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 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 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 ★ 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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Mobile APP Installation Procedure

Install ZKBio CVConnect

Bind ZKBio CVSecurity and ZKBio CVConnect.

Scan Organization's Code

| Step 01 | Step 02 | Step 03 | Step 04 | Step 05 |

Active ZKBio CVConnect

Install Mobile APP
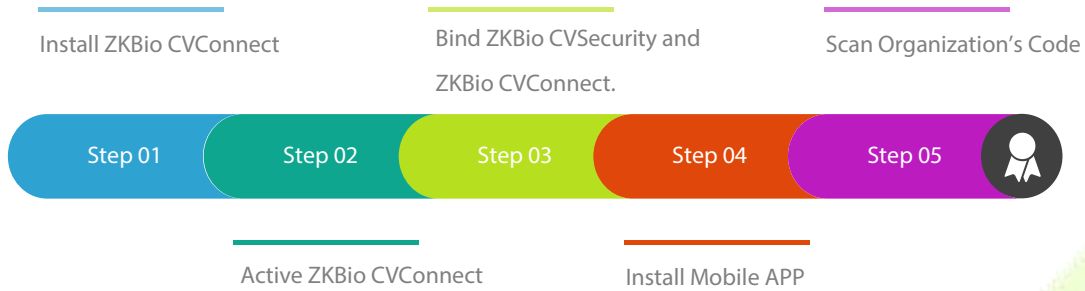
Preconditions

- 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.
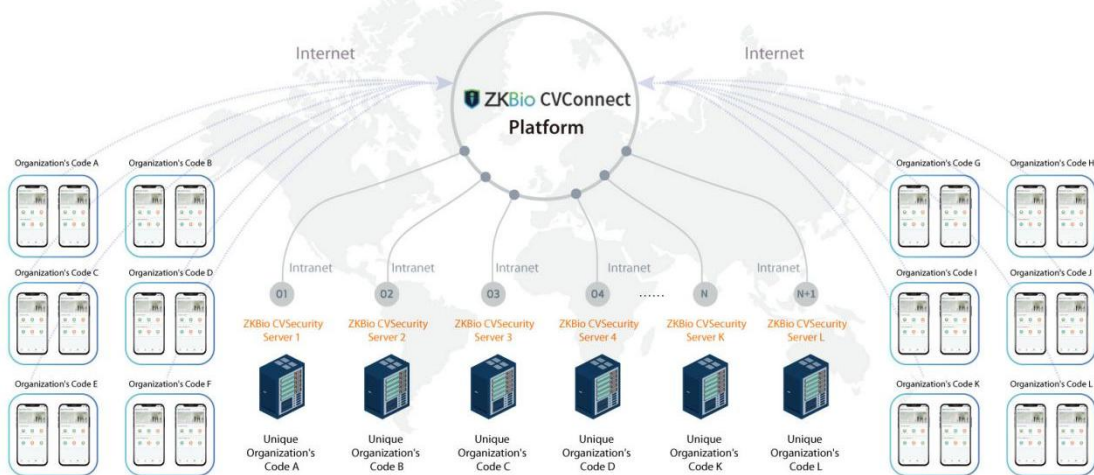

Figure 1 ZKBio CVConnect Introduction

1   ZKBio CVConnect Client Installation

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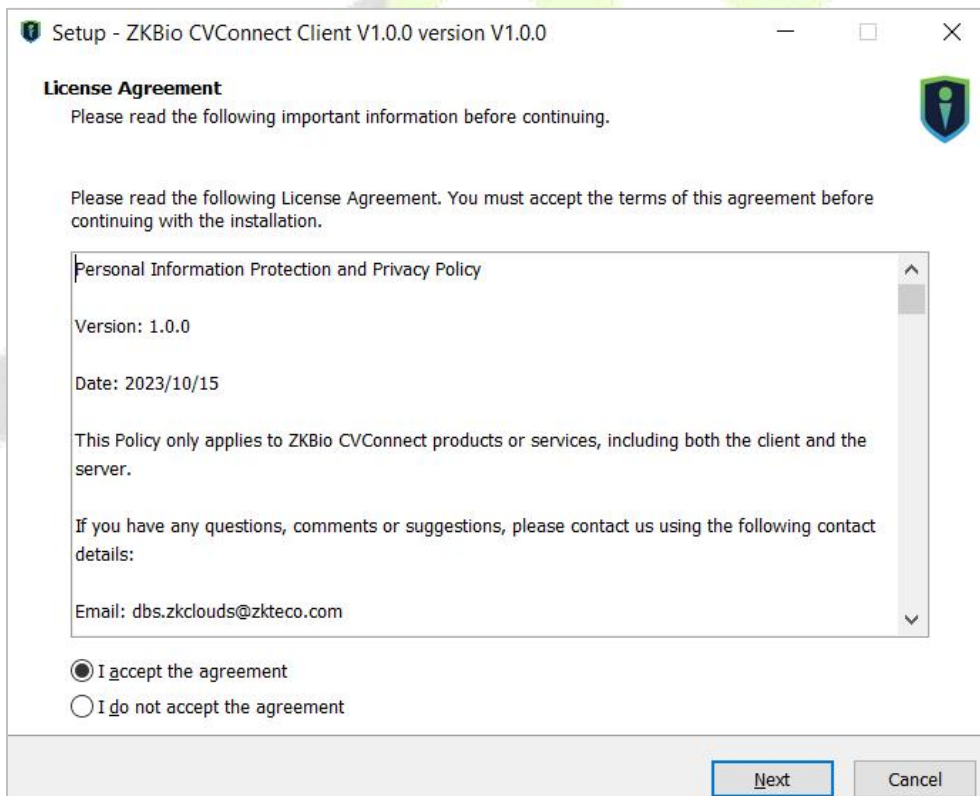

ZKBio+CVConnect_Client_V1.0.0.exe

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.
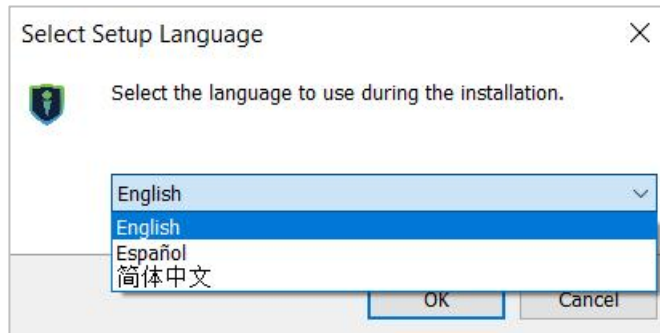
Figure 2 Setup Language

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

Figure 3 License Agreement

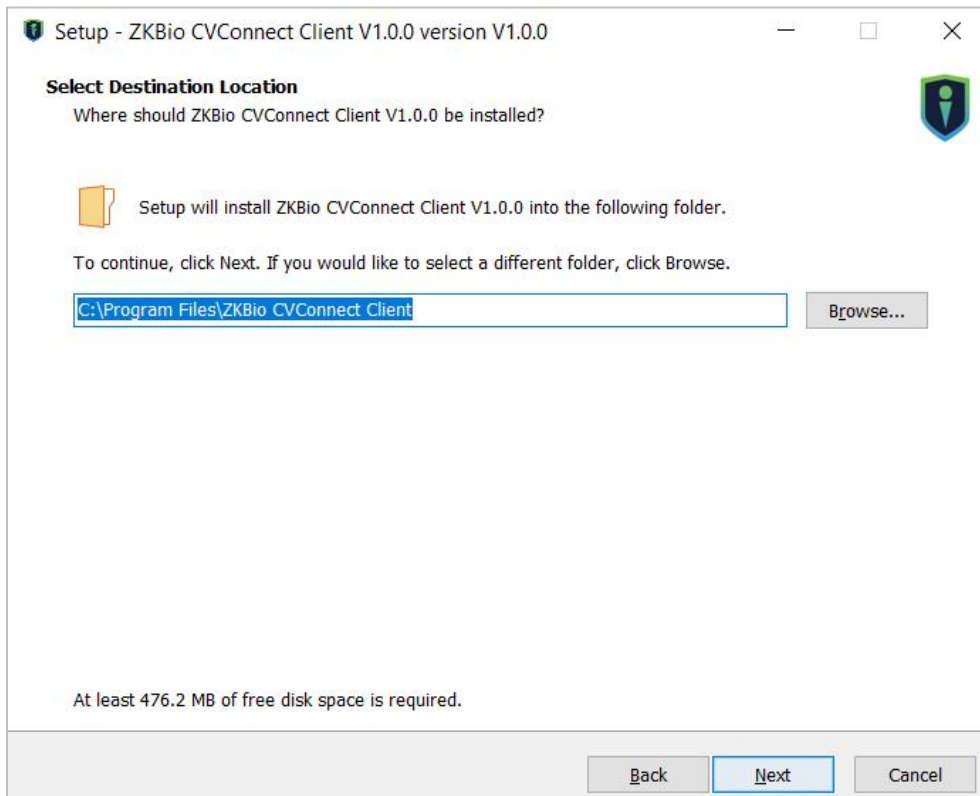2) Configure the installation path, then click **Next**.

