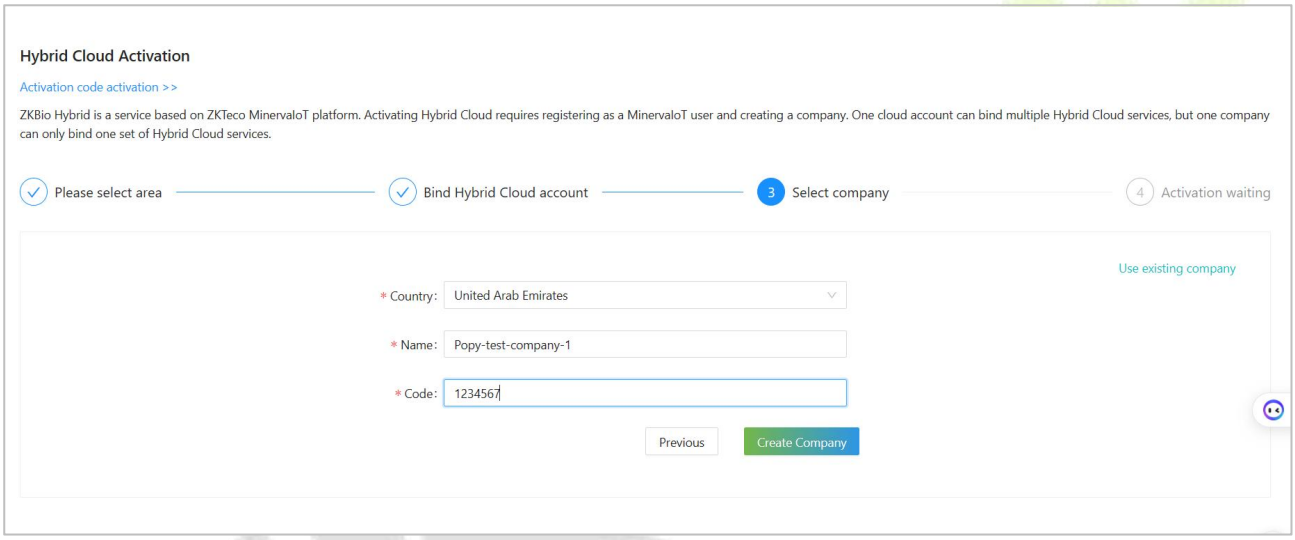

Figure 16 Create Company

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

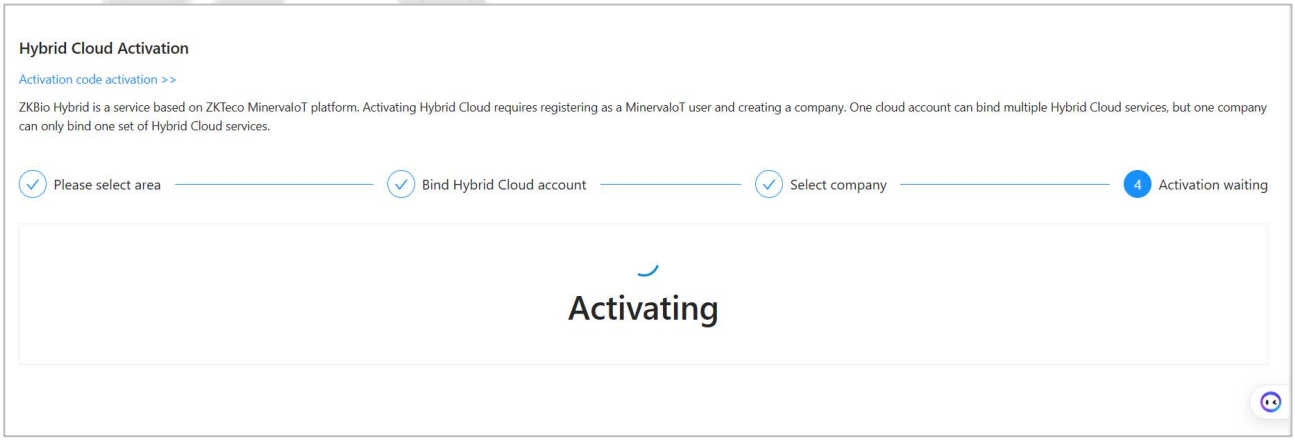

Figure 17 Waiting Activation

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).

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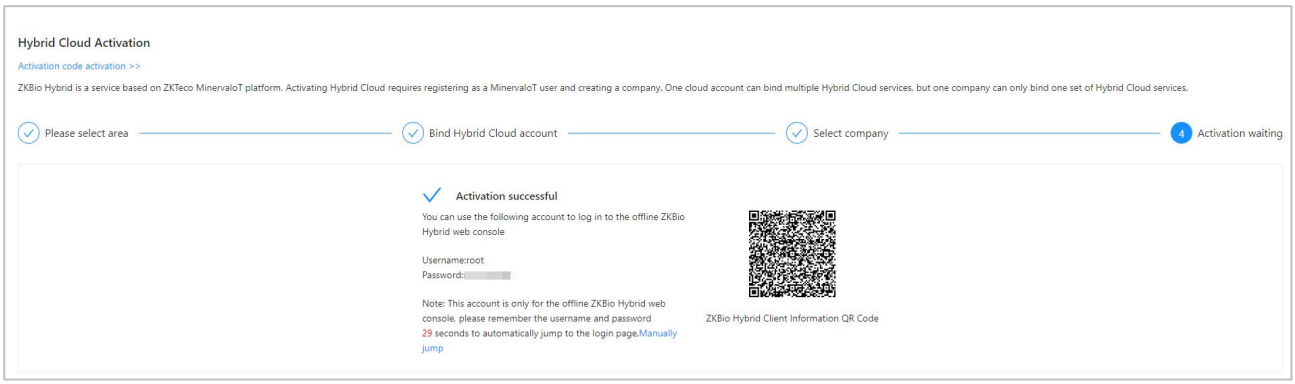

Figure 18 Activation Successful

Now, you can login in your ZKBio CVConnect Platform.

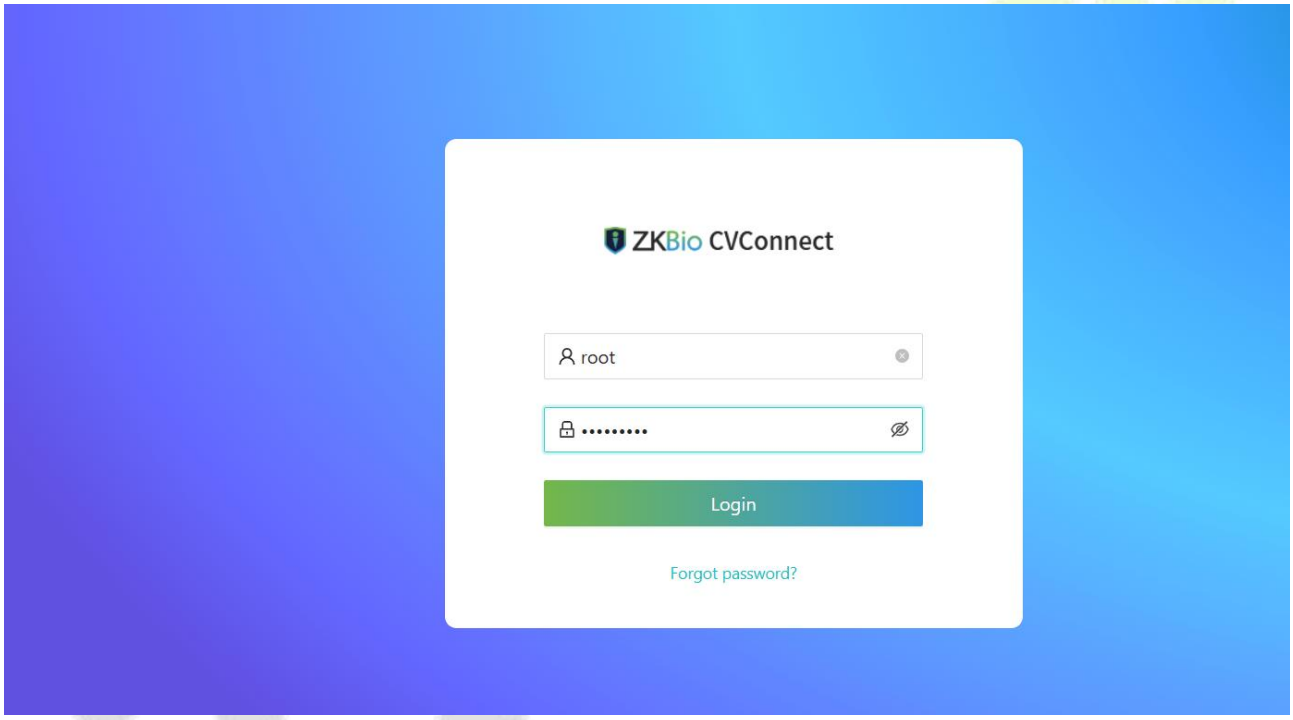

Figure 19 ZKBio CVConnect Login

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.

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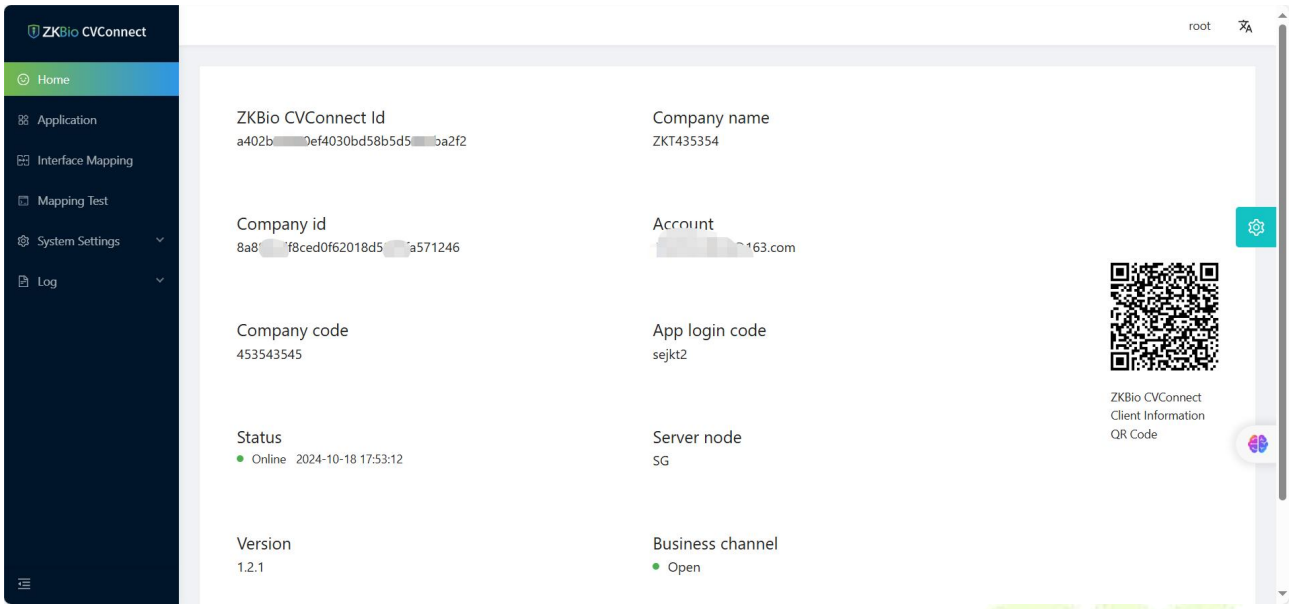

Figure 20 Organization's Code

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.*

1.3 Bind ZKBio CVSecurity /ZKBio CVAccess 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**.

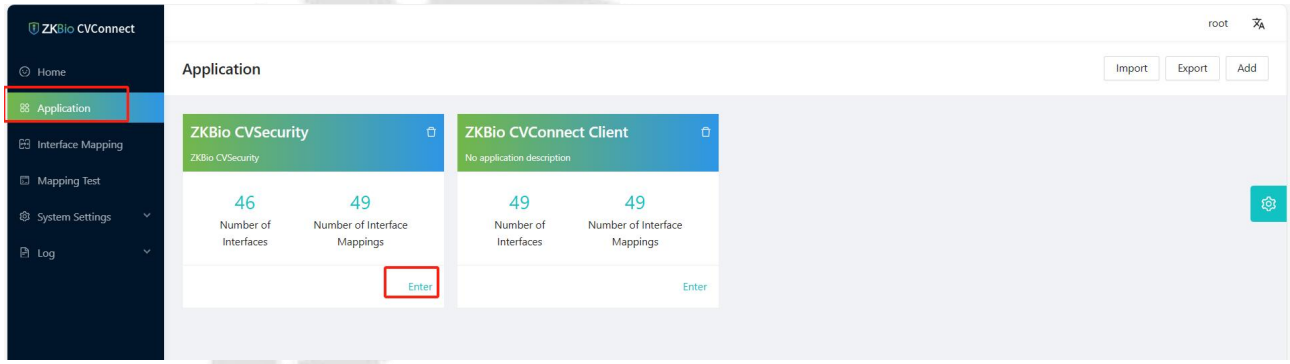

Figure 21 ZKBio CVConnect

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

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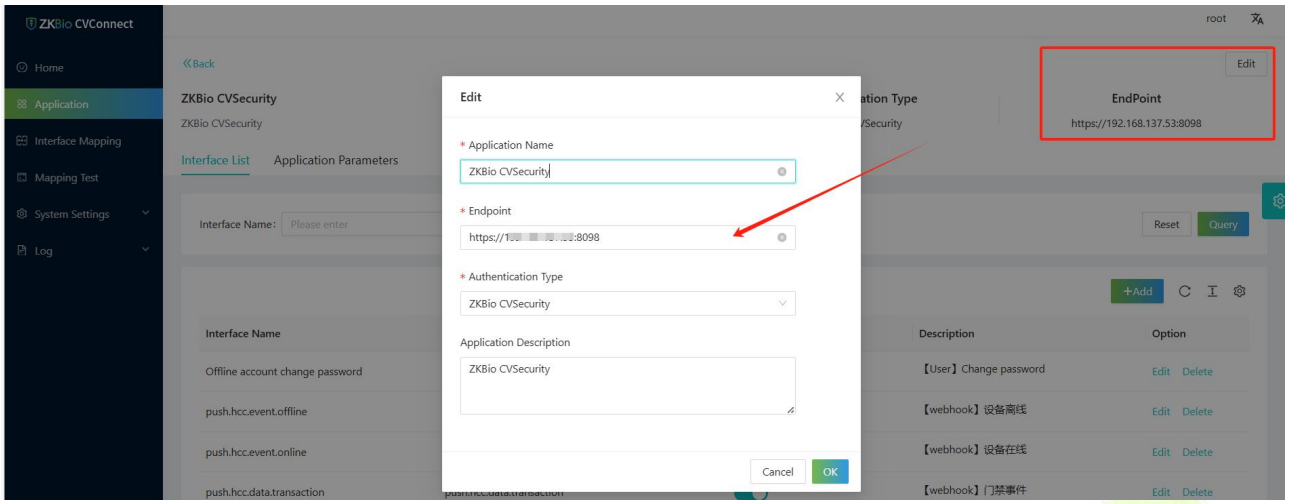

Figure 22 Cloud Setting

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

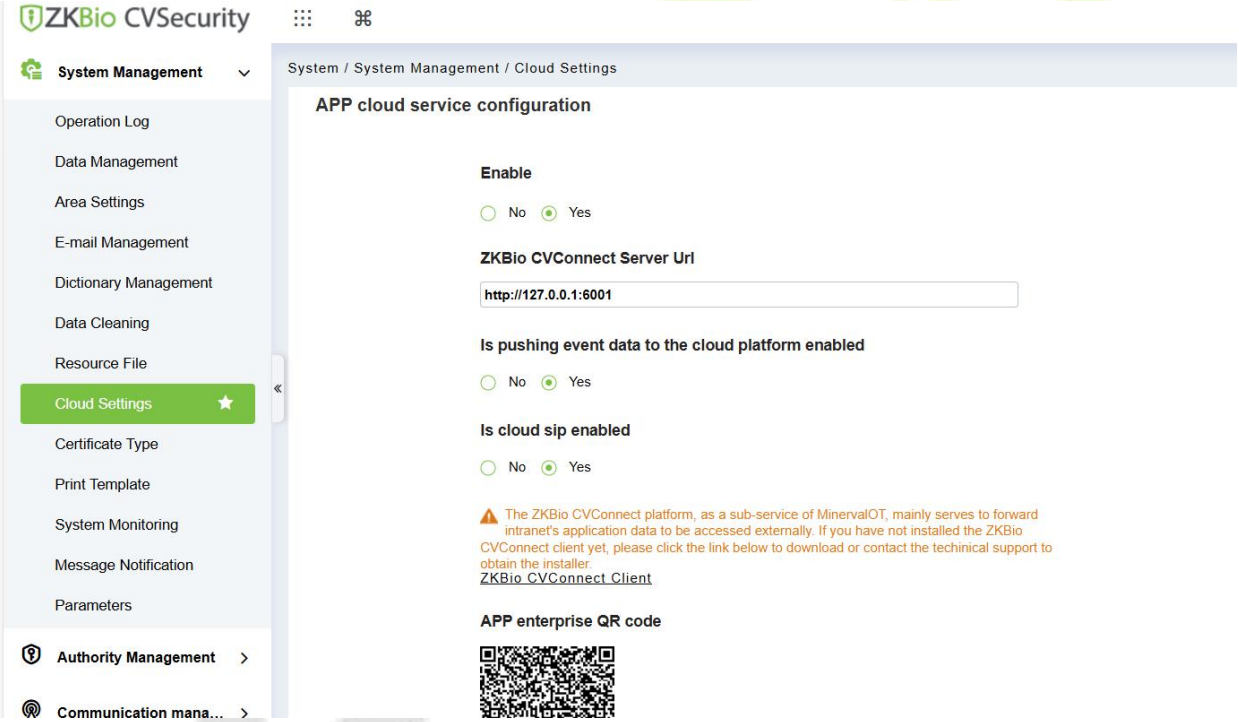

Figure 23 Cloud Setting

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.

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- **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.

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2 Start Using the ZKBio Zexus Mobile APP

2.1 Mobile APP Download

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

iOS Android

Figure 24 Mobile APP Download

2.2 Login in

You can choose either administrator or personnel to log in.

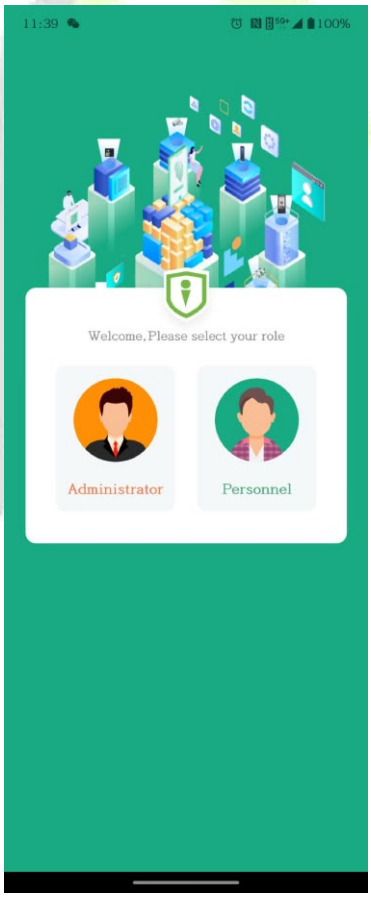

Figure 25 App Login

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2.3 Administrator Application Operation Guide

2.3.1 Administrator Login

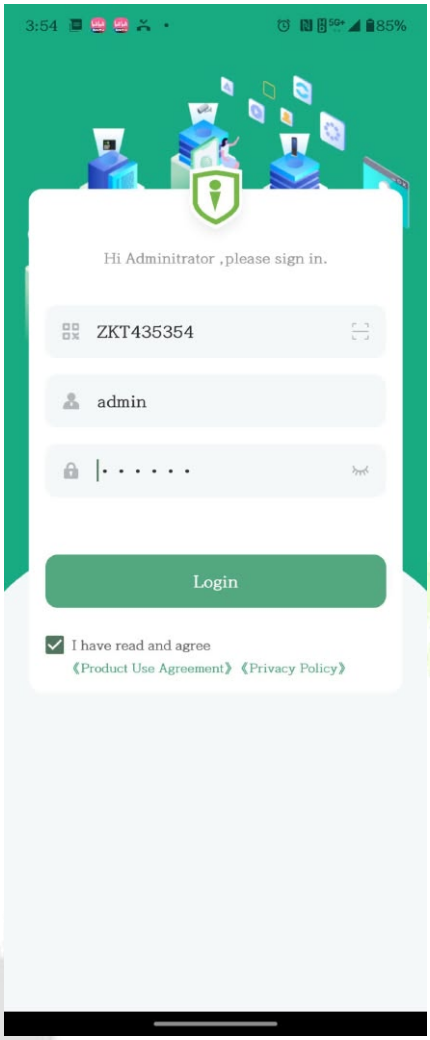

Figure 26 User Login

- **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.

