

User Manual

ZKBio CVSecurity Mobile App

Date: January 2024 Doc Version: 1.0 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 <u>www.zkteco.com</u>.

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

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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 CVSecurity 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 \star are not available in all devices.

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>.</ok>				
[]	Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window.				
1	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.			
0	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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<u>Overview</u>

Mobile APP Installation Procedure



Preconditions

- ZKBio CVSecurity version requirement: V6.1.0_R and above.
- ZKBio CVConnect version requirement: V1.0.0 and above.
- ZKBio CVSecurity Mobile App version requirement: V1.0.0 and above.

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 server installed on your intranet can be used to bind to the Mobile App.



Figure 1 ZKBio CVConnect Introduction

1 ZKBio CVConnect Client Installation

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

ZKBio+CVConnect_Client_V1.0.0.exe

https://zkbio-cvconnect.s3.ap-southeast-

1.amazonaws.com/setup/ZKBioCVConnect_Client_V1.0.0.exe

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



Figure 2 Setup Language

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

ense Agreement	
Please read the following important information before continuing.	
Please read the following License Agreement. You must accept the terms of this agreement befo continuing with the installation.	ore
Personal Information Protection and Privacy Policy	1
Version: 1.0.0	
Date: 2023/10/15	
This Policy only applies to ZKBio CVConnect products or services, including both the client and th server.	ne
If you have any questions, comments or suggestions, please contact us using the following cont details:	act
Email: dbs.zkclouds@zkteco.com	
I accept the agreement	
I do not accept the agreement	

Figure 3 License Agreement

2) Configure the installation path, then click Next.

etup - ZKBio CVConnect Client V1.0.0 version V1.0	1.0			×
elect Destination Location				
Where should ZKBio CVConnect Client V1.0.0 be installe	d?			V
Setup will install ZKBio CVConnect Client V1.0.0	into the following folder			
To continue, click Next. If you would like to select a diffe	rent folder, click Browse	э.		
C:\Program Files\ZKBio CVConnect Client			Browse	
				ر مەربى
At least 476.2 MB of free disk space is required.				
At least 476.2 MB of free disk space is required.				

Figure 4 Install Path

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

Setup - ZKBio CVConnect Client V1.0.0 version V1.0.0	32		×
Select Additional Tasks			
Which additional tasks should be performed?			U
Select the additional tasks you would like Setup to perform while installing Z V1.0.0, then click Next.	KBio CVConnect	Client	
Additional shortcuts:			
Create a desktop shortcut			
Back	Next	-	ancel

Figure 5 Create Desktop Icon

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

Setup - ZKBio CVConnect Client V1.0.0 ve	rsion V1.0.0 —		×	
Installing Please wait while Setup installs ZKBio CVCon	ect Client V1.0.0 on your computer.		P	
Extracting files C:\Program Files\ZKBio CVConnect Client\jre	bin\awt.dll			
		Ca	incel	
Figu	re 6 Installing			
Setup - ZKBio CVConnect Client V1.0.0 ve	rsion V1.0.0 —		×	
	leting the ZKBio CVCon t V1.0.0 Setup Wizard	nect		
Setup has computer shortcuts.	finished installing ZKBio CVConnect Client V1. The application may be launched by selecting	0.0 on your the installe	ed	
	n to exit Setup.			
(110)				
	Einish	1		

Figure 7 Install Completed

2 ZKBio CVConnect Activation

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



Figure 8 Desktop Shortcut Key

Welcome to ZKBio CVConnect Service, the journey to the cloud is so easy For first-time use, you need to complete the ZKBio CVConnect activation Geconds to automatically jump to the activation page If the jump fails, go manually,Manually jump

Figure 9

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

2.1 Select Area

ZKBio CVConnect Activation Activation code activation >> ZKBio CVConnect is a service based on ZKTeco MinervaloT platform. Activating ZKBio (one set of ZKBio CVConnect services.	WConnect requires registering as a MinervaloT us	ser and creating a company. One cloud account can bind multiple ZKE	io CVConnect services, but one company can only bind
Please select area	nd ZKBio CVConnect account	3 Select company	(4) Activation waiting
	: Singapore : ZKBio CVSecurity Ne	 ✓ ✓ xr 	O

Figure 10 ZKBio CVConnect Activation

- Area: Select the area of the cloud server, currently only Singapore and America are available, other areas will be added later.
- **Local Application:** The application to be linked to the hybrid cloud, currently only ZKBio CVSecurity is available.

