

User Manual

ZKBio Zexus Mobile App

Date: May 2025

Doc Version: 3.0

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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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 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.

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 CVAcess system anytime, anywhere with ZKBio Zexus. Access your access control, video intercom system, and more features on the go. Since ZKBio CVAcess 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 CVAcess	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 CVAcess to ZKBio CVSecurity.

Preconditions

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

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

1 ZKBio CVConnect Introduction

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

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

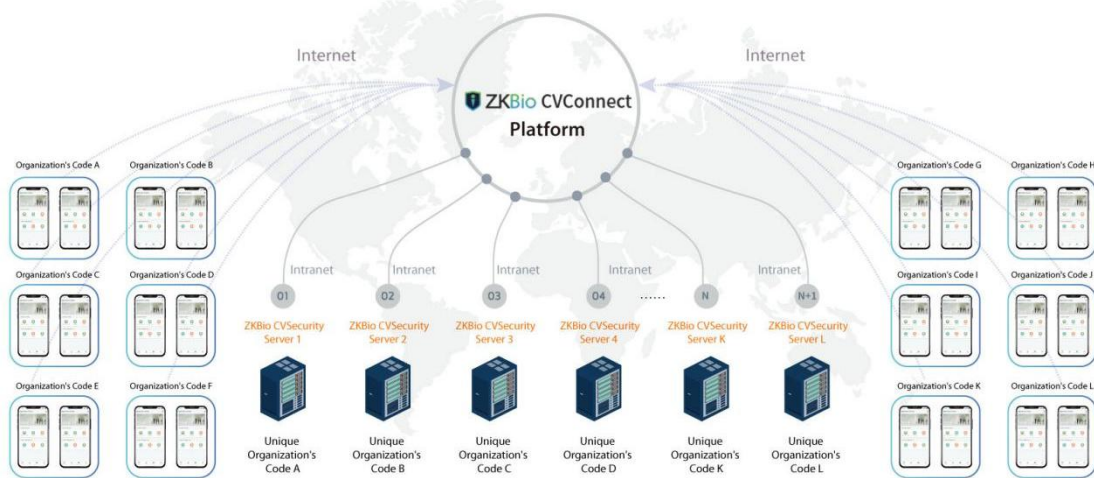


Figure 1 ZKBio CVConnect Introduction

1.1 ZKBio CVConnect Client Installation

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



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

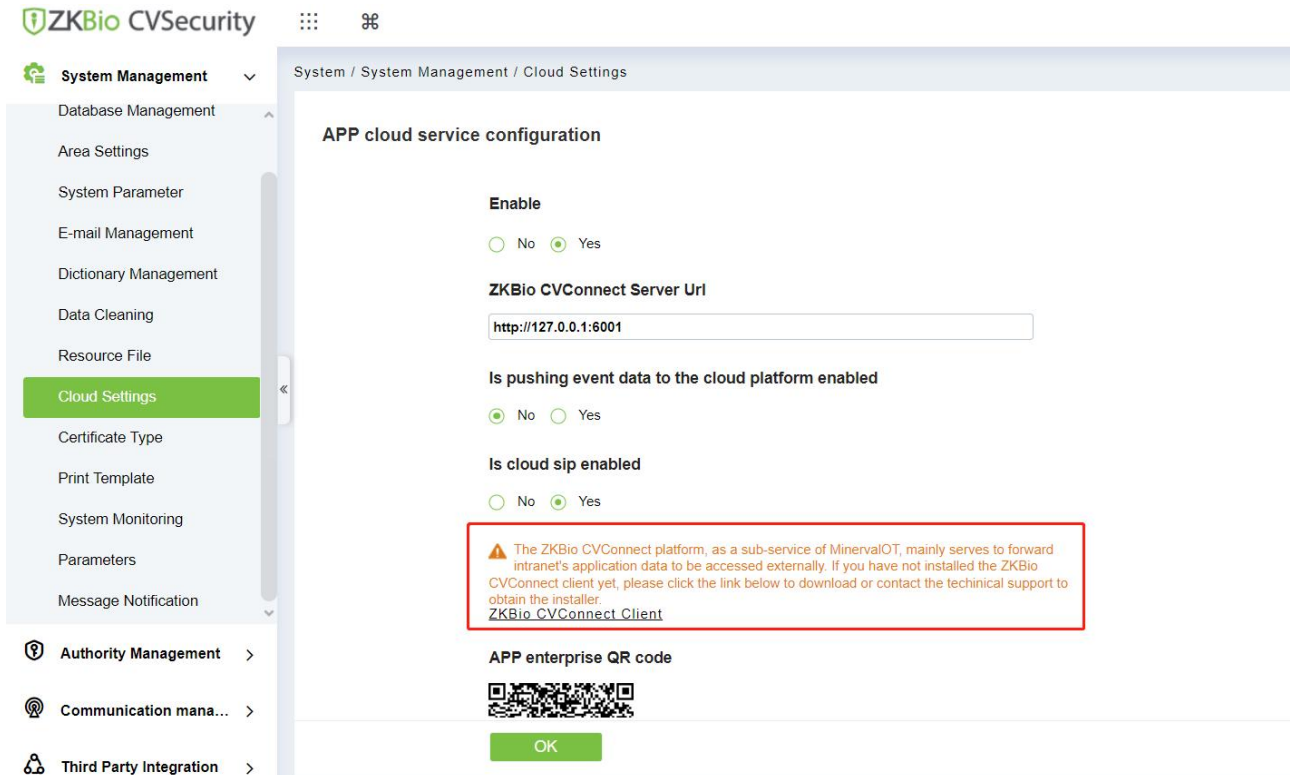


Figure 2 ZKBio CVSecurity System Management

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

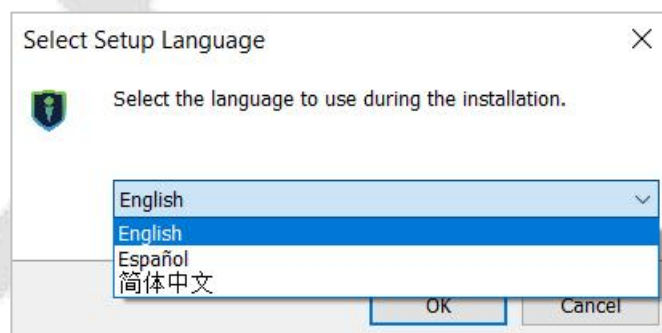


Figure 3 Setup Language

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

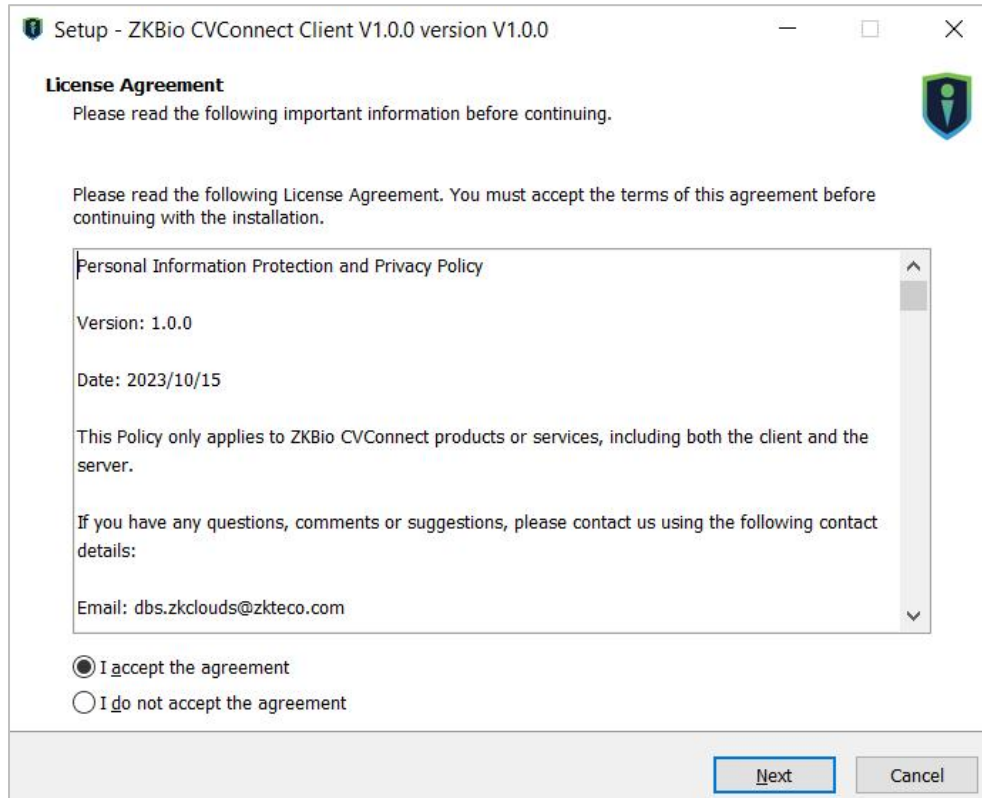


Figure 4 License Agreement

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

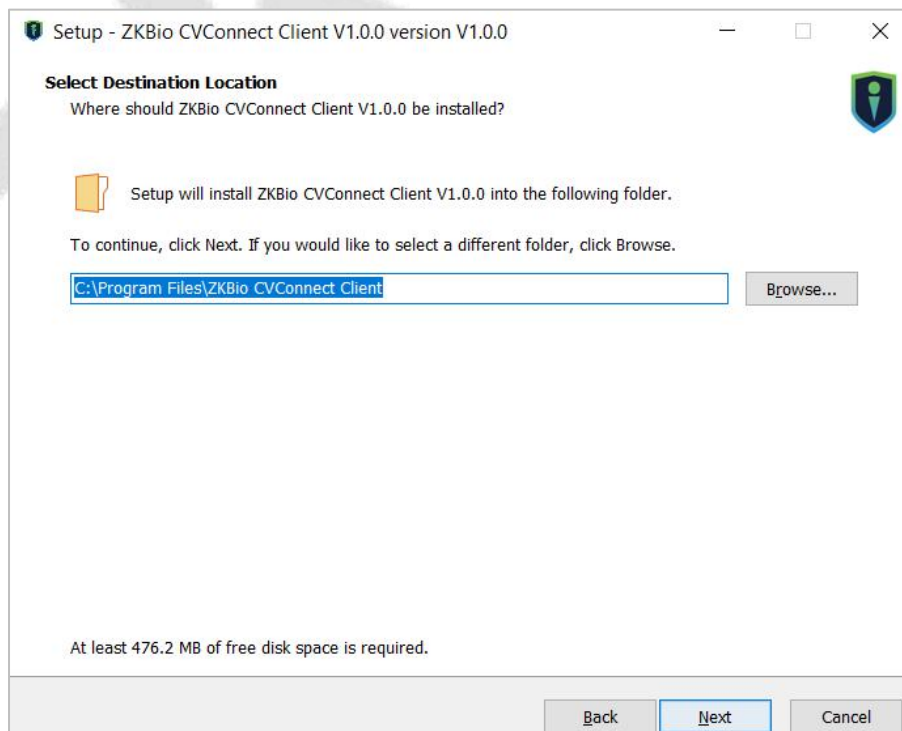


Figure 5 Install Path

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

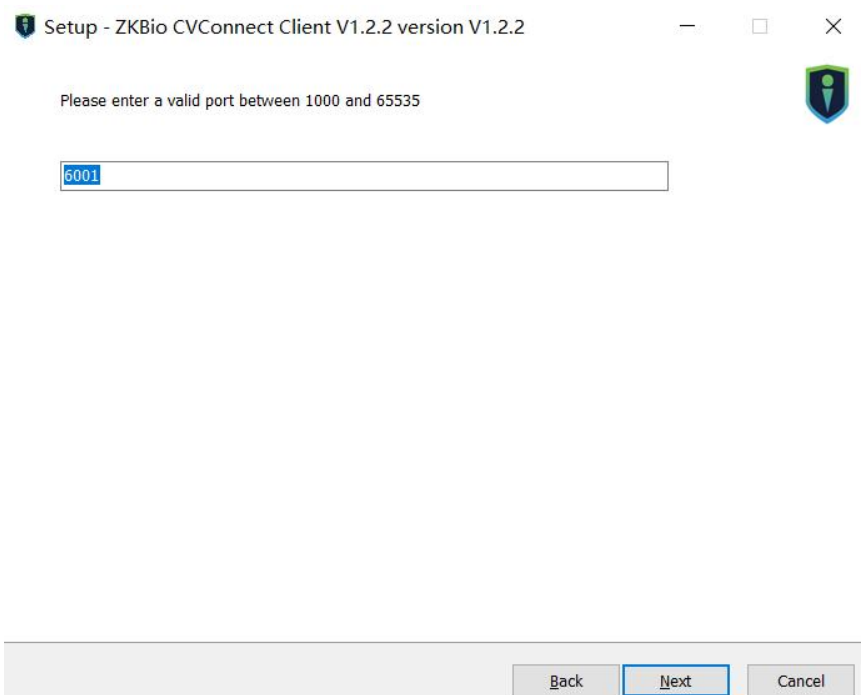


Figure 6 Configure Port

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

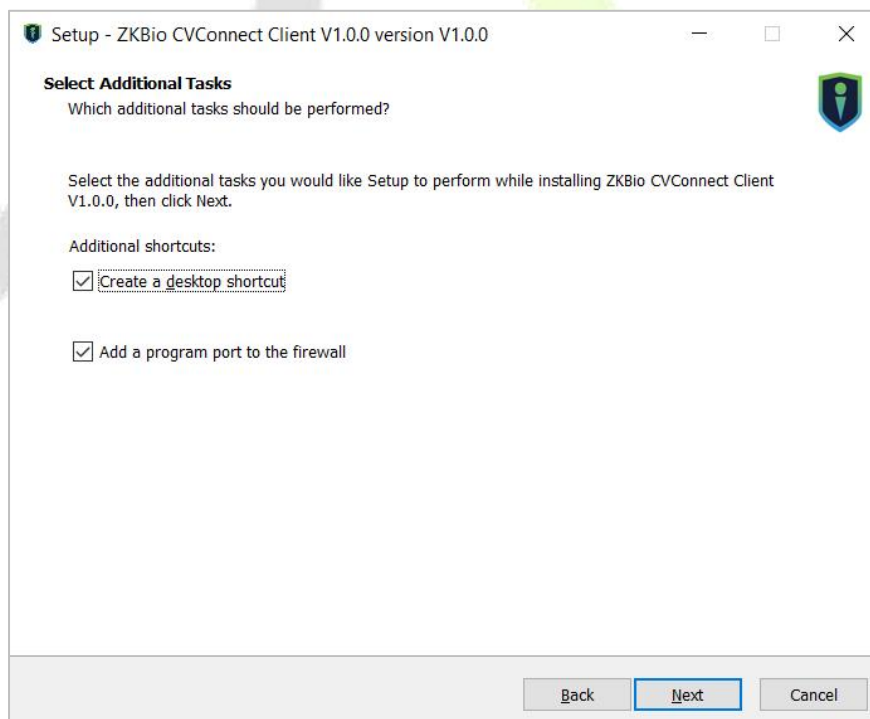


Figure 7 Create Desktop Icon

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

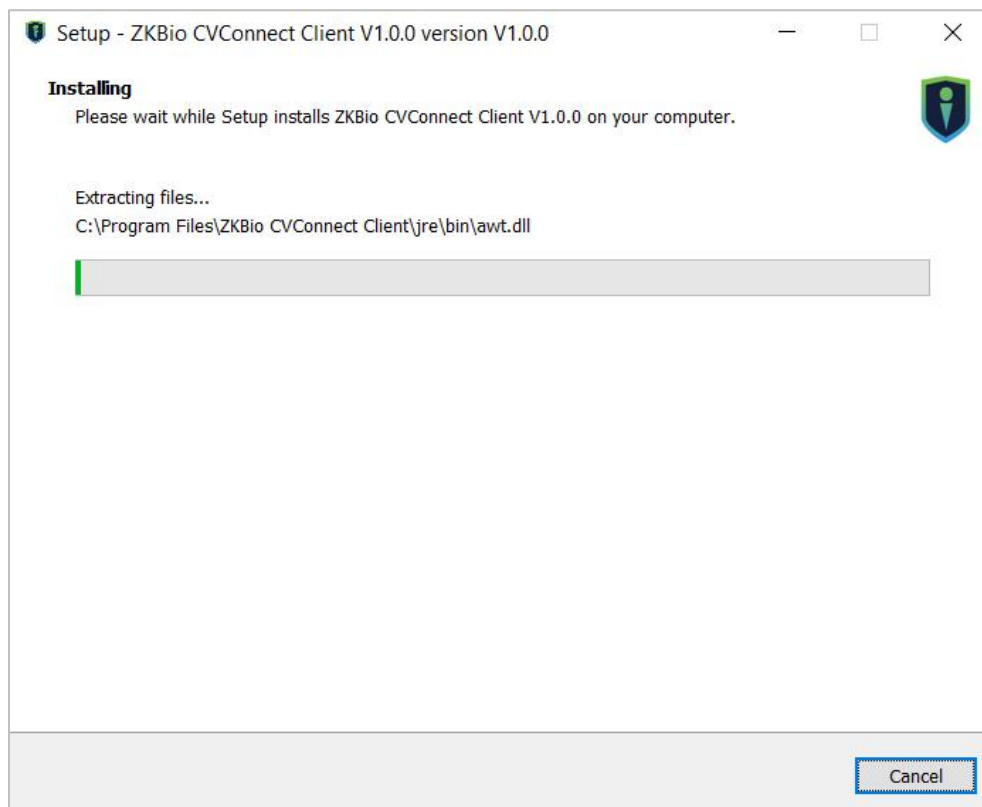


Figure 8 Installing

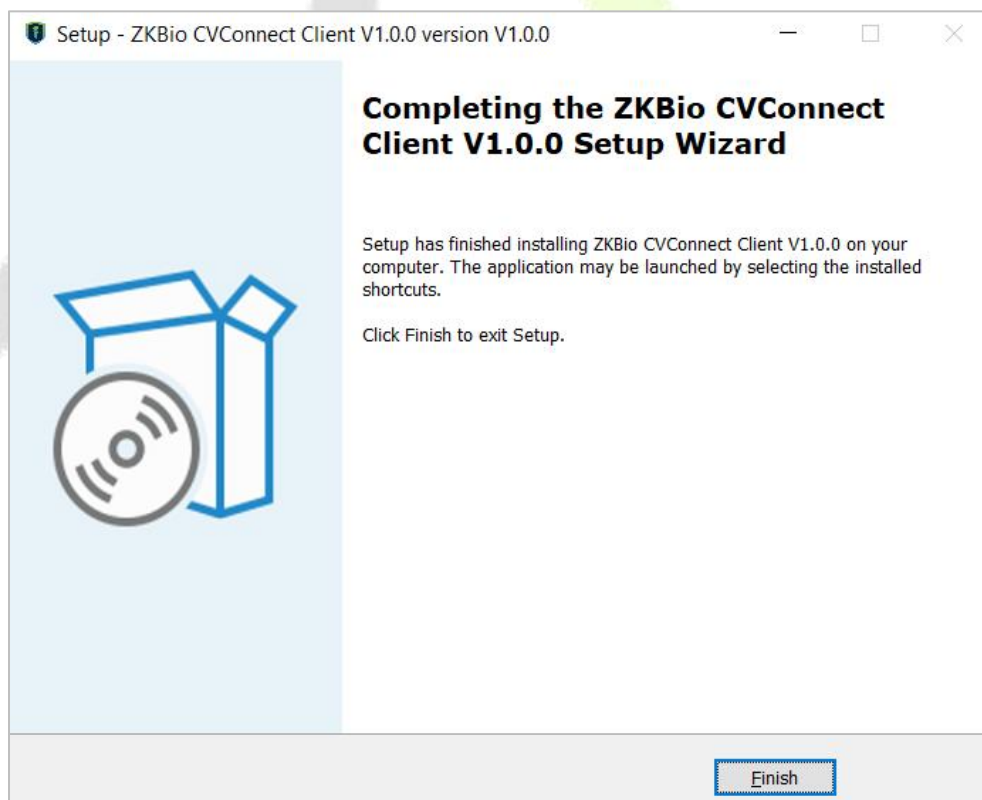


Figure 9 Install Completed

1.2 ZKBio CVConnect Activation

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



Figure 10 Desktop Shortcut Key

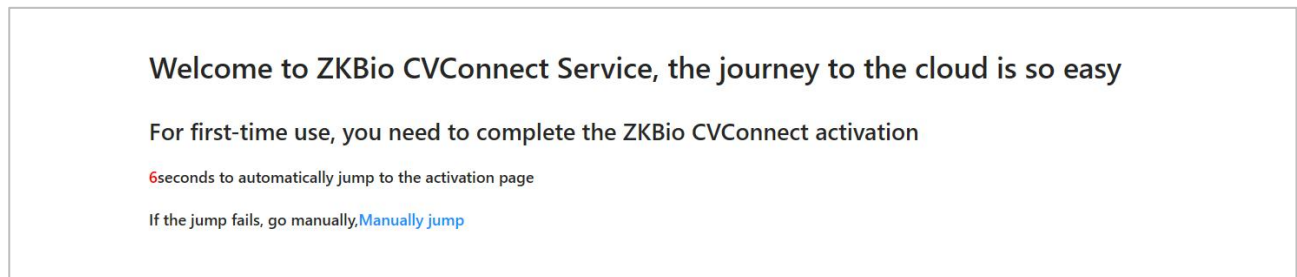


Figure 11

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

1.2.1 Select Area

ZKBio CVConnect Activation

[Activation code activation >>](#)

ZKBio CVConnect is a service based on ZKTeco MinervaloT platform. Activating ZKBio CVConnect requires registering as a MinervaloT user and creating a company. One cloud account can bind multiple ZKBio CVConnect services, but one company can only bind one set of ZKBio CVConnect services.

1 Please select area 2 Bind ZKBio CVConnect account 3 Select company 4 Activation waiting

* Area:

* Local Application:

Endpoint:

[Next](#)

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.

1.2.2 Bind ZKBio CVConnect Account

ZKBio CVConnect Activation

[Activation code activation >>](#)

ZKBio CVConnect is a service based on ZKTeco MinervaIoT platform. Activating ZKBio CVConnect requires registering as a MinervaIoT user and creating a company. One cloud account can bind multiple ZKBio CVConnect services, but one company can only bind one set of ZKBio CVConnect services.

