# User Manual

## ZKEasyGo App

Date: June 2024

Doc Version: 1.0

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



For further details, please visit our Company's website www.zkteco.com.

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The product will be updated from time to time without prior notice. The latest operation procedures and relevant documents are available on http://www.zkteco.com

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 **ZKEasyGo App**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Features and parameters with ★ are not available in all devices.


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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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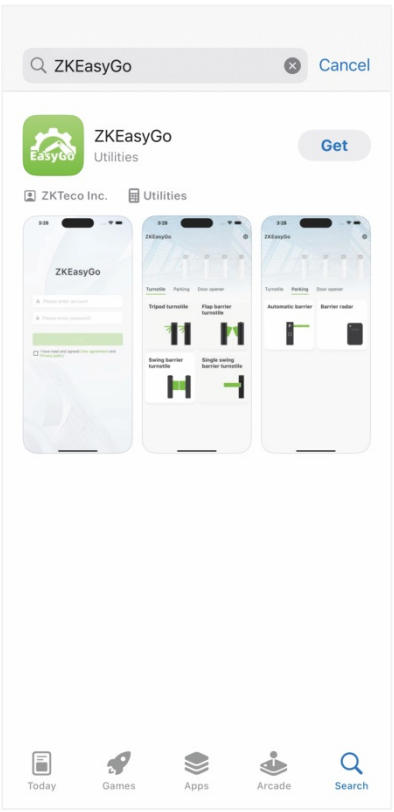
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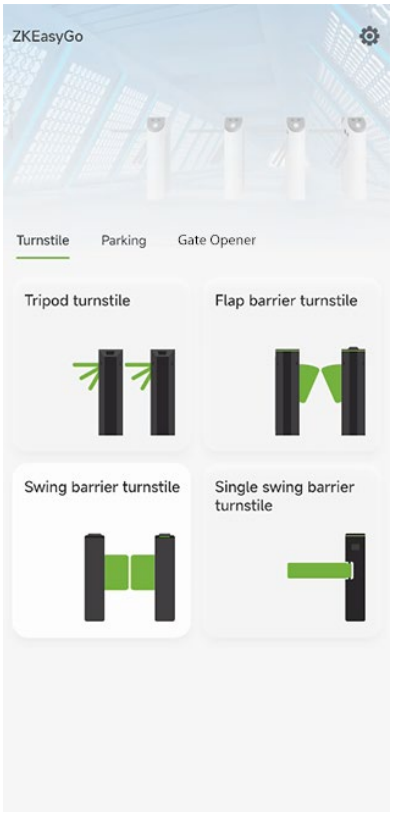
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|---|---|---|---|---|
| V1.0 | 04/08/2024 | Yang Kaijin | | Original Document |

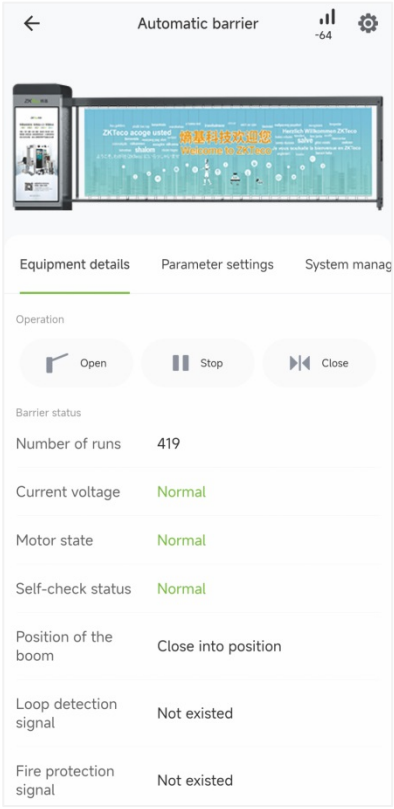

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# 1 Overview

The ZKEasyGo App, designed for engineers, offers efficient management of Turnstiles, Parking systems, and Gate Openers. It streamlines device debugging via Bluetooth communication, facilitating quicker and easier commissioning during installation. ZKEasyGo integrates numerous features enabling users to remotely control and manage devices, adjust functions and parameters, access device details, perform firmware upgrades, and control LED status. The app supports multiple languages, includes FAQ search, and ensures adherence to privacy policies. Compatible with iOS and Android devices, it enhances user interaction with its intuitive interface.





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# 2 Connecting the Device to ZKEasyGo App

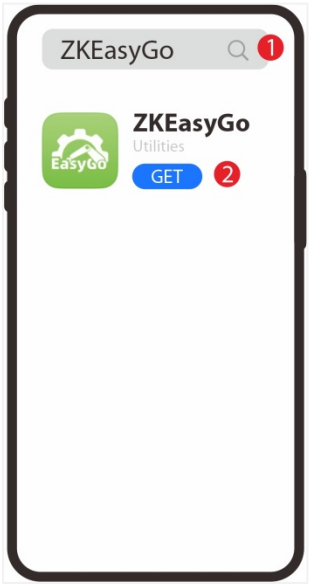
## 2.1 Download the ZKEasyGo App

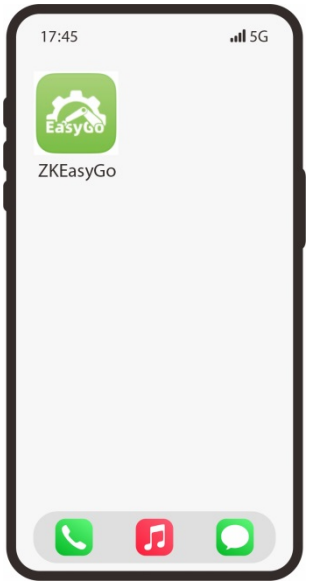
Search for the ZKEasyGo app in Apple App Store or Google Play Store and download the app to your phone or tablet.