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2.3.2 Administrator Application Overview

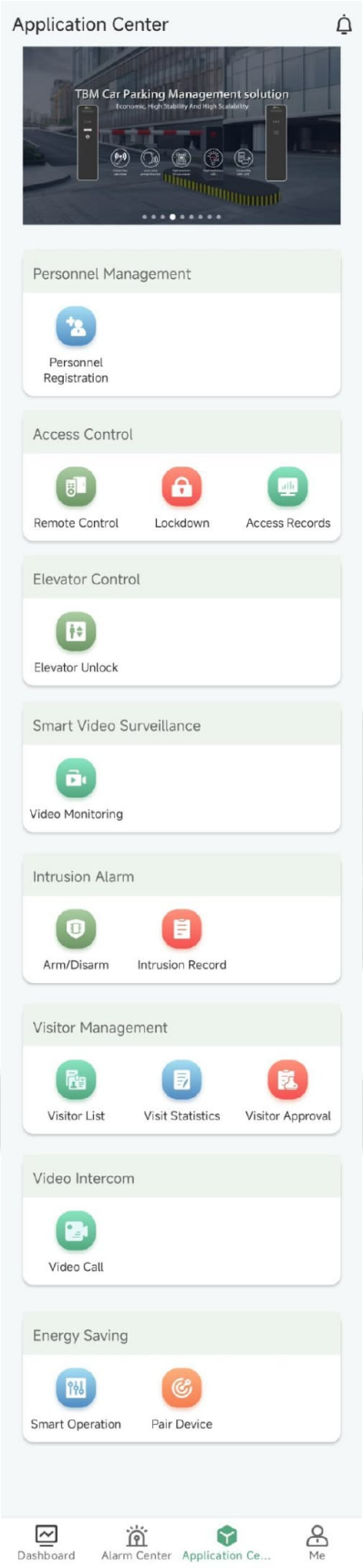

Figure 27 Light Mode

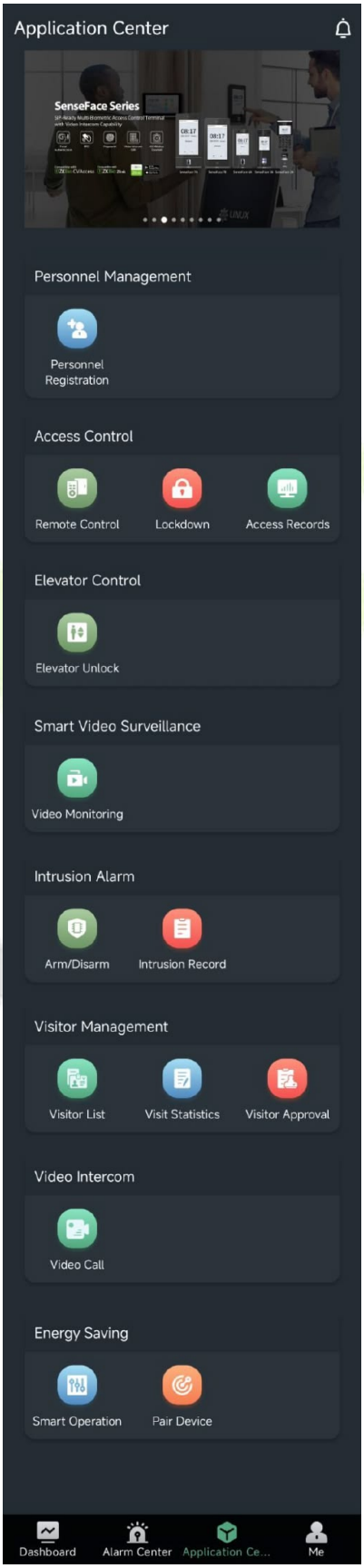

Figure 28 Dark Mode

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

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,Visitor Approval.
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

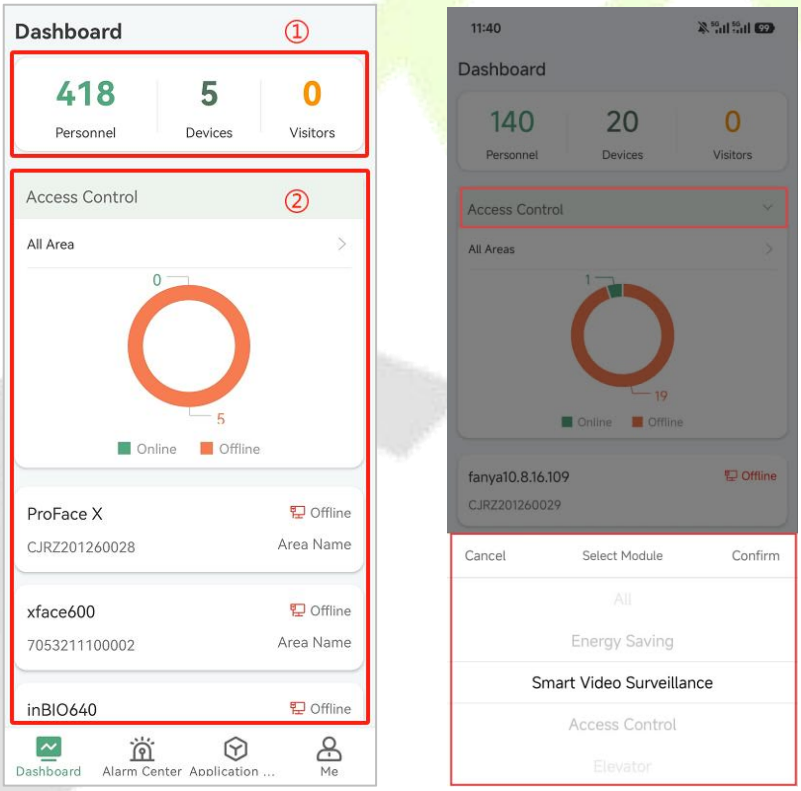

Figure 29 Dashboard

Module	Description
	You can view the status of your current resources in the Dashboard: the number of people, devices and visitors.
	• The dashboard supports filtering device status by module through a drop-down selector. Available options: All, Energy Saving, Smart Video Surveillance, Access Control, Elevator, Attendance, Intrusion Alarm, Parking, Entrance Control, and Space Management.

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	• 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

2.3.2.2 Alarm Center

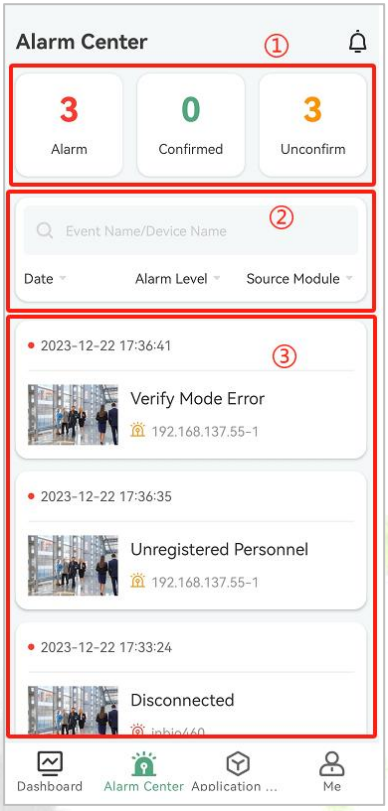

Figure 30 Alarm Center

Module	Description
	• 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.
	• Search box: search by event name or device name. • Filters: by selecting time, alarm level, source module.
	• All warning, exceptions and alarm events.

Table 3 Alarm Center

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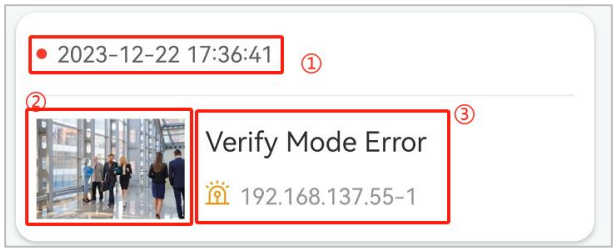

Figure 31 Alarm Event

Module	Description
	• Time when the event is triggered • Indicates that the event has not been confirmed
	• Pictures of the event captured. If no picture is captured, the system default picture is displayed.
	• 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:

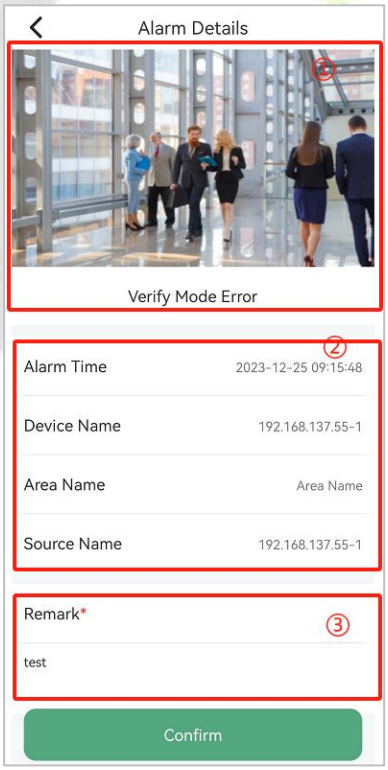

Figure 32 Alarm Details

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

Table 5 Alarm Details

2.3.2.3 Notification Center

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

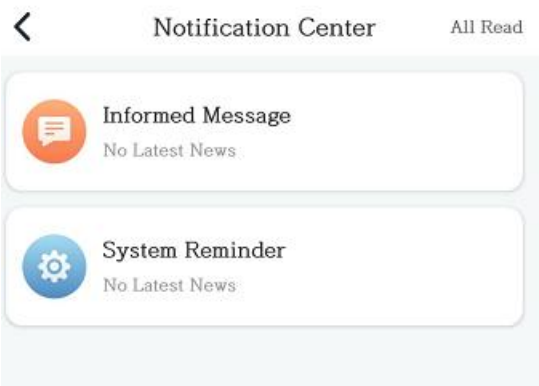

Figure 33 Notification Center

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2.3.2.4 Application Center

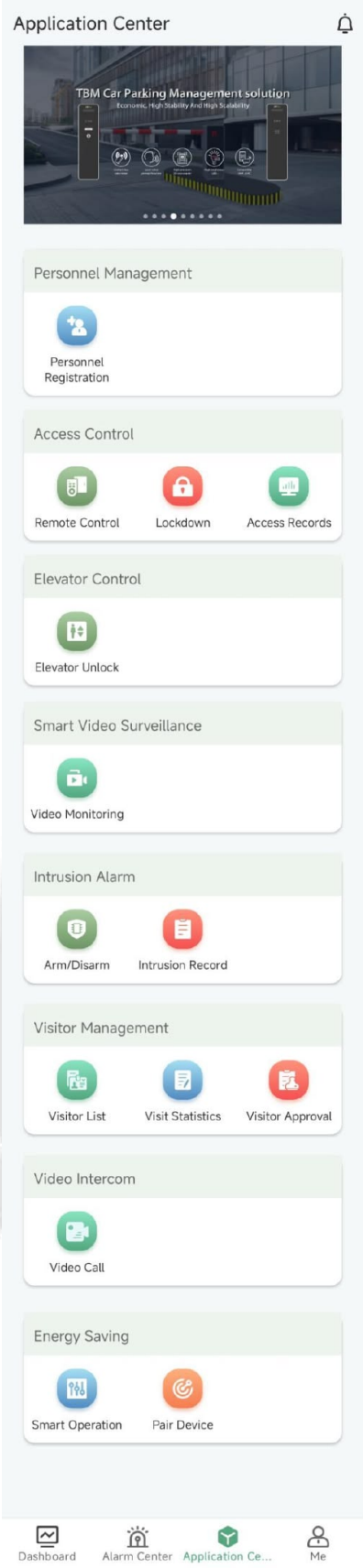

Figure 34 Application Center

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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.***

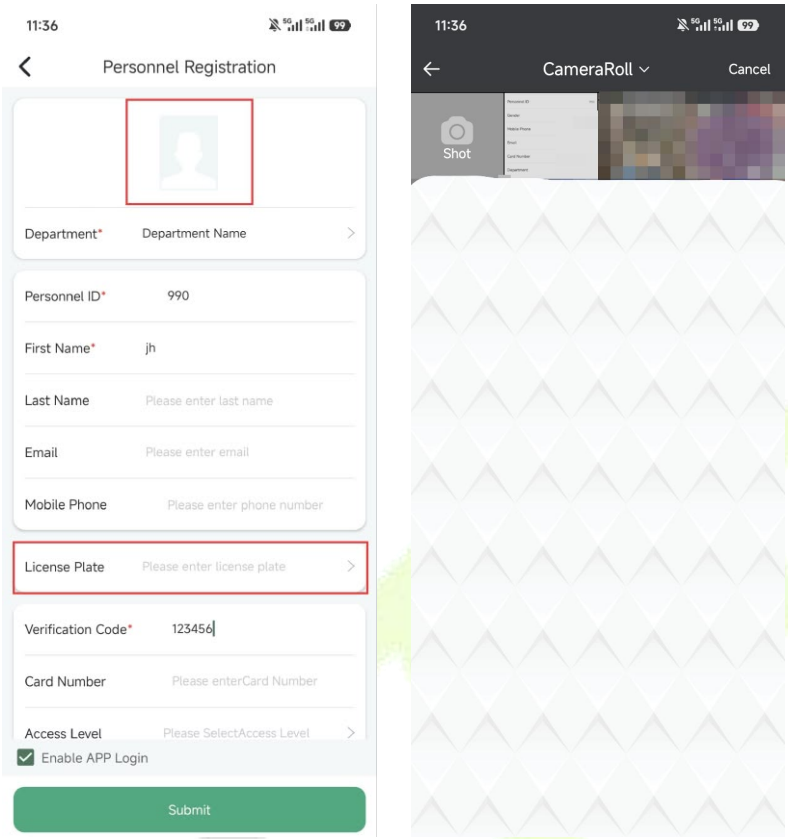

Figure 35 Personnel Registration

Field explanations are as follows:

- Support uploading personnel avatars via mobile terminals.
- 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.
- License Plate: Enter the License Plate of the personnel.
- Verification Code: Register the access control verification password for the personnel; after registration, the personnel can use this PIN for verification on the device.
- Card Number: Enter the Card Number of the personnel.
- 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.

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- Enable APP Login: Check to allow the personnel to use the APP.

Note: *Only one card number can be registered. Multiple card registrations are not supported.*

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

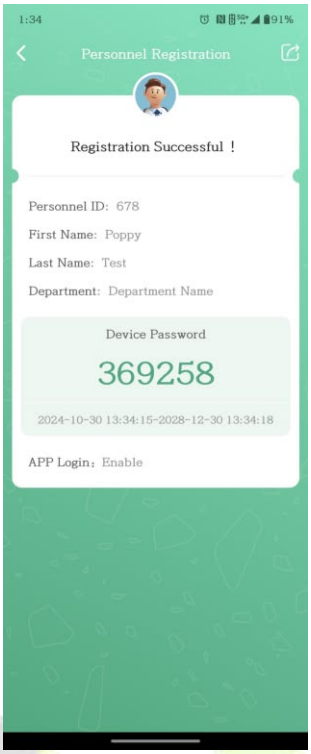

Figure 36 Registration Successful

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

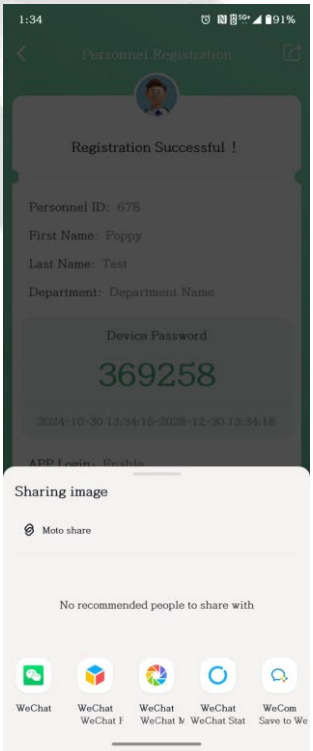

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Figure 37 Sharing Image

2.3.2.4.2 Remote Control

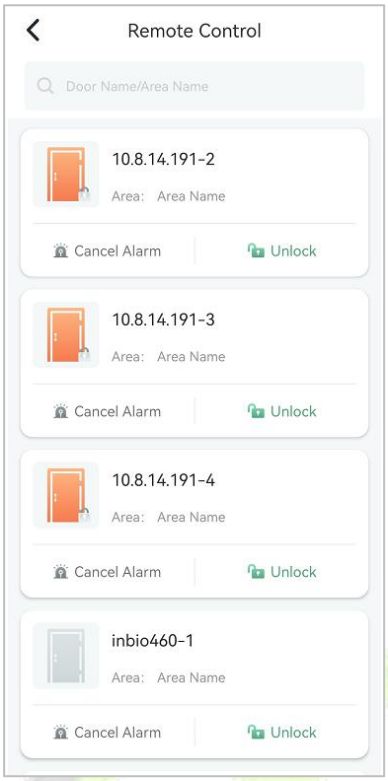

Figure 38 Remote Control

An orange icon indicates that the device is online.

A gray icon indicates that the device is offline or disabled.

- **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.

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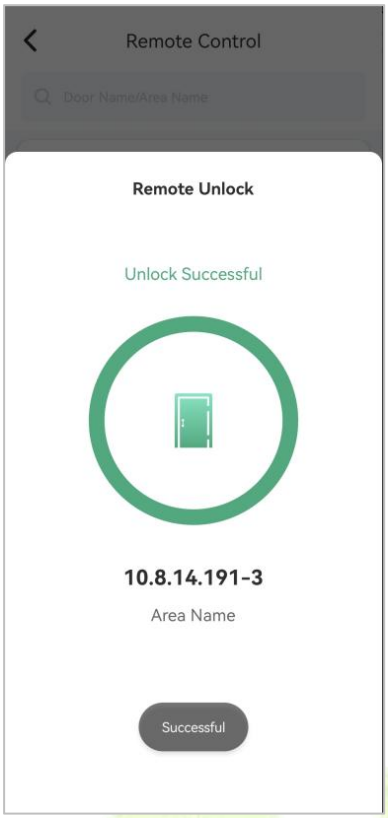

Figure 39 Remote Unlock

2.3.2.4.3 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 Rule >Access Levels**, to configure the lockdown group.

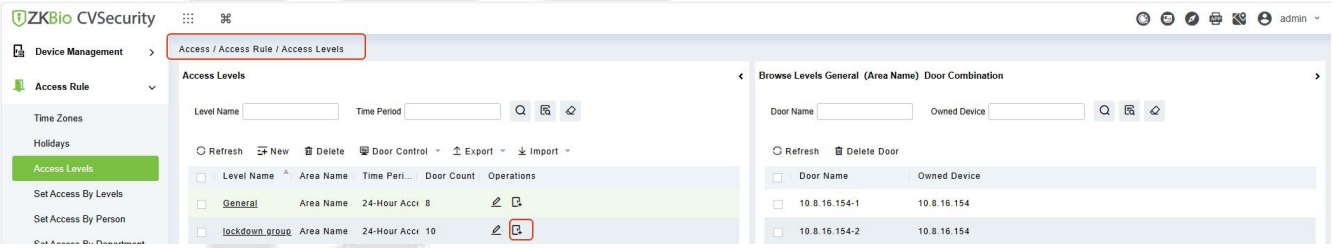

Figure 40 Lockdown Group

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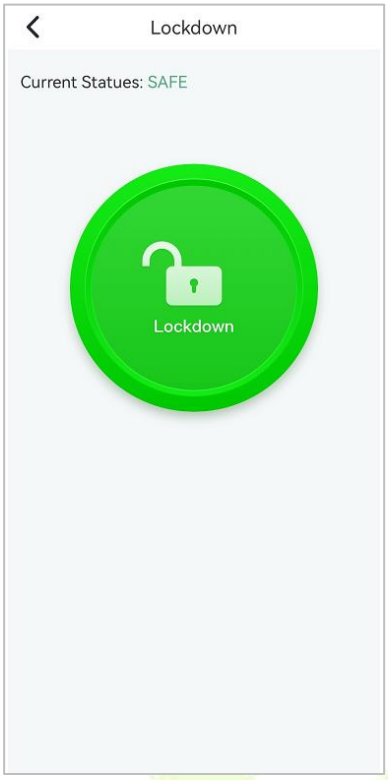

Figure 41 Lockdown

- **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.

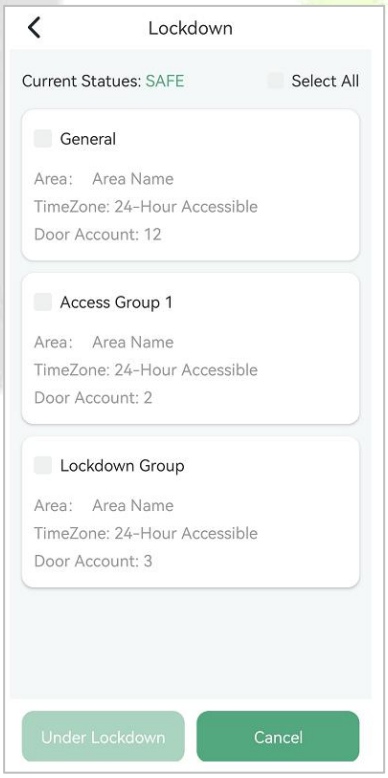

Figure 42 Active Lockdown

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

Figure 43 Lockdown

- **Cancel Lockdown**

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

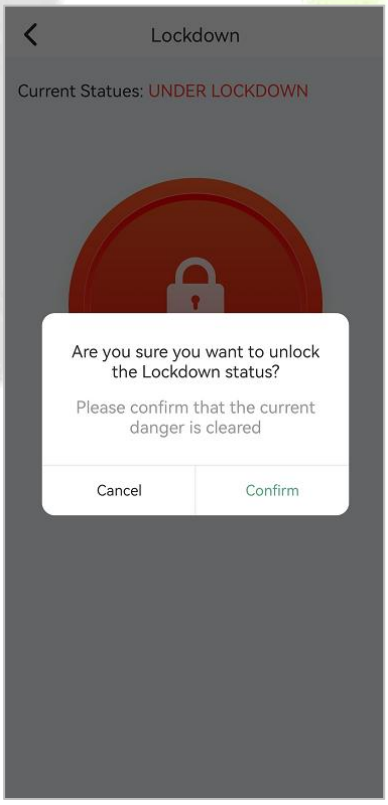

Figure 44 Cancel Lockdown

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2.3.2.4.4 Access Records

View all door opening records.