1 Please select area 2 Bind ZKBio CVConnect account 3 Select company 4 Activation waiting

No account yet, please click [Register](#).

* Username: pop_...@...com

* Password:

Previous Next

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 click [Register](#)), then jump to Minerva IoT registration page and register your account.

Minerva IoT Authorization Server

An OAuth2 server for authorization

USER

Sign Up

FIRST NAME

LAST NAME

EMAIL

CONTACT

PASSWORD

CONFIRM PASSWORD

Already have an account? [Sign In](#)

CONTACT US TERMS & CONDITIONS PRIVACY POLICY

Figure 14 Account Register

1.2.3 Select Company

The screenshot shows the 'Hybrid Cloud Activation' screen. At the top, there's a progress bar with four steps: 'Please select area' (checked), 'Bind Hybrid Cloud account' (checked), 'Select company' (active), and 'Activation waiting' (disabled). Below the progress bar, there's a text area with a placeholder 'Select company:' and a dropdown menu showing 'Company-ZK-Popy-test'. To the right of the dropdown is a link 'Use new company'. At the bottom, there are 'Previous' and 'Next' buttons.

Figure 15 Select Company

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

The screenshot shows the 'Hybrid Cloud Activation' screen. At the top, there's a progress bar with four steps: 'Please select area' (checked), 'Bind Hybrid Cloud account' (checked), 'Select company' (active), and 'Activation waiting' (disabled). Below the progress bar, there's a text area with three input fields: 'Country:' (dropdown showing 'United Arab Emirates'), 'Name:' (text input showing 'Popy-test-company-1'), and 'Code:' (text input showing '1234567'). To the right of the inputs is a link 'Use existing company'. At the bottom, there are 'Previous' and 'Create Company' buttons.

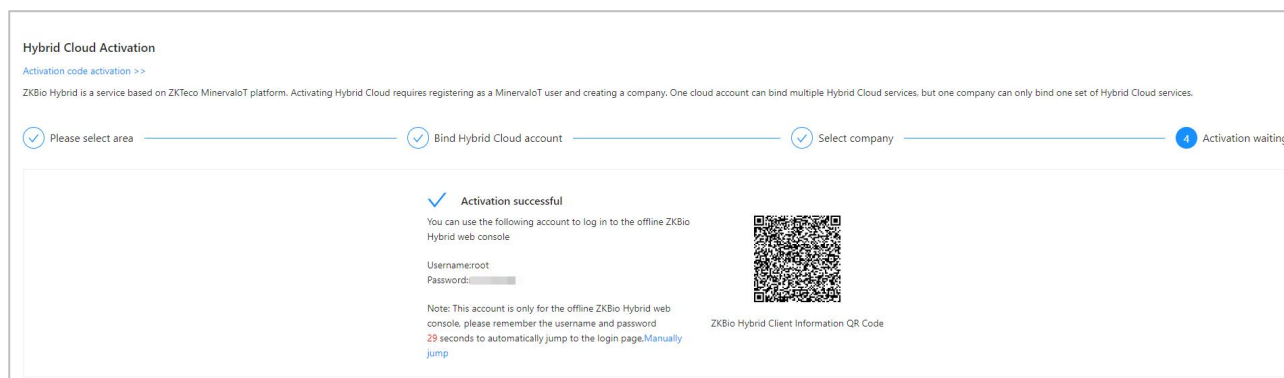
Figure 16 Create Company

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

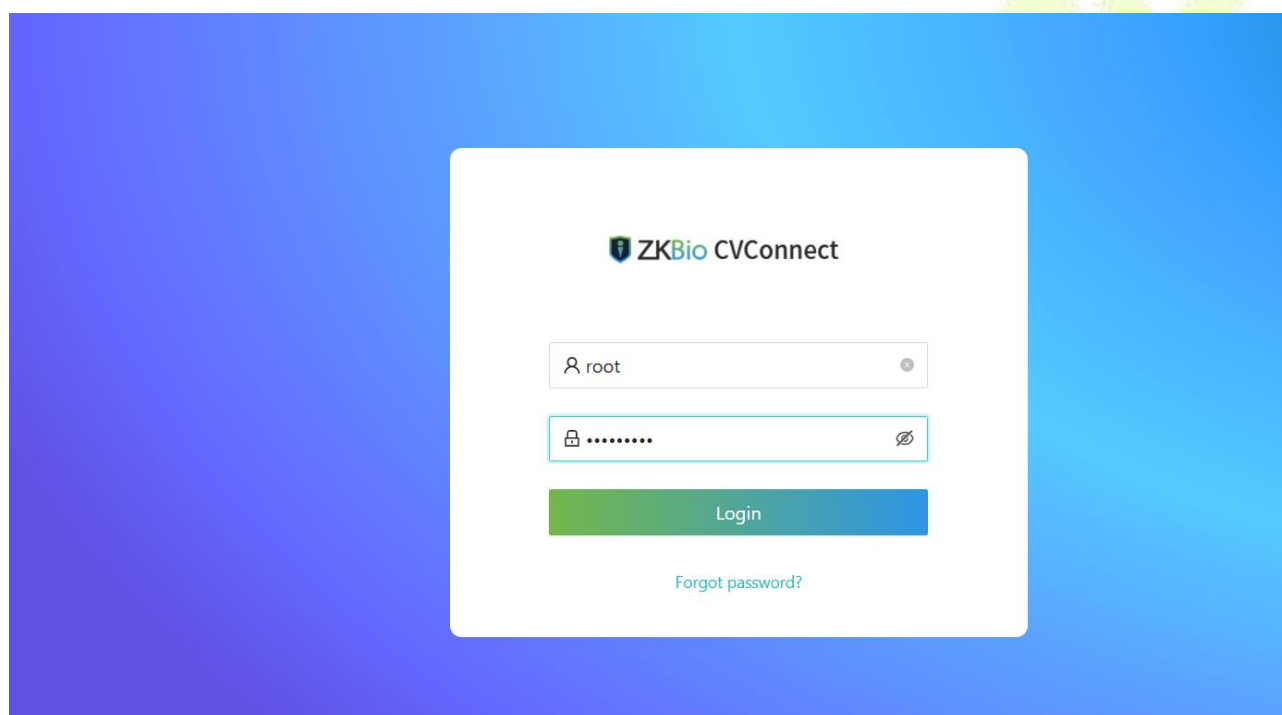
The screenshot shows the 'Hybrid Cloud Activation' screen. At the top, there's a progress bar with four steps: 'Please select area' (checked), 'Bind Hybrid Cloud account' (checked), 'Select company' (checked), and 'Activation waiting' (active). Below the progress bar, there's a large text area with a blue checkmark and the word 'Activating' in a large font. At the bottom right, there's a small circular icon with a face.

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).

**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.

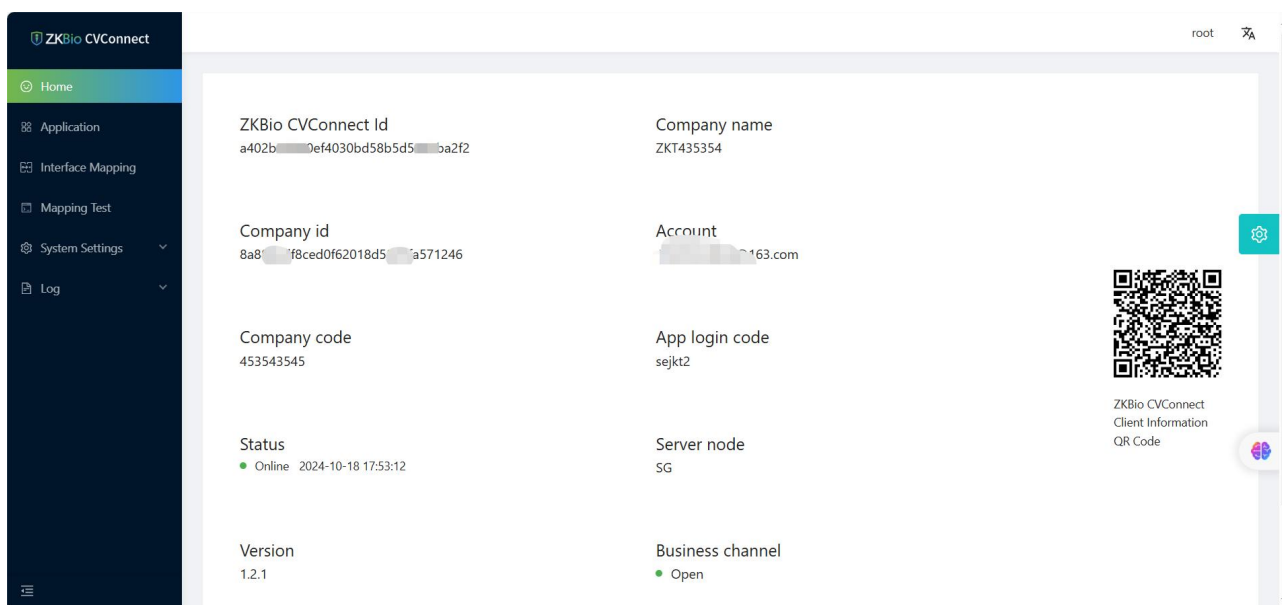


Figure 20 Organization's Code

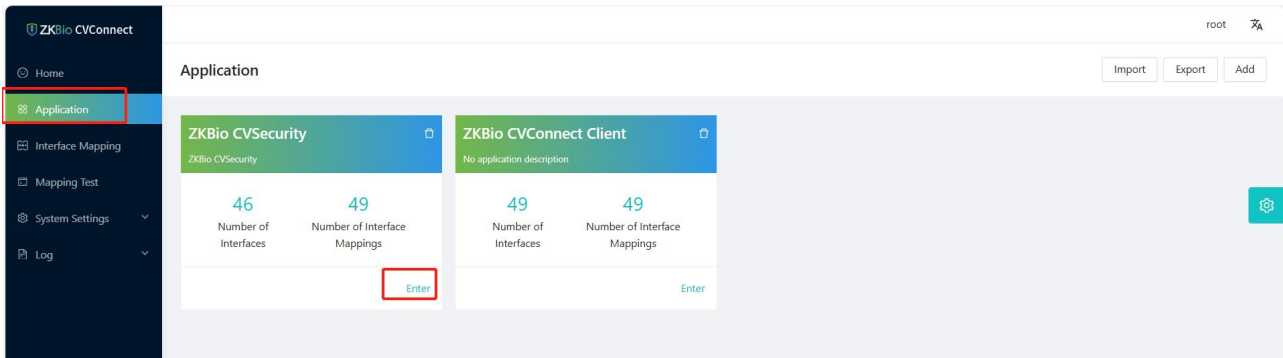
Note: The ZKBio CVSecurity Platform is primarily reserved for custom developers, so there is no need for you to modify the configuration or devote significant attention to it.

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**.



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.

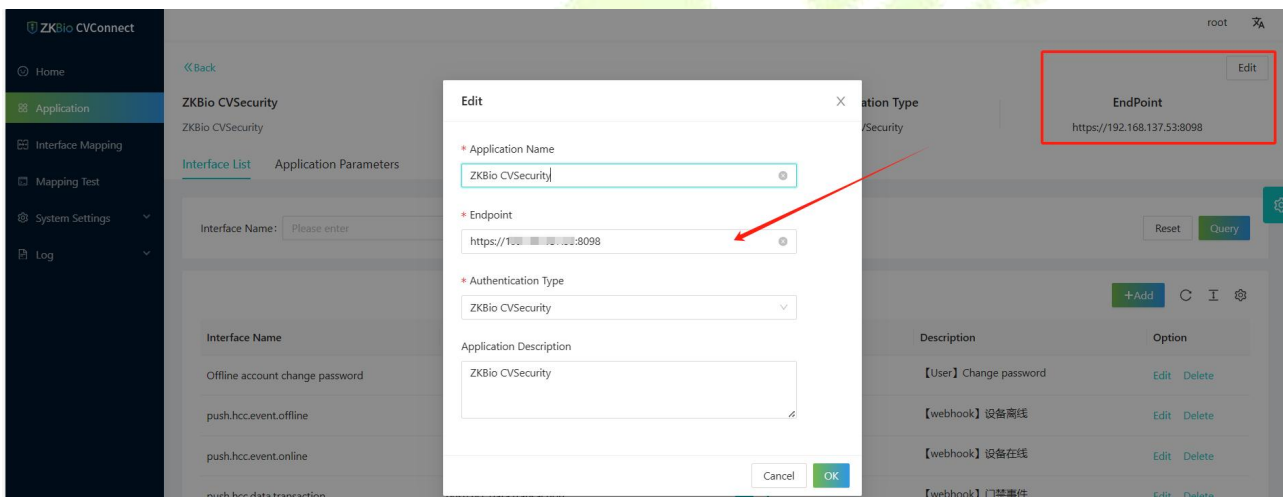


Figure 21 Cloud Setting

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

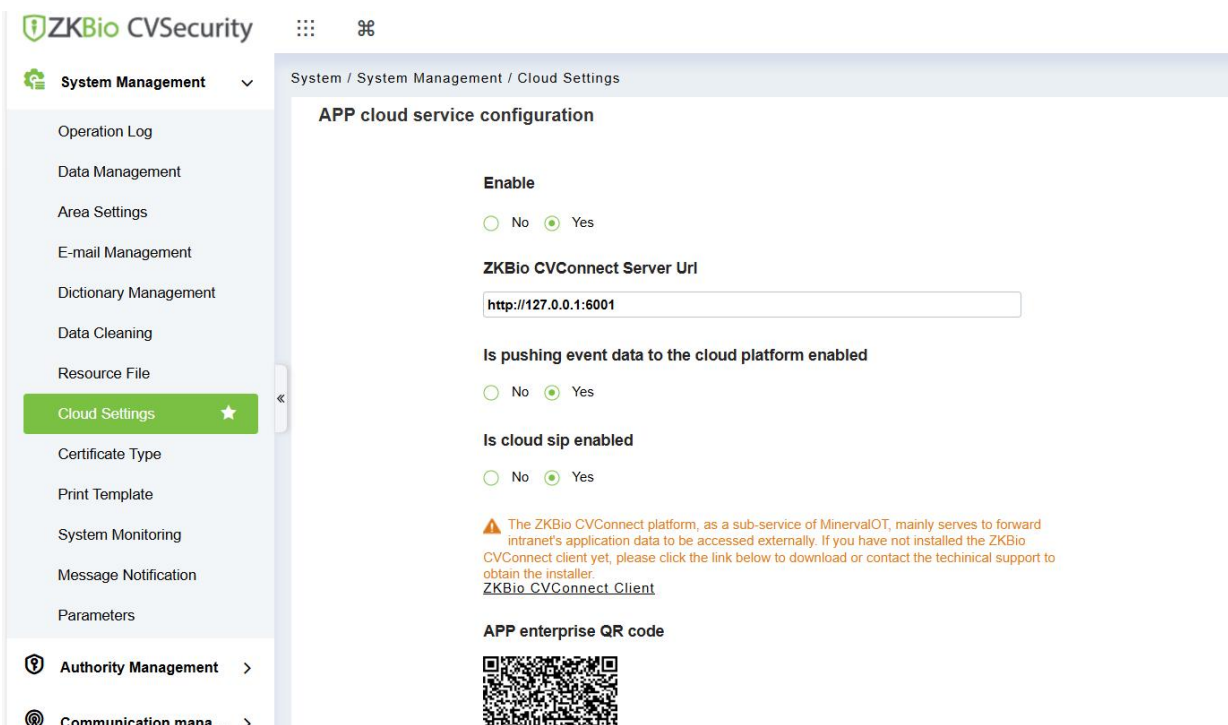


Figure 22 Cloud Setting

Parameter Description

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

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.