**Information:**

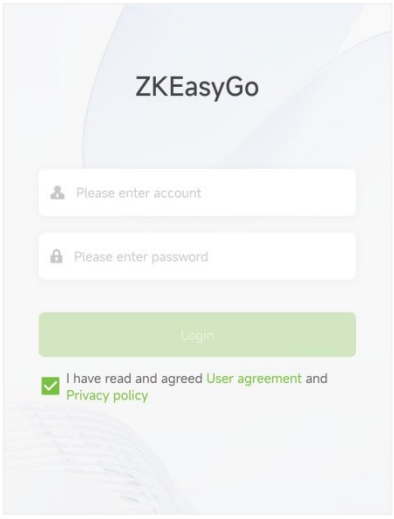
| Platform | Compatibility | Recommended Device |
|---|---|---|
| **iOS** | Requires iOS 12.0 or later. | A8 to A17 Pro, M1 toM3 Max |
| **Android** | Requires Android 10.0 or later. | **Snapdragon:** 800 series, 600/700 series, 400 series.<br><br>**Media Tek:** 900 series, 1000 series, 7000 series, 8000 series, 9000 series.<br><br>**Kirin:** 800 series, 900 series, 9000 series. |

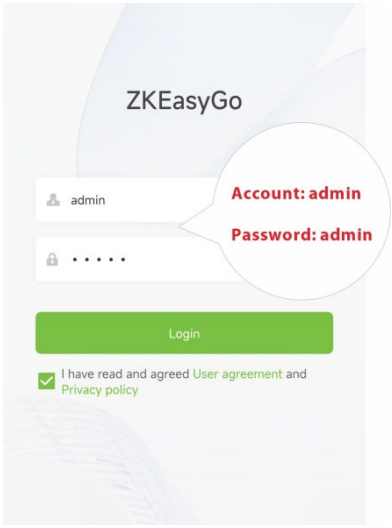
***Note:*** To ensure smooth download and operation of the ZKEasyGo app, please make sure to reserve sufficient storage space on your phone or tablet.


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## 2.2 Login the ZKEasyGo App

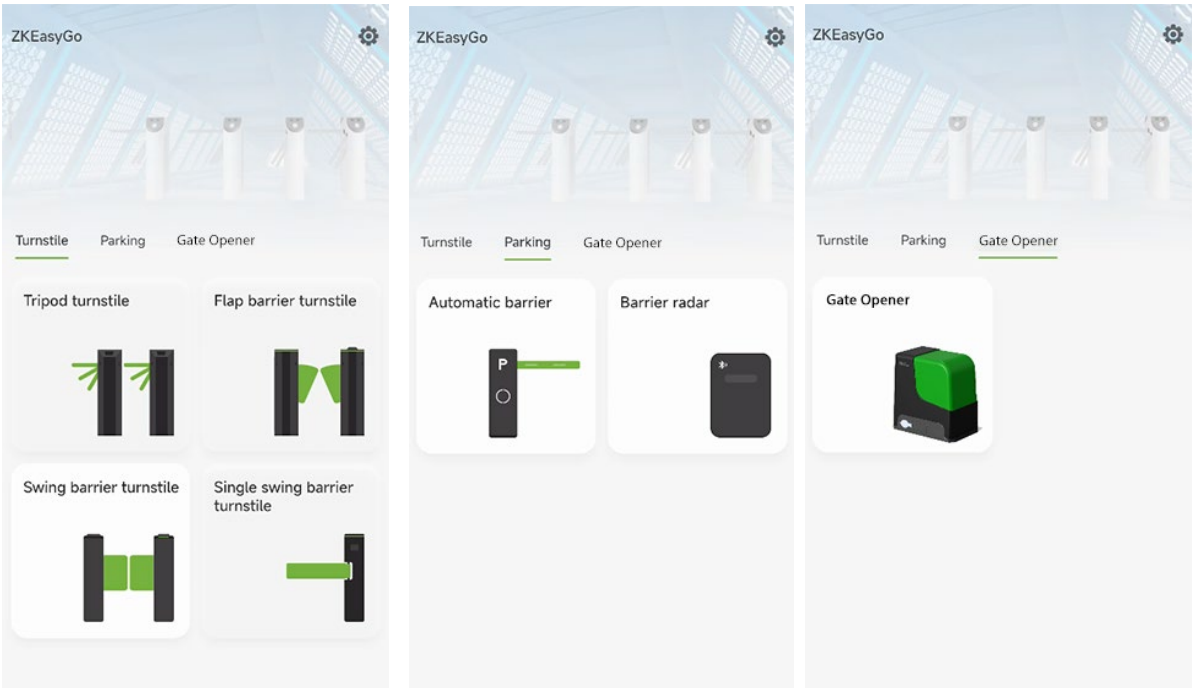
Open the ZKEasyGo app and log in using your account credentials. The default account and password are both **"admin"**.




## 2.3 Add the Device to the ZKEasyGo App

After successful login, you will see the following interface. It supports connection to Turnstile, Parking and Gate Opener. Select any type of device to connect.