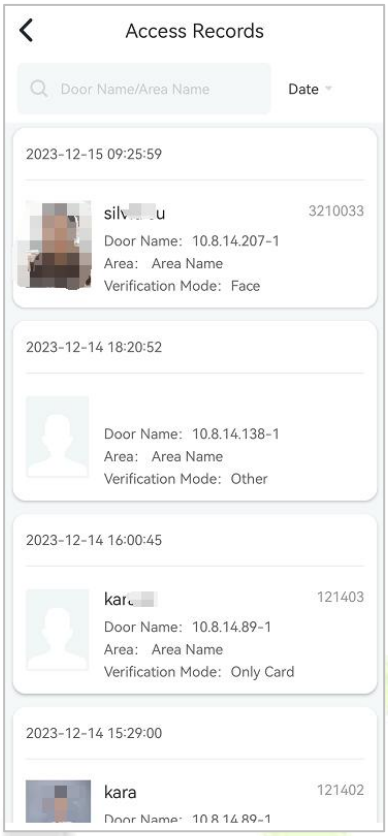

Figure 45 Access Records

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

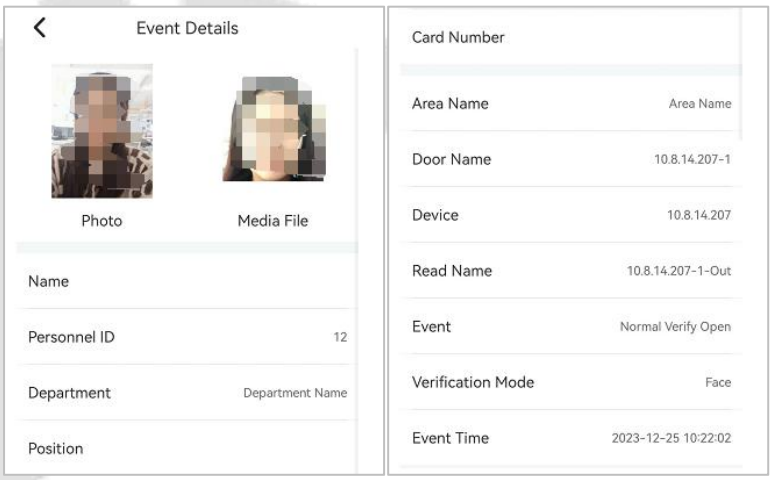

Figure 46 Access Details

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2.3.2.4.5 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****.*

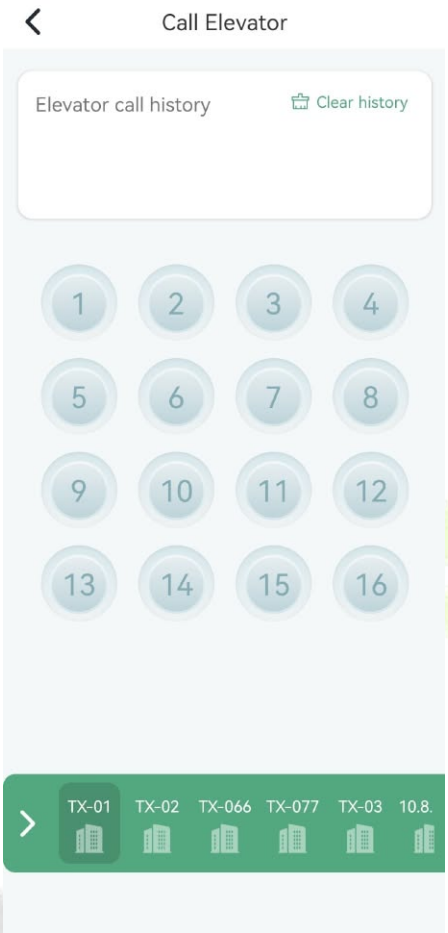


Figure 47 Call Elevator

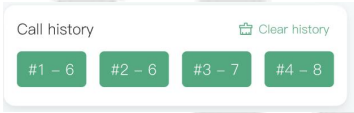
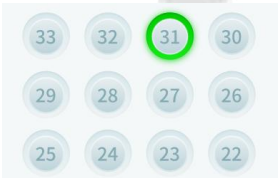
Module	Description
	• Call history records, up to 4 historical records can be stored; you can quickly call the elevator by clicking on the historical records.
	• Display available elevators for selection.
	• Display the floor buttons supported by the selected elevator, and users can only select floors they have access rights to.

Table 6 Call Elevator

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2.3.2.4.6 Video Monitoring

Note: *The video stream of the ZKBio Zexus APP uses the T-cloud protocol. Only devices that support this protocol can view it in the APP.Currently, only devices with the* ***latest ZKTECO firmware*** *are supported. Third-party devices are not supported for management in the APP.*

Administrator can view the device list and the current screen.Click the three-dot icon on the right side of the device name, and you can quickly select to view the video preview or video playback of this device.

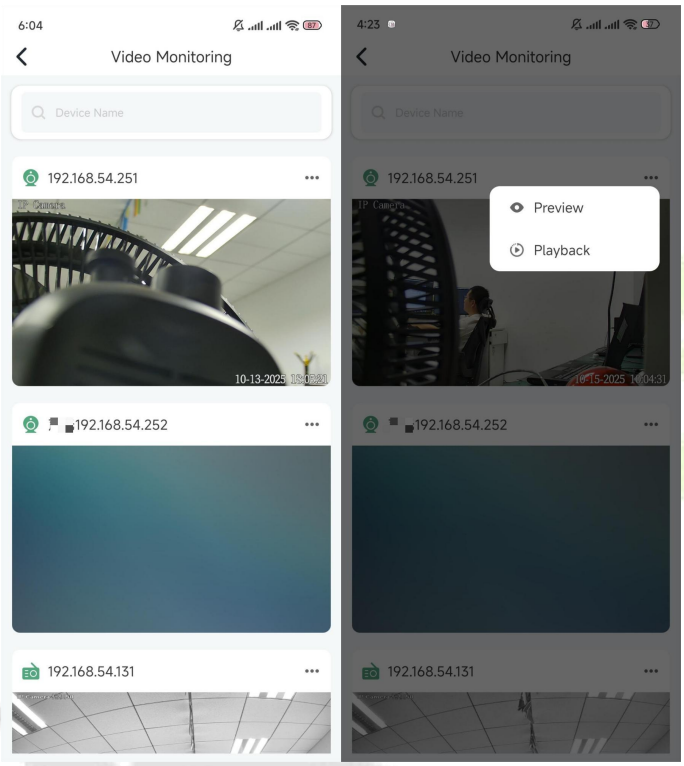

Figure 48 Video Monitoring

There are two types of icons representing device categories, as shown in the figure below:

This icon represents an IPC device.

This icon represents an NVR device.

By clicking on the device, administrator can perform playback, PTZ control, open door, snapshot, manual recording, and intercom operations.On this page, you can also view alarm message.

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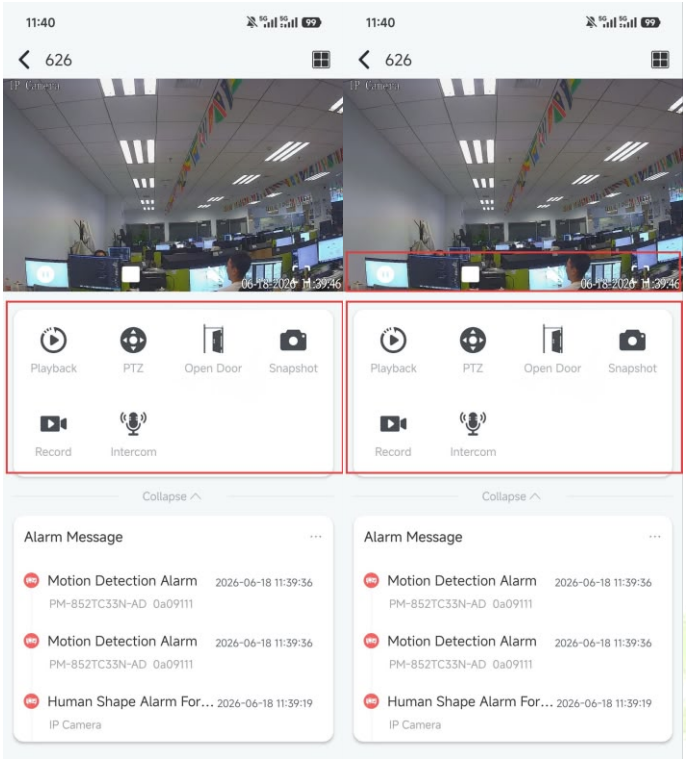

Figure 49 Device Operation Interface

Module	Description
	• The play button and pause button can control all video preview interfaces simultaneously.
	• Select the number of video windows. Options are 1, 4, 9, or 16.
	• Turn on or turn off the sound of video preview.
	• Click to switch to full-screen playback.

Table 7 Video Monitoring

■ Playback:

The playback of the picture can be achieved by dragging the timeline below. The playback page allows administrator to continue taking snapshots, manually record videos, or adjust the speed through "Speed". There are three speed Settings available:x 0.5, x1, and x2.

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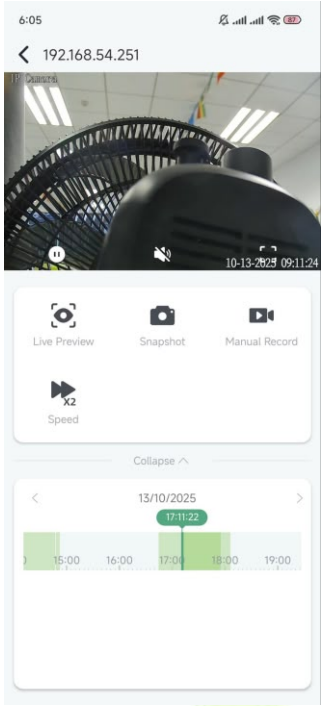

Figure 50 Playback

■ PTZ:

The camera can be remotely controlled in terms of direction, with a minimum adjustment Angle of 45 degrees. It also allows for zooming in and out of the picture, focus control, and adjustment of the camera's movement speed, ranging from 1 to 10.

Administrator can save the preset position. Click "Save" at the current position to save the current position, and click "Call" to quickly restore to the saved position. It supports saving up to 255 preset bits at most.

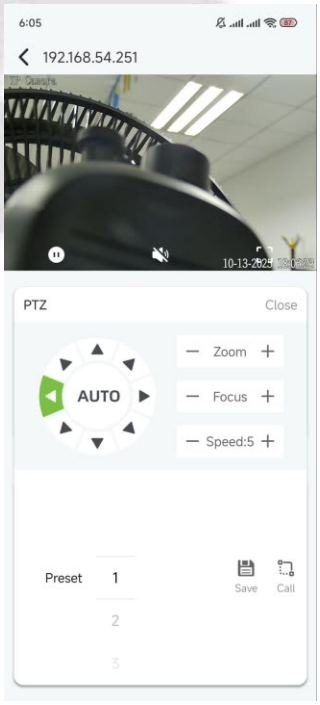

Figure 51 PTZ

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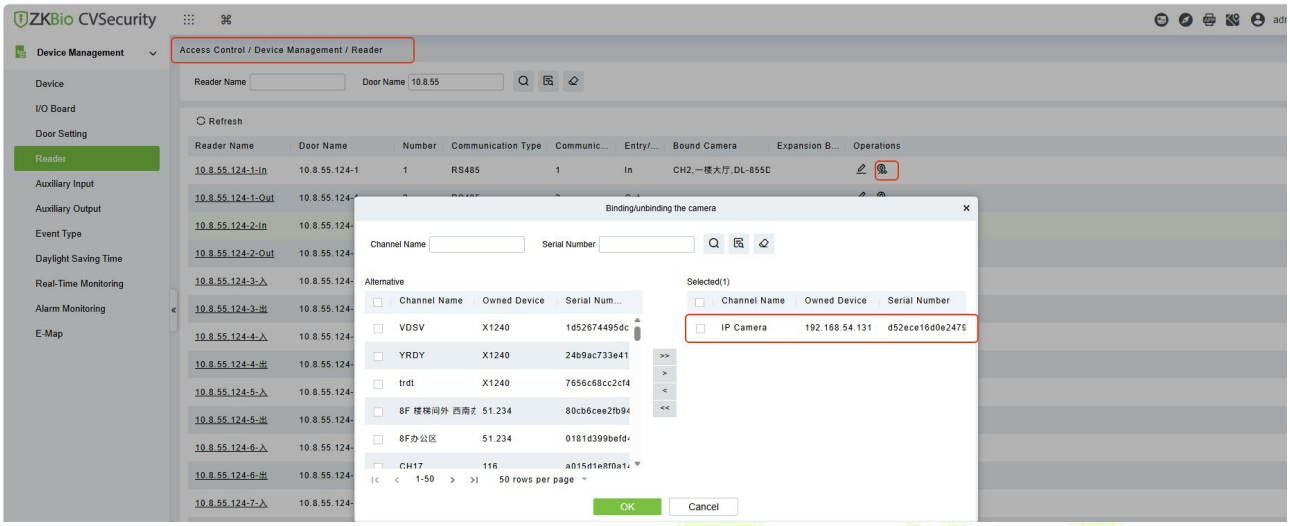
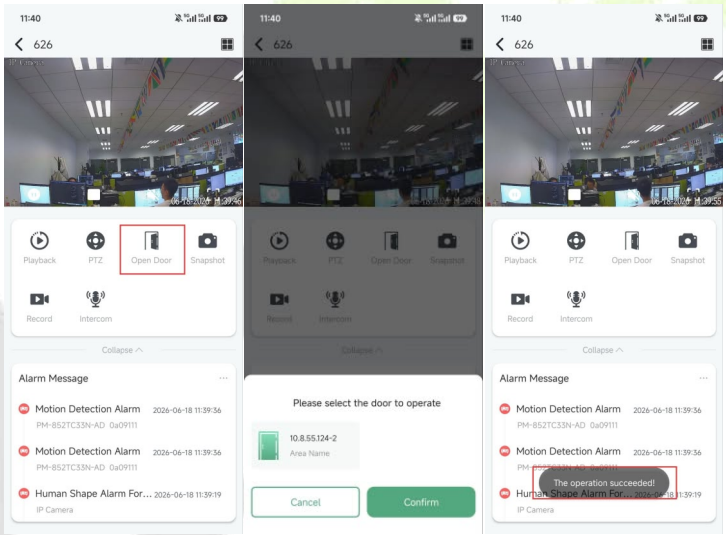
■ Open Door:

Note: Before using this function, you need to go to the web portal > Access Control / Device Management / Reader to bind the IP camera to the corresponding door first.



After binding the door reader and camera, click **Open Door**, select the target door to unlock, and click **Confirm**. A pop-up notification will appear once the door has been unlocked successfully.



■ Snapshot:

Click "Snapshot" to capture the scene. Administrator can save and forward the captured pictures.After clicking the download button, the captured image will be saved to the phone's album.

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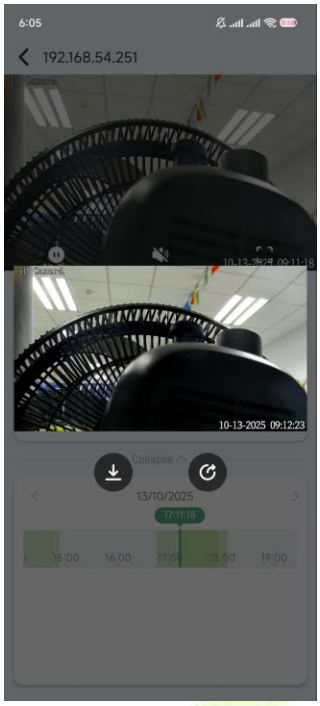

Figure 52 Snapshot

- **Manual Record:**

Click "Manual Record" to achieve the video recording from the moment of clicking to the moment of clicking again.The video can be downloaded and forwarded.Click the download button and the video can be downloaded to your phone's album.

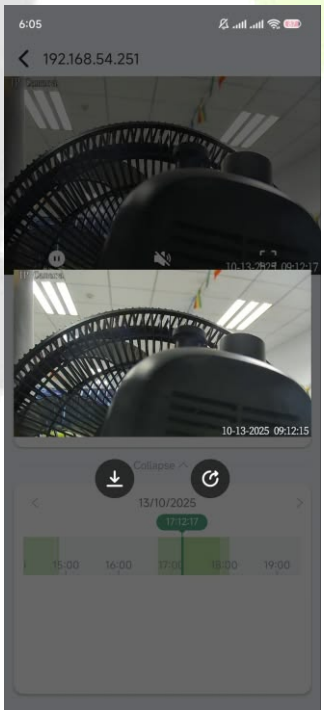

Figure 53 Manual Record

- **Intercom:**

Click "Intercom" to activate real-time communication with the video scene through video intercom.

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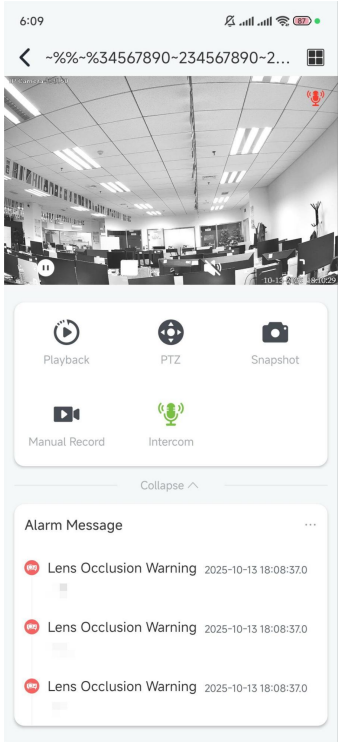

Figure 54 Intercom

■ Alarm Message:

Click on the alarm message to view detailed information, and you can also perform quick preview or playback.

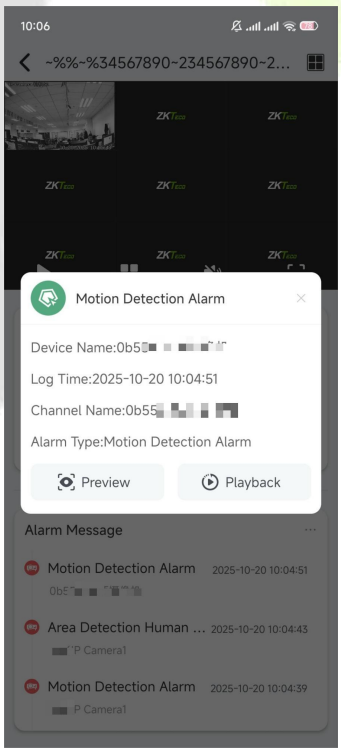

Figure 55 Alarm Message

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2.3.2.4.7 Arm/Disarm

Enter the Application Center -> Intrusion Alarm -> Arm/Disarm. It is convenient for customers to perform operations such as adding one-click arming and disarming and viewing record functions on the mobile APP.

Click on "Arm/Disarm" under the corresponding partition to conveniently perform arming and disarming operations on different partitions on the APP.

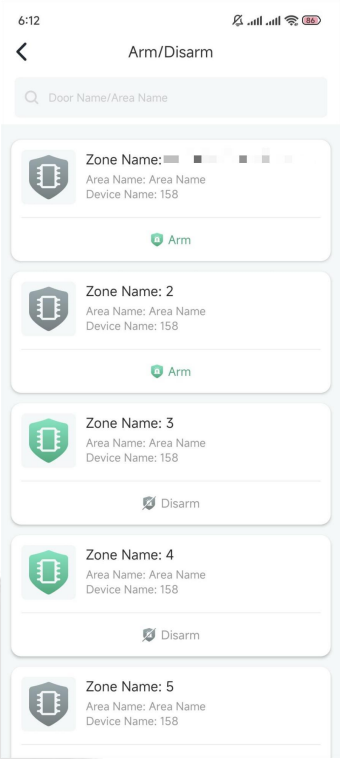

Figure 56 Arm/Disarm

Click the "Arm" button below each area to activate it. You'll see "Arm Successful" when complete.

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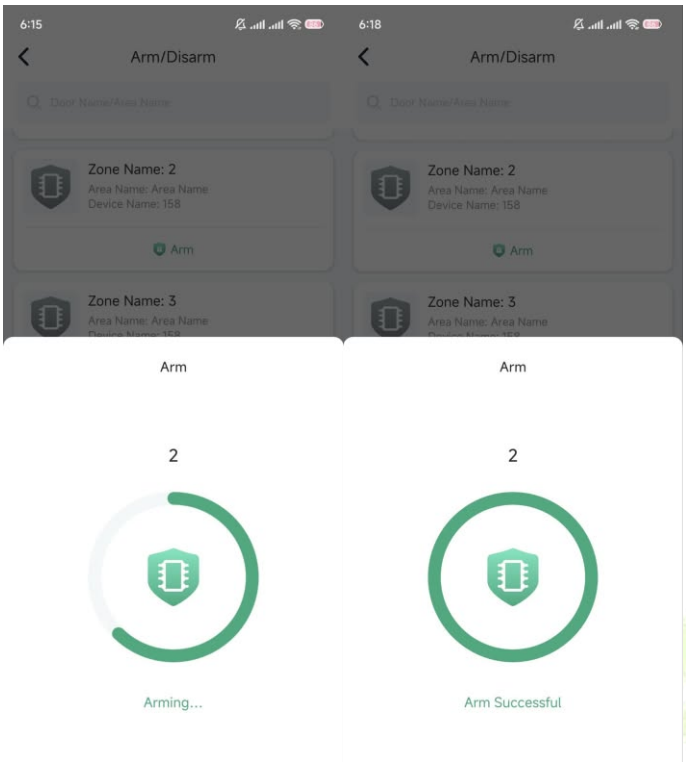

Figure 57 Arm Successful

Click the "Disarm" button under the area to quickly disarm that area.After the operation is successful, it will display that "Disarm Successful".

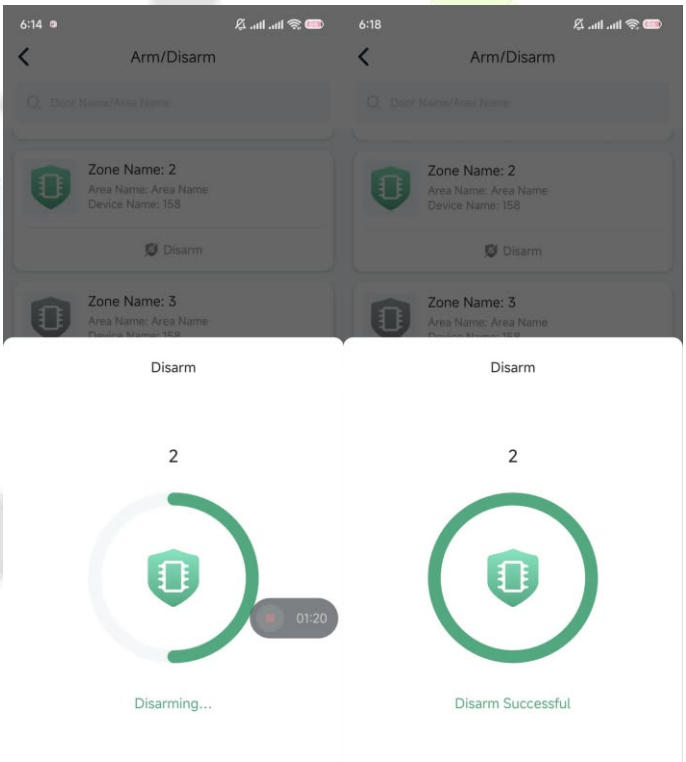

Figure 58 Disarm Successful

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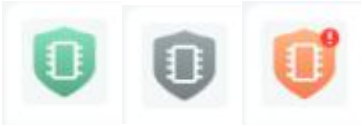
There are three types of defense zone states, and the ICONS are shown in the following figure:



The green icon indicates that the current defense zone is armed, and the "Disarm" button is displayed below.

The gray icon indicates that the current defense zone is not armed, and the "Arm" button is displayed below.