2.2 Log in

You can choose either administrator or personnel to log in.

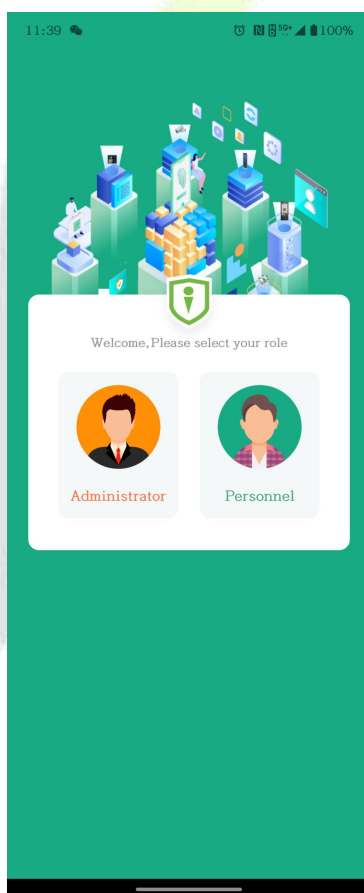


Figure 23 App Login

2.3 Administrator Application Operation Guide

2.3.1 Administrator Login

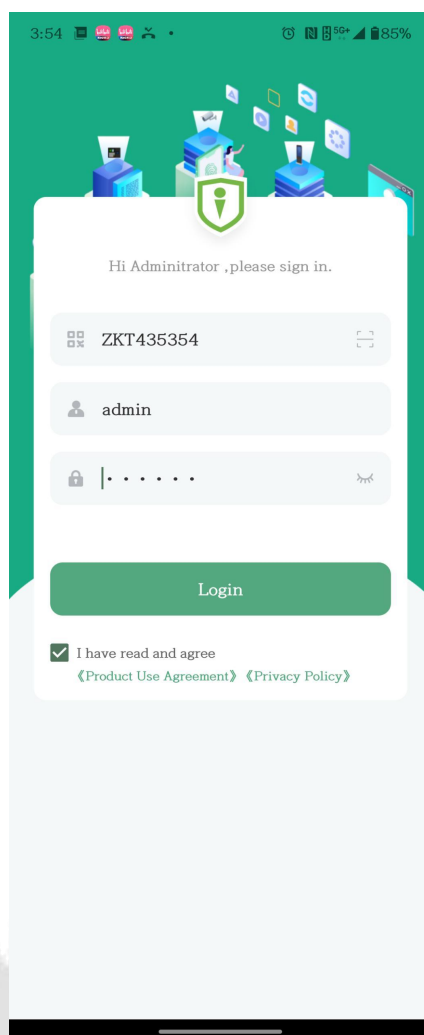


Figure 24 User Login

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

2.3.2 Administrator Application Overview

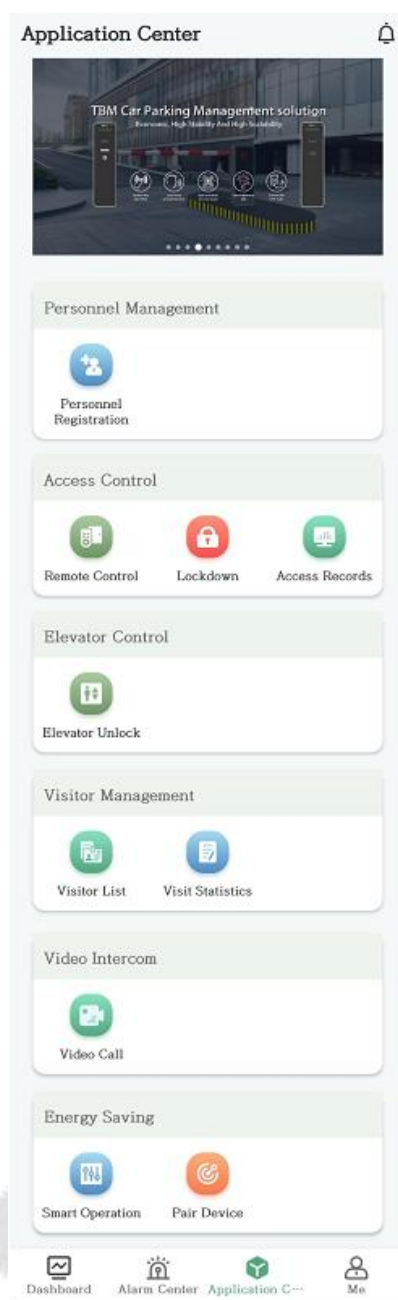


Figure 25 Light Mode

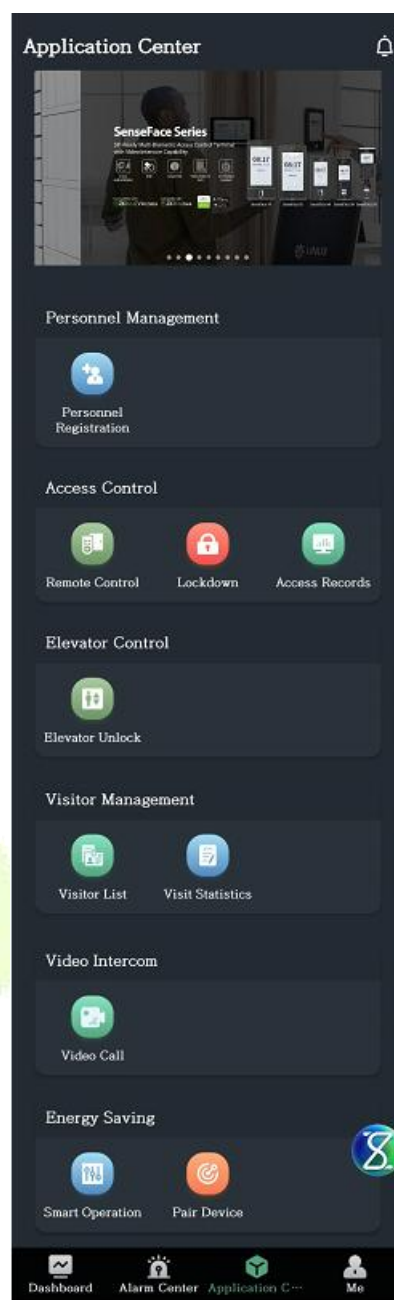


Figure 26 Dark Mode

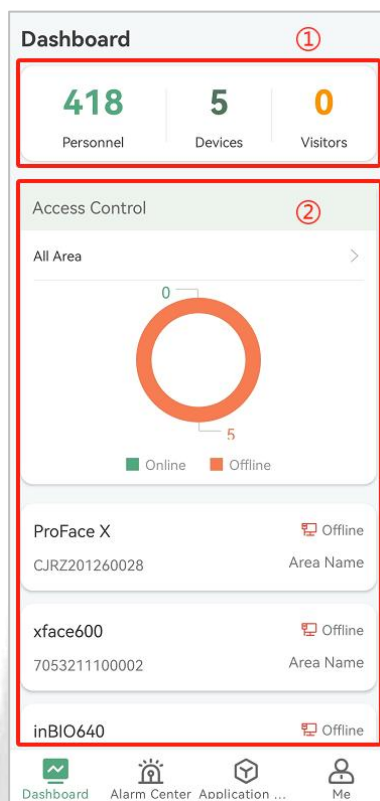
The ZKBio CVSecurity Mobile App divided into the following modules. You can access these modules via the bottom navigation bar.

Module	Description
Dashboard	You can view the status of your current resources in the Dashboard: the number of people, devices and visitors; you can also view the status of the devices.
Alarm Center	You can view all the alarm events of the day and confirm the progress in Mobile APP
Application Center	In the Application Center, you can quickly access the following modules. Access Control: Remote Control, Lockdown, Access Records.

	Visitor Management: Visitor List, Visit Statistics.
Me	You can view account information, turn on background notifications, view privacy agreements and version information.
Notification Center	View system notifications.

Table 1 User Mobile APP

2.3.2.1 Dashboard

**Figure 27 Dashboard**

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

Table 2 Dashboard

2.3.2.2 Alarm Center

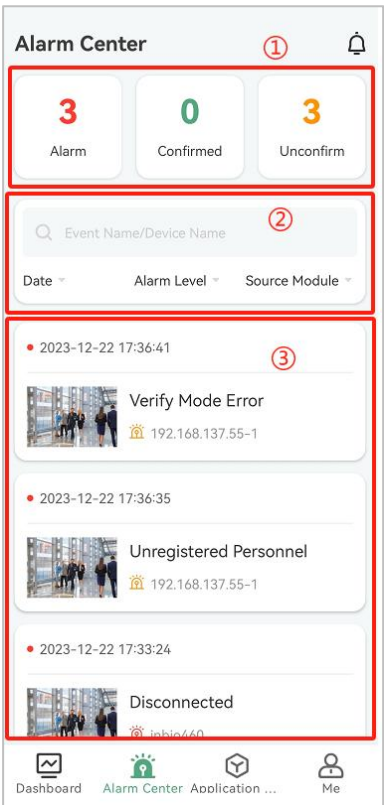


Figure 28 Alarm Center

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

Table 3 Alarm Center

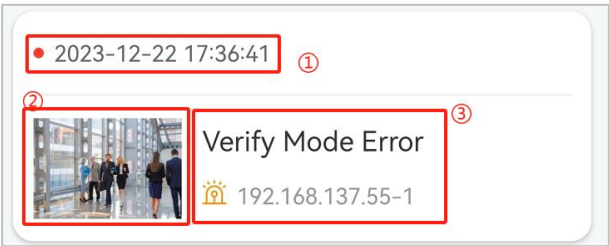


Figure 29 Alarm Event

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

Table 4 Alarm Event

Click on an event card to view event details:

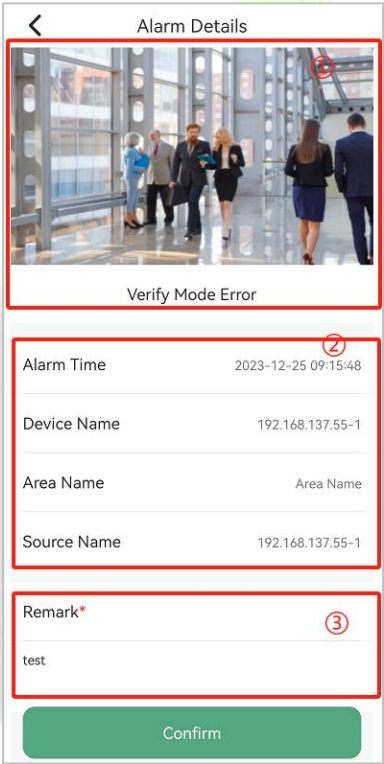


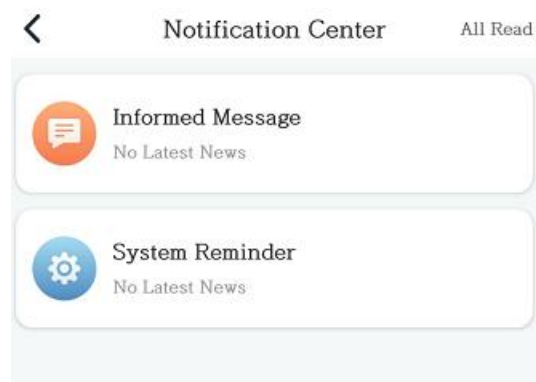
Figure 30 Alarm Details

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

Table 5 Alarm Details

2.3.2.3 Notification Center

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



2.3.2.4 Application Center

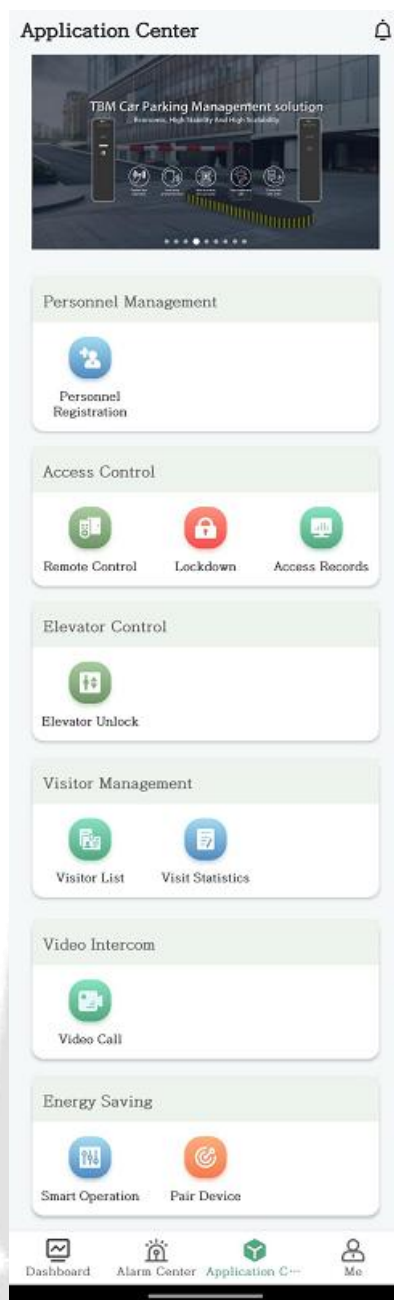


Figure 31 Application Center

2.3.2.4.1 Personnel Registration

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

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

1:34 5G+ 91%

< Personnel Registration

Department* Department Name >

Personnel ID* 678

First Name* Poppy

Last Name Test

Email* 123@163.com

Mobile Phone Please enter phone number

Device Password* 369258

Access Level ResidentLevel >

Validity Period

Start Time 2024-10-30 13:34:15 >

End Time 2028-12-30 13:34:18 >

☒ Enable APP Login

Submit

Figure 32 Personnel Registration

Field explanations are as follows:

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

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

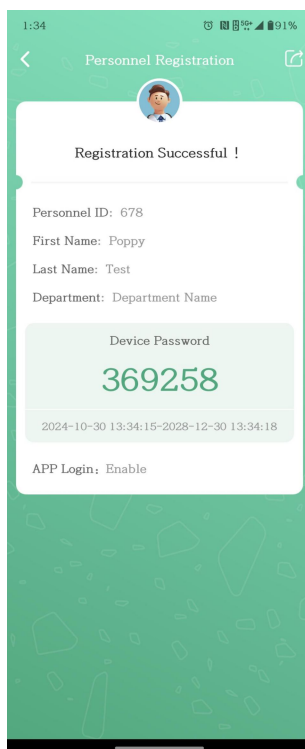


Figure 33 Registration Successful

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

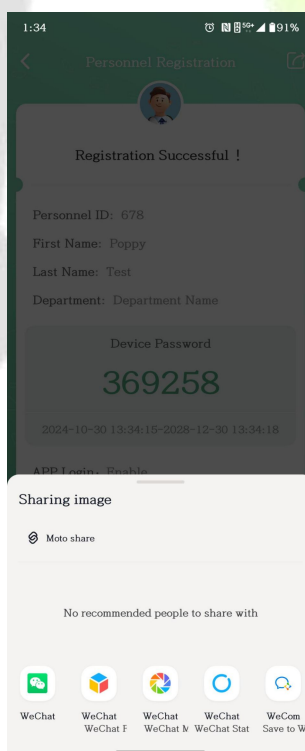


Figure 34 Sharing Image

2.3.2.4.2 Remote Control

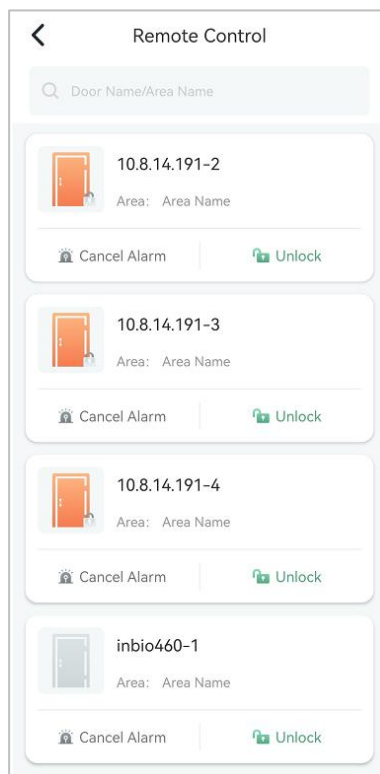


Figure 35 Remote Control

- **Cancel Alarm**

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

- **Unlock**

Remote Unlock: Remote unlocking when the device is online.

