

# User Manual

# **ZKBioSecurity Mobile App**

Issue: 2.0 Date: Sep. 2018

Applicable app version: V2.0.0 or later

Applicable software version: ZKBioSecurity 3.1.5.0 or later

### **Declaration**

Thank you for choosing our products. Before using this product, read the user manual to better understand functions of the app. Correct use of the product will ensure good functioning and fast verification speed.

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#### **Notice:**

This app is available in app stores including AppStore, Google, Tencent Myapp, GfanStore, and Wandoujia.

The app can be installed on Android 4.4 or later on smartphones of mainstream brands, including Xiaomi, Samsung, Meizu, Huawei, Vivo, and Oppo, or iOS 8 or later on iPhone5 or later released Apple phones.



The data provided in this manual may differ from actual technical specifications of the product due to product updates. Dongguan ZKTeco claims no responsibility for any disputes arising out of or in connection with any discrepancy between actual technical specifications and those described in this document. The document is subject to change without prior notice.

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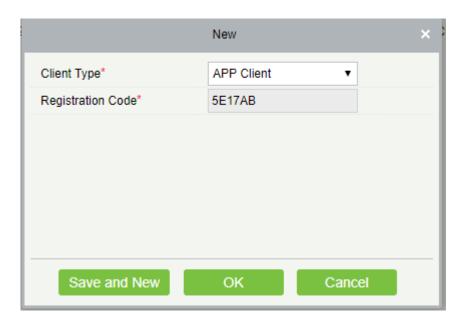
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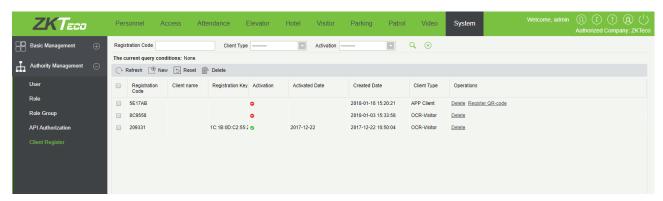
# 1 Login

#### 1.1 First Login

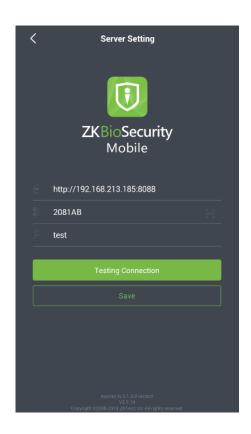
After downloading and installing the app, perform the following steps before your first login:

1. On the server, choose [System] > [Authority Management] > [Client Register] to add a registered app client.



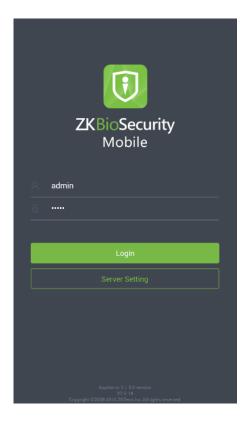


2. Open the app on the smartphone. On the login screen, tap [Network Setting] and type in the IP address and port number of the server or its domain name. Tap the QR code icon to scan the QR code of the new app client. After the client is identified successfully, set the client name and tap [Connection Test]. After the network is connected successfully, tap [Save].



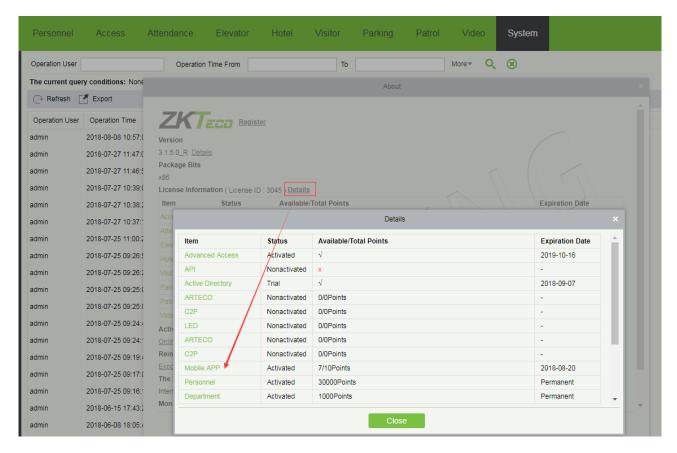


3. After returning to the login screen, enter the registered user name and password, and then tap [Login].



#### Notes:

1. The license determines the number of available app points.



2. Each registration code consumes a licensed app point and can only be assigned to one mobile phone.

## 1.2 Subsequence Login

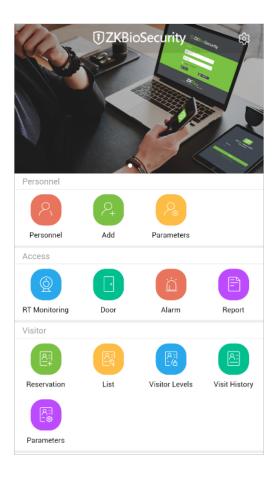
If you have logged into the app before, the network settings, user name, and password used for the previous login will be displayed automatically. Tap **[Login]** to log in to the app directly.

#### Note:

You must verify that the server information, user name, and password are correct. Operations of adding, modifying, and deleting login accounts and setting access rights can only be performed using the ZKBioSecurity software on the server.

### 2 Main Menu

After a successful login to the app, you will see the main menu, as shown in the following figure.



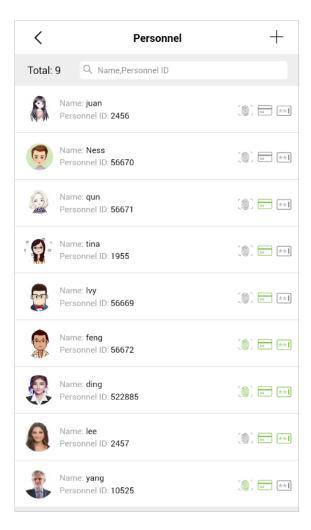
The main menu shows all functions of the app, including:

- (1) Personnel (personnel, add, parameter setting)
- (2) Access (real-time monitoring, doors, alarms, reports)
- (3) Visitor (appointment, appointment management, visitor level management, visitor history, parameter setting)
- (4) Parking (parking authorization, fixed vehicle extension, guard booth, channel, entered vehicles, charge details, parameter setting).
- (5) Attendance (attendance calendar and statistics, only available for data query and requires employee's self service account)
- (6) System setting ( icon on the upper right corner)

# 3 Personnel Management

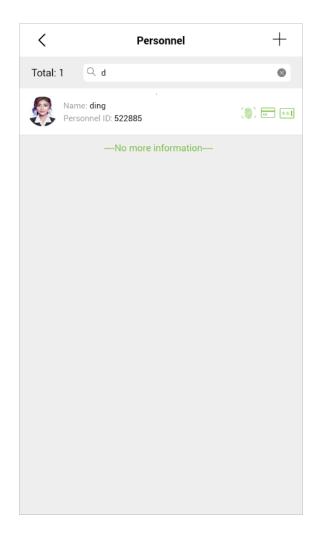
#### 3.1 Personnel

On the main menu, tap [Personnel] to display the personnel list. The list shows brief information about all personnel, including their names, IDs, fingerprints, cards, and passwords. (The registered fingerprints, cards, and passwords are displayed in green, while those not registered are displayed in gray.) The following figure shows the personnel list.

