



Q&A

ZKBio CVSecurity

February 2023

Is ZKBio CVSecurity a new Product?

No, ZKBio CVSecurity is an upgraded version of ZKBioSecurity V5000, based on ZKBioSecurity, updated UI/dashboard/ Intelligent video, Intelligent scene and service centre.

Will I continue to benefit from technical support services for ZKBioSecurity?

Although the previous ZKBioSecurity software was discontinued at the end of 2022, you can continue to receive technical support for this version until 31 December 2023.

I have already made various customisations on ZKBioSecurity. Does ZKTeco still provide technical support services?

Yes. The customisation service will be extended. ZKTeco shall offer 1-year of free service starting from the date of customisation delivery.

I have already installed ZKBioSecurity, can I upgrade it to ZKBio CVSecurity?

In general, it is not recommended to upgrade to ZKBio CVSecurity if you have already installed and used ZKBioSecurity in your project. If new features need to be added, it can be considered an upgrade. If you are still interested in upgrading, ZKBioSecurity V5000 3.0.0_R and the above version (VM modules are not included) can be upgraded to ZKBio CVSecurity by overwriting installation. All the device lists and employees' information will be transferred automatically by overwriting.

Is there a charge for upgrading?

This depends on the amount of data, if the data is not much, by directly overwriting the installation it can be directly upgraded to ZKBio CVSecurity; If the amount of data is large, the cost needs to be determined after the R&D evaluation (please contact technical support).

I have already purchased service(s) with a duration of 5 years or more. Does ZKTeco still provide technical support services?

Yes. ZKTeco shall commit to the agreed contracts and continue to provide comprehensive services starting from the date of purchase of the services. If any client wishes to upgrade to the newest ZKBio CVSecurity, we may offer a discount for the upgrades.

Do I need to re-purchase a license after upgrading the software?

The licensing system of the new ZKBio CVSecurity is different from the system used by the previous version, ZKBioSecurity, so after upgrading the software you will need to upgrade the license as well.

You can upgrade the software directly by overwriting the previous version, so the software will automatically transfer the licenses of the modules you have already purchased (this does not include VM modules).

In case it is not possible to overwrite the previous version, you can upgrade the ZKBio CVSecurity license for free by calculating the remaining usage time of the previous ZKBioSecurity license.

If a client doesn't want to upgrade to ZKBio CVSecurity, could the client purchase more modules or expand the number of licenses?

Yes, please refer to the price list for expanding the license of ZKBioSecurity.

Can the client install ZKBioCVSecurity for testing?

Yes, the client can find the demo link as well as the installation package at <https://zkteco.eu/downloads> official website. For testing, clients can test software without the license within 60 days, and connect their terminals for trial.

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