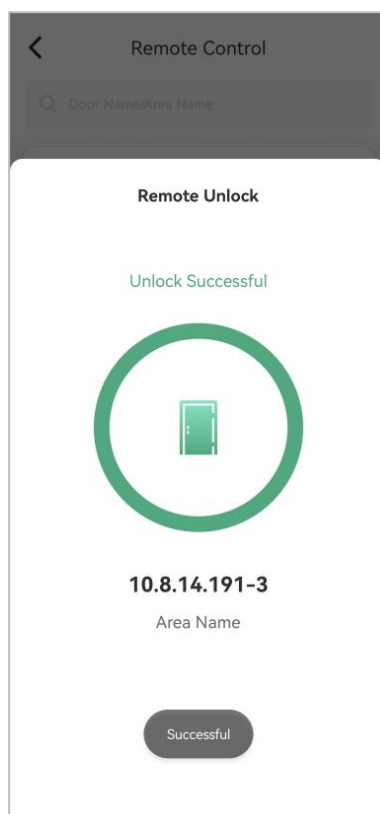


Figure 36 Remote Unlock

2.3.2.4.3 Remote Lockdown

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

Pre-conditions:

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

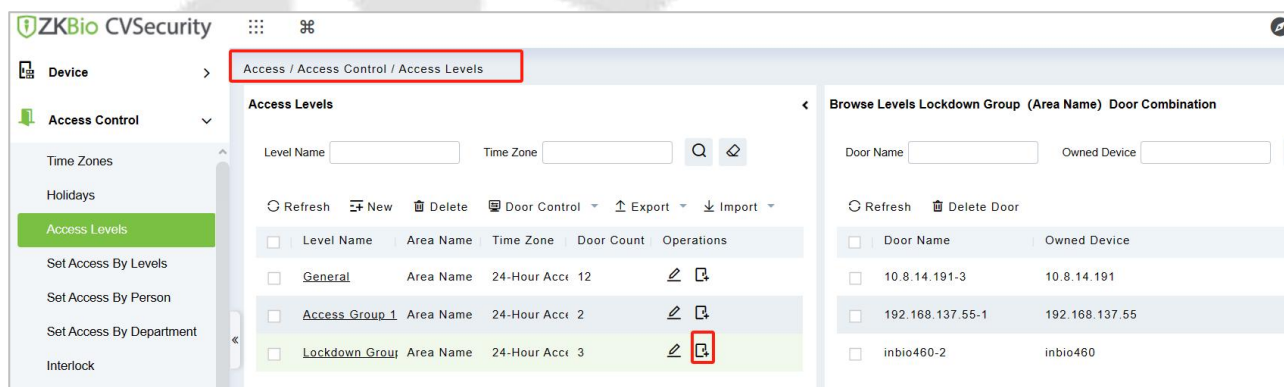
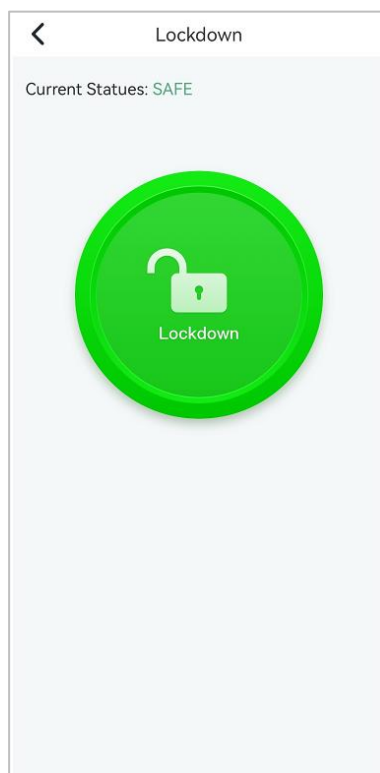
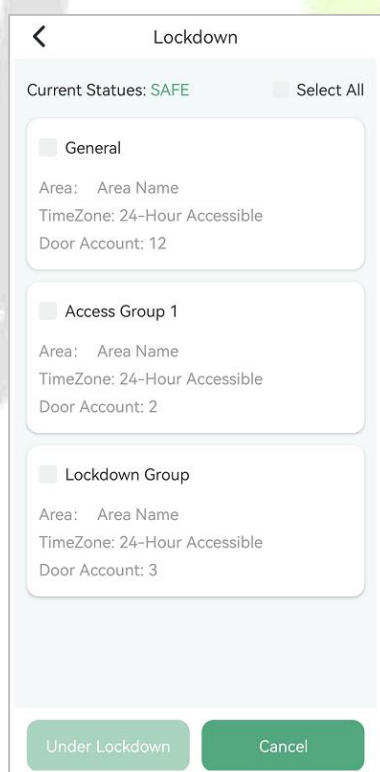


Figure 37 Lockdown Group

**Figure 38 Lockdown**

- **Active Lockdown**

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

**Figure 39 Active Lockdown**

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

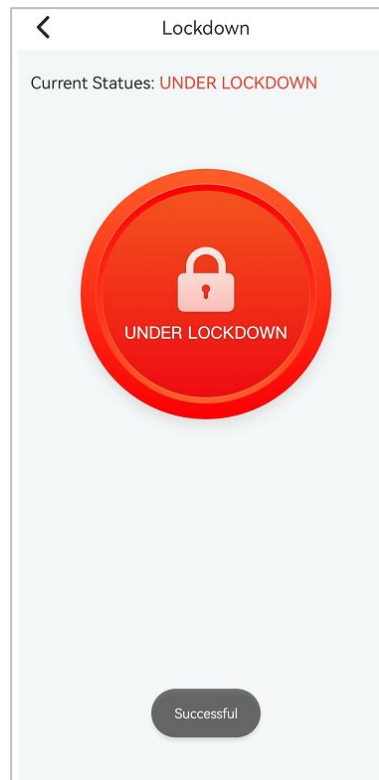


Figure 40 Lockdown

- **Cancel Lockdown**

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

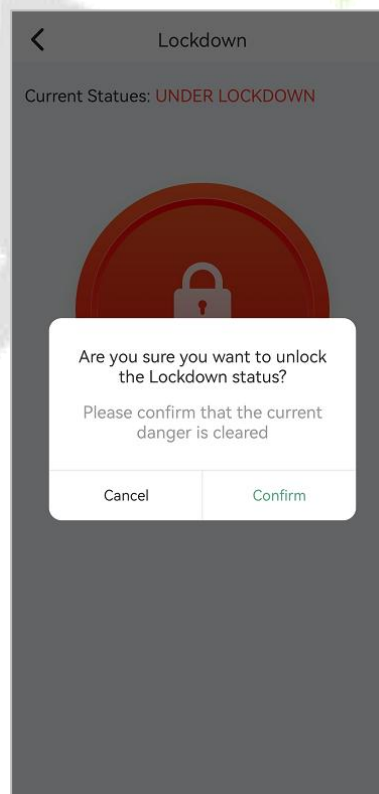


Figure 41 Cancel Lockdown

2.3.2.4.4 Access Records

View all door opening records.

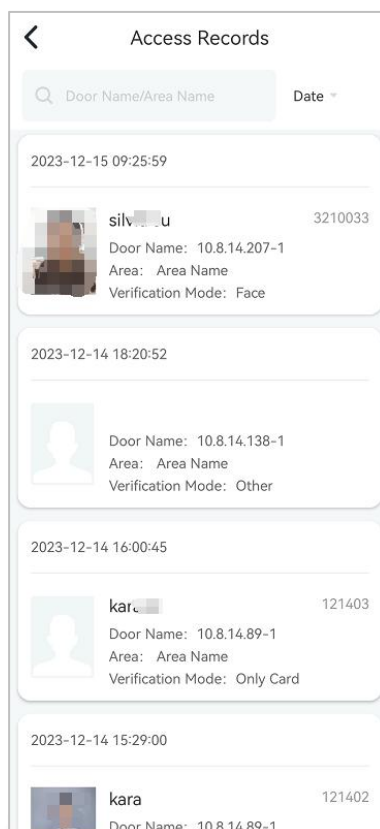


Figure 42 Access Records

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

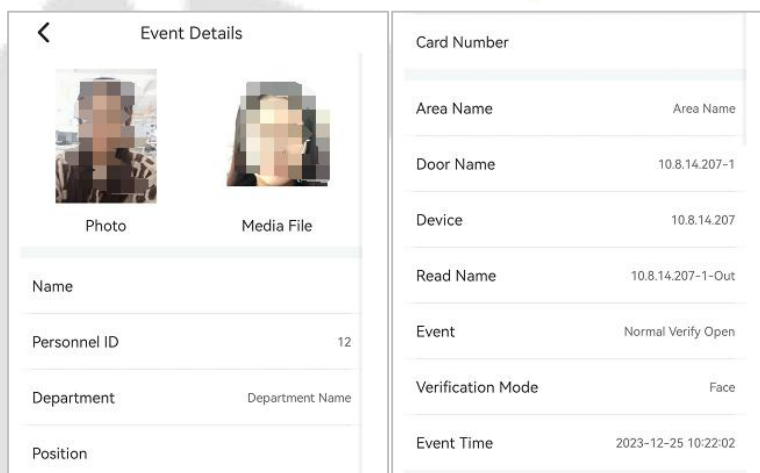


Figure 43 Access Details

2.3.2.4.5 Visitor List

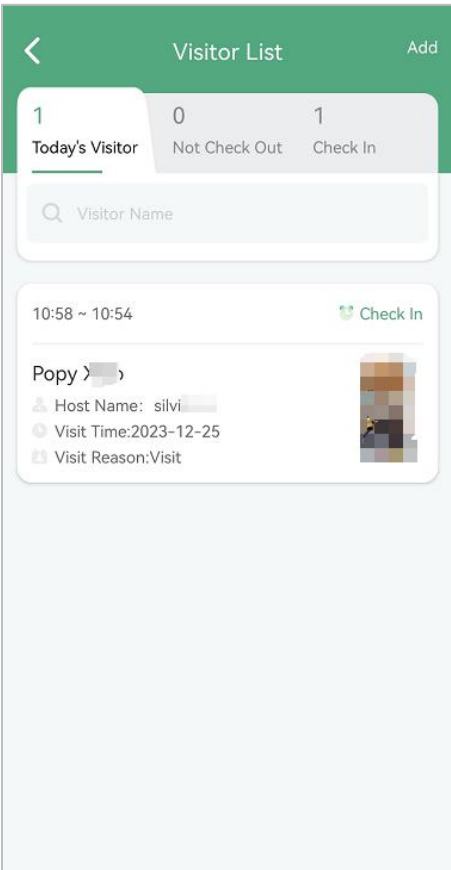


Figure 44 Visitor List

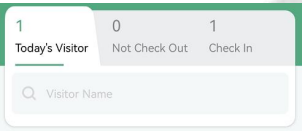
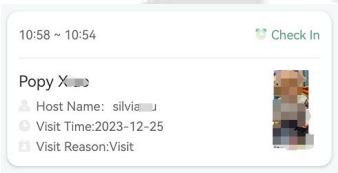
Module	Description
	- Today's Visitor Statistics Overview: Today's visitor, Not check out, Check In. - Search by visitor name.
	- Visitor visit details, including: time of visit, name of visitor, person visited, reason for visit, photo of visitor. - Visitor Statues: Check in/check out or not check out.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

Table 6 Visitor List

Figure 45 Visitor Register

- **Visitor Information**

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

- **Host Information**

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

- **Access Details**

Time and reason for the visit.

- **Other**

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

2.3.2.4.6 Visit Statistics

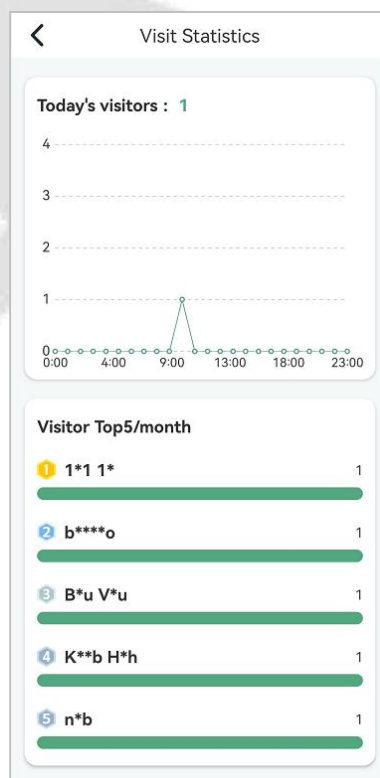


Figure 46 Visit Statistics

● Today’s Visitor

Counting Today's Visitor Flow.

● Visitor Top 5 /month

Top 5 Visitors by Monthly Visits.

2.3.2.4.7 Elevator Unlock

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

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

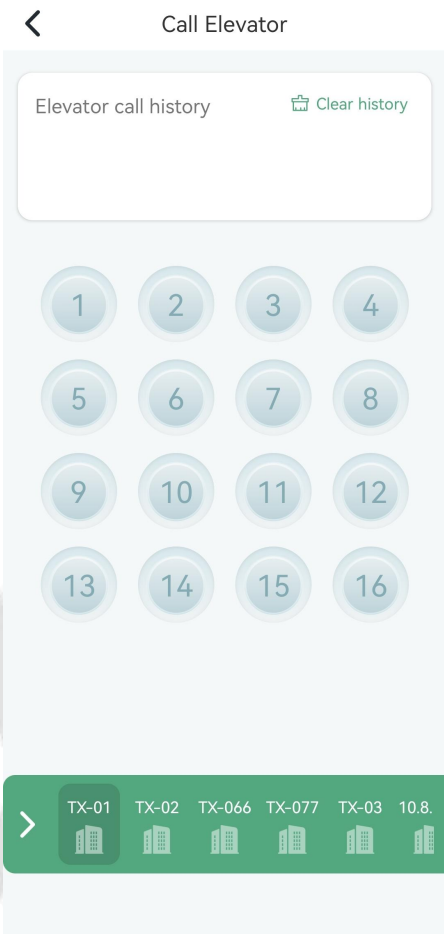


Figure 47 Call Elevator

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

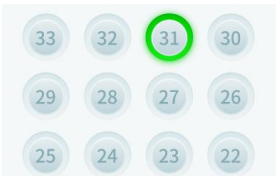
	• Display the floor buttons supported by the selected elevator, and users can only select floors they have access rights to.
---	--

Table 7 Call Elevator

2.3.2.4.8 Video Call

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

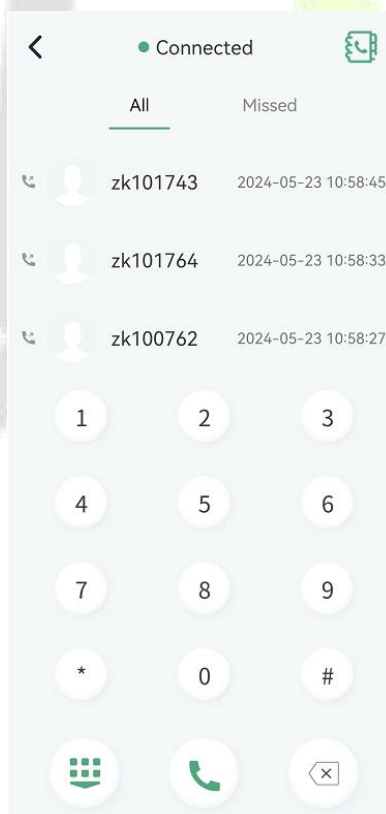
Note: This feature is available only in **version 1.1.0 and above**.

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

● Connected

● Connection in process

● Connection failed

**Figure 48 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.

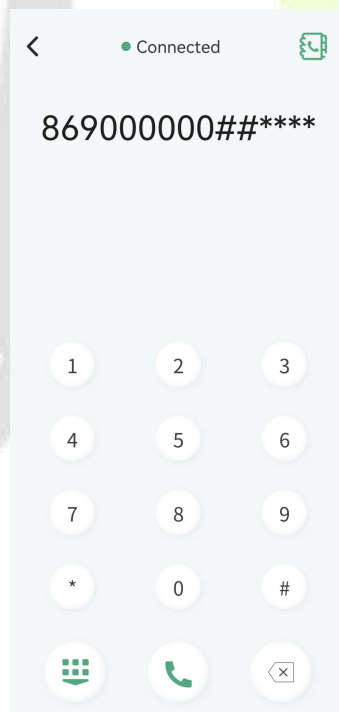


Figure 49 Dialing

● Address Book

Click the button  to enter the contact list page.

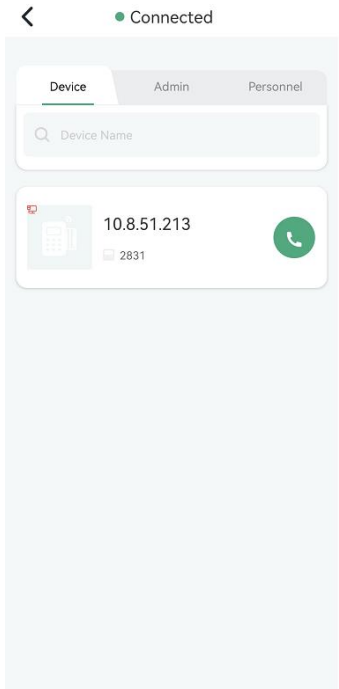


Figure 50 Address Book

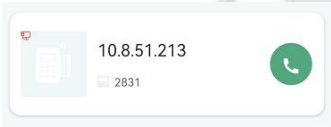
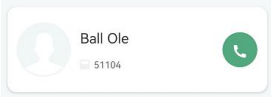
Module	Description
	Device  indicates that the device is offline.  indicates that the device is online. The fields from top to bottom represent, respectively: device name, device's extension number.
	Admin The fields from top to bottom represent, respectively: user name, name, extension number.
	Personnel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

Table 8 Address Book

● In-Call Interface



Figure 51 In-call Interface

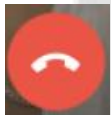
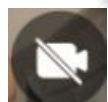
Icon	Description
	• Enable or disable the microphone. • After enabling, you will need to obtain the system microphone permission. • Disable it, you cannot make a call.
	• Hang up
	• Enable or disable the speakerphone.
	• Enable or disable the camera. • After enabling, you will need to obtain the system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

Table 9 In-call Interface

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

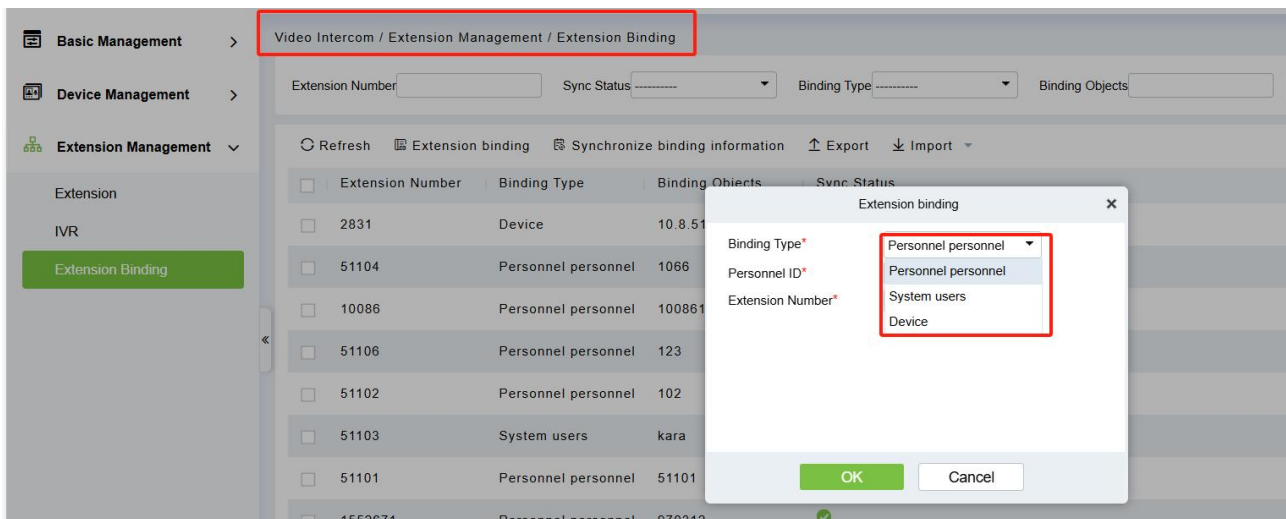


Figure 52 ZKBio CVSecurity Web Page

2.3.2.4.9 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.