The orange icon indicates that the current defense zone is armed and an alarm event has occurred. Below it, the "Disarm" and "Cancel Alarm" buttons are displayed.

2.3.2.4.8 Intrusion Record

Enter the Application Center -> Intrusion Alarm -> Intrusion Record, and view the intrusion records. It contains information such as the event type,zone name and event time.

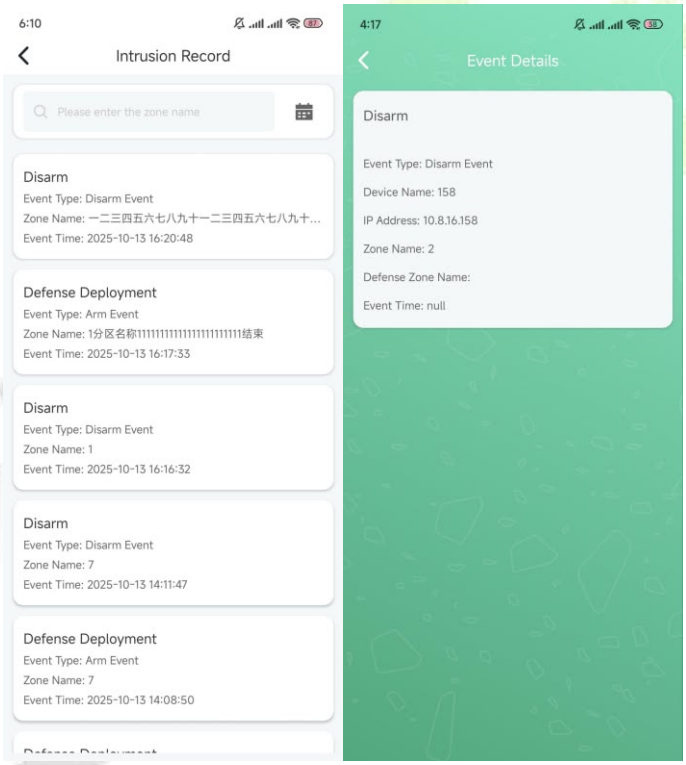


Figure 59 Intrusion Record

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2.3.2.4.9 Visitor List

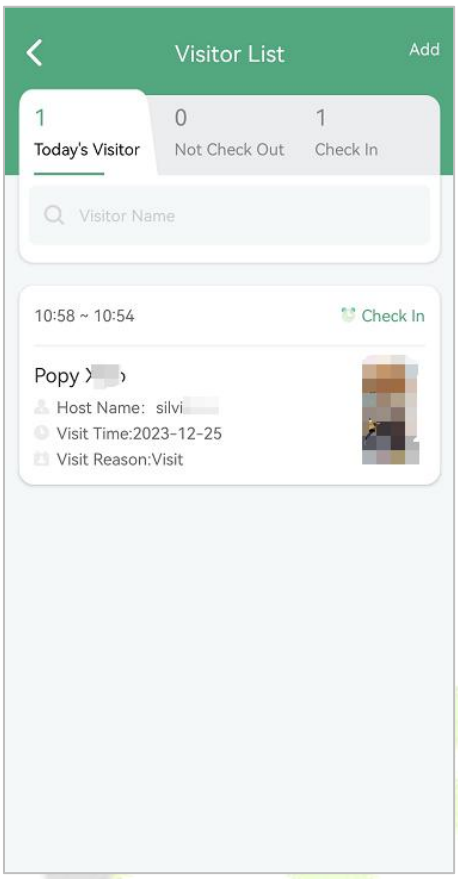


Figure 60 Visitor List

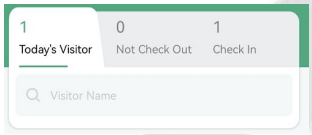
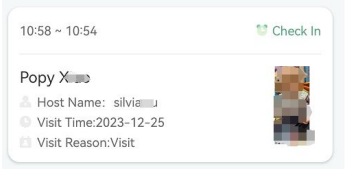
Module	Description
	• Today's Visitor Statistics Overview: Today's visitor, Not check out, Check In. • Search by visitor name.
	• Visitor visit details, including: time of visit, name of visitor, person visited, reason for visit, photo of visitor. • Visitor Statues: Check in/check out or not check out.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

Table 8 Visitor List

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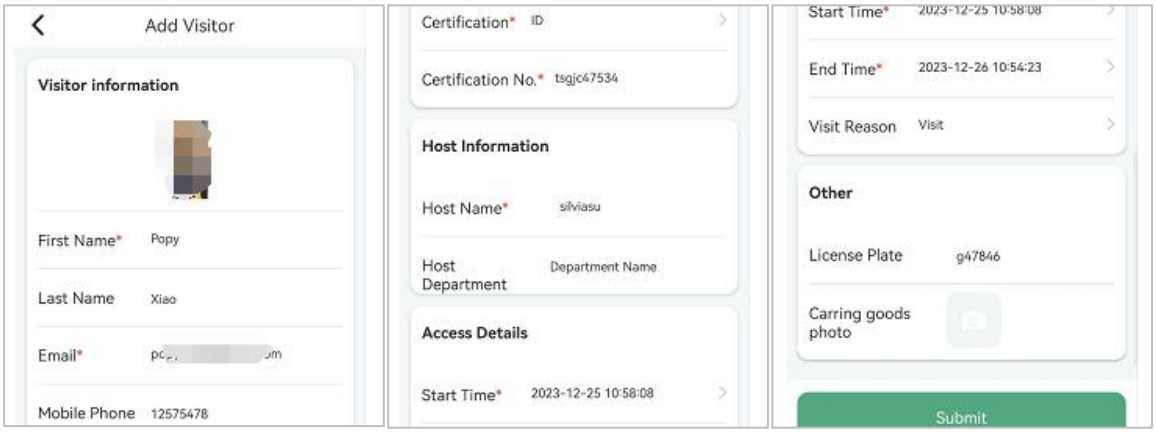

Figure 61 Visitor Register

- **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.

2.3.2.4.10 Visit Statistics

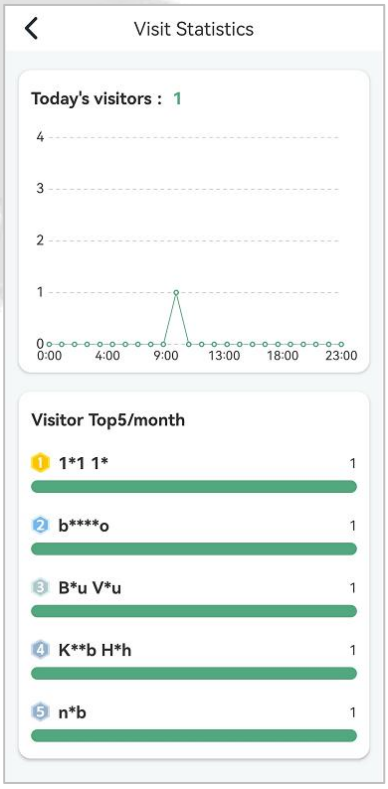

Figure 62 Visit Statistics

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- **Today's Visitor**

Counting Today's Visitor Flow.

- **Visitor Top 5 /month**

Top 5 Visitors by Monthly Visits.

2.3.2.4.11 Visitor Approval

Administrator can enter the Application Center -> Visitor Management -> Visitor Approval. You can view the personnel pending approval and approved applications.

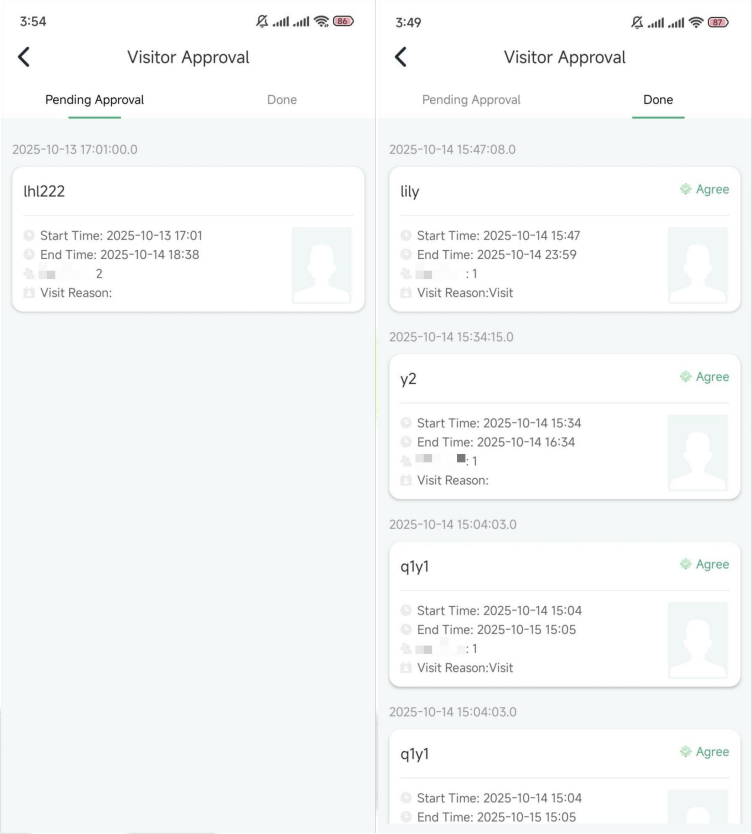

Figure 63 Visitor Approval

Clicking on this person allows administrator to approve it and fill in the review opinion of "Agree" or "Decline".

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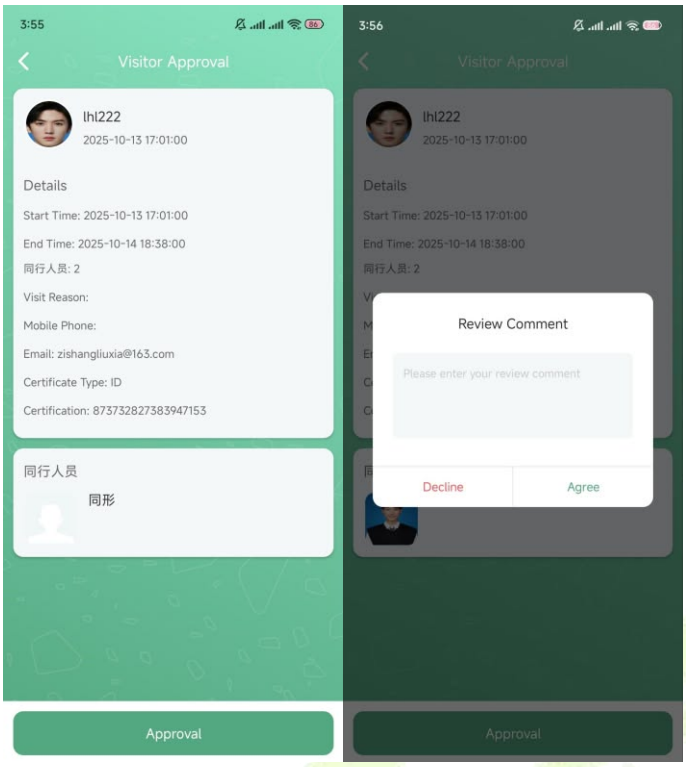

Figure 64 Agree or Decline

Note: Currently, only administrators and interviewees are supported to perform visitor review operations.Multi-level visitor review is not supported for the time being.

2.3.2.4.12 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".

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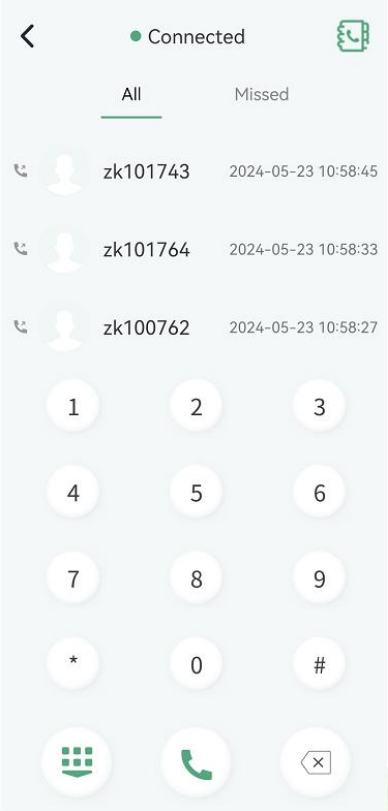

Figure 65 Video Call

- **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.

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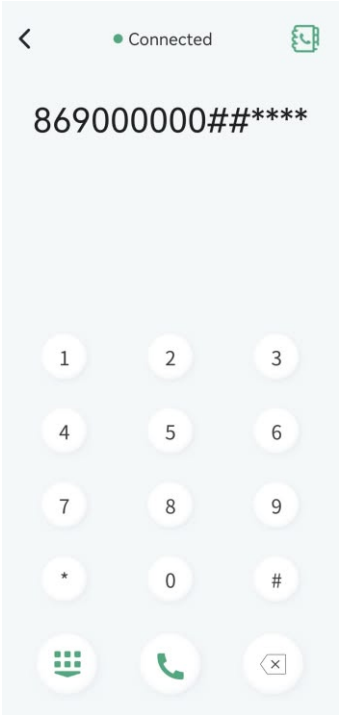

Figure 66 Dialing

Address Book

Click the button to enter the contact list page.

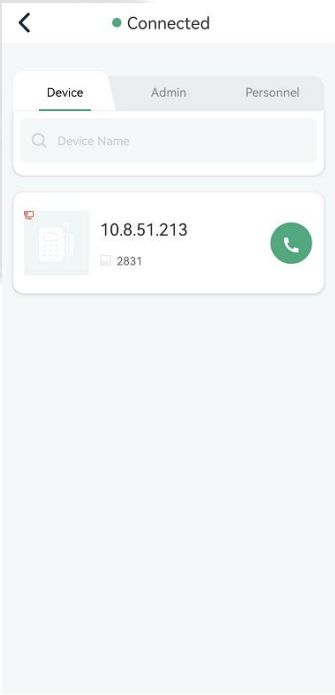

Figure 67 Address Book

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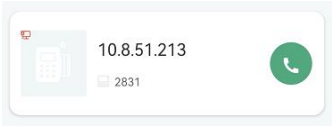
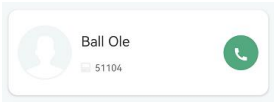
Module	Description
	**Device** indicates that the device is offline. indicates that the device is online. The fields from top to bottom represent, respectively: device name, device's extension number.
	Admin The fields from top to bottom represent, respectively: user name, name, extension number.
	**Personnel**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

Table 9 Address Book

- **In-Call Interface**

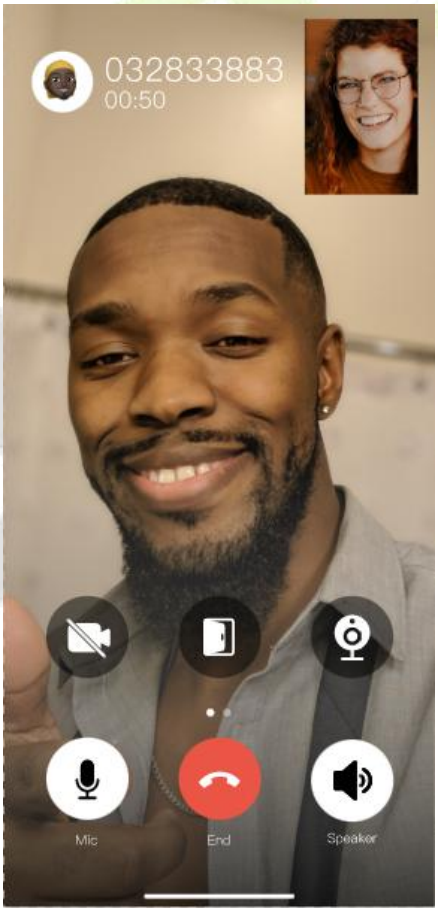


Figure 68 In-call Interface

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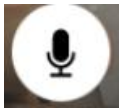
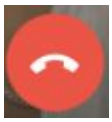
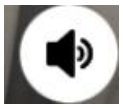
Icon	Description
	• Enable or disable the microphone. • After enabling, you will need to obtain the system microphone permission. • Disable it, you cannot make a call.
	• Hang up
	• Enable or disable the speakerphone.
	• Enable or disable the camera. • After enabling, you will need to obtain the system 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 10 In-call Interface

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.***

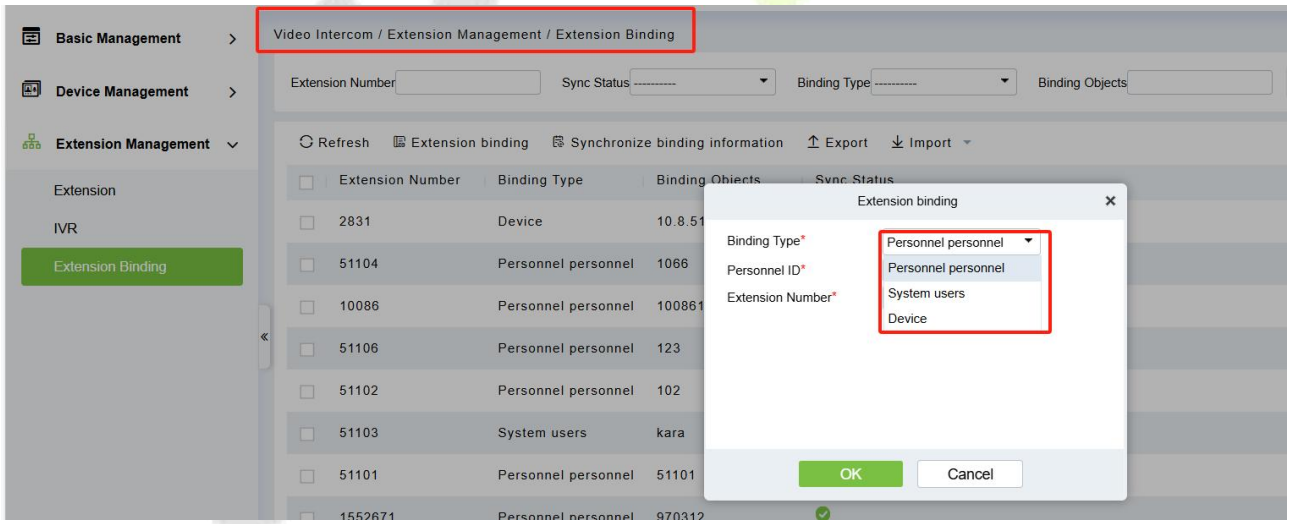


Figure 69 ZKBio CVSecurity Web Page

2.3.2.4.13 Smart Operation

You can view the status of all terminals and operate the terminals on this page. For example, turn on or turn off the lights, set the indoor temperature, and so on.

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Figure 70 Smart Operation

Click on the terminal to enter the details page for operations.

Note: *The terminals of the Sensor type can only be used to view values and cannot be operated.*

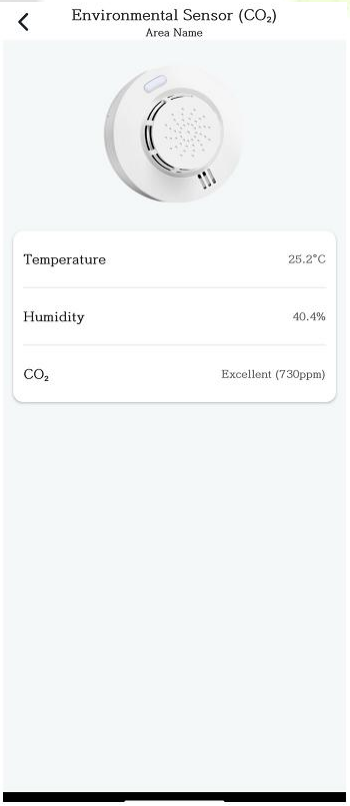

Figure 71 Details

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2.3.2.4.14 Pair Device

This function is only available to administrators. It allows you to bind nearby terminals to the gateways that have been added to ZKBio CVSecurity.

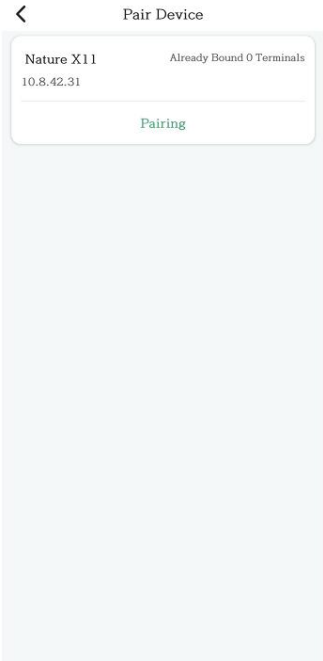

Figure 72 Details

Select the protocol of the corresponding terminal, such as CoSS or Zigbee, and then you can start the search and binding process.