***Note:*** More device and features will be added soon.


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### Step 1 Power on the Device

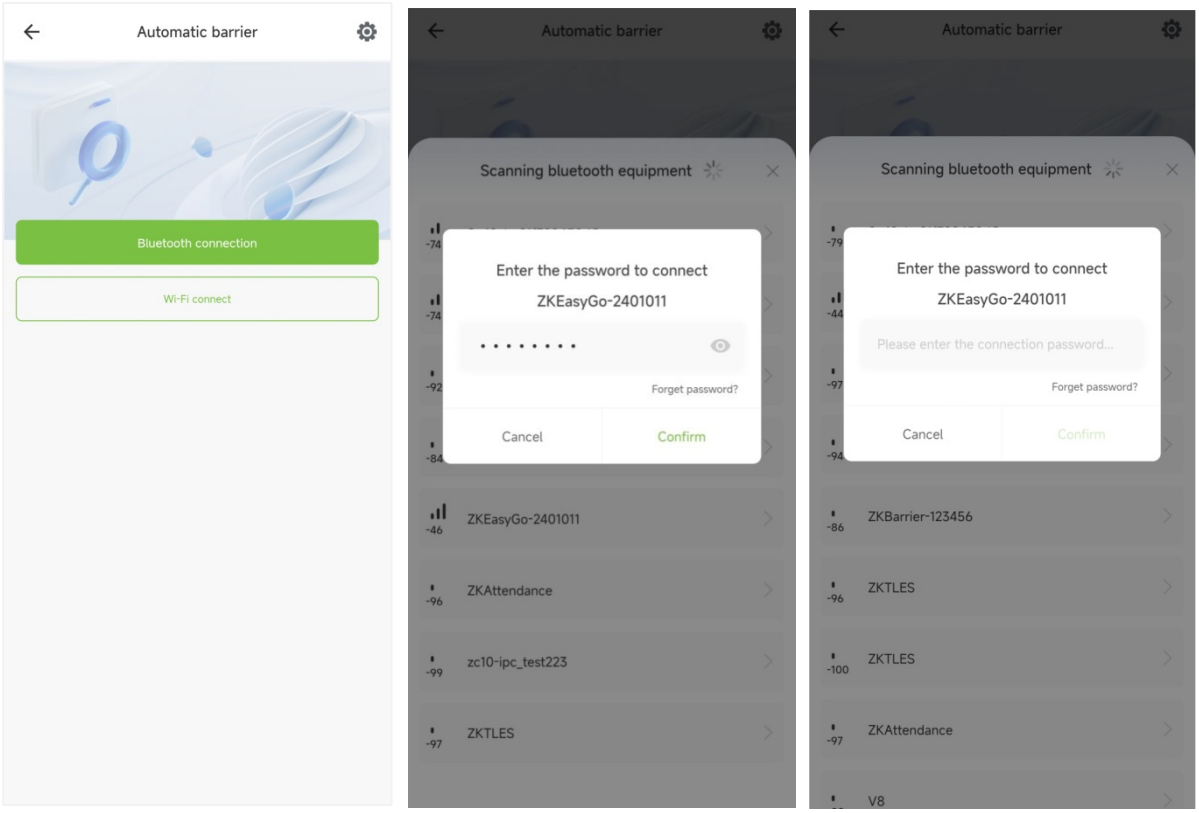
To power on the device, simply turn on the On/Off switch.

### Step 2 Permission Settings

Turn on the Bluetooth function on both your phone or tablet and the device.

### Step 3 Pair the Device

Tap on any device icon on the ZKEasyGo app and initiate the Bluetooth pairing process from the pop-up page. The ZKEasyGo app automatically searches for nearby Bluetooth signals via Bluetooth on your phone or tablet. In the list of Bluetooth signals, please select the device you need to connect to. Typically, the Bluetooth name of the device is **ZKEasyGo-*******  for quick identification. The default Bluetooth password of the device is: **12345678**.