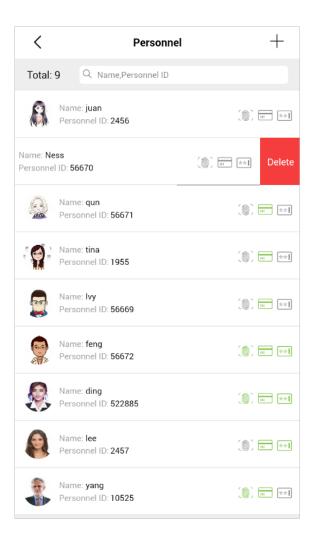


**Personnel counting:** The total number of persons is automatically displayed on the upper left corner.

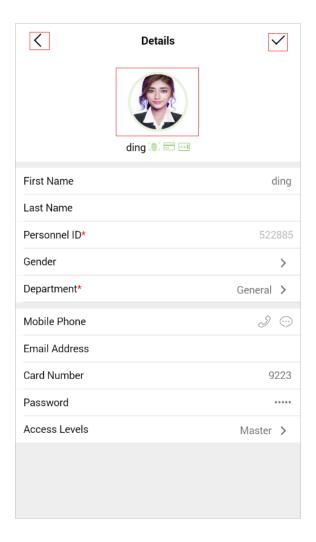
**Search:** The search function allows for a fuzzy match of personnel IDs or names, as shown in the following figure.



Deleting a person: The [Delete] button will appear after you select a person to delete and slide leftward, as shown in the following figure.



**Editing personnel details:** Tap a person to display the details of this person, as shown in the following figure.



On the personnel list, select a person whose details you want to check and tap this person to display the details, including the name, personnel ID, gender, department, mobile number, email address, card number, password, access level, and picture field.

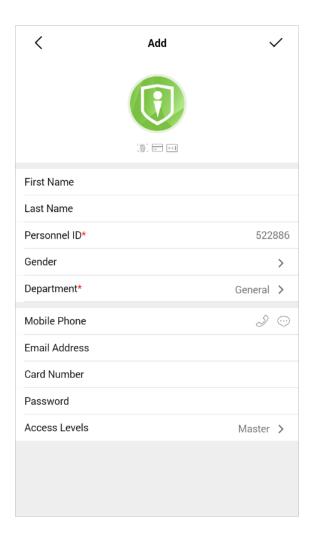
You can modify all the preceding information except the personnel ID. After modifying details of the person, tap  $\checkmark$  on the upper right corner to upload the updated information to the server. To exit from the current screen, tap on the upper left corner.

Changing a person's profile photo: Tap the profile photo of a person, invoke the camera on your phone to take a new photo or choose one from the gallery, and then save it as the new profile photo.

Adding a person: Tap + on the upper right corner of the personnel list screen to switch to the screen for adding personnel, which is similar to the personnel details screen. Type in personnel information, tap  $\checkmark$  on the upper right corner to save the information, and then tap < on the upper left corner to return to the personnel list.

#### 3.2 Add

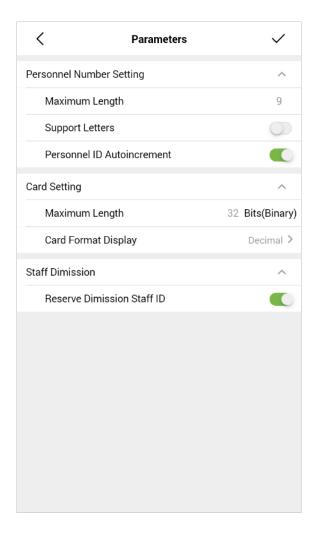
On the main menu, tap [Add] in the personnel module to display the personnel adding screen. It is similar to the details editing screen and displays the name, personnel ID, gender, department, mobile number, email address, card number, password, access level, and picture field, as shown in the following figure.



The operations on this screen are similar to operations of editing personnel details. After typing in personnel information, tap  $\checkmark$  on the upper right corner to save the information, and then tap  $\checkmark$  on the upper left corner to return to the main menu.

### 3.3 Parameter Setting

On the main menu, tap [Parameters] in the personnel module to display the personnel parameter setting screen. You can set the same parameters as those on the web server, including the personnel ID (maximum length and whether English letters are allowed) and card number (maximum length and display format). After setting the parameters, tap on the upper right corner to save the settings and synchronize them to the web server. The following figure shows the parameter setting screen.



### **4 Access Control**

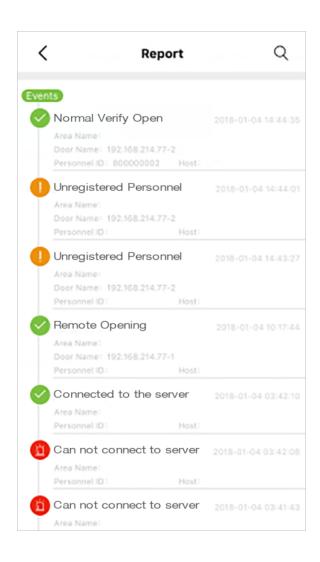
### 4.1 Real-Time Monitoring

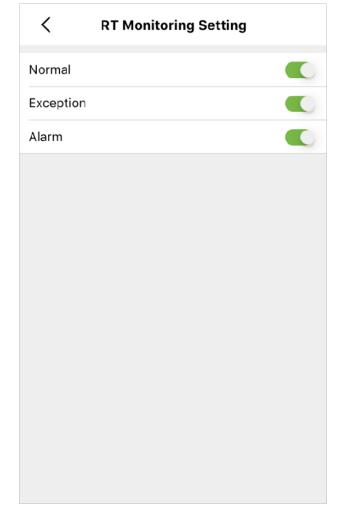
On the main menu, tap **[RT Monitoring]** in the access control module to check real-time events of all doors on the server, including normal, abnormal, and alarm events. You can enable or disable the display of each type of events.

**Normal events:** displayed in a green background and identified by a stag.

**Abnormal events:** displayed in an orange background and identified by a utag.

**Alarm events:** displayed in a red background and identified by a tag.





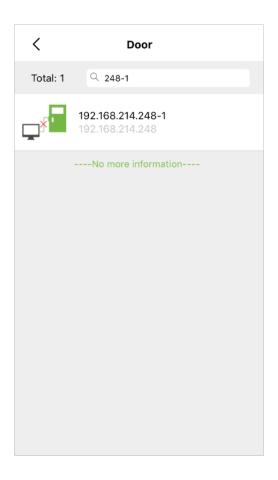
#### 4.2 Doors

On the main menu, tap [Door] in the access control module to view basic information about all doors, including device names, door names, and number of doors. You can type in a door name to find the specific door. The following figure shows the list of doors.

