# User Manual

## ProMA Series (ZAM230)

Date: January 2026

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-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 the ProMA Series.

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.


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## Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

| For Software | |
|---|---|
| **Convention** | **Description** |
| **Bold font** | Used to identify software interface 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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# 1 Instruction for Use

Before getting into the Device features and its functions, it is recommended to be familiar to the below fundamentals.

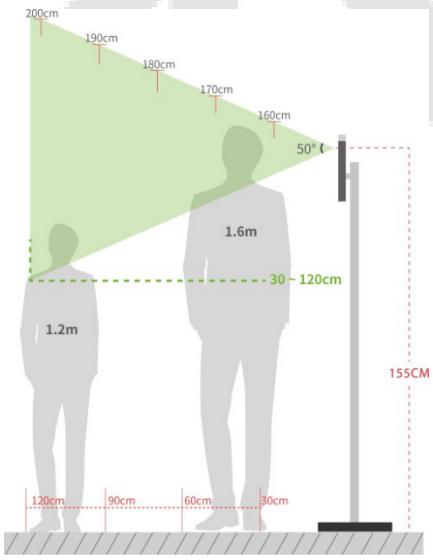
## 1.1 How to scan the QR code? ★

Open the Mobile Credential of ZKBio Zexus App and parallel the phone screen to the device QR code scanner. (This feature is only available for ProMA-QR.)

***Note:*** Place your phone within 15 to 50cm of the device (distance depends on the size of the phone screen), do not block the device QR code scanner and QR code in the phone screen.

## 1.2 Standing Position, Posture and Facial Expression

- **The recommended distance**




The distance between the device and a user whose height is in a range of 1.55m to 1.85m is recommended to be 0.3 to 2.5m. Users may slightly move forward or backward to improve the quality of facial images captured.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- **Recommended Standing Posture and Facial Expression**

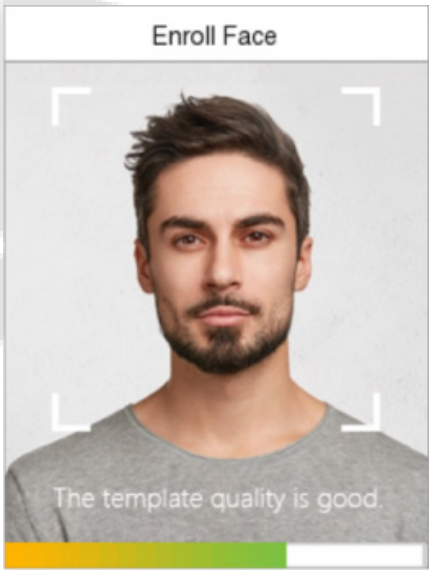
**Standing Posture**

**Facial Expression**

***Note:*** Please keep your facial expression and standing posture natural while enrolment or verification.

## 1.3 Face Template Registration

Try to keep the face in the centre of the screen during registration. Please face towards the camera and stay still during face registration. The screen should look like this:




**Correct face template registration and authentication method**

- **Recommendation for registering a face**

- When registering a face template, maintain a distance of 40cm to 80cm between the device and the face.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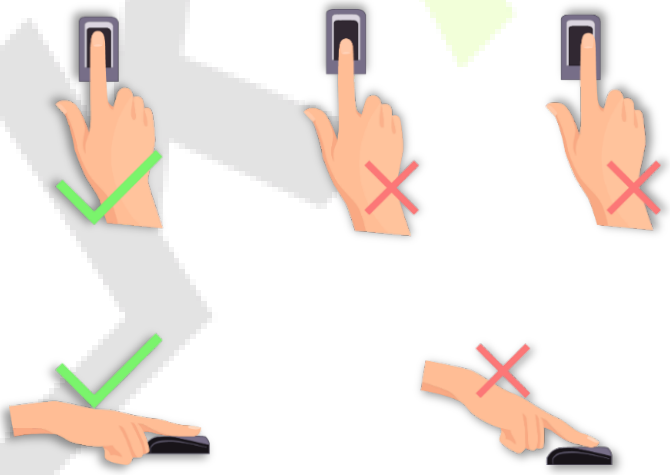
- Be careful not to change your facial expression. (Smiling face, drawn face, wink, etc.)
- If you do not follow the instructions on the screen, the face registration may take longer or may fail.
- Be careful not to cover the eyes or eyebrows.
- Do not wear hats, masks, sunglasses, or eyeglasses.
- Be careful not to display two faces on the screen. Register one person at a time.
- It is recommended for a user wearing glasses to register both faces with and without glasses.

- **Recommendation for authenticating a face template**
  - Ensure that the face appears inside the guideline displayed on the screen of the device.
  - If the glasses have been changed, authentication may fail. If the face without glasses has been registered, authenticate the face without glasses further. If the face with glasses has been registered, authenticate the face with the previously worn glasses.
  - If a part of the face is covered with a hat, a mask, an eye patch, or sunglasses, authentication may fail. Do not cover the face, allow the device to recognize both the eyebrows and the face.

## 1.4 Finger Placement★

Recommended fingers: Index, middle, or ring fingers.

Avoid using the thumb or pinky, as they are difficult to accurately tap onto the fingerprint reader.



***Note:*** Please use the correct method when pressing your fingers onto the fingerprint reader for registration and identification.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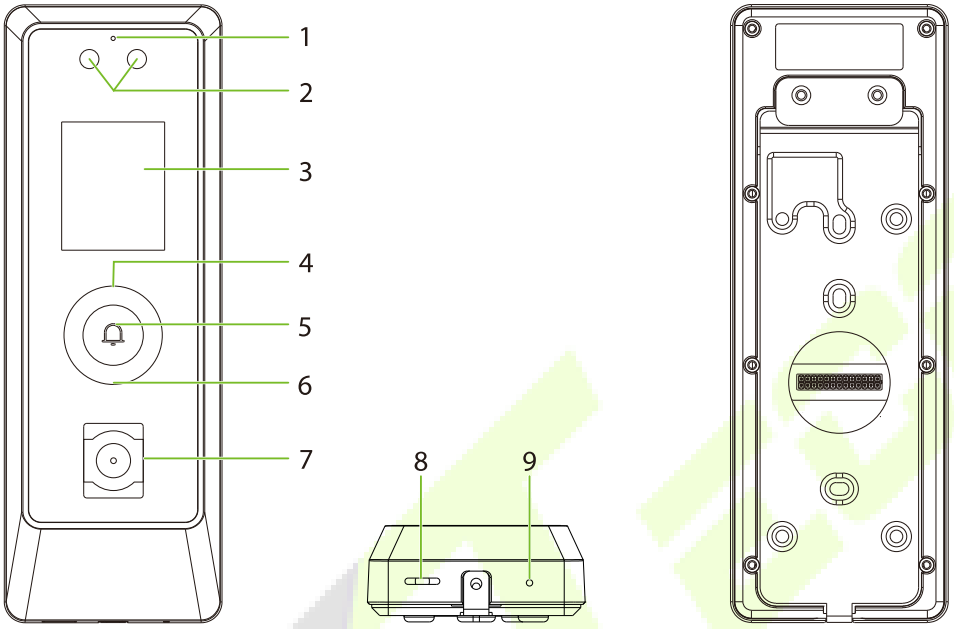
# 2 Appearance

## 2.1 ProMA-QR




| No. | Description |
|---|---|
| **1** | Microphone |
| **2** | Camera |
| **3** | 2" Display Screen |
| **4** | Card Reading Area |
| **5** | Doorbell Button |
| **6** | Flash |
| **7** | QR Code Scanner |
| **8** | Speaker |
| **9** | Reset Button |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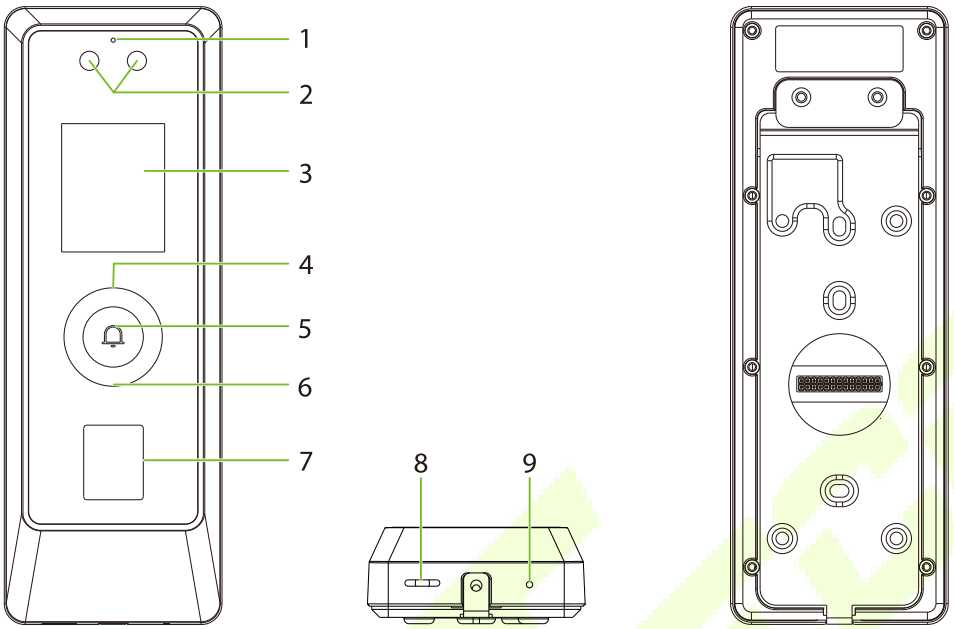
## 2.2 ProMA




| No. | Description |
|---|---|
| **1** | Microphone |
| **2** | Camera |
| **3** | 2" Display Screen |
| **4** | Card Reading Area |
| **5** | Doorbell Button |
| **6** | Flash |
| **7** | Fingerprint Sensor |
| **8** | Speaker |
| **9** | Reset Button |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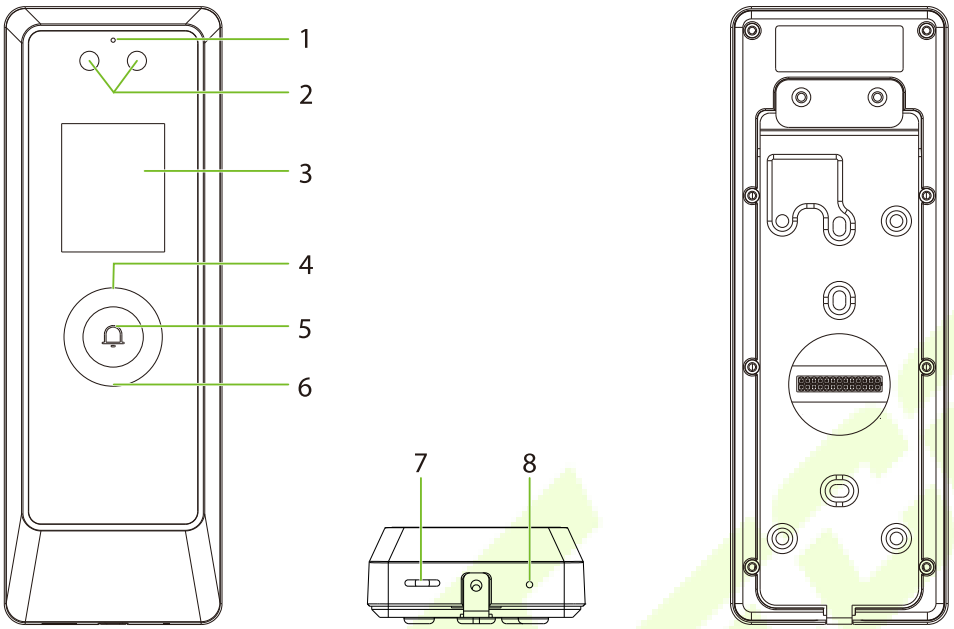
## 2.3 ProMA-RF




| No. | Description |
|---|---|
| **1** | Microphone |
| **2** | Camera |
| **3** | 2" Display Screen |
| **4** | Card Reading Area |
| **5** | Doorbell Button |
| **6** | Flash |
| **7** | Speaker |
| **8** | Reset Button |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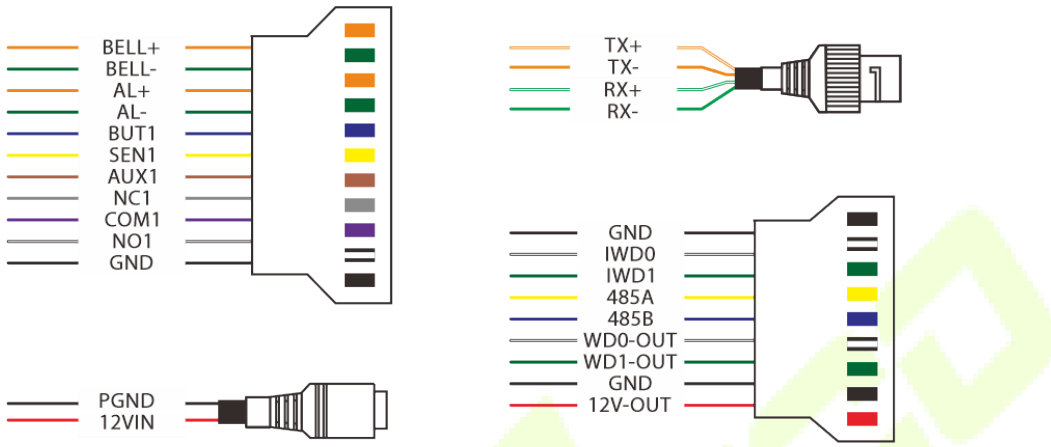
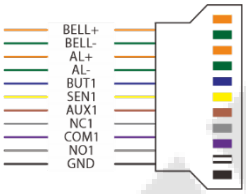
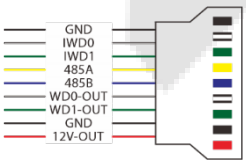
## 2.4 Terminal and Wiring Description

### 2.4.1 Terminal Description




| Interface | Description | |
|---|---|---|
|  | BELL+ | Bell |
| | BELL- | |
| | AL+ | Alarm |
| | AL- | |
| | BUT1 | Sensor / Exit Button / Auxiliary Input |
| | SEN1 | |
| | AUX1 | |
| | NC1 | Lock |
| | COM1 | |
| | NO1 | |
| | GND | |
|  | GND | |
| | IWD0 | Wiegand In |
| | IWD1 | |
| | 485A | RS485 |
| | 485B | |
| | WD0-OUT | Wiegand Out |
| | WD1-OUT | |
| | GND | Power Out |
| | 12V-OUT | |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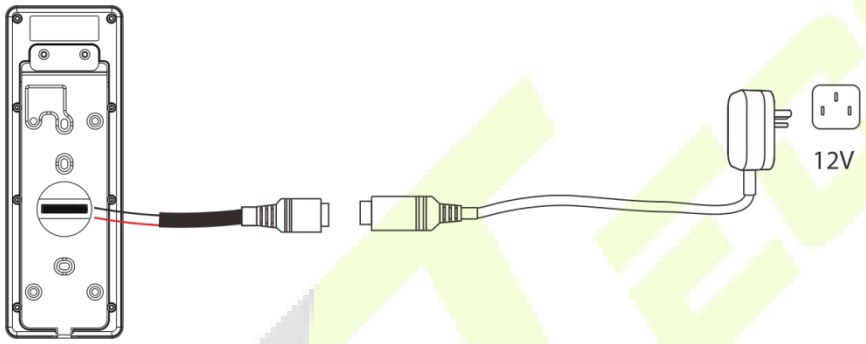
| | |
|---|---|
| | 12V Power in |
| | Network Interface |

## 2.5 Wiring Description

### 2.5.1 Power Connection

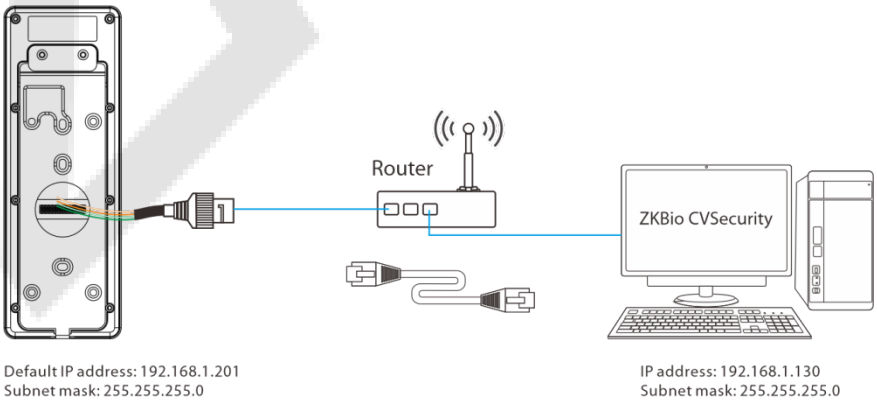



**Recommended AC Adapter**

- Rating of 12V and 3A
- To share the device's power with other devices, use a power supply with higher current ratings.

### 2.5.2 Ethernet Connection

Connect the device and computer software over an Ethernet cable. An example is shown below:




***Note:*** In LAN, the IP addresses of the server (PC) and the device must be in the same network segment when connecting to ZKBio CVSecurity software.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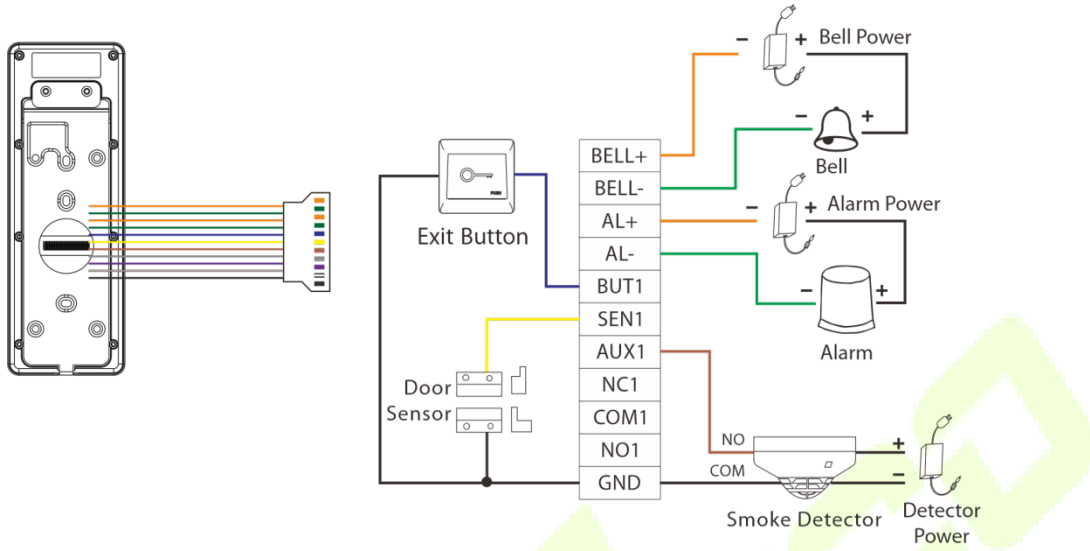
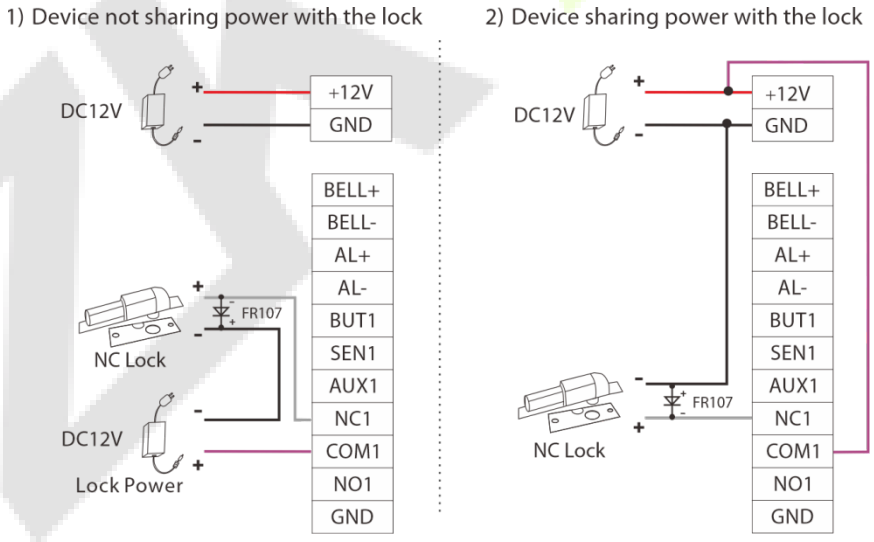
### 2.5.3 Door Sensor, Exit Button, Alarm and Auxiliary Connection




### 2.5.4 Lock Relay Connection

The system supports both Normally Opened Lock and Normally Closed Lock. The NO Lock (normally opened when powered) is connected with 'NO1' and 'COM1' terminals, and the NC Lock (normally closed when powered) is connected with 'NC1' and 'COM1' terminals. The power can be shared with the lock or can be used separately for the lock, as shown in the example with NC Lock below:





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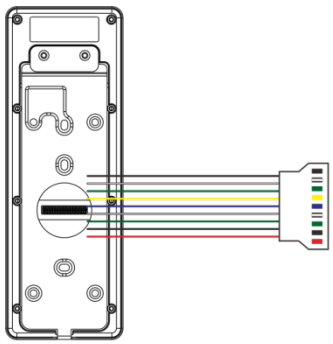
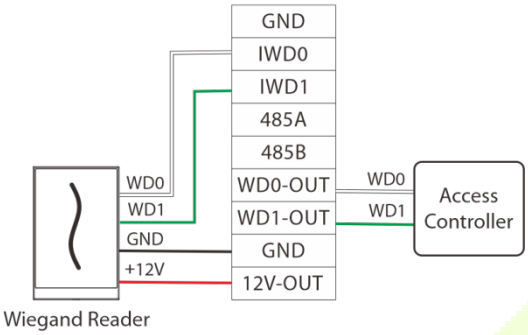
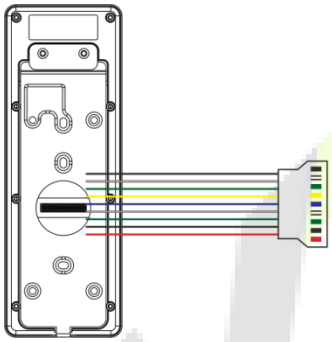
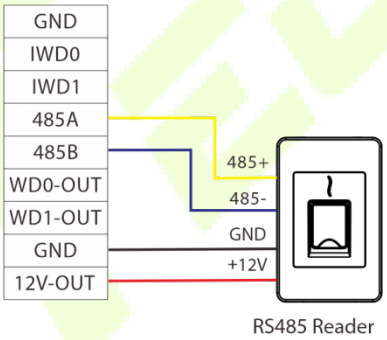
### 2.5.5 Wiegand Connection






### 2.5.6 RS485 Connection







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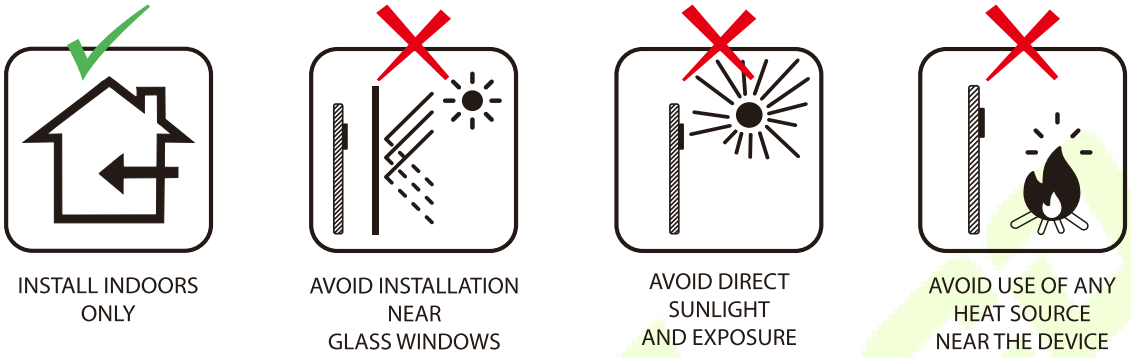
# 3 Installation

## 3.1 Installation Environment

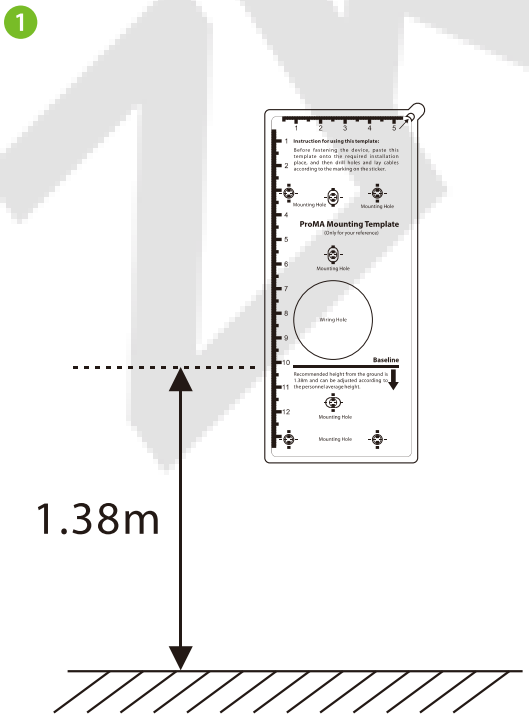
Please refer to the following recommendations for installation.

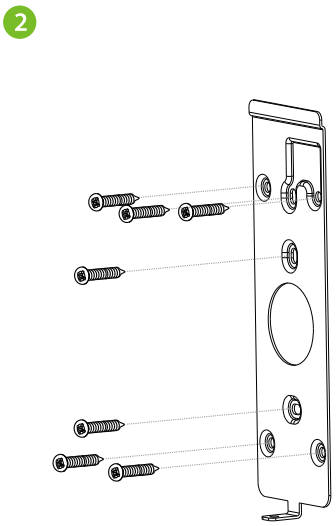



## 3.2 Device Installation

ProMA series installations are the same, the following is an example of ProMA.

1. Attach the mounting template sticker to the wall, and drill holes according to the mounting paper.
2. Fix the backplate on the wall using wall mounting screws.
3. Attach the device to the backplate.
4. Fasten the device to the backplate with a security screw.





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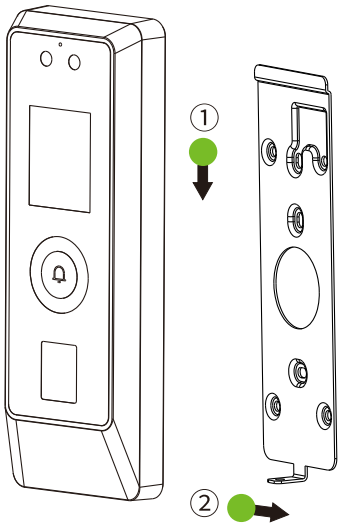
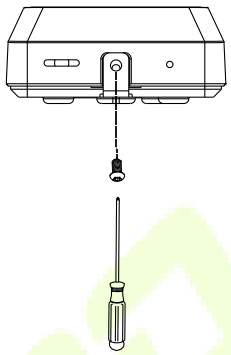
3




4

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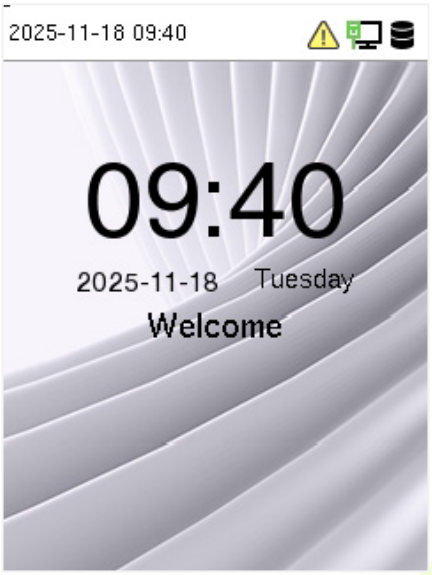
# 4 Standby Interface

After connecting the power supply, the following standby interface is displayed:



The device has a built-in IP address, which can be used for device communication, connection to WebServer and ZKBio CVSecurity software, etc.

***Note:*** The device uses a 2'' display screen, which does not support touch operation and is only used to display status and verification information. All operations such as device information, communication settings, user management and system settings are operated and set up on WebServer.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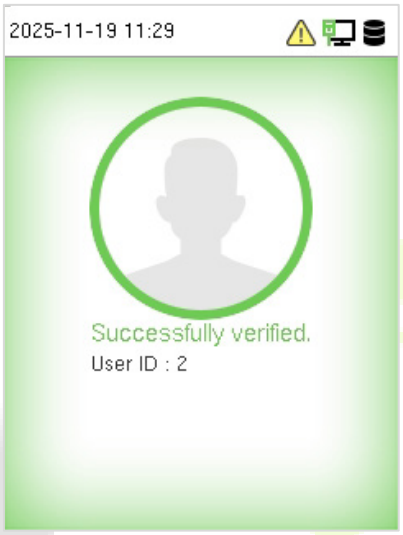
# 5 Verification Mode

## 5.1 QR Code Verification★

**Note:** *This function is only for ProMA-QR.*

Tap **Mobile Credential** on the ZKBio Zexus Mobile Page, and a QR code will appear, which includes employee ID and card number information. The QR code can replace a physical card on a specific device to achieve contactless authentication. Please refer to Mobile Credential ★.

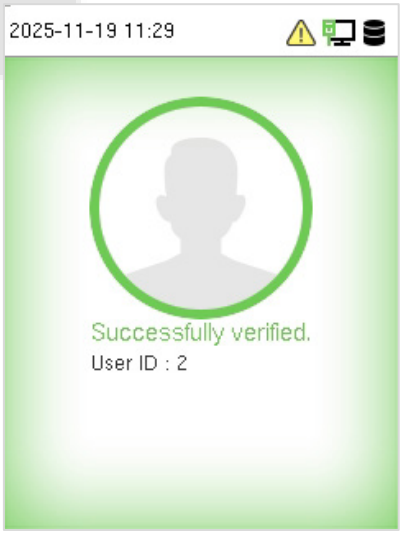
**Successfully verified:**




## 5.2 Facial Verification

In this verification mode, the device compares the collected facial images with all face template data registered in the device. The following is the pop-up prompt of a successful comparison result.

**Successfully verified:**





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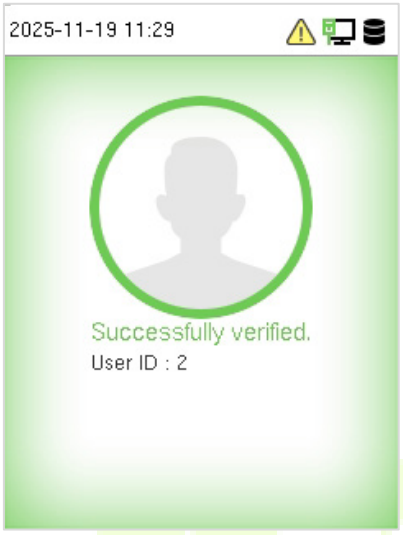
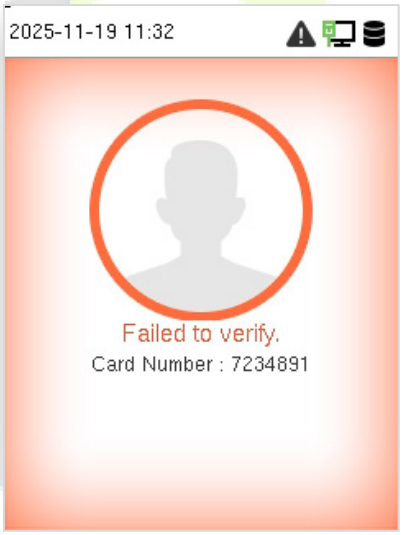
## 5.3 Card Verification

The Card Verification mode compares the card number in the card induction area with all the card number data registered in the device. The following is the card verification screen.

**Successfully verified:**




**Failed to verify:**




## 5.4 Fingerprint Verification★

**Note:** *This function is only for ProMA.*

This method compares the fingerprint of the user that is being pressed onto the fingerprint reader with all the fingerprint data that is pre- stored in the device.

To enter fingerprint identification mode, simply tap your finger on the fingerprint reader.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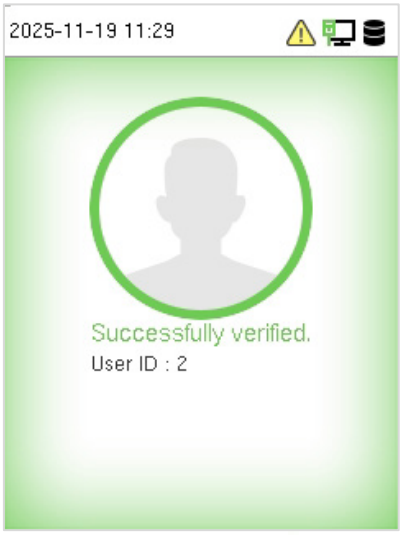
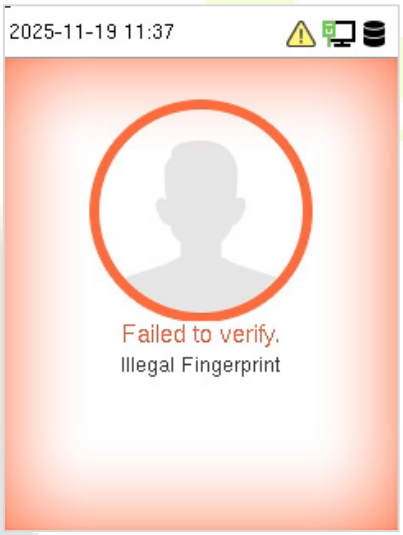
**Successfully verified:**




**Failed to verify:**




## 5.5 Combined Verification

To increase security, this device offers the option of using multiple forms of verification methods. A total of 9 different verification combinations can be used, as shown below:

**Combined Verification Symbol Definition:**

| Symbol | Definition | Explanation |
|---|---|---|
| / | or | This method compares the entered verification of a person with the related verification template previously stored to that Personnel ID in the Device. |
| + | and | This method compares the entered verification of a person with all the verification template previously stored to that Personnel ID in the Device. |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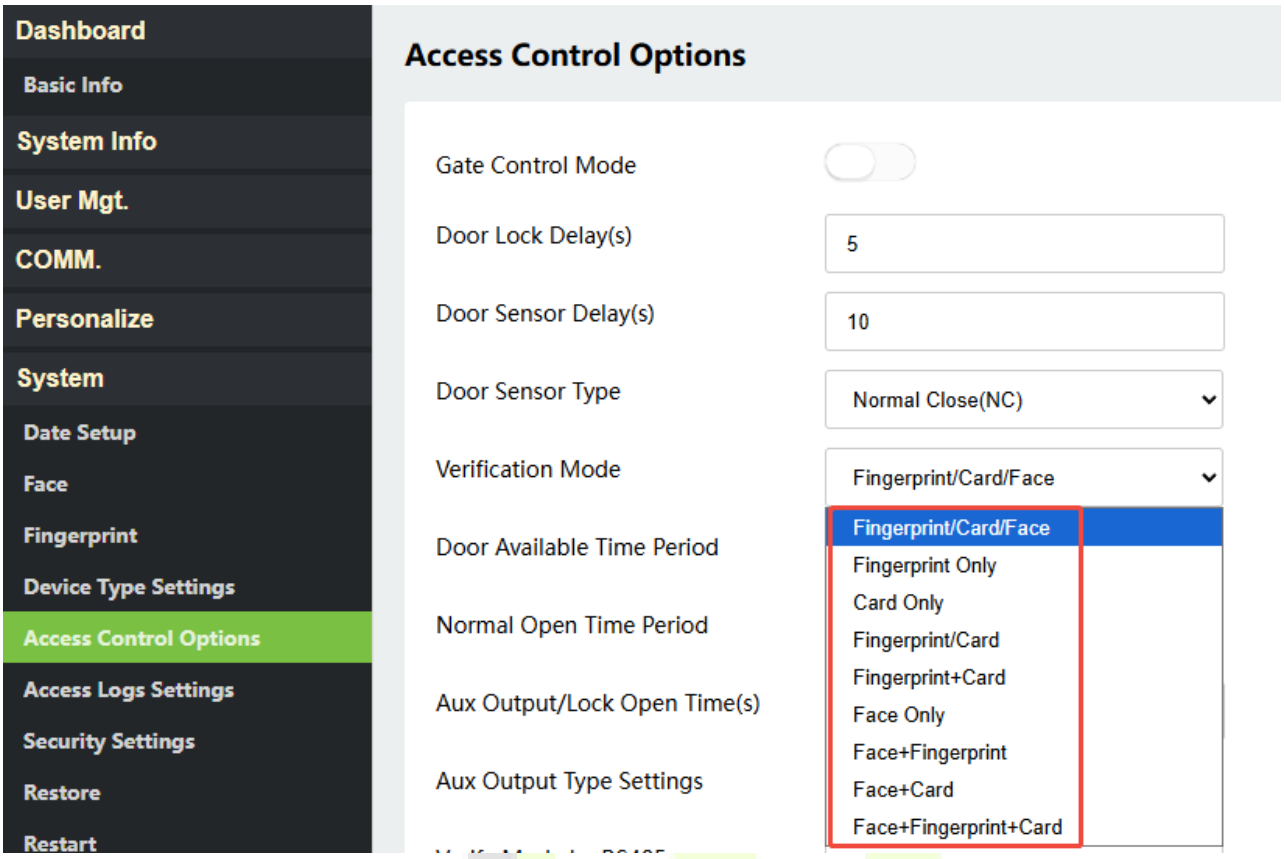


**Procedure to set for Combined Verification Mode:**

- Combined verification requires personnel to register all the different verification method. Otherwise, employees will not be able to successfully verify the combined verification process.
- For instance, when an employee has registered only the data, but the Device verification mode is set as "Face + Card", the employee will not be able to complete the verification process successfully.
- This is because the Device compares the scanned face template of the person with registered verification template (both the Face template and the Card) previously stored to that Personnel ID in the Device.
- But as the employee has registered only the Face template but not the Card, the verification will not get completed and the Device displays Verification Failed.


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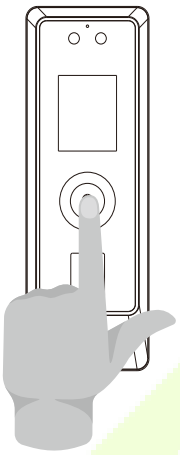
# 6 Login WebServer

A user can open the web application to set the relevant parameters of the device.

1. Press and hold the Doorbell Button of the device until the IP pops up.



2. Open a browser to enter the address to log in to the WebServer, the address is **https:// Serial IP Address**. For example: **https://192.168.1.201.**

   ***Note:*** The Serial IP Address of the device for communication can be modified, for details please refer to Communication Settings.

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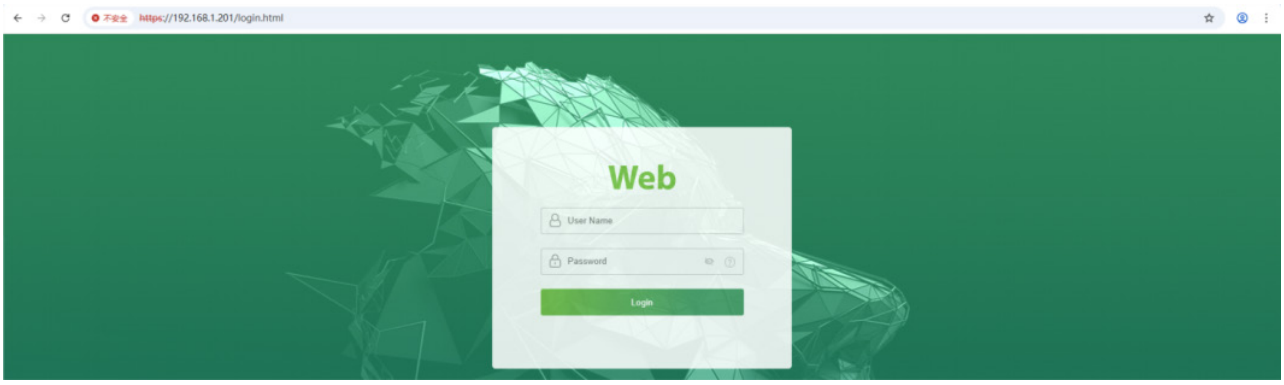


3. Enter the WebServer account and password, the default account is: **admin**, password: **admin@123**.

***Note:***

1. After logging in for the first time, it is suggested to go to **[Device Management]** > **[Change Password]** to reset the original password and log in again.
2. In order to retrieve the password easily, please register a super admin first, please refer to 10.1 User Registration.