2.2 Bind ZKBio CVConnect Account

ZKBio CVConnect Activation		
Activation code activation >>		
ZKBio CVConnect is a service based on ZKTeco MinervaloT platform. Activating ZKBio CV one set of ZKBio CVConnect services.	/Connect requires registering as a MinervaloT user and creating a company. One clo	ud account can bind multiple ZKBio CVConnect services, but one company can only bind
Please select area 2 Bin	d ZKBio CVConnect account	ompany (4) Activation walting
	No account yet, please clickRegister,	•
* Username:	popcom	
* Password:		
	Previous Next	

Figure 11 ZKBio CVConnect

If you already have a Minerva IoT account, you can use it and log in; otherwise click on **Register**, then jump to Minerva IoT registration page and register your account.

RESOURCES	FORUM	SIGN IN
	USER	
	Sign Up	
L FIRST NAM	E 1	
EMAIL		
CONTACT		
PASSWORD)	2
	ASSWORD	2
Already	have an account	Sign In
TERMS & CONDITIONS	PRIVACY POLICY	
	 FIRST NAME LAST NAME LAST NAME EMAIL CONTACT PASSWORE CONFIRM P Already 	USER Sign Up FIRST NAME LAST NAME LAST NAME LAST NAME MAIL CONTACT PASSWORD CONFIRM PASSWORD Already have an accounts

Figure 12 Account Register

2.3 Select Company

Hybrid Cloud Activation			
Activation code activation >>			
ZKBio Hybrid is a service based on ZKTeco MinervaloT platform. Activating Hybr can only bind one set of Hybrid Cloud services.	rid Cloud requires registering as a MinervaloT user a	and creating a company. One cloud account ca	an bind multiple Hybrid Cloud services, but one company
Please select area Since	d Hybrid Cloud account	3 Select company	(4) Activation waiting
* Select company:	Company-ZK-Popy-test	v	Use new company
	Previous	Next	

Figure 13 Select Company

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

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Hybrid Cloud Activation		
Activation code activation >>		
ZKBio Hybrid is a service based on ZKTeco MinervaloT platform. Activating Hy can only bind one set of Hybrid Cloud services.	orid Cloud requires registering as a MinervaloT user and creating a comp	any. One cloud account can bind multiple Hybrid Cloud services, but one company
V Please select area V Bi	nd Hybrid Cloud account 3 Select	company (4) Activation waiting
	United Arab Emirates	Use existing company
* Country	United Arab Emirates	
* Name	Popy-test-company-1	
* Code	1234567	
	Previous Create Comp	
	Figure 14 Create Company	

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

Hybrid Cloud Activation Activation code activation >>
Activation code activation >>
ZKBio Hybrid is a service based on ZKTeco MinervaloT platform. Activating Hybrid Cloud requires registering as a MinervaloT user and creating a company. One cloud account can bind multiple Hybrid Cloud services, but one company can only bind one set of Hybrid Cloud services.
Please select area Image: Select company Image: Select area Image: Select company Image: Select company Image: Select company
Activating
•

Figure 15 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).



Figure 16 Activation Successful

Now, you can login in your ZKBio CVConnect Platform.

CVCo	nnect	
A root	0	
⊕	ø	
Login		

Figure 17 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.