Figure 4 Install Path

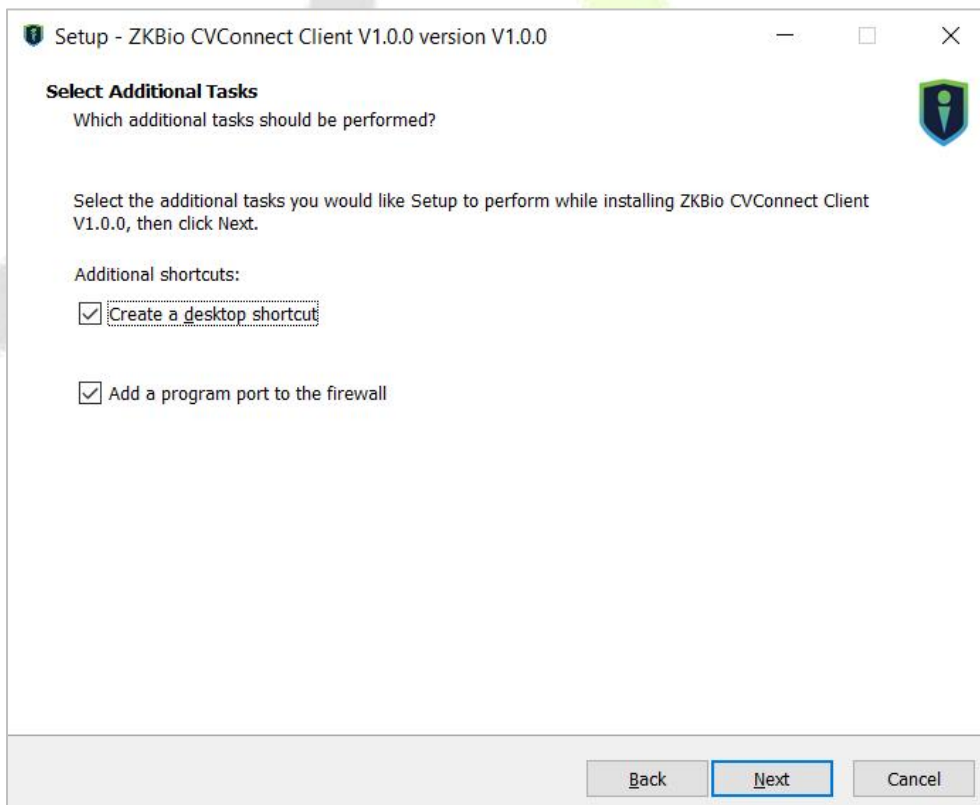3) Select to create a desktop shortcut and add a program port to firewall, then click **Next**.

Figure 5 Create Desktop Icon

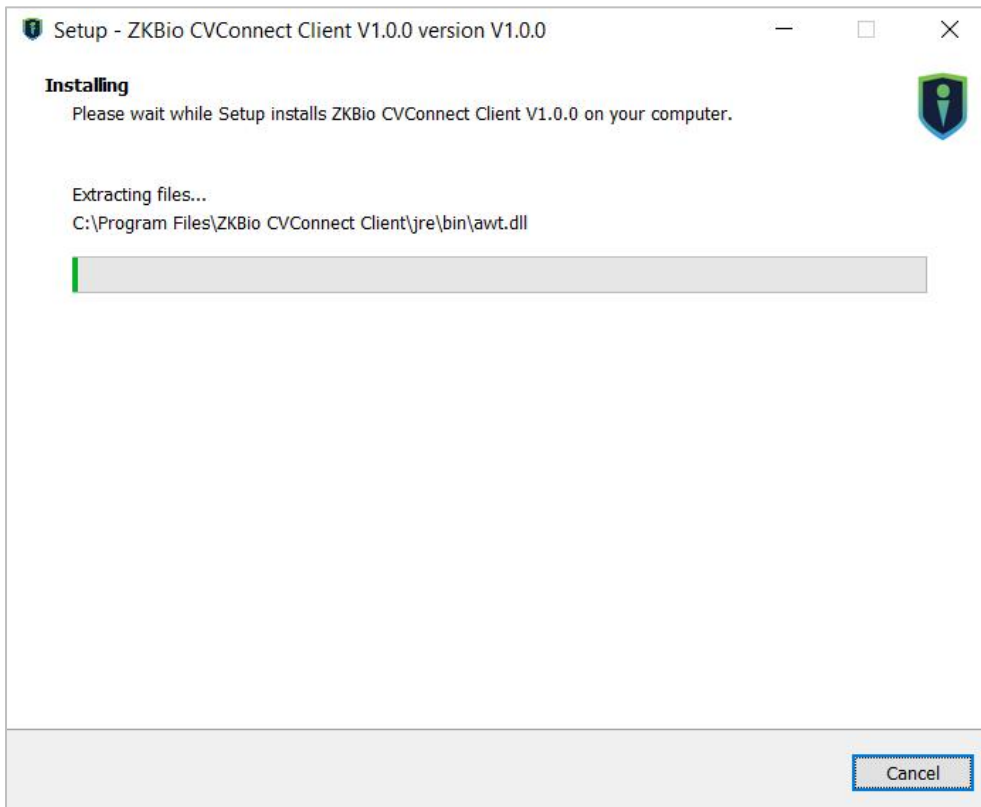4) Click **Install** until the installation is complete.
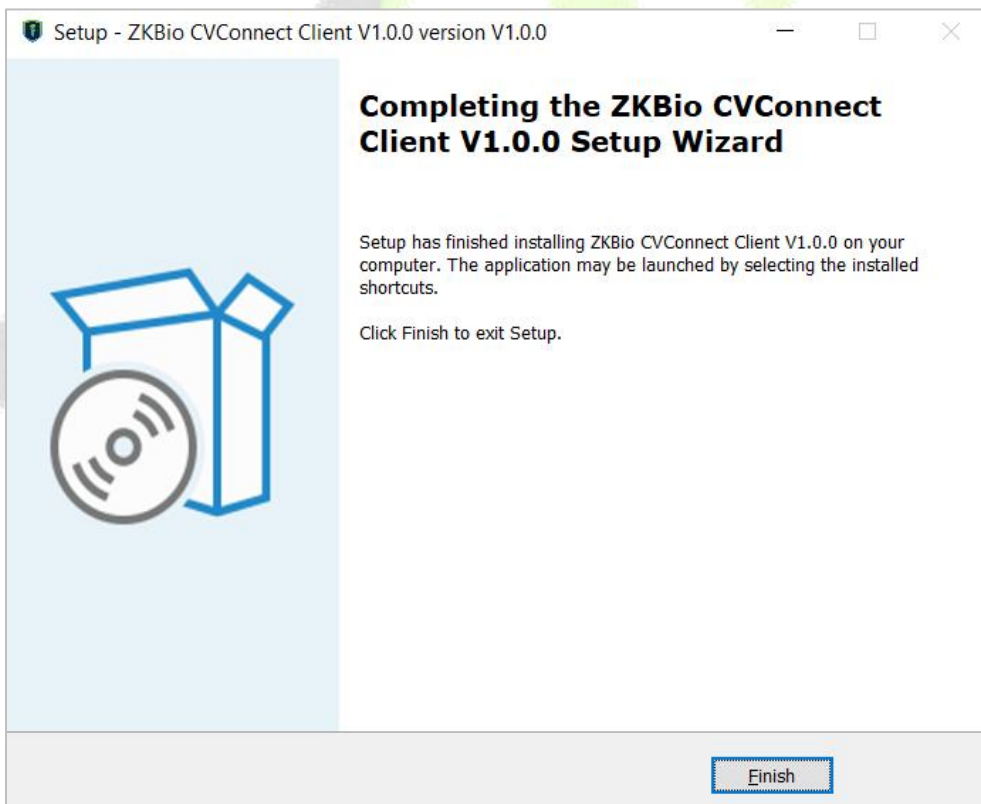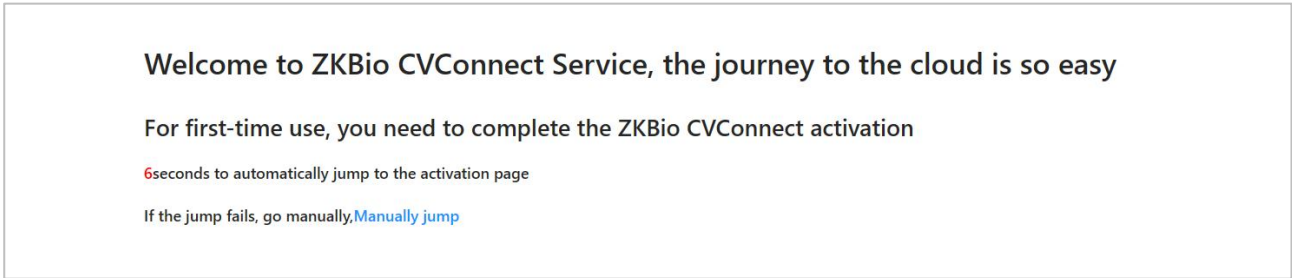
Figure 6 Installing

Figure 7 Install Completed

2 ZKBio CVConnect Activation

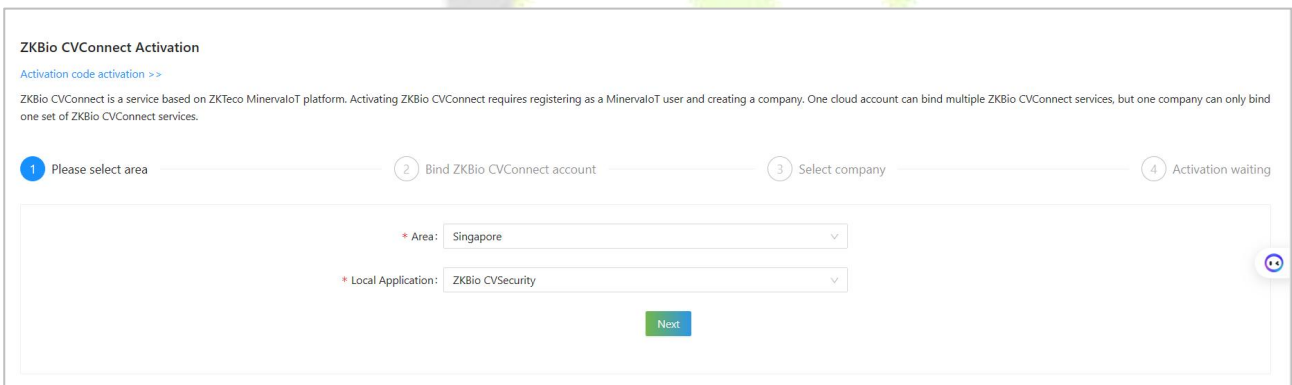**Step 1.** Double-click the desktop shortcut key. Jump to browser page.