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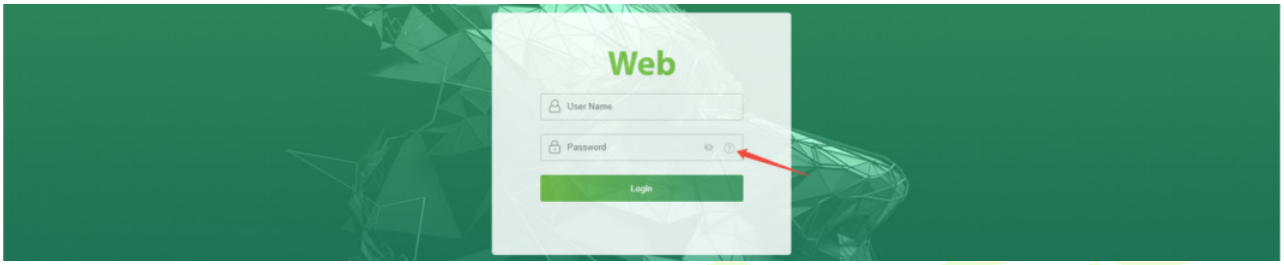
# 7 Forgot Password

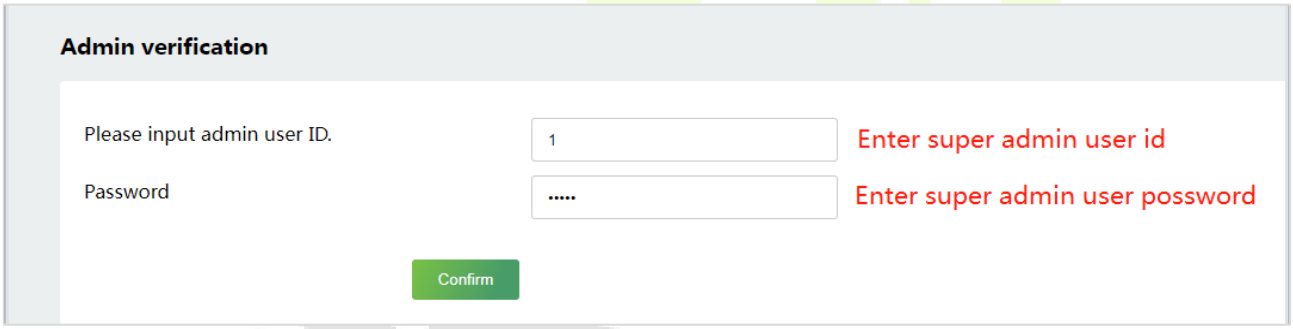
- **Method 1 (When there is a super admin):**

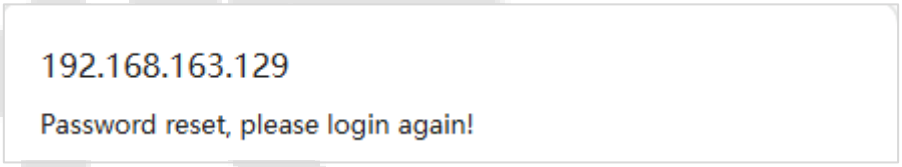
If you forgot the password of WebServer, you can reset it by the registered super admin. The detailed steps are as follows:

1. Click the icon on the login interface.




2. On the pop-up page, enter the relevant information of the super admin user as prompted.




3. After a successful reset, enter the default account and password (account: **admin**, password: **admin@123**) on the login interface to log in.

4. For security reasons, please change your password after successfully logging in.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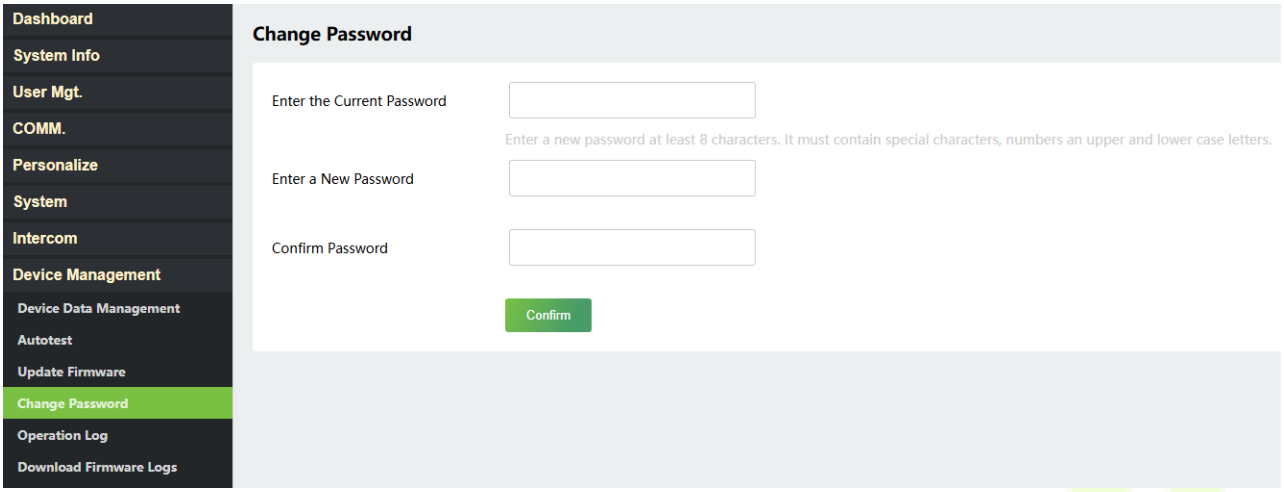
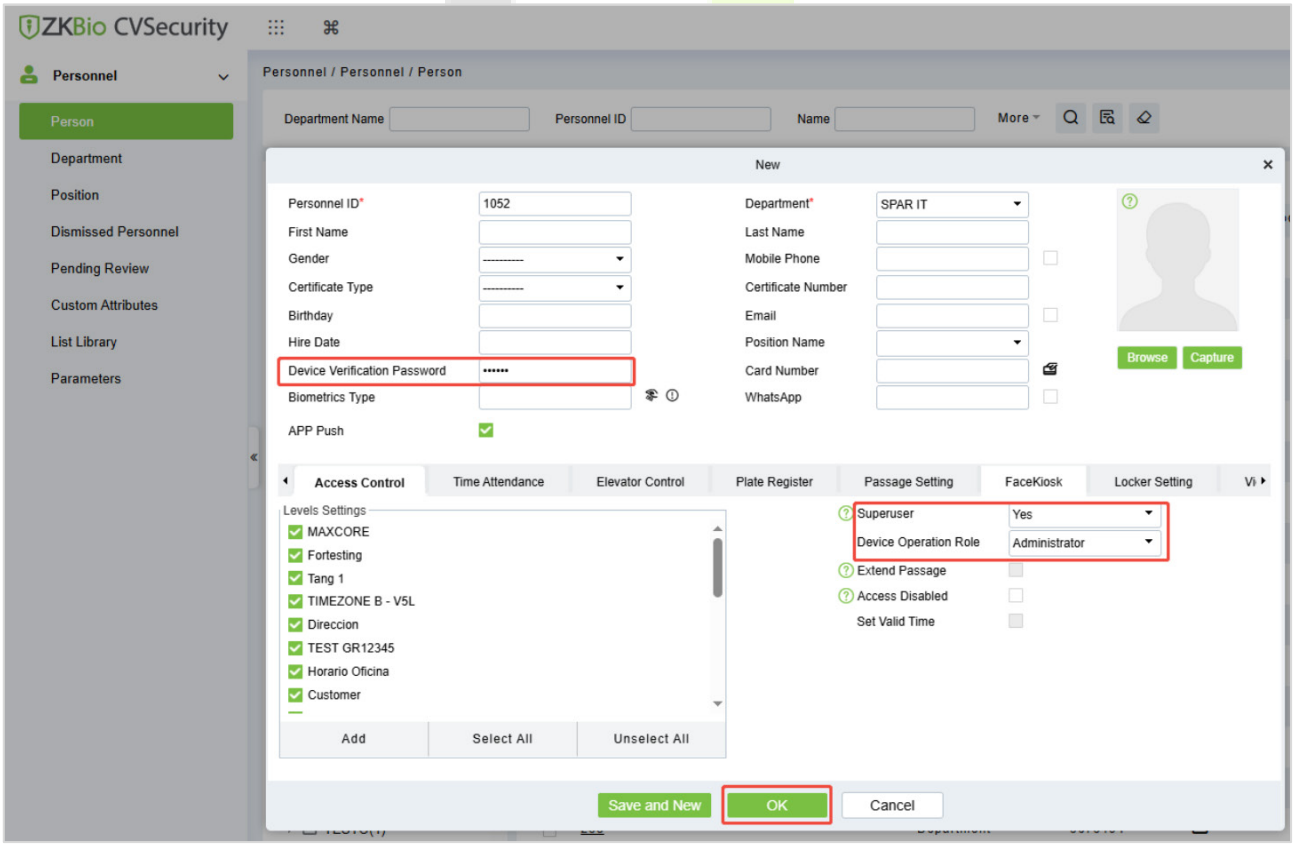



***Note:*** The super admin must exist.

- **Method 2 (When there is not a super admin):**

If the network of the device is normal and ZKBio CVSecurity has been connected, you can reset the password by sending the super admin account and password from the server.

1. Click **Personnel** > **Person** > **New** on the ZKBio CVSecurity Server.




2. After registering the information of the super admin, click **OK**.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3. Click **Access** > **Device** > **Control** > **Synchronize All Data to Devices** to synchronize all the data to the device including the new users.

***Note:*** For other specific operations, please refer *ZKBio CVSecurity User Manual*.

4. After the data synchronization is successful, you can reset the password with the newly registered super admin. The operation steps are the same as method 1.

- **Method 3:**

If the device has not registered a super admin and cannot connect to the server, please contact our after-sales technicians to help retrieve the password.


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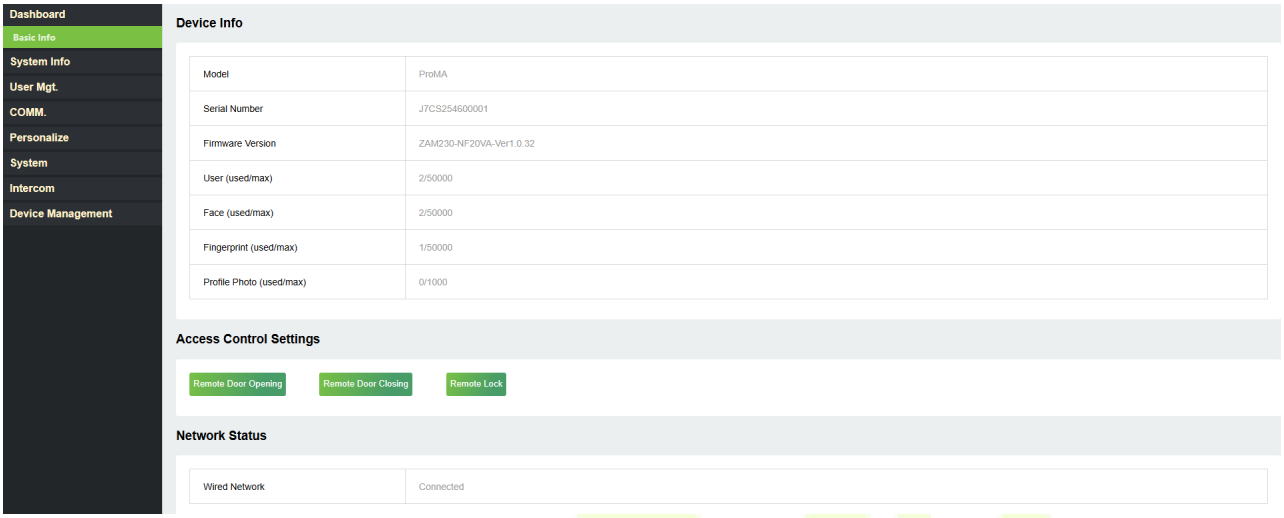
# 8 Dashboard

Click **Dashboard > Basic Info** on the WebServer. In this interface, you can view the basic information and network status of the current device.




**Access Control Settings:**

| Function Name | Description |
|---|---|
| **Remote Door Opening** | Click it to open the door remotely. If the operation is successful, the device will prompt "Door opened". |
| **Remote Door Closing** | Click it to close the door remotely. |
| **Remote Lock/Unlock** | To turn on/off the remote control function. |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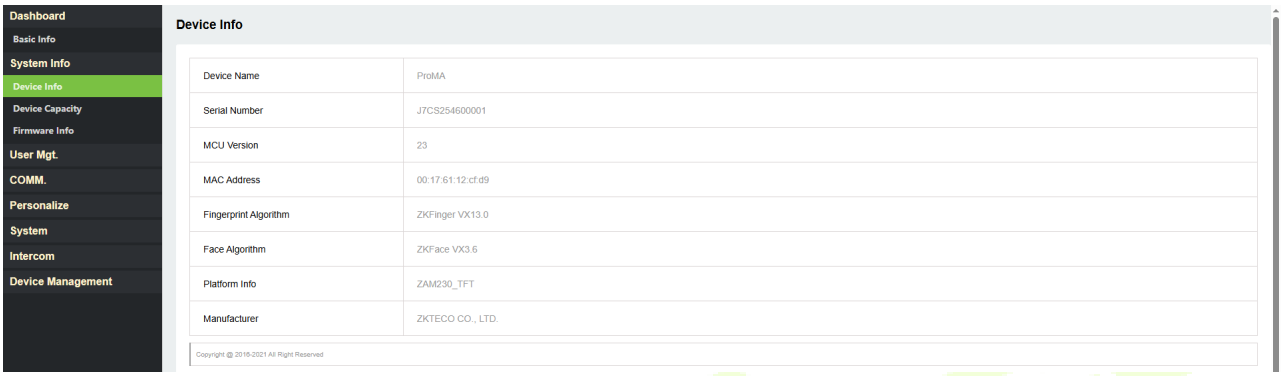
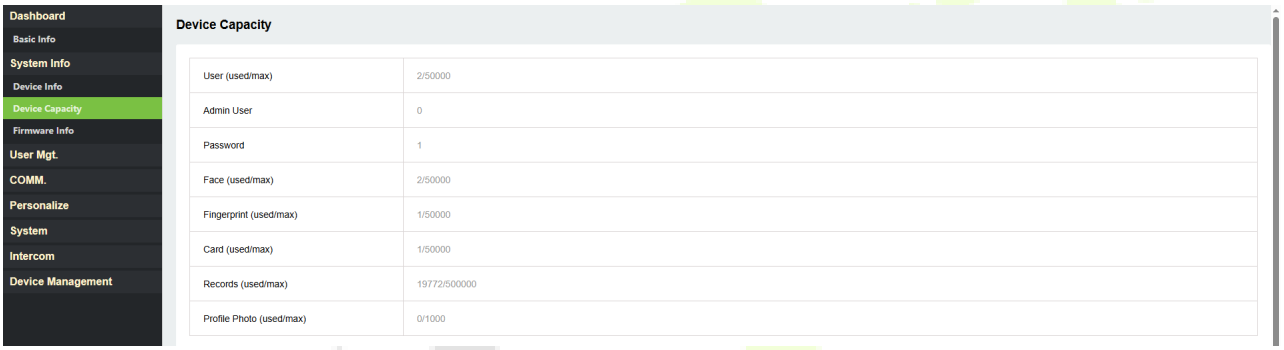
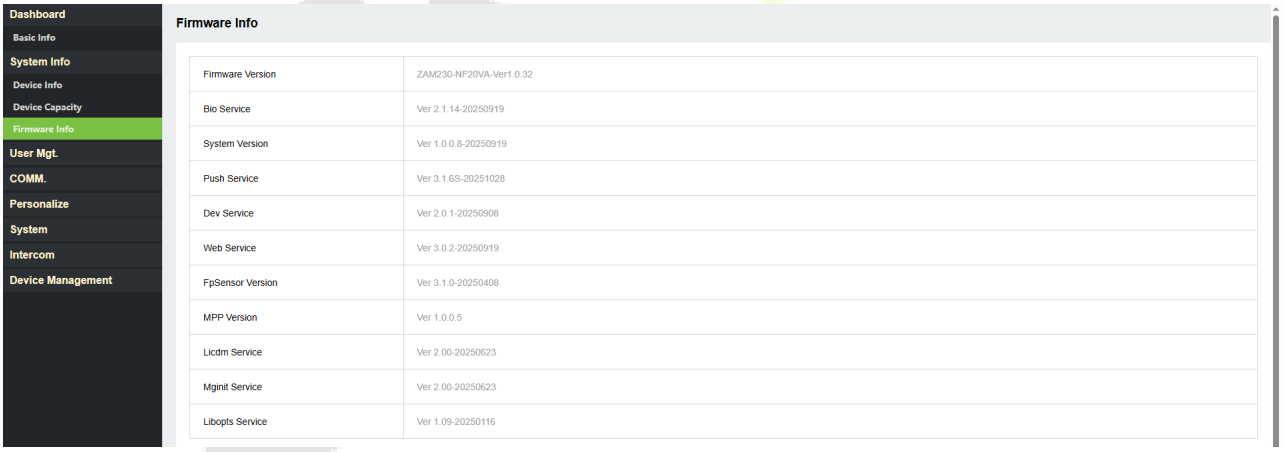
# 9 System Information

Click **System Info > Device Info/Device Capacity/Firmware Info** on the WebServer.

In the interface, you can view the data capacity, device and firmware information of the current device.




| Function Name | Description |
|---|---|
| **Device Info** | Displays the device's name, serial number, MCU version, MAC address, fingerprint★ & face algorithm version information, platform and manufacturer information. |
| **Device Capacity** | Displays the current device's user storage, password, face, fingerprint★, card storage, administrators, event logs and profile photo. |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| | |
|---|---|
| **Firmware Information** | Displays the firmware version and other version information of the device. |


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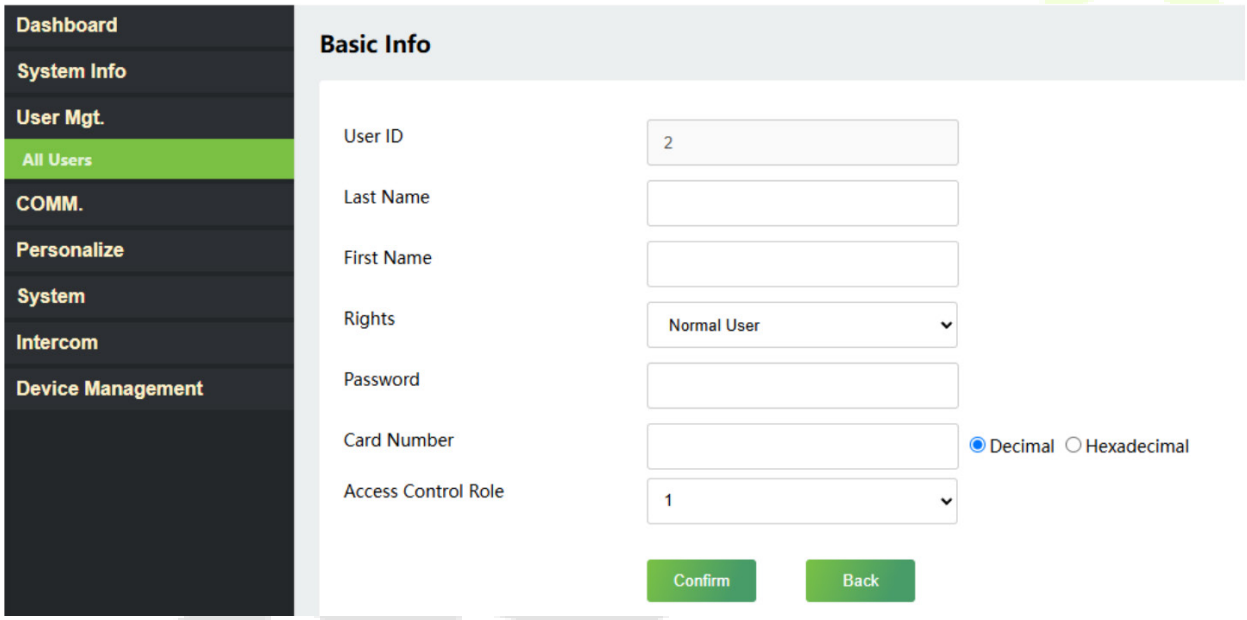
# 10 User Management

## 10.1 User Registration

### 10.1.1 Basic Information

Click **User Mgt. > All Users > New User** on the WebServer.

In this interface, you can register the User ID, Name, Rights and Password of the new user, click **Confirm** to save.




| Function Name | Description |
|---|---|
| **User ID** | The user ID may contain 1 to 14 characters by default. |
| **Last/First Name** | A name can be up to 63 characters. |
| **Rights** | Set the role for the user as either Normal User or Super Admin.<br>• **Super Admin:** The Super Admin owns all management privileges in the WebServer.<br>• **Normal User:** If the Super Admin is already registered in the WebServer, then the Normal Users will not have the privileges to manage the system and can only access authentication verifications. |
| **Password** | Set the user's registration password. |
| **Card Number** | Select the type of the card number and enter it manually, after registering the user's card number, the user can swipe the card for verification. |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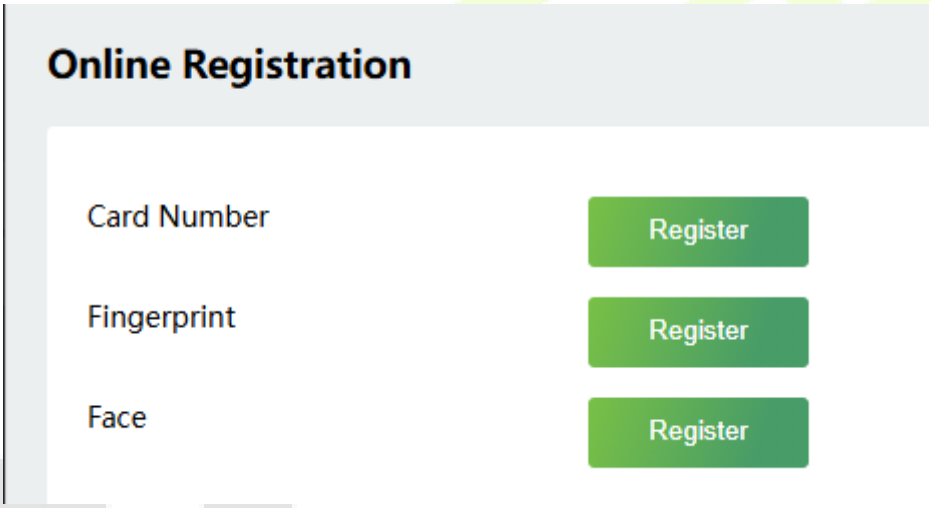
| | |
|---|---|
| **Access Control Role** | The Access Control Role sets the door access privilege for each user, new users will be added to Group 1 by default, which can be reassigned to other required groups. The system supports up to 10 access control groups. |

***Note:***

1. During the initial registration, you can modify your ID; you cannot be modifying the registered ID once after the successful registration.
2. If the message **"Registration failed!"** pops up, you must choose a different User ID because the one you entered already exists.

### 10.1.2 Online Registration

In this interface, you can register the User's Card Number, Fingerprint★and Face. The verification mode can only be registered after the basic information is confirmed.




➢ **Register Card Number**

In the current interface, behind the card number bar, click **Register**, and the device will display the card number registration interface in real time, swipe the card underneath the card reading area. The registration of the card will be successful.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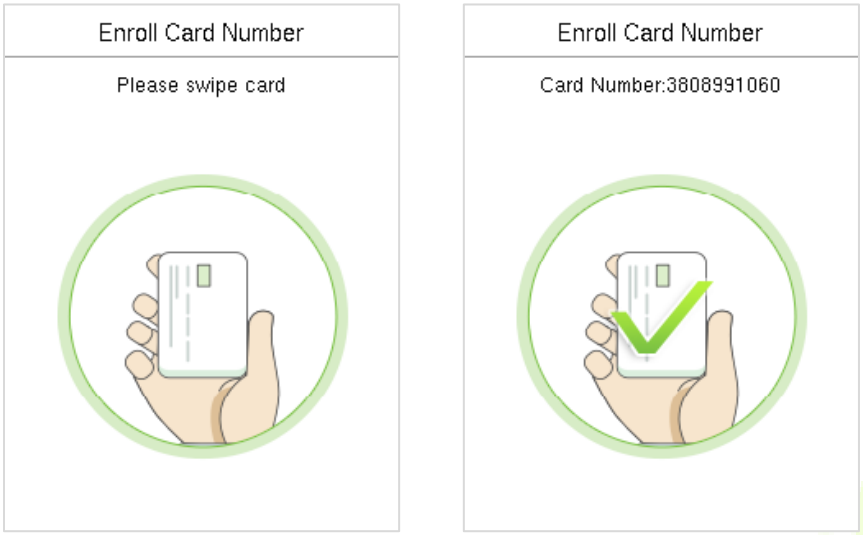
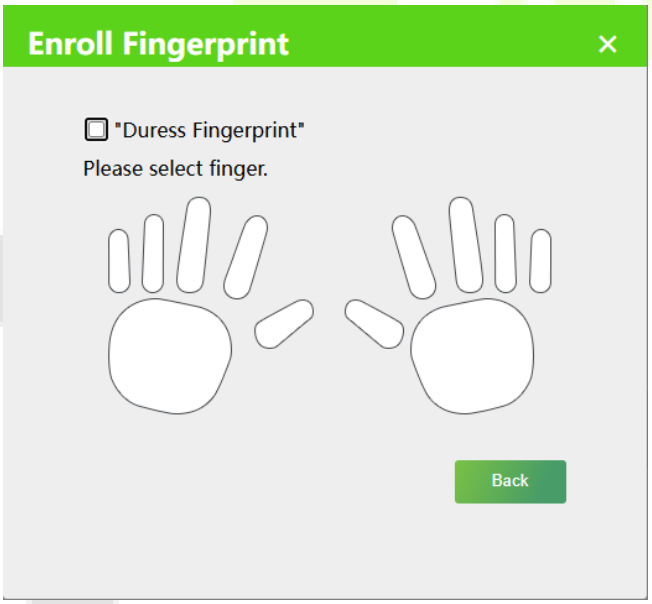



- **Register Fingerprint★**

In the current interface, behind the fingerprint bar, click **Register**. Select the finger and the device will display the fingerprint registration interface in real time, press your finger onto the fingerprint sensor of the device, and follow the instructions to complete the registration.





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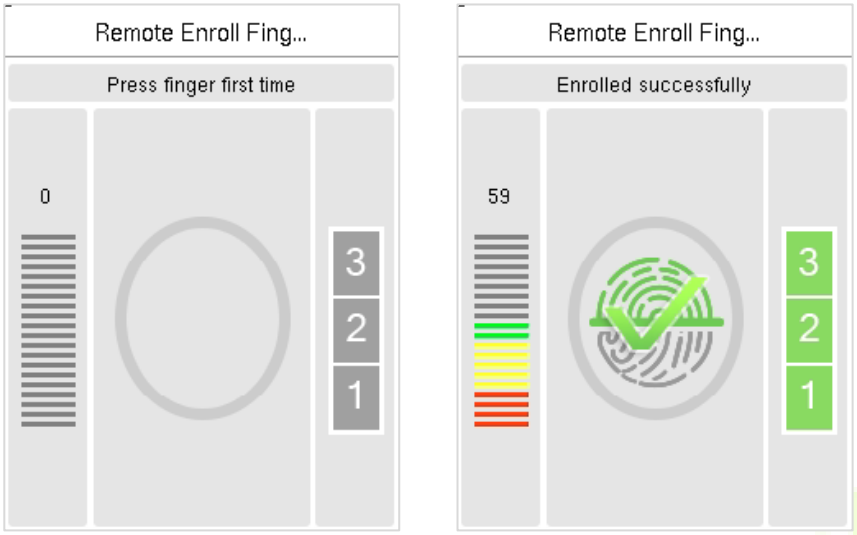


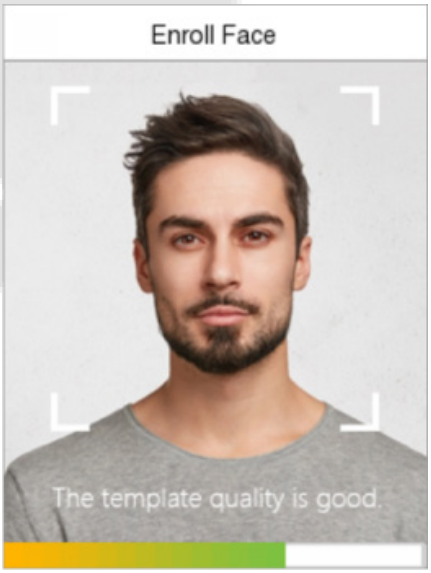

For fingerprint pressing operation, please refer to Finger Placement.

## ➢ Register Face Template

In the current interface, behind the face bar, click **Register**, and the device will display the face template registration interface in real time.

- Please face towards the camera and position your face inside the white guiding box and stay still during face registration.
- A progress bar shows up while registering the face template and "**Enrolled Successfully**" is displayed until the registration completes.
- If the face template is registered already then, the "**Duplicated Face**" message shows up.

The registration interface is as follows:





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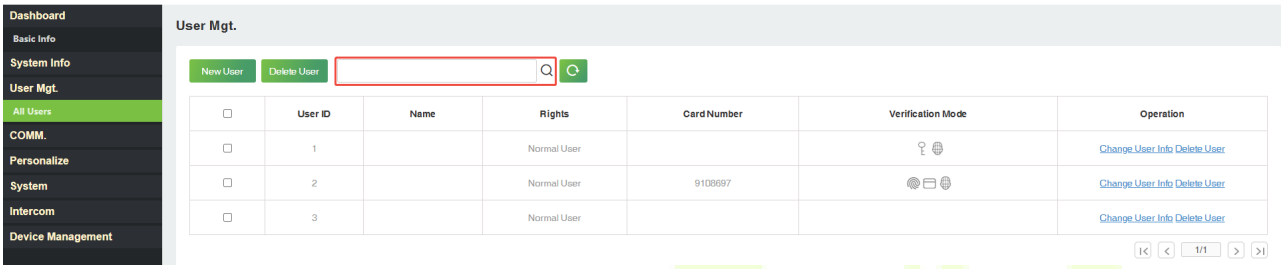
***Note:*** While registering a face, the system automatically captures a picture as the profile photo. If you do not register a profile photo, the system automatically sets the picture captured during registration as the default photo.

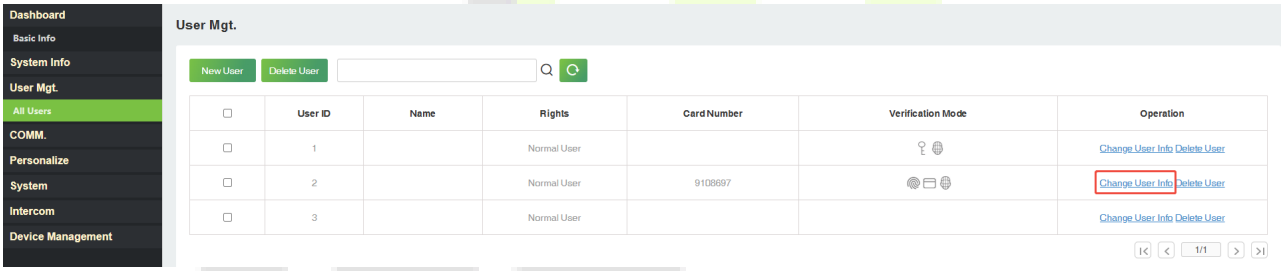
## 10.2 Search for Users

Click **User Mgt.** > **All Users** on the WebServer, click the search bar to enter the user ID and the system will search for the related user information.




## 10.3 Edit User

On the **All Users** interface, select the required user from the list and click **Change User Info** to edit the user information.





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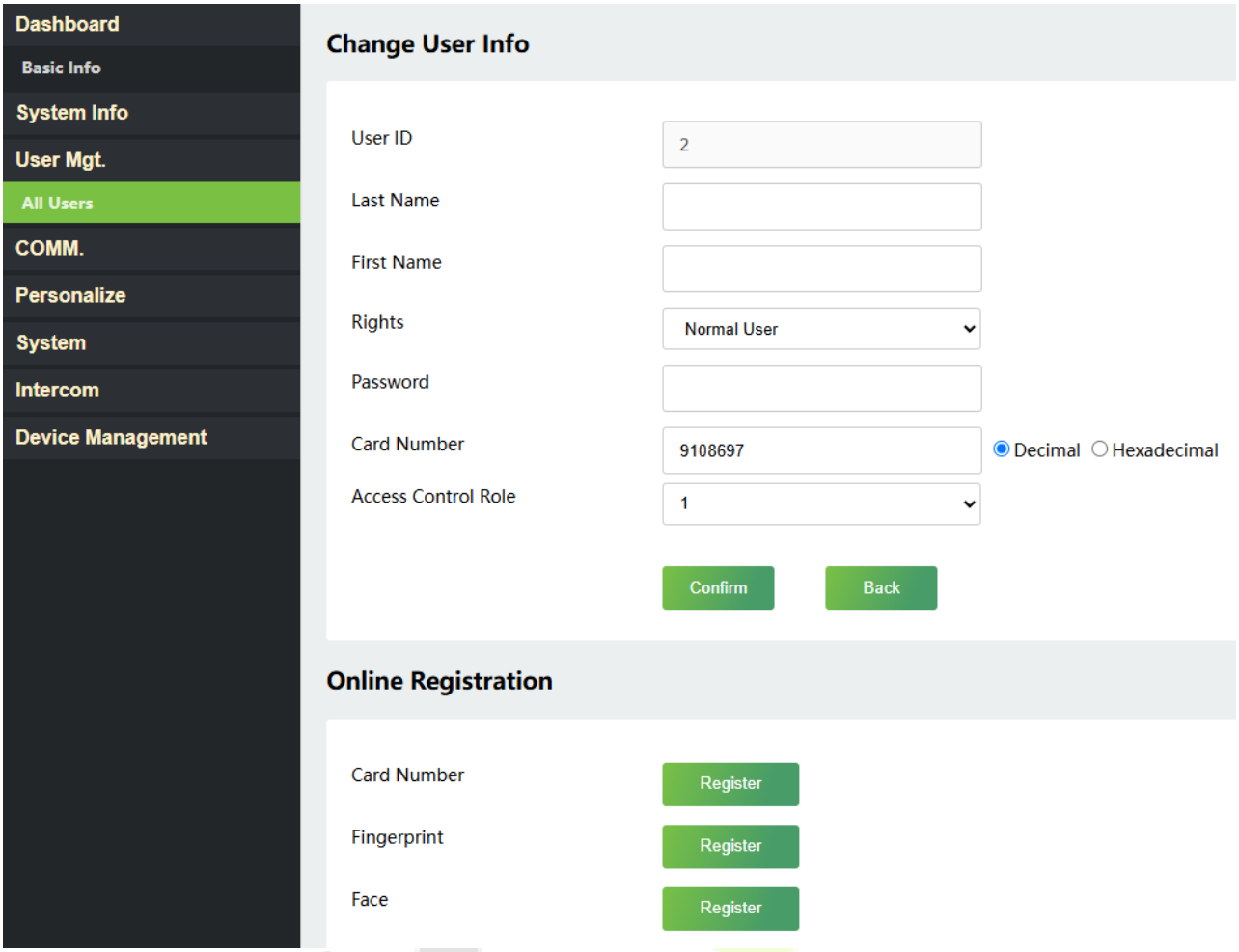
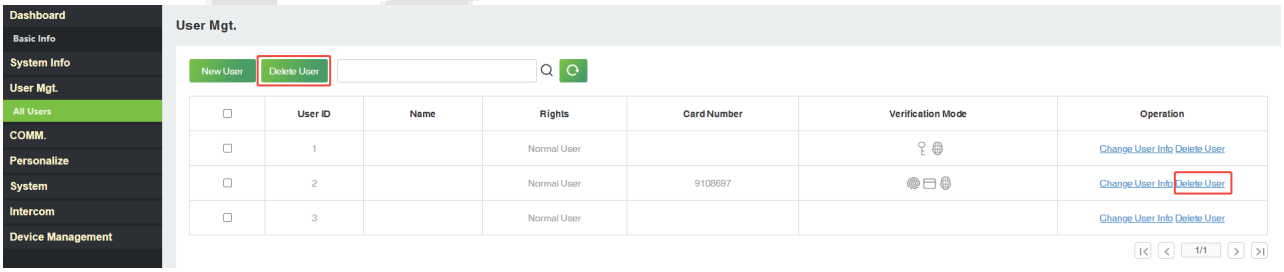



***Note:*** The process of editing the user information is the same as that of adding a new user, except that the User ID cannot be modified. The process in detail refers to 10.1 User Registration.

## 10.4 Delete User

On the **All Users** interface, select the required user from the list and click **Delete User** to delete the user. Here individual deletion and batch deletion is available.





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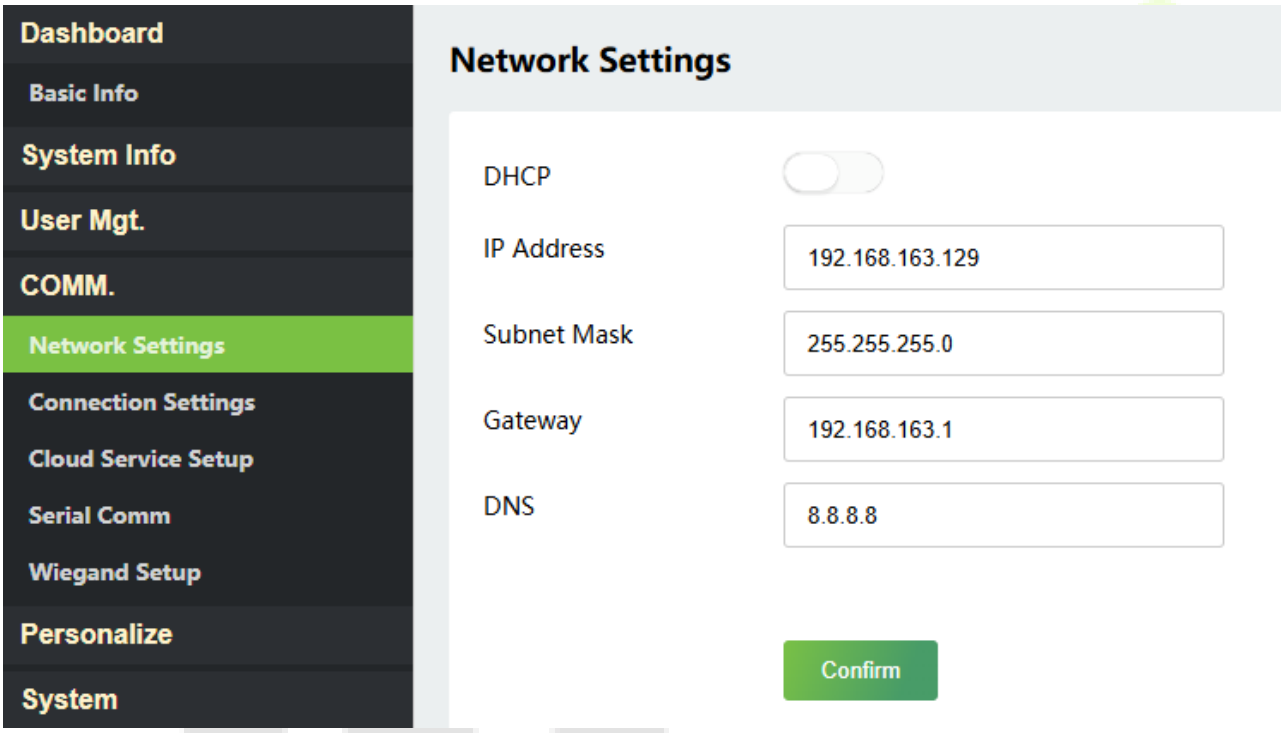
# 11 Communication Settings

## 11.1 Network Settings

Click **COMM. > Network Settings** on the WebServer.

Change the IP address of the device as needed, click **Confirm** to save, and the device will automatically synchronize the IP information.




| Function Name | Description |
|---|---|
| **DHCP** | Select whether to obtain the IP Address by automatically. |
| **IP Address** | The default IP address is 192.168.1.201. It can be modified according to network availability. |
| **Subnet Mask** | The default Subnet Mask is 255.255.255.0. It can be modified according to network availability. |
| **Gateway** | The Default Gateway address is 0.0.0.0. It can be modified according to network availability. |
| **DNS** | The default DNS address is 0.0.0.0. It can be modified according to network availability. |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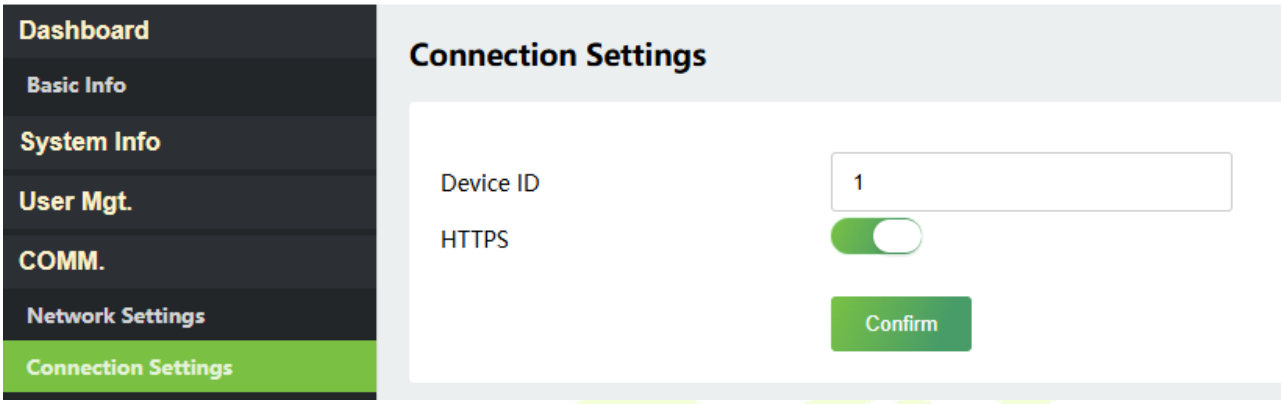
***Note:*** After the IP address of the device is changed successfully, you need to log out of the currently WebServer and log in again to the IP address you just changed to connect to the device. For WebServer login details, please refer to Login WebServer.

## 11.2 Connection Settings

Click **Connection Settings** on the WebServer.




| Function Name | Description |
|---|---|
| **Device ID** | It is the identification number of the device, which ranges between 0 and 255. |
| **HTTPS** | Based on HTTP, transmission encryption and identity authentication ensure the security of the transmission process. |

## 11.3 Cloud Service Setup

Click **Cloud Service Setup** on the WebServer.