TKBio CVConnect				root 🛪
◎ Home				
88 Application				
E Interface Mapping				
Mapping Test	ZKBio CVConnect Id 7a09c57821964601acbc7e9378aedb24	Company name POPY-TEST-COMPANY4	Company id 8a8683c48bfb9d27018c19b9a1a4052d	
System Settings	/a09C5/821964601aCbC/e93/8aedb24	POPY-TEST-COMPANY4	88888364801090270186190981840520	
🖹 Log 🛛 👻	Account	Company code	App login code	
	Popy.xiao@zkteco.com	353454645654	z5bnh3	
				ZKBio CVConnect Client Information QR Code
	Status	Server node	Version	monitation Qiv Code
	Online	SG_DEV	1.0.0	

Figure 18 Organization's Code

Note: The ZKBio CVSecurity Platform is primarily reserved for custom developers, so you don't need to modify the configuration or pay much attention to it.

3 Bind ZKBio CVSecurity to ZKBio CVConnect

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

E ZKBio CVConnect					
☺ Home	Application				
88 Application					
E Interface Mapping	ZKBio CVSecurity	ity 🗘	ZKBio CVConne No application descriptio		Û
Mapping Test	121			1.2	
® System Settings →	46 Number of	49 Number of Interface	49 Number of	49 Number of Interface	
🖻 Log 🗸 🗸	Interfaces	Mappings	Interfaces	Mappings	
		Enter			Enter

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

TKBio CVConnect				root 🛪
⊙ Home	«Back		_	Edit
88 Application	ZKBio CVSecurity	Edit	× ation Type	EndPoint
Interface Mapping Mapping Test	ZKBio CVSecurity Interface List Application Parameters	* Application Name ZKBio CVSecurity	Security	https://192.168.137.53:8098
 Ø System Settings ✓ P Log ✓ 	Interface Name: Please enter	* Endpoint https://1	0	Reset Query
EI LOY		* Authentication Type ZKBio CVSecurity	×	+Add C I 🕸
	Interface Name	Application Description	Description	Option
	Offline account change password	ZKBio CVSecurity	[User] Change passwo	rd Edit Delete
	push.hcc.event.offline		// 【webhook】设备离线	Edit Delete
	push.hcc.event.online		【webhook】设备在线 Cancel OK	Edit Delete
	push.hcc.data.transaction	pustinecuatariansaction	Cancel OK [webhook] 门禁事件	

Figure 19 Cloud Setting

4 ZKBio CVSecurity Mobile App

4.1 Mobile APP Download

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

4.2 Login In

You can choose either administrator or personnel to log in.



4.3 Administrator Application Operation Guide

4.3.1 Administrator Login

TKBio CVSecurity	
Hi Adminitrator ,please sign in.	
admin	
≜ • • • • • • • • • • • • • • • • • • •	
Login	
I have read and agree (Product Use Agreement) (Privacy Policy)	
Figure 21 User Login	

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

4.3.2 Administrator Application Overview



Figure 22 Light Mode

Figure 23 Dark Mode

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.
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

4.3.2.1 Dashboard

Dashboard	1
418 5 Personnel Devices	0 Visitors
Access Control	2
All Area	>
ProFace X CJRZ201260028	fline P Offline Area Name
ProFace X	문 Offline
■ Online ■ Of ProFace X CJRZ201260028	ট Offline Area Name

Figure 24 Dashboard

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

Table 2 Dashboard

4.3.2.2 Alarm Center

Alarm Cen	ter	1	ġ
3 Alarm	0 Confirmed	3 Uncor	ıfirm
Q Event Na Date -	ame/Device Name Alarm Level 💌	2 Source Mod	lule -
• 2023-12-22	17:36:41 Verify Mode E <u>简</u> 192.168.137.5		
• 2023-12-22	17:36:35 Unregistered		_
• 2023-12-22	17:33:24 Disconnected		_
Dashboard Ala	arm Center Applica	ð ation	A Me

Figure 25 Alarm Center

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

Table 3 Alarm Center



Figure 26 Alarm Event

Module	Description	
1	 Time when the event is triggered Indicates that the event has not been confirmed 	

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2	• Pictures of the event captured. If no picture is captured, the system default picture is displayed.
3	 What events occurred on what devices. The image shows that the "Verify Mode Error" event occurred on the "192.168.137.55-1" device. indicates that the event level is "Exception". indicates that the event level is "Alarm".

