

Quick Start Guide

Applicable Model: G4 Pro Series

Version: 1.2

Due to regular upgrades of systems and products, ZKTeco could not guarantee exact consistency between the actual product and the written information in this manual.

Safety Precautions

Before installation, please read the following precautions carefully to prevent the risks and danger to this product, users or any other person.



Do not expose to direct sunlight, water, dust and soot.



Do not place any magnetic objects near the product. Magnetic objects such as magnets, CRT, TV, monitors or speakers may damage the device.



Do not place the device next to heating equipment.



Prevent water, drinks or chemicals leaking into the device.



This product is not intended for use by children unless they are supervised.



Do not drop or damage the device.



Do not disassemble, repair or modify the device.



Do not use the device for any purpose other than those specified.



Remove dusts or dirts regularly. While cleaning, wipe dust off with a smooth cloth or towel instead of water.

Contact your supplier in case of any problem!

Overview



Note:

- 1. The G4 Pro [TI] equips with thermal imaging temperature detection module and has a different outlook, the rest of its functions are same as G4Pro.
- 2. Not all products have the function with *****, the real product shall prevail.

Dimensions



Installation

B

G4 Pro and G4 Pro[TI] installation are the same, the following is an example of G4 Pro[TI]. Choose whether to use Backplate or Back Cover to install the device.



Paste the mounting template sticker onto the wall, and drill holes according to it.



Attach the device to the Backplate.



Fix the Backplate to the wall using wall mounting screws.



Fasten the device to the Backplate with a security screw.

Δ

With Back Cover

Back Cover is divided into right-tilt installation or left-tilt installation, the following is an example of right-tilt installation:





Paste the mounting template sticker onto the wall, and drill holes according to it.



Fix the Back Cover to the wall using wall mounting screws.





Attach the Backplate to the Back Cover.

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Attach the device to the Backplate, and fasten the device to the Backplate with a security screw.

Standalone Installation



Power Connection

PoE Connection

Connect the device with an 8-core network cable.



12V DC Supply Connection



Recommended power supply

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

Lock Relay Connection

The system supports both **Normally Opened Lock** and **Normally Closed Lock**. The **NO Lock** (normally opened when powered) is connected with '**NO**' and '**COM**' terminals, and the **NC Lock** (normally closed when powered) is connected with '**NC**' and '**COM**' 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:

1. Device Not Sharing Power With the NC Lock:





2. Device Sharing Power With the NC Lock:

Connecting Other Devices

Button & Sensor Connection





Alarm & RS485 Connection



485 Reader 485-485-485B 485A GND GND



Wiegand Connection



Ethernet, 4G & Wi-Fi Connection

LAN Connection



Click [System Settings] > [Network settings] > [TCP/IP settings] > Enable ethernet to set the IP Address.

♦ 4G Connection ★



Click [System Settings] > [Network settings] > [Mobile network] and enable the Mobile data.

Note:

- 1. You need to provide your own SIM card, use a screwdriver to unscrew the card slot on the back of the device.
- 2. After inserting the SIM correctly, fix the SIM card by tightening the screw hole of the card slot.

Wi-Fi Connection

Click [System Settings] > [Network settings] > [Wi-Fi settings], and enable the Wireless network.

Enroll New User



Click on ⑦ > User Management > ⊕ to register a new user. The options include entering the User ID and Name, setting User Role, registering Card Number, Password, Face, Fingerprint★ and setting Access Control Role.

Note: Normal User is not authorized to operate the menu options of the device. Only super administrator can operate all the menu options of the device. Thus it is recommended to register super administrator initially.

TCP/IP settings

| | < Apps | < System settings < Network settings | |
|-------|--|---|--------|
| 10:36 | Less Centre Cent | COVPD settings CovpD | \sim |
| | USB Alarm Eystem Set | Cloud service settings Subnet mask 255.255.255.0 🖌 | |
| | | Gateway address 192.168.163.1 | |
| | | Serial port settings | |
| | | Sound settings TCP Comm. port 4370 WHI | J |
| | | Biometric parameters Wi-Fi settings > | > |
| | | Detection management Mobile network | |
| | | P Auto-testing Mobile data | |
| 8 | | Advanced settings | |
| | | About device Comm. connection settings | - |

Click on P > System Settings > Network settings > Enable ethernet to set the IP Address. The device will communicate with the PC via the Ethernet parameters.