Cloud Server Setup was used to connect to the ZKBio CVSecurity software, please refer to 16.1 Set the Communication Address.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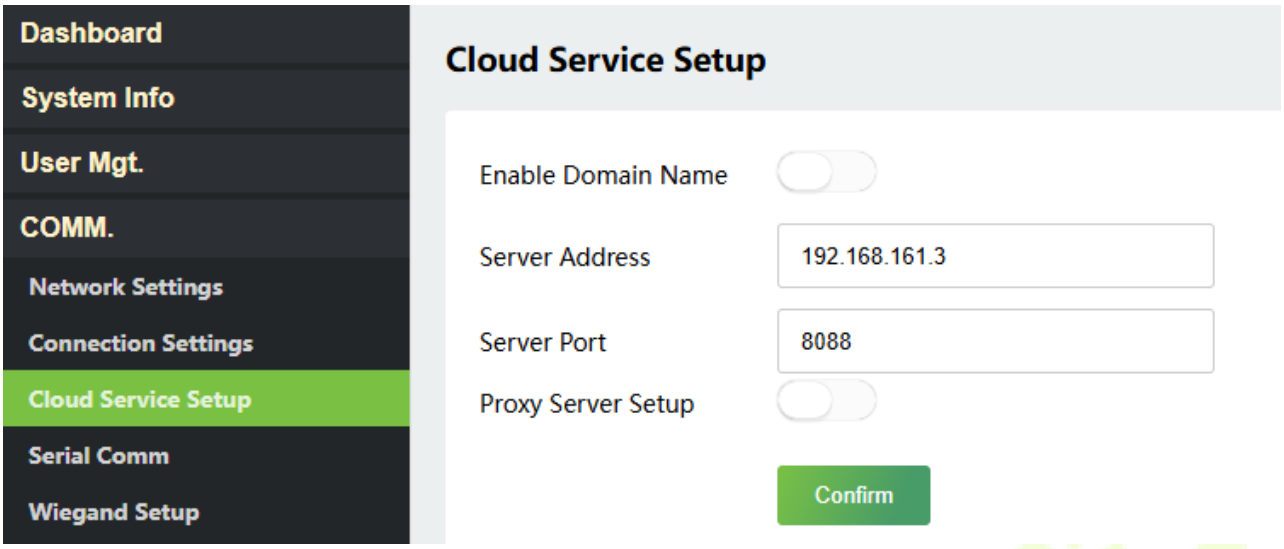
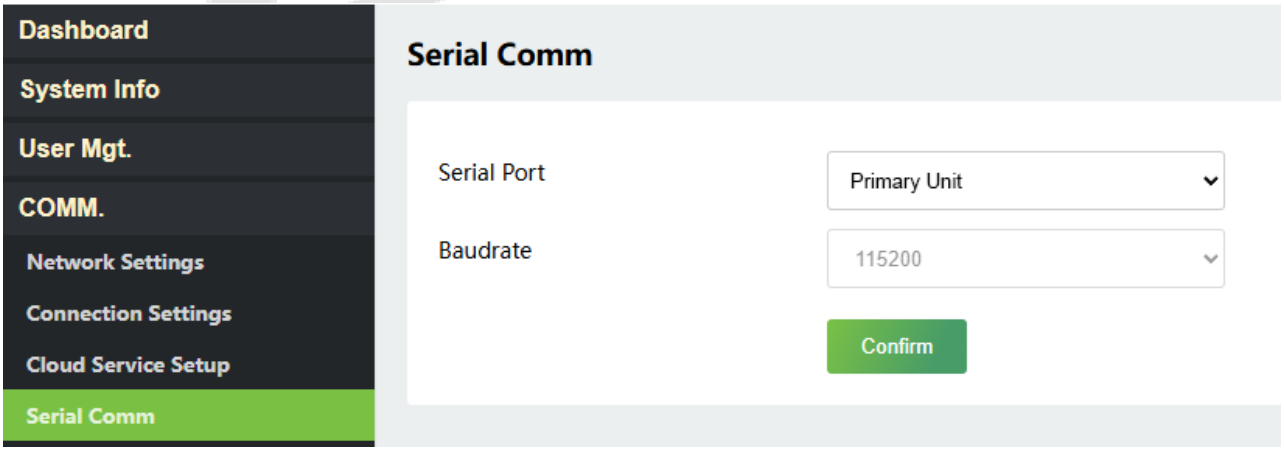



| Function Name | | Description |
|---|---|---|
| **Enable Domain Name** | **Server Address** | Once this function is enabled, the domain name mode "http://..." will be used, such as http://www.XYZ.com, while "XYZ" denotes the domain name (when this mode is turned **ON**). |
| **Disable Domain Name** | **Server Address** | IP address of the ADMS server. |
| | **Server Port** | Port used by the ADMS server. |
| **HTTPS** | | Based on HTTP, transmission encryption and identity authentication ensure the security of the transmission process. |
| **Proxy Server Setup** | | When you choose to enable the proxy, you need to set the IP address and port number of the proxy server. |

## 11.4 Serial Comm

Click **Serial Comm** on the WebServer.





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| Function Name | Description |
|---|---|
| **Serial Port** | **No Using:** Do not communicate with the device through the serial port.<br>**RS485(PC):** Communicates with the PC through RS485 serial port.<br>**Primary Unit:** When RS485 is used as the function of **Primary Unit**, the device will act as a primary unit, and it can be connected to RS485 reader.<br>**DM10:** When RS485 is used as the function of **DM10**, it can be connected to DM10 to control the lock relay. |
| **Baud Rate** | When the serial port is set as **Primary Unit** or **DM10**, the baud rate is 115200 by default and cannot be modified.<br>When the serial port is set as **RS485(PC)**, there are 4 baud rate options. They are: 115200 (default), 57600, 38400 and 19200.<br>The higher is the baud rate, the faster is the communication speed, but also the less reliable.<br>Hence, a higher baud rate can be used when the communication distance is short; when the communication distance is long, choosing a lower baud rate would be more reliable. |

***Note:*** RS485(PC) not support any software for PC configuration in overseas markets.

## 11.5 Wiegand Setup

Click **Wiegand Setup** on the WebServer.

It is used to set the Wiegand input and output parameters.


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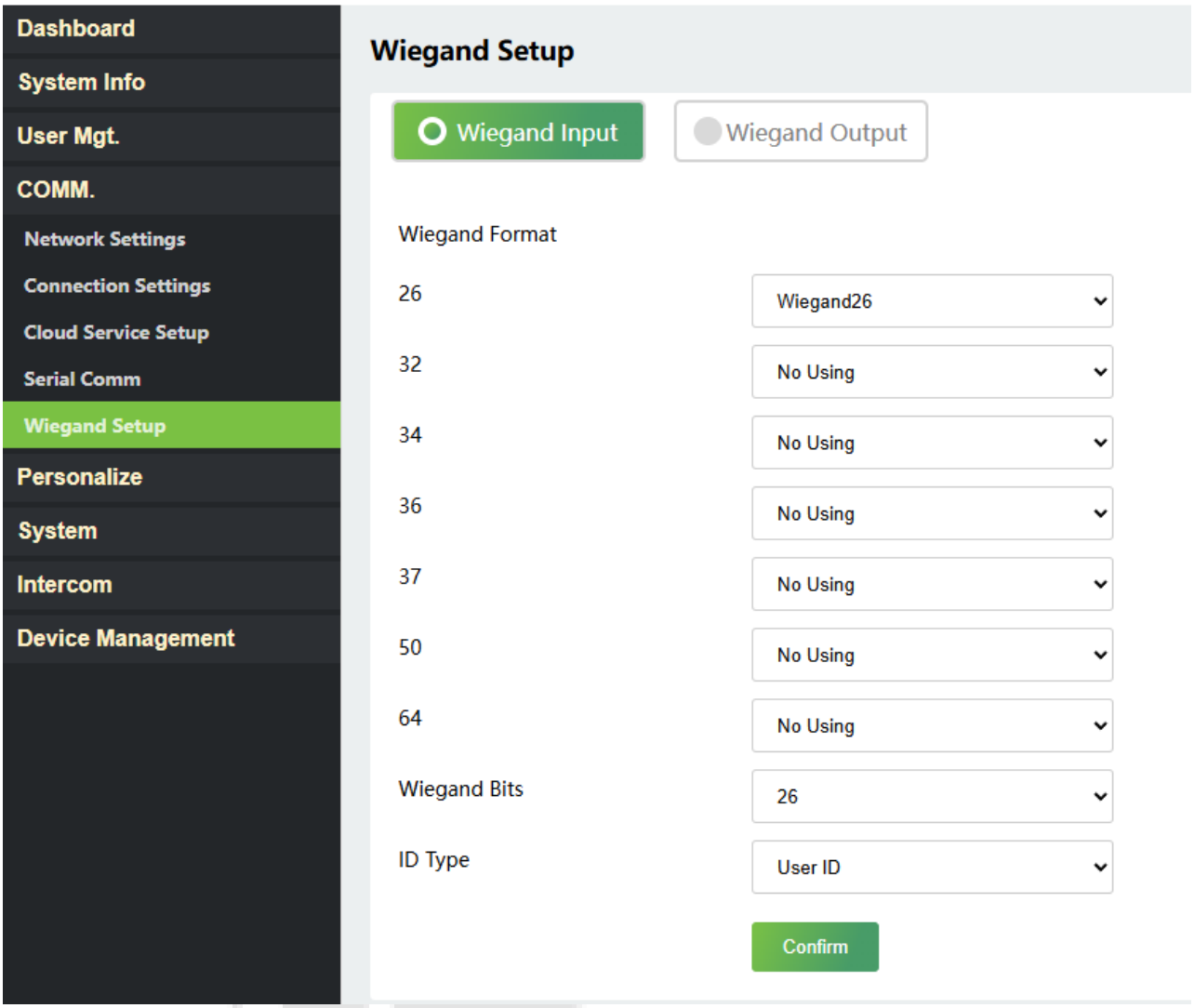



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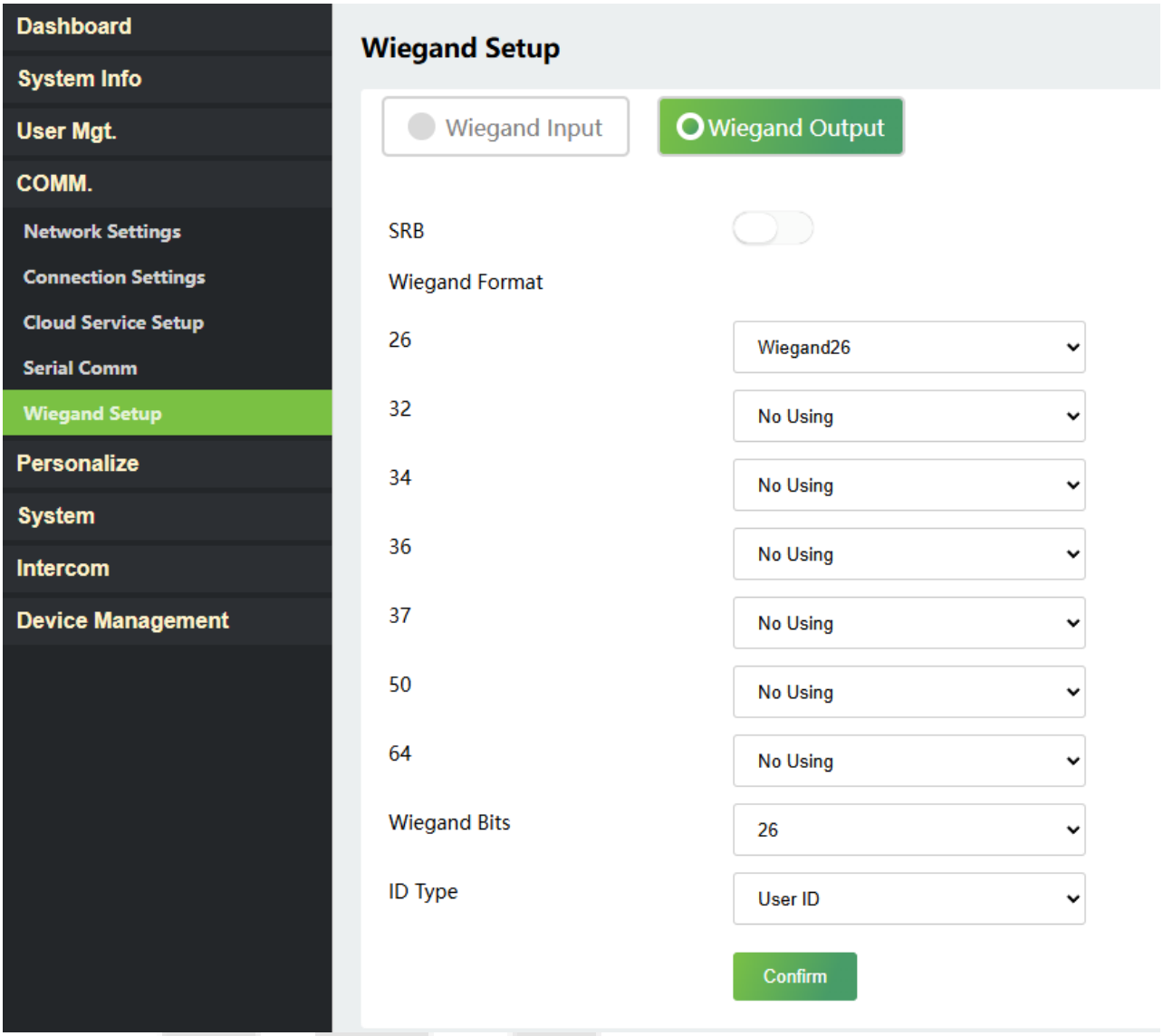


| Function Name | Description |
|---|---|
| **Wiegand Format** | Its value can be 26 bits, 32 bits, 34 bits, 36 bits, 37 bits, 50 bits and 64 bits. |
| **Wiegand Bits** | The number of bits of the Wiegand data. |
| **ID Type** | Select between the User ID and card number. |
| **SRB** | When SRB is enabled, the lock is controlled by the SRB to prevent the lock from being opened due to device removal. |


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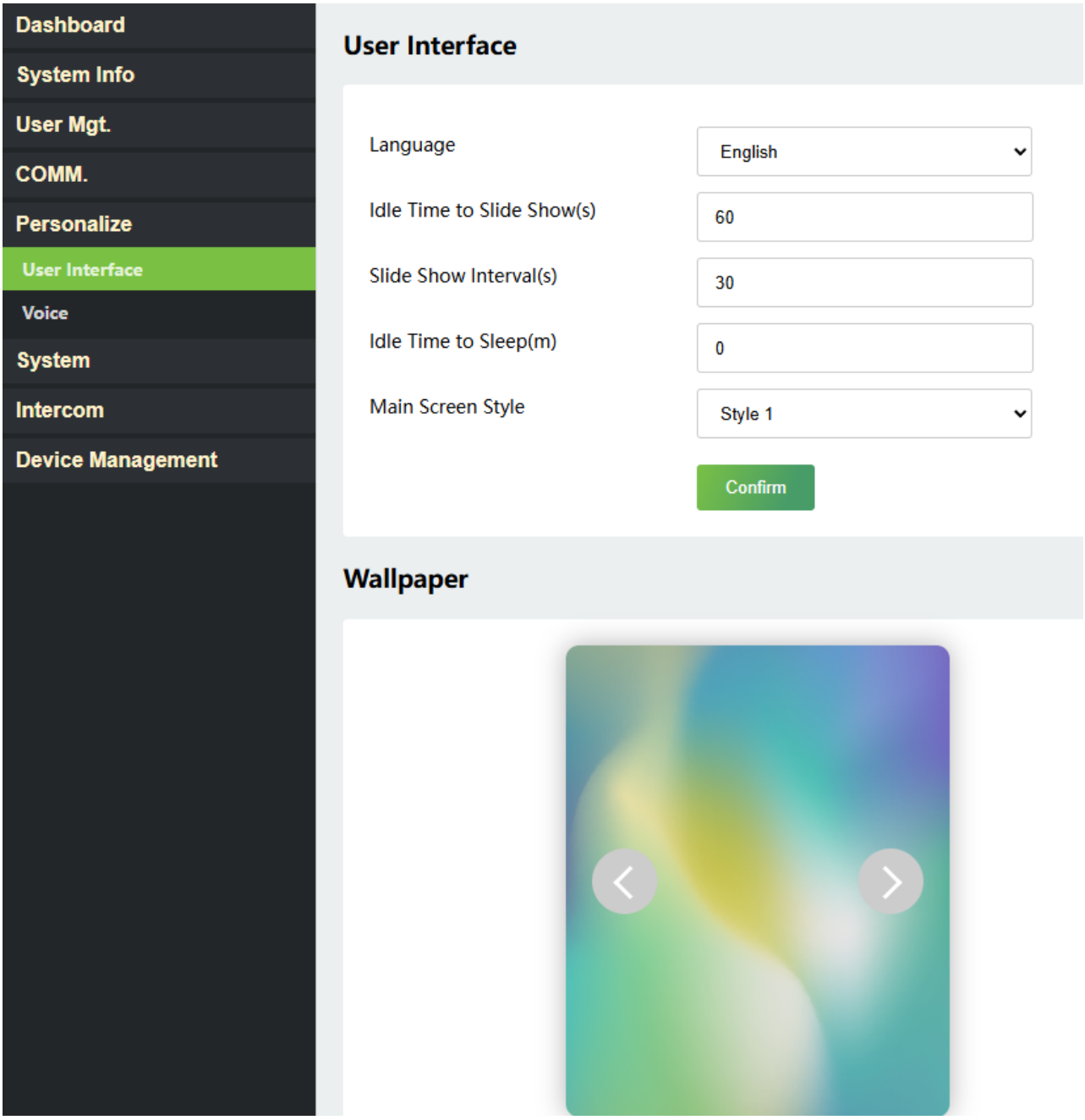
# 12 Personalize

## 12.1 User Interface

Click **Personalize** > **User Inteface** on the WebServer.




| Function Name | Description |
|---|---|
| **Language** | It helps to select the language of the device. |
| **Idle Time to Slide Show (s)** | When there is no operation, and the time exceeds the set value, a slide show is displayed. The function can be disabled, or you may |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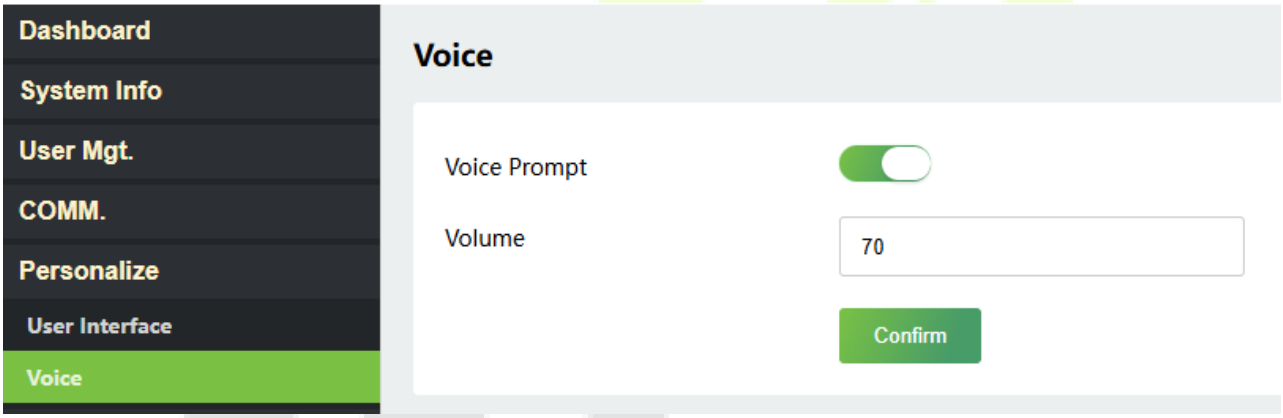
| | |
|---|---|
| | set the value between 3 and 999 seconds. |
| **Slide Show Interval (s)** | It is the time interval in switching between different slide show pictures. The function can be disabled, or you may set the interval between 3 and 999 seconds. |
| **Idle Time to Sleep (m)** | If the sleep mode is activated, and when there is no operation in the device, then the device will enter standby mode.<br>This function can be disabled or set a value within 1 to 999 minutes. |
| **Main Screen Style** | The style of the main screen can be selected according to the user preference. |
| **Wallpaper** | Select the main screen wallpaper according to the user preference. |

## 12.2 Voice

Click **Voice** on the WebServer.




| Function Name | Description |
|---|---|
| **Voice Prompt** | Toggle to enable or disable the voice prompts during function operations. |
| **Volume** | Adjust the volume of the device which can be set between 0 to 100. |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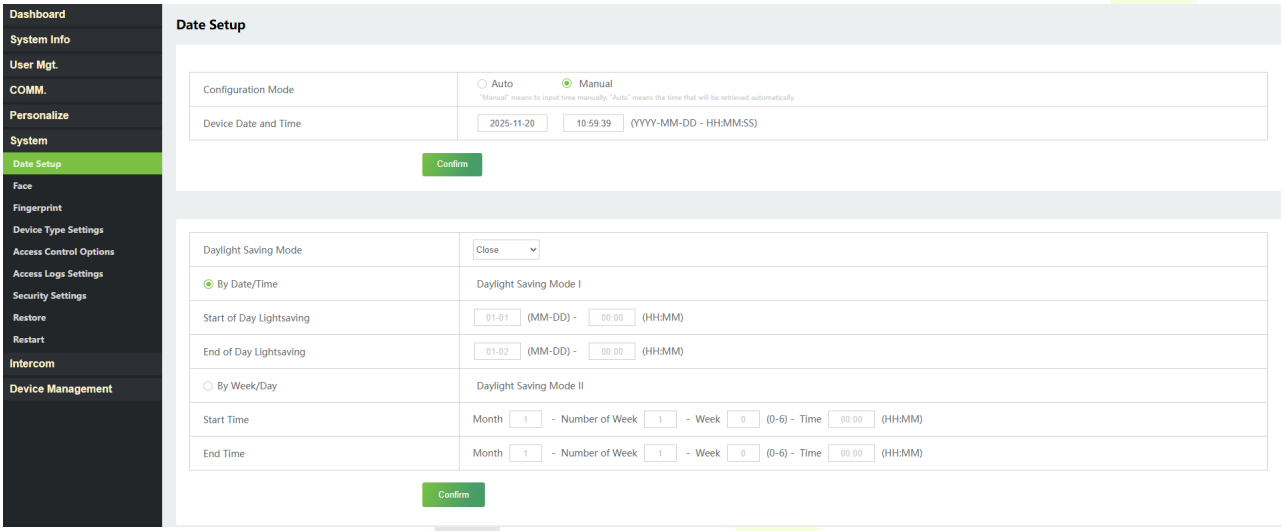
# 13 System

## 13.1 Date Setup

Click **System** > **Date Setup** on the WebServer.

- Click **Manual** to manually set the date and time and click **Confirm** to save.
- Select Open or Close the **Daylight Saving Mode** function. If opened, set the **Daylight Saving Time** and **End of Daylight Saving**.




## 13.2 Face Parameters

Click **Face** on the WebServer.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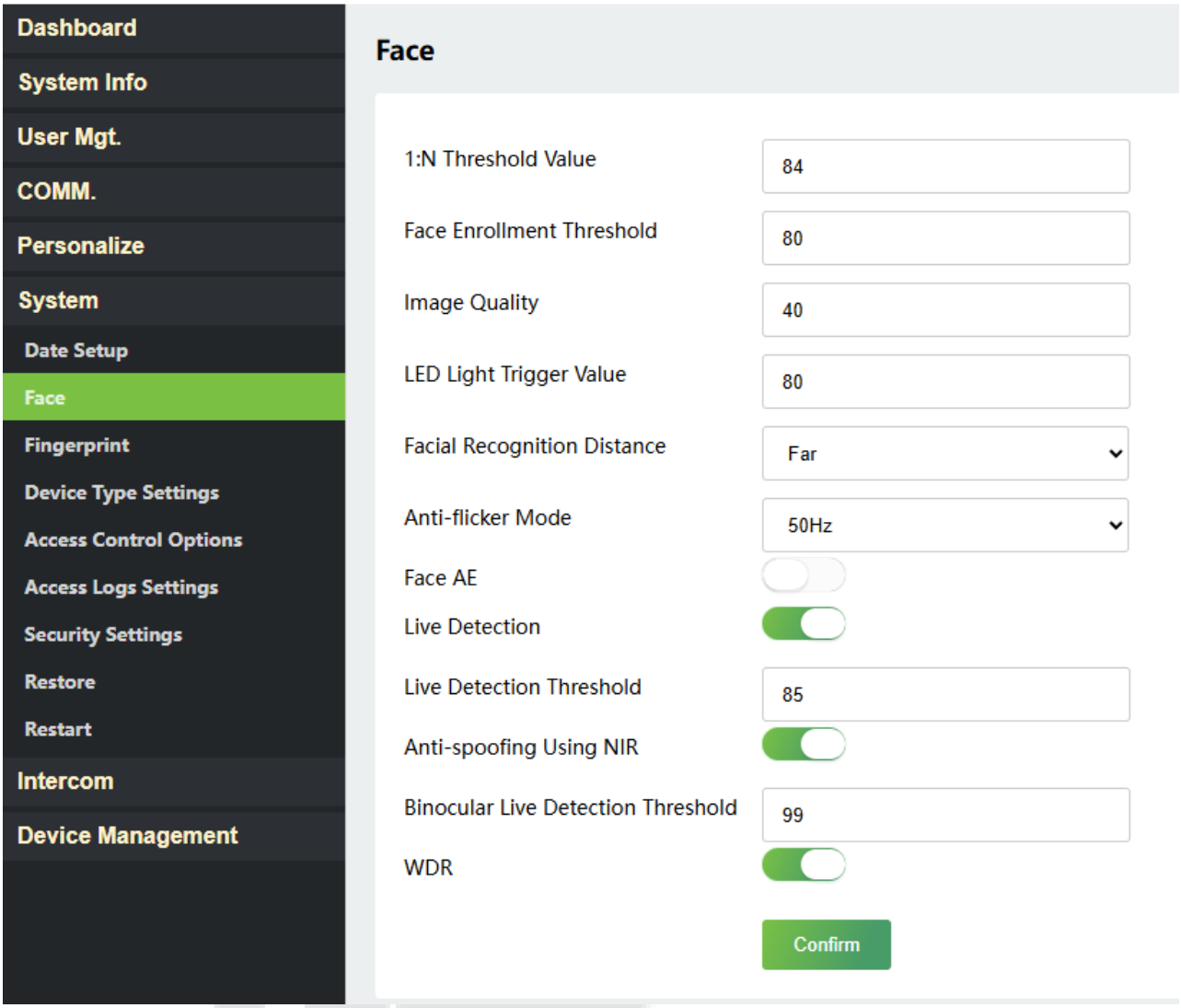


| Function Name | Description |
|---|---|
| **1:N Threshold Value** | Under face verification mode, the verification will only be successful when the similarity between the acquired facial image and all registered facial templates is greater than the set value.<br>The valid value ranges from 0 to 100. The higher the thresholds, the lower the misjudgment rate, the higher the rejection rate, and vice versa. It is recommended to set the default value to 84. |
| **Face Enrollment Threshold** | During face template enrolment, 1: N comparison is used to determine whether the user has already registered before.<br>If the similarity between the captured face and any existing template exceeds this threshold, the system rejects enrollment and indicates the user is already registered. |
| **Image Quality** | Image quality for facial registration and comparison. The higher the value, the clearer the image requires. |


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| | |
|---|---|
| **LED Light Trigger Value** | This value controls the on and off of the LED light. The larger the value, the more frequently the LED light will be turned on. |
| **Facial Recognition Distance** | The farther the individual is, the smaller the face, and the smaller number of pixels of the face obtained by the algorithm. Therefore, adjusting this parameter can adjust the farthest comparison distance of faces. |
| **Anti-flicker Mode** | Used when WDR is turned off. This helps reduce flicker when the device's screen flashes at the same frequency as the light. |
| **Face AE** | When the face is in front of the camera in Face AE mode, the brightness of the face area increases, while other areas become darker. |
| **Live Detection** | Detecting the spoof attempt using visible light images to determine if the provided biometric source sample is really a person (a live human being) or a false representation. |
| **Live Detection Threshold** | Facilitates to judge whether the captured visible image is really a person (a live human being). The larger the value, the better the anti-spoofing performance using visible light. |
| **Anti-spoofing Using NIR** | Using near-infrared spectra imaging to identify and prevent fake photos and video attacks. |
| **Binocular Live Detection Threshold** | Facilitates to judge whether the captured visible image is really a person (a live human being). The larger the value, the better the anti-spoofing performance using visible light. |
| **WDR** | Wide Dynamic Range (WDR), which balances light and extends image visibility for surveillance videos under high contrast lighting scenes and improves object identification under bright and dark environments. |

***Note:*** Improper adjustment of the exposure and quality parameters may severely affect the performance of the device. Please adjust the exposure parameter only under the guidance of the after-sales service personnel of our company.

## 13.3 Fingerprint★

Click **Fingerprint** on the WebServer.


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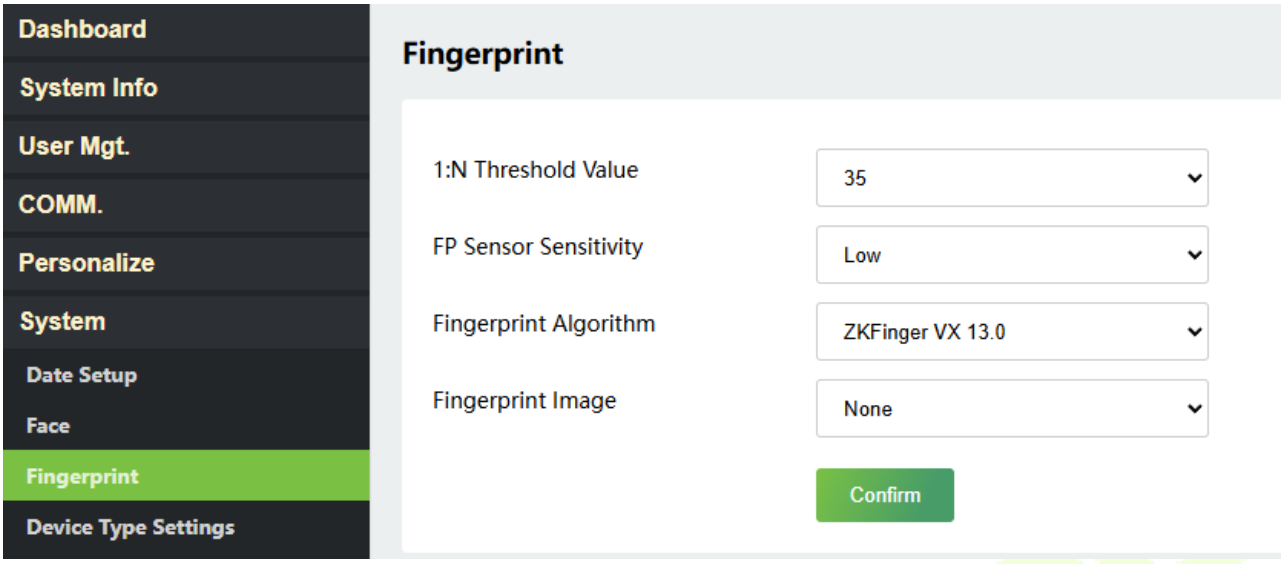


| Function Name | Description |
|---|---|
| **1:N Threshold Value** | Under 1:N verification method, the verification will only be successful when the similarity between the acquired fingerprint data and the fingerprint templates enrolled in the device is greater than the set value. |
| **FP Sensor Sensitivity** | To set the sensibility of fingerprint acquisition. It is recommended to use the default level "**Medium**". When the environment is dry, resulting in slow fingerprint detection, you can set the level to "**High**" to raise the sensibility; when the environment is humid, making it hard to identify the fingerprint, you can set the level to "**Low**". |
| **Fingerprint Algorithm** | Fingerprint algorithm version. Default support ZKFinger VX13.0, can change to ZKFinger VX10.0. |
| **Fingerprint Image** | To set whether to display the fingerprint image on the screen during fingerprint enrollment or verification. Four choices are available:<br>**Show for Enroll:** to display the fingerprint image on the screen only during enrollment.<br>**Show for Match:** to display the fingerprint image on the screen only during verification.<br>**Always Show:** to display the fingerprint image on screen during enrollment and verification.<br>**None:** not to display the fingerprint image. |


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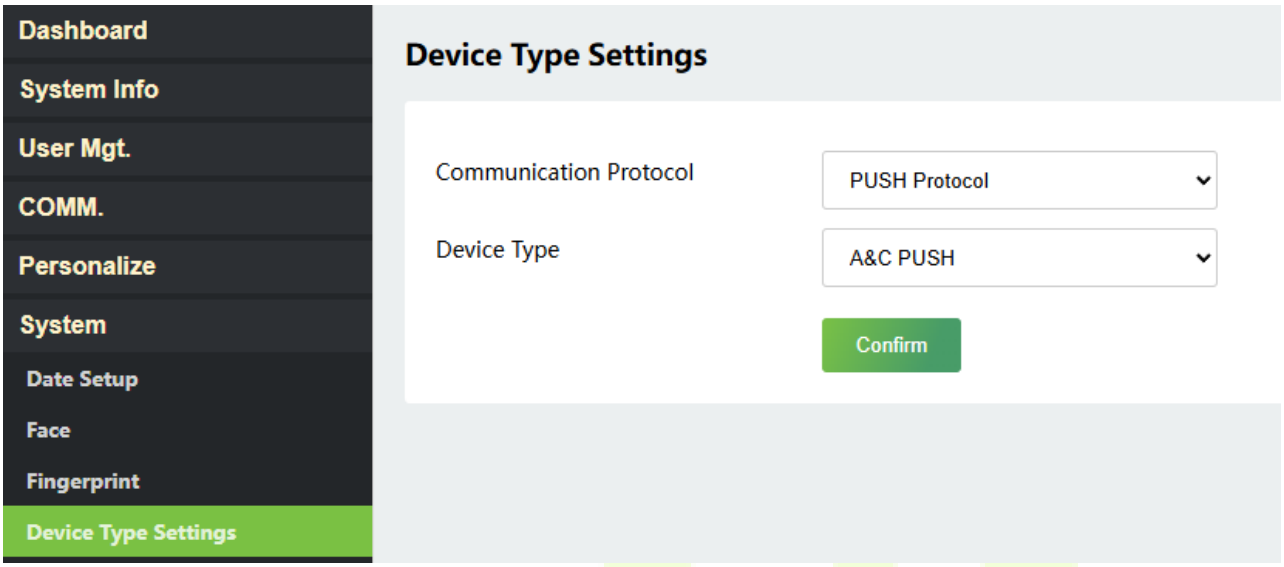
## 13.4 Device Type Settings

Click **Device Type Settings** on the WebServer.




| Function Name | Description |
|---|---|
| **Communication Protocol** | It is PUSH Protocol by default. |
| **Device Type** | Set the device as an access control terminal or attendance terminal. |

***Note:*** After changing the device type, the device will delete all the data and restart, and some functions will be adjusted accordingly.

## 13.5 Access Control Options

Click **Access Control Options** on the WebServer.

On the Access Control interface to set the parameters of the control lock of the terminal and related equipment.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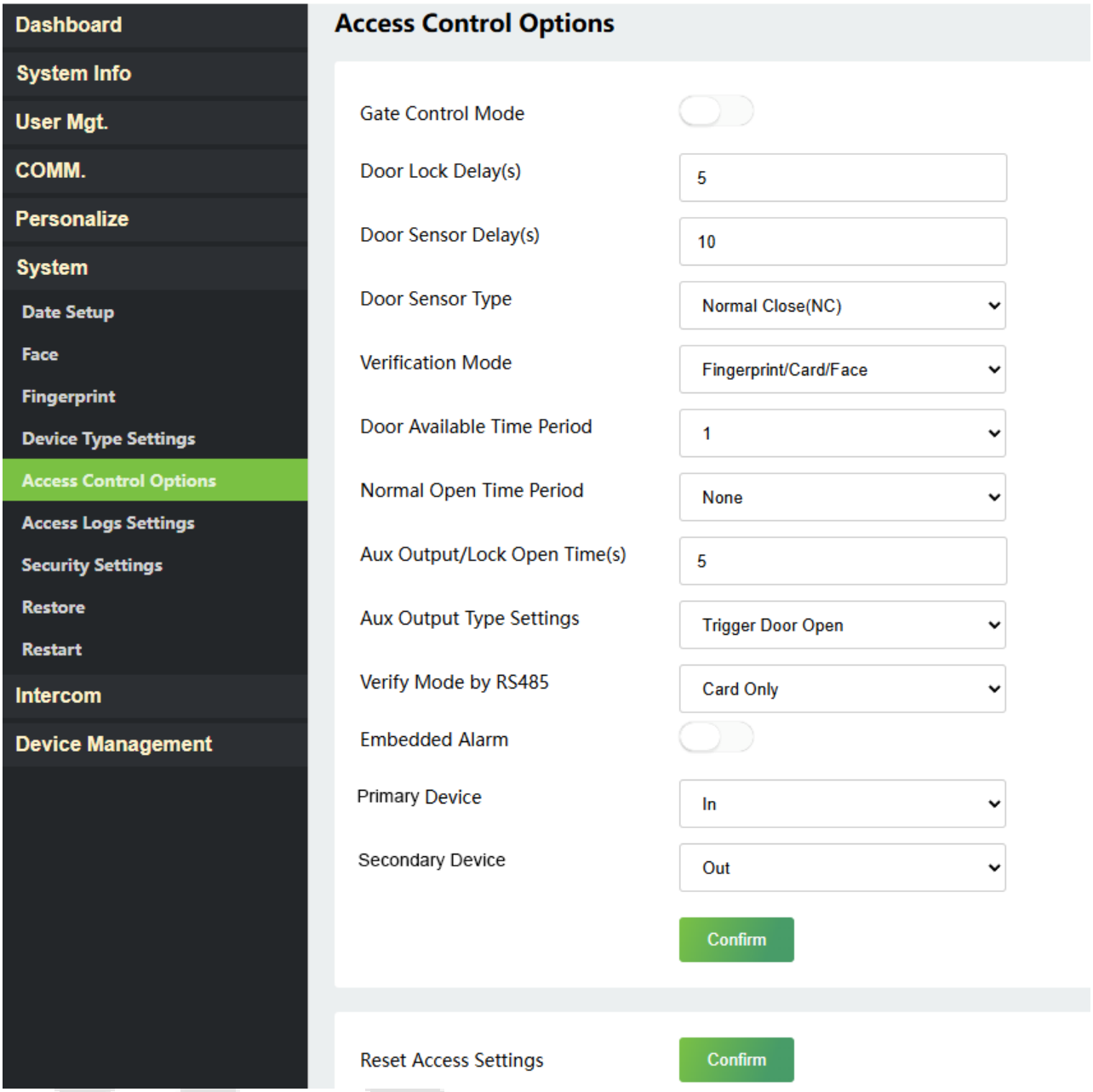


| Function Name | Description |
|---|---|
| **Gate Control Mode** | It toggles between **ON** or **OFF** switch to get into gate control mode or not.<br>When set to **ON**, the interface removes the Door Lock Delay, Door Sensor Delay, and Door Sensor Type options. |
| **Door Lock Delay (s)** | The length of time that the device controls the electric lock to be in unlock state.<br>Valid value: 1~99 seconds. |


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| | |
|---|---|
| **Door Sensor Delay (s)** | If the door is not locked and is left open for a certain duration (Door Sensor Delay), an alarm will be triggered.<br>The valid value of Door Sensor Delay ranges from 1 to 255 seconds. |
| **Door Sensor Type** | There are three Sensor types: **None**, **Normal Open**, and **Normal Close**.<br>**None:** It means the door sensor is not in use.<br>**Normal Open:** It means the door is always left open when electric power is on.<br>**Normal Close:** It means the door is always left closed when electric power is on. |
| **Verification Mode** | The supported verification mode includes Fingerprint/Card/Face, Fingerprint Only, Card Only, Fingerprint/Card, Fingerprint+Card, Face Only, Face+Fingerprint, Face+Card and Face+Fingerprint+Card. |
| **Door Available Time Period** | It sets the timing for the door so that the door is accessible only during that period. |
| **Normal Open Time Period** | It is the scheduled time-period for "Normal Open" mode so that the door is always open during this period. |
| **Aux Output/Lock Open Time(s)** | Sets the door unlock time period of the auxiliary terminal device. |
| **Aux Output Type Settings** | Auxiliary output types include None, Trigger door open, Trigger Alarm, Trigger door open and Alarm. |
| **Verify Mode by RS485** | When the RS485 reader function is turned on, the verification method is used when the device is used as a primary or a secondary. |
| **Embedded Alarm** | If enabled, it transmits a sound alarm or disassembly alarm from the local. When the door is closed or the verification is successful, the system cancels the alarm from the local. |
| **Primary Device** | While configuring the primary and secondary devices, you may set the state of the primary as **Out** or **In**.<br>**Out:** A record of verification on the primary device is a check-out record.<br>**In:** A record of verification on the primary device is a check-in record. |