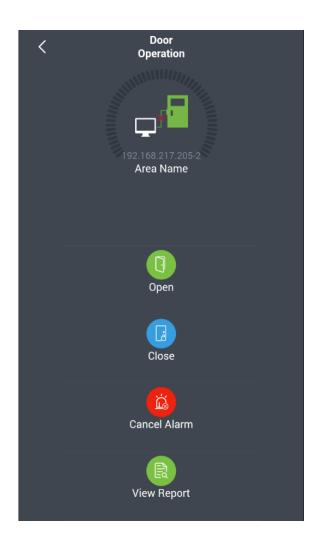


**Door counting:** The total number of doors is displayed automatically on the upper left corner.

**Search function:** This function allows a fuzzy search by door name, as shown in the following figure.



Door operations: Tap a door on the list to display the screen of door operations. You can open/close the door, view its reports, and cancel the alarm for the door. The following figure shows the buttons for door operations.



**Open the door:** Tap

and select the time to open the door remotely.

Close the door: Tap

to close the door remotely.



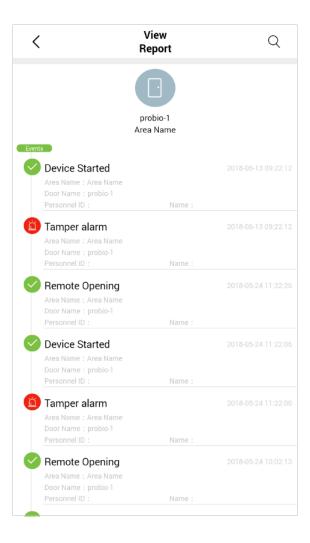
**Cancel alarm:** Tap cancel the alarm events on this door.

**View reports:** Tap

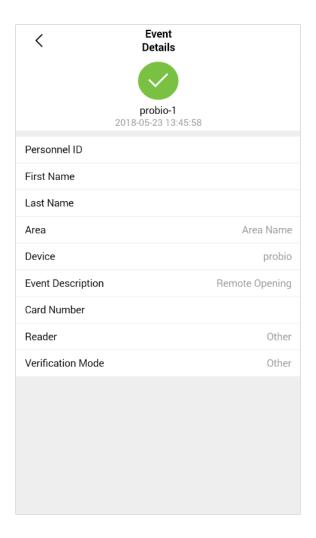
to display all events of the door, which are obtained from the server. Tap any event to

view the details.

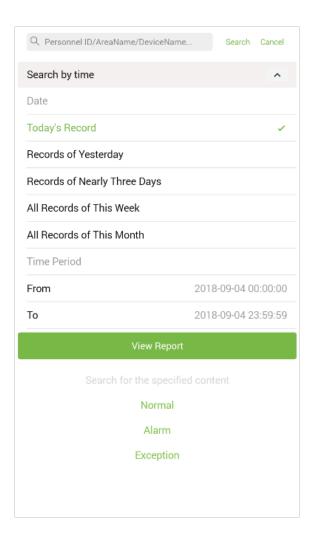
Event list: shows the event type, door opening time, area name, door name, personnel ID, and name, as shown in the following figure.



**Event details:** Tap an event to view the details, including the door name, event occurrence time, personnel ID, name, area, device, event description, card number, reader, and verify mode, as shown in the following figure.



**Event search:** Tap  $\bigcirc$  on the upper right corner of the event list screen and type in a keyword to search for required events. A fuzzy search by personnel ID, device name, and area name is supported. You can also search for events by time or event type (normal, abnormal, or alarm), as shown in the following figure.

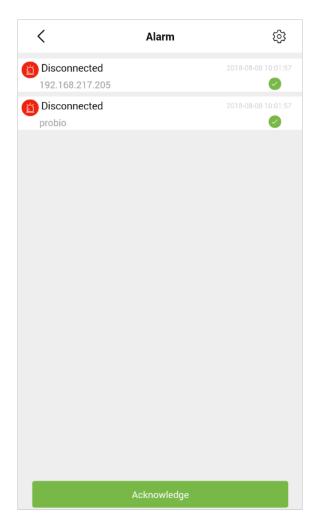


Search by time: Tap [Search by time] to start a search. You can choose any of the five default time ranges to search for View Report to view the reports. events of today, yesterday, last three days, this week, or this month. Then tap

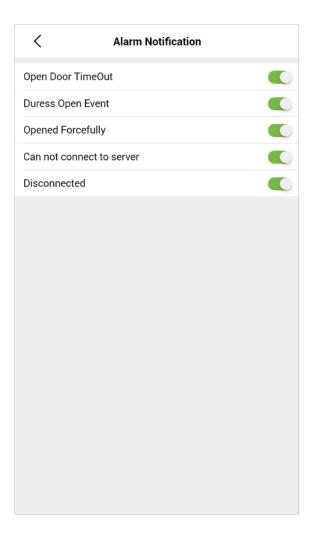
### 4.3 Alarms

On the main menu, tap [Alarm] in the access control module to view alarm events on the server. You can perform the following operations on the screen:

**Confirming alarms:** Select an alarm and tap **[Acknowledge]** to cancel the alarm, as shown in the following figure.



Setting alarm notification: All alarm events will be received from the server by default. You can select an alarm notification option to receive only the alarm events you need. Then the app will obtain only the specified type of alarm events from the server. The following figure shows the alarm notification options.



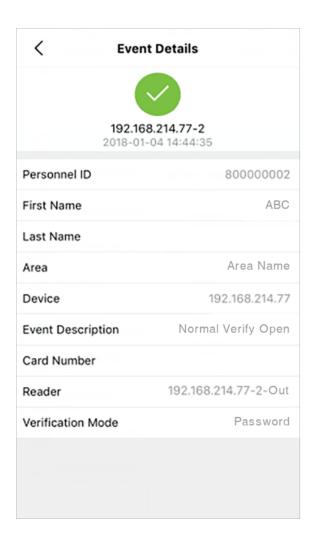
### 4.4 Reports

On the main menu, tap [Report] in the access control module to view events of all doors obtained from the server. You can tap a specific event to view the details or tap Q on the upper right corner to start a search.

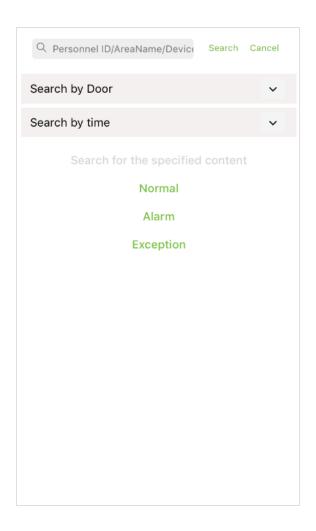
Event list: shows the event type, event occurrence time, area name, door name, personnel ID, and name, as shown in the following figure.



Event details: Tap an event to view the details, including the door name, event occurrence time, personnel ID, name, area, device, event description, card number, reader, and verify mode, as shown in the following figure.



**Event search:** Tap Q on the upper right corner of the reports screen and type in a keyword to search for required events. A fuzzy search by personnel ID, device name, and area name is supported. You can also search for events by door name, time, or event type (normal, abnormal, or alarm), as shown in the following figure.