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

6seconds 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 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

* Area： Singapore

* Local Application： ZKBio CVSecurity

Next

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

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.

Figure 12 Account Register

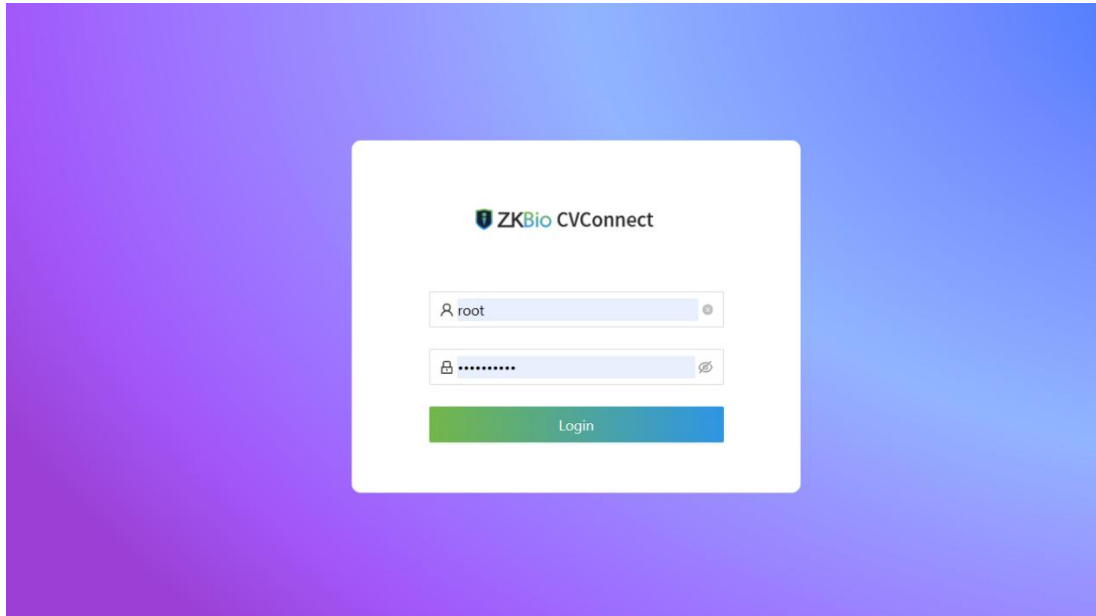## 2.3 Select Company

Figure 13 Select Company

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

Figure 14 Create Company

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

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).

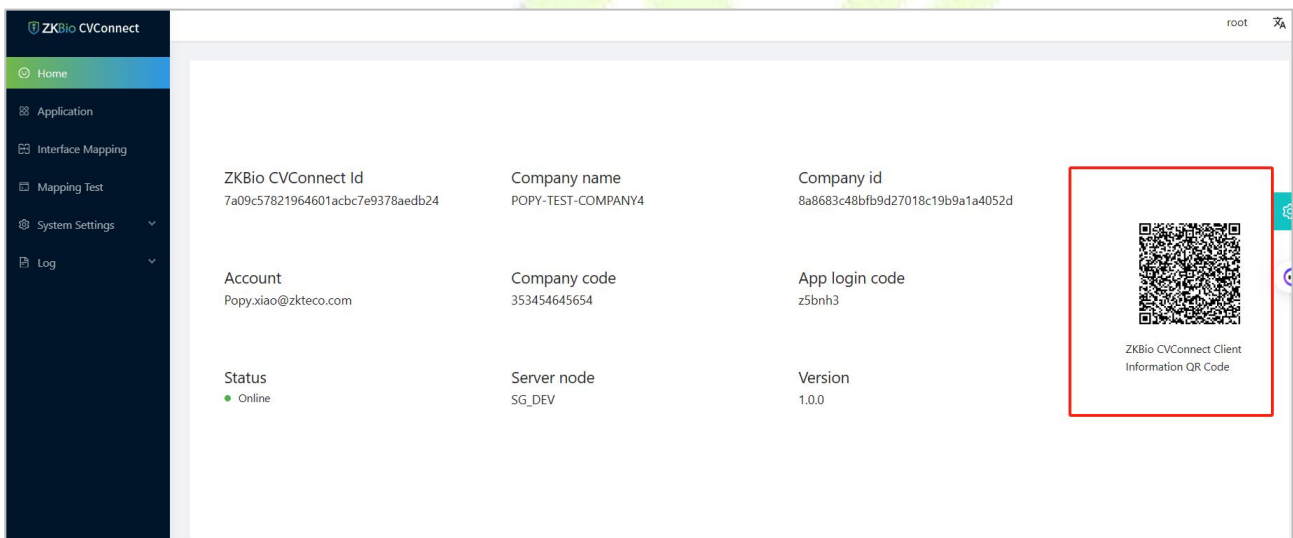

Figure 16 Activation Successful

Now, you can login in your ZKBio CVConnect Platform.

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.
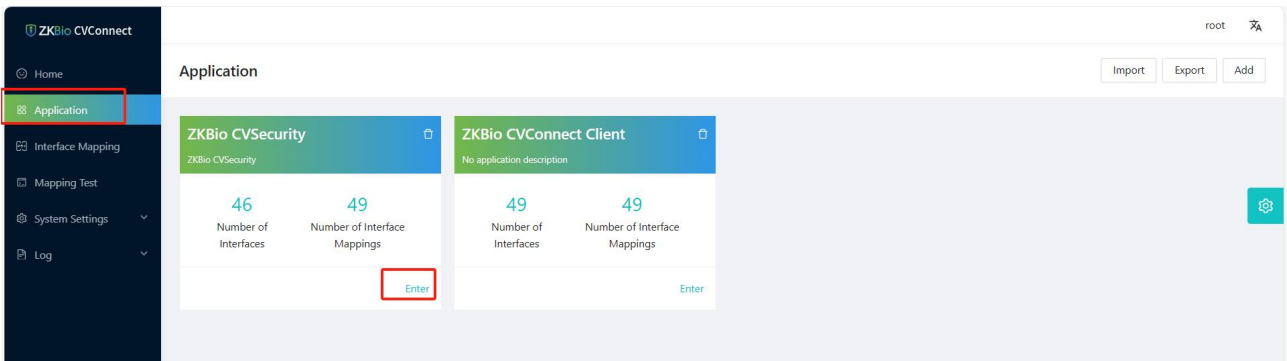

Figure 18 Organization's Code

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   <u>Bind ZKBio CVSecurity to ZKBio CVConnect</u>

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

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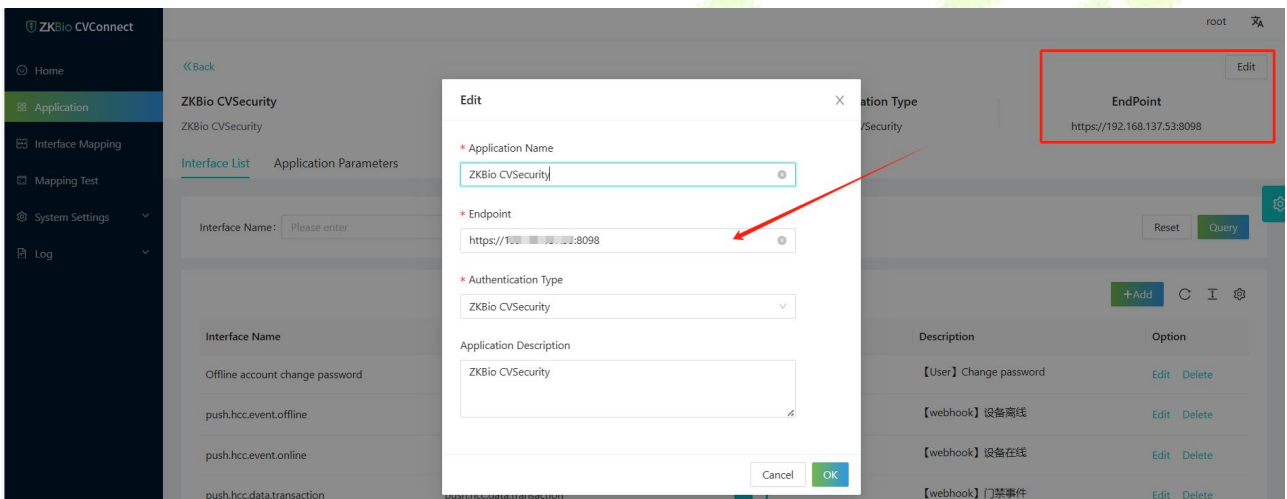