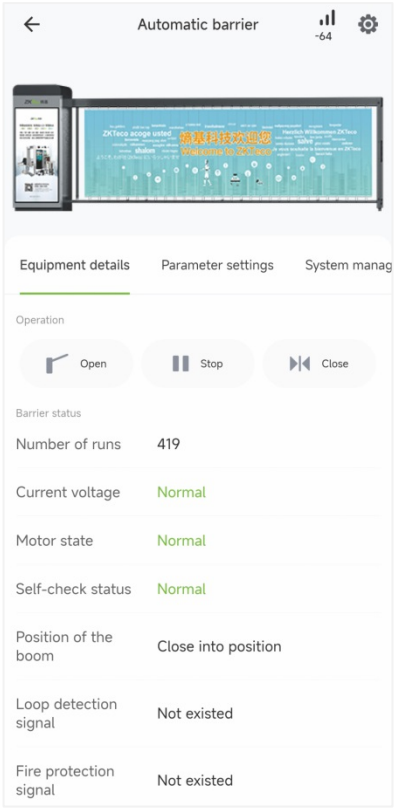


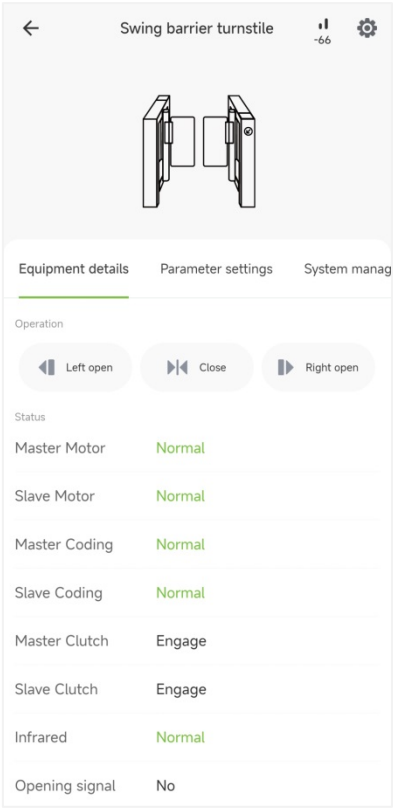

***Note:***

1. Some devices support Wi-Fi connectivity, similar to Bluetooth, by entering the correct password.
2. If you don't know or have forgotten your password, please manually reset the password on the brake hardware device.
3. Ensure your phone or tablet near to the device to avoid search failures.


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After successful pairing, you can view the specific information of the device, set the function parameters, operate and manage the device and so on.




***Note:*** Different types of connected devices will display different function menus and parameters, so please refer to the specific device.

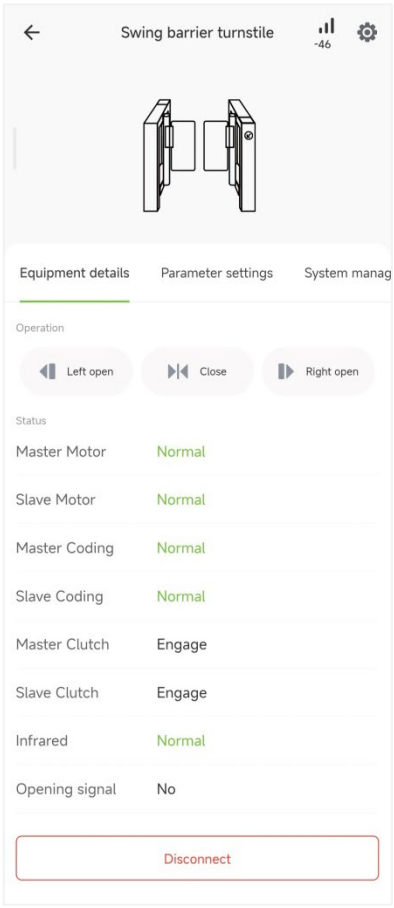

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# 3 Control System Introduction

## 3.1 Equipment Details

On the current page, you can remotely operate the device open/close it, check the device status and choose whether to disconnect from the ZKEasyGo app.

- **Turnstile:**

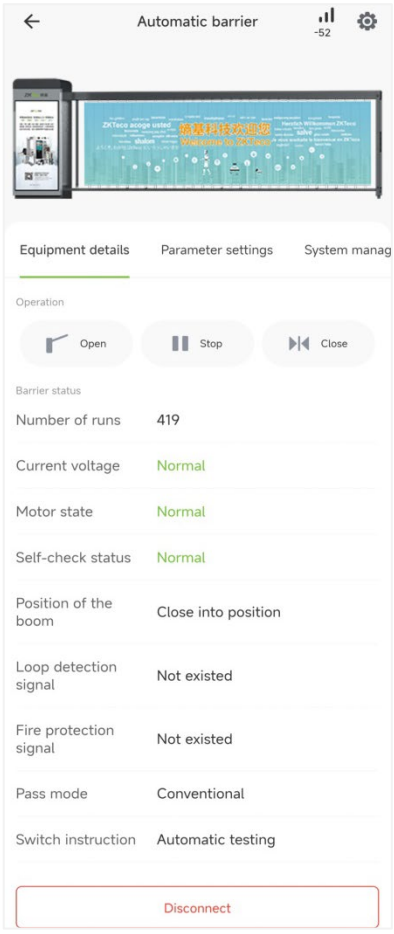



| Menu | Description | |
|---|---|---|
| **Operation** | Left open | Remotely open the turnstile inbound doors via the ZKEasyGo app. |
| | Close | Remotely close the turnstile inbound/outbound doors via the ZKEasyGo app. |
| | Right open | Remotely open the turnstile outbound doors via the ZKEasyGo app. |


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| | | |
|---|---|---|
| **Status** | Master Motor | When the device is powered on, the device undergoes a Power-On Self-Test (POST), and the device will synchronize the information of motor, coding, clutch, infrared, and door opening signal of the device's master/slave to ZKEasyGo app. This synchronization facilitates engineers in quickly troubleshooting any abnormalities. |
| | Slave Motor | |
| | Master Coding | |
| | Slave Coding | |
| | Master Clutch | |
| | Slave Clutch | |
| | Infrared | |
| | Opening signal | |