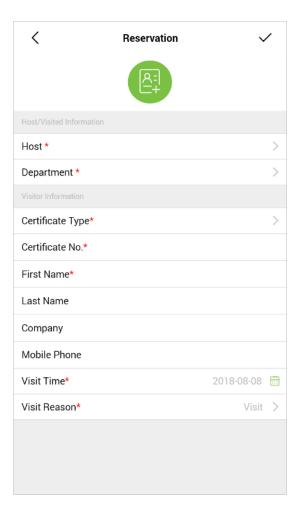
Search by door: Tap [Search by Door] to display the search screen, on which all the devices and doors accessible to the current login account are displayed. Select a door and tap

View Report to view its report. Search by time: Tap [Search by time] to start a search. You can choose any of the five default time ranges to search for events of today, yesterday, last three days, this week, or this month. Then tap view Report to view the reports.

## 5 Visitors

#### 5.1 Appointment

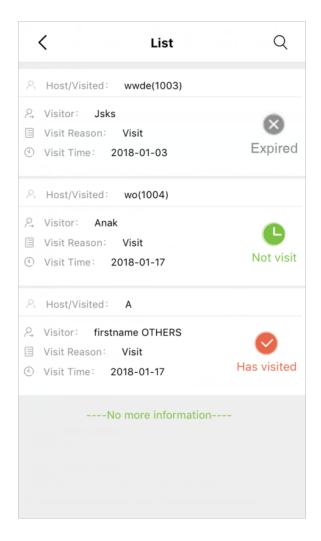
On the main menu, tap [Reservation] in the visitors module to display the visitor appointment screen. You will see the visited person information (name and department), visitor information (type and number of ID certificate, name, company, mobile number, arriving time, and purpose of visit), as shown in the following figure.



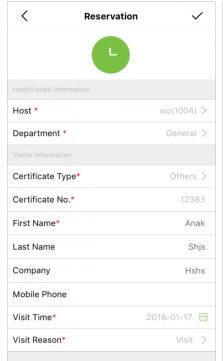
After setting the parameters, tap  $\checkmark$  on the upper right corner to save the record, and then tap  $\checkmark$  on the upper left to return to the main menu.

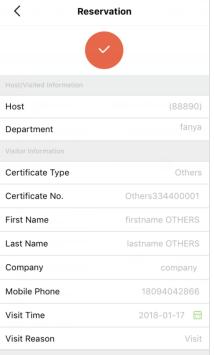
### 5.2 Appointment Management

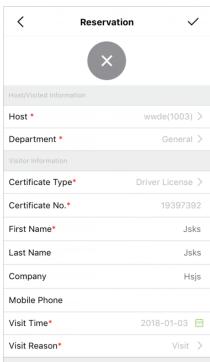
On the main menu, tap [List] in the visitors module to display the appointment management screen. Appointments (unvisited, visited, expired) are displayed on a list. Information about each appointment includes the visited person's name (personnel ID), visitor's name, purpose of visit, arriving time, and visiting status. You can search for a specific appointment. The following figure shows the appointment management screen.



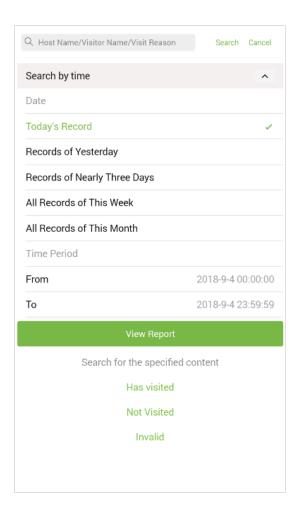
**Appointment details**: Tap an appointment record to view the details. The appointments in visited and expired states are read-only, and the appointments in unvisited state can be edited (all parameters are editable except the type and number of the certificate). Details of an appointment include the visiting status tag, visited person information (name and department) and visitor information (type and number of the certificate, name, company, mobile number, arriving time, and purpose of visit), as shown in the following figure.







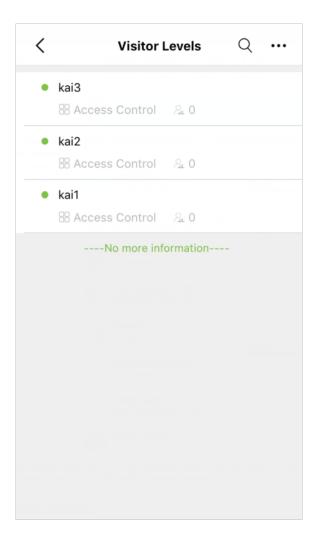
**Search:** Tap Q on the upper right corner of the appointment management screen to start a search. A fuzzy search by visited person's name, visitor's name, and purpose of visit is supported. You can also search for appointments by time or status (unvisited, visited, or expired), as shown in the following figure.



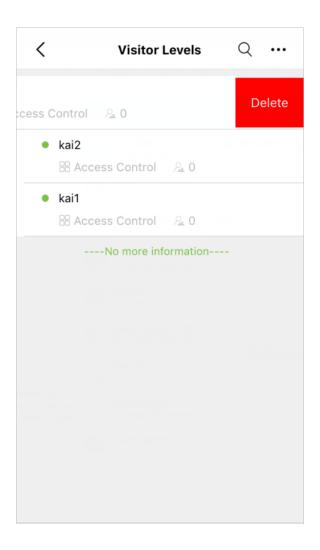
Search by time: Tap [Search by time] to start a search. You can choose any of the five default time ranges to search for events of today, yesterday, last three days, this week, or this month. Then tap View Report to view the reports.

## 5.3 Access Level Management

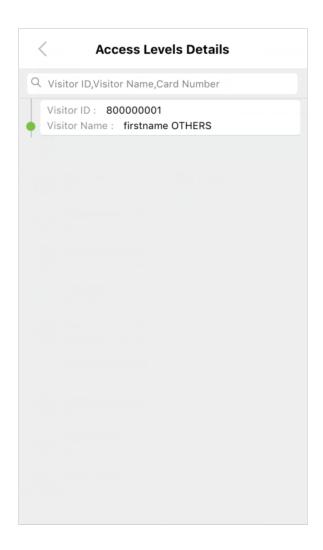
On the main menu, tap [Visitor Levels] in the visitors module to display the visitor access level management screen. The access and elevator control levels that have been added in the visitors module are displayed on a list. Each record includes the access or elevator control level name, module name, and number of visitors. You can search for, add, or synchronize access and elevator control levels. The following figure shows the access level management screen.



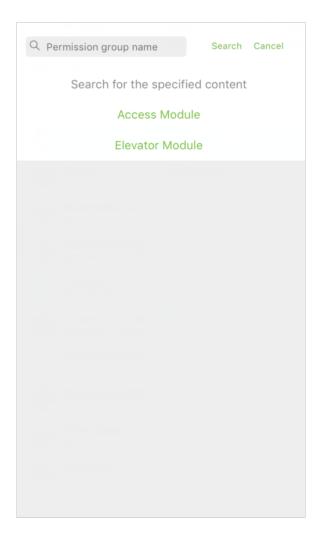
**Deleting an access level record**: The **[Delete]** button will appear when you select an access level record and slide leftward, as shown in the following figure.