Figure 19 Cloud Setting

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

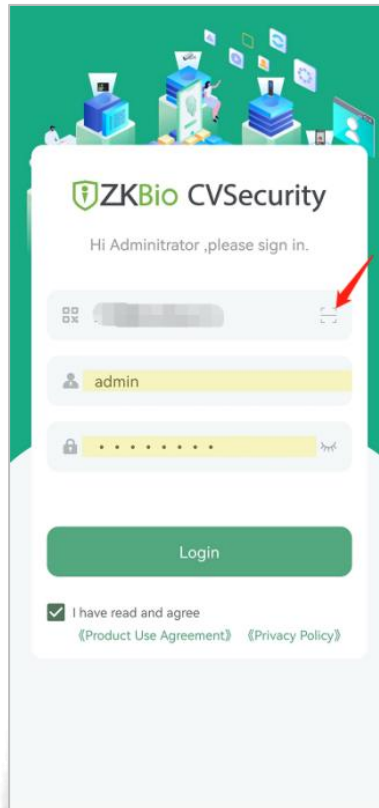You can choose either administrator or personnel to log in.

Figure 20 App Login

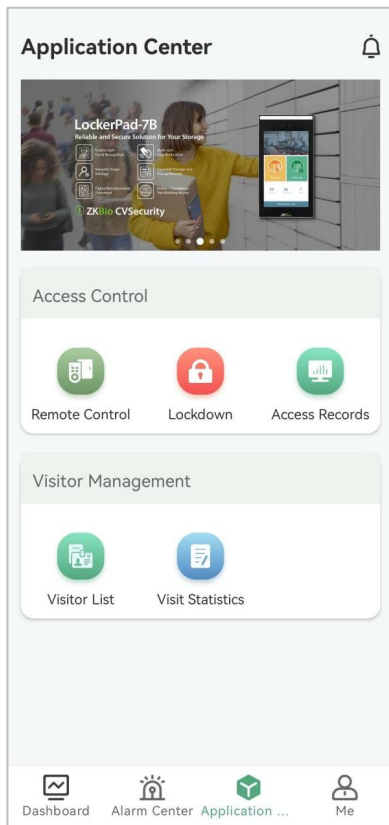## 4.3   Administrator Application Operation Guide
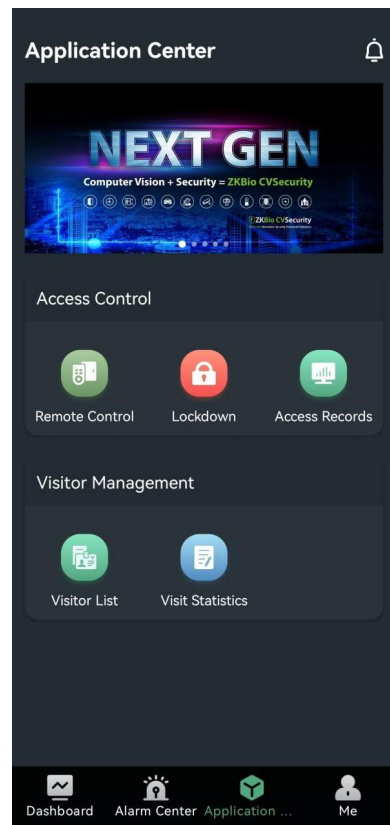
4.3.1 Administrator Login

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
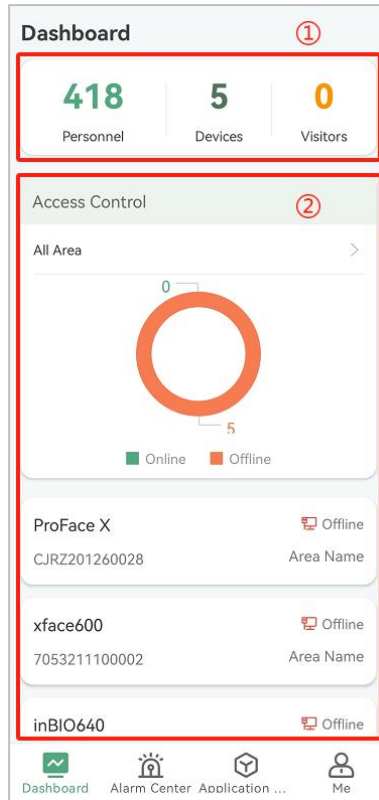
Figure 24 Dashboard

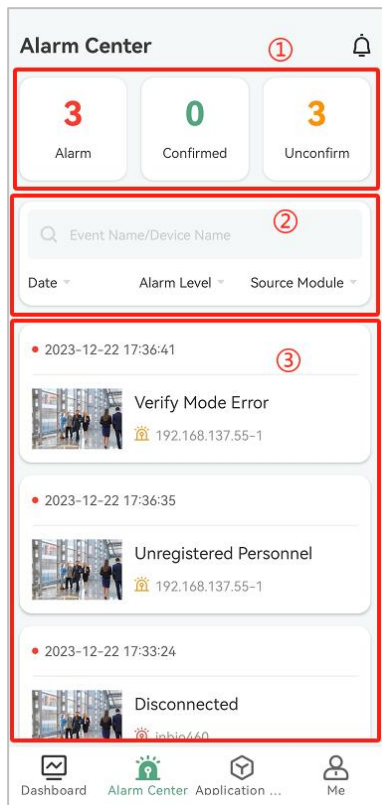| Module	Description
①	You can view the status of your current resources in the Dashboard: the number of people, devices and visitors.
②	• You can view the devices statues, tap on the stats graph to toggle to view online or offline device details. • Click on the all area to filter.

Table 2 Dashboard

4.3.2.2 Alarm Center

Figure 25 Alarm Center

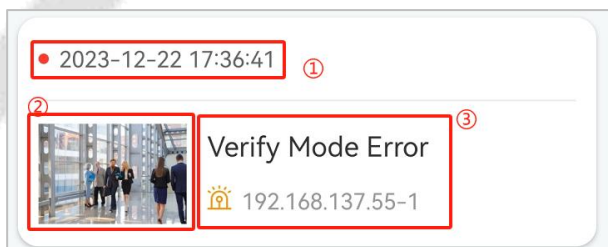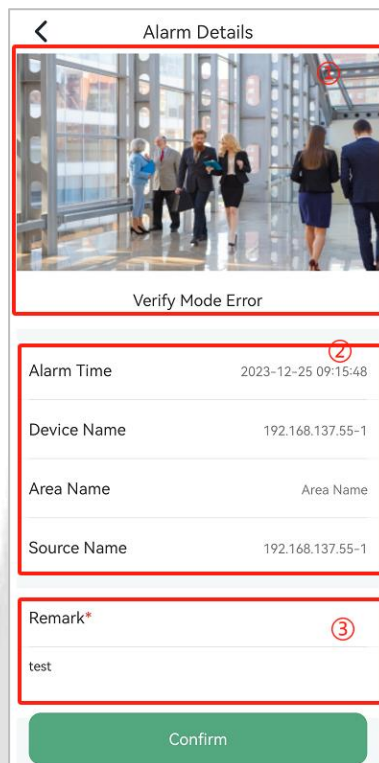| Module	Description
①	• Counts the number of alarms today, the current number of unacknowledged and acknowledged alarms; • Click on the corresponding card to quickly filter, for example, click on "Unconfirmed" to display only the unacknowledged alarms.
②	• Search box: search by event name or device 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

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 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

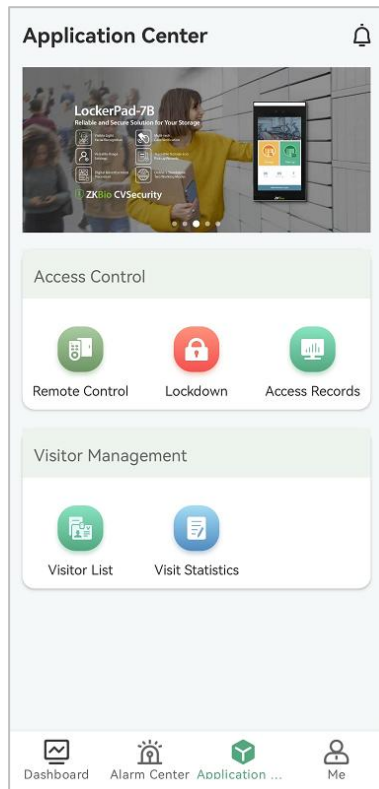### 4.3.2.3 Application Center

Figure 28 Application Center
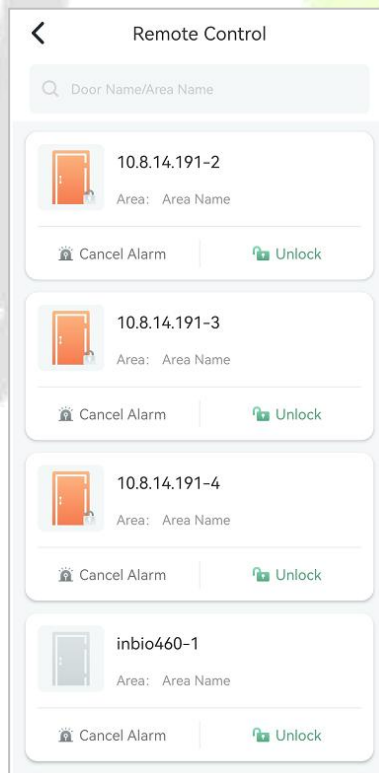
4.3.2.3.1 Remote Control