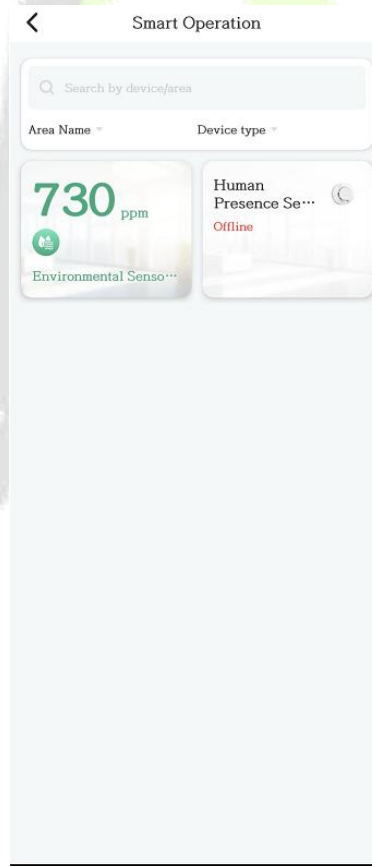


Figure 53 Smart Operation

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.

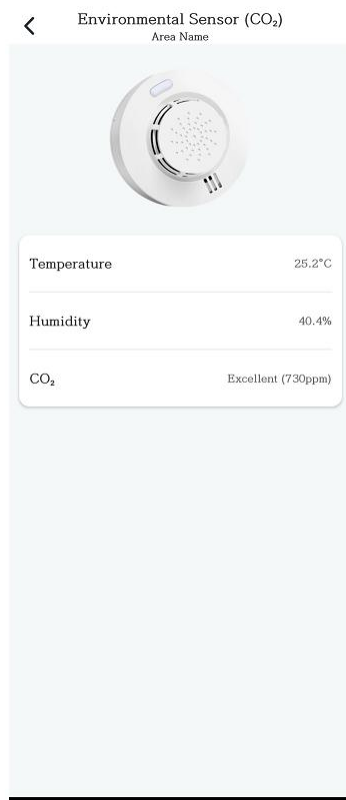
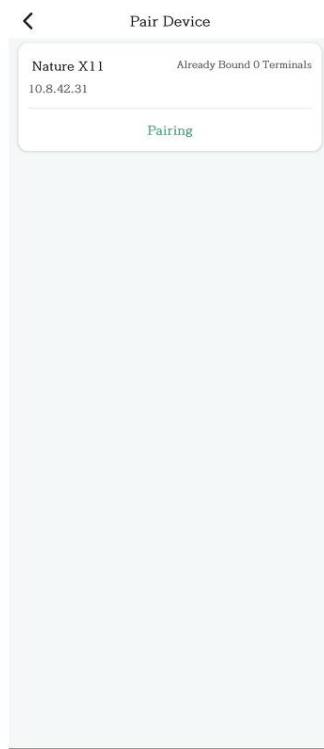


Figure 54 Details

2.3.2.4.10 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 55 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 56 Pairing Terminal**

2.3.2.5 Me

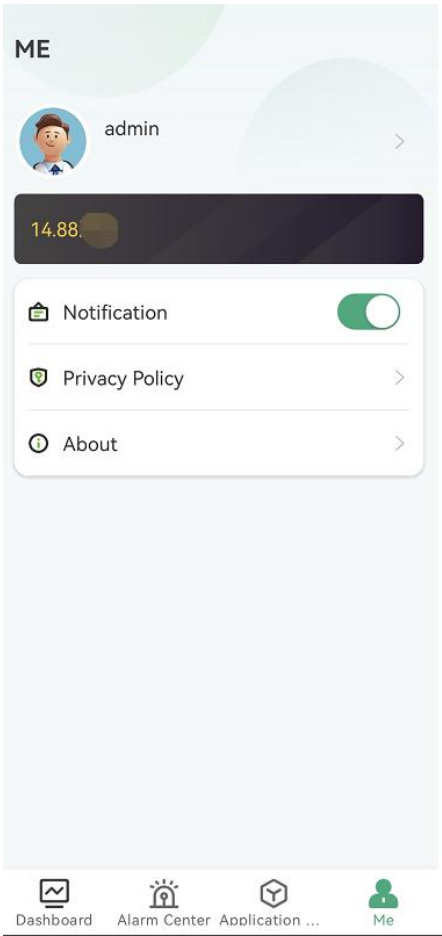


Figure 57 Me

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 10 Me

2.4 Personnel Application Operation Guide

2.4.1 Personnel Login

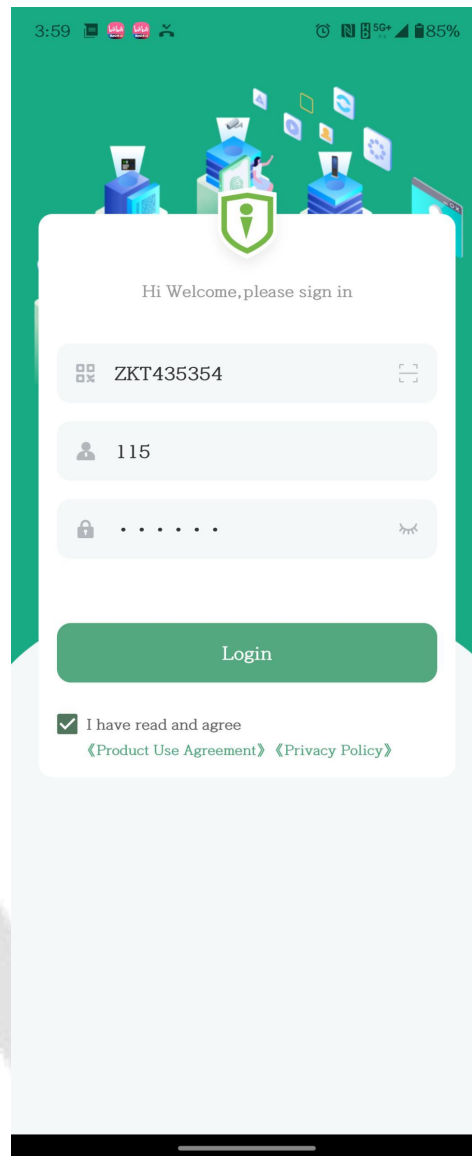


Figure 58 Personnel Login

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

2.4.2 Personnel Application Overview

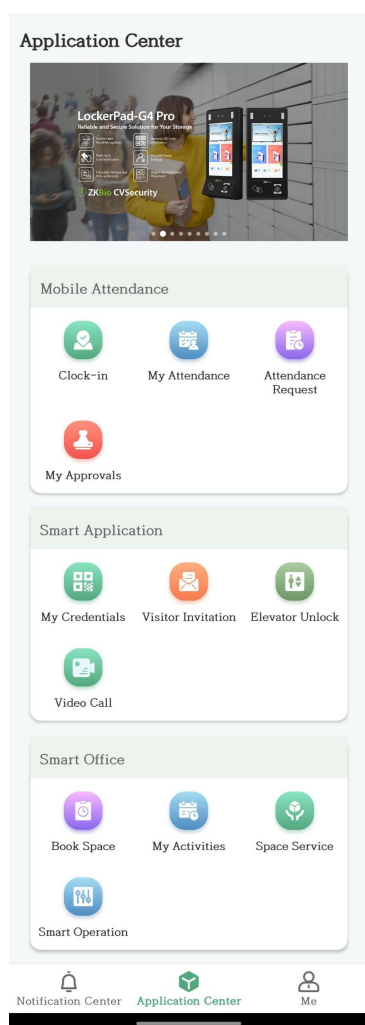


Figure 59 Light Mode

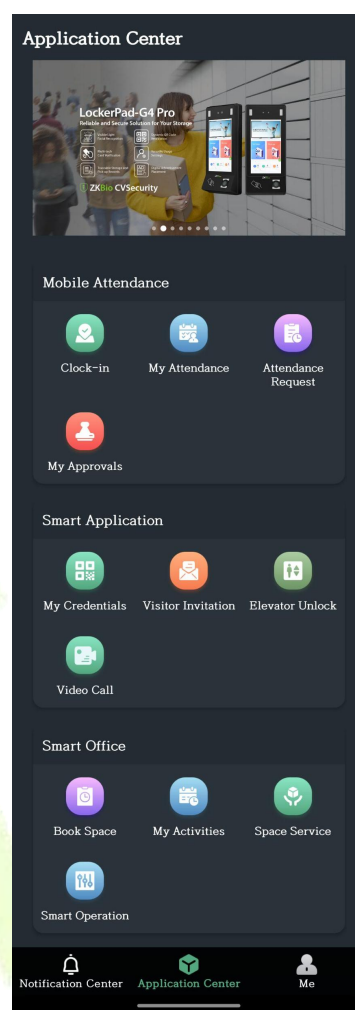


Figure 60 Dark Mode

2.4.2.1 Notification Center

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

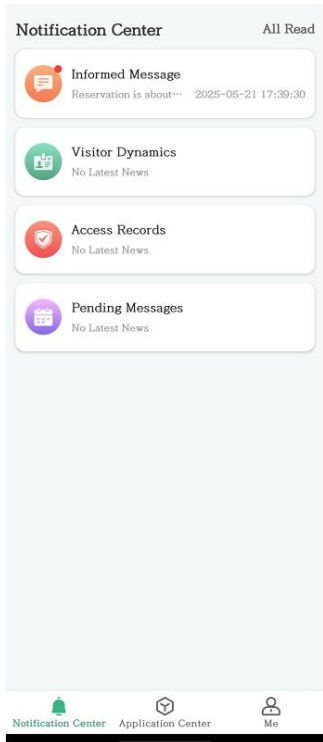


Figure 61 Notification Center

● Informed Message

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

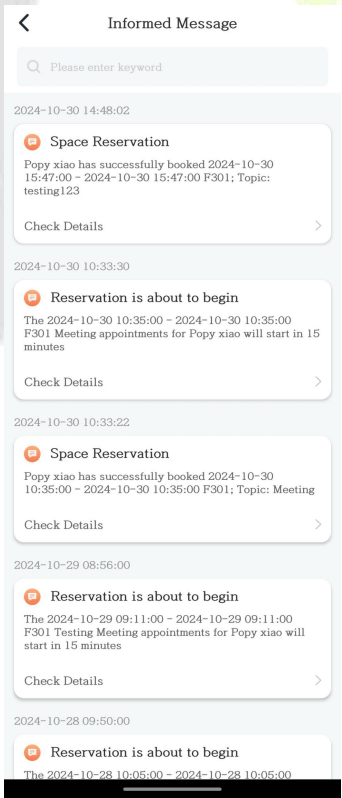


Figure 62 Informed Message

● Visitor Dynamics

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

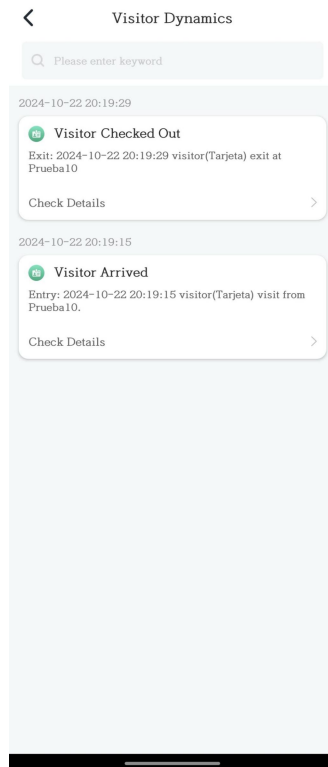


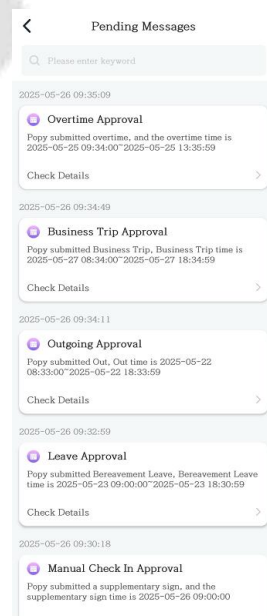
Figure 63 Visitor Dynamic

● Access Records

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

● Pending Message

Mainly display messages of attendance records pending review. After clicking, you can view the details and carry out approval.



2.4.2.2 Application Center

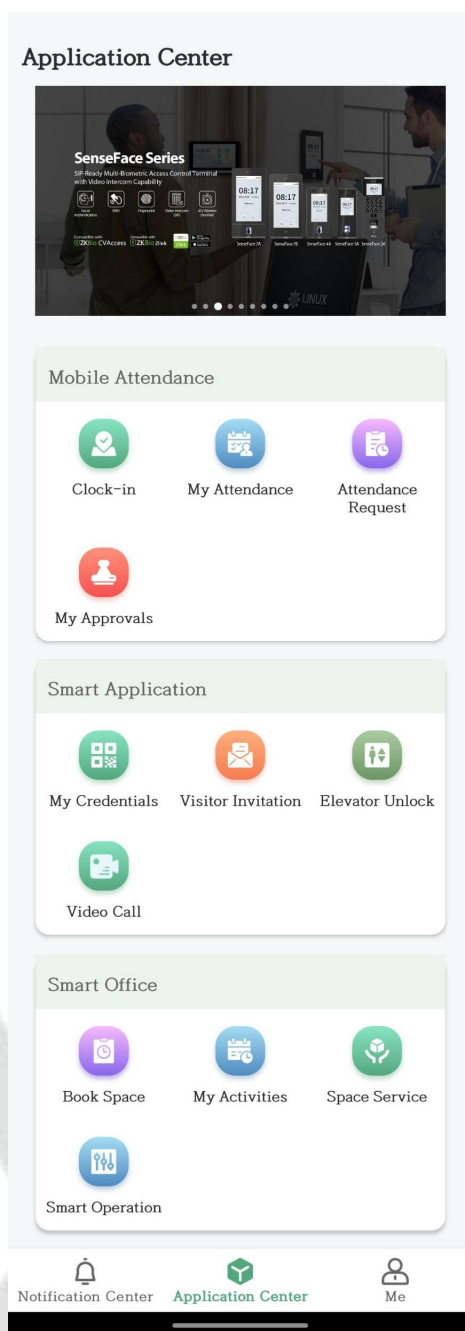


Figure 64 Application Center

2.4.2.2.1 My Credentials

Dynamic QR codes can be verified on access control devices.

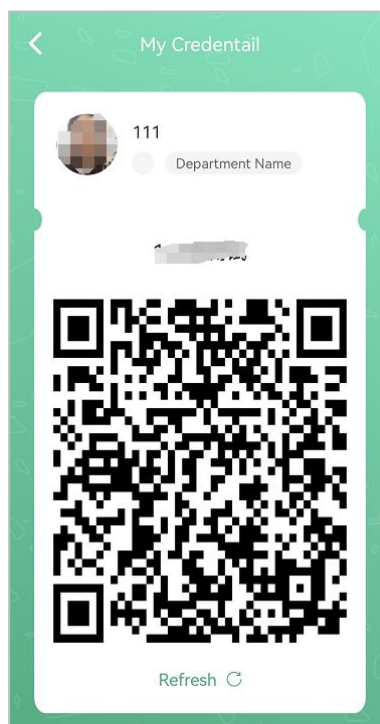


Figure 65 My Credentials

2.4.2.2.2 Visitor Invitation

- **My Invitation Records**

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

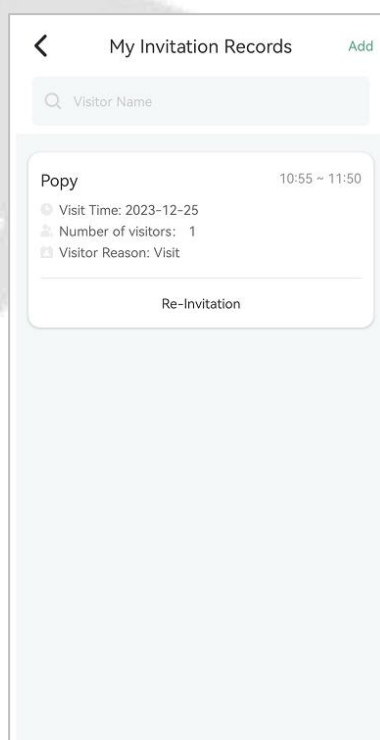


Figure 66 Visitor Invitation Records

● Invite Visitor

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

Visitor Invitation

Visitor Type Direct Access

Visitor information

First Name* Popy

Last Name Please enter last name

Email* popy.xiao@zkteco.com

Mobile Phone Please enter phone number

Start Time 2025-05-19 16:33:50

End Time 2025-05-19 17:33:57

Visit Reason Visit

Visitor Count 1

Cancel Visitor Type Confirmed

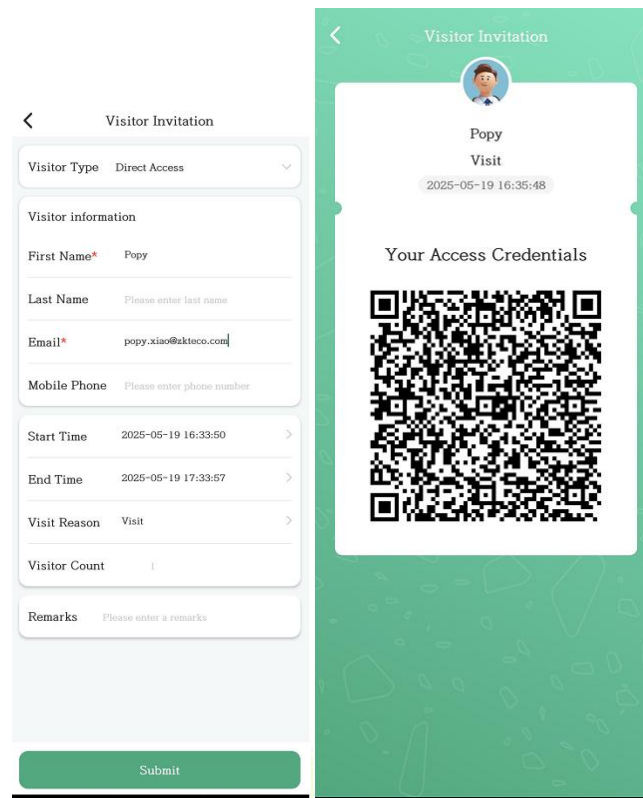
Direct Access

Requires Approval

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.