Table 4 Alarm Event

Click on an event card to view event details:

	Details	
	2	
Alarm Time	2023-12-25 09:15:48	
Device Name	192.168.137.55-1	
Area Name	Area Name	1
Source Name	192.168.137.55-1	
Remark*	3	
test		

Figure 27 Alarm Details

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

Table 5 Alarm Details

4.3.2.3 Application Center



Figure 28 Application Center

4.3.2.3.1 Remote Control

	Remote Co	ontrol
	Name/Area Name	
	10.8.14.191-2 Area: Area Nam	e
📋 Can	cel Alarm	🚹 Unlock
	10.8.14.191-3 Area: Area Nam	e
🛕 Can	cel Alarm	ն Unlock
	10.8.14.191-4 Area: Area Nam	e
👸 Can	cel Alarm	1 Unlock
	inbio460-1 Area: Area Nam	e
🙍 Can	icel Alarm	🚹 Unlock

Figure 29 Remote Control

Cancel Alarm

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

• Unlock

Remote Unlock: Remote unlocking when the device is online.



Figure 30 Remote Unlock

4.3.2.3.2 Remote Lockdown

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

Pre-conditions:

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

ZKBio CVSecurity	:	H H	G
Device >	A	ccess / Access Control / Access Levels	
🖡 Access Control 🗸 🗸		Access Levels Cockdown Group (Area Name) Door Combina	tion
Time Zones	-	Level Name Door Name Owned Device	
Holidays		C Refresh ∓ New on Delete I Door Control ▼ ↑ Export ▼ ↓ Import ▼ C Refresh on Delete Door	
Access Levels		Level Name Area Name Time Zone Door Count Operations Owned Device	
Set Access By Levels		General Area Name 24-Hour Acc∈ 12 🖉 📮 10.8.14.191-3 10.8.14.191	
Set Access By Person		□ Access Group 1 Area Name 24-Hour Acci 2 🖉 📮 🛛 192.168.137.55-1 192.168.137.55	
Set Access By Department	«	Lockdown Grout Area Name 24-Hour Acct 3 🖉 📮 inbio460-2 inbio460	

Figure 31 Lockdown Group



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.

C Lockdown
Current Statues: SAFE Select A
General
Area: Area Name
TimeZone: 24-Hour Accessible
Door Account: 12
Access Group 1
Area: Area Name
TimeZone: 24-Hour Accessible
Door Account: 2
Lockdown Group
Area: Area Name
TimeZone: 24-Hour Accessible
Door Account: 3

Figure 33 Active Lockdown

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



Figure 34 Lockdown

Cancel Lockdown

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



Figure 35 Cancel Lockdown

4.3.2.3.3 Access Records

View all door opening records.



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

Event Details	Card Number	
	Area Name	Area Name
	Door Name	10.8.14.207-1
Photo Media File	Device	10.8.14.207
Name	Read Name	10.8.14.207-1-Out
Personnel ID 12	Event	Normal Verify Open
Department Department Name	Verification Mode	Face
Position	Event Time	2023-12-25 10:22:02

Figure 37 Access Details

4.3.2.3.4 Visitor List





Figure 38 Visitor List

Module	Description	
1 0 1 Today's Visitor Name	 Today's Visitor Statistics Overview: Today's visitor, Not check out, Check In. Search by visitor name. 	
10:58 ~ 10:54 Check In Popy X Host Name: silvia Visit Time:2023-12-25	 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. 	
Visit Reason:Visit		

Table 6 Visitor List

Add Visitor	Certification* ID >	Start Time* 2023-12-25 10:58:08
Visitor information	Certification No.* tsgic47534	End Time* 2023-12-26 10:54:23 >
	Host Information	Visit Reason Visit
	Host Name* silviasu	Other
First Name ^{* Popy}	Host Department Name Department	License Plate g47846
Last Name Xiao	Access Details	Carring goods photo
Email* pc _r , Jm		
Mobile Phone 12575478	Start Time* 2023-12-25 10:58:08	Submit

Figure 39 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.