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.
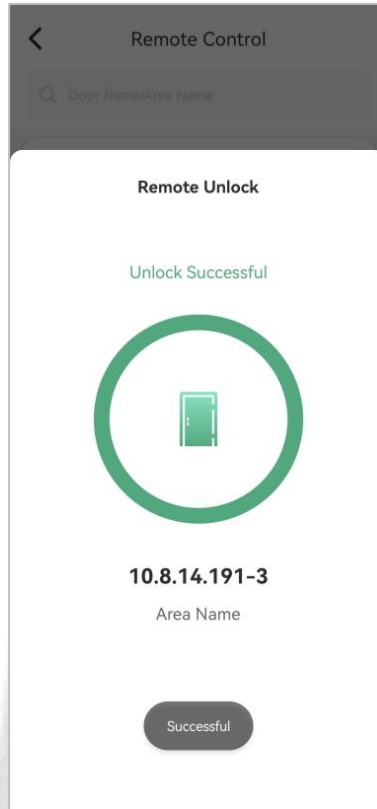
Figure 30 Remote Unlock

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.
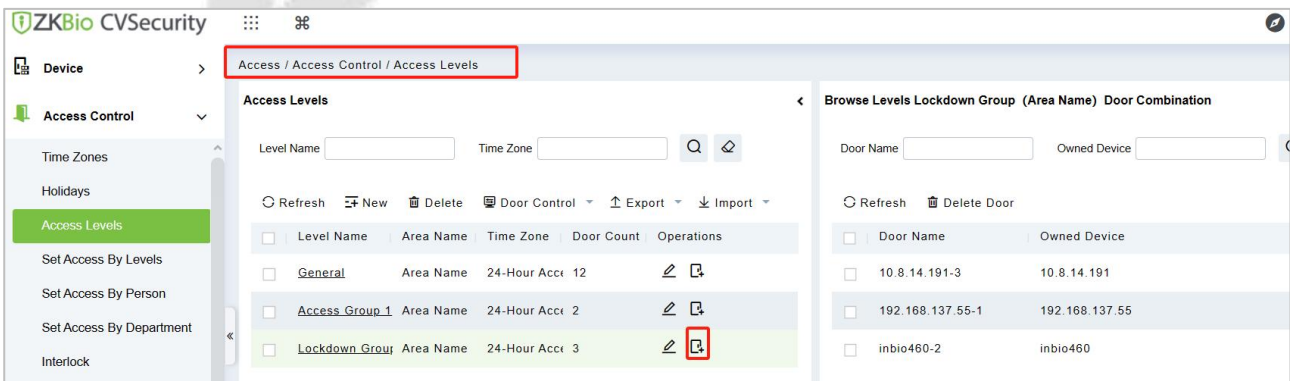
Figure 31 Lockdown Group
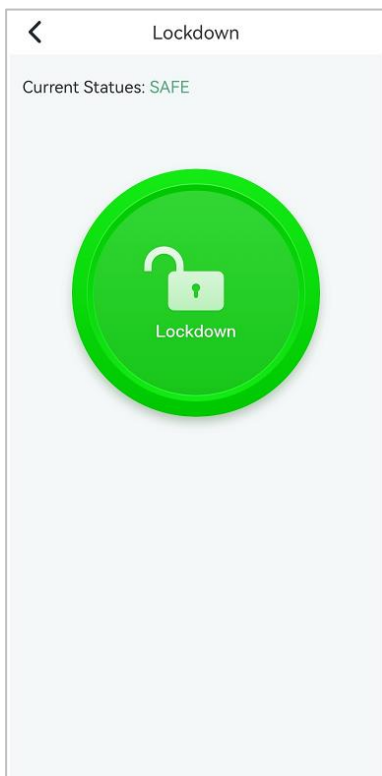
Figure 32 Lockdown

● **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.
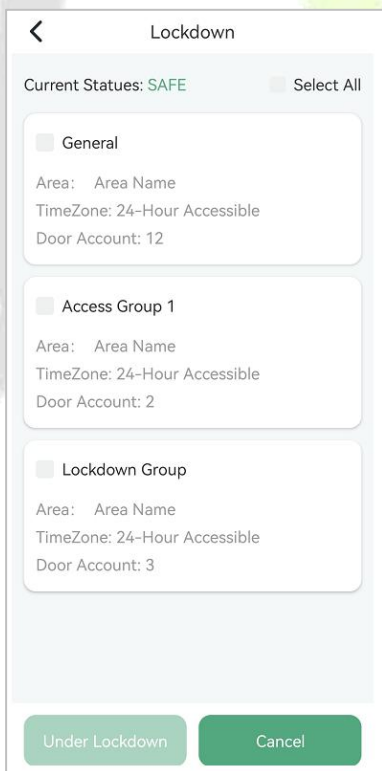
Figure 33 Active Lockdown

When Lockdown is activated, the button turns green and the current state changes to **Under Lockdown**.
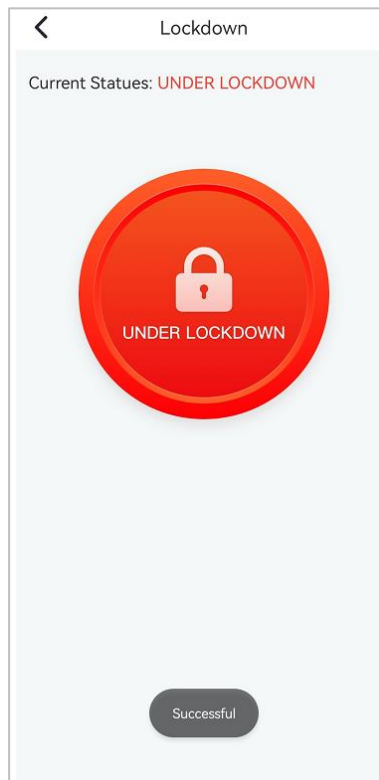
Figure 34 Lockdown

● **Cancel Lockdown**

Once the alarm is cleared, click the red button to cancel the lockdown.
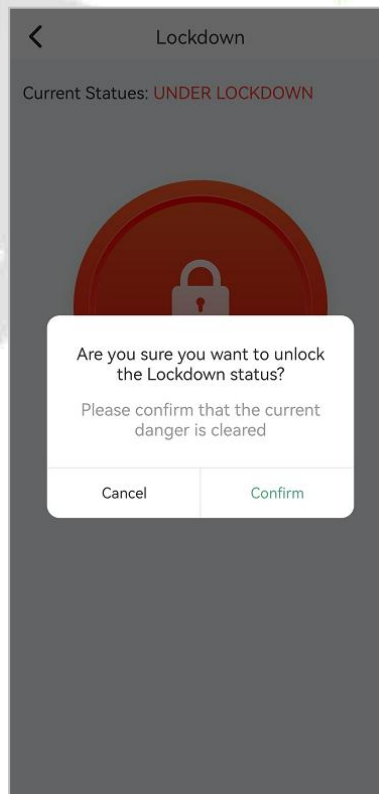
Figure 35 Cancel Lockdown

4.3.2.3.3 Access Records

View all door opening records.
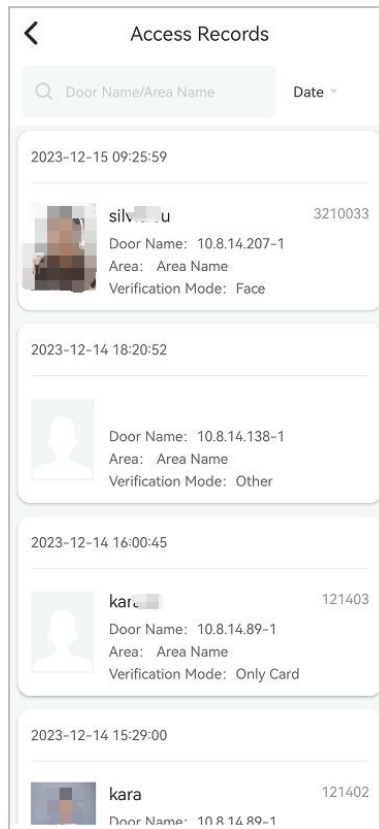
Figure 36 Access Records

Click on the records card, you can view the access details.
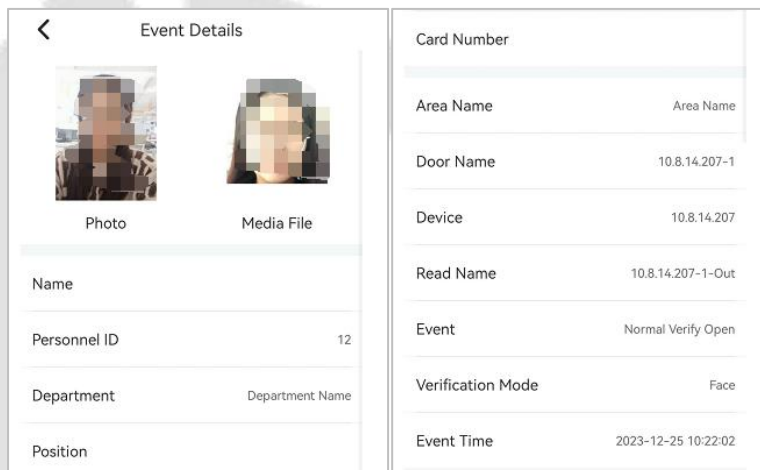
Figure 37 Access Details