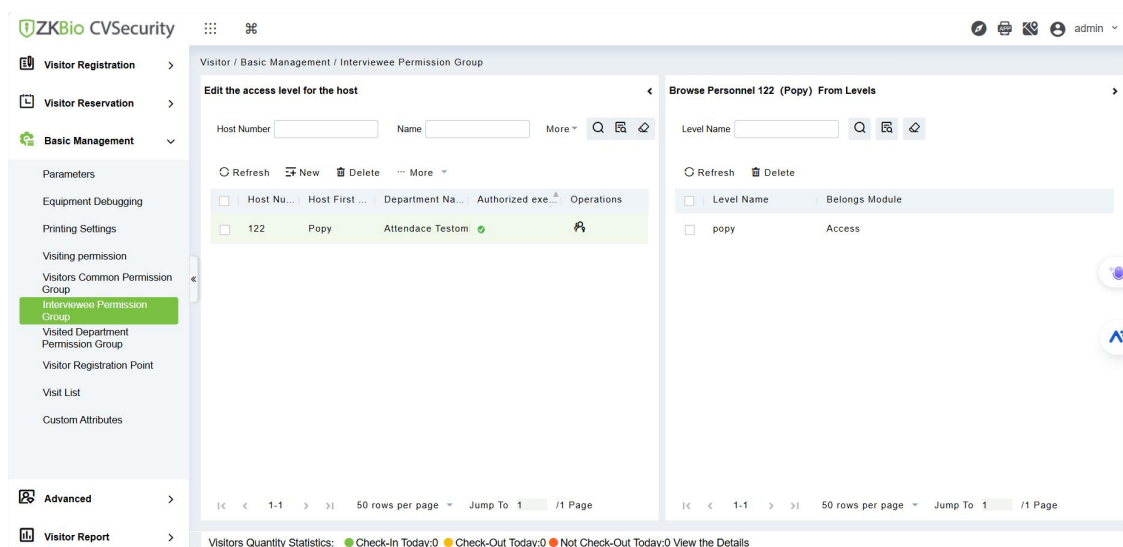
ZKBio CVSecurity will automatically send the access QR code to the visitor. The email is shown as follows in the picture.



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

- Navigate to **ZKBio CVSecurity** → **Visitor** → **Basic Management** → **Interviewee Permission Group**.

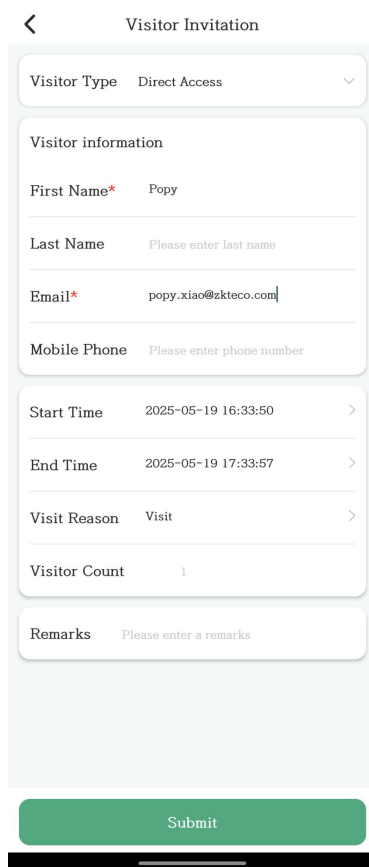
- b. Add the Interviewee and assign the access level.
- c. Click **More** → **No-reviewed Visitor**



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 67 Visitor Invitation**

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

**Figure 68 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.

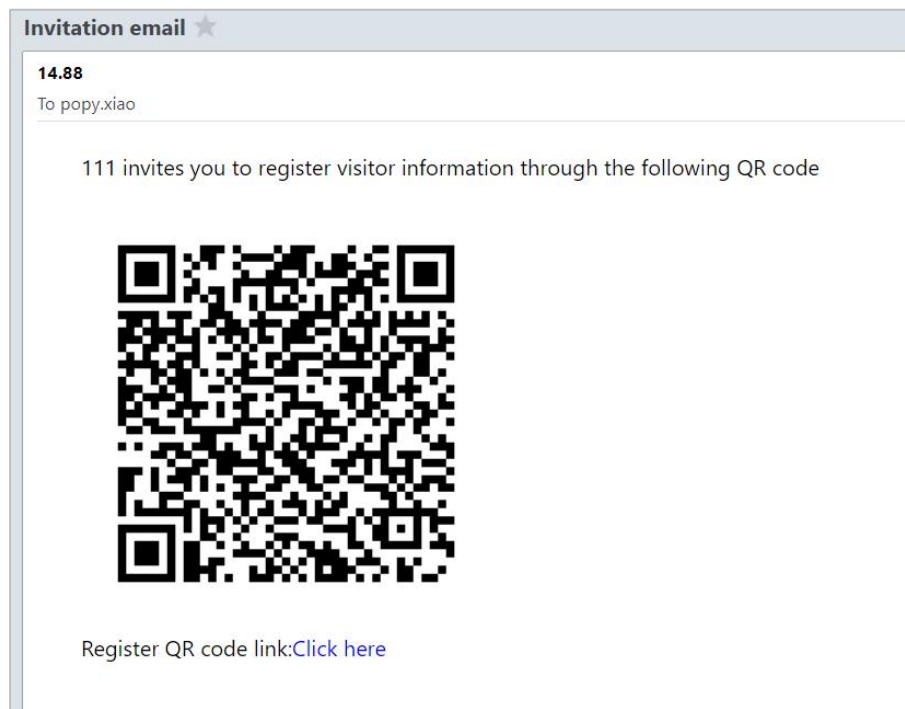


Figure 69 Visitor Email

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.

2.4.2.2.3 Video Call

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

Please refer to the function description in [Video Call](#).

2.4.2.2.4 Elevator Unlock

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

Please refer to the function description in [Elevator Unlock](#).

2.4.2.2.5 Book Space

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

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

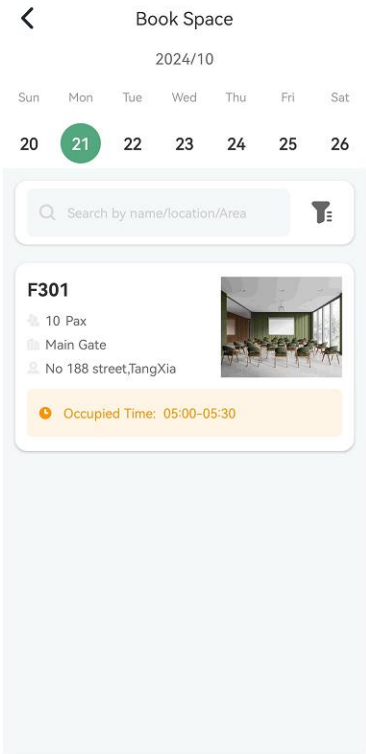


Figure 70 Book Space

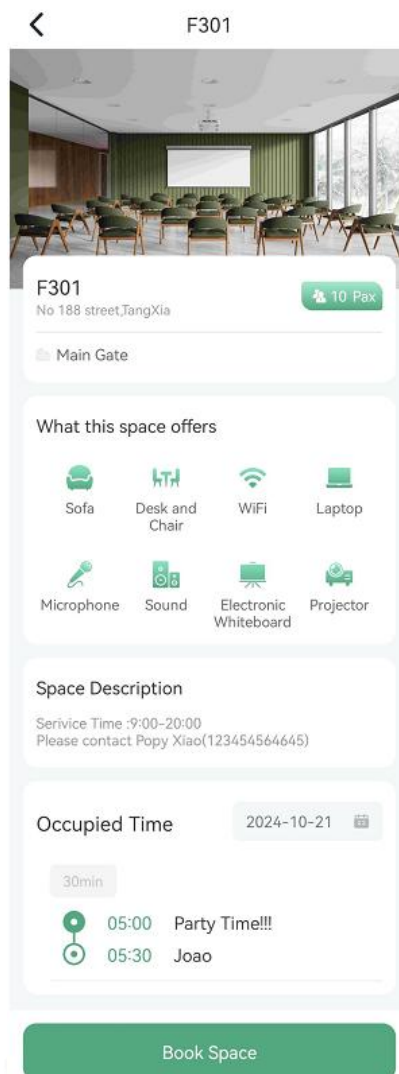
Module	Description
	You can select a date, with the default display set to only show dates from the current week. You can swipe down or right to display more dates.
	You can enter text in the search box to perform a search, or click  to filter for more options.
	Display all the information and status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

Table 11 Book Space

● Book Space

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

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

**Figure 71 Book Space**

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

<

Book Space

Book Time *

Start Time

2024-10-21 09:30

>

End Time

2024-10-21 11:30

>

Check In Time

At Start

>

Title *

Training aaa

Participant

Test,JiaulHuk,dhonisi...

Reminder Time

Reminder 15 minutes before

>

Content

1.xxxxxxxxxx

2.xxxxxxxxxx

Additional Request

Clea...

Snack

Fruit

Coffee

Tea o...

Cancel

Submit

Figure 72 Book Space

Module	Description
Book Time * Start Time 2024-10-21 09:30 > End Time 2024-10-21 11:30 > Check In Time At Start >	● 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 * Training aaa Participant Test,JiaulHuk,dhonisi... Reminder Time Reminder 15 minutes before >	● Title: The theme for reserving the use of the space. ● Participant: Select participants; after a successful reservation, they will receive reminders, and only participants can verify on the device. ● Reminder Time: The time for a follow-up reminder.
Content 1.xxxxxxxxxx 2.xxxxxxxxxx	The content for reserving the use of the space, such as the meeting agenda.

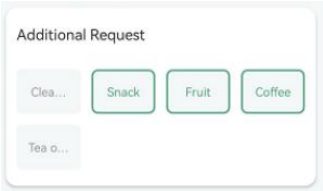
	Indicates whether additional services are needed. After selecting the appropriate services, the space manager will receive a corresponding reminder and provide the services.
---	---

Table 12 Book Space

The interface after a successful reservation is shown as follows:

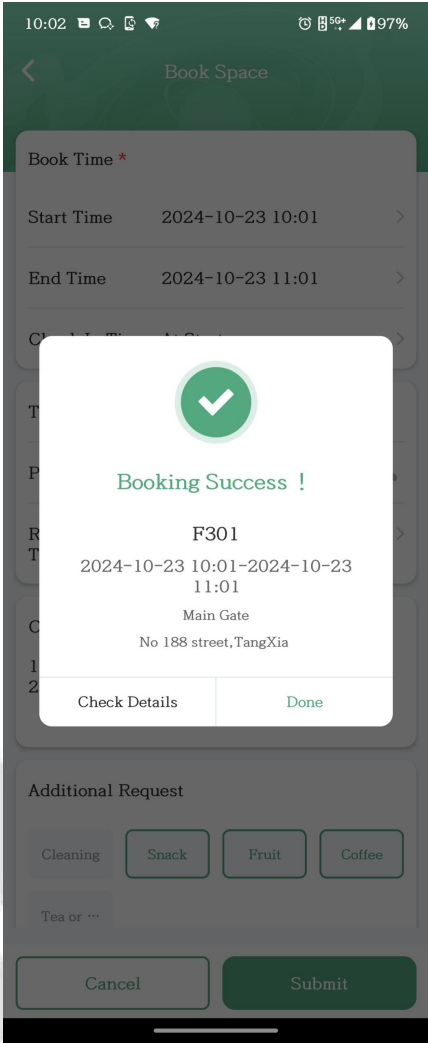


Figure 73 Book Space

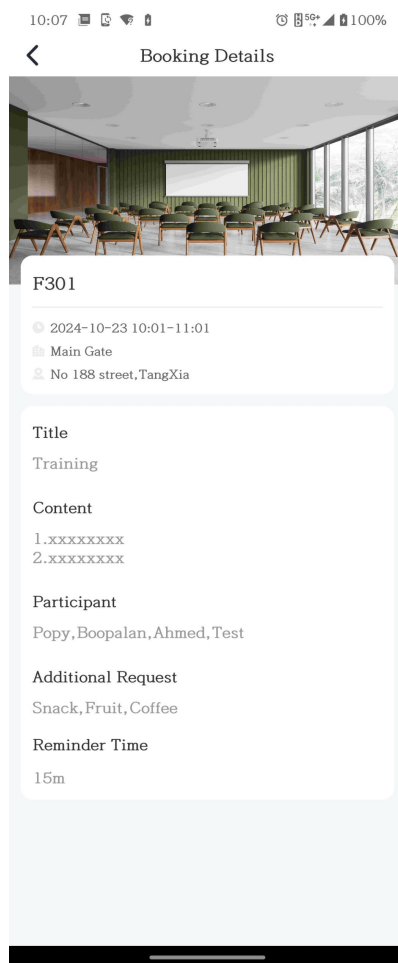


Figure 74 Book Details

2.4.2.2.6 My Activities

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

- **My Booking**

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

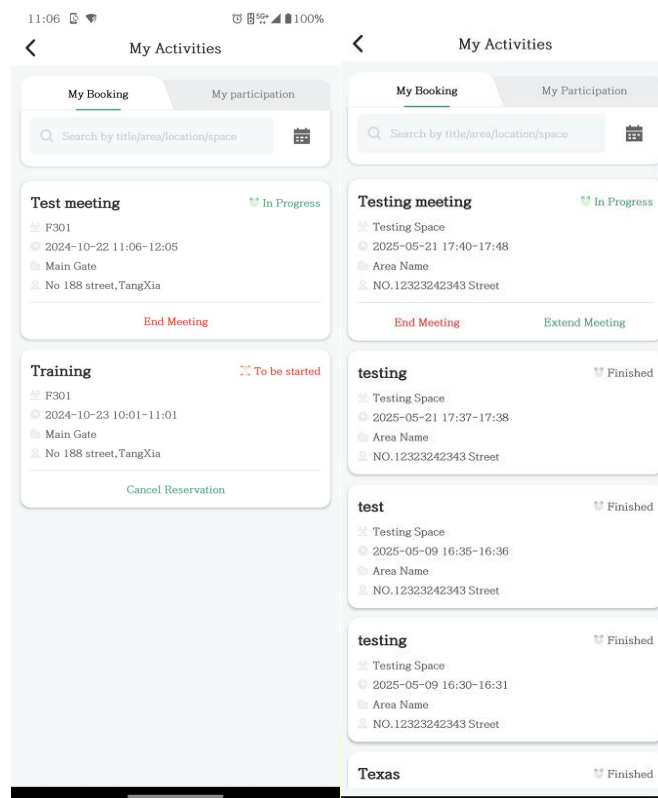


Figure 75 My Booking

■ 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 unused time will be released and become available for booking.

■ 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.

■ 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 displays activities you are participating in. When you are selected as a participant during space reservation, the activity will appear in your My Participation interface. As shown in the figure below:

Note: Only the organizer can cancel or end activities; participants cannot perform these operations.

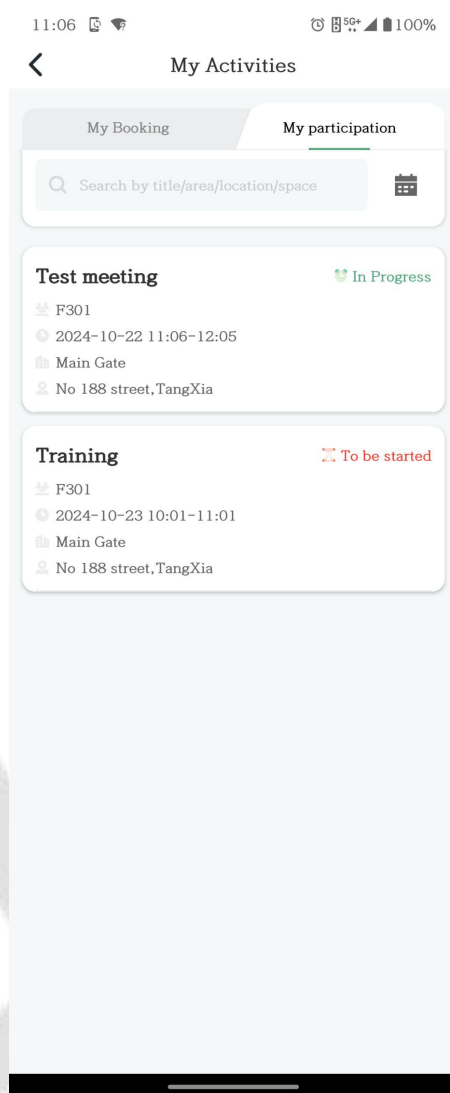


Figure 76 My Activities

2.4.2.2.7 Space Service

This application is accessible only to available to users with space administrator permissions.

● Pending

Space administrators can view all reservation statuses and service requests submitted by users.

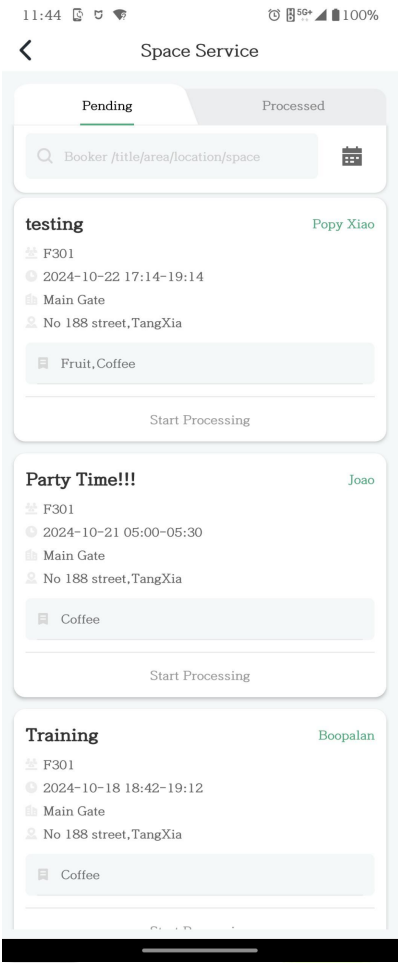


Figure 77 Space Service

Space administrators can process user requests by clicking "Start Processing" to access the processing interface:

The space administrator can then provide an appropriate response based on the service request.