Note: *For the operation plan of terminal binding, please refer to the user manual of the corresponding terminal.*

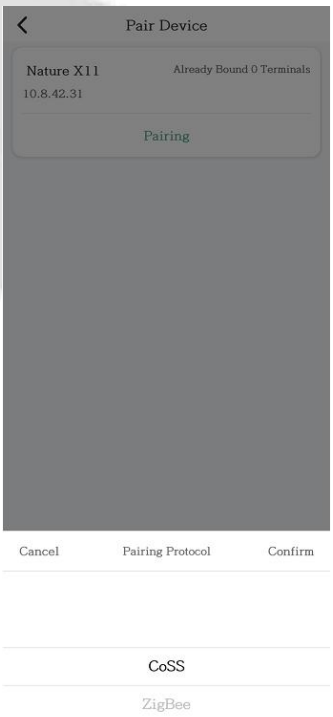

Figure 73 Pairing Terminal

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2.3.2.5 Me

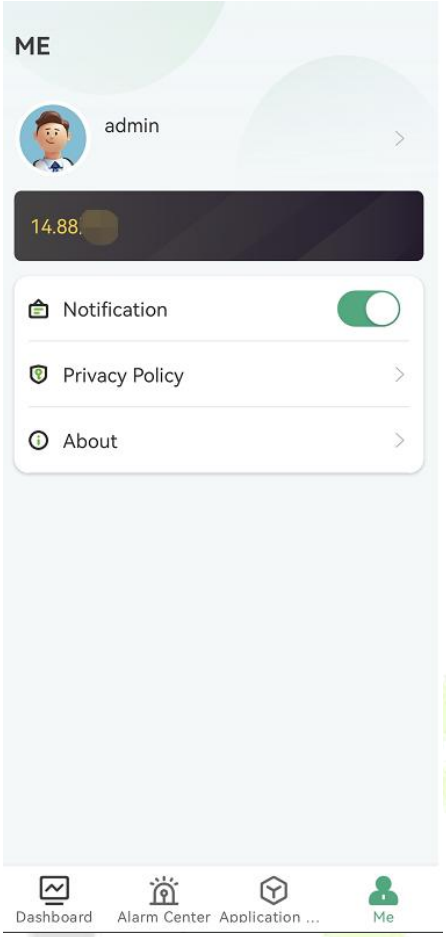

Figure 74 Me

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 11 Me

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2.4 Personnel Application Operation Guide

2.4.1 Personnel Login

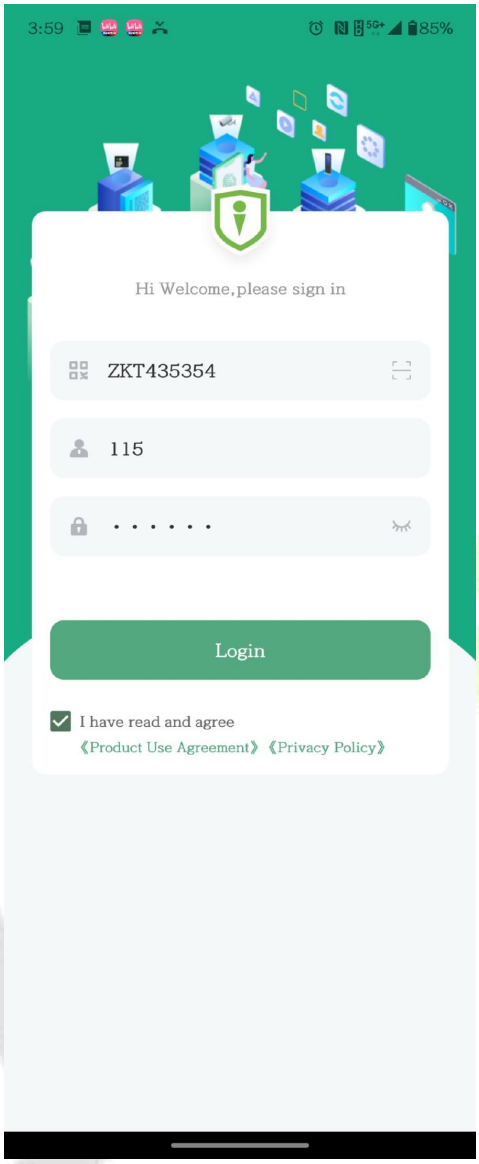

Figure 75 Personnel Login

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

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2.4.2 Personnel Application Overview

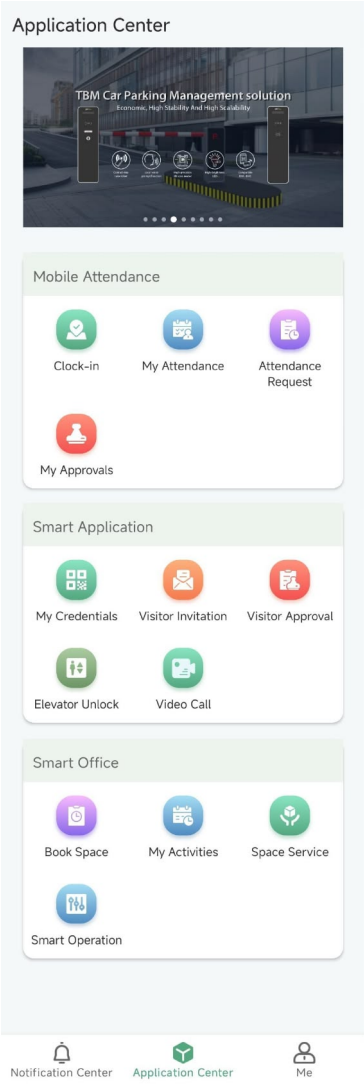

Figure 76 Light Mode

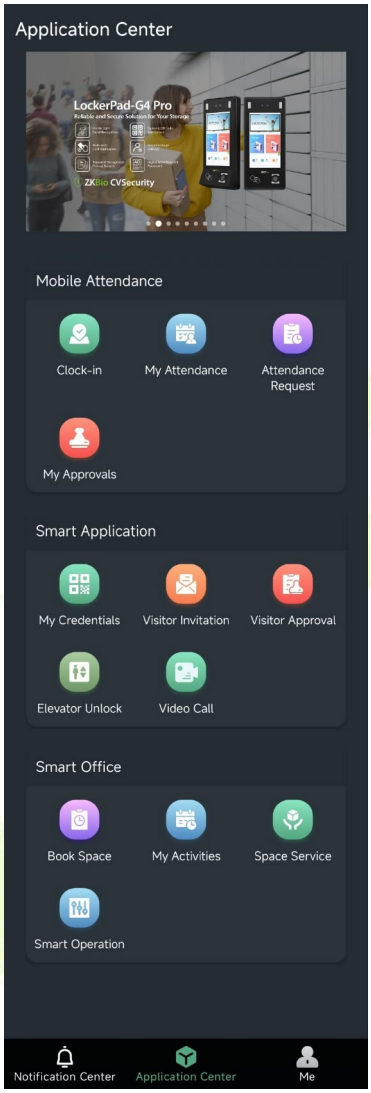

Figure 77 Dark Mode

2.4.2.1 Notification Center

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

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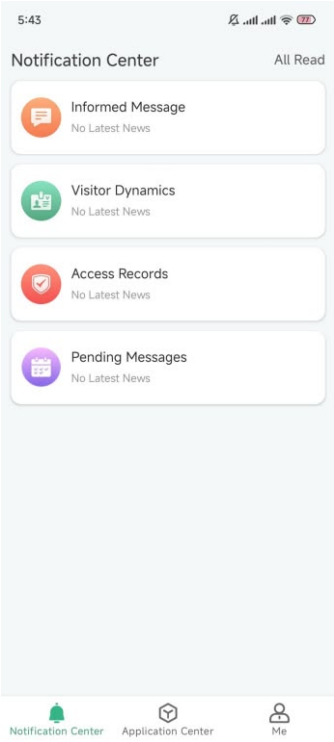

Figure 78 Notification Center

- **Informed Message**

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

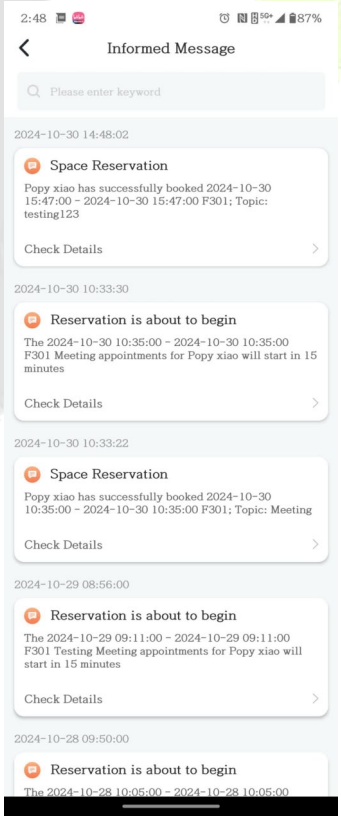

Figure 79 Informed Message

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- **Visitor Dynamics**

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

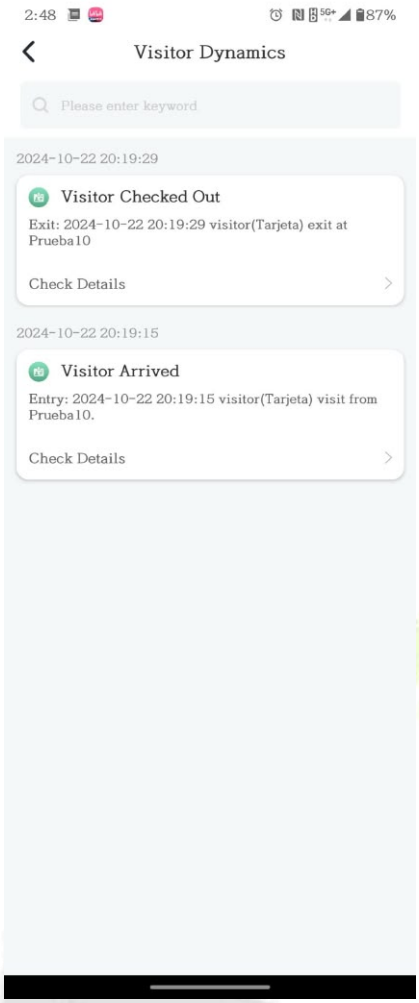

Figure 80 Visitor Dynamic

- **Access Records**

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

- **Pending Messages**

Display all pending messages.

- **All Read**

Select "All Read" in the top-right corner to mark all notifications as read.

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2.4.2.2 Application Center

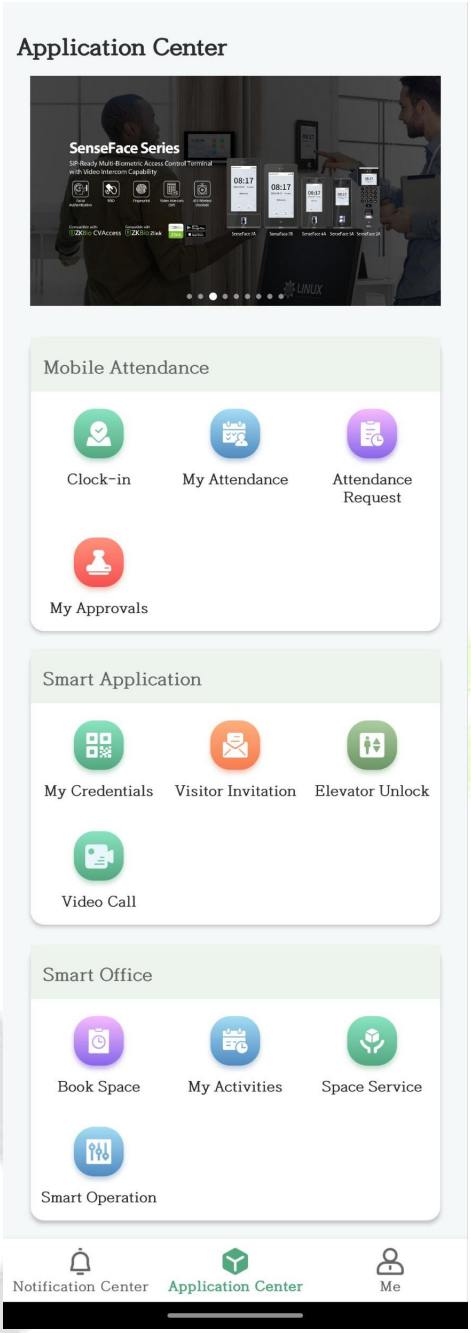

Figure 81 Application Center

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2.4.2.2.1 Clock In

This function is used for mobile attendance checking. The version requirements are as follows:

- ZKBio CVSecurity: V6.6.0 and above
- ZKBio CVConnect: V2.0.0 and above
- ZKBio Zexus: 1.4.0 and above

Click on the Clock In application. It is necessary to obtain the location permission of the system. When you use it for the first time, a prompt message as shown in the following picture will pop up.

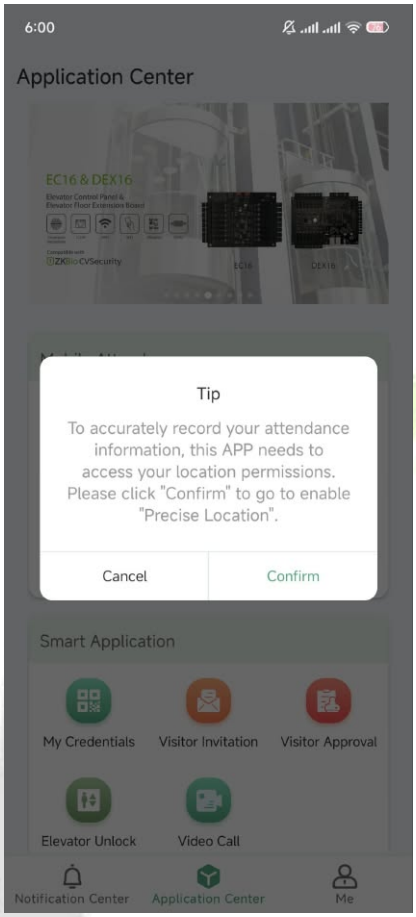

Figure 82 Clock In

Please allow the app to obtain the location permission. Otherwise, you won't be able to use this function properly.

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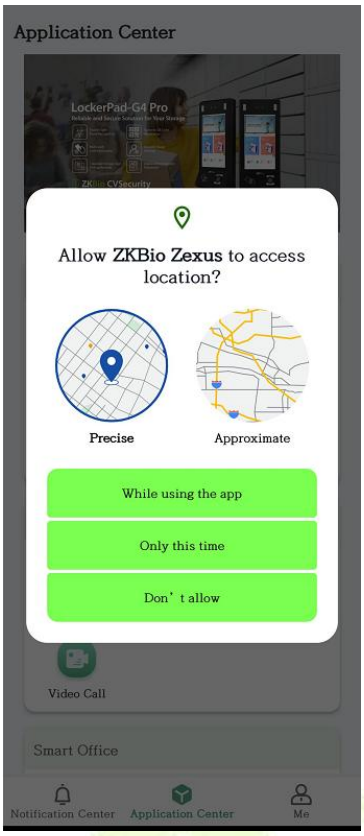

Figure 83 location permission

After authorizing the location service and enabling the phone's location function, clicking on "Clock In" will prompt that the check-in is successful, as shown in the following picture.

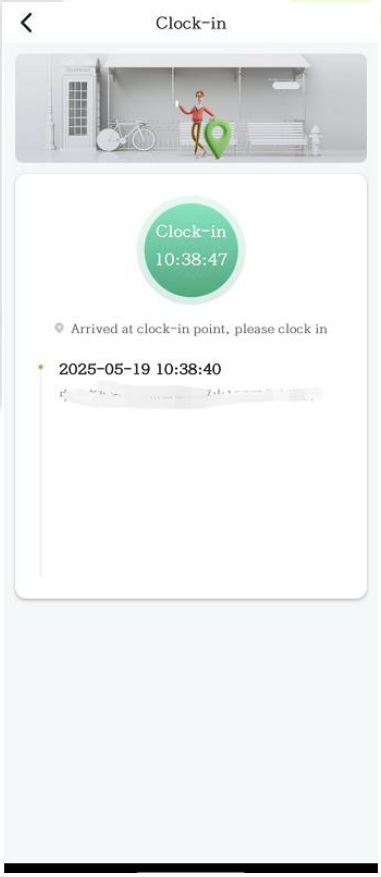

Figure 84 Check-In Successful

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Note: *1) The mobile Clock In function requires obtaining the system location permission. Please make sure to authorize the location permission.*

2) Please ensure that the location function of your mobile phone is turned on. If it is not turned on, the check-in range cannot be located, and a prompt of "Location Failed" will be displayed.

3) The administrator needs to pre-add the check-in range in ***ZKBio CVSecurity-Attendance Module -> Attendance Management -> Mobile Check In Address*** *in advance so that employees can perform mobile check-in normally.*

2.4.2.2.2 My Attendance

View my work schedule and daily attendance situation.

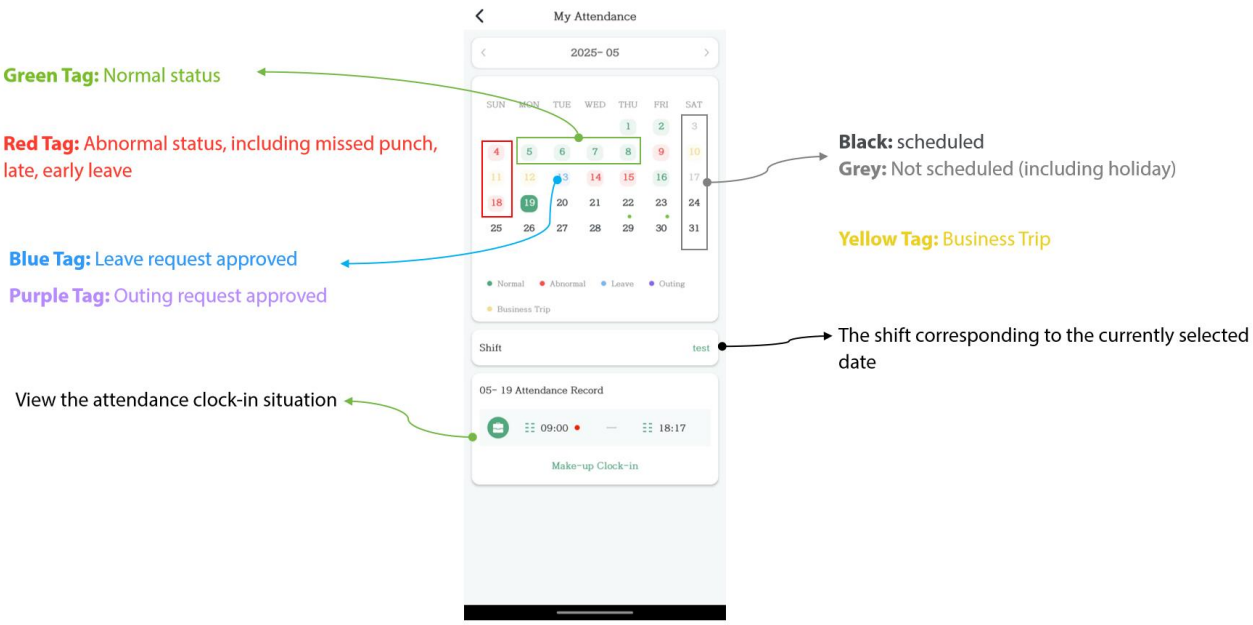

Figure 85 Attendance Situation

2.4.2.2.3 Attendance Request

This application is used for personnel to handle attendance anomalies, such as making up missed punches, applying for business trips, going out, working overtime, taking leave, etc.

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- **Attendance Request**

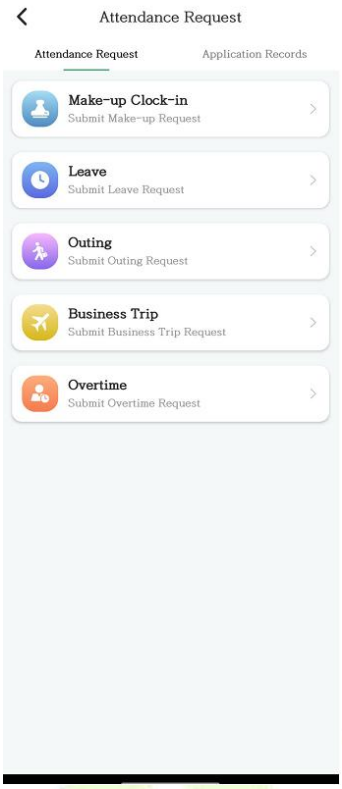

Figure 86 Attendance Request

- **Make-up Clock In**

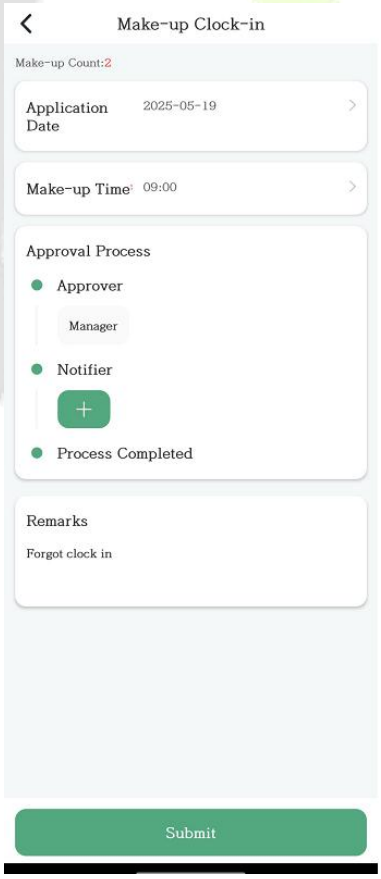

Figure 87 Make-up Clock In

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Parameter	Description
Make-up Count	Counting of missed punch make-up cards
Application Date	Select the date for which the missed punch make-up slip is required
Make-up Time	Select the time for missed punch make-up, and please choose an appropriate time according to the work shift.
Approval Process	View the complete approval process; **Approver:** The person who conducts the review operation. **Notifier:** The person who needs to be notified ***Note:*** *The administrator needs to pre-configure the approval process for personnel in different positions in ZKBio CVSecurity->Attendance Module ->Attendance Setting ->Process Setting.*
Remarks	Fill in the remarks according to the actual situation.