4.3.2.3.4 Visitor List
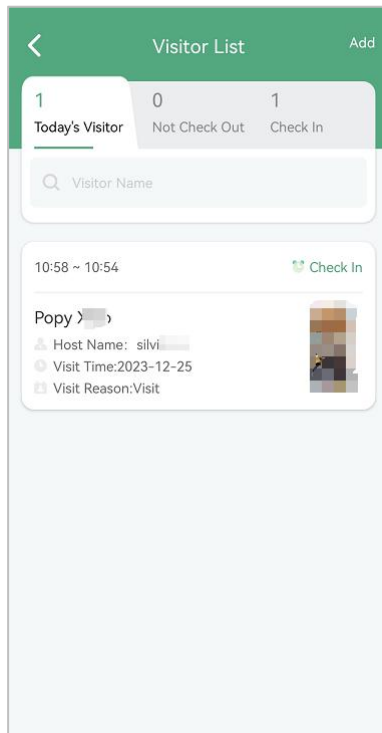
Figure 38 Visitor List

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
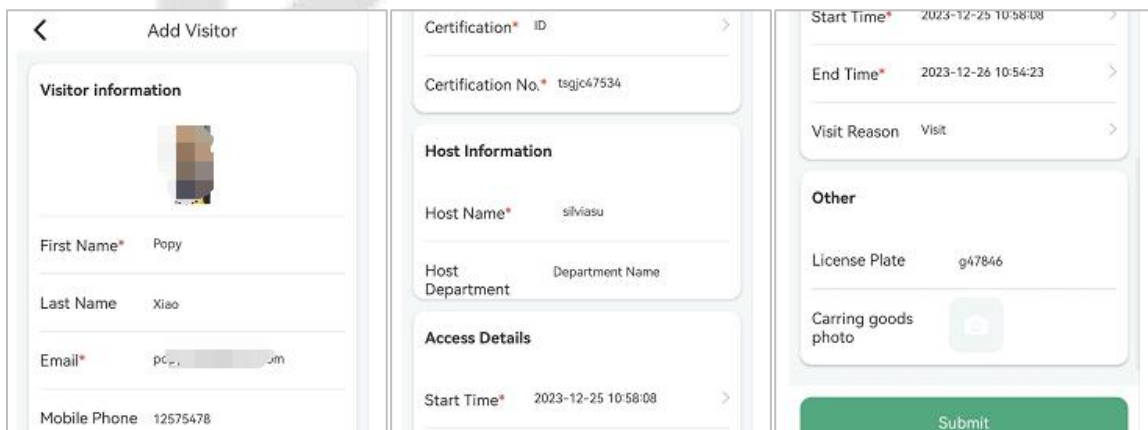
Figure 39 Visitor Register

- **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
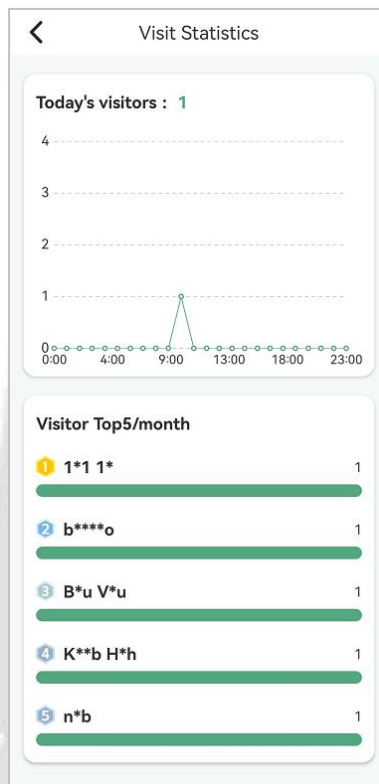
Figure 40 Visit Statistics

- **Today's Visitor**

Counting Today's Visitor Flow.

- **Visitor Top 5 /month**

Top 5 Visitors by Monthly Visits.

4.3.2.4 Me
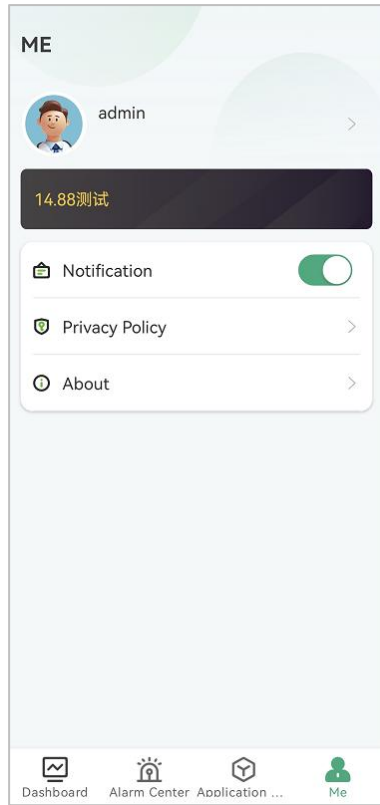
Figure 41 Me

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

Table 7 Me

4.4   Personnel Application Operation Guide

4.4.1 Personnel Login
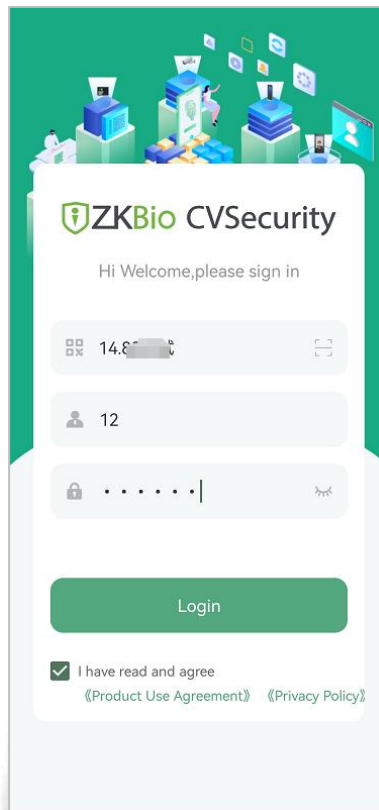
Figure 42 Personnel Login

- **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
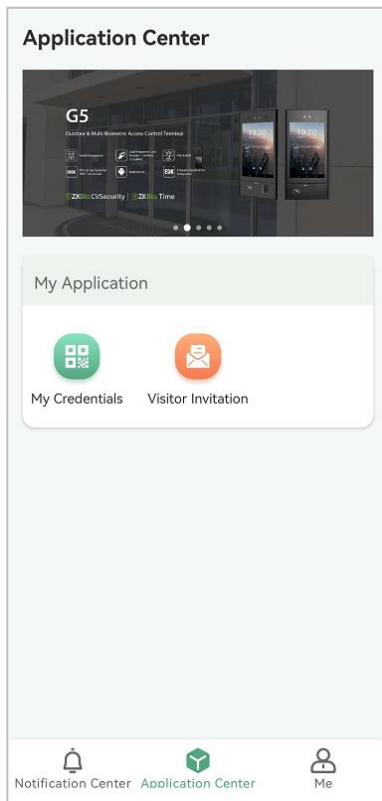
Figure 43 Light Mode
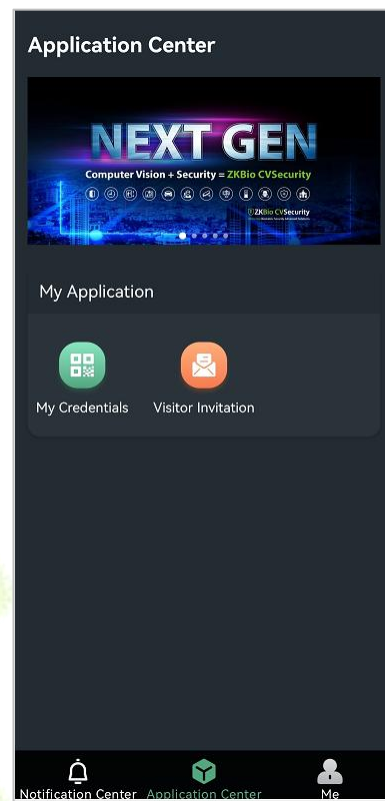
Figure 44 Dark Mode

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.
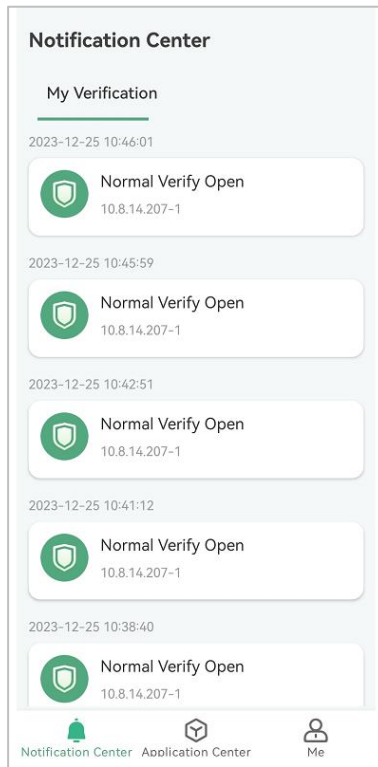
Figure 45 Notification Center