4.3.2.3.5 Visit Statistics

<	Visit Statistics		
Today's	visitors: 1		
4			
3			
2			
1		180.43	
	\wedge		
0:00	4:00 9:00 13:00 18:00	23:00	
Visitor T	op5/month		
1*1 1		1	
2 b****	0	1	
⑧ B*u \	/*u	1	
4 K**b	H*h	1	
		1	
i⊚ n*b			

Figure 40 Visit Statistics

• Today's Visitor

Counting Today's Visitor Flow.

• Visitor Top 5 /month

Top 5 Visitors by Monthly Visits.

4.3.2.4 Me



Figure 41 Me

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

Table 7 Me

4.4 Personnel Application Operation Guide

4.4.1 Personnel Login

I ZKBio CVSecurity	
Hi Welcome,please sign in	
🗄 14.8 🔂 🗄	
å 12	P 31
â · · · · · 📈	
Login	10.15
✓ I have read and agree 《Product Use Agreement》 《Privacy Policy》	
10 <u>10 10 10 10 10 10 10 10 10 10 10 10 10 1</u>	

Figure 42 Personnel Login

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

4.4.2 Personnel Application Overview



4.4.2.1 Notification Center

The first stage mainly realizes the personal verification message notification: the notification is mainly applied to the school project, parents can grasp the record of students entering and leaving the campus in real time on the APP.

Notification Center	
My Verification	
2023-12-25 10:46:01	
Normal Verify Open 10.8.14.207-1	
2023-12-25 10:45:59	
Normal Verify Open 10.8.14.207-1	
2023-12-25 10:42:51	
Normal Verify Open 10.8.14.207-1	
2023-12-25 10:41:12	
Normal Verify Open 10.8.14.207-1	
2023-12-25 10:38:40	
Normal Verify Open 10.8.14.207-1	
Notification Center Application Center	O- Me

Figure 45 Notification Center

4.4.2.2 Application Center

Application Center
G5 Dates Hard Reverse Carden Inness
My Application
My Credentials Visitor Invitation

Figure 46 Application Center

4.4.2.2.1 My Credentials

Dynamic QR codes can be verified on access control devices.



Figure 47 My Credentials

4.4.2.2.2 Visitor Invitation

• My Invitation Records

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

My Invitation Records Visitor Name Popy 0 Visit Time: 2023-12-25 Number of visitors: 1 Visitor Reason: Visit Re-Invitation
Popy 10:55 ~ 11: Visit Time: 2023-12-25 Number of visitors: 1 Visitor Reason: Visit
Visit Time: 2023-12-25 Number of visitors: 1 Visitor Reason: Visit
Number of visitors: 1
Re-Invitation

Figure 48 Visitor Invitation Records

• Invite Visitor

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

Visitor Invitation sitor information		
rst Name* Please enter your first name		
ast Name Please enter your last name		
nail* Please enter your email addres	55	
obile Phone Please enter your phone numb	ж	
art Time	>	
nd Time	>	
sit Reason Please select	>	
umber of sitors		
emarks Please enter a remarks		
Submit		

Figure 49 Visitor Invitation

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



Figure 50 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 51 Visitor Email

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

4.4.2.3 Me

>		
>		
>		
>		
	2	



Module	Description
₩ →	Personnel information, currently content not editable.
14.88	Current organization name.
Notification	Enable the background message notification button on mobile, when enabled, the background can receive message alerts.
Change Password	Change personnel passwords; after the change, the ZKBio CVSecurity Web personnel self- login passwords will be changed accordingly.
Privacy Policy	Privacy Policy.
	Table 8 Me

<u>Appendix</u>

FAQ

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

A1: V1.0.0 Only English and Spanish are supported. Language switching side changes with mobile system language switching.

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

A2: Currently support light color mode and dark color 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".





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**.