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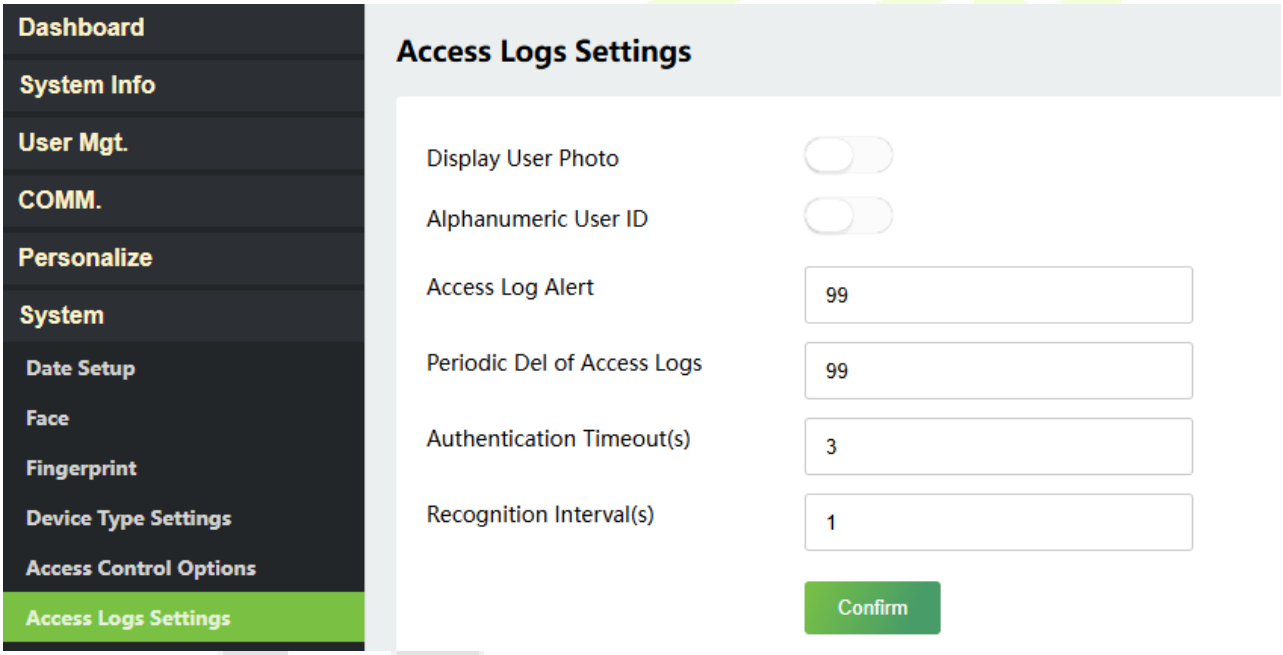
| | |
|---|---|
| **Secondary Device** | While configuring the primary and secondary devices, you may set the state of the secondary as **Out** or **In**.<br>**Out:** A record of verification on the secondary device is a check-out record.<br>**In:** A record of verification on the secondary device is a check-in record. |
| **Reset Access Settings** | The access control reset parameters include door lock delay, door sensor delay, door sensor type, verification mode, door available time period, normal open time period, primary device, and alarm. However, erased access control data in Device Data Management is excluded. |

## 13.6 Access Logs Settings

Click **Access Logs Settings** on the WebServer.




| Function Name | Description |
|---|---|
| **Display User Photo** | This function is disabled by default. |
| **Alphanumeric User ID** | Enable/Disable the alphanumeric as User ID. |
| **Access Log Alert** | When the record space of the access reaches the maximum threshold value, the device automatically displays the memory space warning.<br>Users may disable the function or set a valid value between 1 and 9999. |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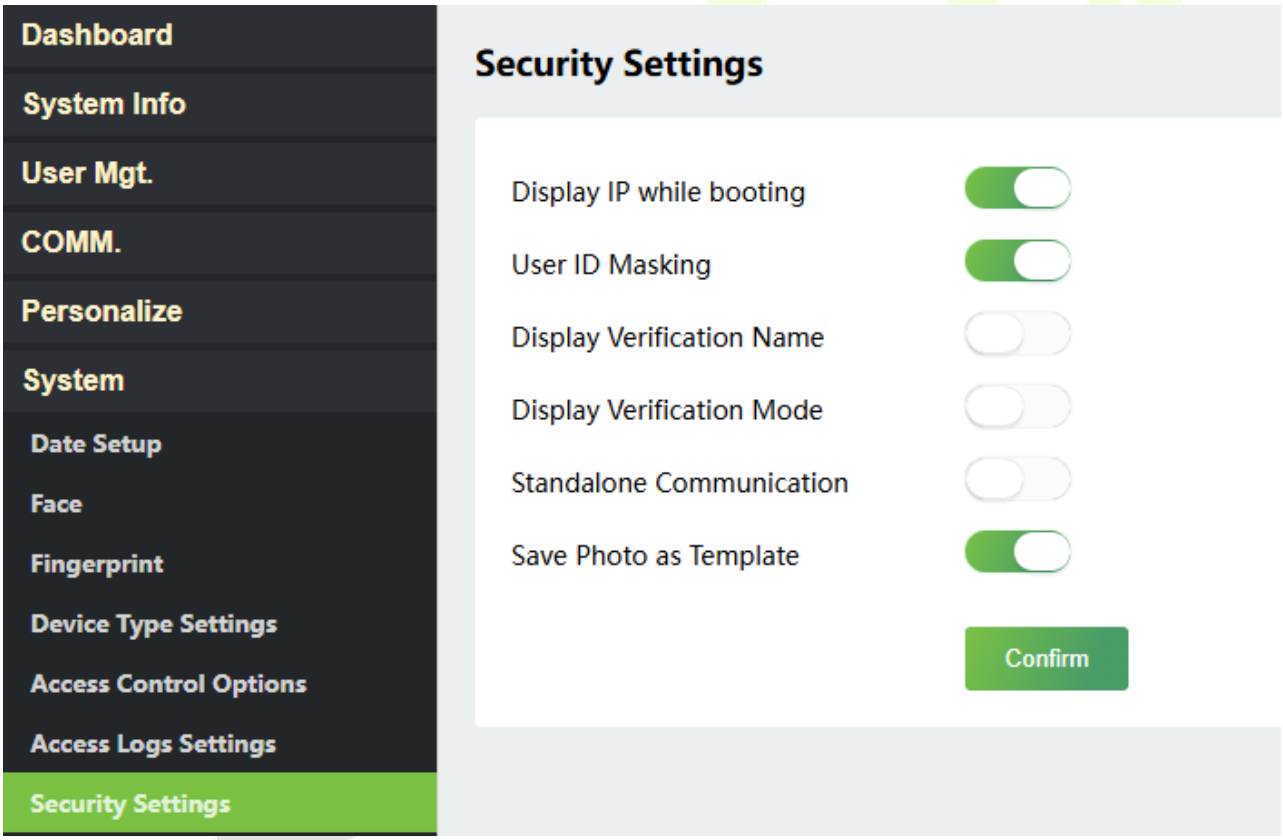
| | |
|---|---|
| **Periodic Del of Access Logs** | When access logs reach its maximum capacity, the device automatically deletes a set of old access logs.<br>Users may disable the function or set a valid value between 1 and 999. |
| **Authentication Timeout(s)** | The amount of time taken to display a successful verification message.<br>Valid value: 1 to 9 seconds. |
| **Recognition Interval (s)** | To set the facial template matching time interval as required.<br>Valid value: 0~9 seconds. |

## 13.7 Security Settings

Click **Security Settings** on the WebServer.




| Function Name | Description |
|---|---|
| **Display IP while booting** | Enable/Disable the function of display IP when booting. |
| **User ID Masking** | When enabled, and then the user is successfully compared and verified, the User ID in the displayed verification result will be replaced with an * to achieve secure protection of sensitive private data. |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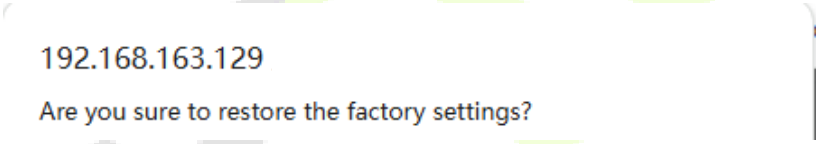
| | |
|---|---|
| **Display Verification Name** | Set whether to display the username in the verification result interface. |
| **Display Verification Mode** | Set whether to display the verification mode in the verification result interface. |
| **Standalone Communication** | By default, this function is disabled. It is used to connect the C/S software (like ZKAccess3.5, etc.). When it is switched on, a security prompt appears, and you need to set the Comm Key, the device will restart after you confirm. |
| **Save Photo as Template** | After disabling this function, face template re-registration is required after an algorithm upgrade. |

## 13.8 Restore

Click **Restore** on the WebServer, and it will pop up the following prompt box. Click Yes to restore the factory settings.

The Restore function restores the device settings such as communication and system settings to the default factory settings (this function does not clear registered user data).




***Note:*** After reset, the IP of the device is restored to the original 192.168.1.201, please refer to 11.1 Network Settings to modify the IP.

## 13.9 Restart

Click **Restart** on the WebServer, and it will pop up the following prompt box. Click Yes to reboot.

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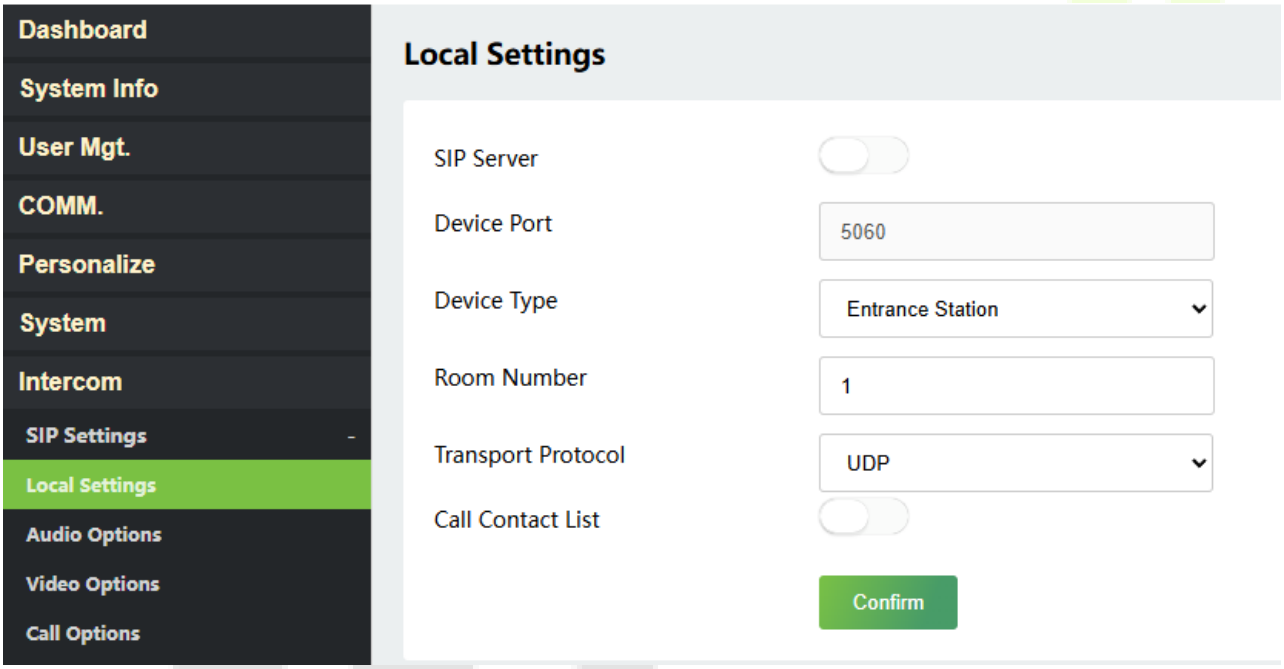
# 14 Intercom

The device achieves video intercom there are two modes, respectively, the Ethernet LAN via ZKTeco Private Protocol (TCP/IP) and SIP server. For more details, please refer to 17 SIP Video Intercom.

## 14.1 SIP Settings

### 14.1.1 Local Settings

Click **Intercom** > **SIP Settings** > **Local Settings** on the Webserver.





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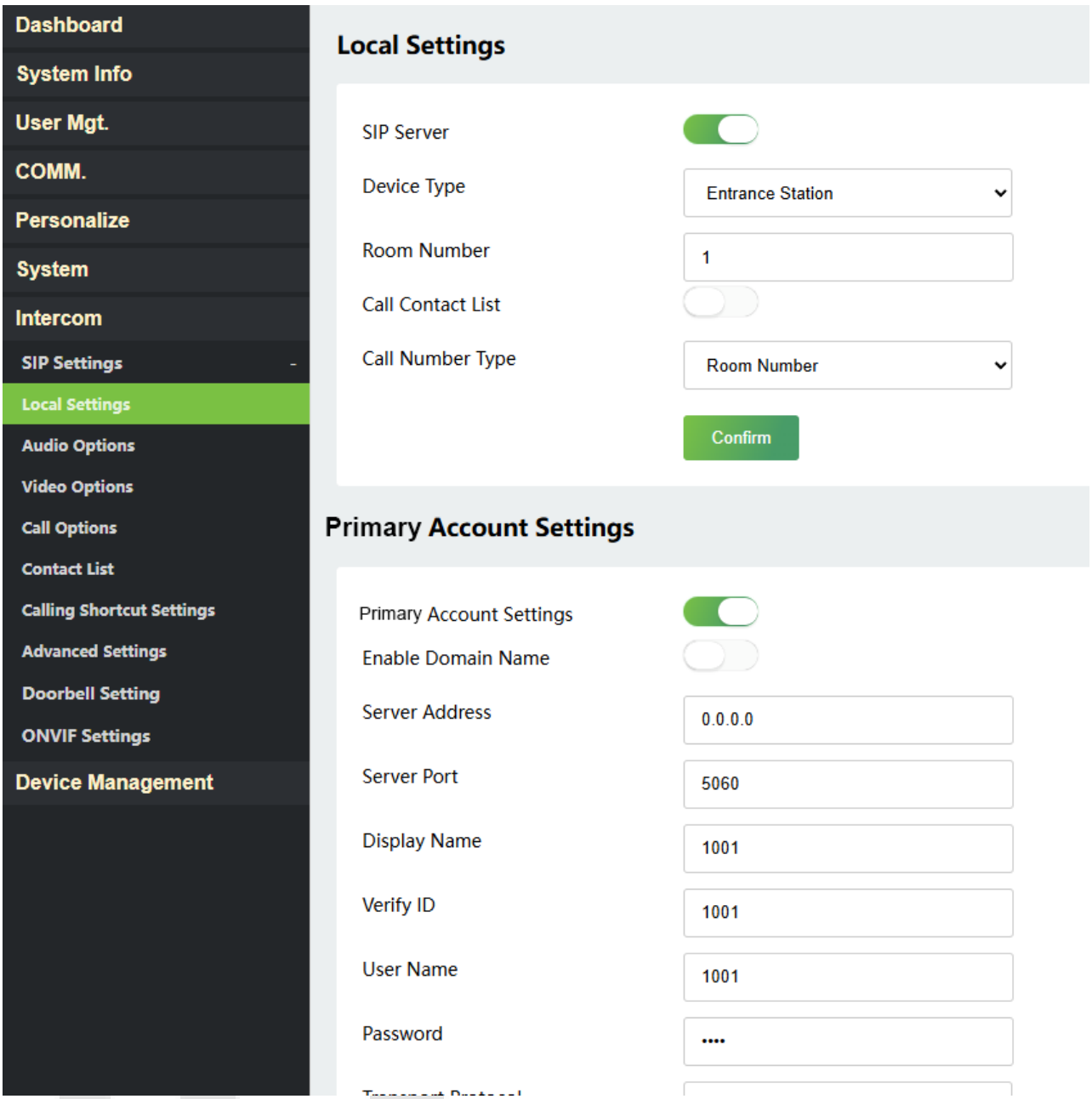


**Function Description**

| Function Name | Description |
|---|---|
| **SIP Server** | Select whether to enable the SIP server. When it is enabled, the SIP account needs to be set.<br>**Note:** Every time this feature is turned on or off, the contact list will be reset. |
| **Primary Account Settings** | After assigning the SIP account to the device on the ZKBio CVSecurity, the account information will be automatically synchronized to the device. You don't need to configure it manually. |


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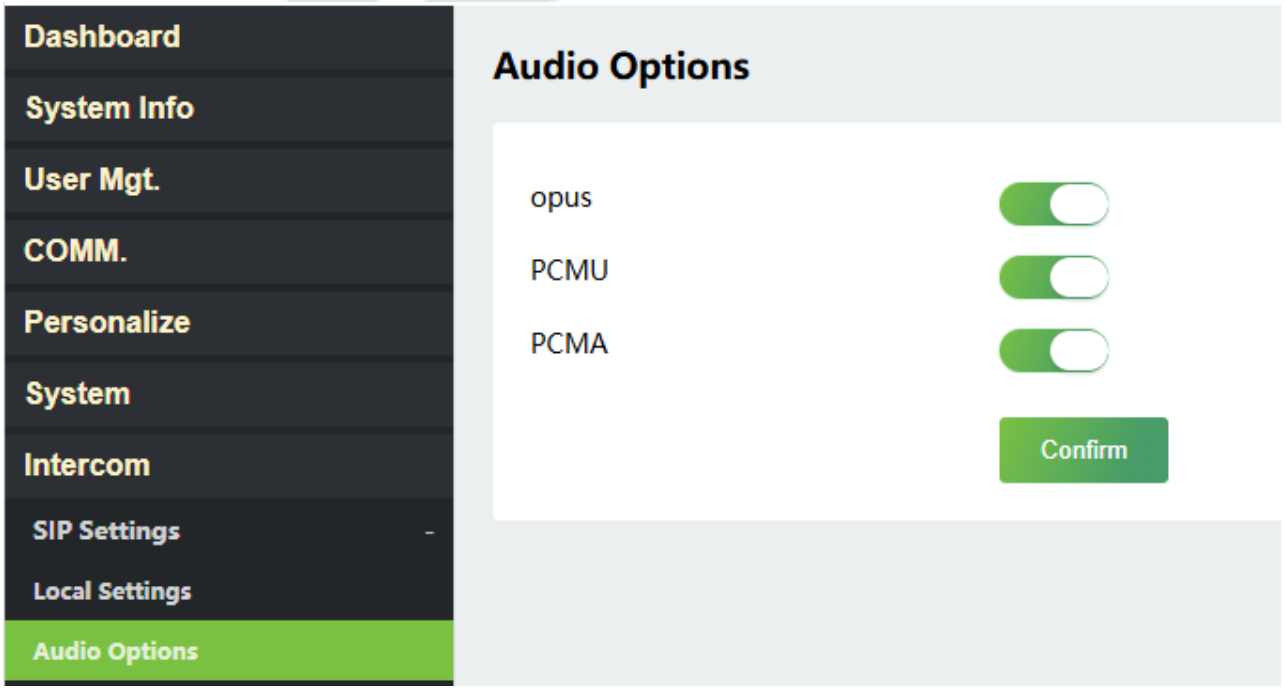
| | |
|---|---|
| **Backup Account Settings** | Select whether to enable the backup account settings. |
| **Device Port** | It is 5060 by default and cannot be modified. |
| **Device Type** | Set the device type as **Entrance Station** or **Fence Terminal**.<br>**Note:** The contact list will be cleared after changing the device type. |
| **Block/Unit/Room Number** | Set the specific location information of the device, block, unit (which can be disabled) and room number. |
| **Transport Protocol** | Set the transport protocol between the device and indoor monitor. |
| **Call Contact List** | Select whether to enable the contact list of the device. |
| **Call Number Type** | **Room Number:** The device can call the extension number or room number.<br>**SIP Account Number:** The device can only call the SIP account. |

### 14.1.2 Audio Options

Click **Audio Options** on the Webserver.




Select the audio encoder for intercom. Opus, PCMU and PCMA provide better voice quality, but they take up more bandwidth, requiring 64kbps.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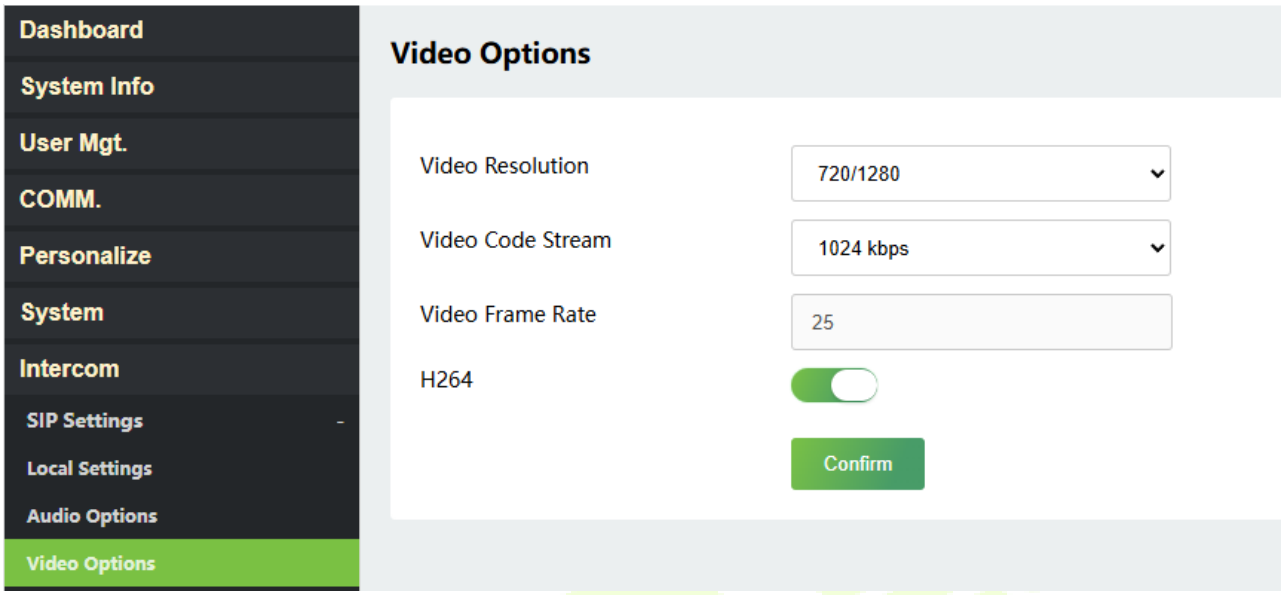
### 14.1.3 Video Options

Click **Video Options** on the Webserver.




**Function Description**

| Function Name | Description |
|---|---|
| **Video Resolution** | Select the video resolution of the intercom, 1024/576 (for landscape screen) or 720/1280 (for portrait screen). The device is suggested to set as 720/1280. |
| **Video Code Stream** | Select the video code stream of the intercom, the larger the value, the higher the picture and sound quality of the video, and the greater the network requirements. |
| **Video Frame Rate** | Refers to the number of frames per second of the intercom video display, the larger the value the smoother the intercom video display. Default: 25Hz (not configurable). |
| **Encoder** | Enable or disable H.264 encoder. |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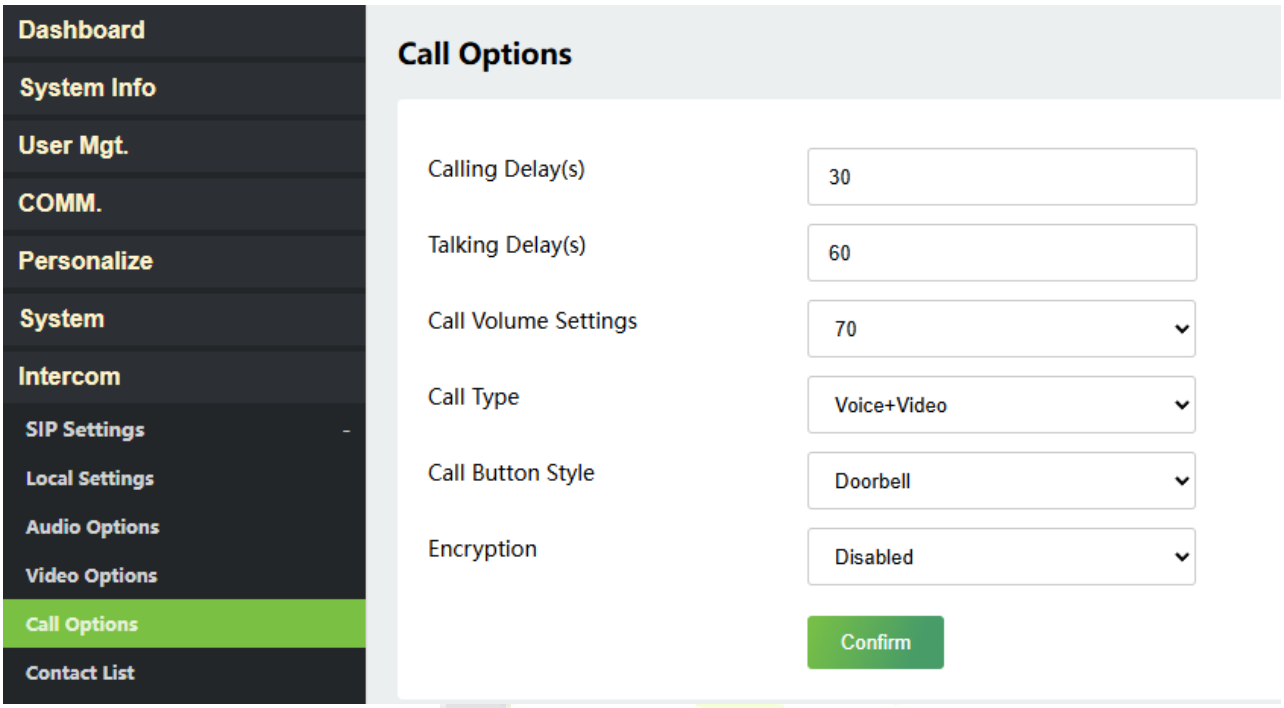
### 14.1.4 Call Options

Click **Call Options** on the Webserver.




**Function Description**

| Function Name | Description |
|---|---|
| **Calling Delay(s)** | Set the time of call, valid value 30 to 60 seconds. |
| **Talking Delay(s)** | Set the time of intercom, valid value 60 to 120 seconds. It is suggested to set as 60s. |
| **Call Volume Settings** | Set the volume of the call, with valid value ranging from 0 to 100. |
| **Call Type** | Set the call type to Voice only or Voice+Video. |
| **Call Button Style** | It is Doorbell and cannot be modified. |
| **Encryption** | It is disabled by default. |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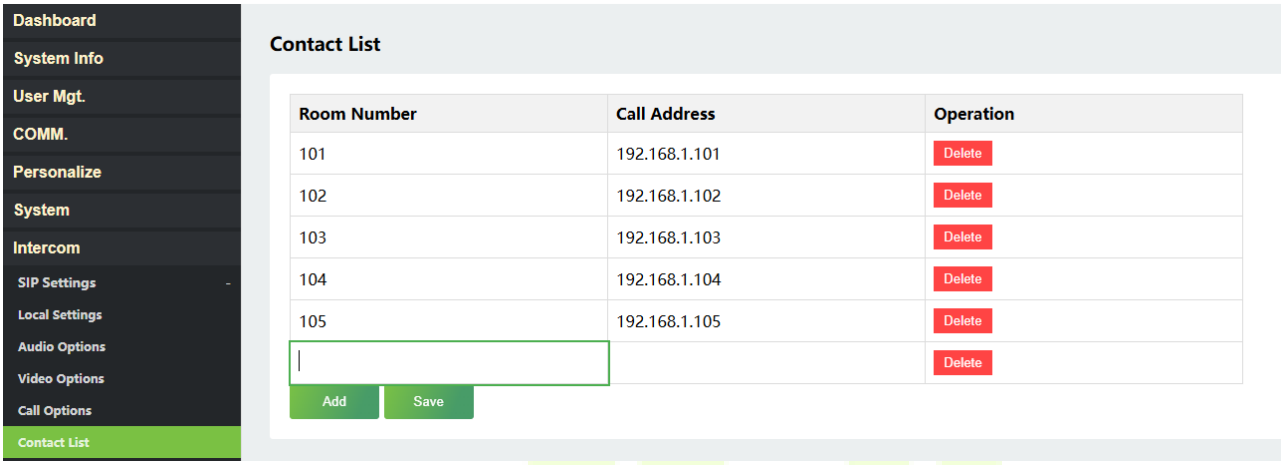
### 14.1.5 Contact List

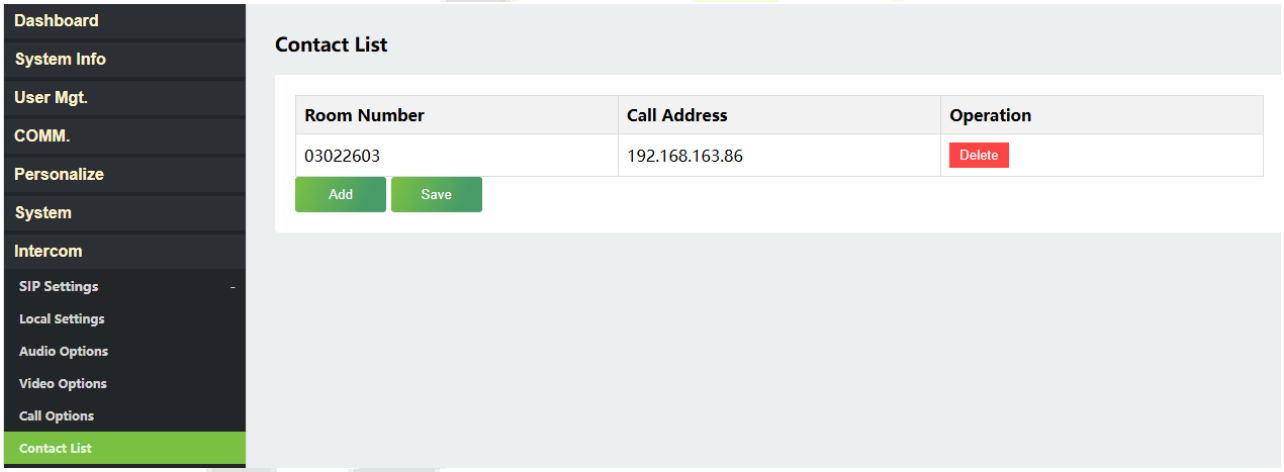
Click **Contact List** on the Webserver.

In SIP Server mode, the contact list is synchronized by the ZKBio CVSecurity Server to the device. When the SIP server is disabled, the room number and call address of the indoor monitors can be added here.

Click **Add** to enter the Room Number and Call Address.




**Entrance Station**




**Fence Terminal**

- **Room Number:** Customize the number of the indoor monitor.
- **Call Address:** This is the IP Address of the indoor monitor.

When the device type is set as **Entrance Station**, the room number can be 1t o 4 digits.

When the device type is set as **Fence Terminal**, the room number should be 8 digits. For example, if the indoor monitor is in Block 3, Unit 2, Room 2603, then input "03022603". When the Unit is disabled, then the room number should be 6 digits, like "032603".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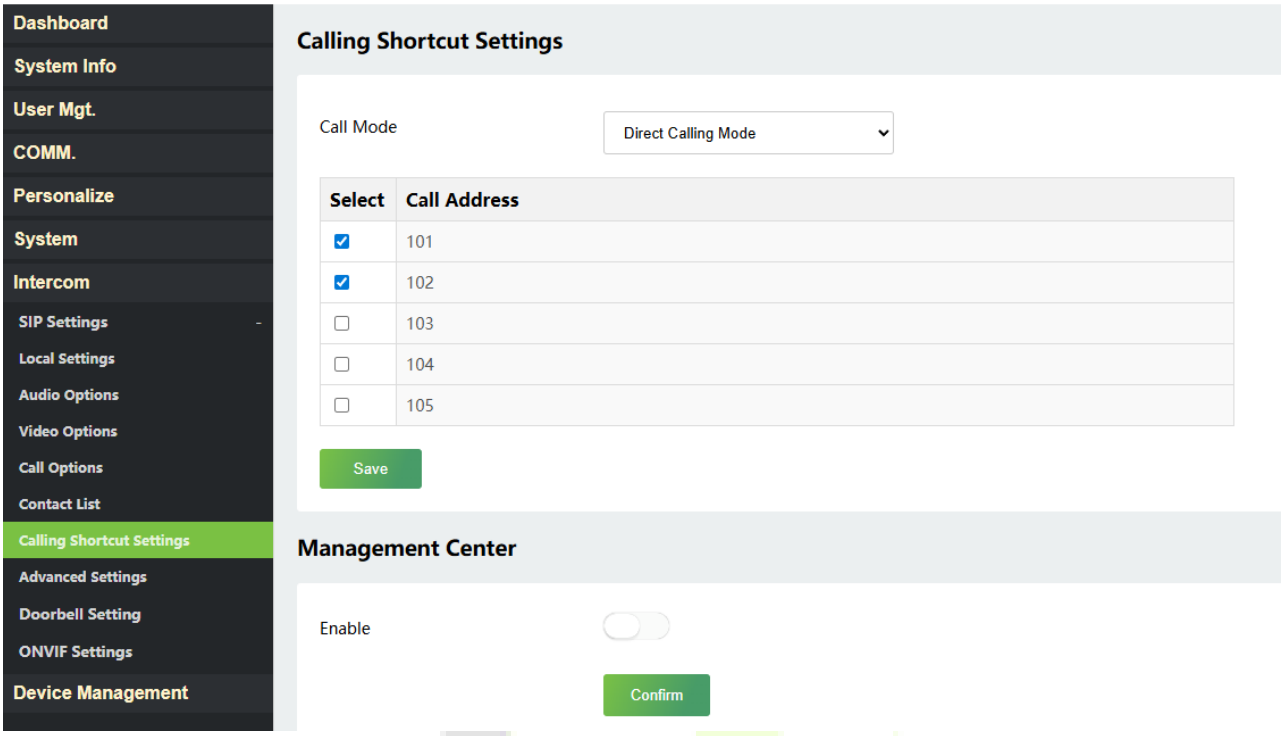
### 14.1.6 Calling Shortcut Settings

Click **Calling Shortcut Settings** on the Webserver.




**Call Mode:** The device only supports **Direct Calling Mode**.

Select the call addresses you want to call, then click **Save**.

**Management Center:** Select whether to enable the Management Center and set its number.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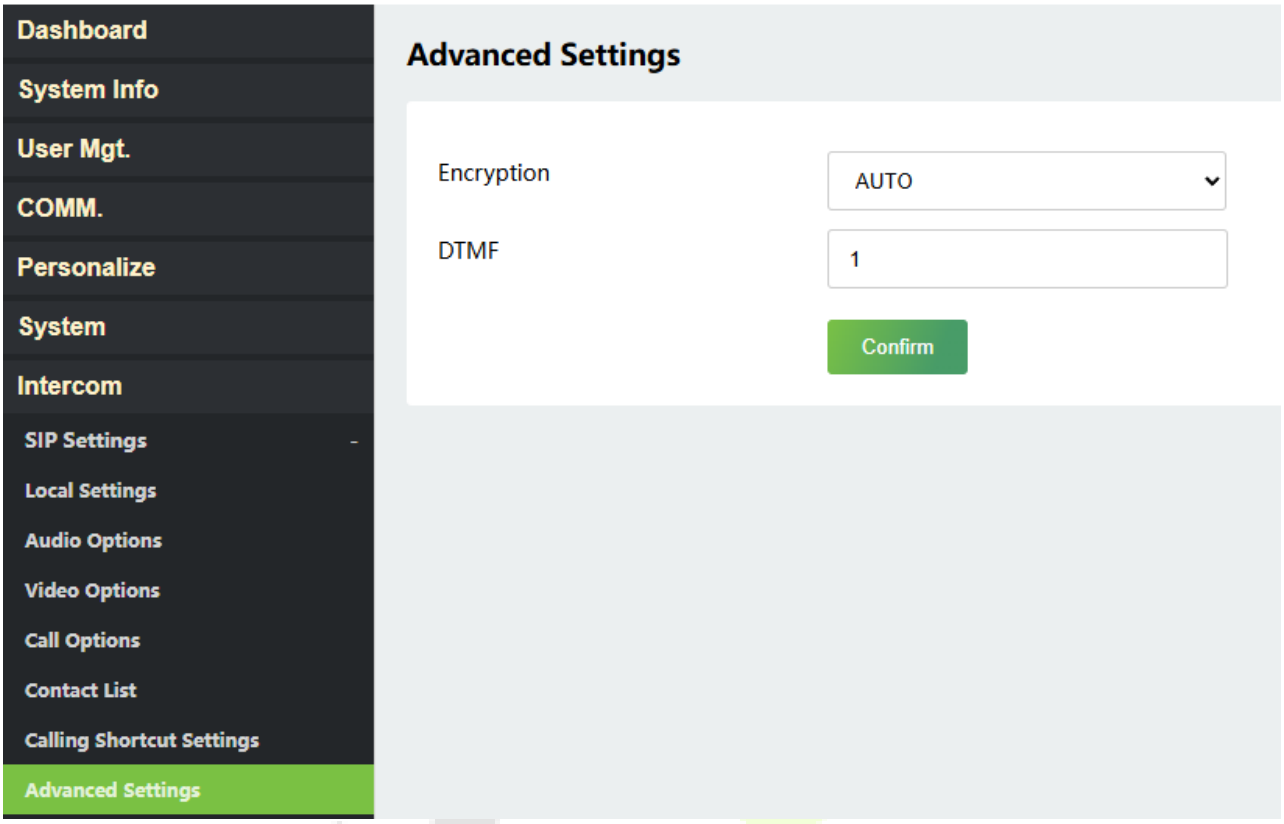
### 14.1.7 Advanced Settings

Click **Advanced Settings** on the Webserver.




**Function Description**

| Function Name | Description |
|---|---|
| **DTMF Type** | Set the DTMF type as AUTO, SIP INFO or RFC2833. |
| **DTMF** | The value should be set as same as the value of DTMF in the indoor monitor. |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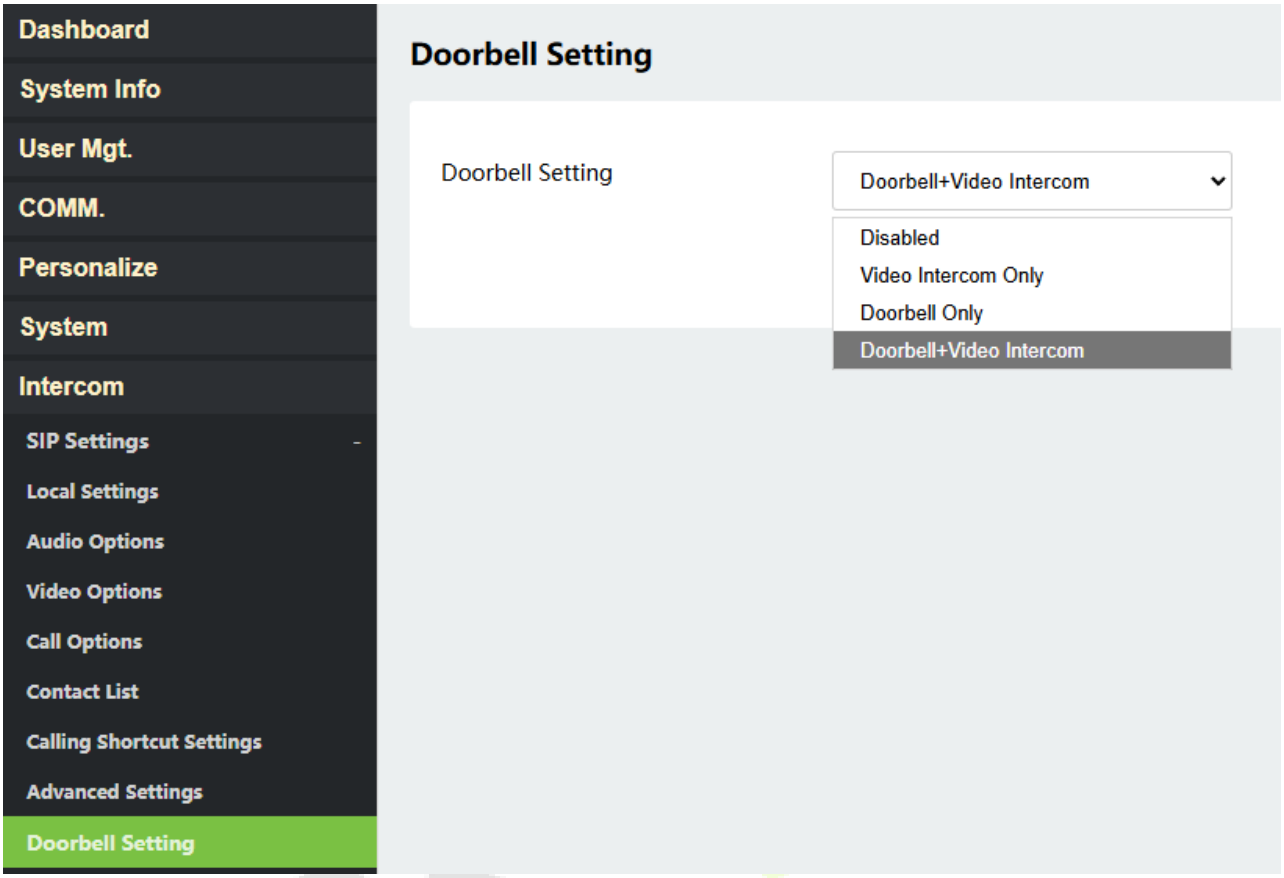
## 14.2 Doorbell Setting

Click **Intercom > Doorbell Setting** on the Webserver.