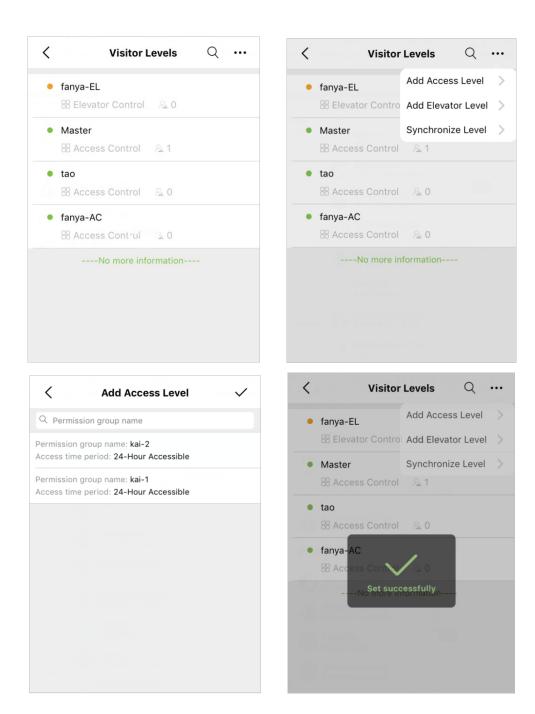
**Access level details:** Tap an access level record to view the details, including the visitor's number, name, and card information. You can use these items as search criteria to search for access level records. The following figure shows the access level details screen.



**Search:** Tap Q on the upper right corner to start a search. Type in an access level name for a fuzzy search or select the access control module or elevator control module to find access level records of the specified module, as shown in the following figure.



**Adding and synchronizing access/elevator control levels:** Tap on the upper right corner to expand the operation list and then tap **[Add Access Level] or [Add Elevator Level]**. You can search for records of the access control or elevator control level, as shown in the following figure.

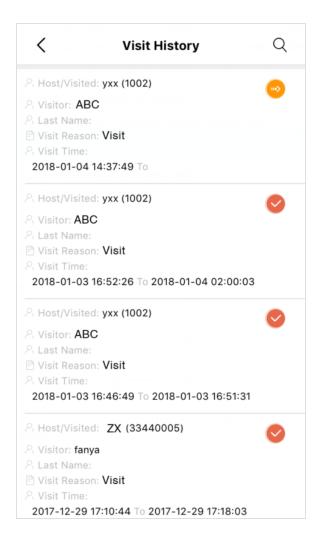


**Adding an access/elevator control level record:** After setting a record, tap ✓ on the upper right corner to save the information, and then tap ✓ on the upper left corner to return to the visitor access level management screen.

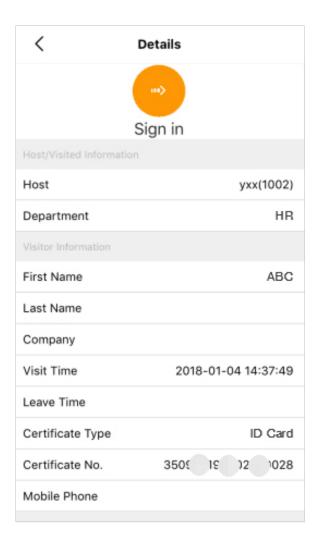
### 5.4 Visit History

On the main menu, tap [Visit History] in the visitors module to view all visitor records obtained from the server. You can tap a specific record to view the details or tap Q on the upper right corner to start a search.

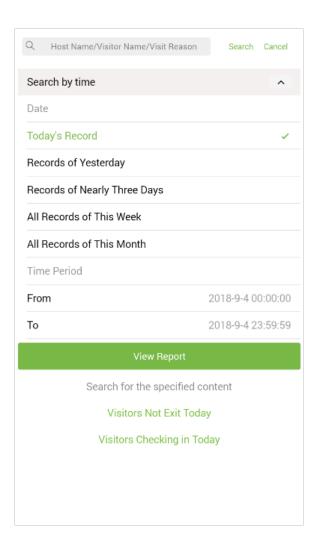
Visit history list: shows the visited person's name (personnel ID), visitor's name, purpose of visit, arriving time, and visiting status, and provides the search function, as shown in the following figure.



**Visitor details:** Tap a record to view the details, including the visiting status, visited person information (name and department), visitor information (name, company, arriving time, leaving time, type and number of ID certificate, and mobile number), and photos of the visitor (certificate photo and photos taken when the visitor arrived and left), as shown in the following figure.



**Search:** Tap Q on the upper right corner of the visitor history screen to start a search. A fuzzy search by visited person's name, visitor's name, and purpose of visit is supported. You can also search for visitors who have not left or arrived on the current day, as shown in the following figure.

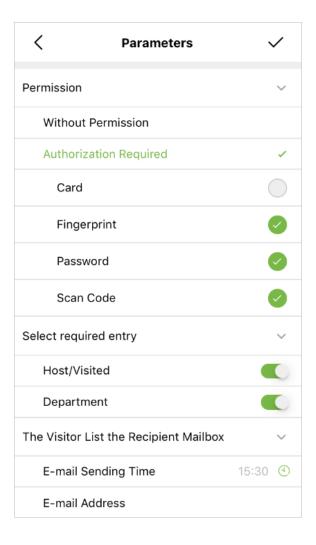


Search by time: Tap [Search by time] to start a search. You can choose any of the five default time ranges to search for visitor records of today, yesterday, last three days, this week, or this month. Then tap

### 5.5 Parameter Setting

On the main menu, tap [Parameters] in the visitors module to display the visitor parameter setting screen. Set the authorization option, mandatory item, and visitor list receiver email address, and then tap  $\checkmark$  on the upper right corner to save the settings and synchronize them to the web server.

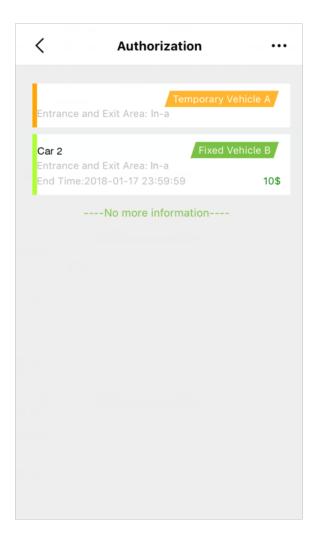
First determine whether authorization is needed. If authorization is needed, select one or more authorization options (visitor card, fingerprint, password, and code scan for door opening). The options of visitor card and code scan cannot be selected simultaneously. Select the visited person or visited department as the mandatory item. Then set an email address to receive the visitor list on the current day and set the time to send the email. The following figure shows the parameter setting screen.



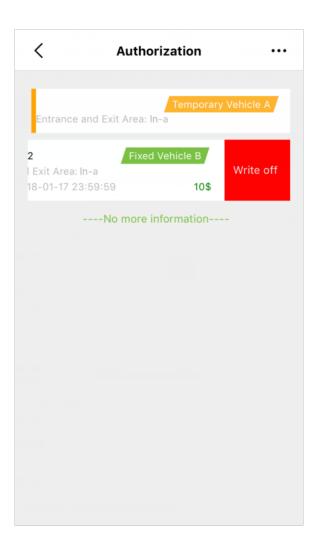
## 6 Parking

### 6.1 Parking Authorization

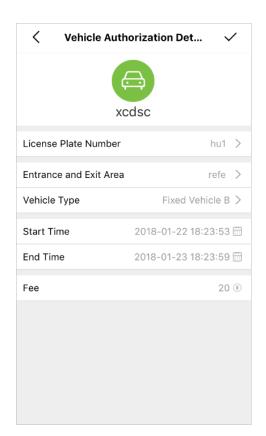
On the main menu, tap [Authorization] in the parking module to display the parking authorization list. The list shows information about all the authorized fixed and temporary vehicles, including the owner's name, entrance/exit area, end time, vehicle type, and parking fee for each regular vehicle and the entrance/exit area of each temporary vehicle. You can add fixed and temporary vehicle authorization records. The following figure shows the parking authorization screen.