- **Parking:**





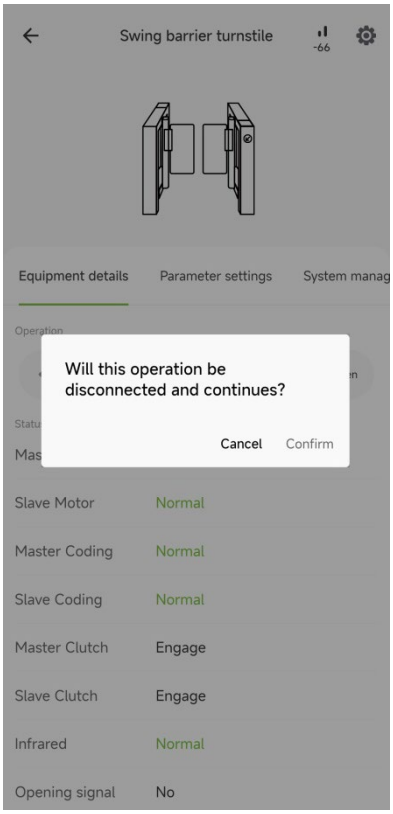
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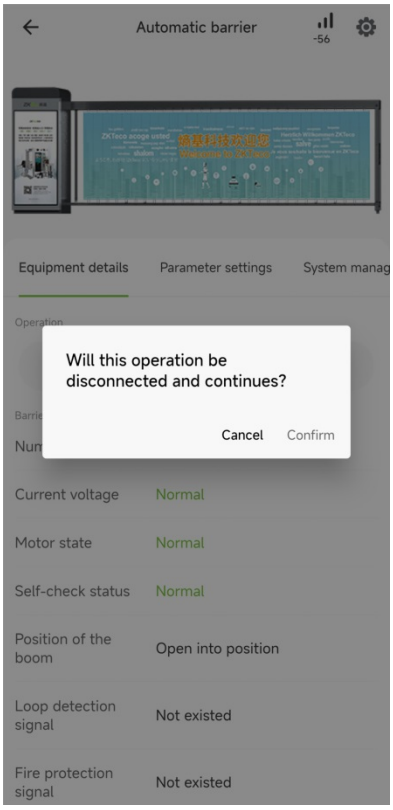
| Menu | Description | |
|---|---|---|
| **Operation** | Open | Remotely control the parking to rise the boom arm to open the door via the ZKEasyGo app. |
| | Stop | Remotely control the parking to stop the boom arm raising or falling action via the ZKEasyGo app. |
| | Close | Remotely control the parking to fall the boom arm to close the door via the ZKEasyGo app. |
| **Barrier status** | Number of runs | When the device is powered on, the device undergoes a Power-On Self-Test (POST), you can view the number of runs, current voltage, motor status, self-check status, boom arm position, loop detection signal, fire alarm signal, pass mode and switch instruction of the device from the current page. This synchronization facilitates engineers in quickly troubleshooting any abnormalities. |
| | Current voltage | |
| | Motor state | |
| | Self-check status | |
| | Position of the boom | |
| | Loop detection signal | |
| | Fire protection signal | |
| | Pass mode | |
| | Switch instruction | |


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**Disconnect:**

Click [**Disconnect**] → [**Confirm**] at the bottom of the current page to disconnect the device from ZKEasyGo app. To connect again, please refer to 2 Connecting the Device to ZKEasyGo App.



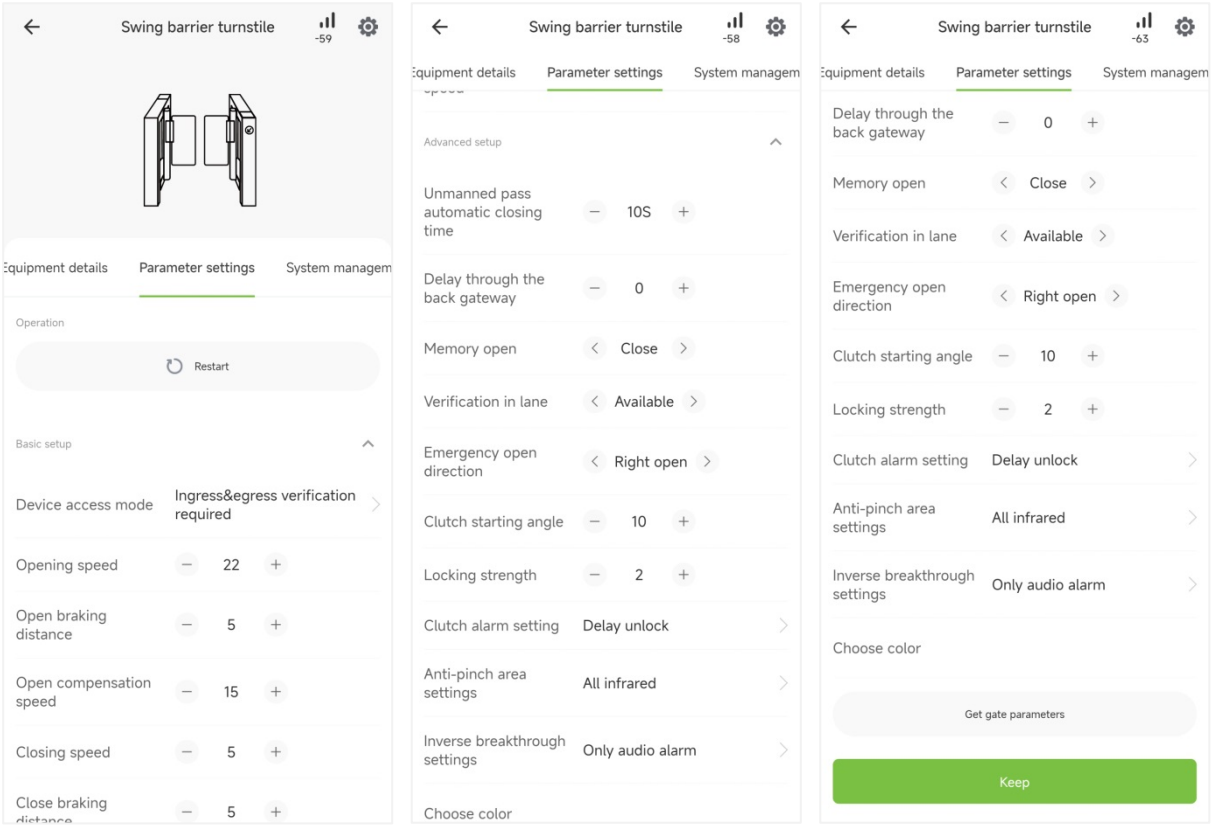




## 3.2 Parameter Settings

On the current page, you can set the specific functions and parameters of the device, and the ZKEasyGo app synchronizes the set functions and parameters to the Controller Board of the device for execution, which is convenient and fast.