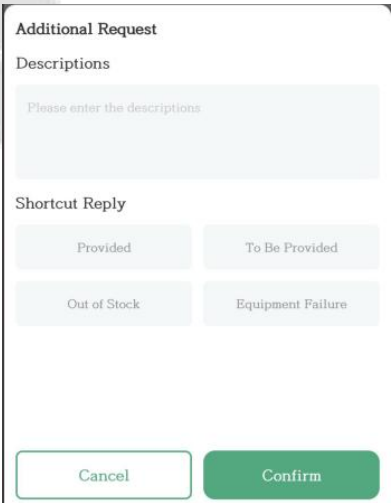


Figure 78 Space Service

● **Processed**

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

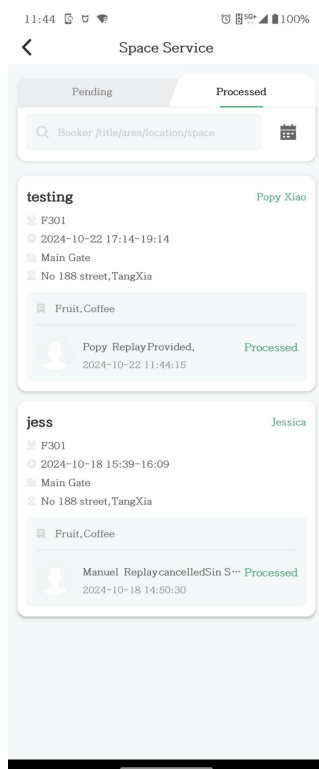


Figure 79 Space Service

2.4.2.2.8 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

Note: First, configure area management permissions in **ZKBio CVSecurity -> Energy Saving -> Device Management -> Area Personnel** for the corresponding personnel. Users can only view and operate terminals after proper permissions are assigned.

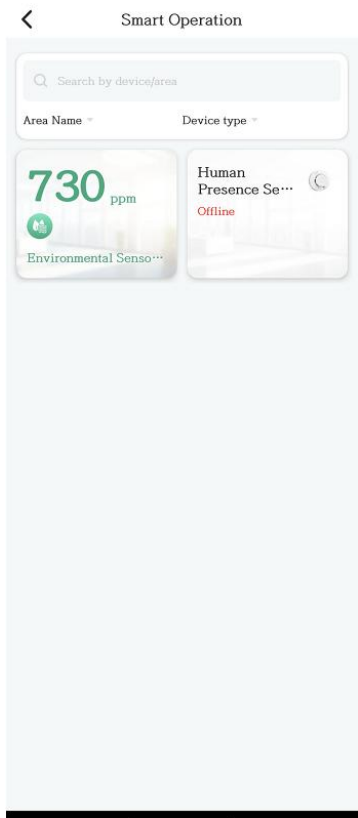


Figure 80 Smart Operation

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.

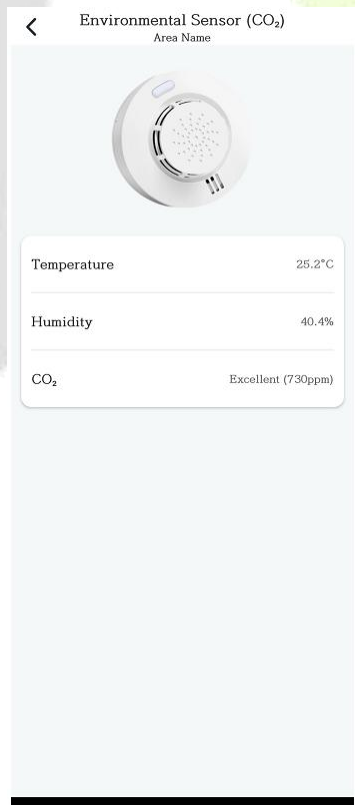


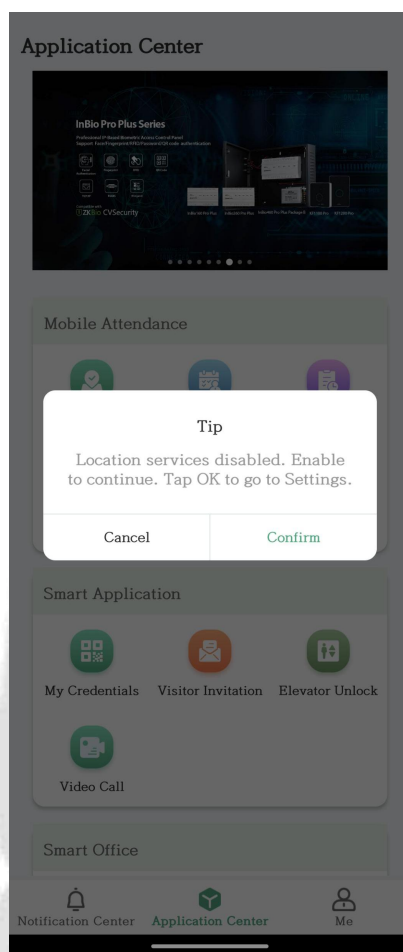
Figure 81 Details

2.4.2.2.9 Clock In

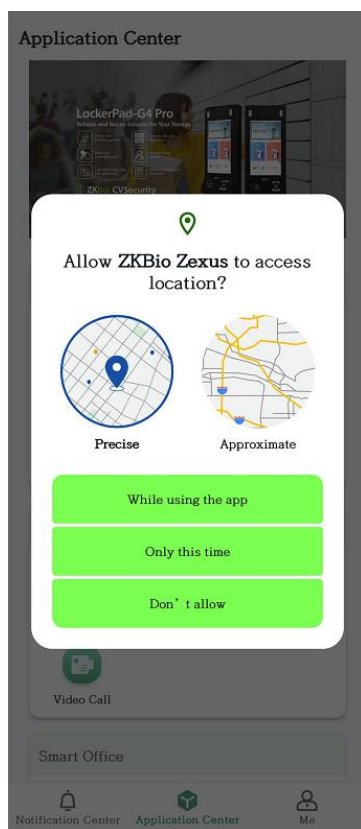
This function enables mobile attendance check-in. The version requirements are as follows:

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

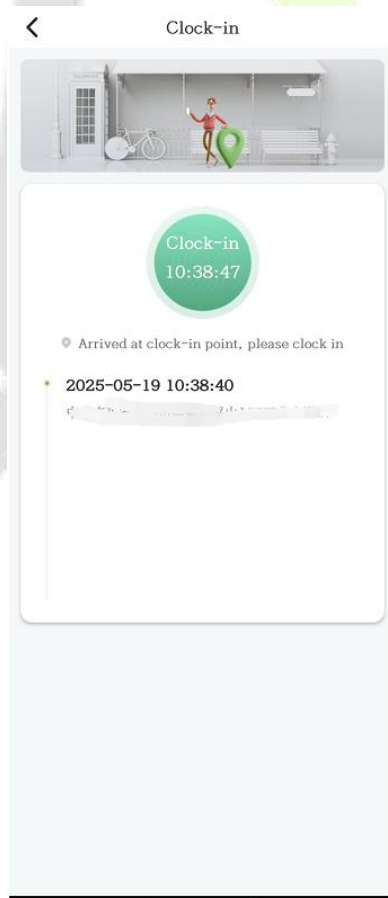
Click the Clock In application. The system requires location permission to function. When using this feature for the first time, you will see a permission request prompt. Please grant location permission to use this function properly.



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



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.



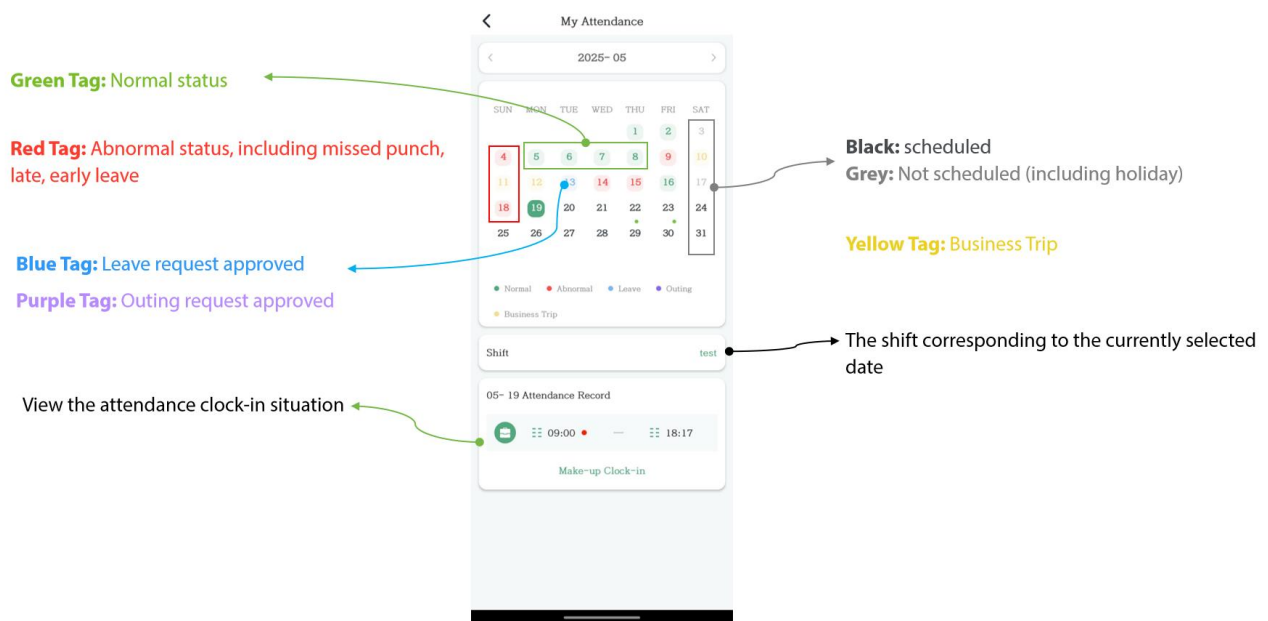
Note: 1) The mobile Clock In function requires obtaining the system location permission. Please make sure to authorize the location permission.

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.

2.4.2.2.10 My Attendance

View my work schedule and daily attendance situation.



2.4.2.2.11 Attendance Request

This application allows users to manage attendance issues, including missed punch corrections, business trip applications, leave requests, overtime applications, and going-out requests.

● Attendance Request

< Attendance Request

Attendance Request Application Records

- Make-up Clock-in**
Submit Make-up Request
- Leave**
Submit Leave Request
- Outing**
Submit Outing Request
- Business Trip**
Submit Business Trip Request
- Overtime**
Submit Overtime Request

■ Make-up Clock In

< Make-up Clock-in

Make-up Count: 2

Application Date 2025-05-19

Make-up Time 09:00

Approval Process

- Approver
Manager
- Notifier
+
- Process Completed

Remarks

Forgot clock in

Submit

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 13 Make-up Clock-in

■ Leave

The screenshot shows the 'Leave' application interface. At the top, there's a back arrow and the title 'Leave'. Below it, the 'Leave Type' is set to 'Personal Leave'. The 'Start Time' is '2025-05-26 00:00' and the 'End Time' is '2025-05-26 23:59'. The 'Leave Time' is '9.0hour'. There's an 'Add Attachment' section with a camera icon. The 'Approval Process' section shows 'Approver' as 'Manager', 'Notifier' with a plus icon, and 'Process Completed'. The 'Remarks' section has a placeholder 'Enter leave remarks'. At the bottom is a green 'Submit' button.

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 14 Leave

■ Outing

The screenshot displays the 'Outing' form interface. At the top, there's a back arrow and the title 'Outing'. Below this, the form is organized into several sections: 'Start Time*' with a value of '2025-05-26 00:00', 'End Time*' with '2025-05-26 23:59', 'Outing Duration' set to '9.0hour', and 'Outing Reason*' with the text 'outside'. An 'Approval Process' section follows, showing a green dot next to 'Approver' with 'Manager' and 'ANNASTASYA' listed below it. Another green dot is next to 'Notifier' with 'Popy' and a close icon 'X' next to it, and a green plus icon '+' to add more. A third green dot is next to 'Process Completed'. At the bottom of the form is a large green 'Submit' button.

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 15 Outing

■ Business Trip

<

Business Trip

Start Time*

2025-05-26 00:00

>

End Time*

2025-05-26 23:59

>

Business Trip Duration

1.0Day

Business Trip Reason*

Please enter

Approval Process

Approver

Managerkara

Notifier

Popy ×+

Process Completed

Submit

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 16 Business Trip

■ Overtime

<

Overtime

Overtime Type

Normal OT

>

Start Time*

2025-05-26 00:00

>

End Time*

2025-05-26 23:59

>

Overtime Duration

1439.0minutes

Approval Process

●

 Approver

Manager

ANDREAS WIJAYA

●

 Notifier

Popy ×

+

●

 Process Completed

Remarks

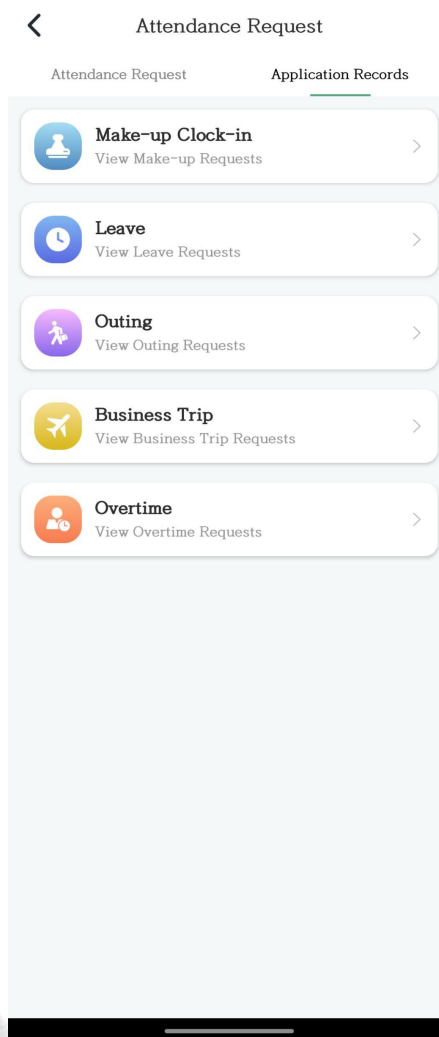
Enter overtime remarks

Submit

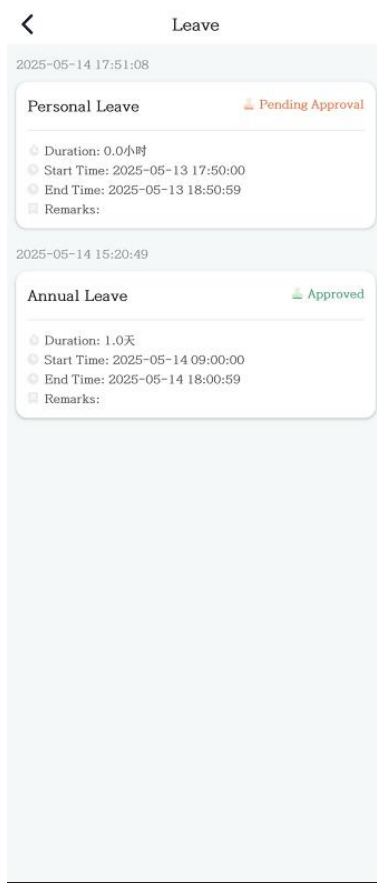
Parameter	Description
Start Time	Select Start Time
End Time	Select End Time
Overtime Duration	The system automatically calculates the duration of the overtime according to the work schedule.
Approval Process	View the complete approval process; Approver: The person who conducts the review operation. Notifier: 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.

● Application Records

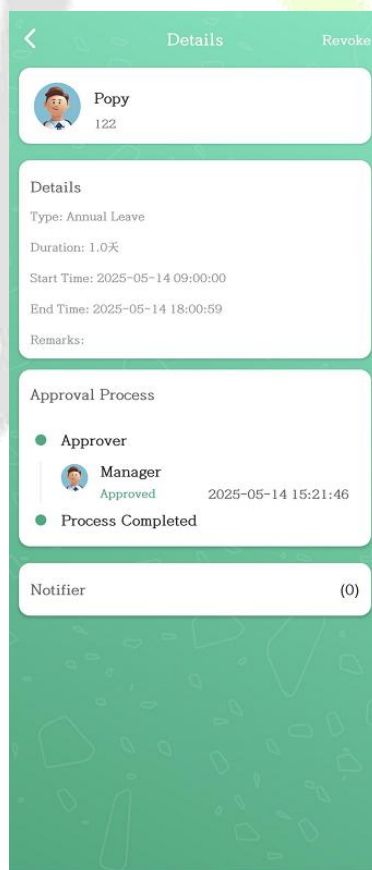
View the application records of various types.



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:



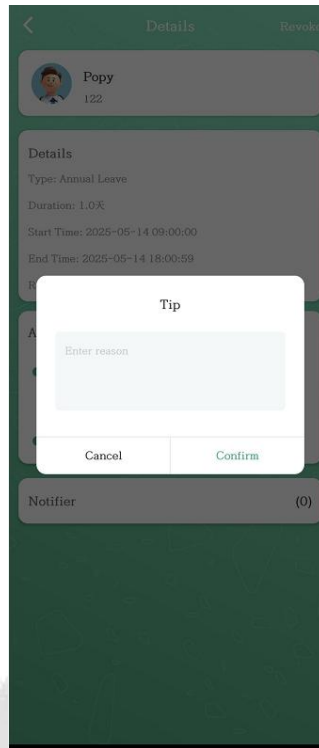
After clicking on a specific record, you can view the application details.



■ Revoke

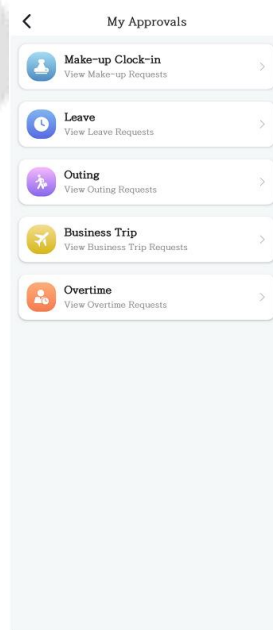
Click the "Revoke" button in the upper right corner of the attendance application details, enter the revocation reason, and then "Confirm" to complete the operation.

Note: Revocation requests require approval through the configured workflow and will only be processed after approval is granted.