Table 12 Make-up Clock-in

■ Leave

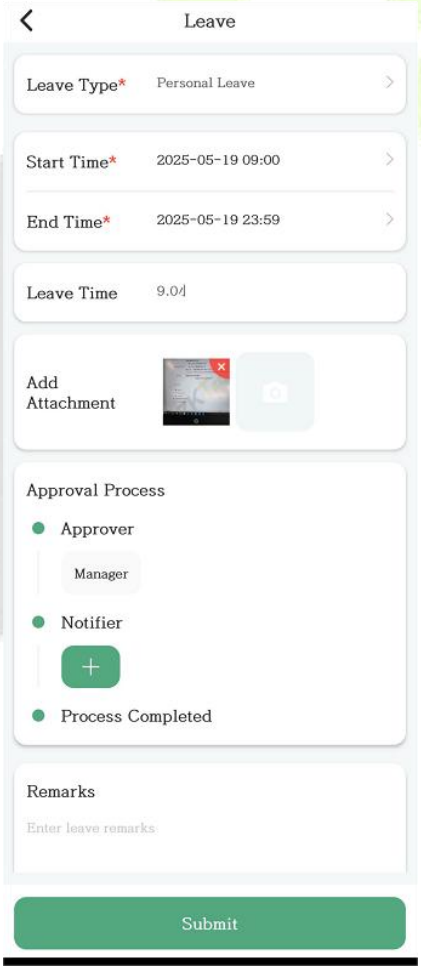

Figure 88 Leave

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Parameter	Description
Leave Type	Select the leave type
Start Time	Select Start Time
End Time	Select End Time
Leave Time	The system automatically calculates leave time based on scheduling
Add Attachment	Add leave voucher, only supports image upload.
Approval Process	View the complete approval process; **Approver:** The person who conducts the review operation. **Notifier:** The person who needs to be notified ***Note:*** *The administrator needs to pre-configure the approval process for personnel in different positions in ZKBio CVSecurity->Attendance Module ->Attendance Setting ->Process Setting.*
Remarks	Fill in the remarks according to the actual situation

Table 13 Leave

■ **Outing**

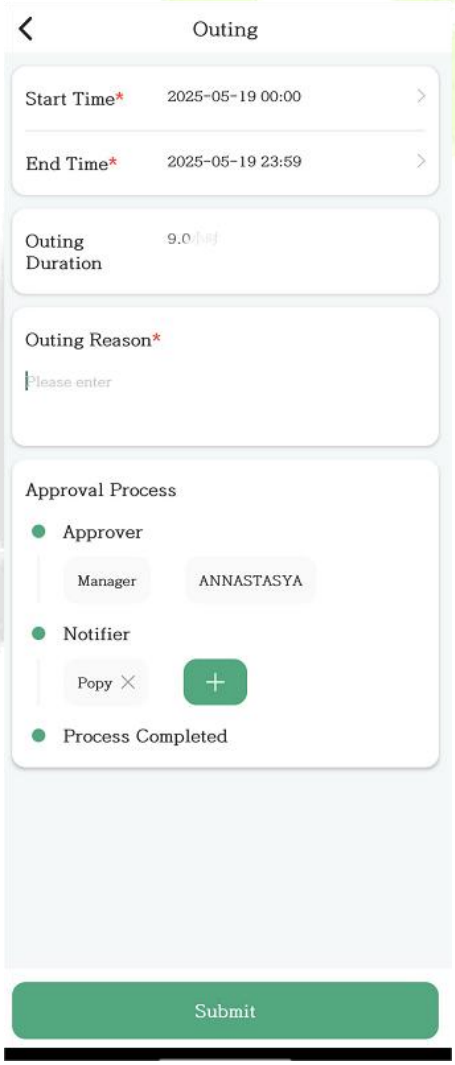

Figure 89 Outing

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Parameter	Description
Start Time	Select Start Time
End Time	Select End Time
Outing Duration	The system automatically calculates the duration of outing based on the scheduling
Outing Reason	Fill in the reason for going out
Approval Process	View the complete approval process; **Approver:** The person who conducts the review operation. **Notifier:** The person who needs to be notified ***Note:*** *The administrator needs to pre-configure the approval process for personnel in different positions in ZKBio CVSecurity->Attendance Module ->Attendance Setting ->Process Setting.*

Table 14 Outing

- **Business Trip**

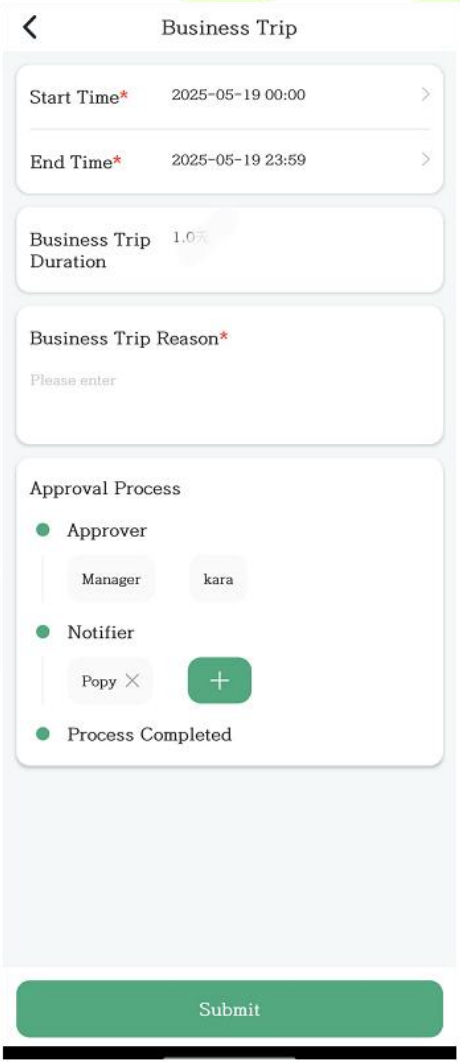

Figure 90 Business Trip

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Parameter	Description
Start Time	Select Start Time
End Time	Select End Time
Business Trip Duration	The system automatically calculates the duration of the business trip according to the work schedule.
Business Trip Reason	Fill in the reason for the business trip.
Approval Process	View the complete approval process; **Approver:** The person who conducts the review operation. **Notifier:** The person who needs to be notified ***Note:*** *The administrator needs to pre-configure the approval process for personnel in different positions in ZKBio CVSecurity->Attendance Module ->Attendance Setting ->Process Setting.*

Table 15 Business Trip

■ Overtime

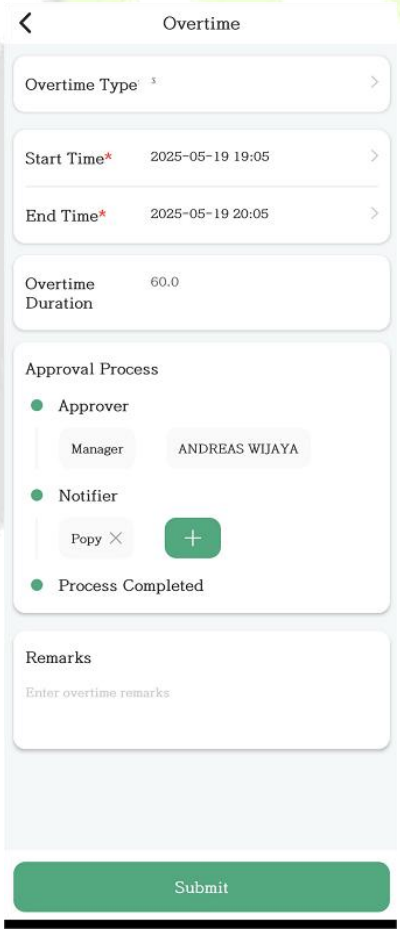

Figure 91 Overtime

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Parameter	Description
Start Time	Select Start Time
End Time	Select End Time
Overtime Duration	The system automatically calculates the duration of the overtime according to the work schedule.
Approval Process	View the complete approval process; **Approver:** The person who conducts the review operation. **Notifier:** The person who needs to be notified ***Note:*** *The administrator needs to pre-configure the approval process for personnel in different positions in ZKBio CVSecurity->Attendance Module ->Attendance Setting ->Process Setting.*
Remarks	Fill in the reason for overtime work or other contents.

Table 16 Overtime

- **Application Records**

View the application records of various types.

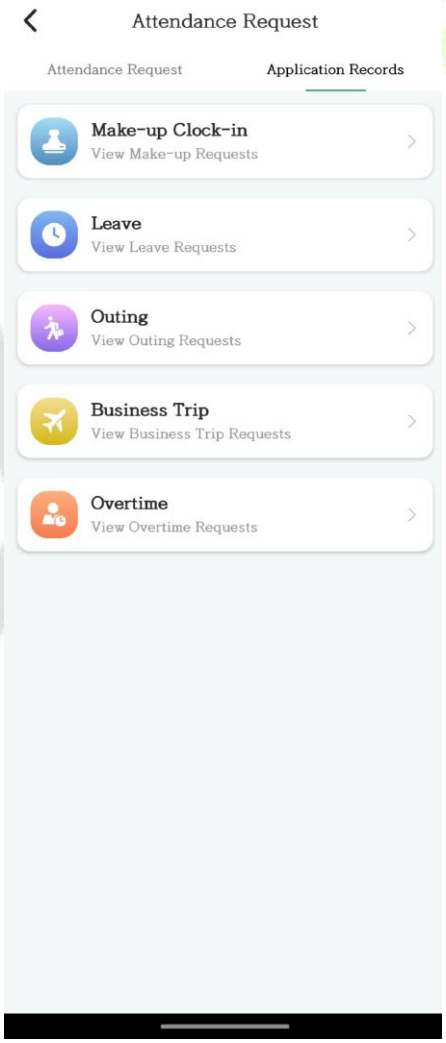

Figure 92 Application Records

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After clicking on a specific type, you can enter the page to view the corresponding application records. For example, after clicking on "Leave", the page you enter will be as shown in the following figure:

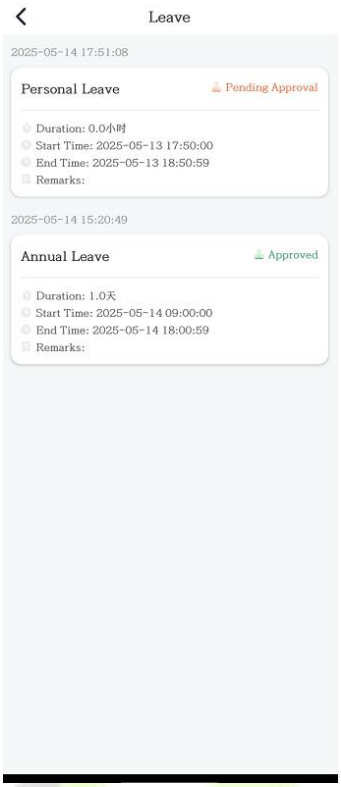

Figure 93 Application Records

After clicking on a specific record, you can view the application details.

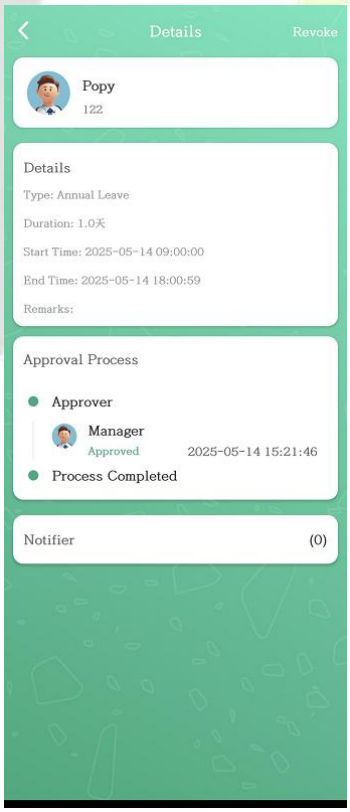

Figure 94 Application Details

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■ Revoke

Click the "Revoke" button in the upper right corner of the attendance application details, fill in the reason for revocation, and then click "Confirm" to complete the operation. Please note: Revocation also requires the corresponding process approval, and the revocation can only be successful after the approval is passed.

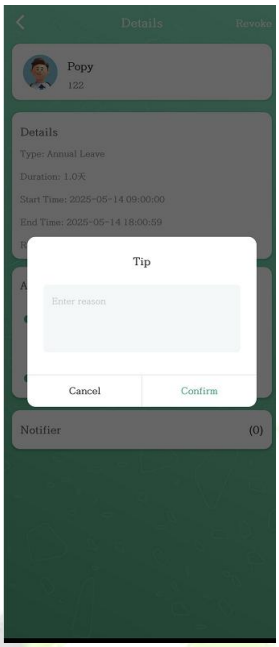

Figure 95 Revoke

2.4.2.2.4 My Approvals

Please note: According to the configuration of the approval flow in ZKBio CVSecurity, only the personnel with approval authority can view the corresponding approval records.

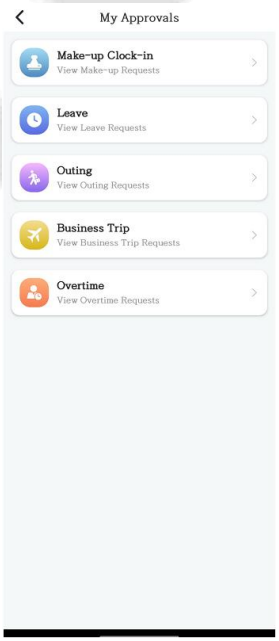

Figure 96 My Approvals

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After clicking the corresponding type, you can enter the approval operation interface, as shown in the following figure:

View the records to be approved for the corresponding type.

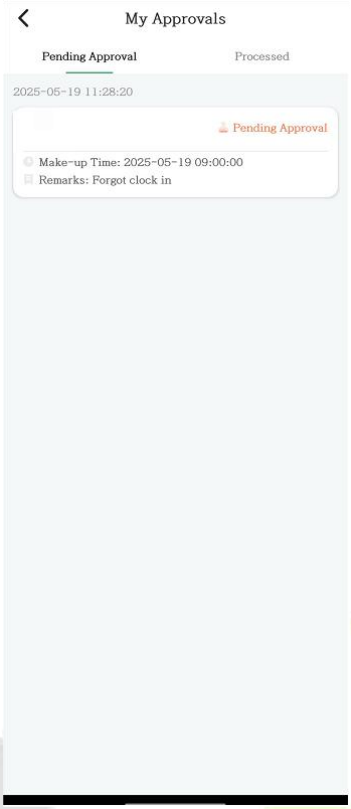

Figure 97 My Approvals

Clicking on a certain record will take you to the corresponding detail interface, where you can perform approval operations. Clicking on "Approval" means that the approval is passed, and clicking on "Reject" means that the application is refused.

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Figure 98 Approval Details

After the approval operation is completed, you can go to the "Processed" page to view the approval records.

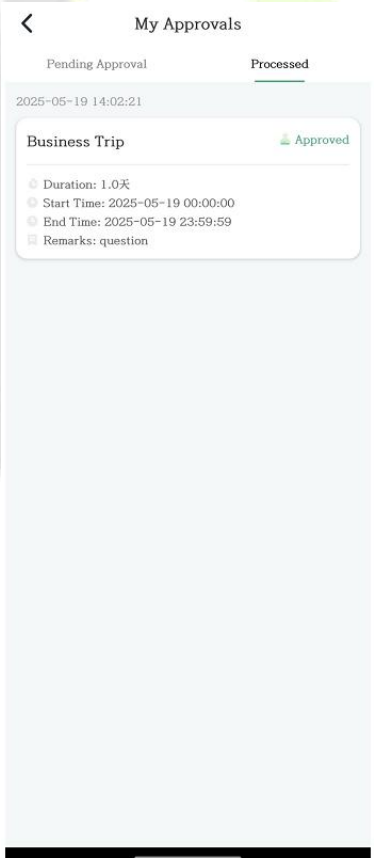

Figure 99 Processed

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2.4.2.2.5 My Credentials

Dynamic QR codes can be verified on access control devices.

Figure 100 My Credentials

2.4.2.2.6 Visitor Invitation

- **My Invitation Records**

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

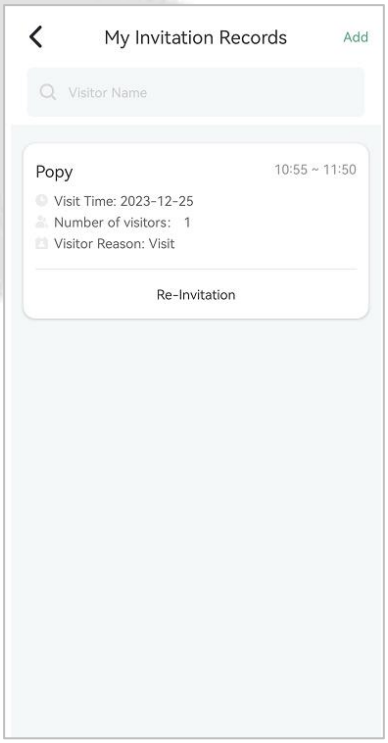

Figure 101 Visitor Invitation Records

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Invite Visitor

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

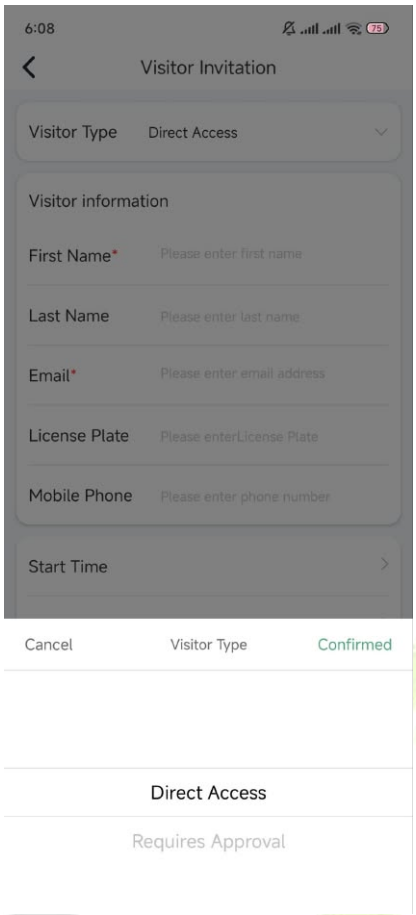

Figure 102 Direct Access

Note: *Visitor type is a new feature in version V1.4.0 and requires the supporting ZKBio CVSecurity V6.6.0 and above.*

Visitor Type: Direct Access

After the visitor is invited, the system will automatically send a access QR code to the visitor, making it convenient for the visitor to pass through directly.

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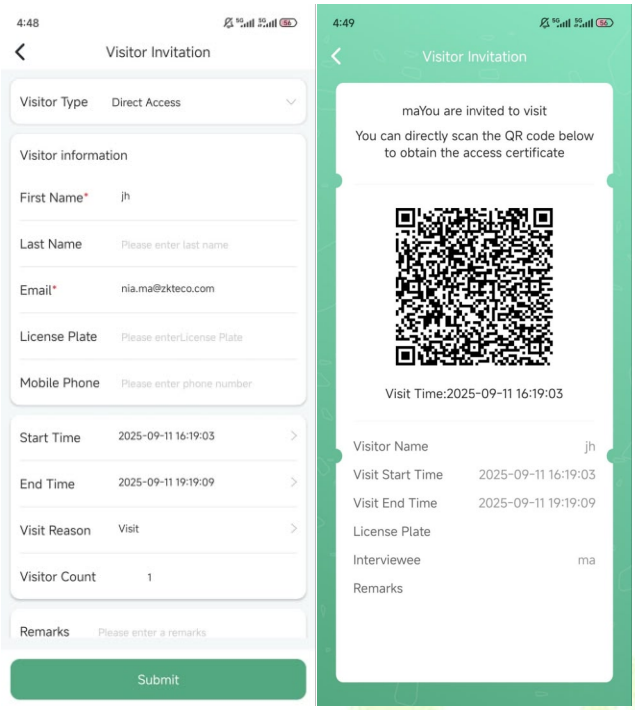

Figure 103 Direct Access

ZKBio CVSecurity will automatically send the access QR code to the visitor. The email is shown as follows in the picture.

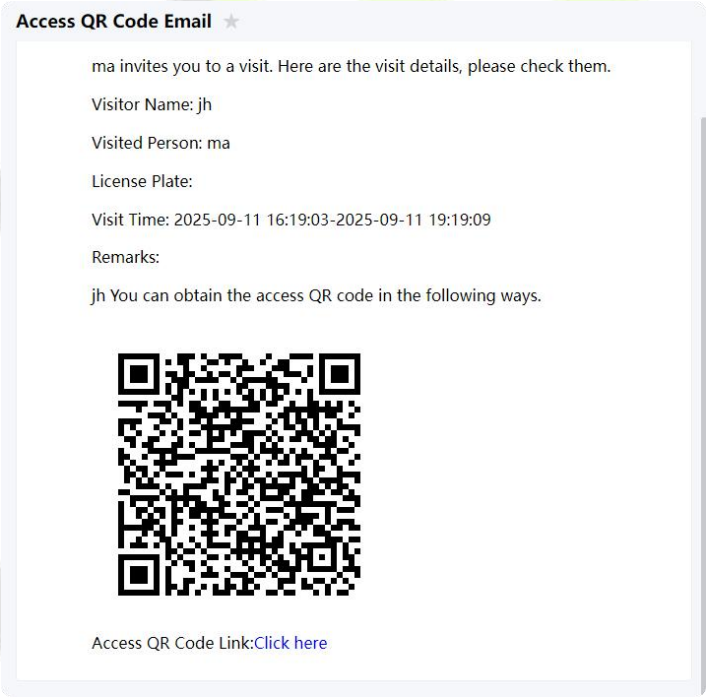

Figure 104 Email

***Note**: This feature requires administrators to configure the **" Invitation Exemption from Review"** function in advance:*

a. *Navigate to **ZKBio CVSecurity → Visitor → Basic Management → Interviewee Permission Group**.*
b. *Add the visitor(s) and assign their permissions.*
c. *Click **More → Authorization Exemption Invitation**.*

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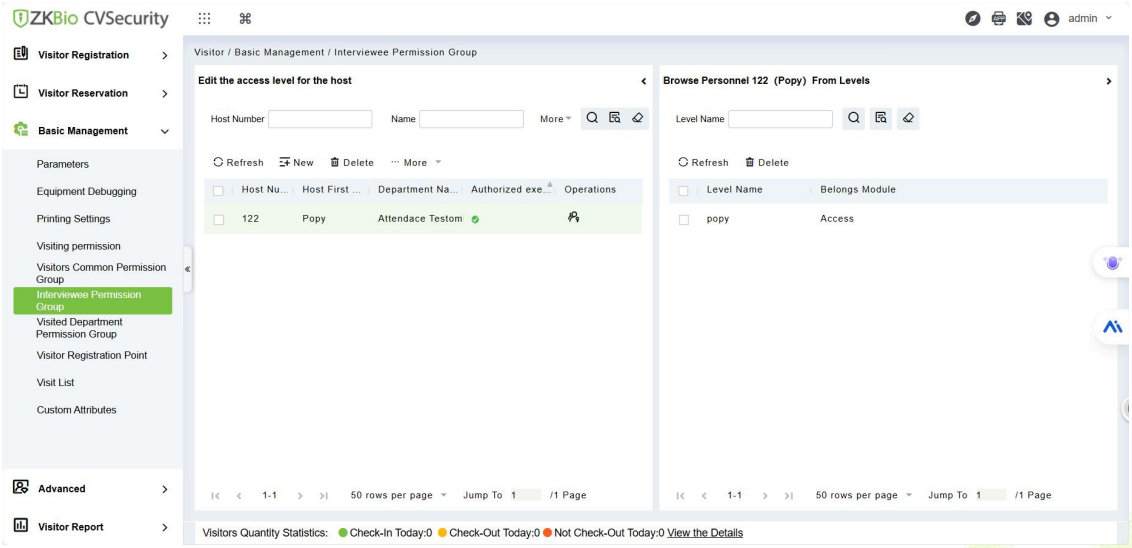

Figure 105 Invitation Exemption from Review

After the above configuration is completed, please go to **Visitor -> Basic Management -> Parameter -> Check In -> Enable Automatic Registration Point** and **set the Automatic Registration Point** to add the access control, entrance control or parking device.

■ Visitor Type: Requires Approval

After a visitor is invited, the system will automatically send an invitation QR code to the visitor. The visitor can scan the invitation QR code to pre-register their personal information.