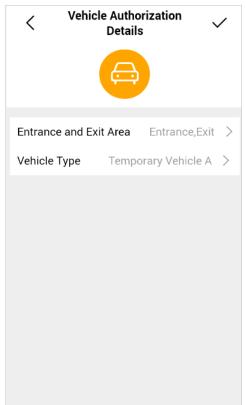


**Deregistering a parking authorization record:** The **[Write off]** button will appear when you elect an authorization record and slide leftward, as shown in the following figure.



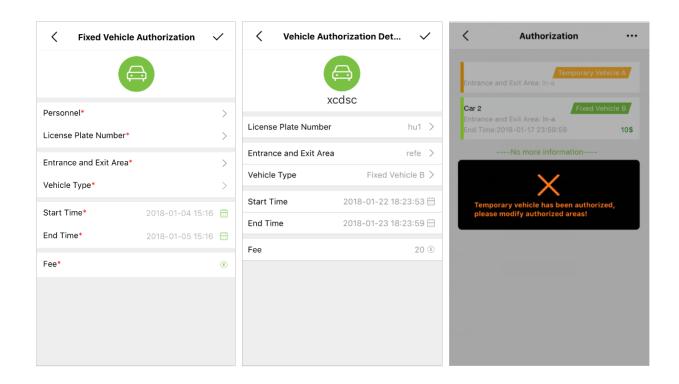
Vehicle authorization details: Tap an authorization record to view the details. For a fixed vehicle, you can edit the parking spot number and entrance/exit area. For a temporary vehicle, you can edit the entrance/exit area, as shown in the following figure.





After editing the authorization record, tap  $\checkmark$  on the upper right corner to save the record, and then tap upper left to return to the parking authorization screen.

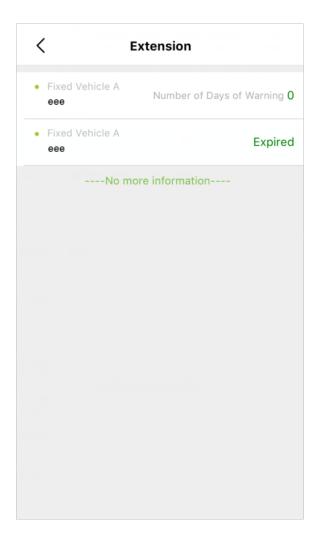
Adding an authorization record: On the parking authorization screen, tap on the upper right corner to expand the operation list, and then choose to add authorization for a fixed or temporary vehicle. For a fixed vehicle, set its owner's name, license plate number, entrance/exit area, type, start time, end time, and parking fee. For a temporary vehicle, set its entrance/exit area and vehicle type. Only one authorization record is allowed for a temporary vehicle. If a temporary vehicle authorization record already exists, a message is displayed, saying that the temporary vehicle has been authorized and you can change the authorized area, as shown in the following figure.



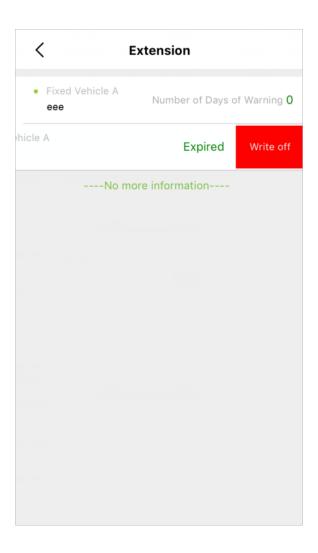
After editing the authorization record, tap  $\checkmark$  on the upper right corner to save the record, and then tap  $\checkmark$  on the upper left to return to the parking authorization screen.

### 6.2 Fixed Vehicle Parking Extension

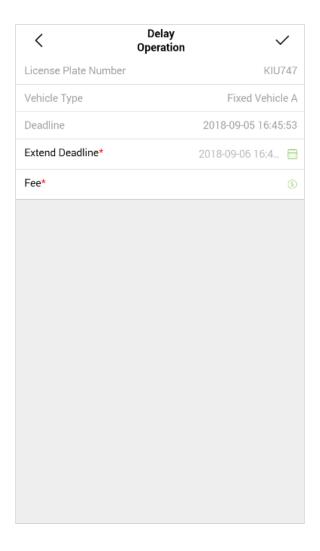
On the main menu, tap [Extension] in the parking module to display the fixed vehicle parking extension list. The list shows information about all fixed vehicles whose parking period has expired or is about to expire, including the vehicle type, owner's name, and days before expiration, as shown in the following figure.



**Deregistering a parking authorization record:** The **[Write off]** button will appear when you select an authorization record and slide leftward, as shown in the following figure.



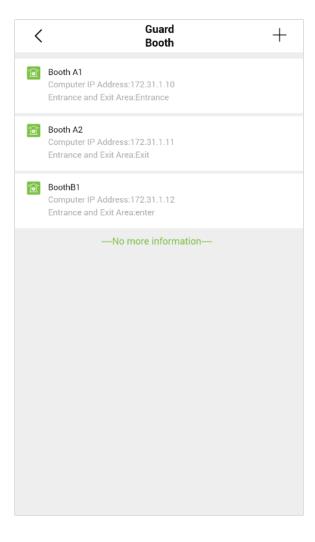
Extending the parking period of a fixed vehicle: Tap a record on the fixed vehicle parking extension list to display the extension screen. The extension screen shows the parking spot number, vehicle type, expiration date, prolonged expiration date, and parking fee, as shown in the following figure.



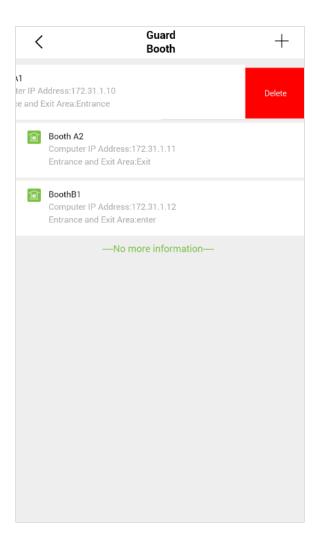
After extending the parking period, tap  $\checkmark$  on the upper right corner to save the record, and then tap  $\checkmark$  on the upper left to return to the regular vehicle parking extension screen.

### 6.3 Guard Booth

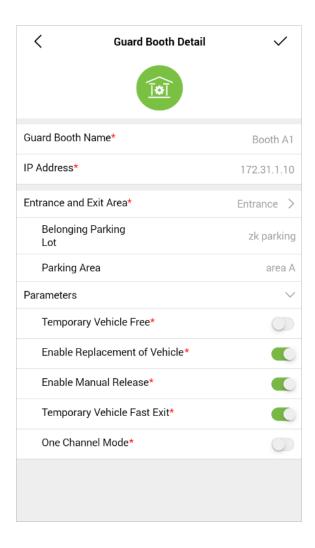
On the main menu, tap **[Guard Booth]** in the parking module to display the guard booth list. The list shows basic information about all guard booths, including their names, computer IP addresses, and entrance/exit areas, as shown in the following figure.