Refresh -+ Nev		el Adjustments 💌	🛍 Delete 👻 🛧 Exp	oort 👻 👱 Import 👻	··· More 🔻	
Personnel ID	First Name	Last Name	Department Name	Card Number	C Statistics	App logi
<u>1003</u>	wang	wangwu	Department Name	24****09	Reset Self Login Password	0
<u>2774</u>			att		C View Face Picture	0
<u>12</u>	111		Department Name		 ✓ Enable Ø Disable 	۲
<u>131</u>	xx		Department Name		✓ Enable app login	•
<u>321</u>	321		Department Name		Solution State Not State S	•
<u>2721</u>			att		0	۰
<u>2843</u>			att		0	۰
2722			att		0	•

Figure 53

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

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

TKBio CVSecurity		ж						
🟫 System Management 🗸	Syste	m / System Manage	ment / E-mail Management					
Data Management	^ Se	nder	Recipient		Q 🖉	2		
Area Settings	C	Refresh 🛍 Delei	te 🔽 Outgoing Mail Serve	er Settings ↑	Export			
System Parameter		Sender		Outgoing Mail		ttinas	×	Error Message
E-mail Management		Sender				•		Lifton message
Dictionary Management			Outgoing Mail Server Settings Email Sending Server*	smtp.exmail.gq.	.com	(smtp.xxx.xxx)		
Data Cleaning			Port*	465		SSL TLS STARTTLS		
Audio File			Email Account*	popy.xiao@zkte	eco.com	(xxx@xxx.xxx)		
Hybrid Cloud Settings	«		Password Sender Name	Admin-ZKBioCV	V			
Certificate Type							- 1	
Print Template			Test Connection	unification				
System Monitoring			A Flease complete the email	veniicauon.			- 1	
Message Notification								
Parameters	v.			OK	Ca	ancel		
			Figure 54	4				

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.

ZKBio CVSecurity	/ ¥
🟫 System Management 🔨	, System / System Management / Cloud Settings
Operation LogDatabase ManagementArea SettingsE-mail ManagementDictionary ManagementData CleaningAudio FileCloud SettingsCertificate TypePrint TemplateSystem MonitoringMessage NotificationParameters	Image: Section 2. Sectio
Authority Management	
Communication mana >	ок

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.

✓ U Home	× +	
← → C ③ 127.0.0.1:6	001/web/welcome	
M Gmail 🖸 YouTube 🏼 🎗 Maps	🔩 Traducir 🔇	
TKBio CVConnect	Company id	Account
S Home	297e2c828e561be6018ea55159f80368	: il.com
88 Application		
E3 Interface Mapping	Company code 20242024	App login code Bribng
Mapping Test		
System Settings ~	Status	Server node
🖹 Log 🗸 🗸	Offline	USA
	Version 1.0.0	

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

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

I Task Manager <u>File</u> <u>Options</u> <u>V</u>iew - 🗆 X

X ZKBIOOnline Service	7216	ZKBIOOnline Service	Running	
ZKBio CVConnect Client Ser	7304	ZKBio CVConnect Client Service	Running	
XTU3SERVICE	7120	XTUOCDriverService	Running	
XboxNetApiSvc		Xbox Live Networking Service	Stopped	netsvcs
XboxGipSvc		Xbox Accessory Management Service	Stopped	netsvcs
XblGameSave		Xbox Live Game Save	Stopped	netsvcs
XblAuthManager		Xbox Live Auth Manager	Stopped	netsvcs
WXWorkUpgrader		WXWork 企业微信更新服务	Stopped	7.4
WwanSvc	6628	WWAN AutoConfig	Running	LocalSystemNe.
wuauserv		Windows Update	Stopped	netsvcs
WSearch	10584	Windows Search	Running	
wscsvc	5824	Security Center	Running	LocalServiceNe.
wpscloudsvr		WPS Office Cloud Service	Stopped	
WpnUserService_84e1b	10272	WpnUserService_84e1b	Running	UnistackSvcGro.
WpnUserService		Windows Push Notifications User Service	Stopped	UnistackSvcGro.
WpnService	7048	Windows Push Notifications System Service	Running	netsvcs
WPDBusEnum		Portable Device Enumerator Service	Stopped	LocalSystemNe.
WpcMonSvc		Parental Controls	Stopped	LocalService
workfolderssvc		Work Folders	Stopped	LocalService
WMPNetworkSvc		Windows Media Player Network Sharing Service	Stopped	
WMIRegistrationService	7276	Intel(R) Management Engine WMI Provider Registration	Running	
wmiApSrv		WMI Performance Adapter	Stopped	
Name	PID	Description	Status	Group

Privacy Policy

Notice:

To help you better use the products and services of ZKTeco (hereinafter referred as "we", "our", or "us") a smart service provider, we consistently collect your personal information. Since we understand the importance of your personal information, we took your privacy sincerely and we have formulated this privacy policy to protect your personal information. We have listed the privacy policies below to precisely understand the data and privacy protection measures related to our smart products and services.