**Function Description**

| Function Name | Description |
|---|---|
| **Disabled** | The doorbell button is disabled. |
| **Video Intercom Only** | Press the doorbell button of the device to make a call. |
| **Doorbell Only** | Press the doorbell button of the device, the doorbell rings. |
| **Doorbell+Video Intercom** | Press the doorbell button of the device, the doorbell rings and the device make a call for video intercom. |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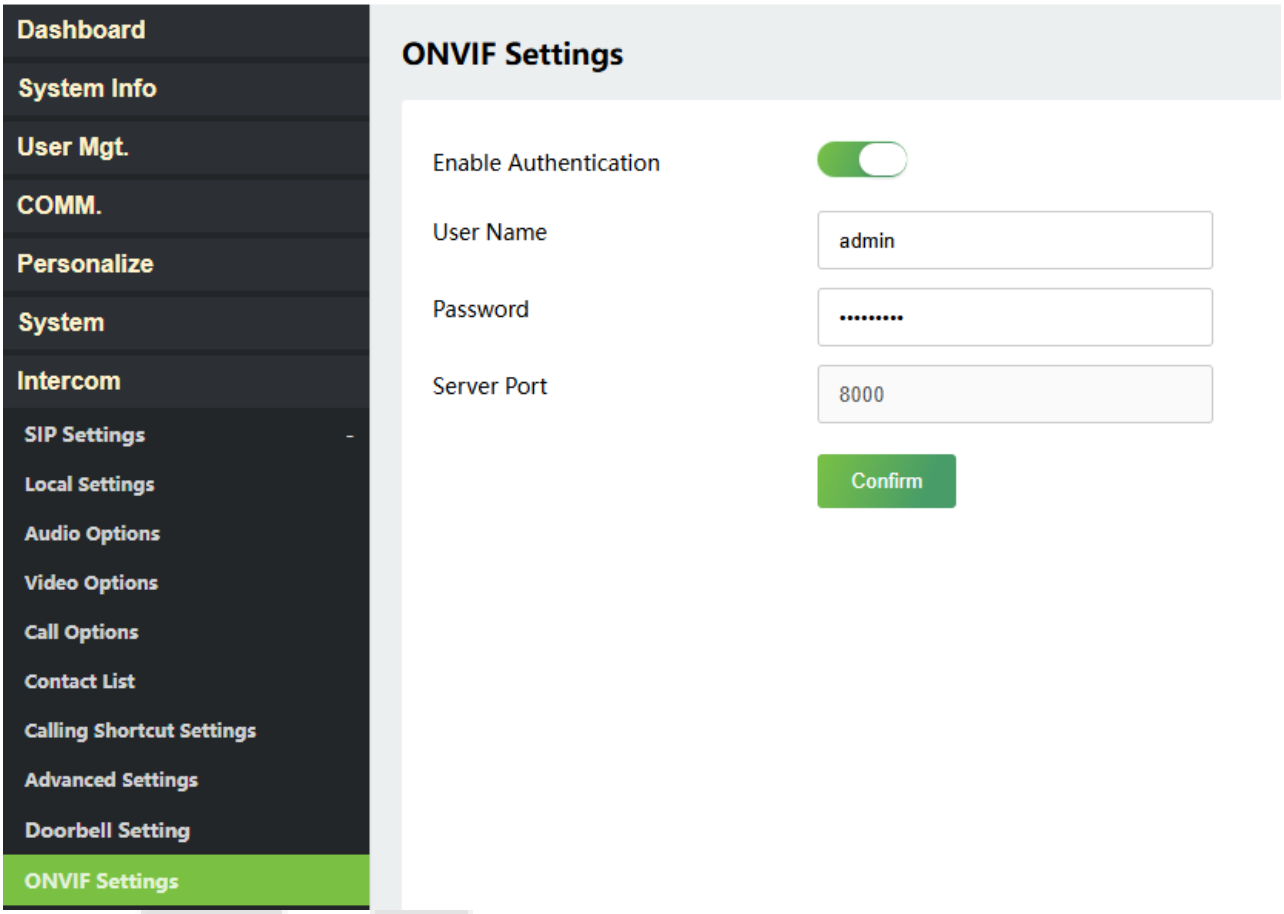
## 14.3 ONVIF Settings

***Note:*** *Note: This function is compatible with ZKTeco's and third-party network video recorder (NVR).*

1. Set the device to the same network segment as the NVR.
2. Click **Intercom > ONVIF Settings** on the Webserver.




**Function Description**

| Function Name | Description |
|---|---|
| **Enable Authentication** | Enable/Disable the Authentication Function. When it is disabled, there is no need to input the user name and Password when adding the device to the NVR. |
| **User Name** | Set the username. The default is admin. |
| **Password** | Set the password. The default is admin@123. |
| **Server Port** | The default is 8000 and cannot be modified. |

3. On the NVR system, click on [**Start**] > [**Menu**], then the main menu will pop up.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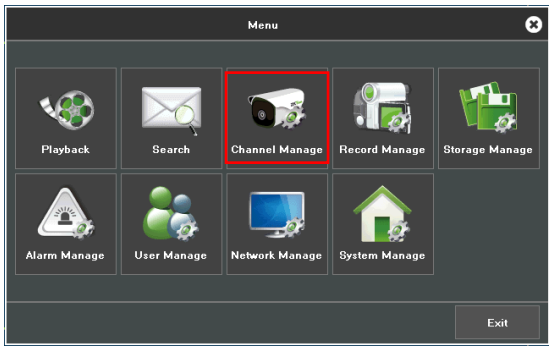
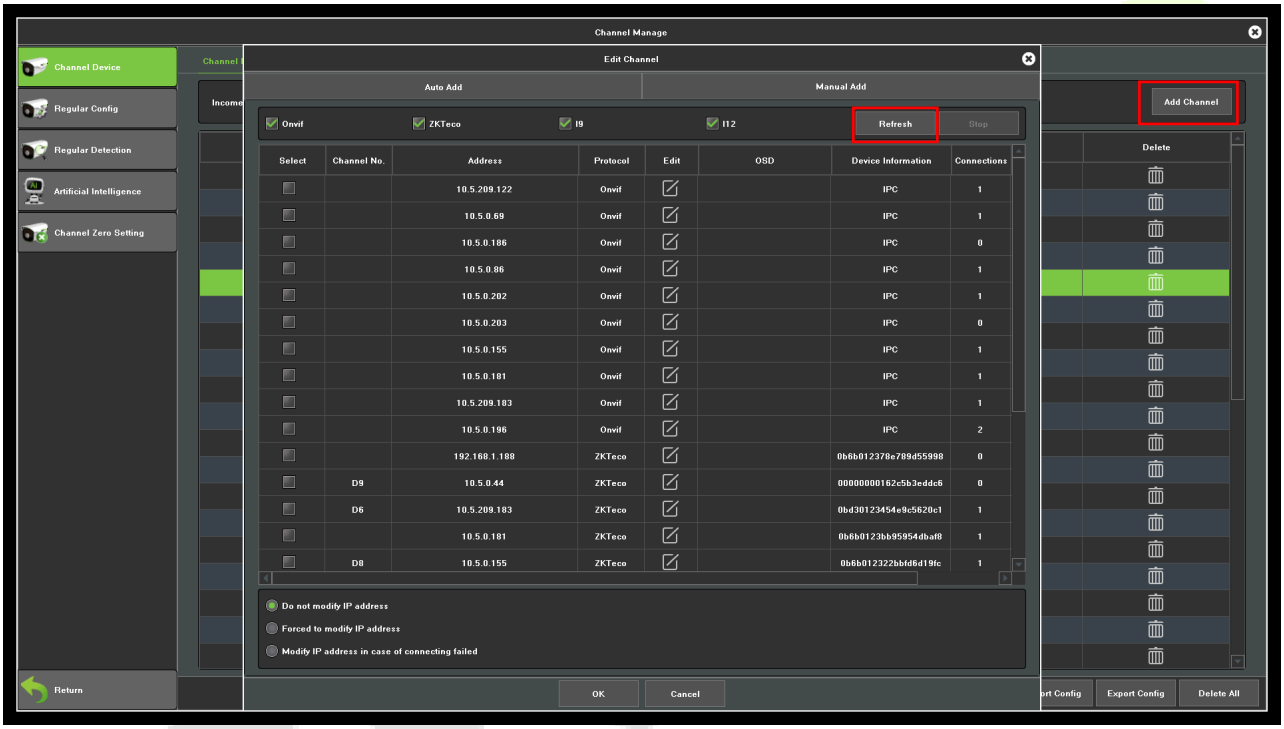



4. Click [**Channel Manage**] > [**Add Channel**] > [**Refresh**] to search for the device.




5. Select the checkbox for the device you want to add and edit the parameters in the corresponding text field, then click on [**OK**] to add it to the connection list.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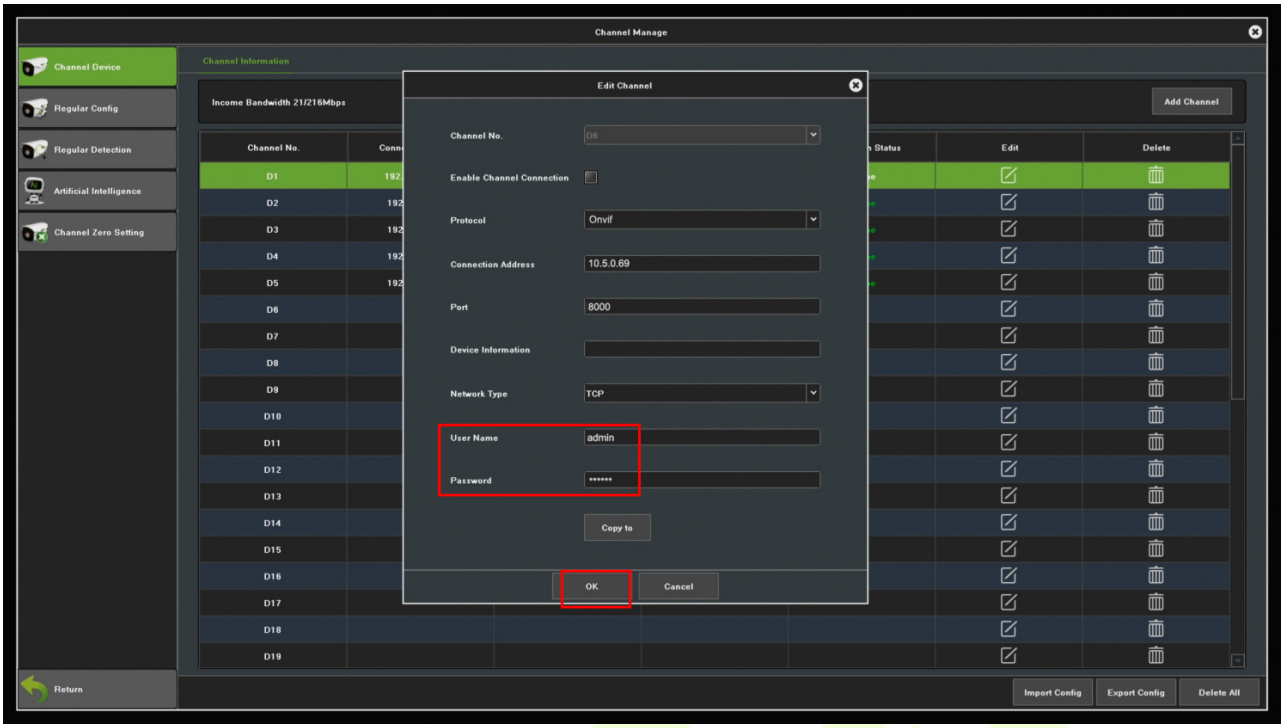
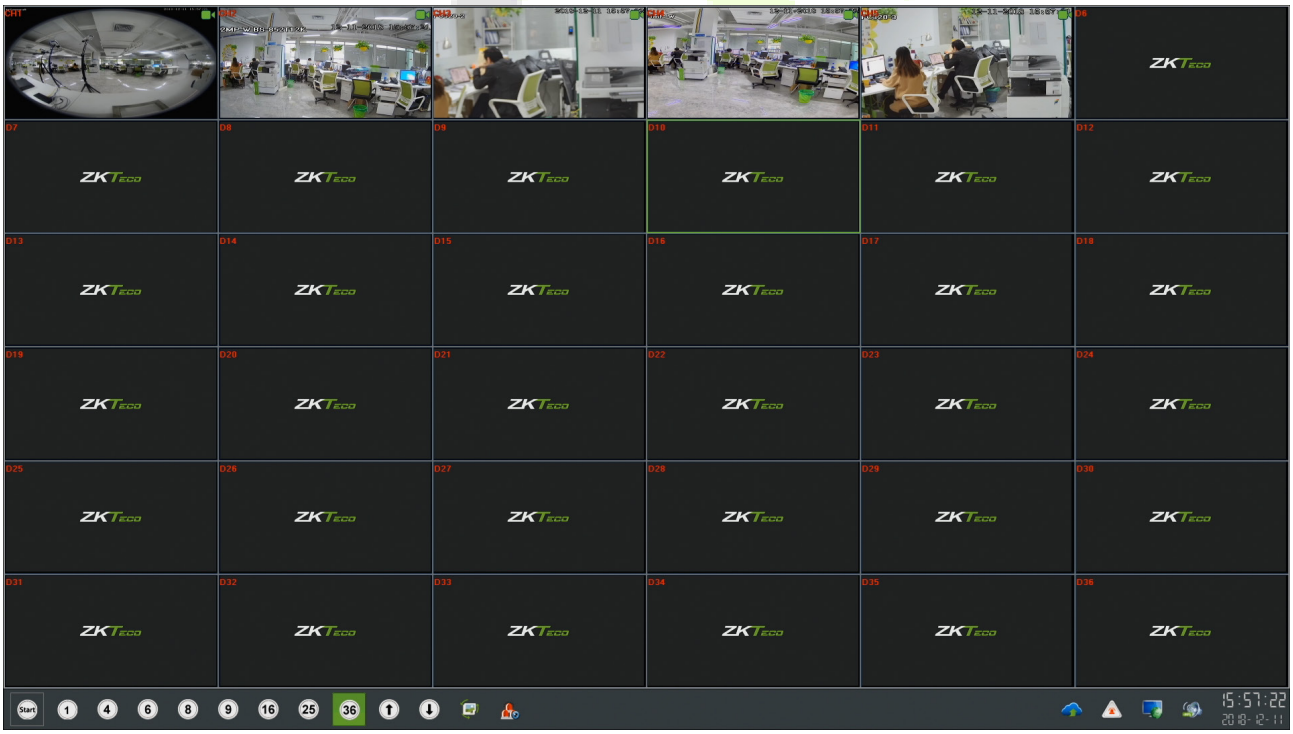



***Note:*** *The Username and Password is set in the* ***ONVIF Settings*** *of the device.*

6. After adding successfully, the video image obtaining from the device can be viewed in real-time.



For more details, please refer to the NVR User Manual.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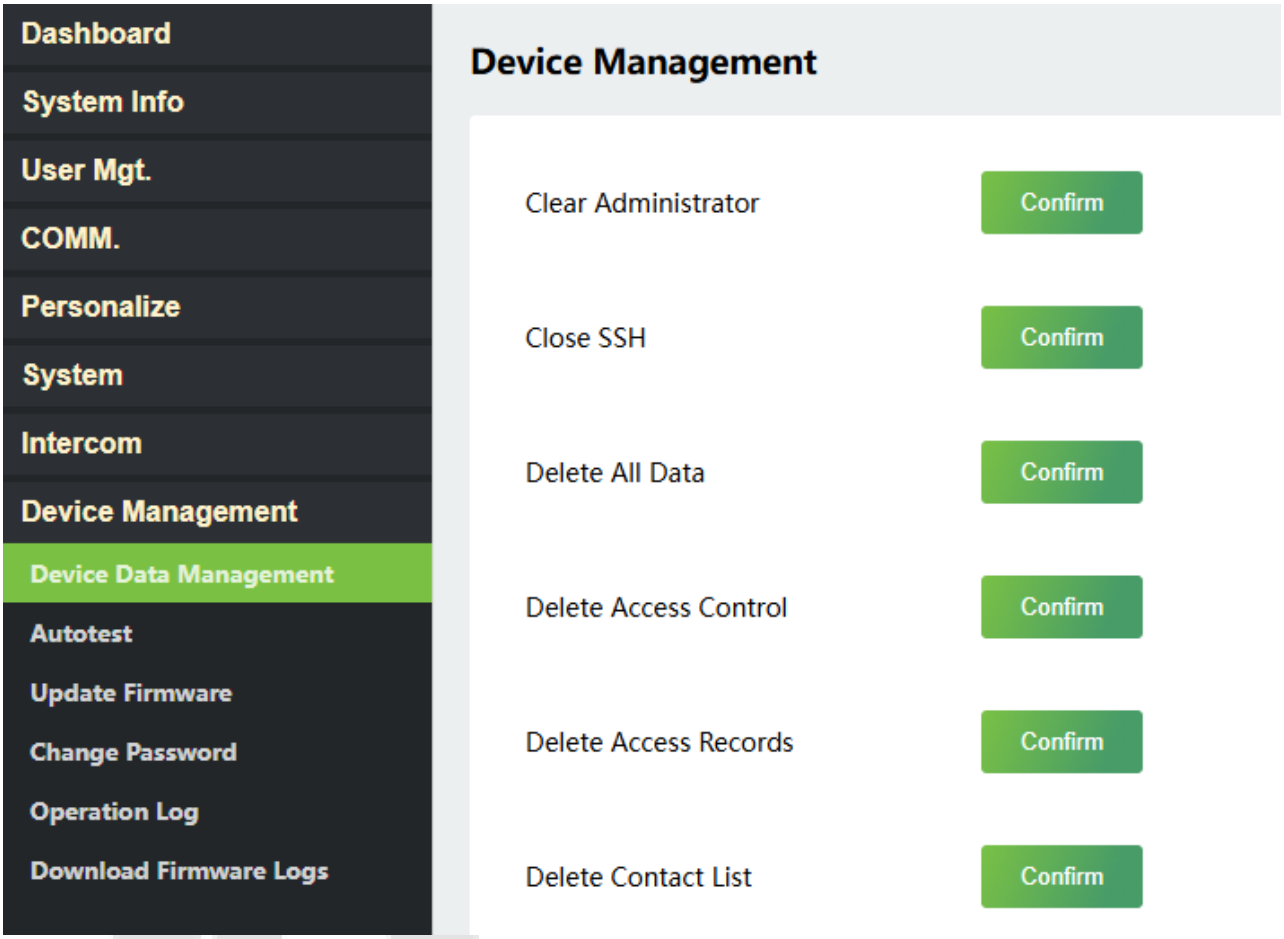
# 15 Device Management

## 15.1 Device Data Management

Click **Device Management > Device Data Management** on the WebServer.




| Function Name | Description |
|---|---|
| **Clear Administrator** | Choose whether to change the super administrator into a normal user. |
| **Close SSH** | SSH is used to enter the background of the device for maintenance, choose whether to close the SSH. |
| **Delete All Data** | To delete the information and access records of all registered users. |
| **Delete Access Control** | To delete the access control data from the ProMA. |
| **Delete Access Records** | To delete all the access records. |
| **Delete Contact List** | To delete all contact list of video intercom in the device. |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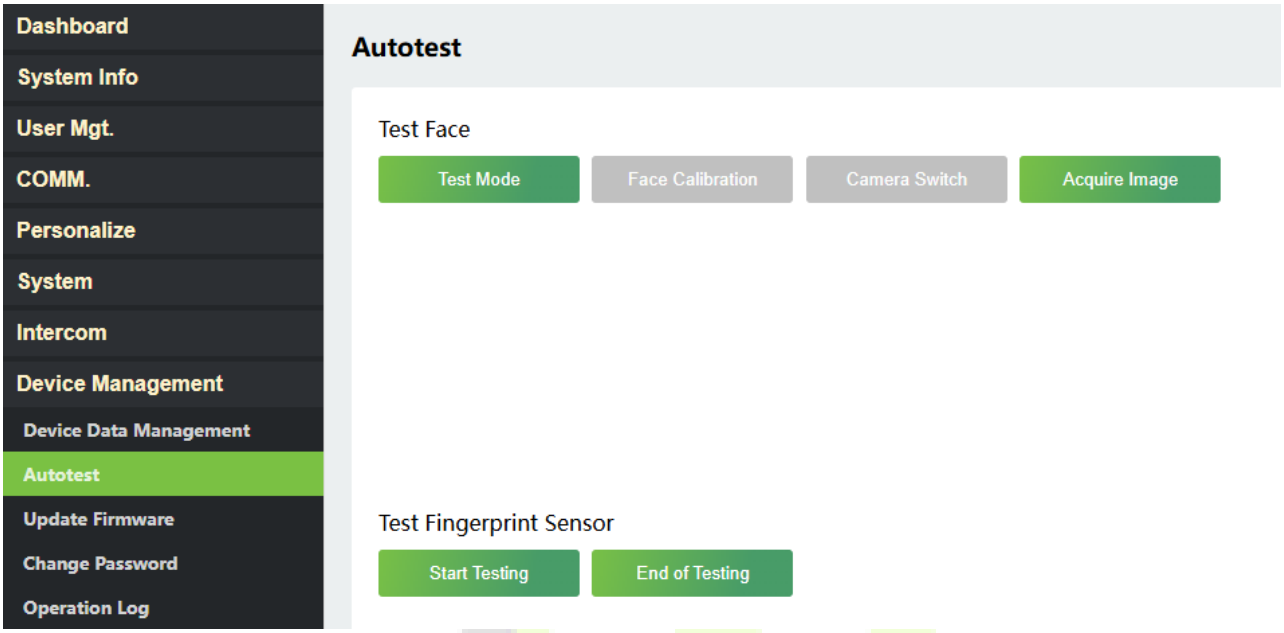
## 15.2 Autotest

Click **Autotest** on the WebServer.

It enables the system to automatically test whether the functions of various modules are working normally.




### 15.2.1 Test Face

Click **Test Mode**, the ProMA device will display the Test Face interface in real time, click **End of Testing** to exit the test.

After opening the test mode, the upper left corner of the device screen will display the value of the face in real time, the higher the value, the better quality of the face.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When it is in test mode, click **Face Calibration** to enter the calibration mode, the face detection frame will display in red. After successful calibration, it automatically switches to black & white face images, and the face detection frame displays in green. Click **Camera Switch** to switch between viewing black & white and color face images.

When it is not in test mode, click **Acquire Image** to take a black & white and a color snapshot.

**Privacy Note:**

Test Face and Acquire Image are for installation and calibration by authorized personnel only. Avoid capturing or storing facial images unnecessarily, and follow applicable privacy and data protection laws.

### 15.2.2 Test Fingerprint Sensor

Click **Start Testing**, the ProMA device will display the Test Fingerprint interface in real time, click **End of Testing** to exit the test.

## 15.3 Update Firmware

Click **Update Firmware** on the WebServer.

Select an upgrade file and click **Confirm** to complete firmware upgrade operation.


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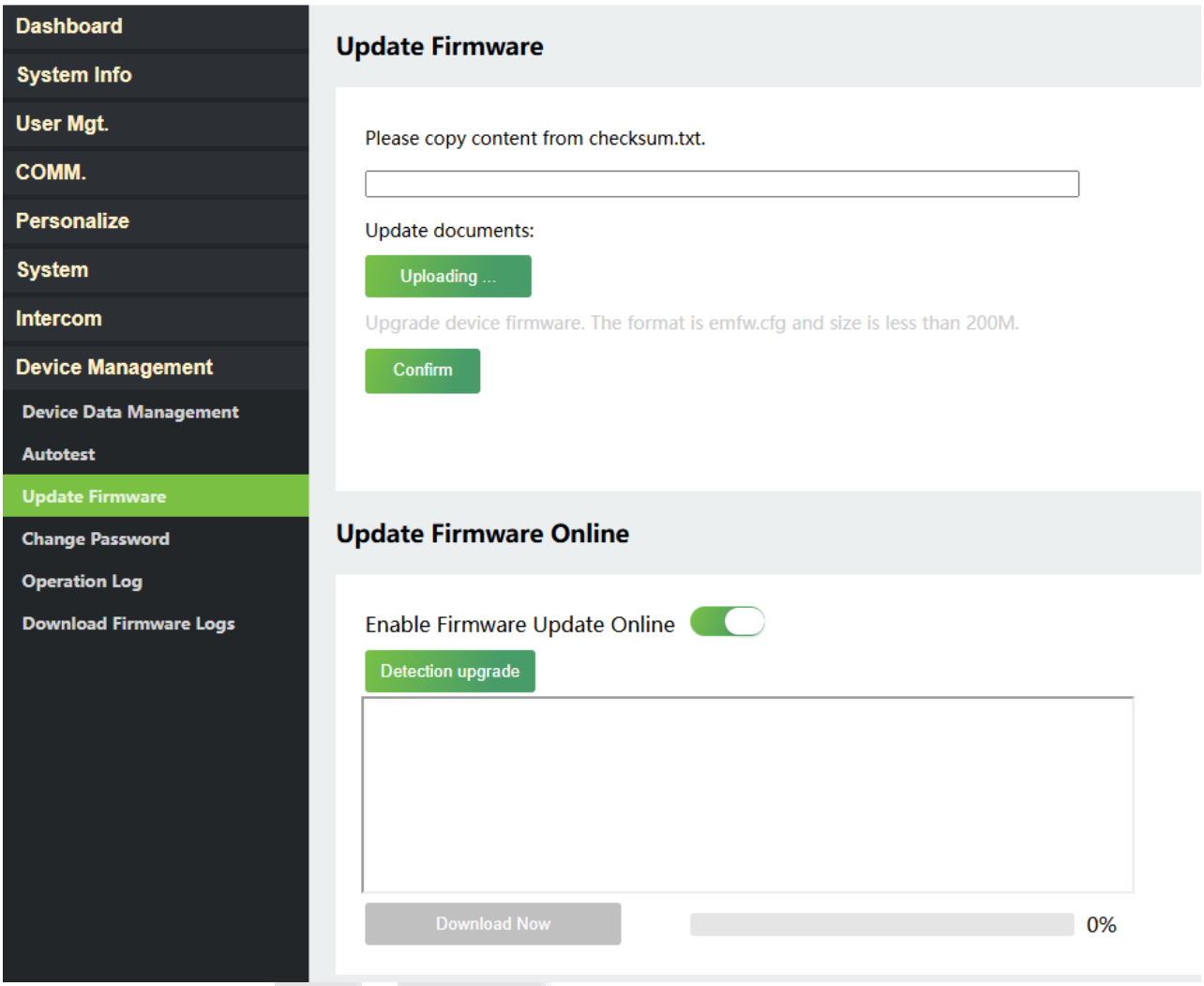


***Note:*** If the upgrade file is needed, please contact our technical support. Firmware upgrade is not recommenced under normal circumstances.

You can also choose to update firmware online. Click **Detection upgrade** it may have the following 3 scenarios:

- If the query fails, the interface will prompt "Query Failed".
- If the firmware version of the device is latest, it will prompt that the current firmware version is already the latest.
- If the firmware version of the device is not the latest, the version number and change log of the latest version will be displayed. Users can choose whether to update to the latest firmware version.

## 15.4 Change Password

Click **Change Password** on the WebServer.

In this interface, you can change the password of WebServer.


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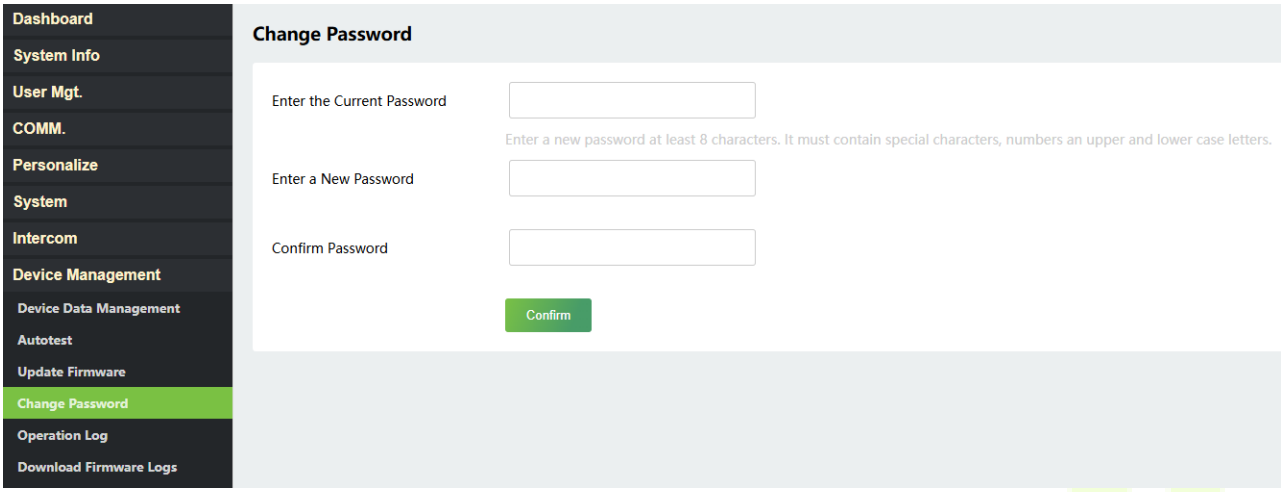
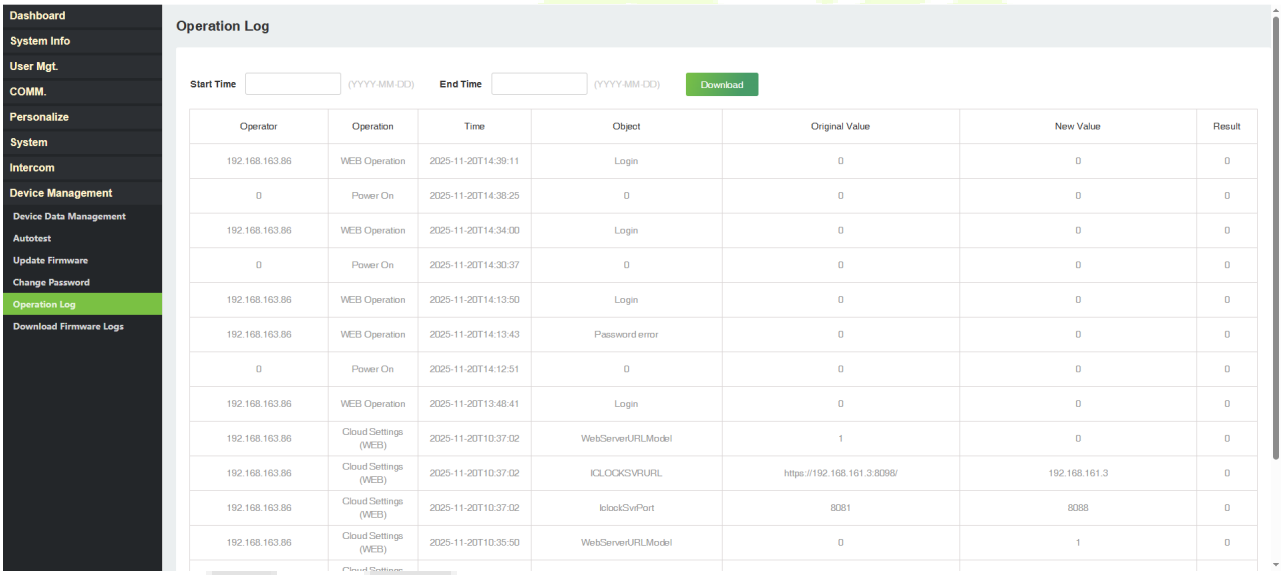



## 15.5 Operation Log

Click **Operation Log** on the WebServer.

All the user's operation records on the device or WebServer are saved. Users can search and download these logs by time.





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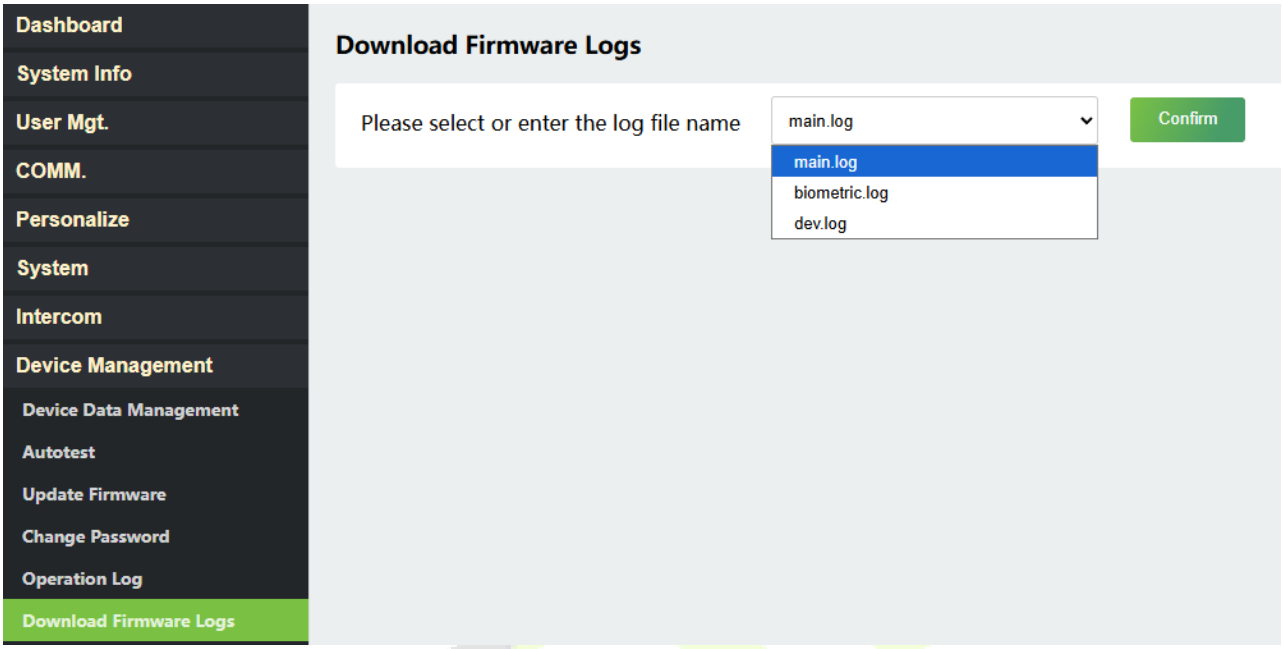
## 15.6 Download Firmware Logs

Click **Download Firmware Logs** on the WebServer.

In this interface, you can select download the main, biometric, or dev.log.





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# 16 Connect to ZKBio CVSecurity Software

## 16.1 Set the Communication Address

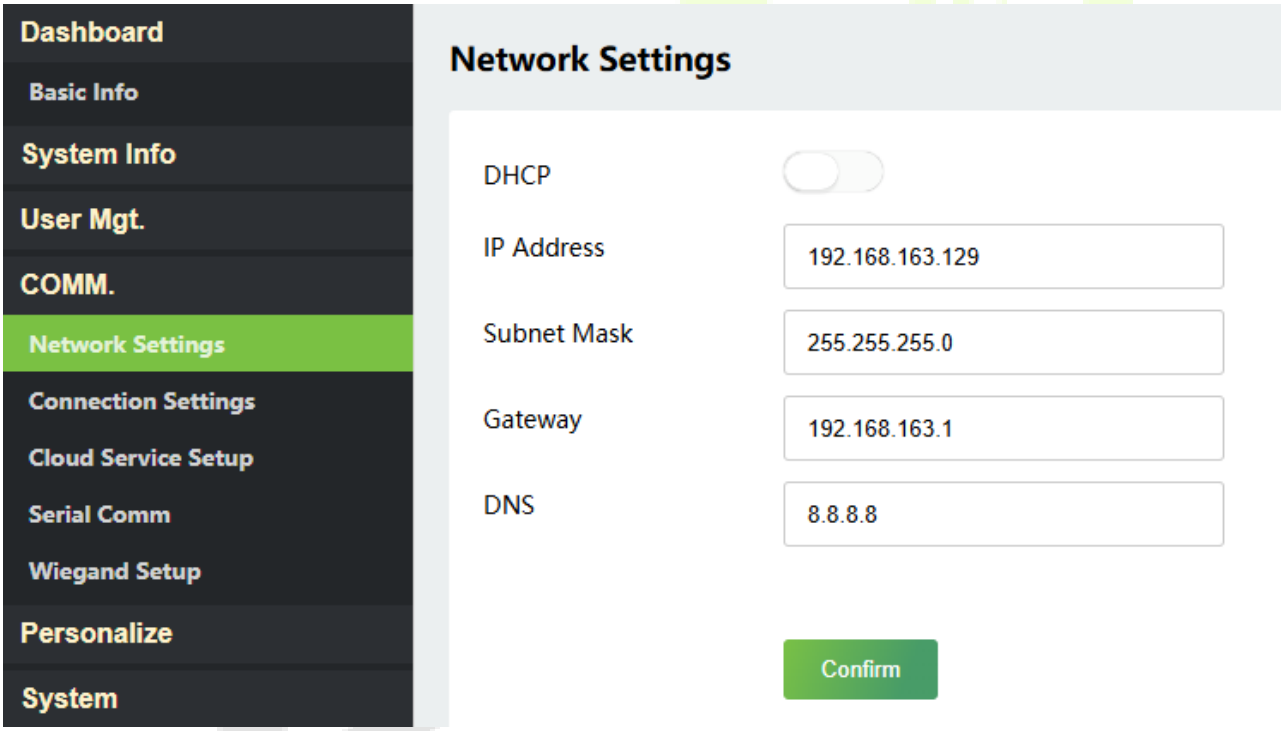
1. Click **COMM.** > **Network Settings** in the WebServer to set the IP address and gateway of the device.

   (***Note:*** The IP address should be able to communicate with the ZKBio CVSecurity server, preferably in the same network segment with the server address)

2. Click **Cloud Service Setup** to set the server address and server port.

   **Server Address:** Set the IP address as of ZKBio CVSecurity server.

   **Server Port:** Set the server port as of ZKBio CVSecurity (The default is 8088).





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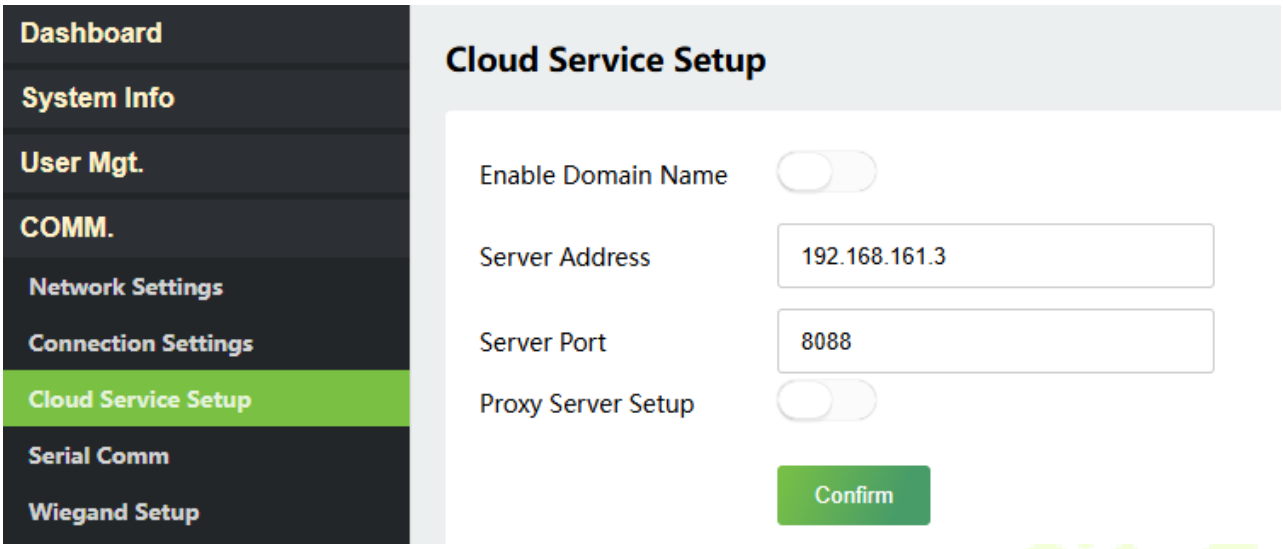
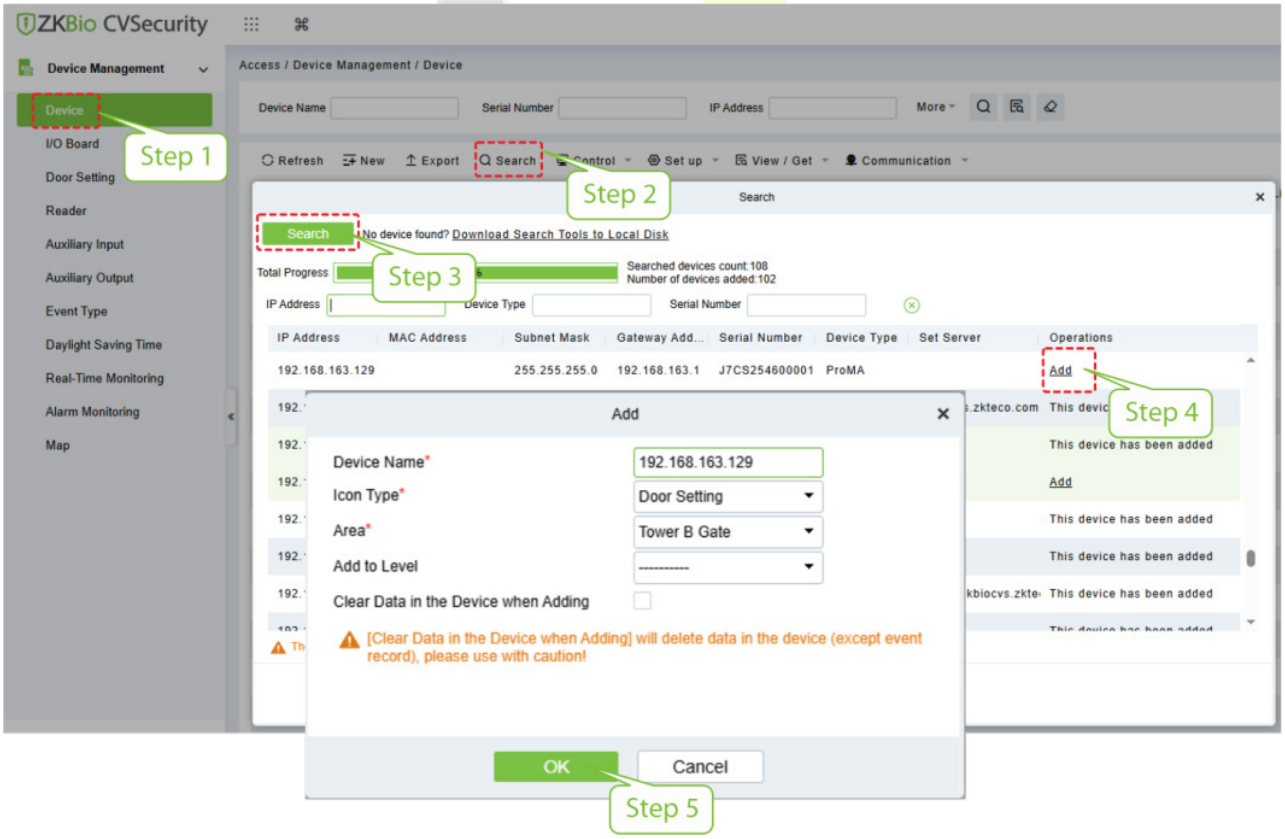



## 16.2 Add Device on the Software

Add the device by searching. The process is as follows:

1. Click **Access** > **Device** > **Search**, to open the Search interface in the software.
2. Click **Search**, and it will prompt **Searching**…….
3. After searching, the list and total number of access controllers will be displayed.