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- **Turnstile:**




| Menu | Description | |
|---|---|---|
| **Operation** | Restart | Click [**Restart**] to restart the device. |
| **Basic setup** | Device access mode | Select the mode in which the inbound/outbound door opens. |
| | Opening speed | To adjust the gate opening speed, you can set a larger number for a faster opening. |
| | Open braking distance | A larger number increases the braking time, enhancing the stability of the swing arm operation. |
| | Open compensation speed | This setting is used when the swing arm cannot fully open or shakes during operation. A larger number results in faster compensation speed. |
| | Closing speed | Set the gate closing speed to close the gate. The larger the number is set, the faster the speed. |

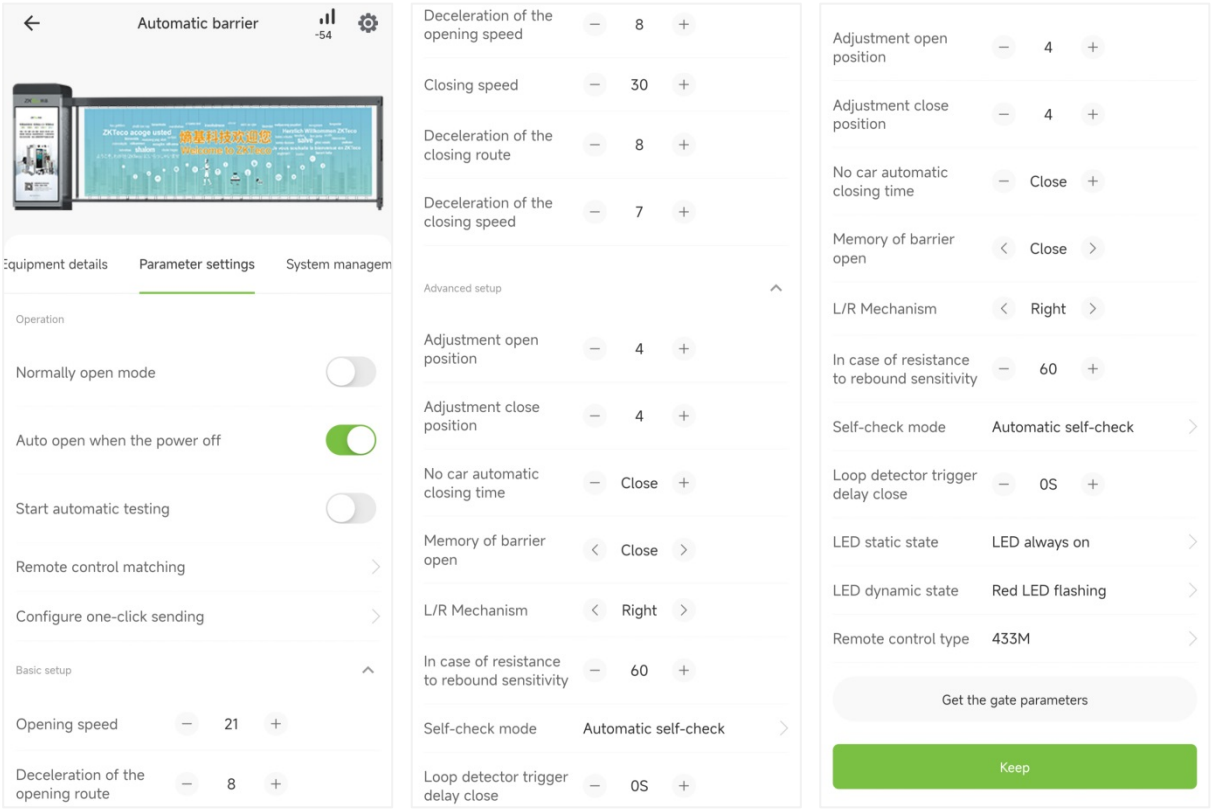

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| | | |
|---|---|---|
| | Close braking distance | The larger the number, the longer the braking time and the more stable the swing arm operation. |
| | Close compensation speed | It can be set when the swing arm cannot close to the zero position or shakes. The larger the number is set, the faster of the compensation speed. |
| **Advanced setup** | Unmanned pass automatic closing time | The valid time period after a successful verification can be configured. Once the set time is reached, the gate will automatically close. The longer the number set, the longer the valid time. |
| | Delay through the back gateway | Set the delay time of gate closing after passing. |
| | Memory open | When more than two legal access signals are given at the same time (including the same direction and the opposite direction), the system will remember all pass requests and complete each pass in turn. |
| | Verification in lane | It allows pedestrian verification during the IR sensor triggered. |
| | Emergency open direction | According to the external fire device, select the corresponding type of trigger mode. You can choose to open the door in or out. |
| | Clutch starting angle | Set the angle at which the clutch starts. The larger the number, the bigger the angle. |
| | Locking strength | Set the strength of the swing arm to return to the zero position, the larger the value, the stronger the strength. |
| | Clutch alarm setting | When the gate is unlocked in an unauthorized way, the clutch gets locked automatically. |
| | Anti-pinch area setting | Set all Infrared anti-pinch, or first and last pair are not anti-pinch. |