Before using our products and services, please read carefully and understand all the rules and provisions of this Privacy Policy. <u>If you do not agree to the relevant agreement or any of its terms</u>, <u>you must stop using our products and services</u>.

I. Collected Information

To ensure the normal product operation and help the service improvement, we will collect the information voluntarily provided by you or provided as authorized by you during registration and use or generated as a result of your use of services.

- 1. User Registration Information: At your first registration, the feature template (Fingerprint template/Face template template/Palm template) will be saved on the device according to the device type you have selected to verify the unique similarity between you and the User ID you have registered. You can optionally enter your Name and Code. The above information is necessary for you to use our products. If you do not provide such information, you cannot use some features of the product regularly.
- 2. **Product information:** According to the product model and your granted permission when you install and use our services, the related information of the product on which our services are used will be collected when the product is connected to the software, including the Product Model, Firmware Version Number, Product Serial Number, and Product Capacity Information. When you connect your product to the software, please carefully read the privacy policy for the specific software.

II. Product Security and Management

- 1. When you use our products for the first time, you shall set the Administrator privilege before performing specific operations. Otherwise, you will be frequently reminded to set the Administrator privilege when you enter the main menu interface. **If you still do not set the Administrator privilege after receiving the system prompt, you should be aware of the possible security risk (for example, the data may be manually modified).**
- 2. All the functions of displaying the biometric information are disabled in our products by default. You can choose Menu > System Settings to set whether to display the biometric information. If you enable these functions, we assume that you are aware of the personal

privacy security risks specified in the privacy policy.

- 3. Only your user ID is displayed by default. You can set whether to display other user verification information (such as Name, Department, Photo, etc.) under the Administrator privilege. If you choose to display such information, we assume that you are aware of the potential security risks (for example, your photo will be displayed on the device interface).
- 4. The camera function is disabled in our products by default. If you want to enable this function to take pictures of yourself for attendance recording or take pictures of strangers for access control, the product will enable the prompt tone of the camera. **Once you enable this function, we assume that you are aware of the potential security risks.**
- 5. All the data collected by our products is encrypted using the AES 256 algorithm. All the data uploaded by the Administrator to our products are automatically encrypted using the AES 256 algorithm and stored securely. If the Administrator downloads data from our products, we assume that you need to process the data and you have known the potential security risk. In such a case, you shall take the responsibility for storing the data. You shall know that some data cannot be downloaded for sake of data security.
- 6. All the personal information in our products can be queried, modified, or deleted. If you no longer use our products, please clear your personal data.

III. How we handle personal information of minors

Our products, website and services are mainly designed for adults. Without consent of parents or guardians, minors shall not create their own account. If you are a minor, it is recommended that you ask your parents or guardian to read this Policy carefully, and only use our services or information provided by us with consent of your parents or guardian.

We will only use or disclose personal information of minors collected with their parents' or guardians' consent if and to the extent that such use or disclosure is permitted by law or we have obtained their parents' or guardians' explicit consent, and such use or disclosure is for the purpose of protecting minors.

Upon noticing that we have collected personal information of minors without the prior consent from verifiable parents, we will delete such information as soon as possible.

IV. Others

You can visit <u>https://www.zkteco.com/cn/index/Index/privacy_protection.html</u> to learn more about how we collect, use, and securely store your personal information. To keep pace with the rapid development of technology, adjustment of business operations, and to cope with customer needs, we will constantly deliberate and optimize our privacy protection measures and policies. Welcome to visit our official website at any time to learn our latest privacy policy.

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