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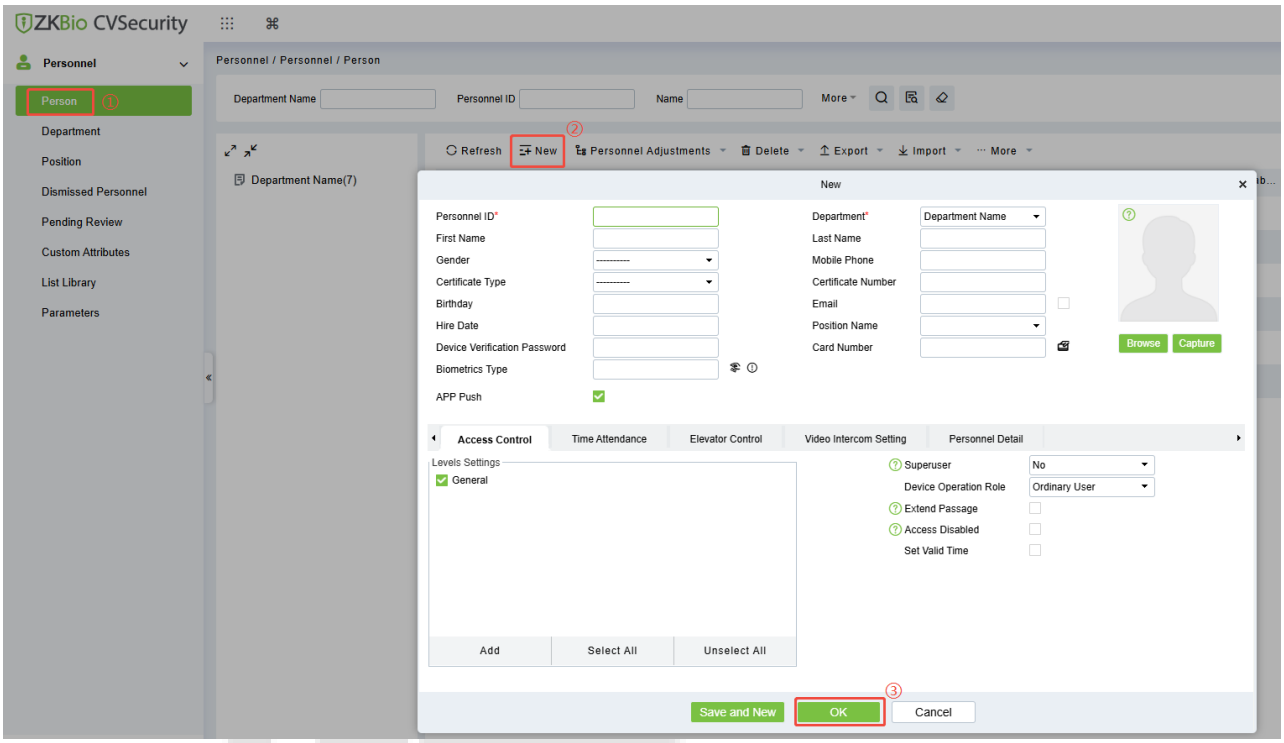
4. Click **Add** in operation column, a new window will pop-up. Select Icon type, Area, and Add to Level from each dropdown and click **OK** to add the device.

5. After the addition is successful, the device will be displayed in the device list.

## 16.3 Add Personnel on the Software

1. Click **Personnel** > **Person** > **New**:




2. Fill in all the required fields and click **OK** to register a new user.

3. Click **Access** > **Device** > **Control** > **Synchronize All Data to Devices** to synchronize all the data to the device including the new users.

## 16.4 Mobile Credential★

***Note:*** *This function is only for ProMA-QR.*

After downloading and installing the ZKBio Zexus Mobile App, the user needs to set the Server before login. The steps are given below:

1. In ZKBio CVSecurity, click **System** > **System Management** > **Parameters**, set **Enable QR Code** to "Yes", and select the Qrcode Type as **Dynamic**, the valid time of the QR code can be set.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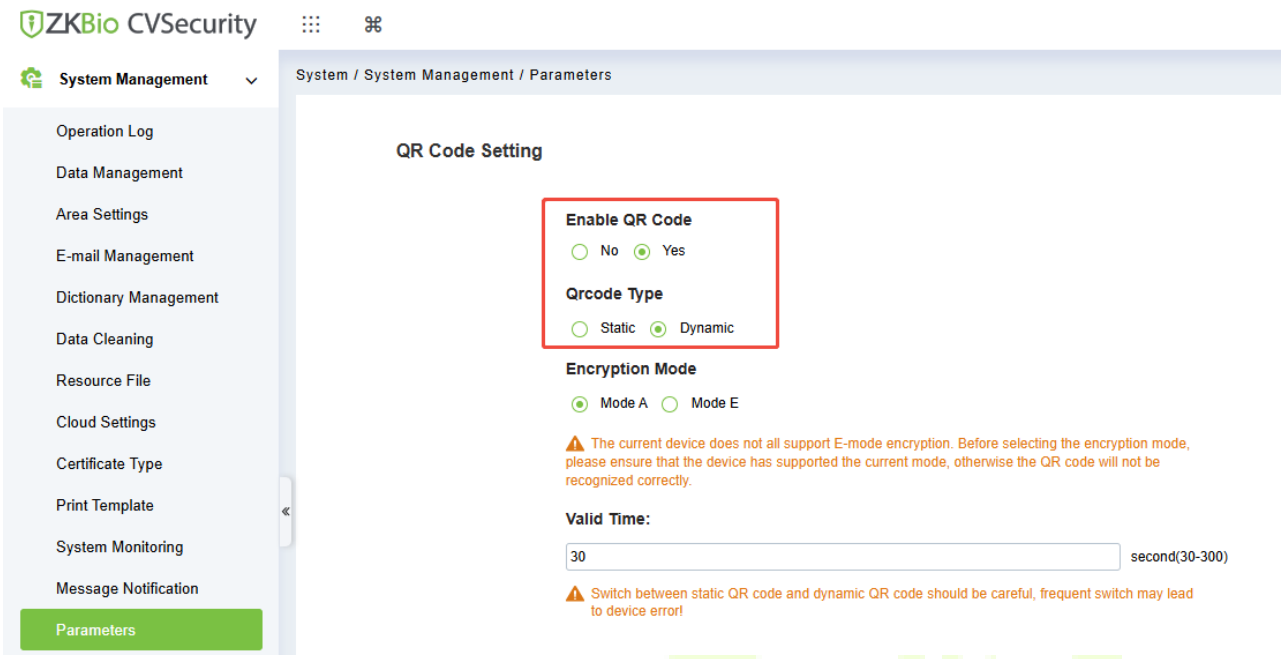
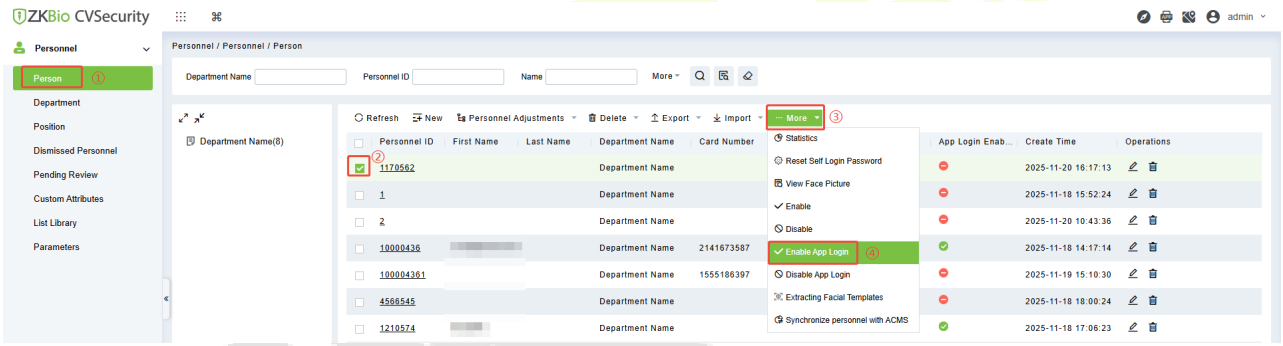



2. Click **Personnel > Personnel > Person**, select the personnel and click **More > Enable APP Login**.




3. Open the App on the Smartphone. On the login screen, select the role-**Personnel**, enter the account information, and click **Login**.

   **Organization Name:** Scan the organization code you get before. (Enter **System > System Management >Cloud Settings >APP enterprise QR code**)

   **Account & Password:** The personnel ID & password (default: 123456).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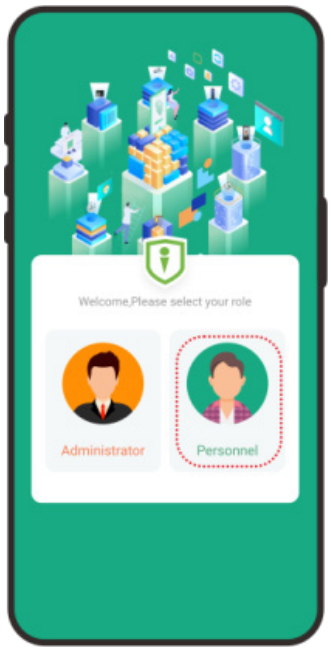


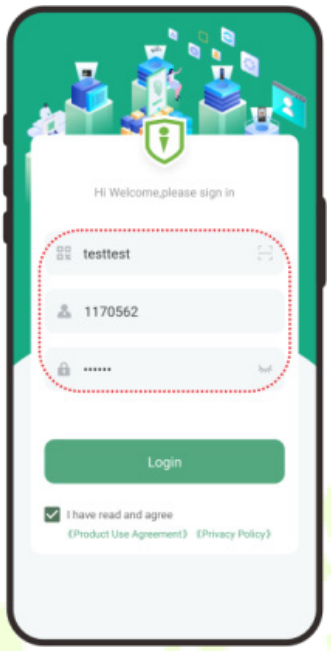


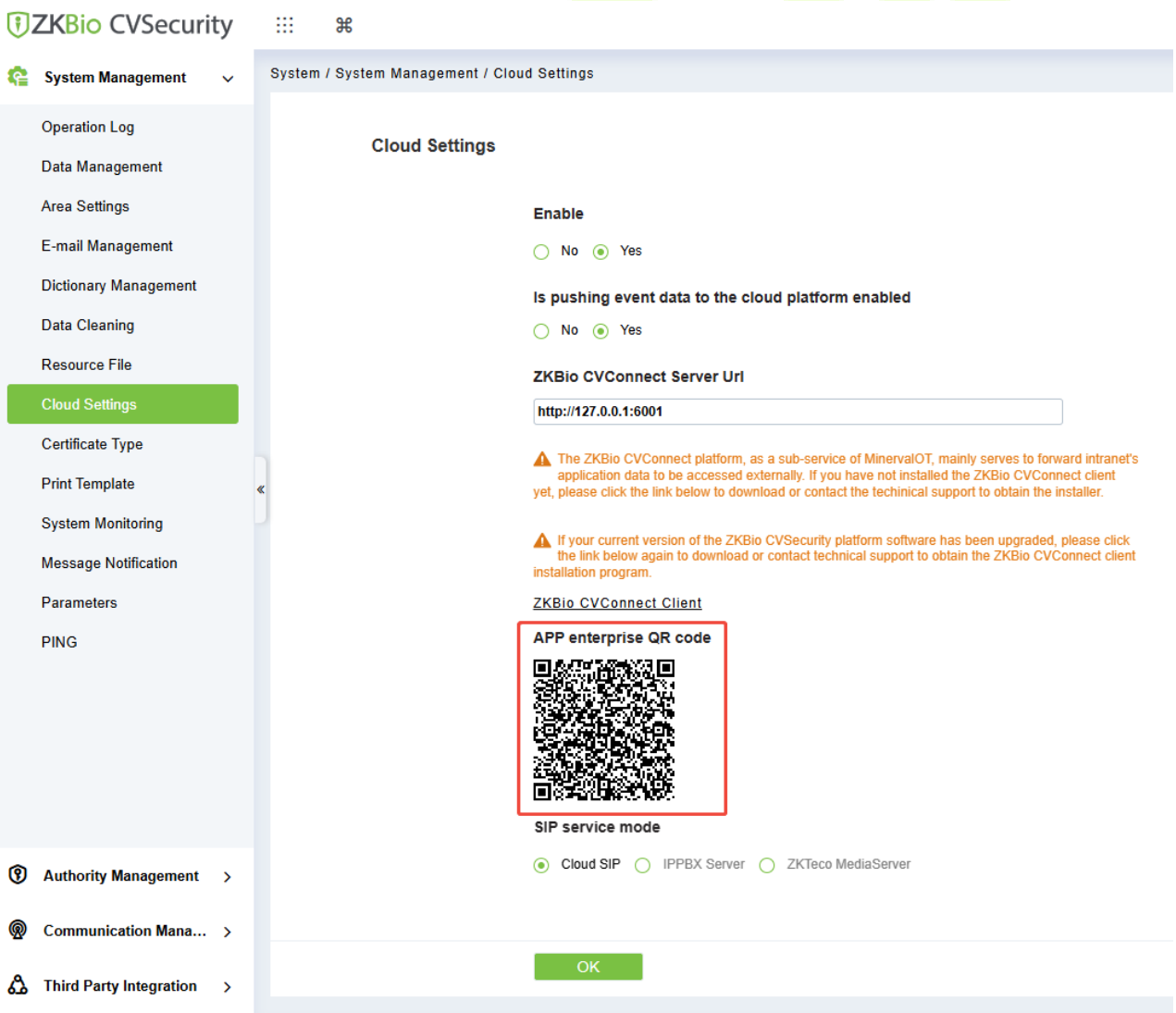



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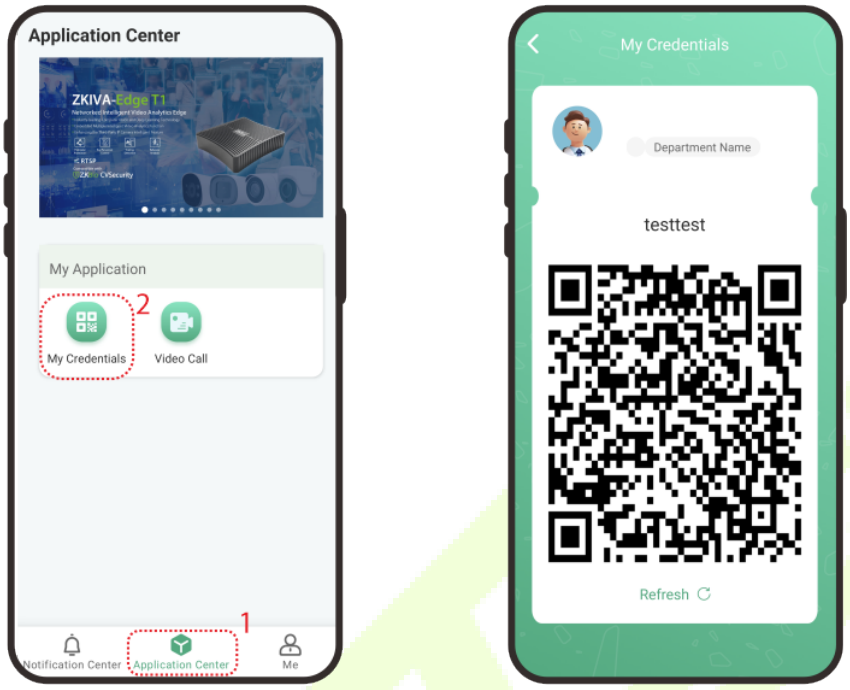
4. Click **Application Center > Mobile Credential** on the App, and a QR code will appear, which includes employee ID and card number information.




5. The QR code can replace a physical card on a specific device to achieve contactless authentication to open the door.
6. The QR code refreshes automatically for every 30s and supports manual refresh.

***Note:*** *For other specific operations, please refer to ZKBio CVSecurity User Manual.*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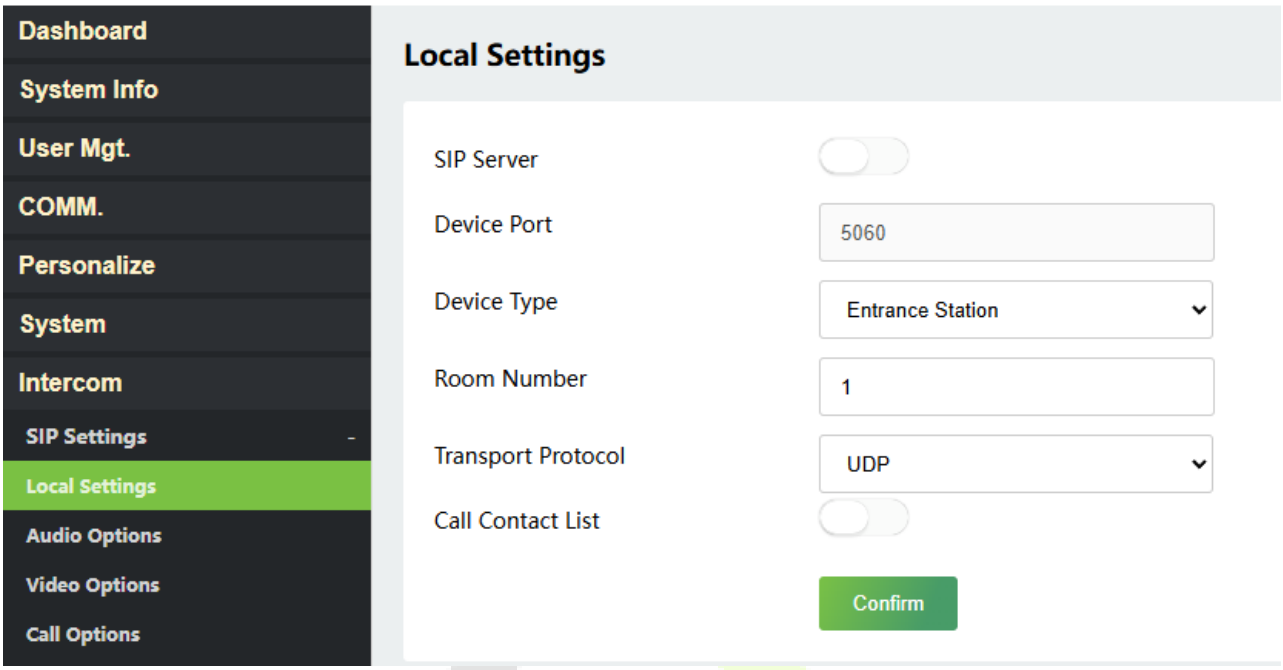
# 17 SIP Video Intercom

## 17.1 Local Area Network Use

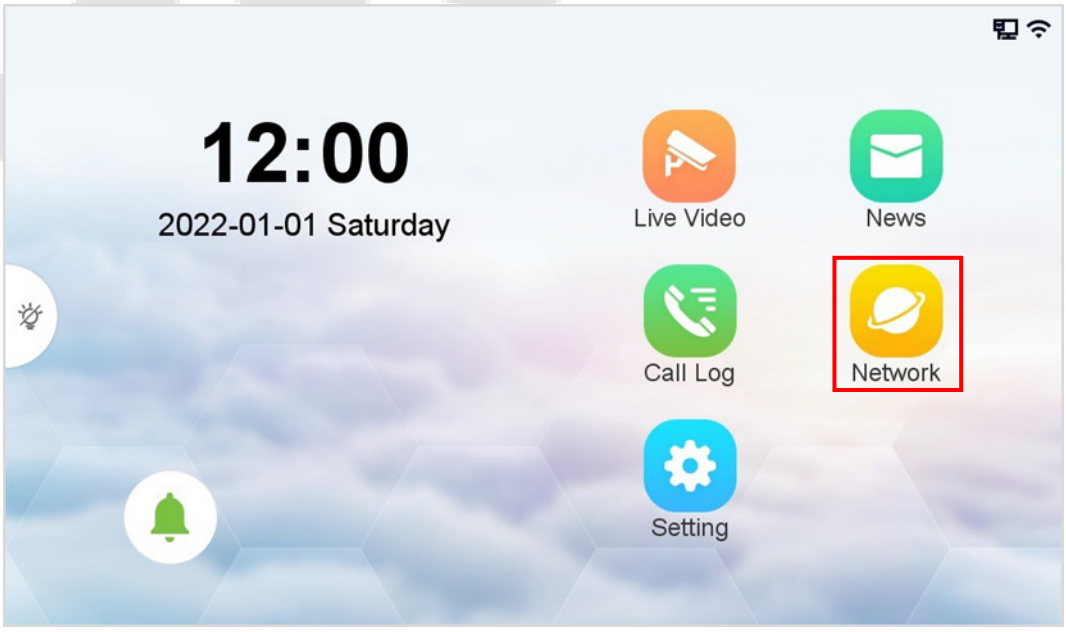
In this mode, please make sure that the SIP Server of the device is disabled.




This function needs to be used with the indoor monitor VT07-B01 and VT07-B01-W.

- **On the Indoor Monitor:**

1. Tap **Network** > to enter the wired network setting interface. (Default password: **123456**)





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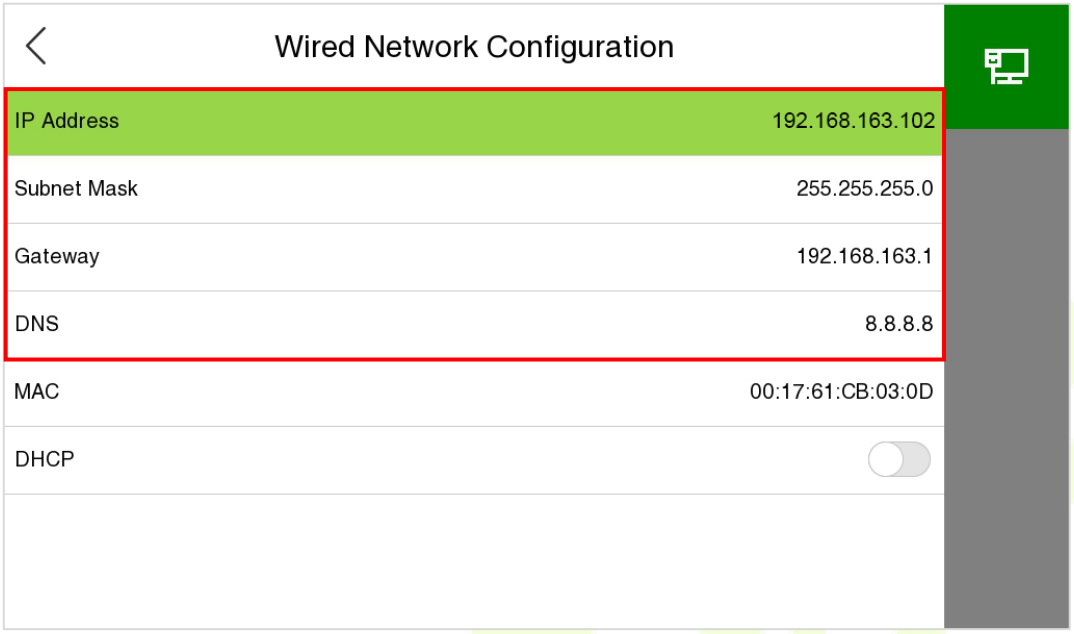
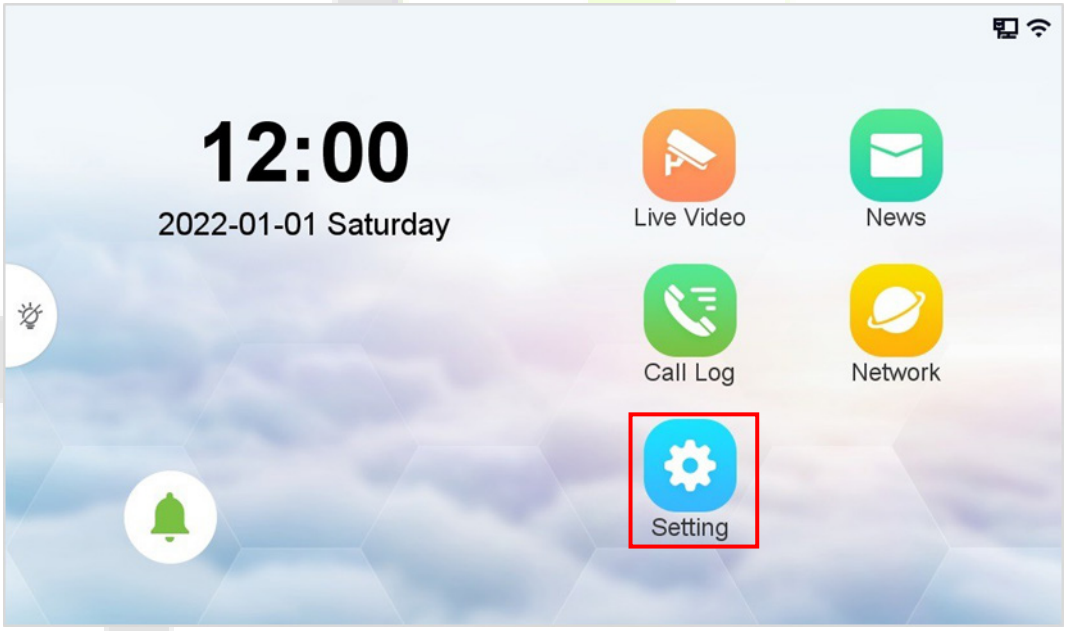
2. Set the IP Address and Gateway of the indoor monitor. (**Note:** The IP address should be in the same network segment as the device.)




3. Tap **Setting** > **Advance Setting** > **Device Manage** > **Add** to add the device.





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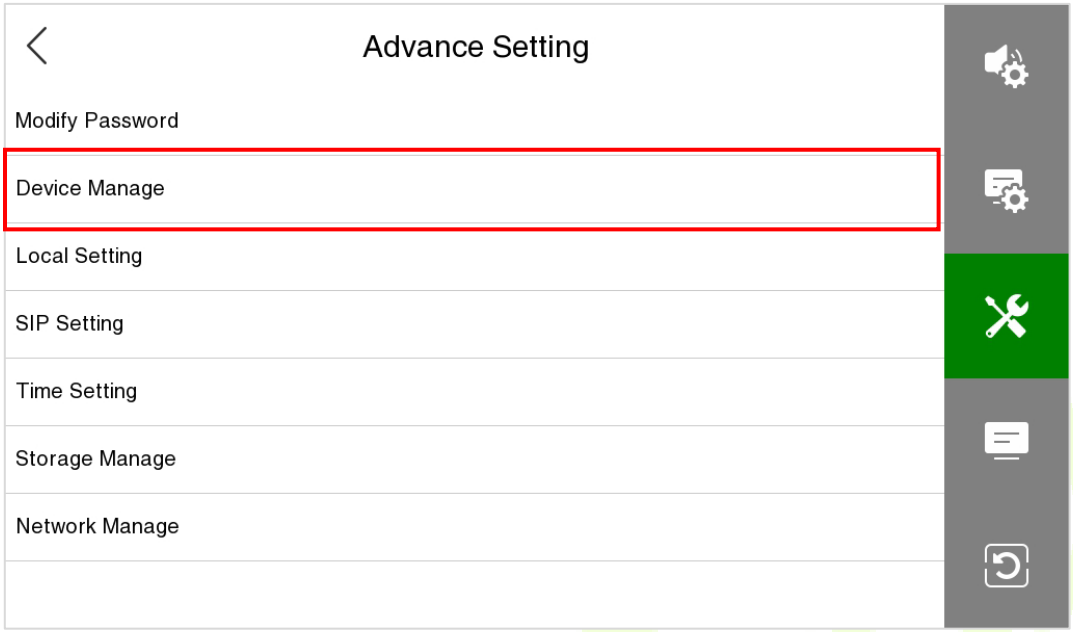


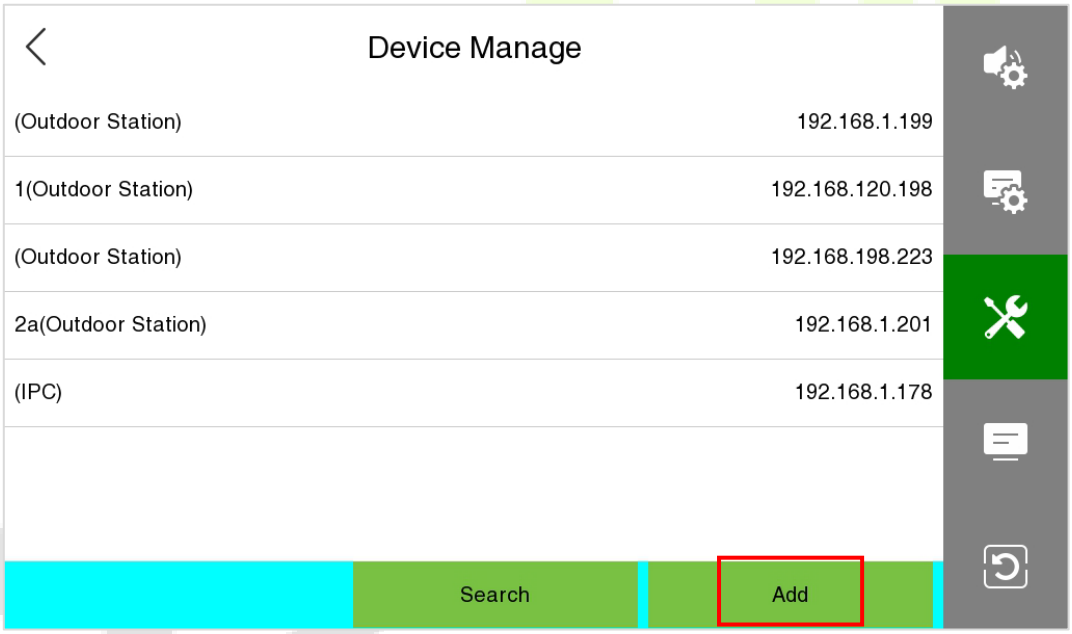


4. Set the related information of the device, then click **Save**.

**Device Type:** Set as Outdoor Station.

**Device IP:** Enter the IP address of the device.

**Device Port:** 8000.

**User Name:** admin.

**Password:** 123456.


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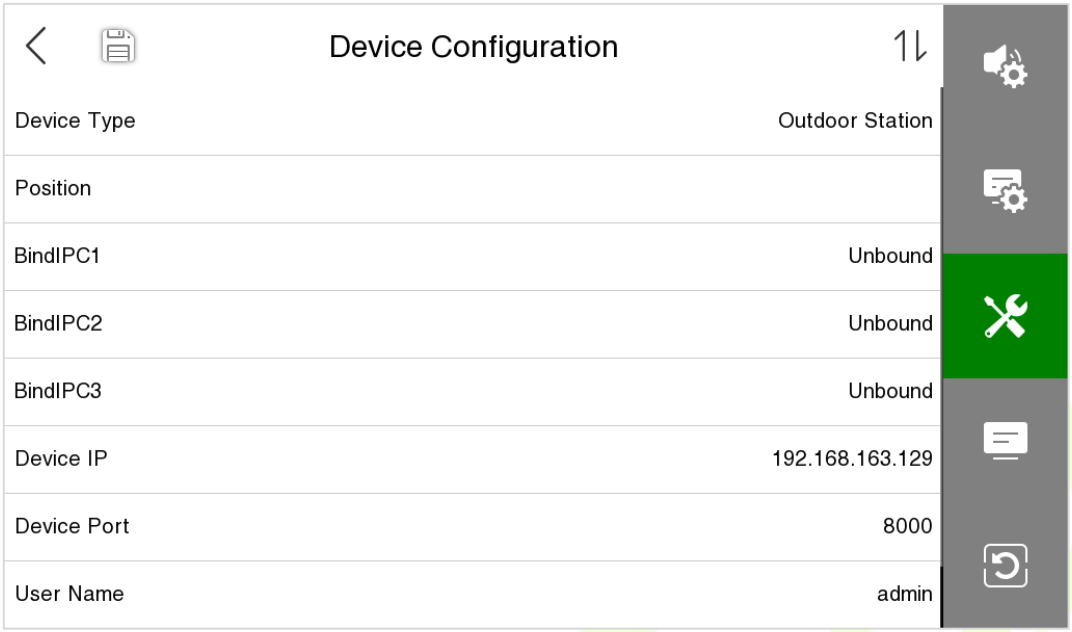
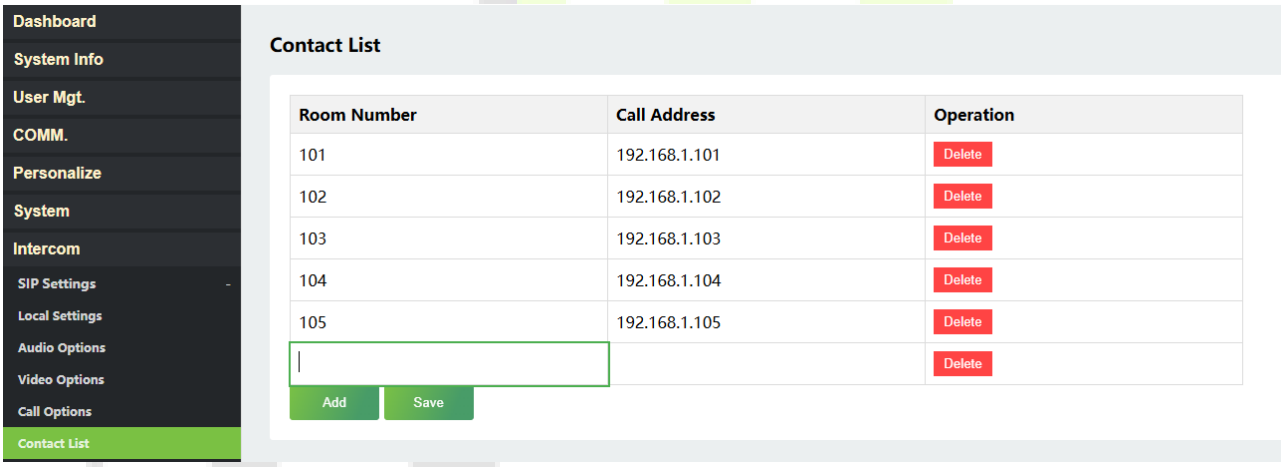



- **On the Device:**

1. On the Webserver, click **Intercom** > **SIP Settings** > **Contact List** > **Add** to add the connected indoor monitors.




**Entrance Station**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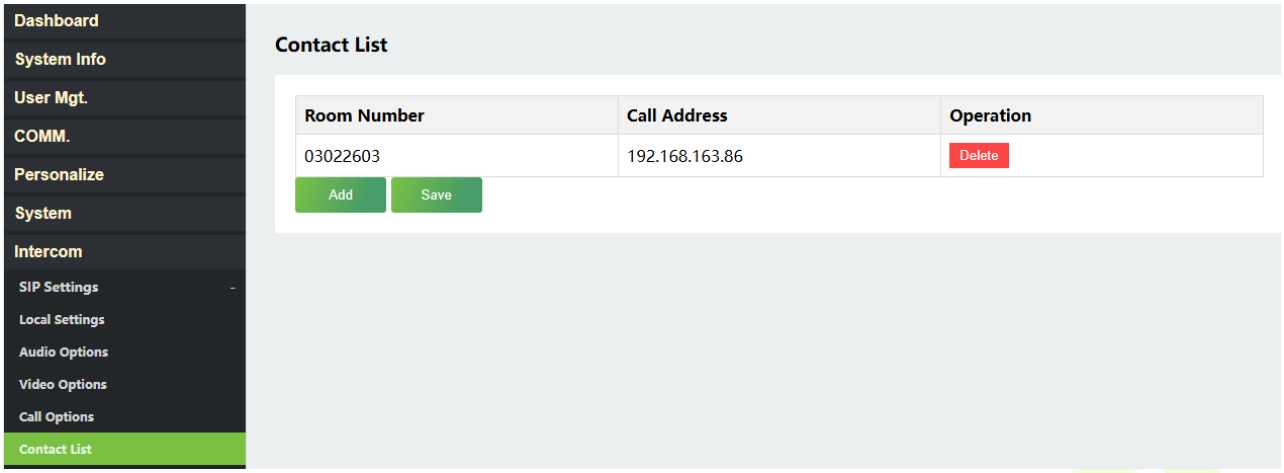


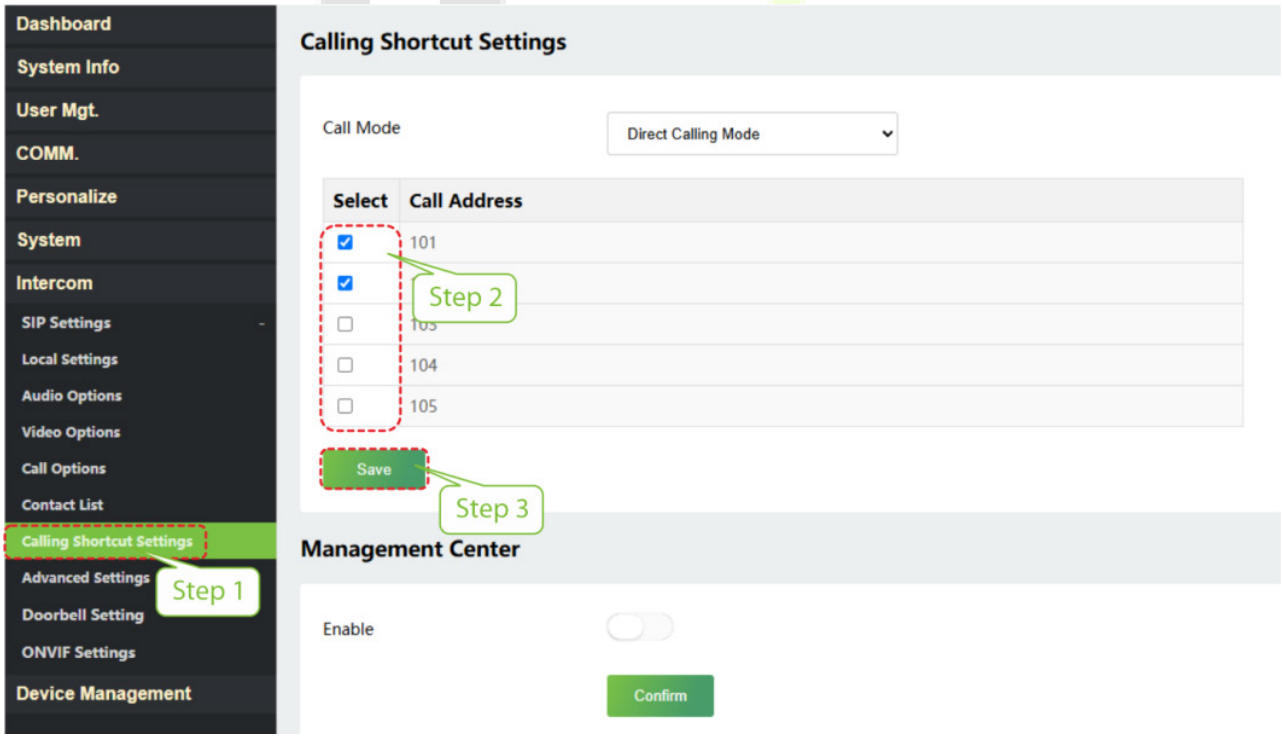

**Fence Terminal**

- **Room Number:** Customize the number of the indoor monitor.
- **Call Address:** This is the IP Address of the indoor monitor.

When the device type is set as **Entrance Station**, the room number can be 1t o 4 digits.

When the device type is set as **Fence Terminal**, the room number should be 8 digits. For example, if the indoor monitor is in Block 3, Unit 2, Room 2603, then input "03022603". When the Unit is disabled, then the room number should be 6 digits, like "032603".

2. Click **Calling Shortcut Settings**, select the indoor monitors you want to call, then click **Save**.




***Note:*** The device only supports Direct Calling Mode.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3. Press the doorbell button on the device to call the indoor monitors directly.

## 17.2 SIP Server

In this mode, please make sure that the SIP Server of the device is enabled.