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| | | |
|---|---|---|
| | Inverse breakthrough settings | The Inverse breakthrough settings can be set close, only alarm and no detection.<br>Note: When the Anti-pinch area setting needs to be set to all Infrared anti-pinch only, the Inverse breakthrough settings close is effective. |
| | Choose color | An embedded LED strip is situated along the barrier's side, offering a spectrum of multiple RGB colors and a range of visual effects. This feature is fully customizable to meet our customer's unique preferences. |
| **Get gate parameters** | Click to get the functions and parameters saved on the device. | |
| **Keep** | Click to save the set functions and parameters. | |

- **Parking:**





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| Menu | Description | |
|---|---|---|
| **Operation** | Normally open mode | Whether to set the parking to Normally open mode, once it is on, the parking stays raised boom arm and does not fall. |
| | Auto open when the power off | Once turned on, in the event of a power off, the parking rises the boom arm to ensure that the vehicle can enter/exit properly. |
| | Start automatic testing | The automatic test mode of the device, when turned on, the parking will always rise/fall the boom arm automatically. |
| | Remote control matching | To match the remote control for your device via ZKEasyGo app, tap into Remote control matching, then press a random remote control button to match. |
| | Configure one-click sending | Supports one-click import of parameter settings for parking. |
| **Basic setup** | Opening speed | Set the boom arm opening speed to open the gate. The larger the number is set, the faster the speed. |
| | Deceleration of the opening route | The larger the number, the longer the deceleration time and the more stable the boom arm operation. |
| | Deceleration of the opening speed | The smaller the number, the more pronounced the deceleration effect. |
| | Closing speed | Set the boom arm closing speed to close the gate. The larger the number is set, the faster the speed. |
| | Deceleration of the closing route | The larger the number, the longer the deceleration time and the more stable the boom arm operation. |


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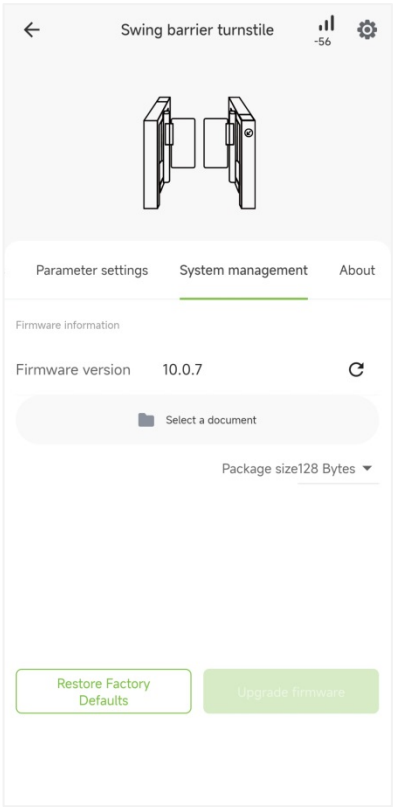
| | | |
|---|---|---|
| | Deceleration of the closing speed | The smaller the number, the more pronounced the deceleration effect. |
| **Advanced setup** | Adjustment open position | Sets the position when parking rise the boom arm. |
| | Adjustment close position | Sets the position when parking fall the boom arm. |
| | No car automatic closing time | Set the time to automatically fall the boom arm after successful verification but no car passes, the larger the number, the longer it takes to close the boom arm. |
| | Memory of barrier open | When more than two legal access signals are given at the same time (including the same direction and the opposite direction), the system will remember all pass requests and complete each pass in turn. |
| | L/R Mechanism | Depending on the specific installation, set parking to be left/right mechanism. |
| | In case of resistance to rebound sensitivity | Sets the bounce sensitivity of the boom arm when it encounters an obstacle. The higher the value, the lower the sensitivity, the longer it will take to bounce. When set to 100, this function will be turned off and the boom arm will not bounce when it encounters an obstacle. |
| | Self-check mode | Set the self-test mode for parking. |
| | Loop detection trigger delay close | Set the ground sense delay time, the larger the number set, the longer the delay time. |
| | LED static state | Sets the parking LED static state. |
| | LED dynamic state | Sets the parking LED dynamic state. |

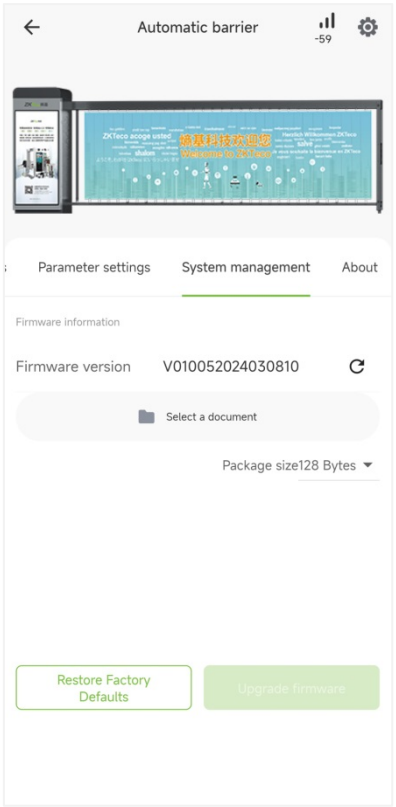

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| | | |
|---|---|---|
| | Remote control type | Select the type of remote control for parking. |
| **Get gate parameters** | Click to get the functions and parameters saved on the device. | |
| **Keep** | Click to save the set functions and parameters. | |

## 3.3 System Management

Before upgrading the device's firmware program with the upgrade file, please ensure that the correct upgrade file is present on your phone or tablet.