**Deleting a guard booth:** The **[Delete]** button will appear when you select a guard booth and slide leftward, as shown in the following figure.

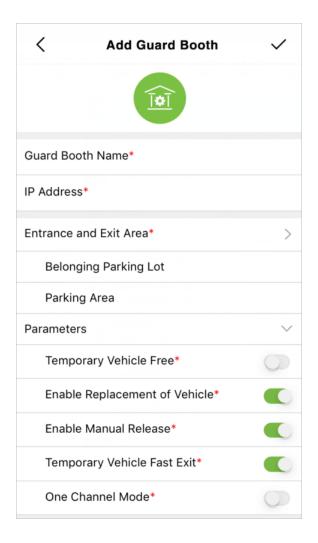


**Guard booth details:** Tap a record on the guard booth list to view the details, including the guard booth name, IP address, entrance/exit area, and parameter settings (whether to offer free parking for temporary vehicle, and whether to enable vehicle type change, manual discharge, temporary vehicle fast parking, and single-passage mode), as shown in the following figure.



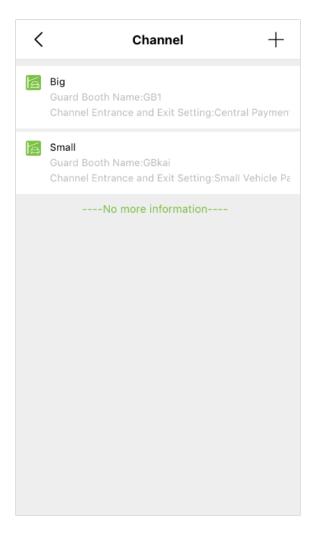
After setting the parameters, tap  $\checkmark$  on the upper right corner to save the record, and then tap  $\checkmark$  on the upper left to return to the guard booth list.

Adding a guard booth: Tap + on the upper right corner of the guard booths screen to switch to the screen for adding a guard booth, which is similar to the guard booth details screen. Type in guard booth information, tap  $\checkmark$  on the upper right corner to save the information, and then tap < on the upper left corner to return to the guard booth list.

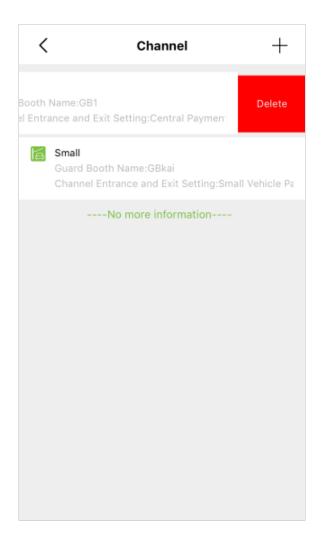


### 6.4 Channel

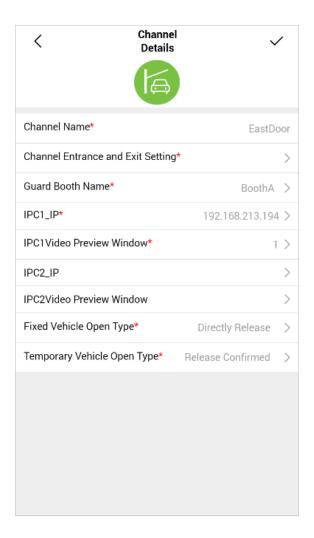
On the main menu, tap **[Channel]** in the parking module to display the passage list. The list shows basic information about all channels, including channel names, guard booth names, and channel entrance/exit setting, as shown in the following figure.



Deleting a channel: The [Delete] button will appear when you select a channel and slide leftward, as shown in the following figure.



**Channel details:** Tap a record on the channel list to view the details, including the channel name, channel entrance/exit setting, guard booth name, IPC1\_IP, video interface of IPC1, IPC2\_IP, video interface of IPC2, gate opening mode for fixed vehicles, and gate opening mode for temporary vehicles, as shown in the following figure.



After setting the parameters, tap  $\checkmark$  on the upper right corner to save the settings, and then tap  $\checkmark$  on the upper left to return to the passage list.

**Adding a channel:** Tap + on the upper right corner of the channels screen to switch to the screen for adding a channel, which is similar to the channel details screen. Type in channel information, tap  $\checkmark$  on the upper right corner to save the information, and then tap  $\checkmark$  on the upper left corner to return to the channel list.

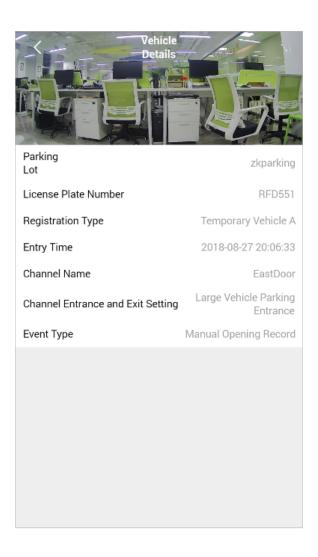
### 6.5 Entered Vehicles

On the main menu, tap [Entered Vehicle] in the parking module to check vehicles in the parking lot. Information on the screen is obtained from the server. You can tap a specific record to view the details.

Entered vehicle list: shows the vehicle photo taken at the entrance, plate number, parking lot name, and entry time, as shown in the following figure.

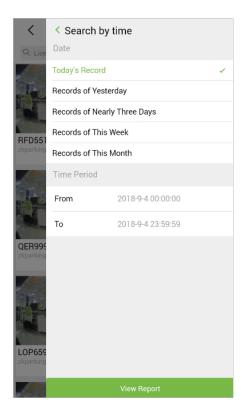


**Entered vehicle details:** Tap a entered vehicle record to view the details, include the photo taken at the entrance, parking lot name, plate number, registration type, entry time, passage name, channel entrance/exit setting, and event type, as shown in the following figure.



**Vehicle search:** You can perform a fuzzy search by plate number or tap on the upper right corner to search for parking vehicles by time, as shown in the following figure.





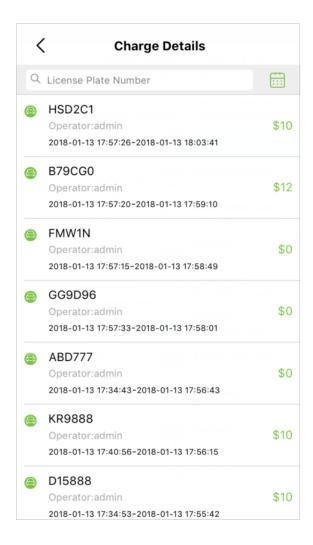
Search by time: You can choose any of the five default time ranges to search for parking vehicle records of today, yesterday, last three days, this week, or this month. Then tap View Report to view the records of parking vehicles in the specified time range.

### 6.6 Charge Details

On the main menu, tap [Charge Details] in the parking module to view parking charge details obtained from the server.