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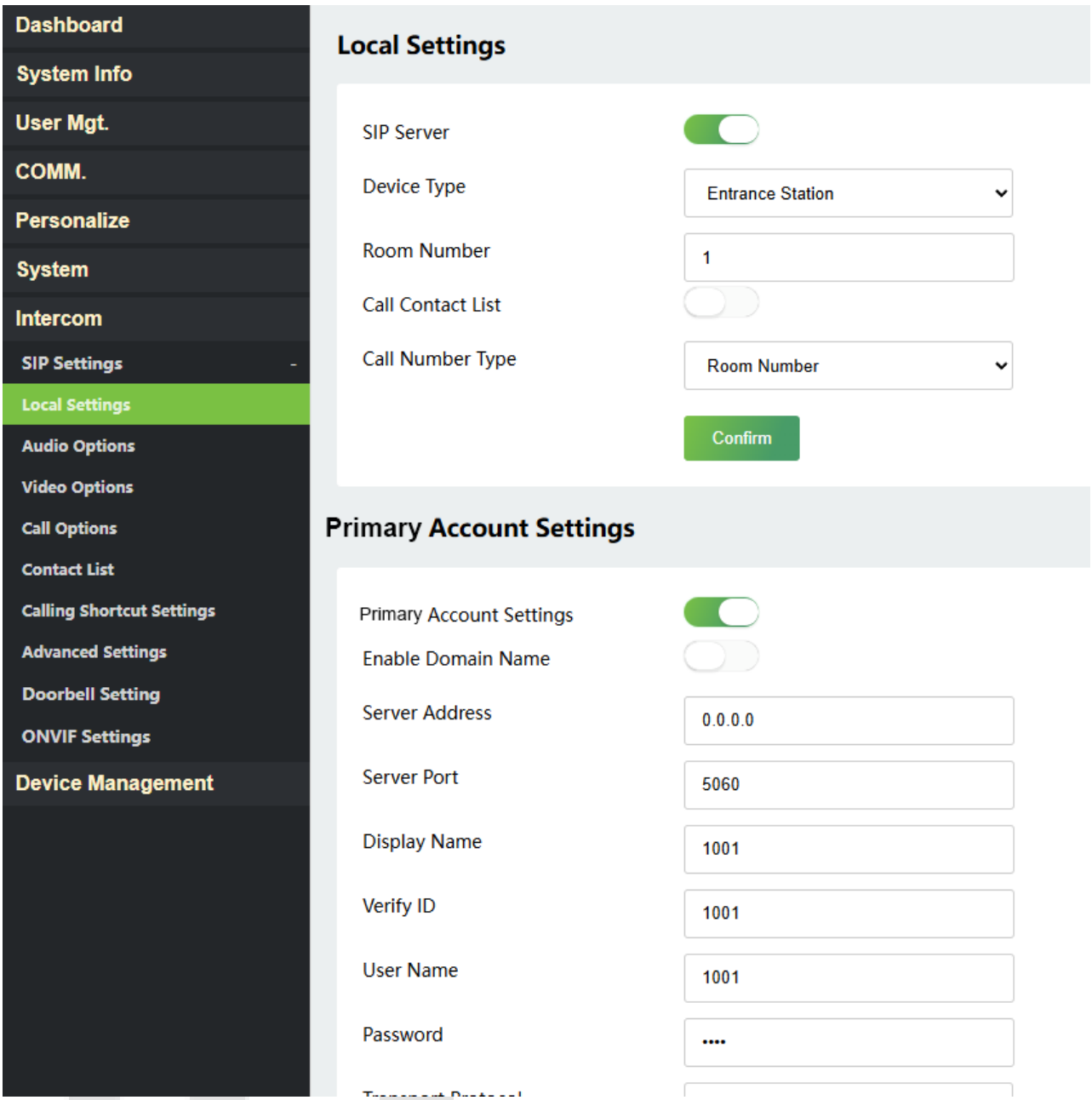


This function needs to be used with the ZKBio CVSecurity server, ZKBio Zexus Mobile App, indoor monitor VT07-B26L-W / VT07-B22L and PC Client BioTalk Pro.

ZKBio CVSecurity supports 2 kinds of SIP server: **cloud SIP** and **PBX server**, users can choose one according to the actual situation.

- **Cloud SIP mode:** Users do not need to purchase additional SIP server, only need to purchase SIP account permission.
- **PBX server:** You need to purchase a PBX server for local deployment. You do not need to purchase an additional SIP account.

The following text mainly introduces the Cloud SIP mode.


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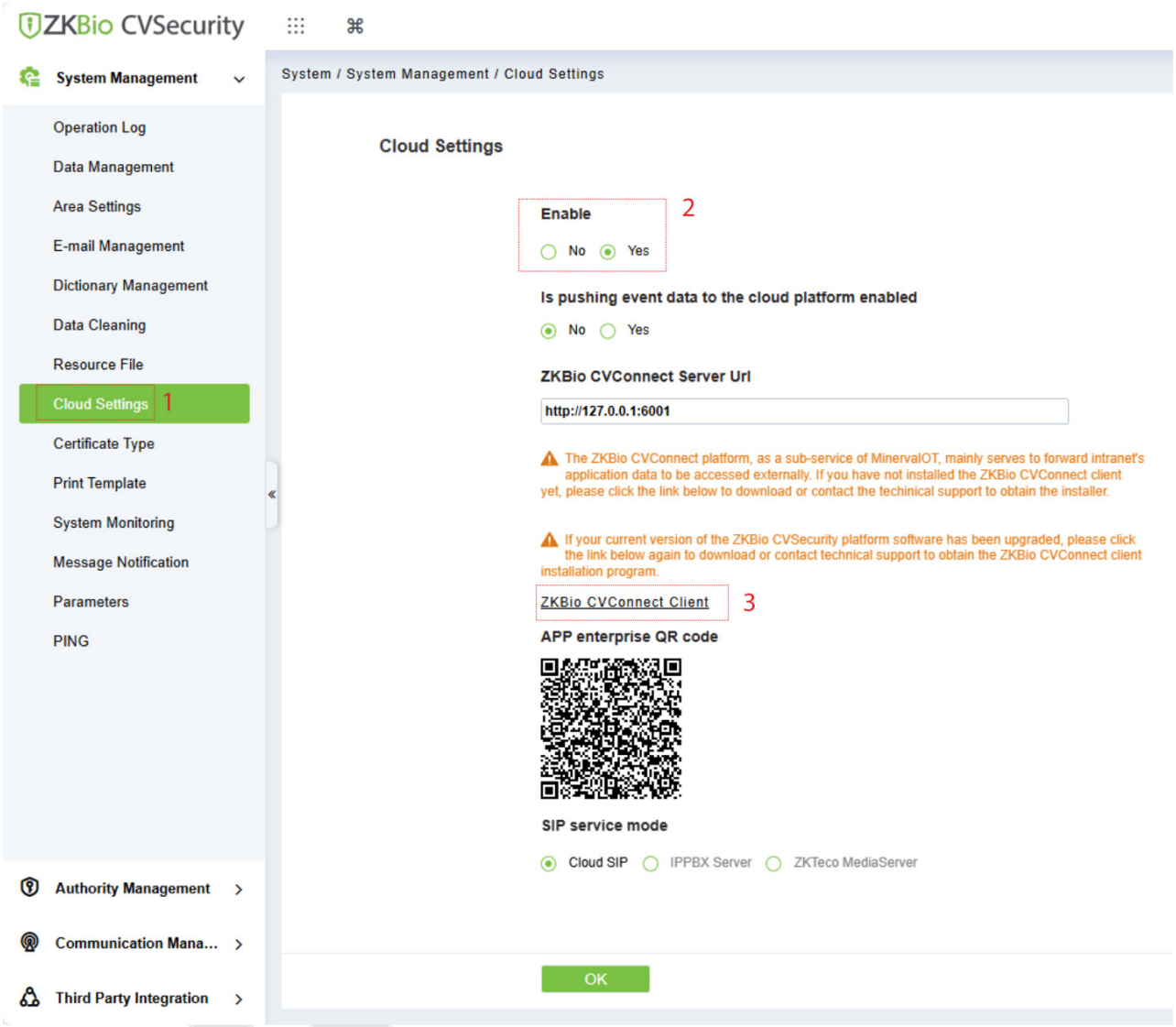
### 17.2.1 SIP Server Configuration

1. On the ZKBio CVSecurity software, click **System** > **System Management** > **Cloud Settings** to enable the Cloud SIP service.
2. Click **ZKBio CVConnect Client** to download and install it.




***Note:***

1) *Ensure the ZKBio CVConnect client is installed if Cloud SIP is activated.*
2) *After cloud SIP is enabled, the device network needs to be able to connect to the external network before it can be used.*

➢ **ZKBio CVConnect Client Activation Steps**

**Step 1:** Double-click the desktop shortcut key. Jump to browser page.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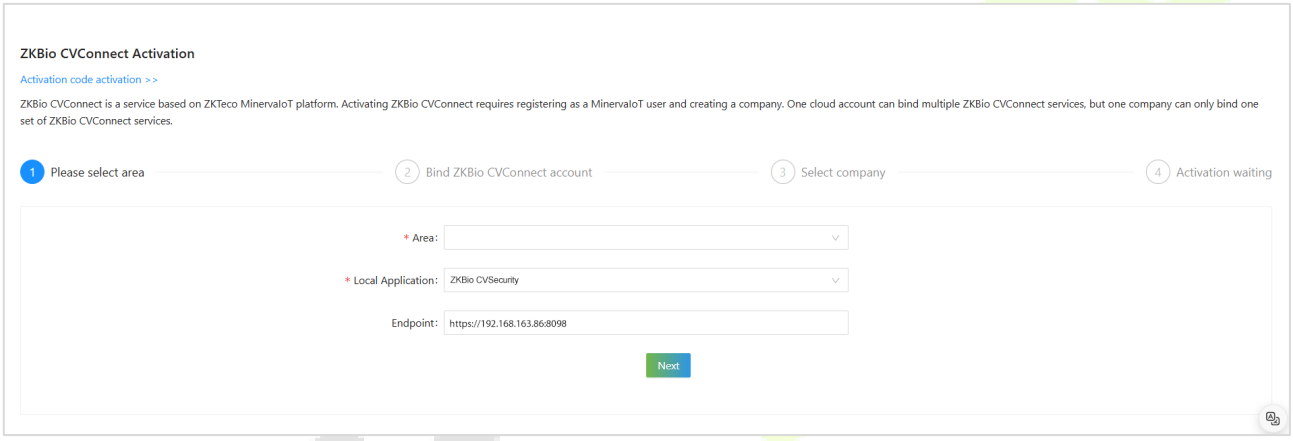
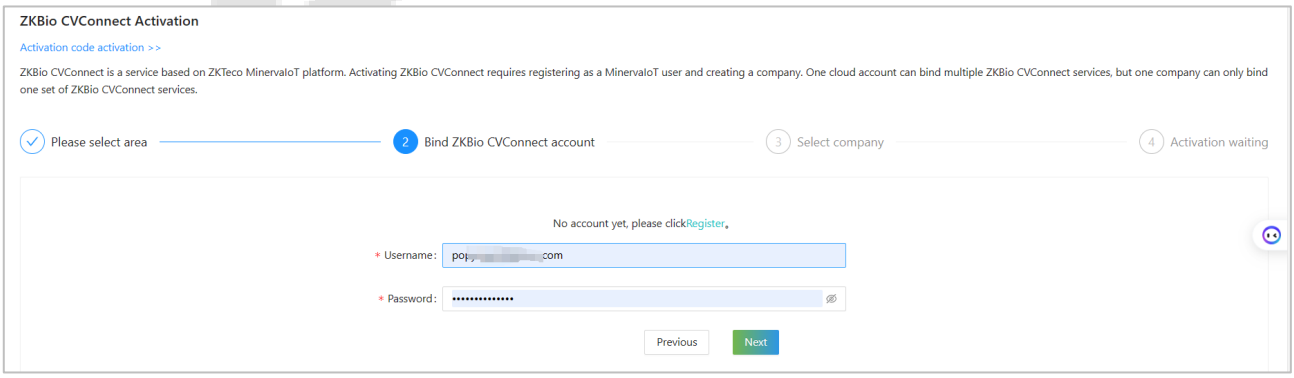
**Step 2:** Follow the steps on the page to complete activation.

1. Select Area




- **Area:** Select the area of the cloud server, currently only China, Singapore and America are available, other areas will be added later.
- **Local Application:** Set as 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://192.168.163.86:8098, enter this server address here so that ZKBio CVConnect can correctly forward the data from your local server for access by the Mobile APP.

2. Bind ZKBio CVConnect Account





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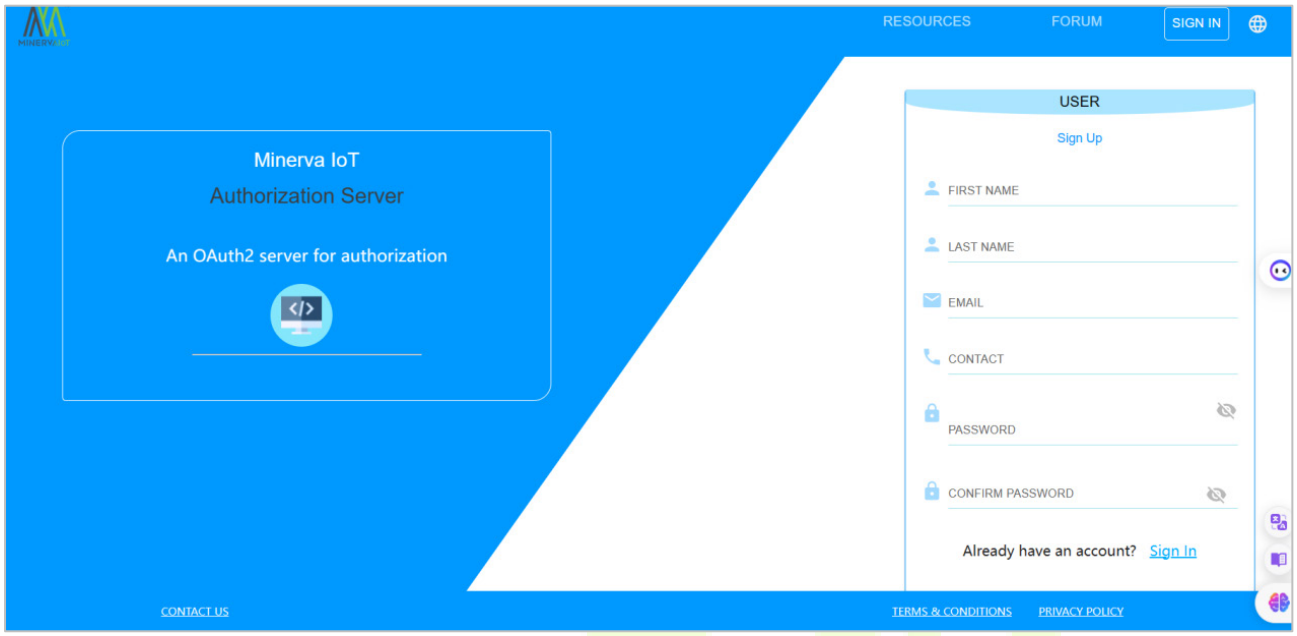
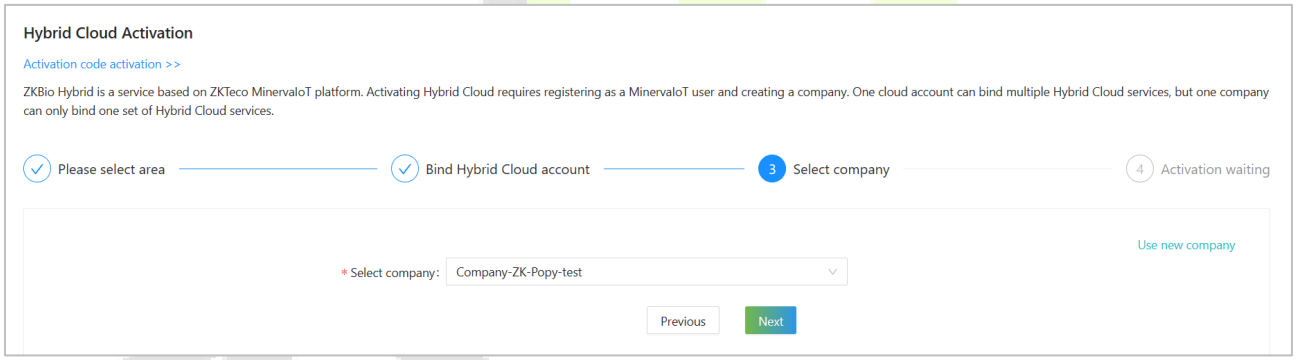
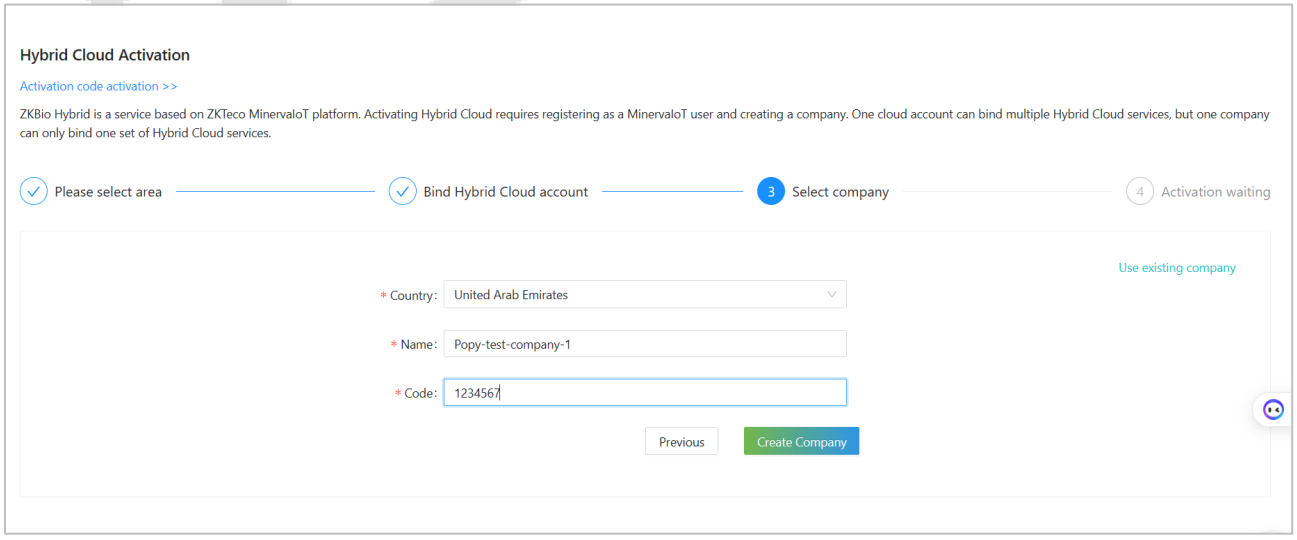
If you already have a Minerva IoT account, you can use it and log in; otherwise click on **Register**, then jump to Minerva IoT registration page and register your account.




3. Select Company




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





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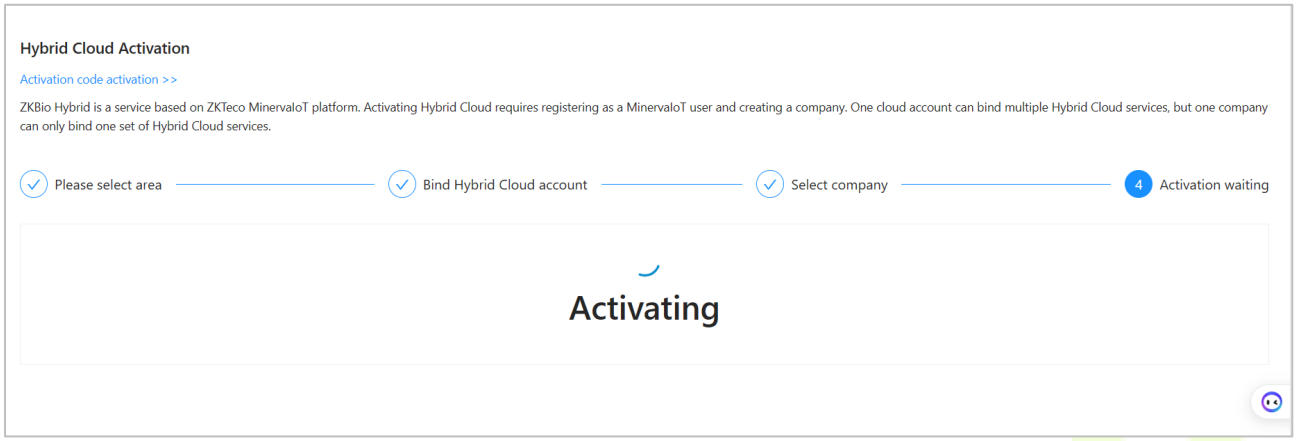
Start Activating and wait for 1-2 minutes until the Activation completely.

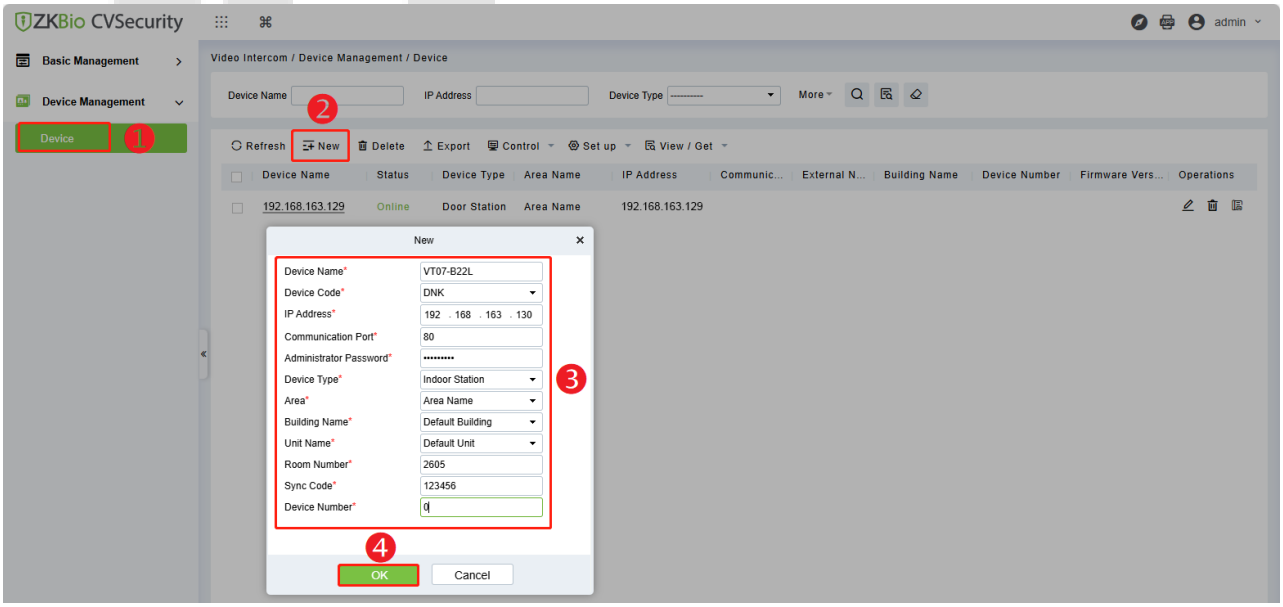



The specific installation and activation steps of the ZKBio CVConnect client can refer to ZKBio Zexus Mobile App User Manual.

### 17.2.2 Add Device

1. Add the device to the **Access** Module of the software. Then the device will be automatically synchronized to the **Video Intercom** module. (The adding method can refer to 16 Connect to ZKBio CVSecurity Software)

2. Click **Video Intercom > Device Management > Device > New** to add the indoor monitor.





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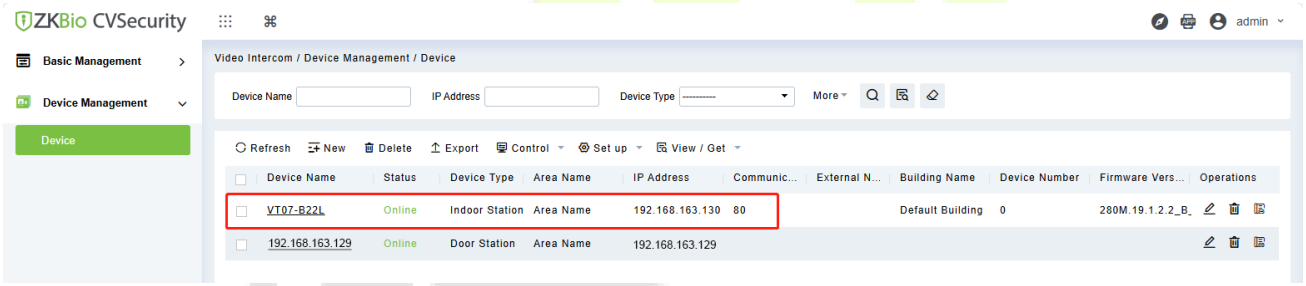
- **Device Name:** Enter the name of the indoor monitor.
- **Device Code:** Set as DNK.
- **IP Address:** Enter the IP address of the indoor monitor.
- **Communication Port:** 80 by default.
- **Administrator Password:** 123456 by default.
- **Device Type:** Set as Indoor Station.
- **Area/ Building Name/Unit Name:** Select from the drop-down list.
- **Room Number:** Customize the number of the indoor monitor.
- **Sync Code:** Can be customized by the user. (It is used when a resident has multiple indoor monitors. The indoor monitors which have the same Sync Code will be called at the same time.)
- **Device Number:** The setting range is 0-9. For example, if there is only one indoor monitor in the room, the device number will be 0. If there are two units, one will be 0 and the other will be 1, and so on.

3. After the addition is successful, the indoor monitor will be displayed in the device list.




## 17.2.3 Create Extension Numbers

Click **Video Intercom > Extension Management > Extension Number > New** to create extension numbers.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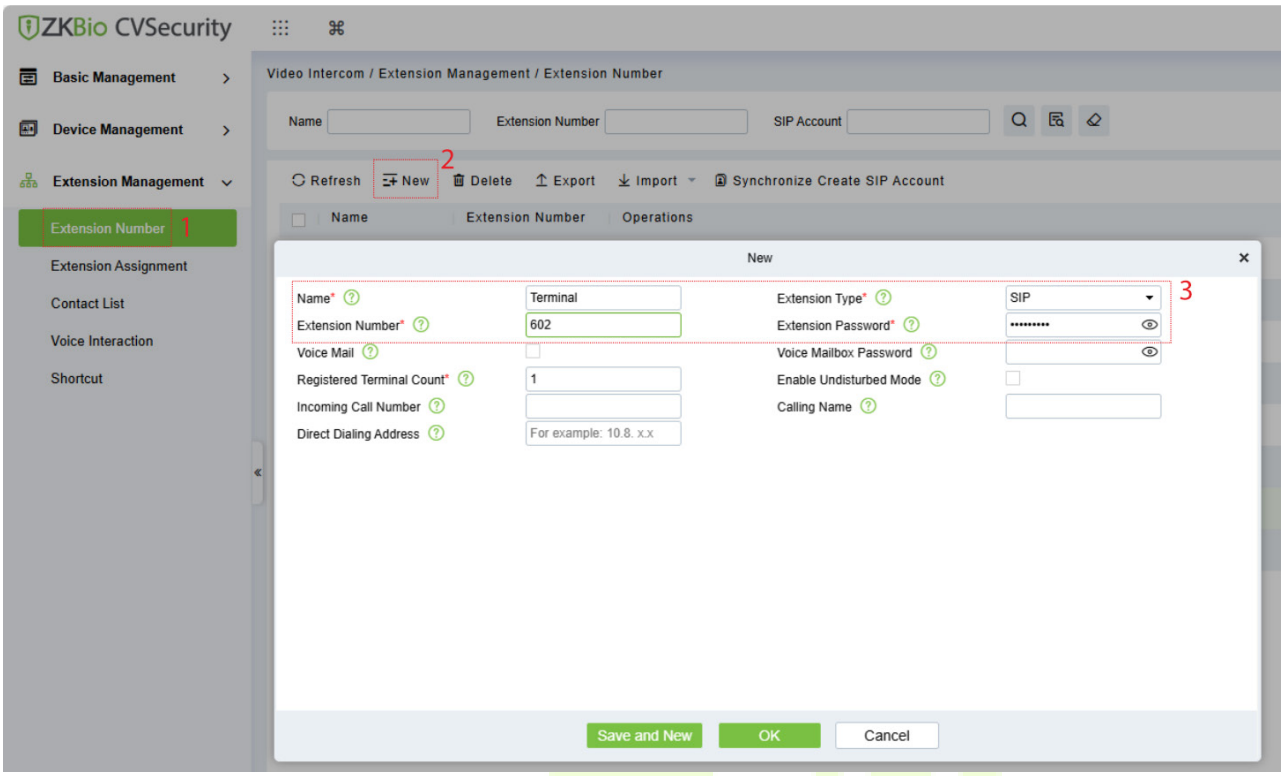


- **Name:** Customize the extension name. If it is a residential scene, the name can be set to the room number; if it is an office scene, the name can be set to the work number and name information.
- **Extension Type:** SIP by default.
- **Extension Number:** Customize the extension number; for example, the number of Room 401, Unit 2, Building 1 can be defined as 01020401 for quick internal identification.
- **Extension Password:** User's SIP account password, which can be used to request account registration from the SIP service.
- **Registered Terminal Count:** The maximum number of terminals that a user can register to the same number. When the number of concurrent registrations is 1, it means that new registrations are allowed to preempt the registration address. When the number of concurrent registrations is 2 or more, new registrations will be automatically blocked once the number of registrations reaches the limit.

After the user creates the extension number, the system will automatically generate a SIP account. For example, assuming the user has created the extension number 322603, the system automatically generates the SIP account as 2317, so the SIP Username used on the terminal is 2317.

**Note:**

1) The SIP Account column is hidden by default. You can right-click the row which Operations is in and check the SIP Account to display it.


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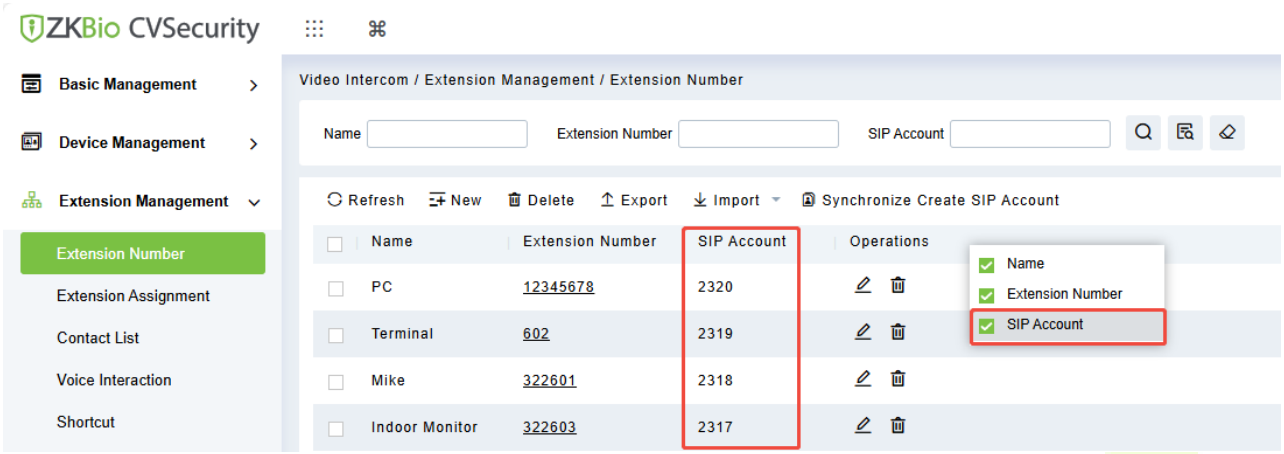
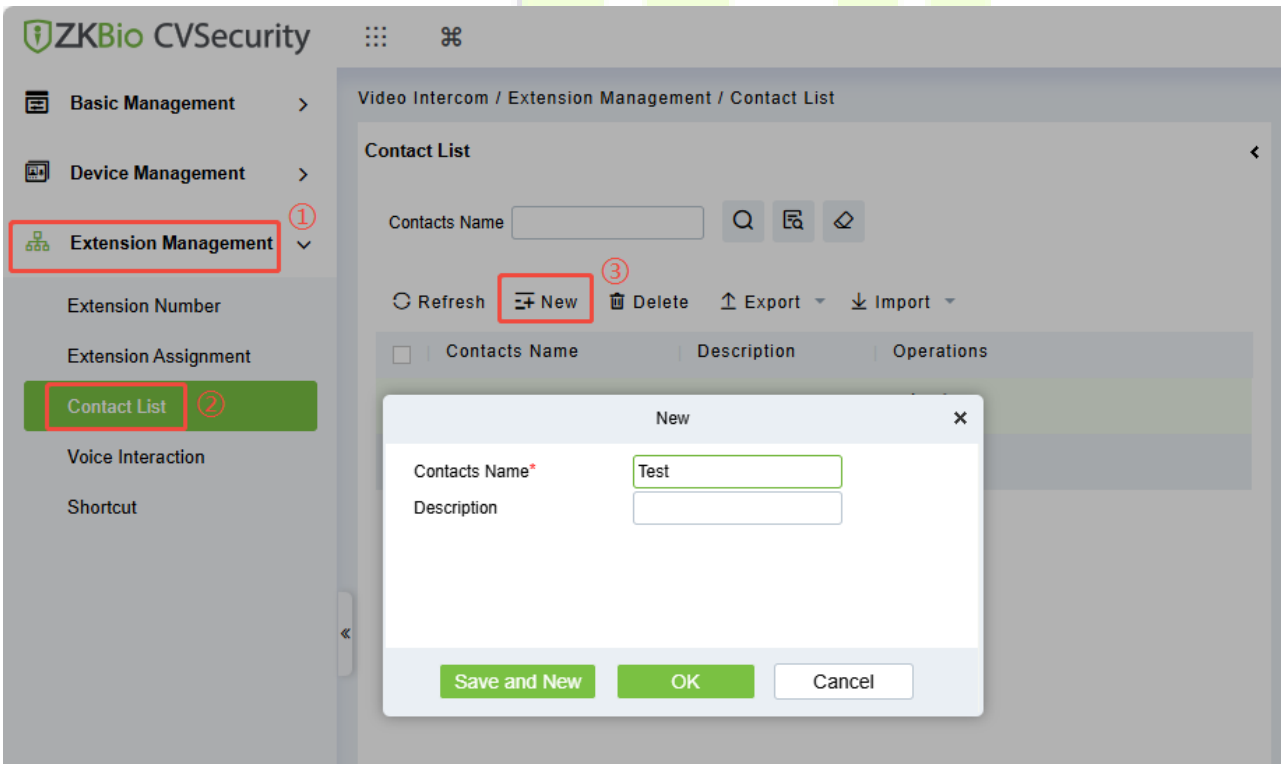



2) If you use a PBX, the extension number will be directly used, and the SIP account list will be empty.

### 17.2.4 Contact List

If you need to enable different devices or personnel to view a limited number of contacts, you can configure the contact list.

1. Click **Extension Management > Contact List > New** to create a contact list.




2. Click the icon to add extension numbers to the contact list.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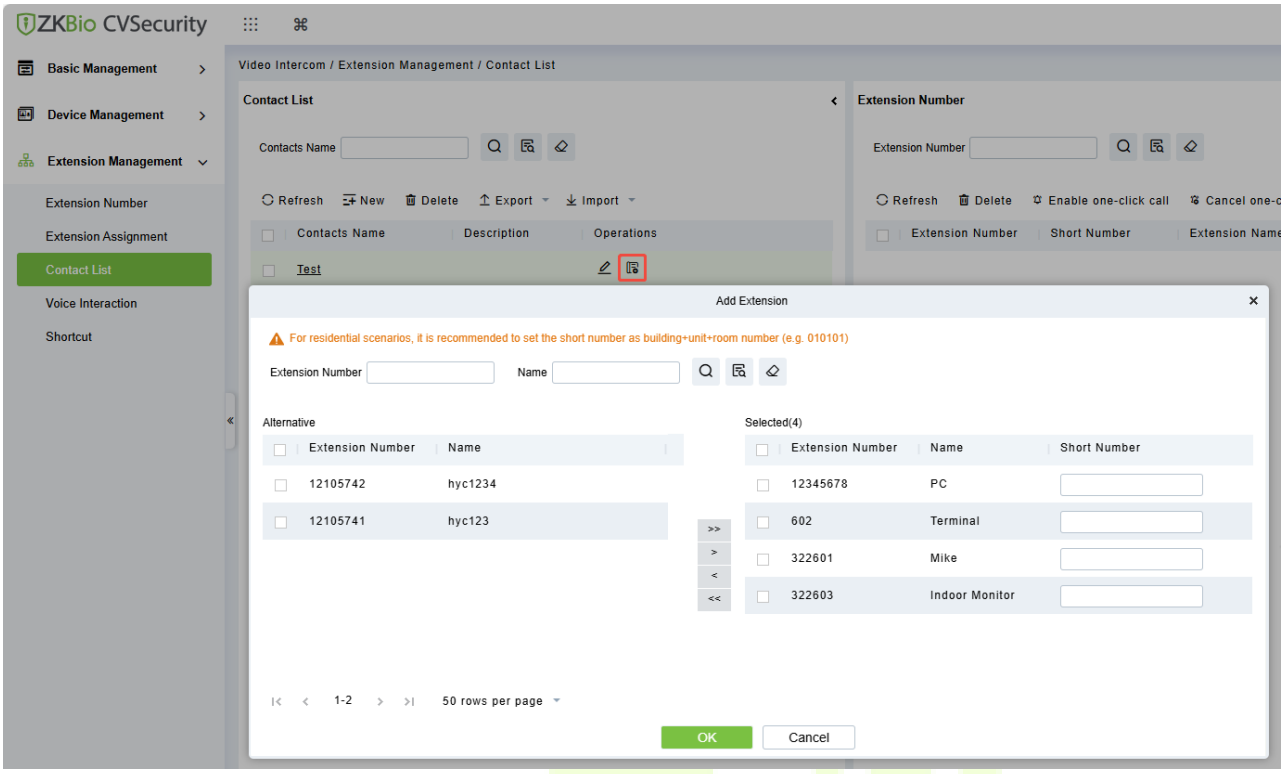
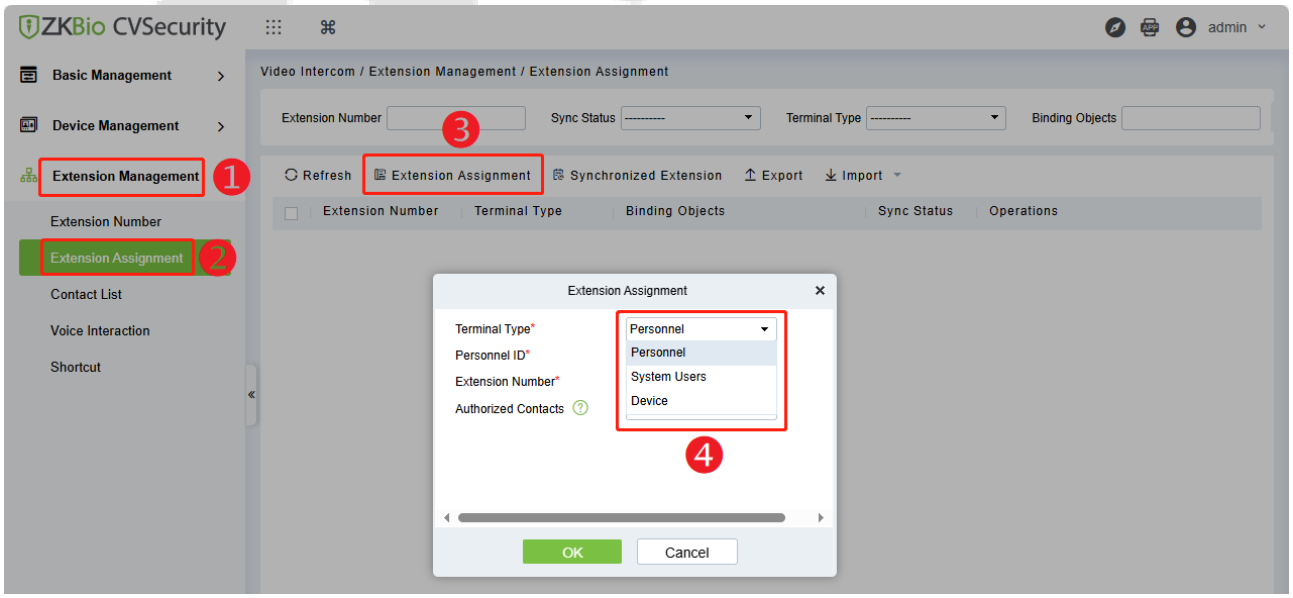



## 17.2.5 Assignment of Extension Numbers and SIP Accounts

The extension number or SIP account can be assigned to personnel, devices or system users. After allocation, personnel and users' APP will be able to directly use video intercom for communication. The device can also be used directly without manual additional configuration.

Click **Extension Management > Extension Assignment > Extension Assignment**, select the Terminal Type.





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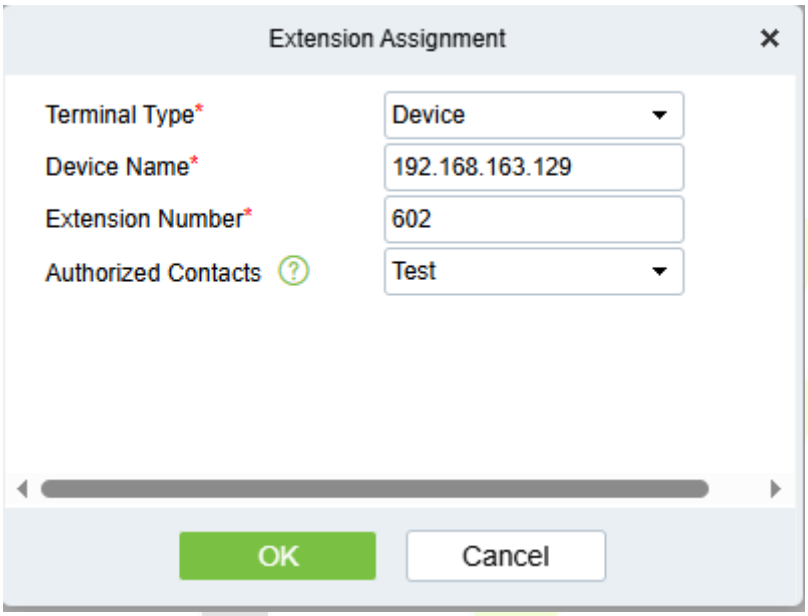
- **Device Account Assignment**

1. Select the Terminal Type as **Device**.
2. Select the device need to be bound (device or indoor monitor) and the extension number. The account information will be automatically synchronized to the device. Select the Authorized Contacts to assign the contact list to the device; only after the assignment can the device make calls through the contact list.