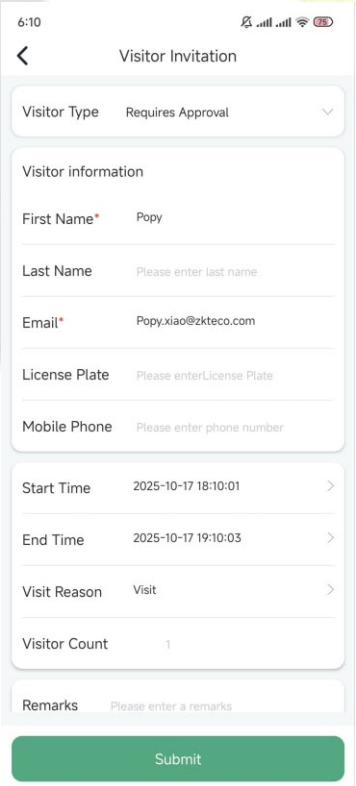

Figure 106 Visitor Invitation

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

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Figure 107 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.

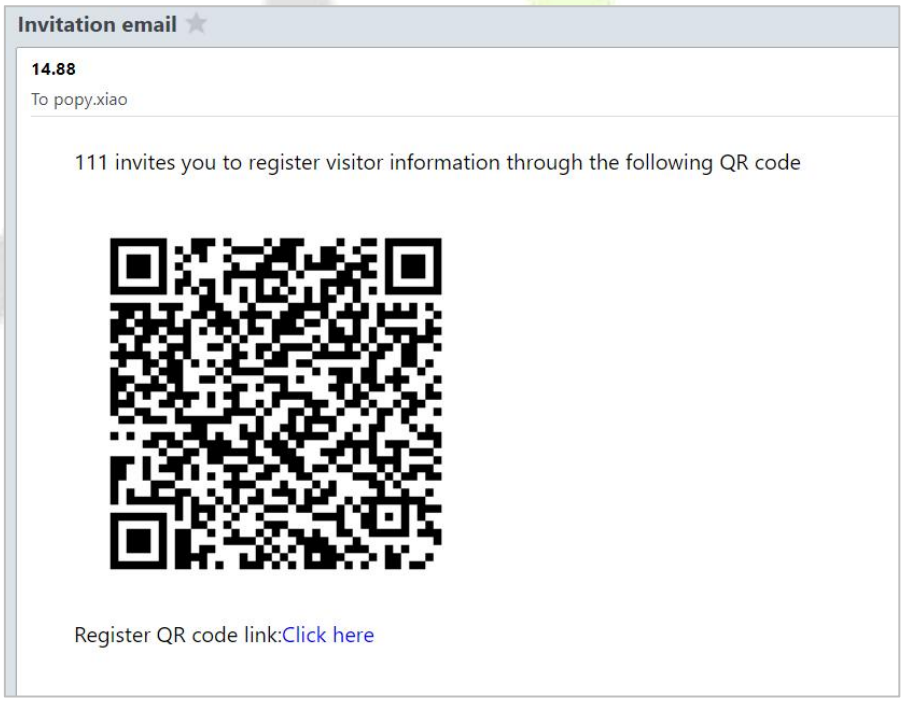

Figure 108 Visitor Email

Note: *1) 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)The administrator must pre-configure QR Code URL: ZKBio CVSecurity ->visitor ->Basic Management ->Parameters -> Visitor Re-registration ->Enable Cloud Visitor Registration URL or fill in QR Code URL.

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2.4.2.2.7 Visitor Approval

Personnel can enter the Application Center -> Smart Application -> Visitor Approval. For the Visitor Approval dashboard, it displays personnel awaiting approval and completed requests.

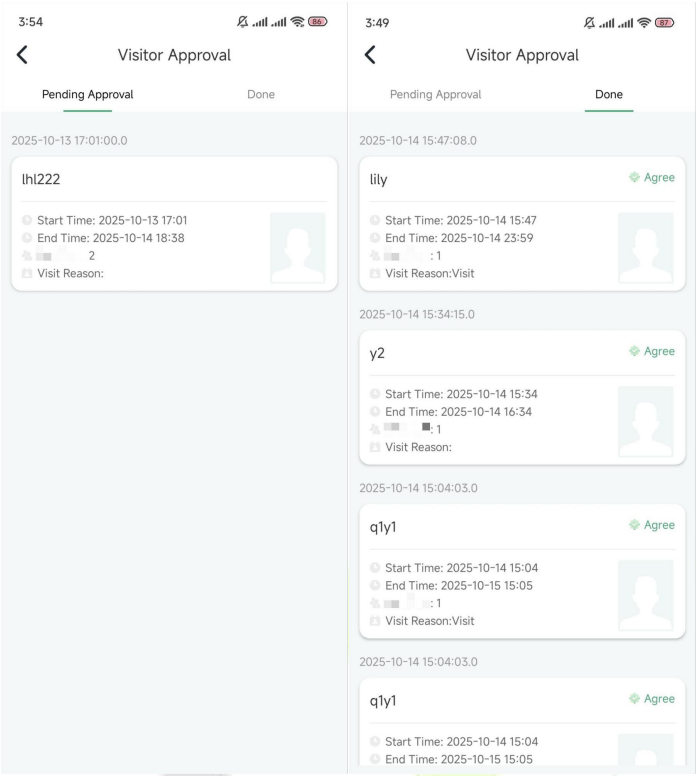

Figure 109 Visitor Approval

Click any pending request to review details, add comments and select "Agree" or "Decline".

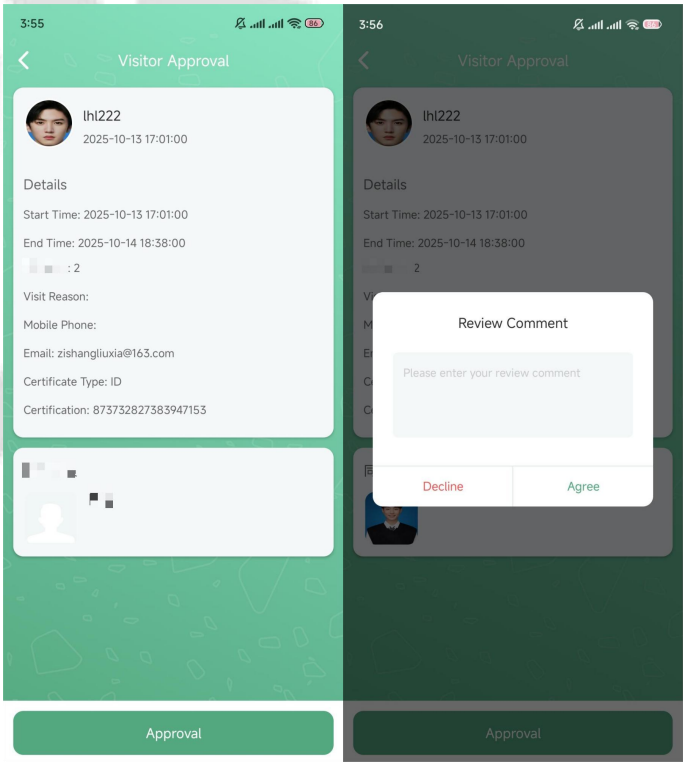

Figure 110 Agree or Decline

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Note: Currently, only administrators and interviewees are supported to perform visitor review operations.Multi-level visitor review is not supported for the time being.

2.4.2.2.8 Elevator Unlock

Remotely allow a visitor to access specific floors. Select the floors you wish to authorize and set a duration for the access.

Please refer to the function description in Elevator Unlock.

2.4.2.2.9 Video Call

Use this feature to start a live video call. You can connect with other residents, contact the property management office, or reach the building's control center..

Please refer to the function description in Video Call.

2.4.2.2.10 Book Space

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

The version requirements are as follows:

- ZKBio CVSecurity: V6.4.0 and above
- ZKBio CVConnect: V1.2.0 and above
- ZKBio Zexus: 1.2.0 and above

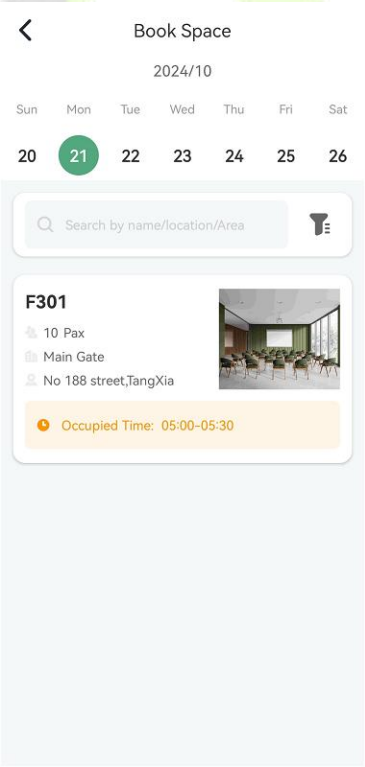

Figure 111 Book Space

Module	Description

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	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 17 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.

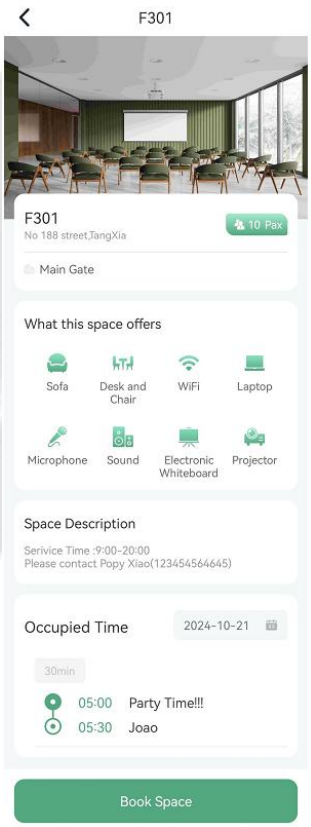
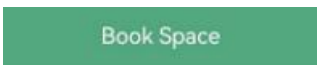


Figure 112 Book Space

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

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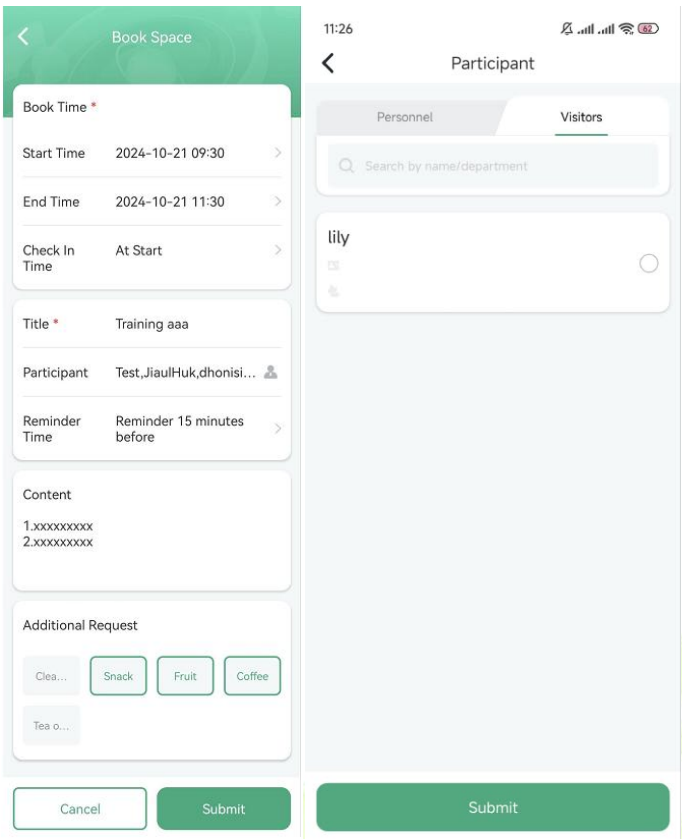


Figure 113 Book Space

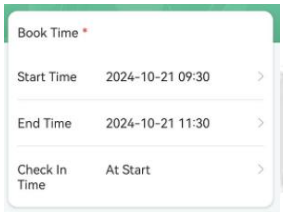
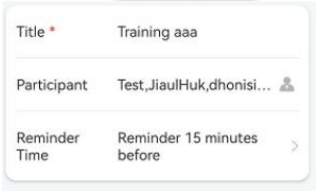
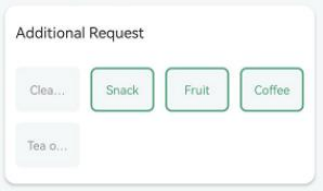
Module	Description
	● Start Time: The time when the reservation begins. ● End Time: The time when the reservation ends. ● Check In Time: The time when you can check in on the Facekiosk H10A device after a successful reservation.
	● Title: The theme for reserving the use of the space. Participant: Select participants; after a successful reservation, they will receive reminders, and only participants can verify on the device.The types of visitors who can be selected as attendees are those who have made an reservation or check-in. ● Reminder Time: The time for a follow-up reminder.
	The content for reserving the use of the space, such as the meeting agenda.
	Indicates whether additional services are needed. After selecting the appropriate services, the space manager will receive a corresponding reminder and provide the services.

Table 18 Book Space

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The interface after a successful reservation is shown as follows:

Figure 114 Book Space

Figure 115 Book Details

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2.4.2.2.11 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”.

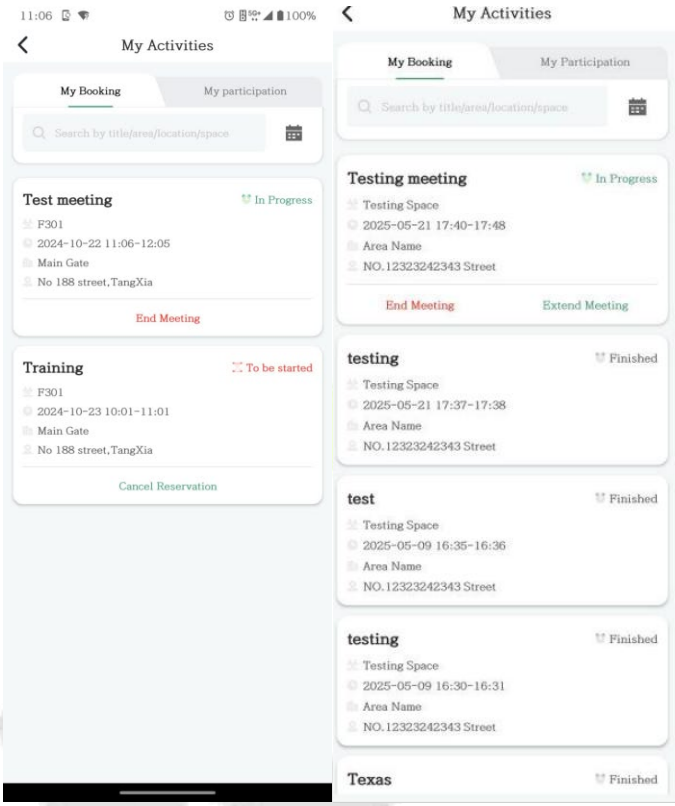

Figure 116 My Booking

- **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."

- **Extend Meeting**

When the current activity status is "In Progress," the applicant can click the "Extend Meeting" button to extend a meeting,as shown in the figure below, you can select how many minutes to extend the meeting. After confirmation, the appointment time will be extended accordingly.

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■ 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.

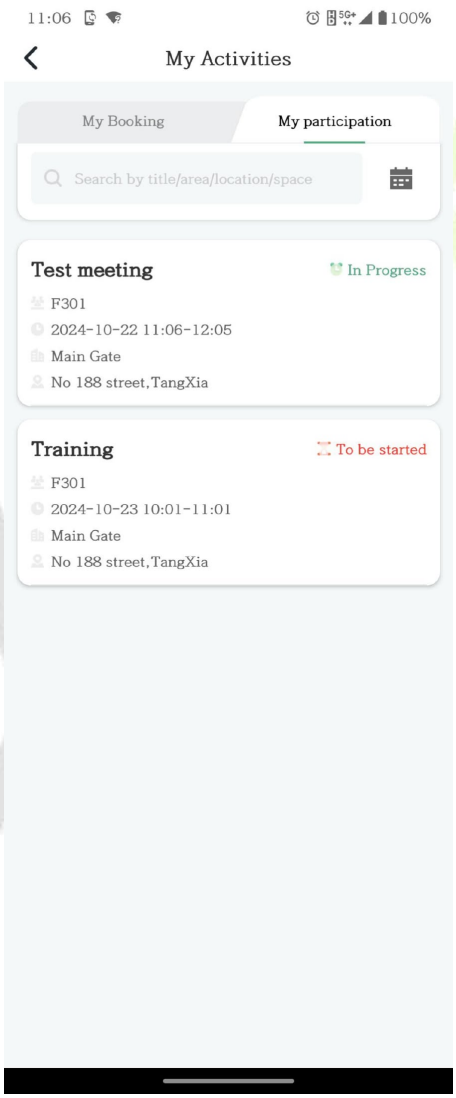

Figure 117 My Activities

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2.4.2.2.12 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.

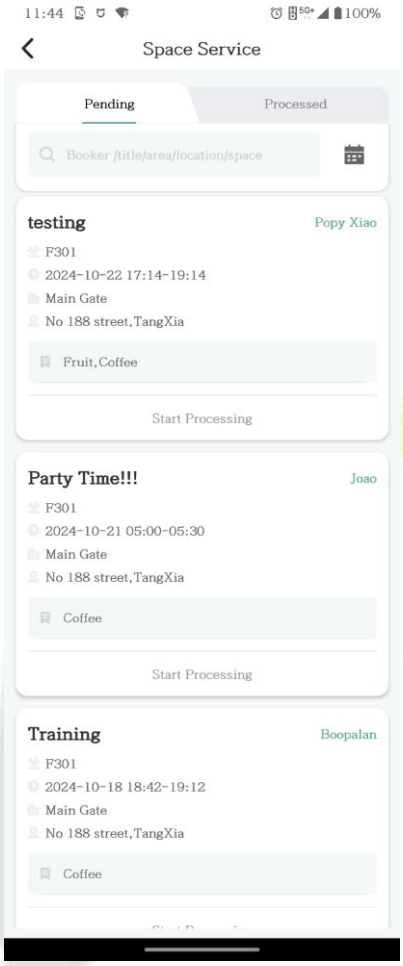

Figure 118 Space Service

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.

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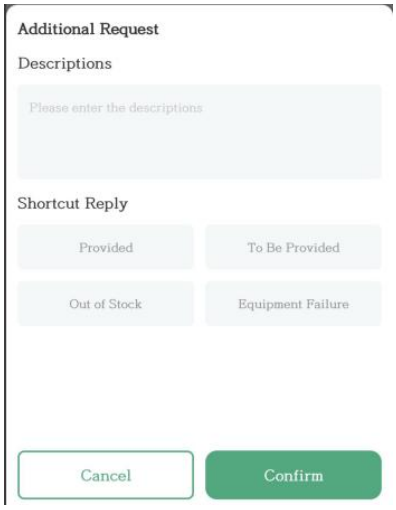

Figure 119 Space Service

- **Processed**

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

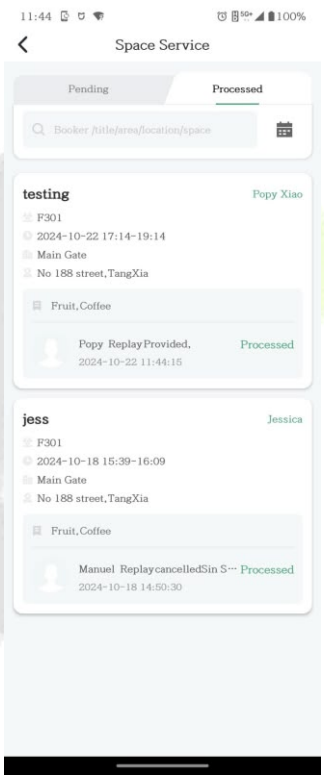

Figure 120 Space Service

2.4.2.2.13 Smart Operation

You can view the status of all terminals and operate the terminals on this page. For example, turn on or turn off the lights, set the indoor temperature, and so on. The version requirements are as follows:

- ZKBio CVSecurity: V6.5.0 and above
- ZKBio CVConnect: V1.2.0 and above
- ZKBio Zexus: 1.3.0 and above

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Note: *First, you need to go to* ***ZKBio CVSecurity -> Energy Saving -> Device Management -> Area Personnel*** *to configure the area management permissions for the corresponding personnel. Only after that can the personnel view and operate the terminals.*

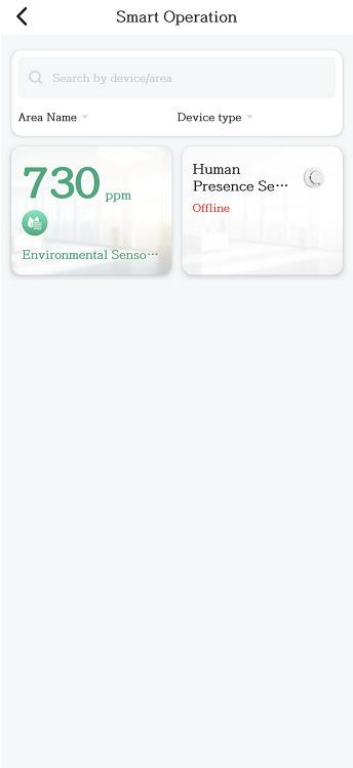

Figure 121 Smart Operation

Click on the terminal to enter the details page for operations.