Tap a record to view the details.

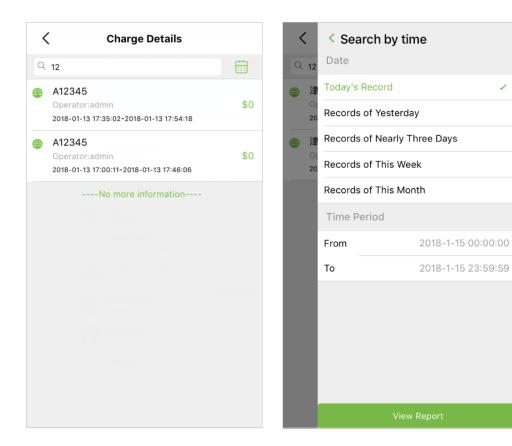
Charge details of a vehicle include the plate number, operator, entry time, leaving time, and amount charged, as shown in the following figure.



Charge details: Tap a vehicle record to view the charge details, including the owner's name, plate number, vehicle type, entry time, leaving time, charging type, amount receivable, discount, rolling charge deduction amount, actual amount charged, payment mode, and operator, as shown in the following figure.

Charge Details	
Owner	
License Plate Number	HSD2C1
Vehicle Type	Temporary VehicleB
Entry Time	2018-01-13 17:57:26
Exit Time	2018-01-13 18:03:41
Charge Type	Normal Charge
Receivable Amount	10\$
Discount Amount	0\$
Rolling Reduction Amount	0\$
Received Amount	10\$
Payment Type	Cash
Operator	admin

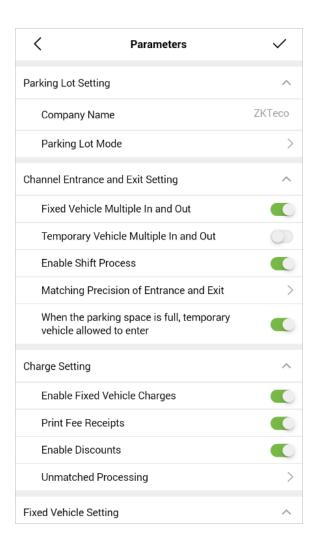
**Charge details search:** You can perform a fuzzy search by plate number or tap on the upper right corner to search for charge details by time, as shown in the following figure.



**Search by time:** You can choose any of the five default time ranges to search for charge details of today, yesterday, last three days, this week, or this month. Then tap View Report to view the records of charge details in the specified time range.

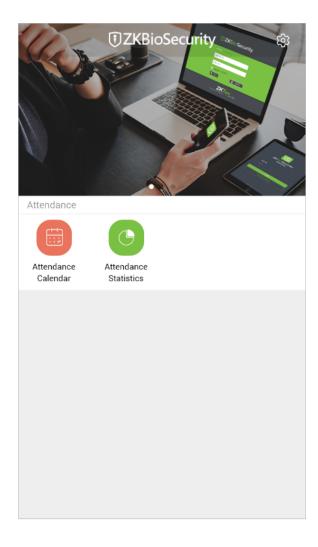
#### 6.7 Parameter Setting

On the main menu, tap [Parameters] in the parking module to display the parking parameter setting screen. Parameters configurable on the screen include the parking lot settings, channel entrance/exit setting, charging method, and fixed vehicle parking options. Parking lot settings include the company name and parking lot mode. In the channel entrance/exit setting section, you can enable multiple-in-multiple-out of fixed vehicles, multiple-in-multiple-out of temporary vehicles, and shift process, entrance/exit match precision, and whether to allow entry of temporary vehicles when the parking lot is full. In the charging method section, you can enable regular vehicle charging criteria, charge bill printing, discount, and set the action taken for unmatched vehicles. For fixed vehicle parking, you can enable fixed-to-temporary vehicle conversion and set the number of days before expiration pre-alert. After setting these parameters, tap  $\checkmark$  on the upper right corner to save the settings and synchronize them to the web server. The parking lot mode cannot be changed after being set. The following figure shows the parameter setting screen.



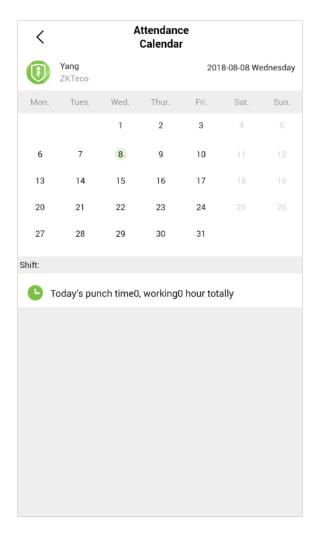
## 7 Attendance

The attendance module of the app can only be used for attendance data query currently. Employees can log in using their personnel IDs and self-service passwords, and query their attendance calendar and attendance data in this module. The following figure shows the attendance module.



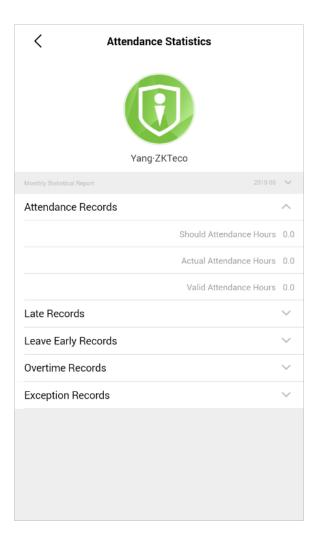
### 7.1 Attendance Calendar

After login using a self-service account, tap [Attendance Calendar] in the attendance module. You will see your attendance information in a month, including the employee name, department, shift, number of punches, work hours, and normal and abnormal punch records. You can slide left or right to view attendance information in the previous or next month. The following figure shows the attendance calendar.



### 7.2 Attendance Statistics

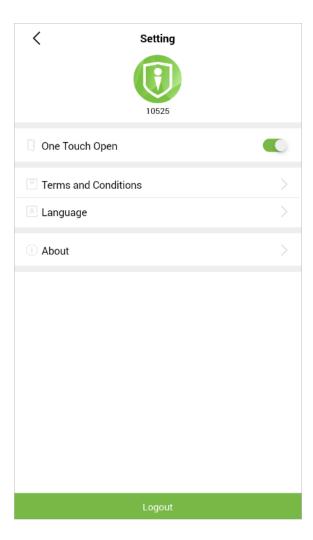
After login using a self-service account, tap [Attendance Statistics] in the attendance module. You will see your attendance statistics in a month, including the employee name, department, month, work hours, late time (hours), early leave time (hours), overtime work hours, abnormal hours, and average work hours, as shown in the following figure.



# 8 System Setting

### 8.1 System Setting Screen

On the main menu, tap 😨 on the upper right corner to display the system setting screen. The screen displays the one-key door opening option, disclaimer, language setting, about ZKBioSecurity, and the [Logout] button, as shown in the following figure.



One-key door opening: After this function is enabled, you do not need to select a time when remotely opening a door on the door management screen. The door opening time defaults to 5s.

**Language:** You can change the language used in the app. The app supports Chinese, English, and Spanish.

**Exit:** You can tap the **[Logout]** button to log out from the current account.

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