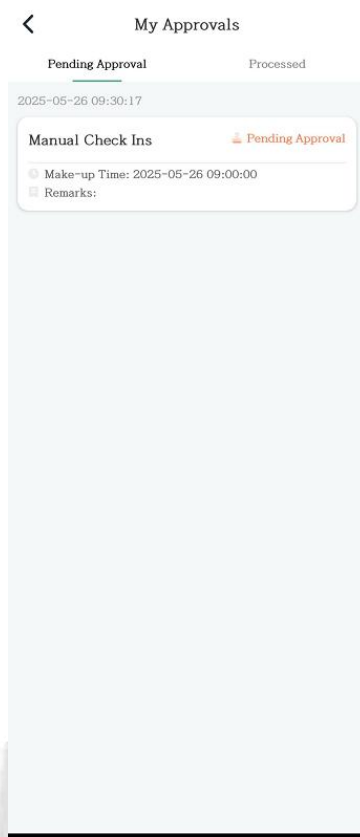
2.4.2.2.12 My Approvals

Note: Only users with approval authority configured in ZKBio CVSecurity can view and process approval records.

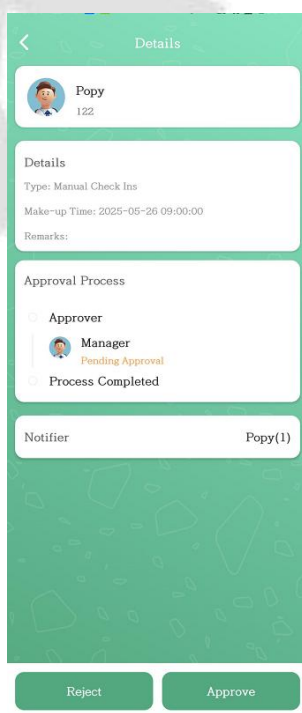


After clicking the corresponding type, you can enter the approval operation interface, as shown in the following figure:

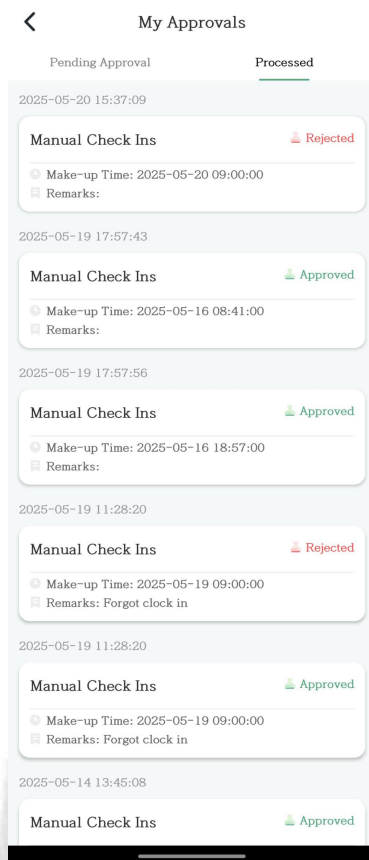
View the records to be approved for the corresponding type.



Click on a record to view details and perform approval operations. Click "Approve" to accept the request or "Reject" to deny the application.



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



2.4.2.3 Me

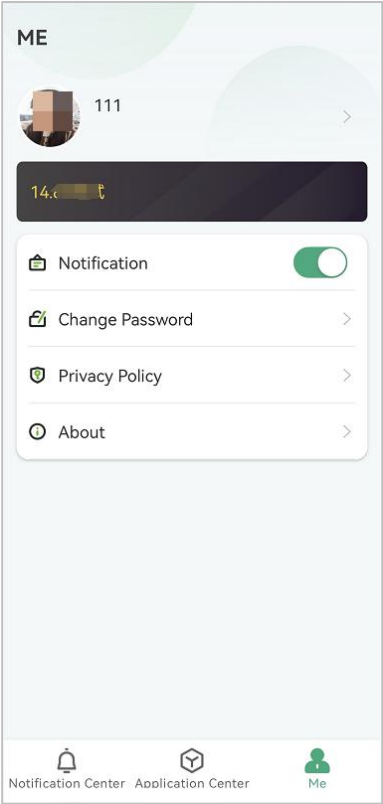


Figure 82 Me

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

Table 17 Me

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".

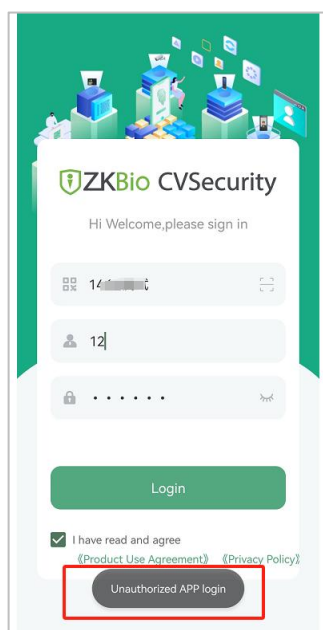


Figure 83

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**.

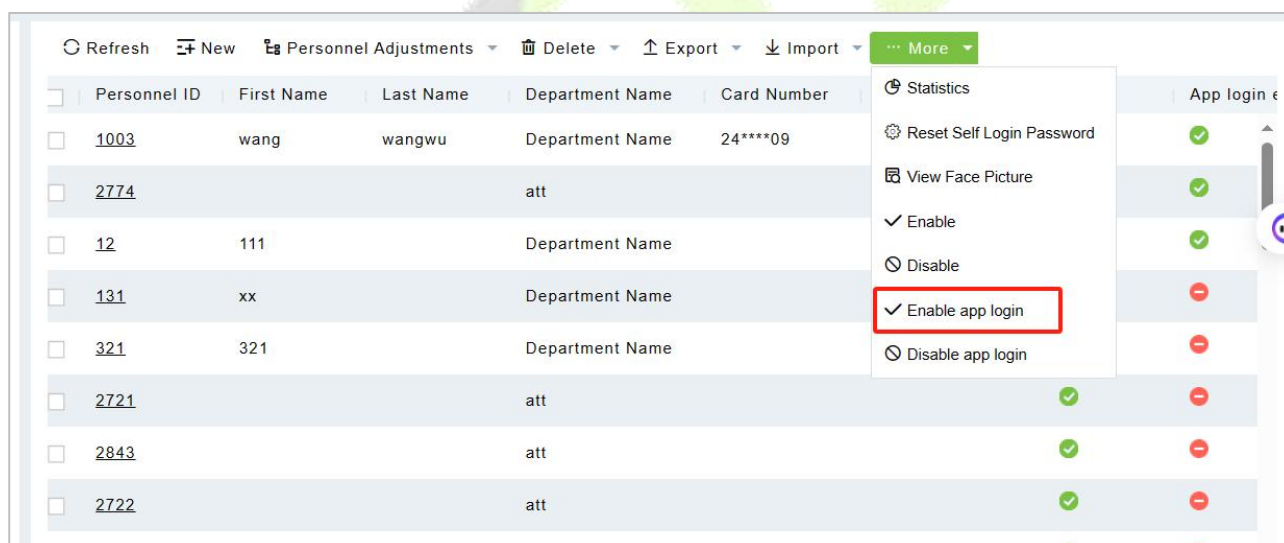


Figure 84

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**.

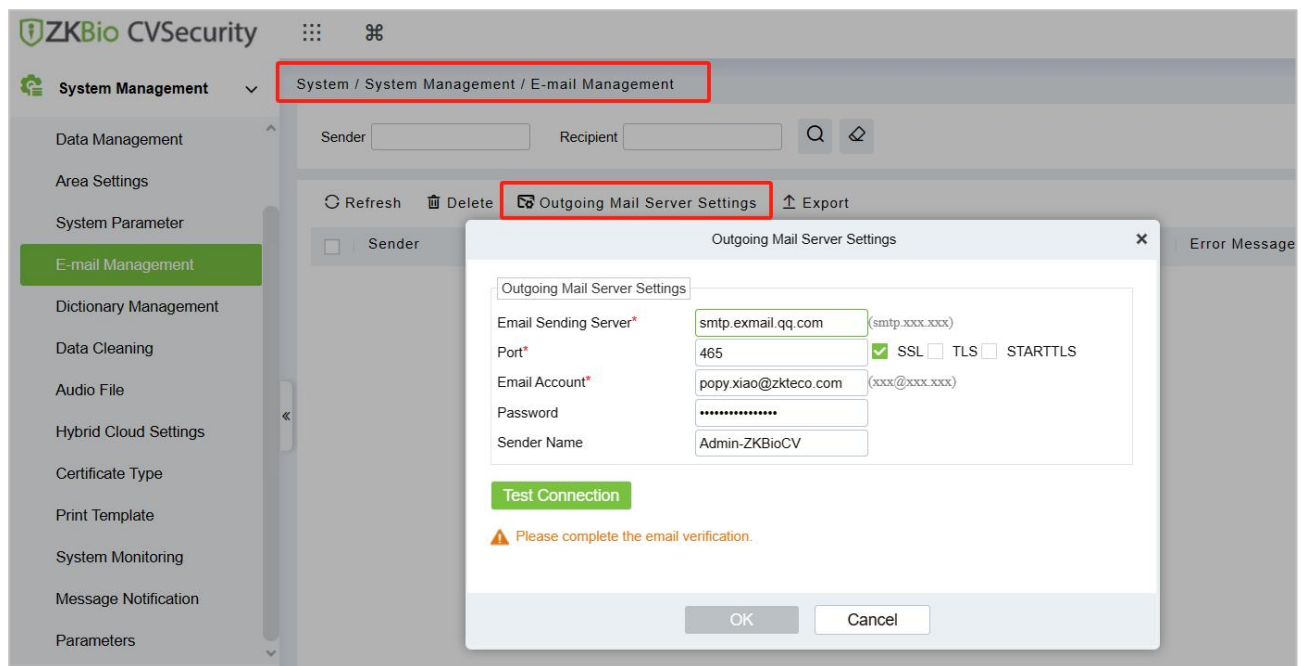
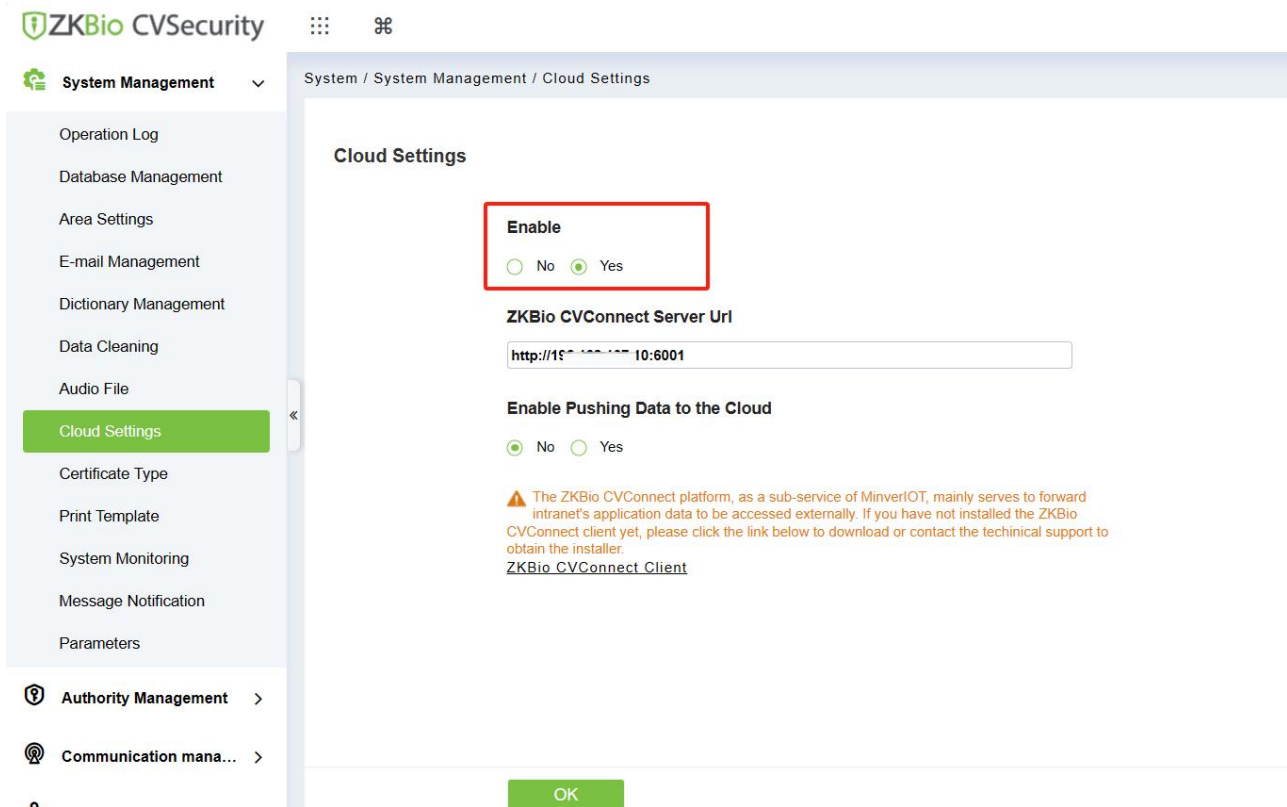


Figure 85

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.

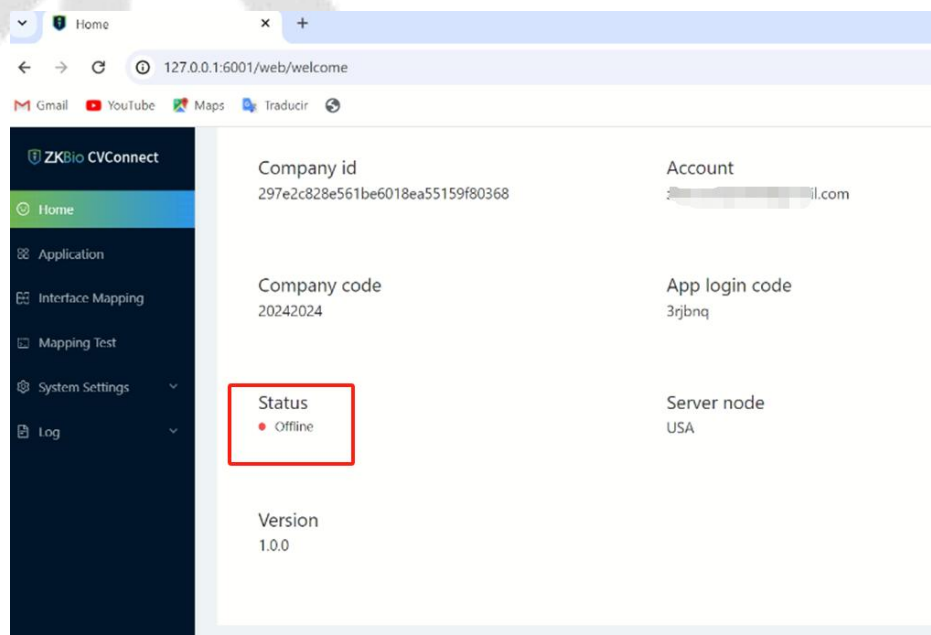


Enable: After selecting "Yes," real-time alarm and message notifications will be pushed to the APP. Even when the APP is running in the background, the phone will still be able to receive notifications.

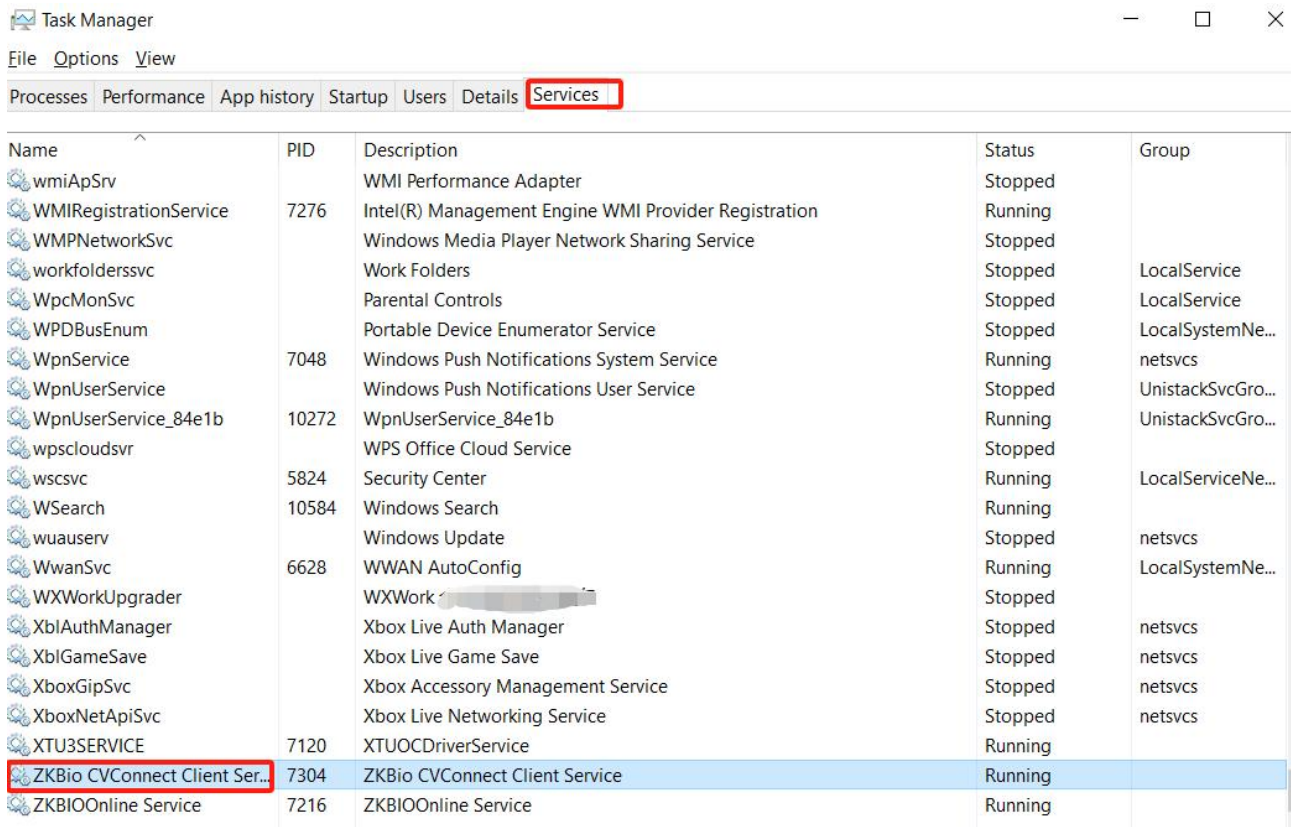
ZKBio CVConnect Server Uri: Enter the server address for ZKBio CVConnect, the local address will be filled in by default;

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?



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



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