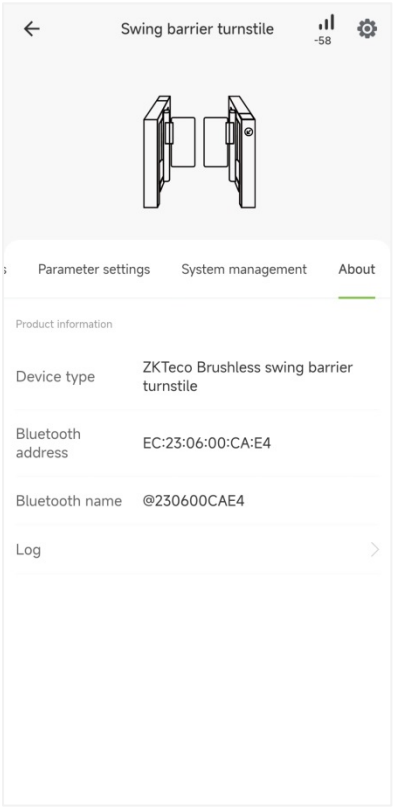



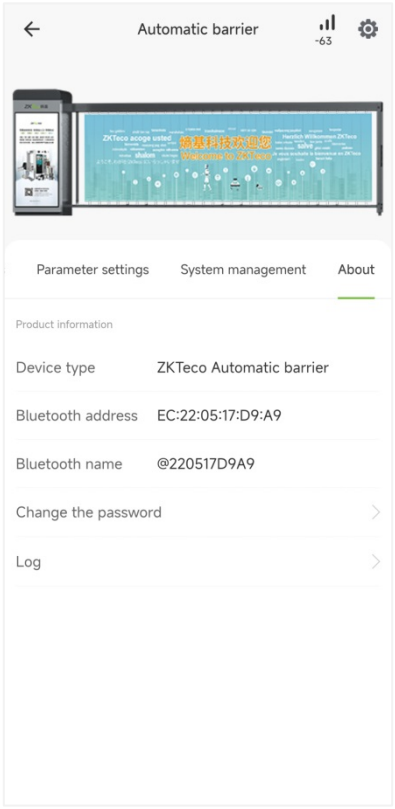

***Note:*** If upgrade file is needed, please contact our technical support. Firmware upgrade is not recommenced under normal circumstances.

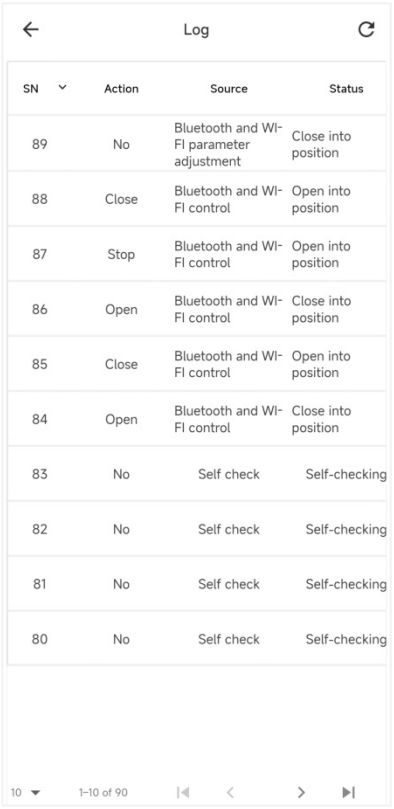

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## 3.4 About

View the device type, Bluetooth address, Bluetooth name, change the password★, and logs for the device, etc.



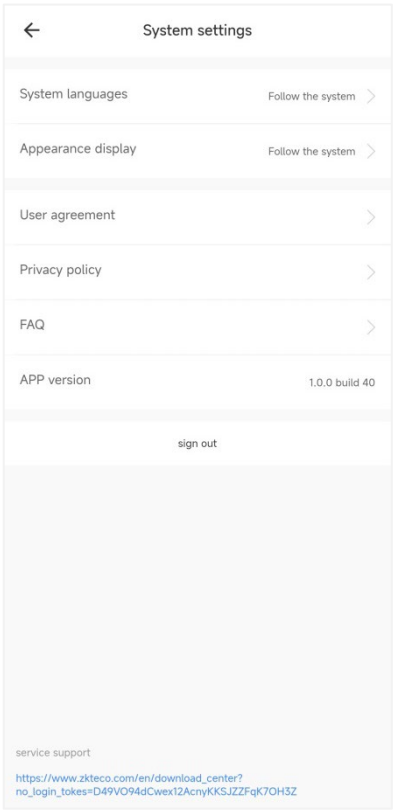





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# 4 System Settings

Click in the upper right corner of the page to enter the system settings interface, in the system settings you can set the language of ZKEasyGo app display, appearance display, view user agreement, privacy policy, FAQ and ZKEasyGo App version number.





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