3. After successful assignment, user can go to **[Intercom]** > **[SIP Settings]** > **[Local Settings]** on the WebServer to see that the server account information have been automatically set, as shown in the following figure.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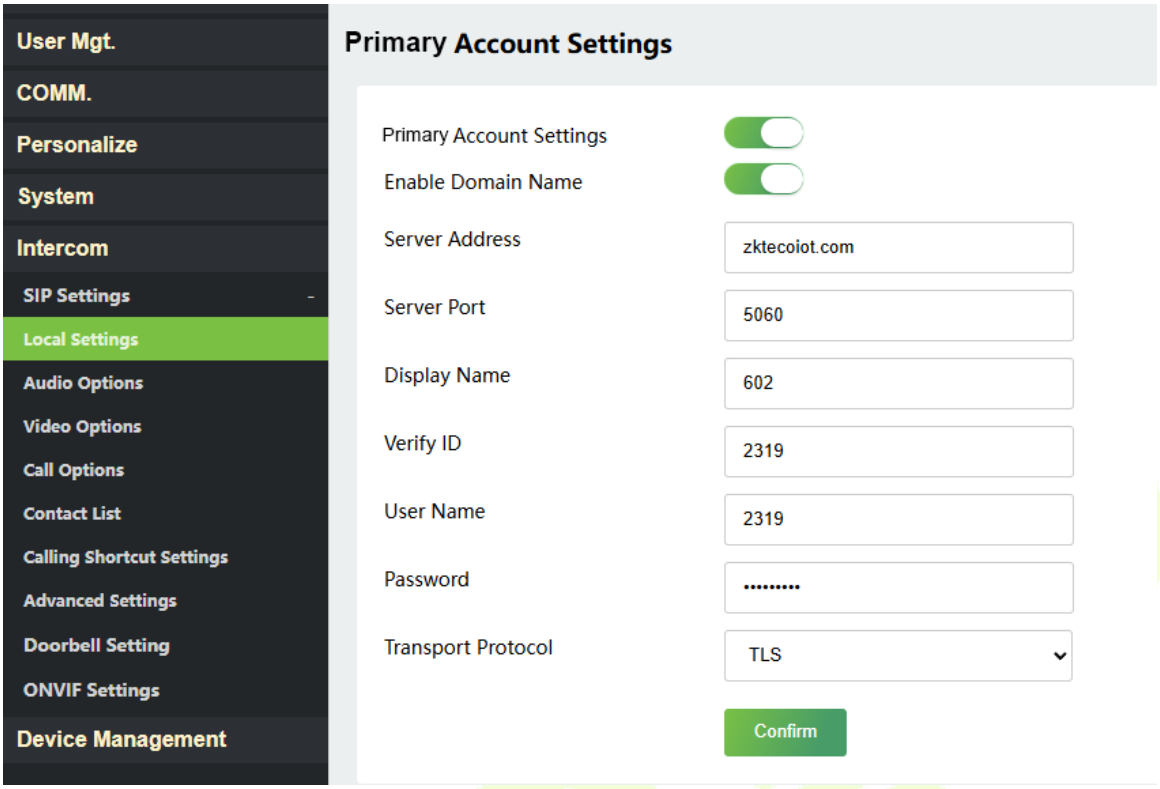
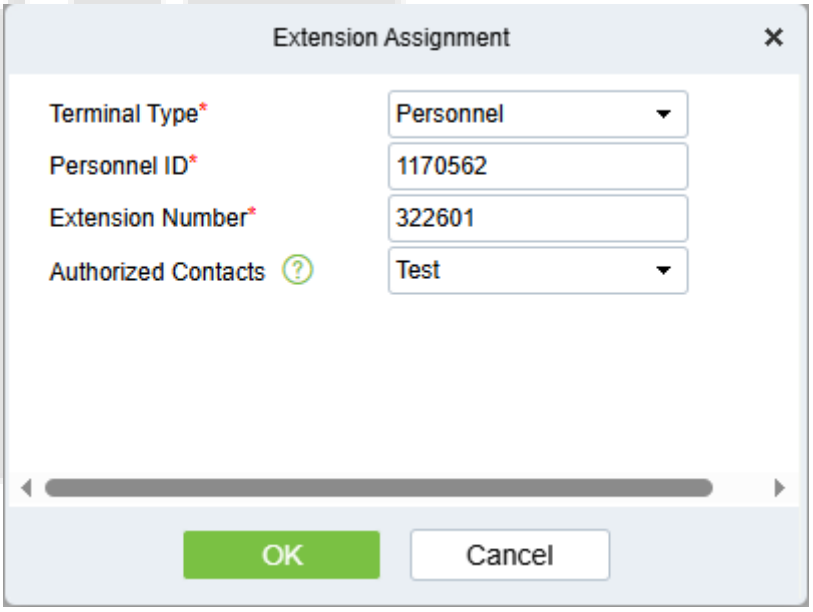



- **Personnel Account Assignment (ZKBio Zexus App)**

1. Select the Terminal Type as **Personnel**.
2. Select the person to be assigned an account and the extension number. Select the Authorized Contacts to assign the contact list to the individual, and after the assignment, the individual can view the contacts in the contact list upon logging into the ZKBio Zexus App.





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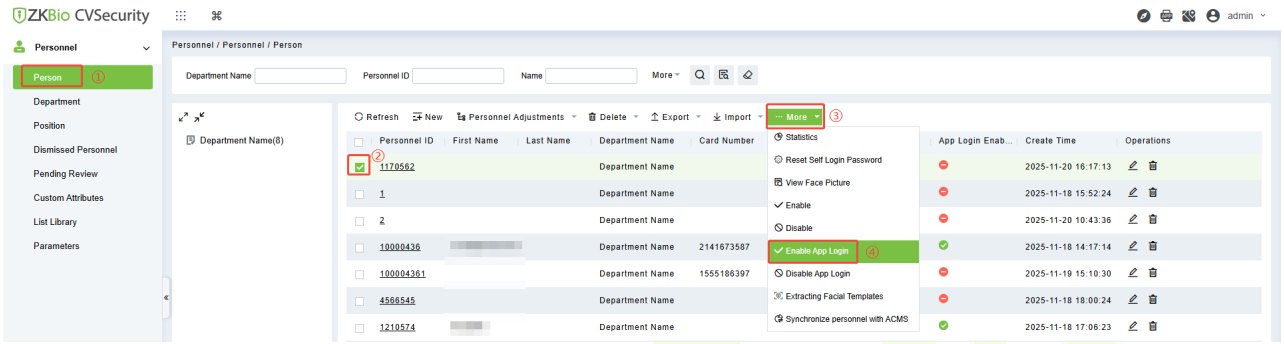
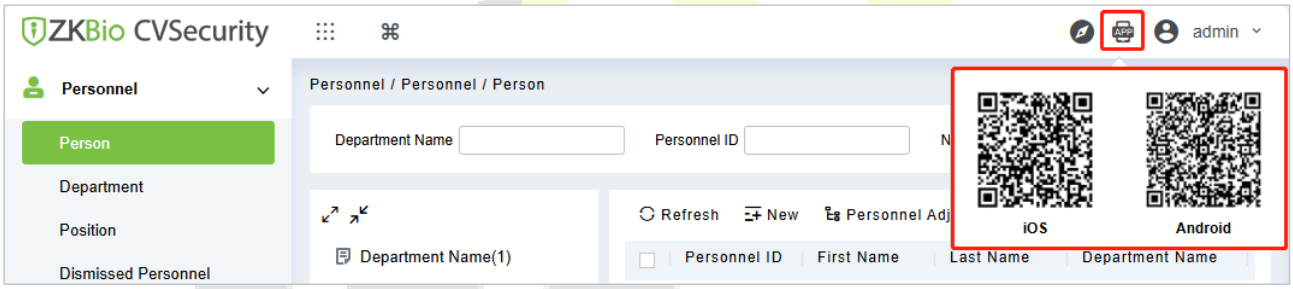
**Note:**

1) Before assign account to the personnel, you need first add personnel in ZKBio CVSecurity. The adding method can refer to 16 Connect to ZKBio CVSecurity Software.

2) The personnel need to enable APP Login. (Click **Personnel > Personnel > Person > More > Enable APP Login**.) Once a person has enabled APP login, they can directly access the Video Intercom feature upon logging into the App.




3) User can click the icon at the right top corner of the ZKBio CVSecurity interface to scan the QR code to install the ZKBio Zexus App.




3. After successful assignment, the personnel can login to the App. Select the role-**Personnel**, enter the account information, and click **Login**.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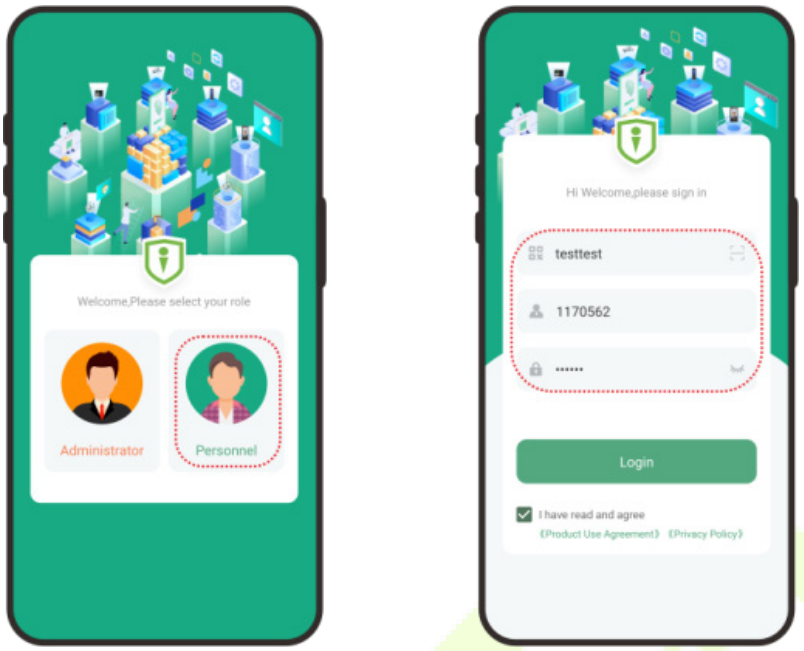
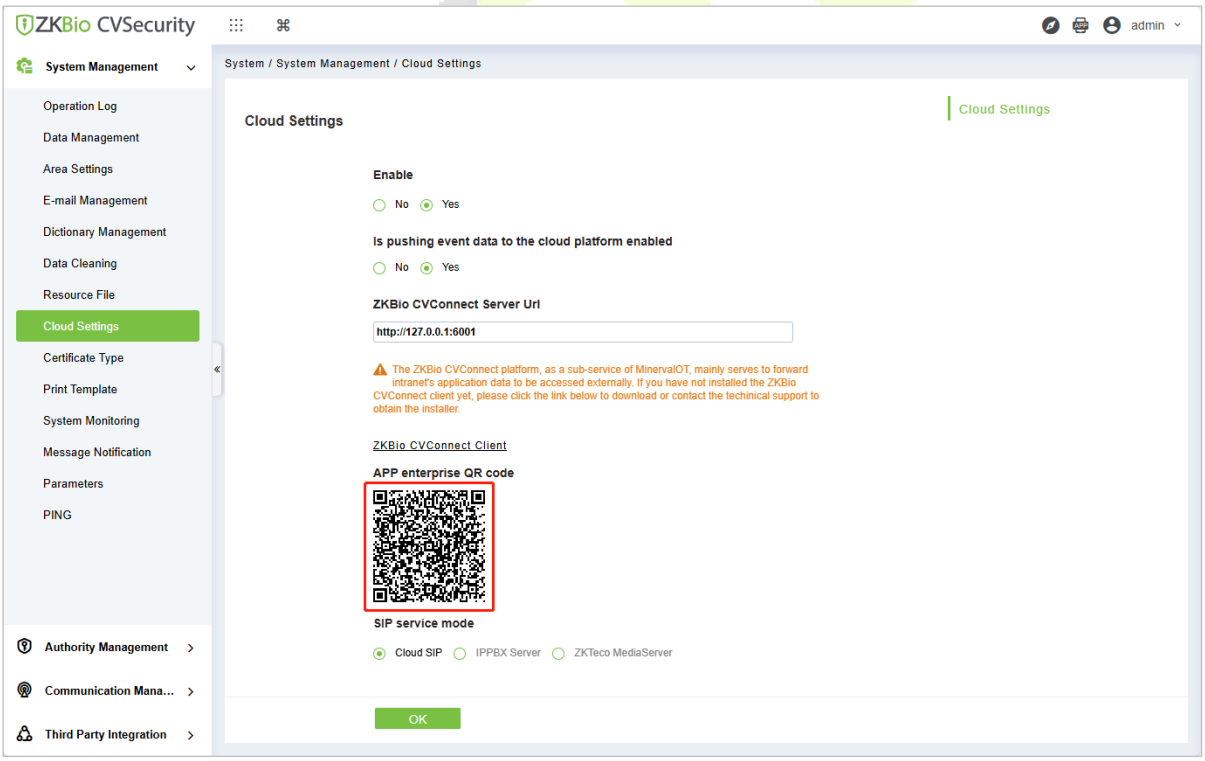



**Organization Name:** Scan the organization code you get before. (Go to ZKBio CVSecurity web, enter **System > System Management >Cloud Settings >APP enterprise QR code**, or go to ZKBio CVConnect client, scan the ZKBio CVConnect Client Information QR Code.)





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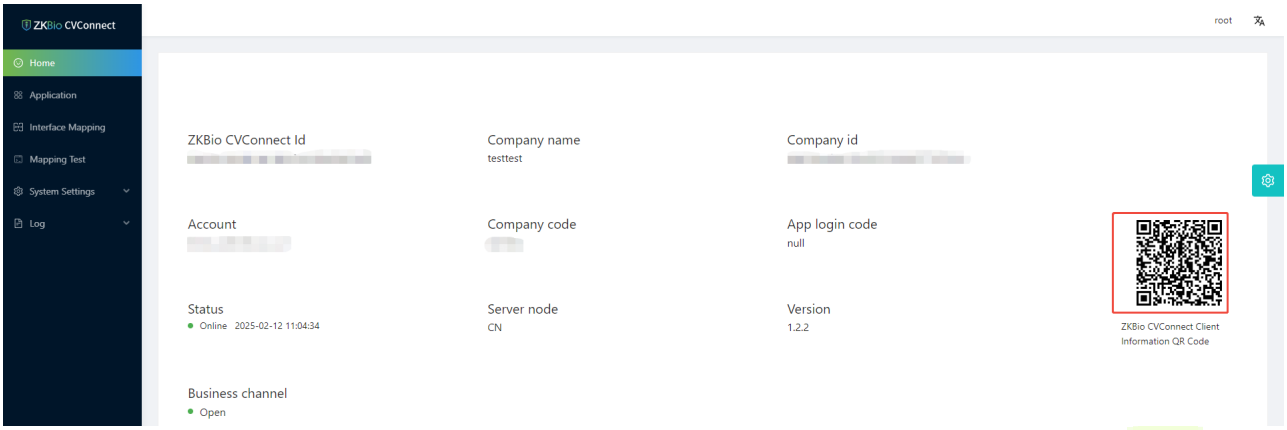



**Account & Password:** The personnel ID & password (default: 123456).

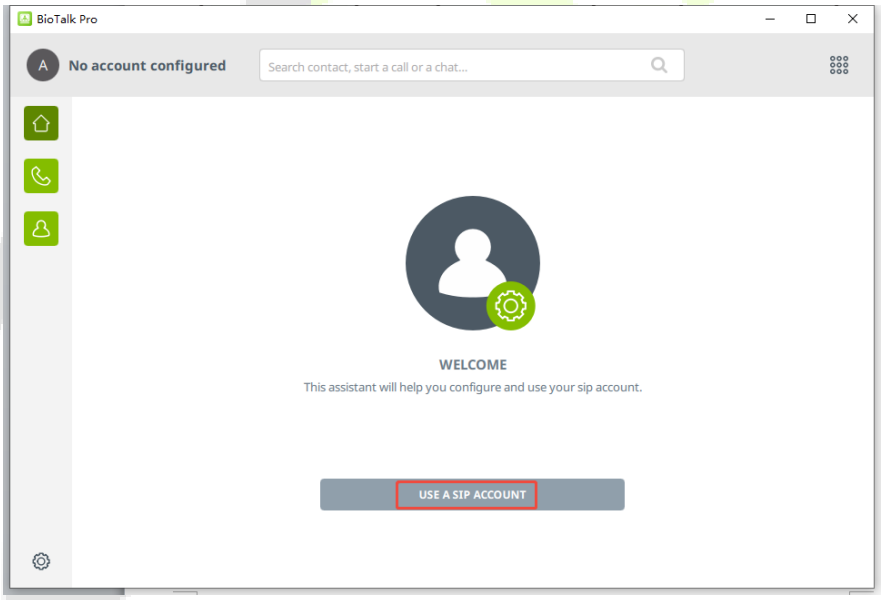
The App complete operation steps please refer to the ZKBio Zexus Mobile App User Manual.

### 17.2.6 PC Client Functionality

To use the BioTalk Pro PC client, please contact the appropriate person for an installation package.

**Operation Guide**

**Step 1:** Configure the SIP account: Click **USE A SIP ACCOUNT** button.




**Step 2:** Fill in the SIP account information in order and click **USE**.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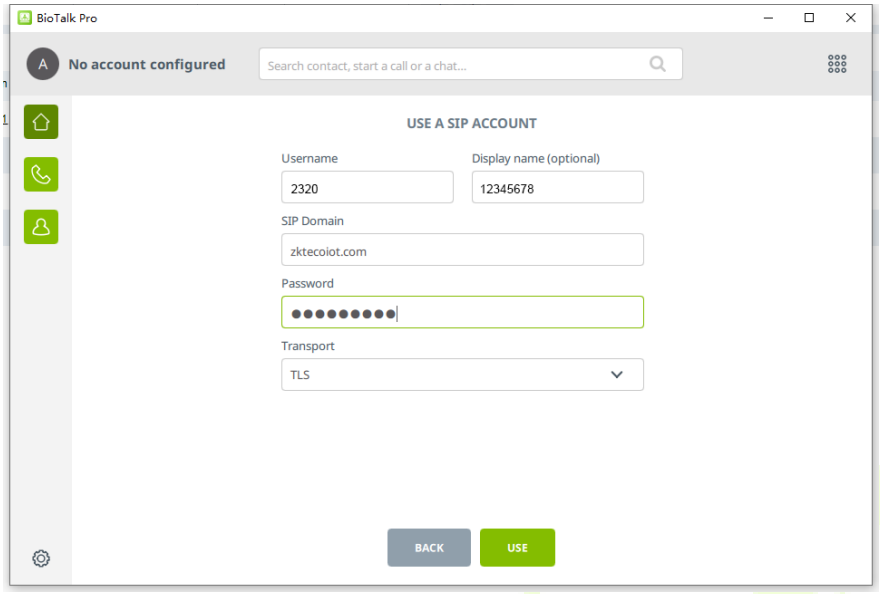
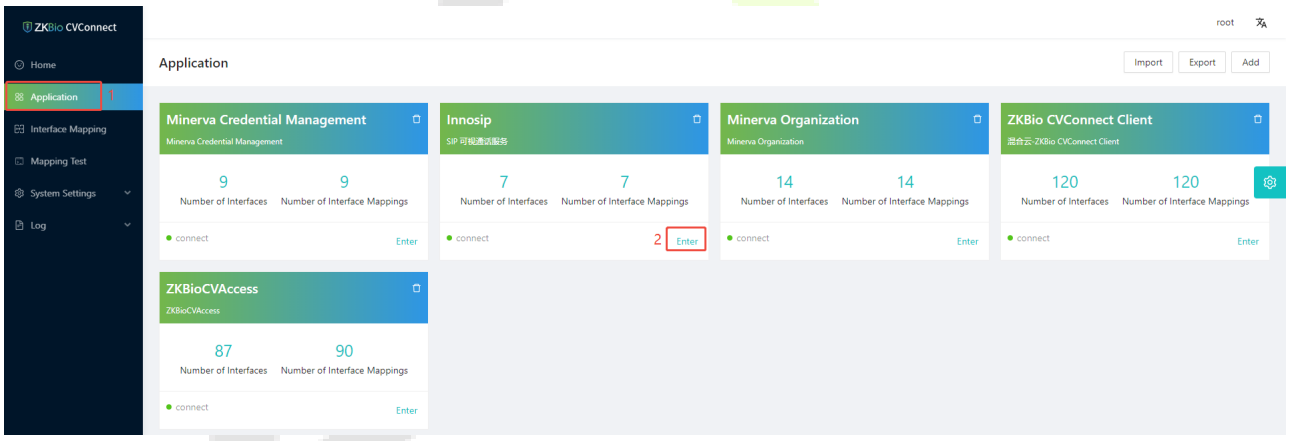
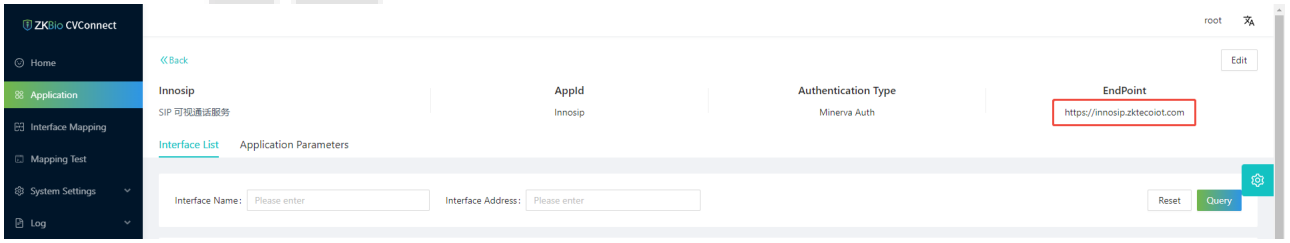



- **Username:** Enter the SIP account. (**Note:** You need to create a new SIP account for the PC client in ZKBio CVSecurity, then you can use the account to login to the PC client.)
- **Display Name:** It is the extension number.
- **SIP Domain:** The SIP Server Domain. (Go to ZKBio CVConnect client, click **Application > Innosip > Enter**, the EndPoint address is "https://innosip.zktecoiot.com". Then 'zktecoiot.com' is the actual SIP server domain you need to enter on the PC Client.)




- **Password:** The extension password of the SIP account for PC client.
- **Transport:** Transportation Protocol, TLS by default.

Wait 1 minute until the status shows Connected, as shown below: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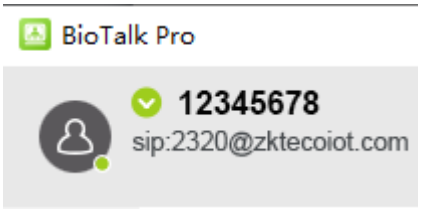
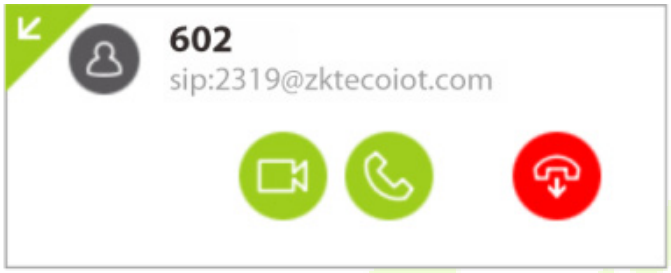
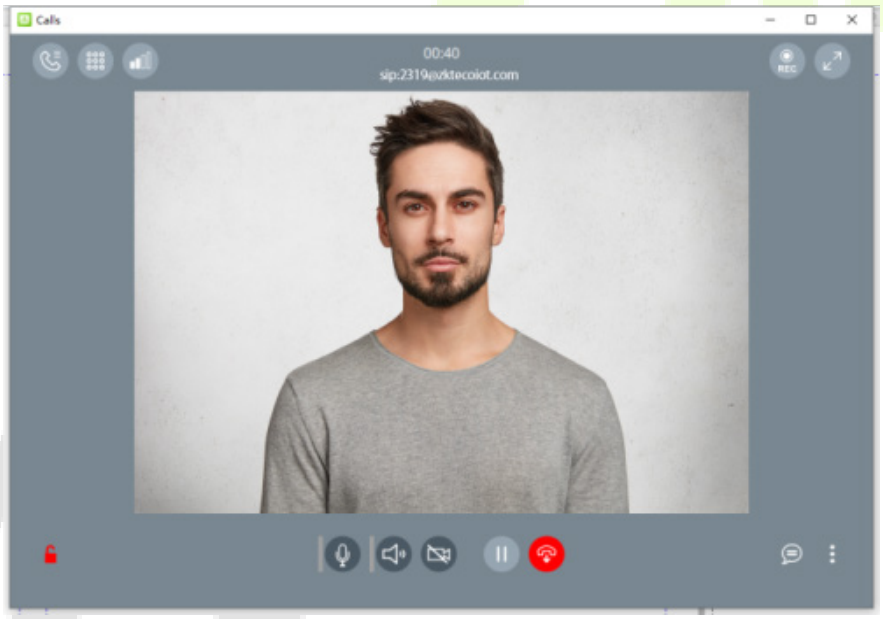



When the PC Client receives a call, a window alert will pop up in the lower right corner of the desktop. Click the icon to accept it.




User can open the door by clicking on the keypad and entering the DTMF value of the device, e.g. the default value of ZKTeco device is 1, so you can click on 1 at the keypad.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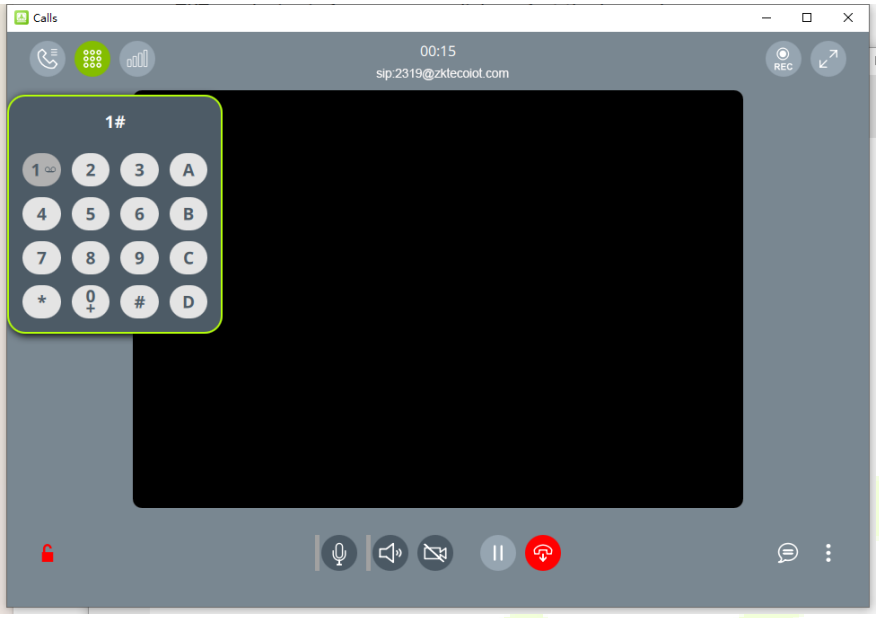


### 17.2.7 Make a Call

***Note:*** The device only supports one-way call to the indoor monitors, ZKBio Zexus App, and PC client (BioTalk Pro).

- **Device Call the Indoor Monitor (VT07-B26L-W / VT07-B22L)**

1. Add the indoor monitor on the ZKBio CVSecurity software, then assign an extension number to the indoor monitor. (The operations steps can refer to 17.2.2 Add Device and 17.2.5 Assignment of Extension Numbers and SIP Accounts)
2. On the WebServer, click **[Calling Shortcut Settings]**. Select the indoor monitors that you want to call, then click **[Save]**.


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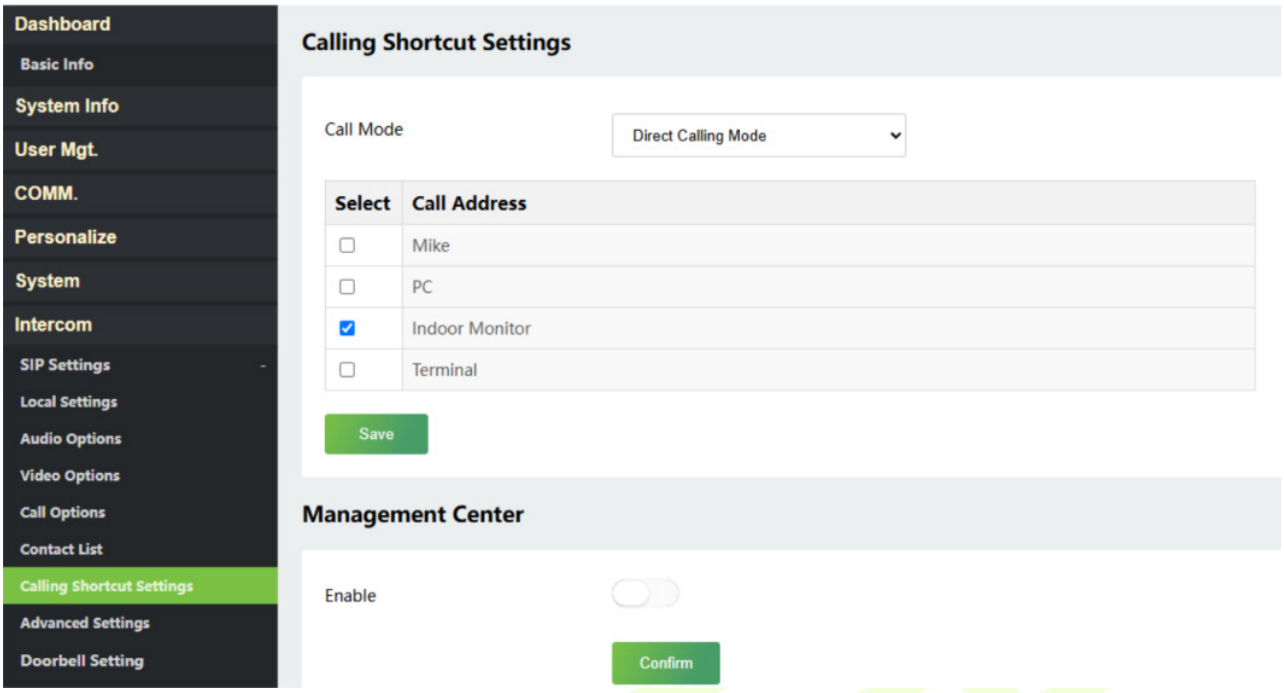


3. Press the doorbell button on the device to call the indoor monitors directly.

- **Device Call the Phone (ZKBio Zexus App)**

1. On the ZKBio CVSecurity software, assign an extension number to the personnel. (The operations steps can refer to 17.2.5 Assignment of Extension Numbers and SIP Accounts)
2. On the WebServer, click **[Calling Shortcut Settings]**. Select the personnel that you want to call, then click **[Save]**.


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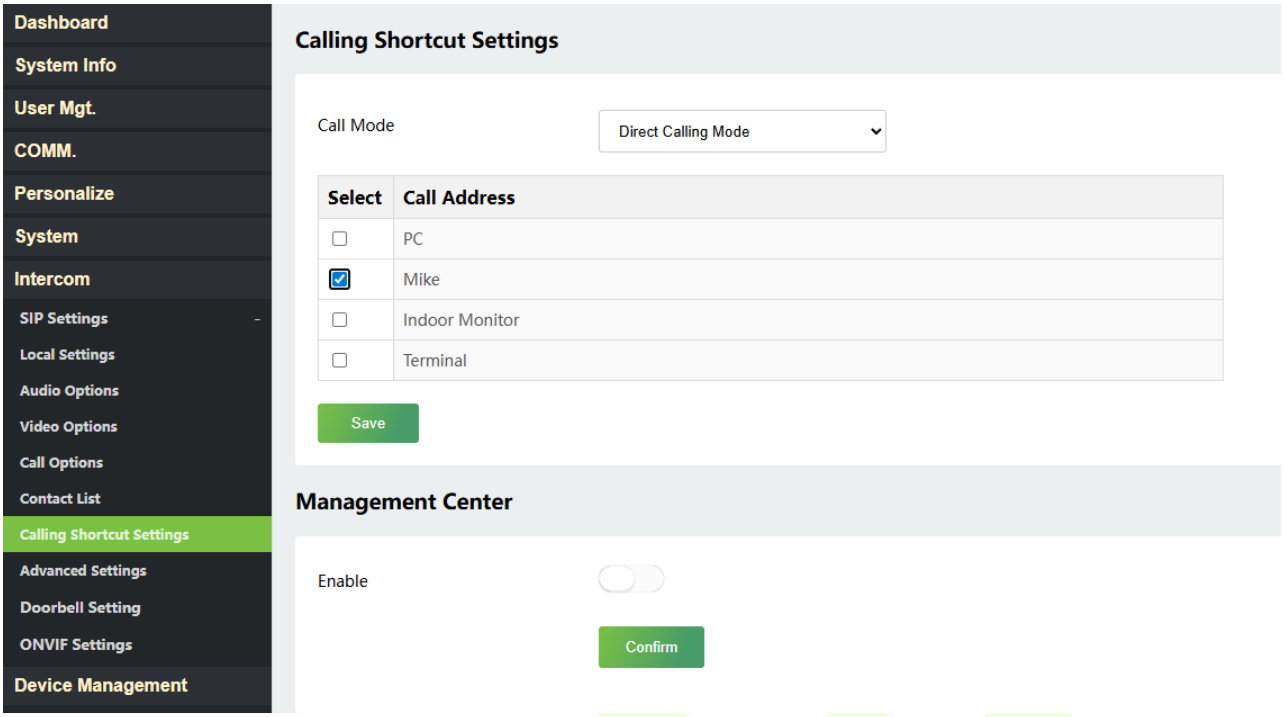


3. Press the doorbell button on the device to call the personnel directly.

- **Device Call the PC Client (BioTalk Pro)**

1. Install the BioTalk Pro software and configure the SIP account. (The operations steps can refer to 17.2.6 PC Client Functionality)
2. On the WebServer, click **[Calling Shortcut Settings]**. Select the PC that you want to call, then click **[Save]**.


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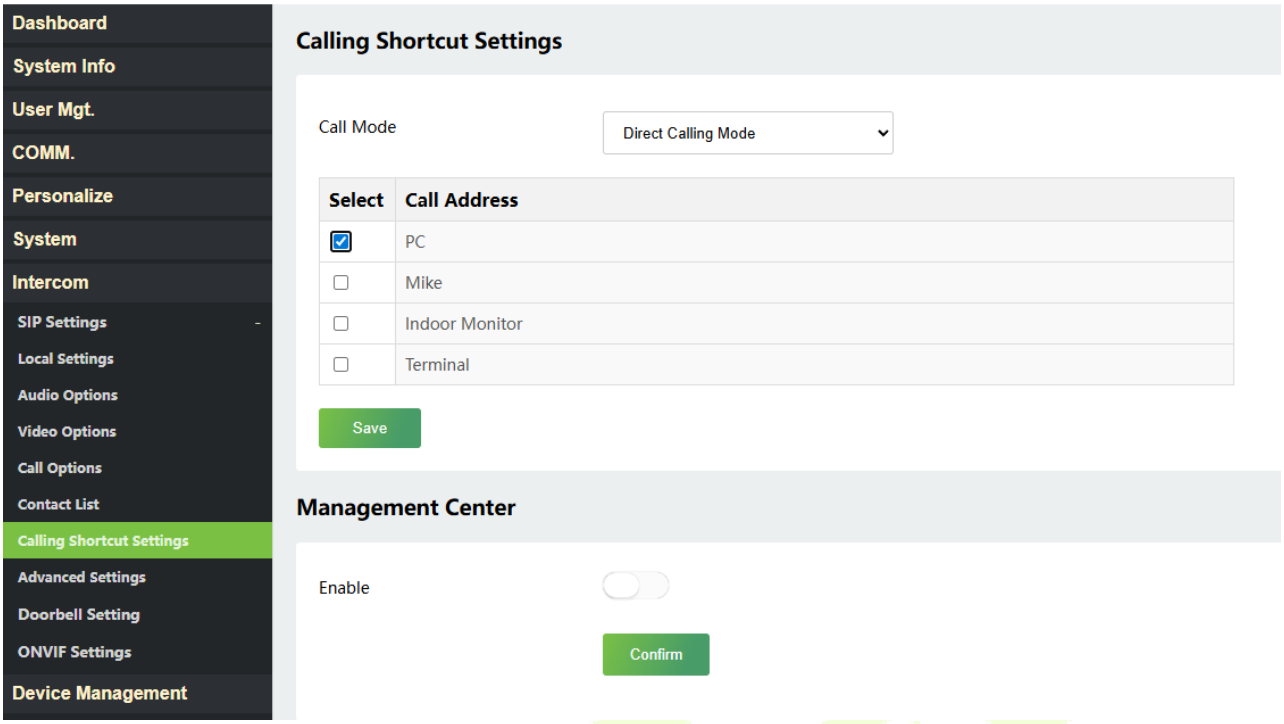


3. Press the doorbell button on the device to call the PC directly.

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# Appendix 1

## Requirements of Live Collection and Registration of Visible Light Face Templates

1) It is recommended to perform registration in an indoor environment with an appropriate light source without underexposure or overexposure.
2) Do not shoot towards outdoor light sources like door or window or other strong light sources.
3) Dark-color apparels which are different from the background color are recommended for registration.
4) Please show your face and forehead, and do not cover your face and eyebrows with your hair.
5) The digital photo should be straight-edged, colored, and half-portrayed with only one person, and the person should be uncharted and casual. Persons who wear eyeglasses should remain to put on eyeglasses for photo-taking.
6) Do not wear accessories like scarf or mask that may cover your mouth or chin.
7) Please face right towards the capturing device, and locate your face in the image capturing area as shown in Image 1.
8) Do not include more than one face in the capturing area.
9) 50cm - 80cm is recommended for capturing distance adjustable subject to body height.

Image1 Face Capture Area


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# Requirements for Visible Light Digital Face Template Data

The digital photo should be straight-edged, colored, half-portrayed with only one person, and the person should be uncharted and in casuals. Persons who wear eyeglasses should remain to put on eyeglasses for getting photo captured.

- **Eye Distance**

200 pixels or above are recommended with no less than 115 pixels of distance.

- **Facial Expression**

Neutral face or smile with eyes naturally open are recommended.

- **Gesture and Angel**

Horizontal rotating angle should not exceed ±10°, elevation should not exceed ±10°, and depression angle should not exceed ±10°.

- **Accessories**

Masks or colored eyeglasses are not allowed. The frame of the eyeglasses should not cover eyes and should not reflect light. For persons with thick eyeglasses frame, it is recommended to capture two images, one with eyeglasses and the other one without the eyeglasses.

- **Face**

Complete face with clear contour, real scale, evenly distributed light, and no shadow.

- **Image Format**

Should be in BMP, JPG or JPEG.

- **Data Requirement**

Should comply with the following requirements:

1) White background with dark-colored apparel.
2) 24bit true color mode.
3) JPG format compressed image with not more than 20kb size.
4) Resolution should be between 358 x 441 to 1080 x 1920.
5) The vertical scale of head and body should be in a ratio of 2:1.
6) The photo should include the captured person's shoulders at the same horizontal level.
7) The captured person's eyes should be open and with clearly seen iris.
8) Neutral face or smile is preferred, showing teeth is not preferred.
9) The captured person should be clearly visible, natural in color, no harsh shadow or light spot or reflection in face or background. The contrast and lightness level should be appropriate.


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# Appendix 2

## 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/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**


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**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.


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## IV. Others

You can visit https://www.zkteco.com/en/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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# Eco-friendly Operation

The product's "eco-friendly operational period" refers to the time during which this product will not discharge any toxic or hazardous substances when used in accordance with the prerequisites in this manual.

The eco-friendly operational period specified for this product does not include batteries or other components that are easily worn down and must be periodically replaced. The battery's eco-friendly operational period is 5 years.

**Hazardous or Toxic substances and their quantities**

| Component Name | Hazardous/Toxic Substance/Element | | | | | |
|---|---|---|---|---|---|---|
| | Lead (Pb) | Mercury (Hg) | Cadmium (Cd) | Hexavalent Chromium (Cr6+) | Polybrominated Biphenyls (PBB) | Polybrominated Diphenyl Ethers (PBDE) |
| Chip Resistor | × | ○ | ○ | ○ | ○ | ○ |
| Chip Capacitor | × | ○ | ○ | ○ | ○ | ○ |
| Chip Inductor | × | ○ | ○ | ○ | ○ | ○ |
| Diode | × | ○ | ○ | ○ | ○ | ○ |
| ESD component | × | ○ | ○ | ○ | ○ | ○ |
| Buzzer | × | ○ | ○ | ○ | ○ | ○ |
| Adapter | × | ○ | ○ | ○ | ○ | ○ |
| Screws | ○ | ○ | ○ | × | ○ | ○ |

This table is prepared in accordance with the provisions of SJ/T 11364.

○ indicates that the total amount of toxic content in all the homogeneous materials is below the limit as specified in GB/T 26572.

× indicates that the total amount of toxic content in all the homogeneous materials exceeds the limit as specified in GB/T 26572.

**Note**: 80% of this product's components are manufactured using non-toxic and eco-friendly materials. The components which contain toxins or harmful elements are included due to the current economic or technical limitations which prevent their replacement with non-toxic materials or elements.


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