4.4.2.2 Application Center
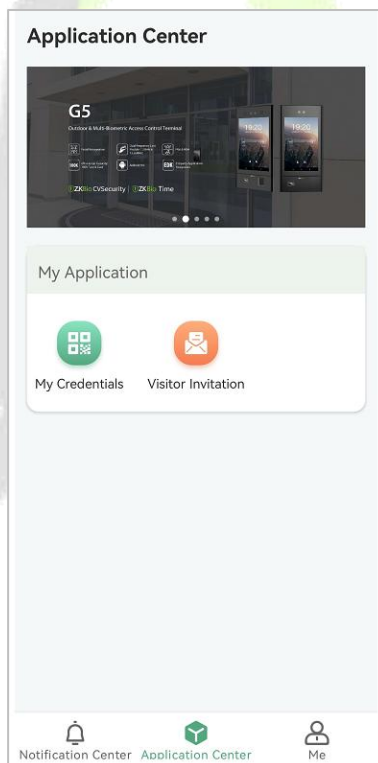
Figure 46 Application Center

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.
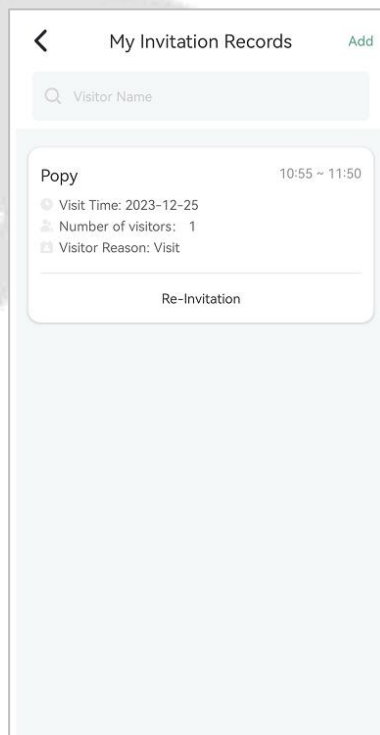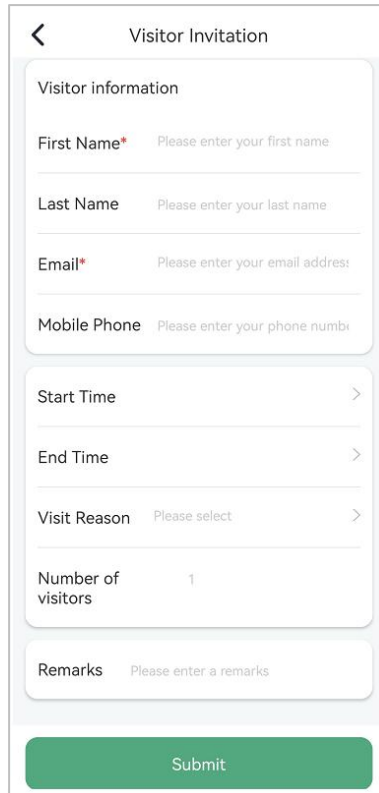
Figure 48 Visitor Invitation Records

● **Invite Visitor**

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

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.
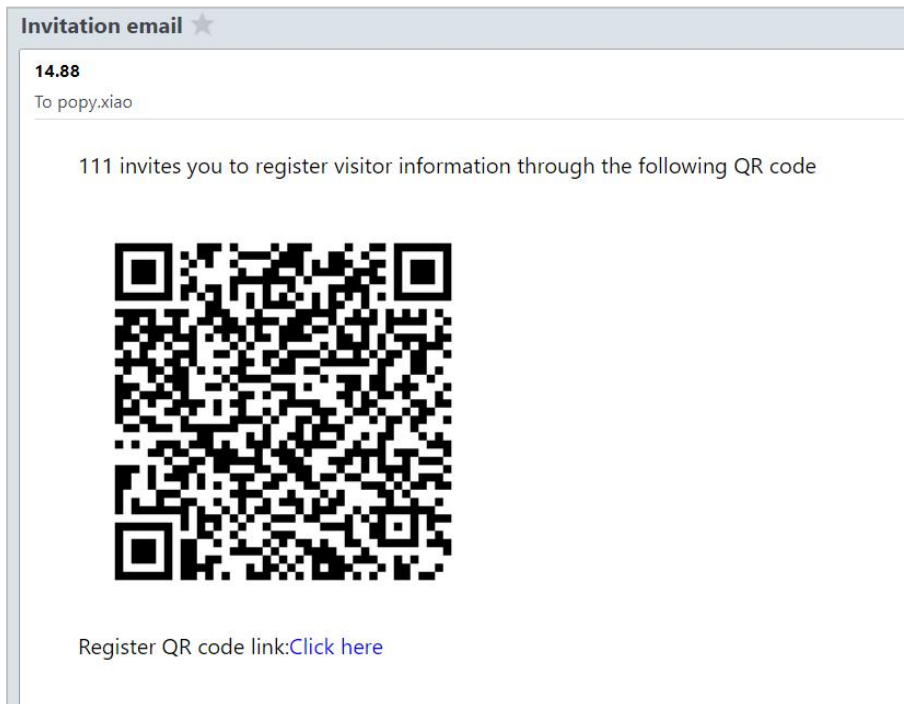
Figure 51 Visitor Email

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
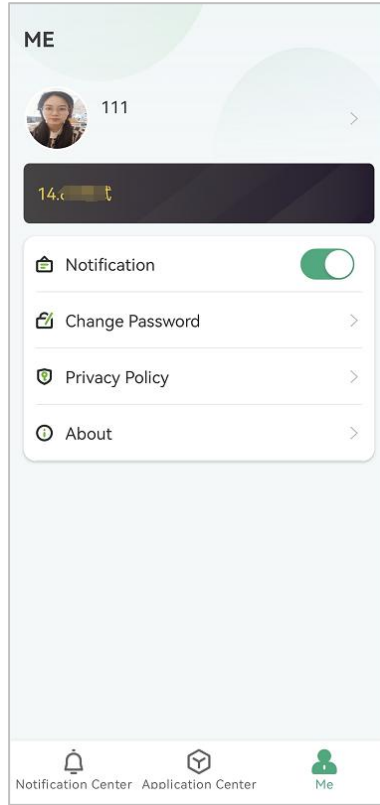
Figure 52 Me

Module	Description
	Personnel information, currently content not editable.
	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 8 Me

Appendix

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".
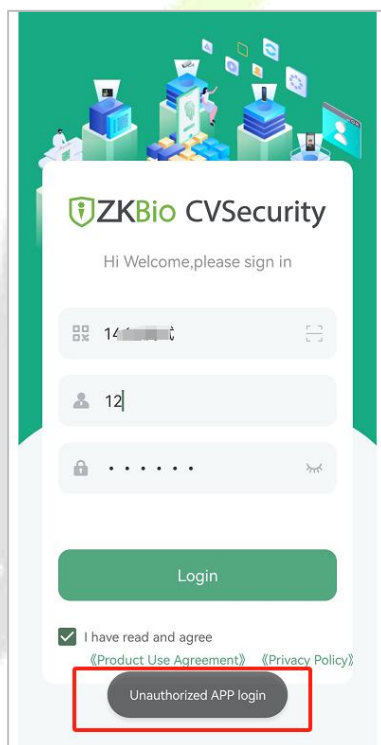
Figure 52

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**.
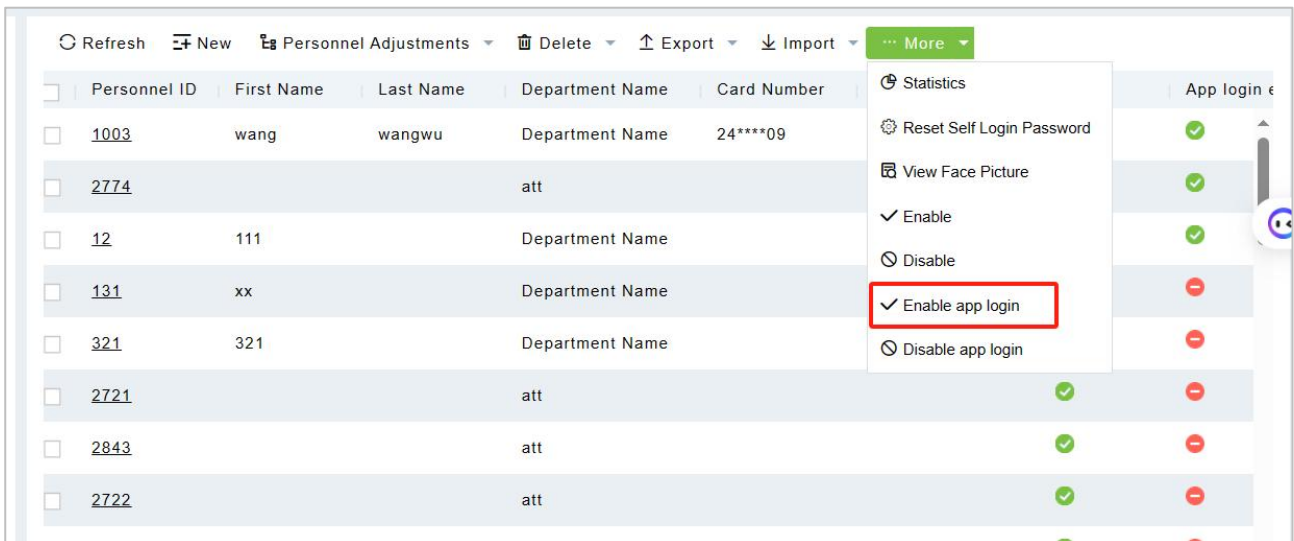
Figure 53