Note: *The terminals of the Sensor type can only be used to view values and cannot be operated.*

Figure 122 Details

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2.4.2.3 Me

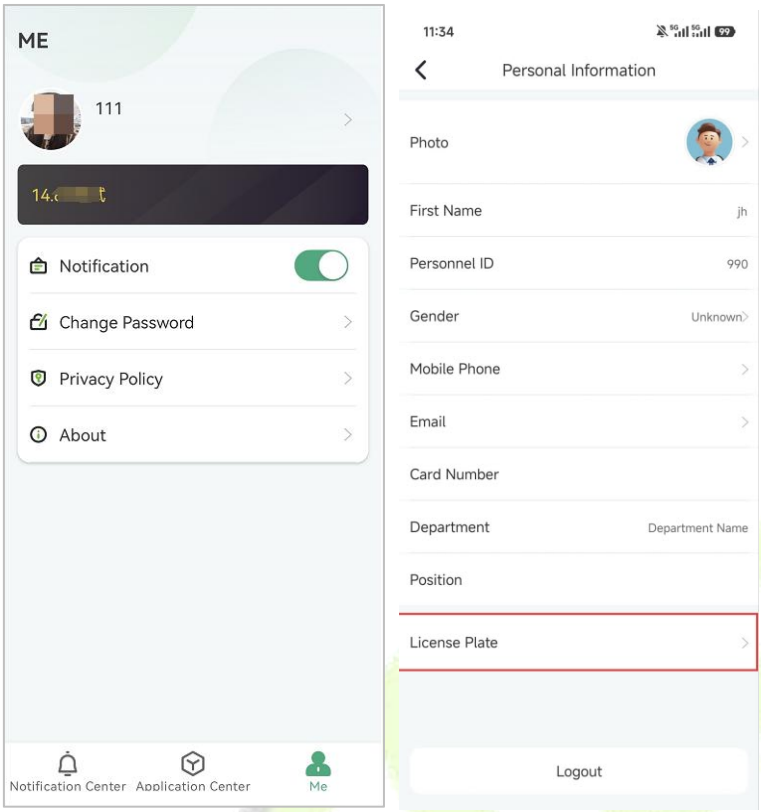

Figure 123 Me

Module	Description
	Click to view the personal profile, which displays the profile photo, first name, personnel ID, gender, mobile number, email address, card number, department, position, and license plate number. The profile photo, gender, mobile number, email address, and license plate number are editable; the remaining fields are read-only.
	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 19 Me

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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".

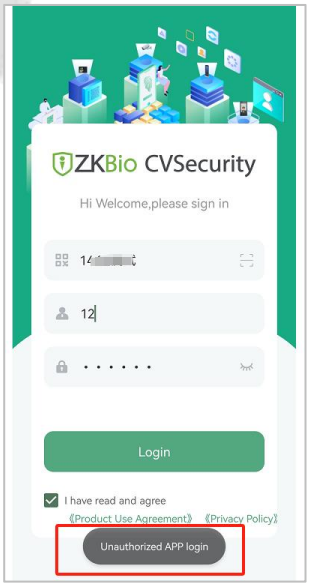

Figure 124

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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**.

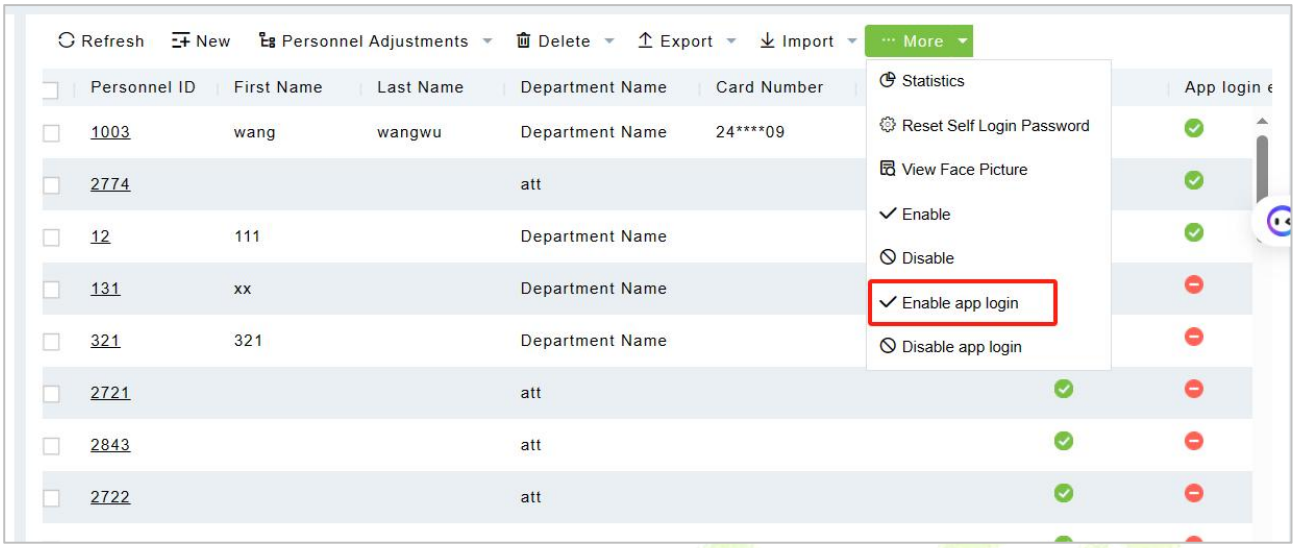

Figure 125

When enabling the APP function, an email will be sent to the selected personnel. The email content includes: personnel information, instructions on how to download the ZKBio Zexus APP and how to log in, along with a QR code containing enterprise information for quick scanning and login.

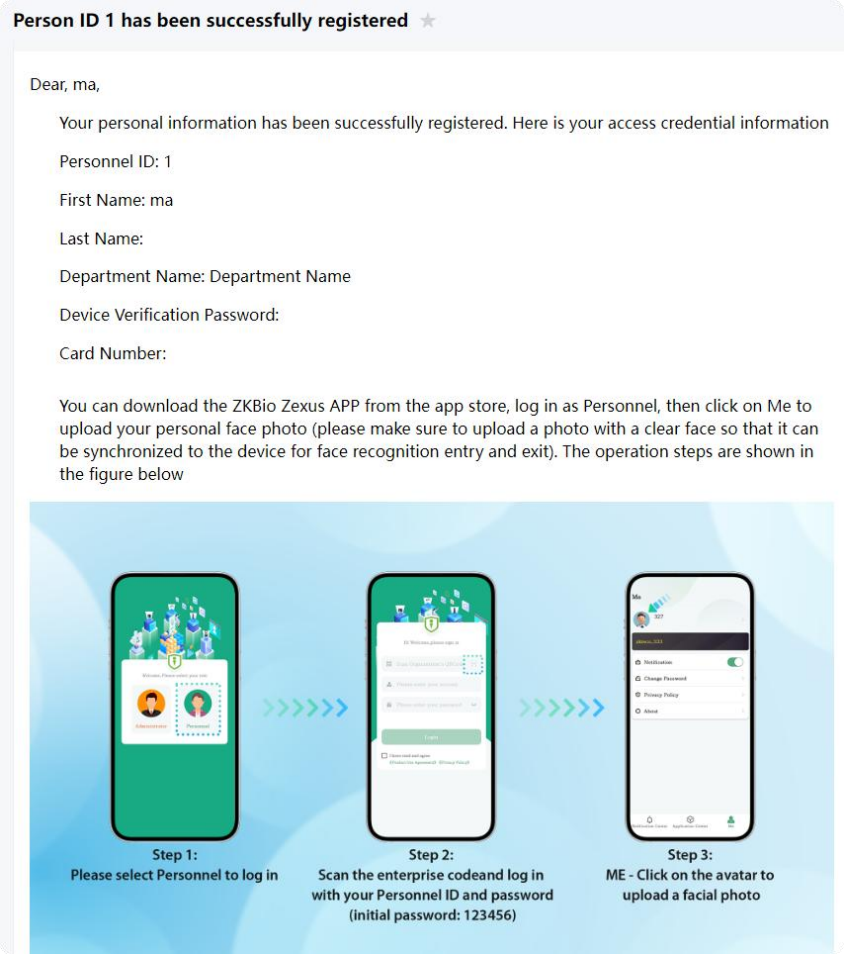

Figure 126

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Q4: When I try to use the "visitor invitation" feature, I receive a "system error" message. How can I resolve this issue?

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 by navigating to: **System > System Management > Email Management > Outgoing mail server setting**.

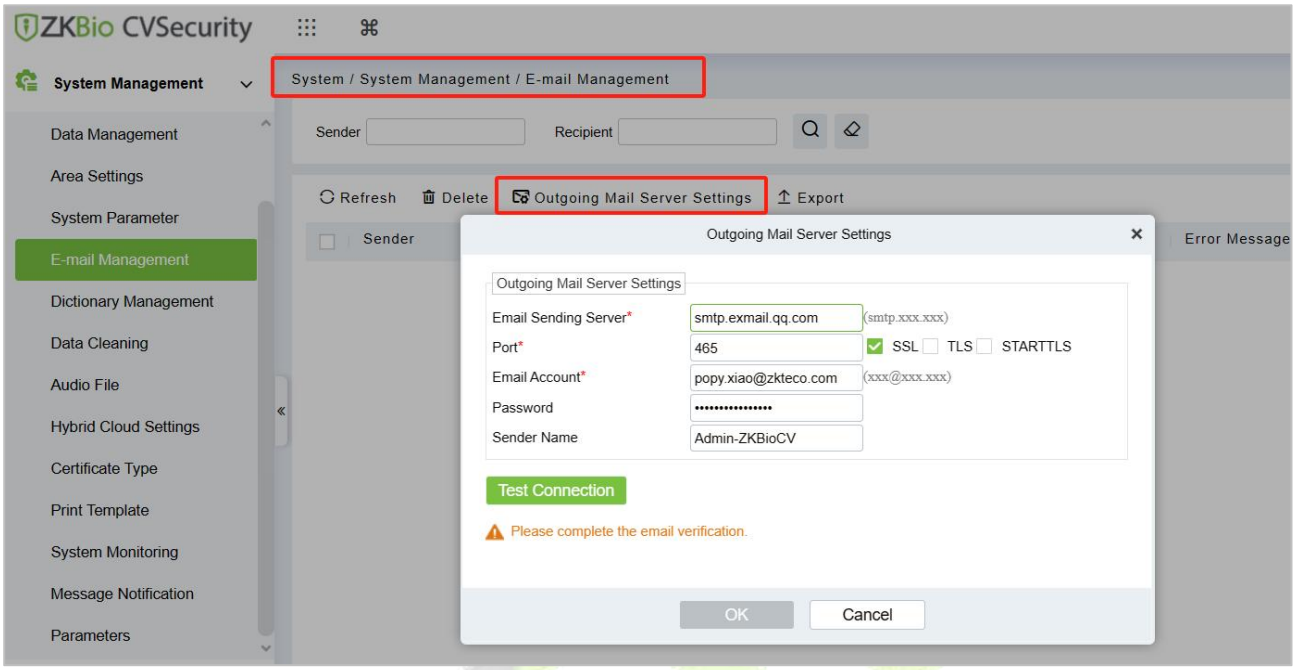

Figure 127

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.

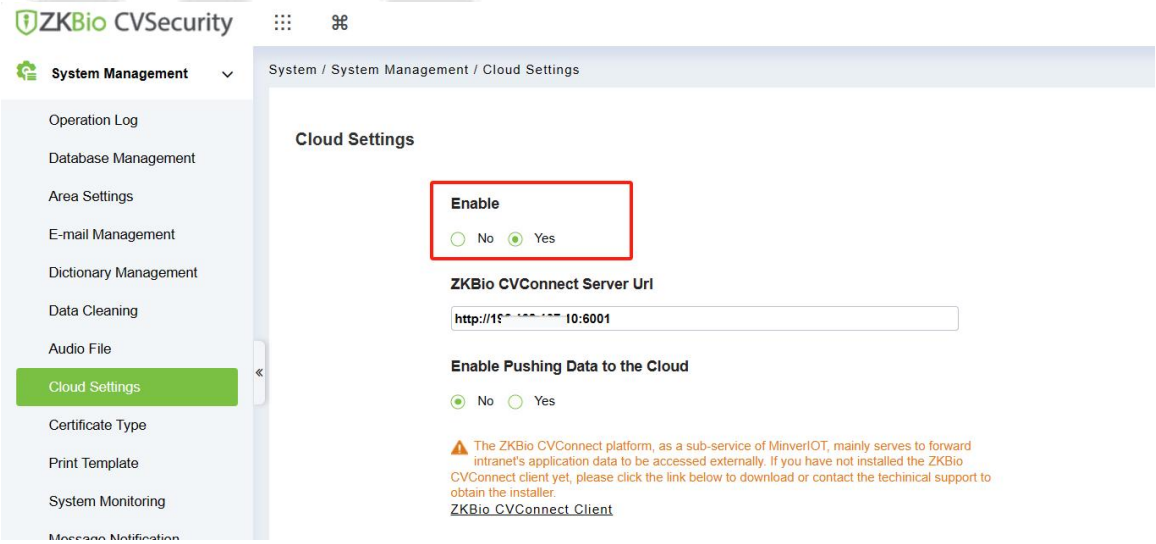

Figure 128

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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?

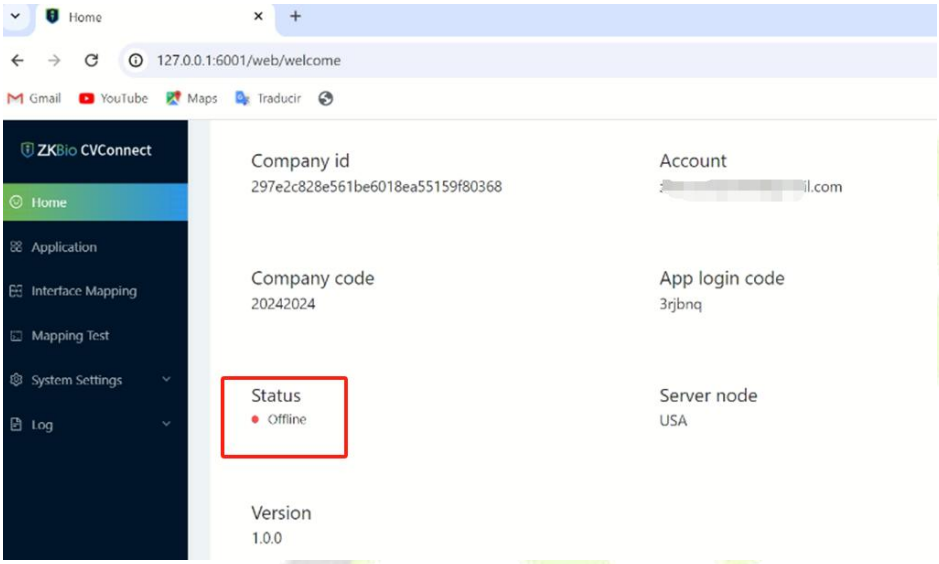
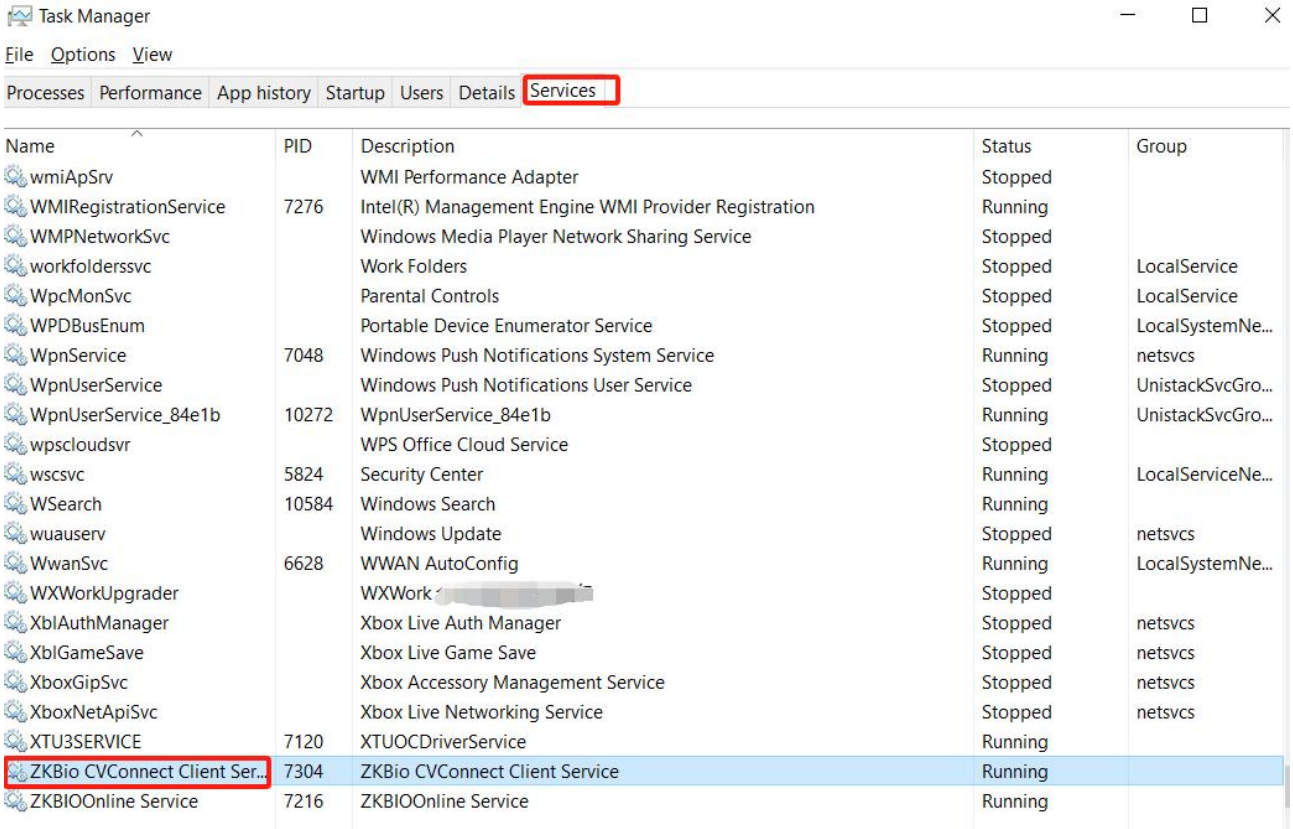


Figure 129

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



Name	PID	Description	Status	Group
wmiApSrv		WMI Performance Adapter	Stopped	
WMIRegistrationService	7276	Intel(R) Management Engine WMI Provider Registration	Running	
WMPNetworkSvc		Windows Media Player Network Sharing Service	Stopped	
workfolderssvc		Work Folders	Stopped	LocalService
WpcMonSvc		Parental Controls	Stopped	LocalService
WPDBusEnum		Portable Device Enumerator Service	Stopped	LocalSystemNe...
WpnService	7048	Windows Push Notifications System Service	Running	netsvcs
WpnUserService		Windows Push Notifications User Service	Stopped	UnistackSvcGro...
WpnUserService_84e1b	10272	WpnUserService_84e1b	Running	UnistackSvcGro...
wpscloudsvr		WPS Office Cloud Service	Stopped	
wscsvc	5824	Security Center	Running	LocalServiceNe...
WSearch	10584	Windows Search	Running	
wuauserv		Windows Update	Stopped	netsvcs
WwanSvc	6628	WWAN AutoConfig	Running	LocalSystemNe...
WXWorkUpgrader		WXWork	Stopped	
XblAuthManager		Xbox Live Auth Manager	Stopped	netsvcs
XblGameSave		Xbox Live Game Save	Stopped	netsvcs
XboxGipSvc		Xbox Accessory Management Service	Stopped	netsvcs
XboxNetApiSvc		Xbox Live Networking Service	Stopped	netsvcs
XTU3SERVICE	7120	XTUOCDriverService	Running	
ZKBio CVConnect Client Ser...	7304	ZKBio CVConnect Client Service	Running	
ZKBIOOnline Service	7216	ZKBIOOnline Service	Running	

Figure 130

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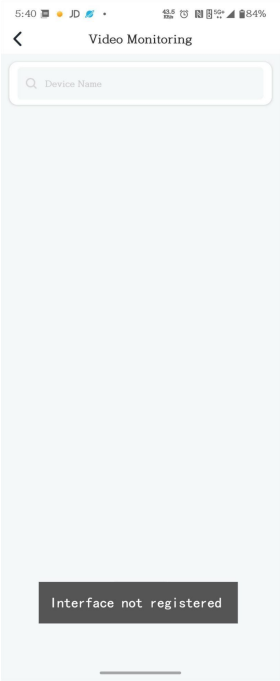
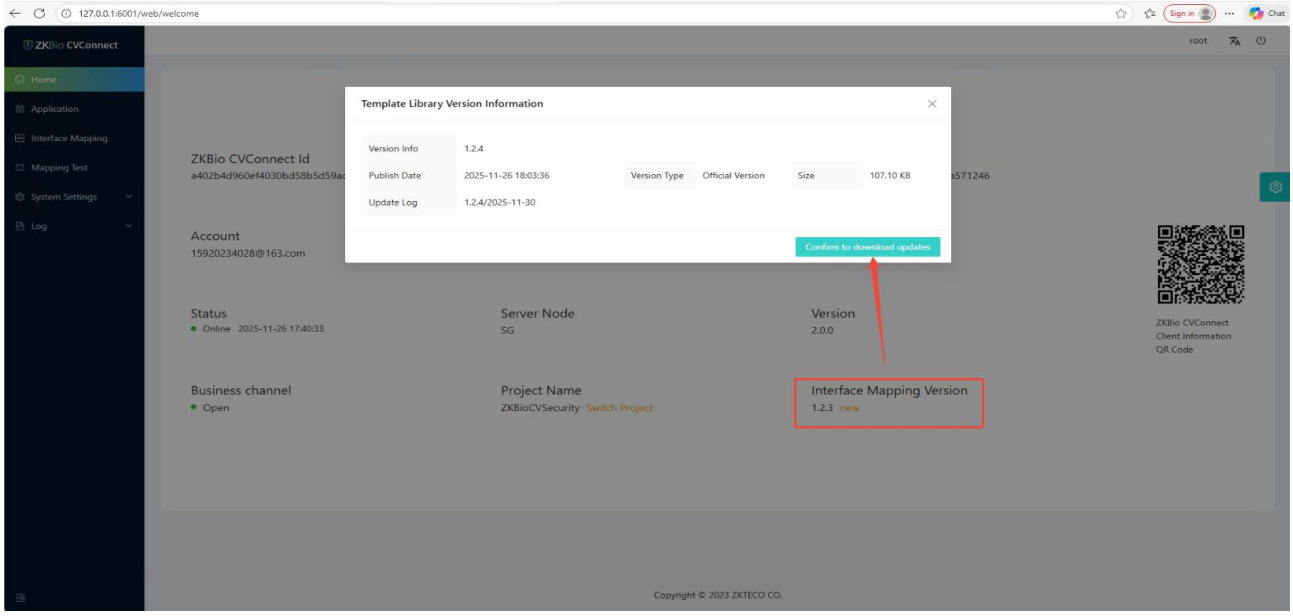
Q7: When you update the ZKBio CVSecurity version or ZKBio CVConnect, clicking on new features in the APP will prompt "Interface Not Registered"?



A7: Please log in to the **ZKBio CVConnect Client**. On the homepage, find "**Interface Mapping Version**", click "New", and then download the latest interface template.



Note: Only **ZKBio CVConnect version 2.0.0** supports interface mapping template updates. If your version is relatively old, please update it to version 2.0.0 first.

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