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**.
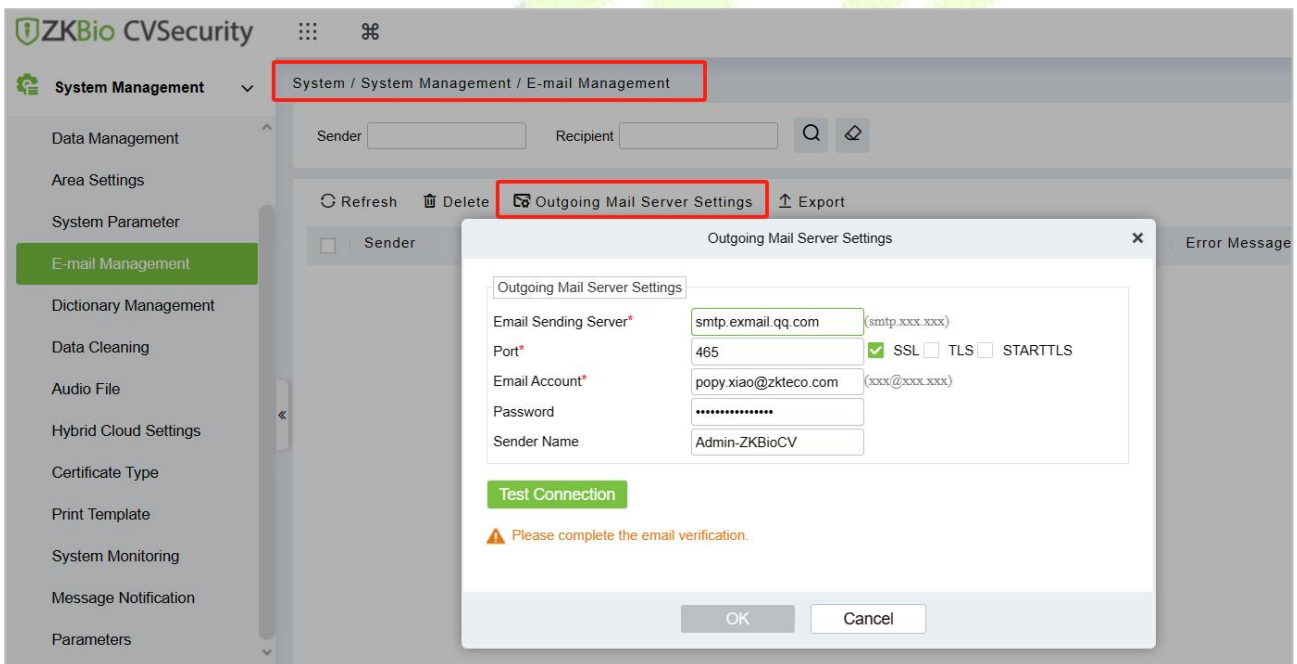
Figure 54

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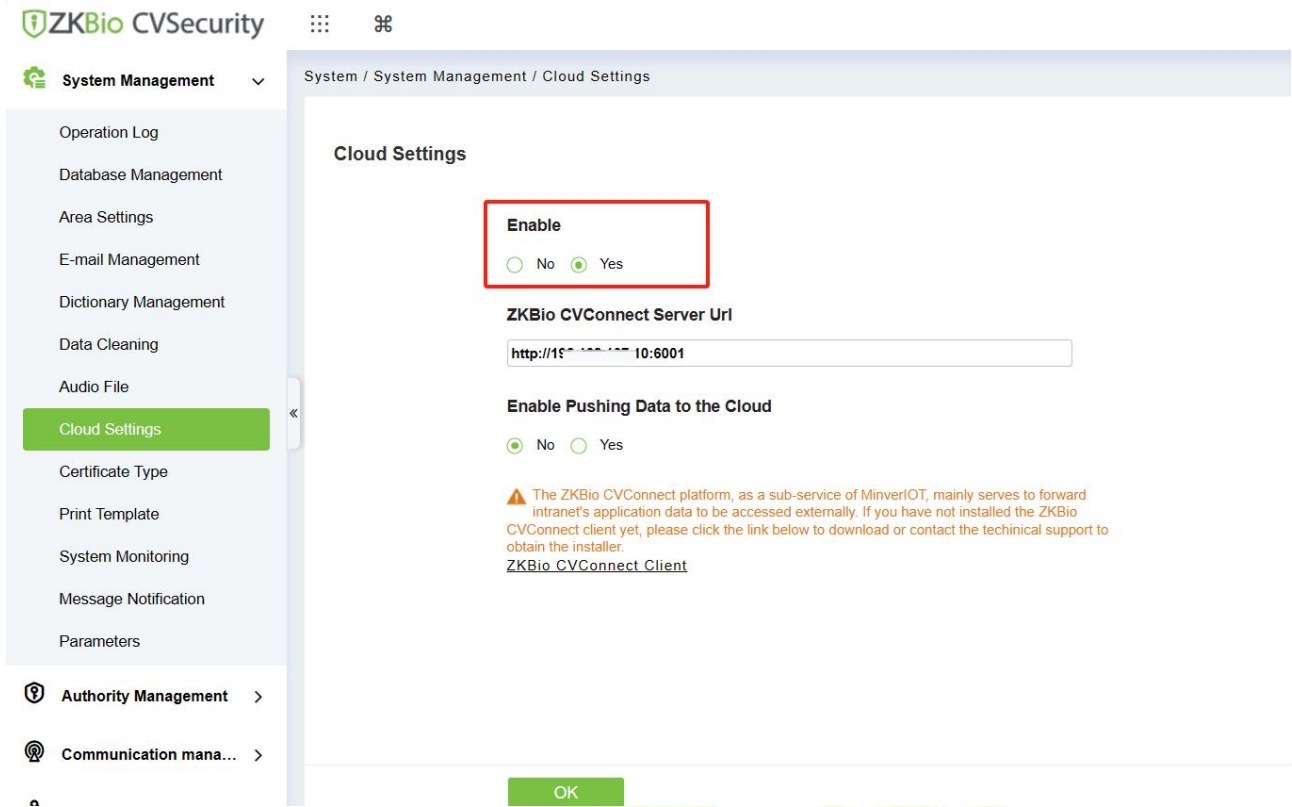
Enable: After selecting "Yes," real-time alarm and message notifications will be pushed to the APP. Even when the APP is running in the background, the phone will still be able to receive notifications.

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

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

Q6:What should I do if the status of my ZKBio CVConnect is showing as Offline?
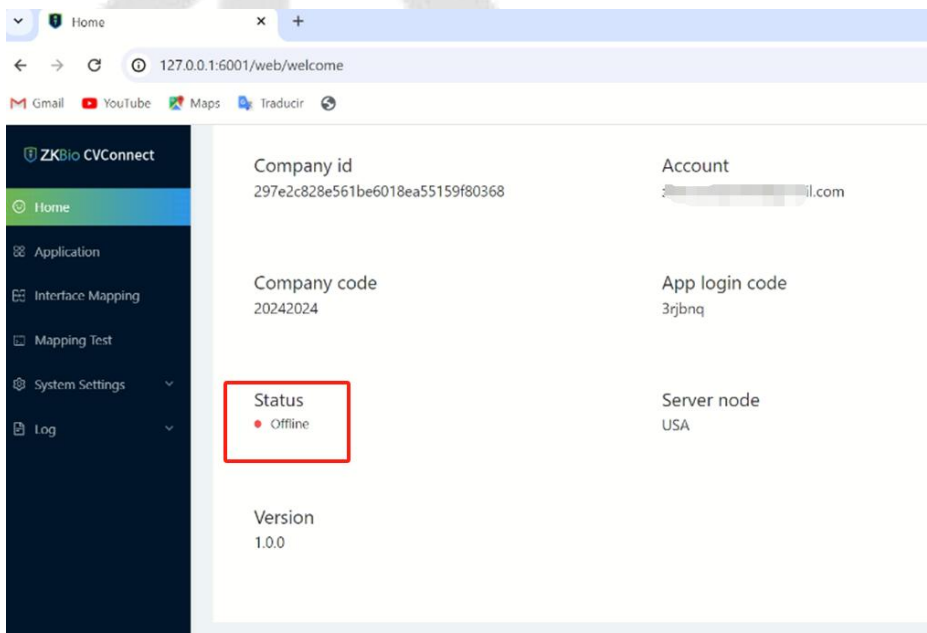
A6 :Please go to the **Task Manager - Services**, find the **ZKBio CVConnect service**, and **restart** it.

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

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. If you do not agree to the relevant agreement or any of its terms, you must stop using our products and services.

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 https://www.zkteco.com/cn/index/Index/privacy_protection.html 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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