Wi-Fi Settings

| < Network s | ettings | < Network settings | | < Network settings | | < Network settin | gs Save |
|---------------------------|------------------|--------------------|---|--------------------|----------|--------------------------|-------------|
| TCP/IP settings | | Wi-Fi settings | , | Wi-Fi settings | | Connecting 住夢又點而的12 mini | |
| Enable ethernet | | Wireless network | | Wireless network | | Signal strength | Very strong |
| DHCP | | · | 2 | Select network | | Secured mode | WPA |
| IP address | 192.168.163.99 🟒 | | | ZYPT-HW4 | | Password | > |
| Subnet mask | 255.255.255.0 🟒 | | | Xiaomi_EC1C@46 | | | |
| Gateway address | 192.168.163.1 🟒 | | | hw_manage_ed50 | | | |
| DNS | 0.0.0.0 🖌 | | | SJ-802.1x | (j) | | |
| TCP Comm. port | 4370 🖌 | | | MINI-zkt6-7 | () () | | |
| Wi-Fi | 4570 2 | | | zktest | (j) | | |
| Wi-Fi settings | > | | | TP-LINK_88888 | ŝ | 1 2 3 4 5 6 | 7 8 9 0 |
| Mobile network | | | | 中文Test123 | <u></u> | @#\$%&- | + () |
| Mobile data | | | | MINI-zkt6-6 | (î) | | • • • |
| Comm. connection | | | | | | =\< * " ' : ; | !? 🖾 |
| Comm. connection settings | > | | | Tenda_test | | | |
| | | | | FAST_3F66CE | <u> </u> | ABC , _ | / . 🥑 |

Click on (P) > System Settings > Network settings > Wireless network. Click on the appropriate Wi-Fi name from the available list, and input the correct password in the password interface.

Mobile Network Settings

| | < Apps | System settings Network settings |
|-------------------|-------------------------------------|--|
| 10.26 | User Access Control Attendance Data | Network settings TCP/IP settings Enable ethernet Comparison |
| 10:36 | Management Search Management | Access control record settings DHCP |
| 2021-12-10 Friday | USB Alarm System Set | Cloud service settings |
| | Management Management | Wiegand settings Subnet mask 255 255 255.0 / Gateway address 192 168 163 1 / |
| | | Display settings |
| | | Serial port settings |
| | | Sound settings WrFi Biometric parameters |
| | | Detection management Mobile network |
| | | Auto-testing Mobile data |
| 8 8 | | Advanced settings |
| | | Comm. connection settings > |

Click on \bigoplus > System Settings > Network settings > Mobile data to enable the mobile network.

Cloud Service Settings

| | < Apps | < System settings | < Cloud service settings |
|--|---|--|--------------------------|
| | | Network settings | Server ADMS > |
| 10:36 | User Access Control Attendance Data Management | Date and time Access control record settings | |
| 10.50 | | | Enable domain name |
| 2021-12-10 Friday | | Cloud service settings | Server address 0.0.0.0 Z |
| | USB Alarm System Set | Wiegand settings | Server port 8081 🖉 |
| | | Display settings | Enable proxy server |
| 0 | | Serial port settings | Open HTTPS |
| J | | | |
| | | Biometric parameters | |
| Contraction of the local division of the loc | | B Detection management | |
| | | P Auto-testing | |
| 8 | | 😑 Advanced settings | |
| | | About device | |

Click on (1) > System Settings > Cloud service settings to set the server address and server port, that is, the IP address and port number of the server after the software is installed. If the device communicates with the server successfully, the icon (1) will be displayed in the upper right corner of the standby interface.

Access Control

| ZKT === | < Apps | < Access Control | < Access Control Options |
|--|--|------------------------|---|
| | | Access Control Options | Door lock delay(s) 5 👱 |
| 10:36 | User Access Cor Attendance Data Management | C Time Rules | Gate mode (0.8s by default) |
| 2021-12-10 Friday | | Holiday Settings | Door sensor delay(s) 10 🖌 |
| | USB Alarm System Settings Management Management | + Anti-passback Setup | Door sensor type None 💆 |
| | | | Verification mode Password/Card/Face/Palm > |
| 0 | | | Door valid time zone 1 👱 |
| li i i i i i i i i i i i i i i i i i i | | | Normally open time zone 0 🖌 |
| | | | Master device In 👱 |
| | | | Auxiliary input configuration |
| | | | Alarm |
| | | | Local alarm |
| | | | External alarm |

Click on \bigoplus > Access Control > Access Control Options to enter access control options setting interface and set relevant parameters of the access control.

Date and Time Settings

| | < Apps | < System settings | < Date and time |
|--|---|-------------------------------|--|
| | 0 0 0 0 | Network settings | Date and time |
| 10:36 | User Access Control Attendance Data Management | Date and time | Auto-synchronize network time |
| | | Access control record setting | Set the time synchronization Sync cloud server time 💆 |
| 2021-12-10 Friday | | Cloud service settings | Set date 2021-12-10 🖉 |
| | USB Alarm Bystem Set | 0 Wiegand settings | Set time 15:04 🖉 |
| | | Display settings | Time zone |
| Q | | Serial port settings | Sync cloud server time zone |
| | | 3 Sound settings | Select time zone GMT+08:00, China Standard Time S |
| | | Biometric parameters | Date and time format |
| and the second | | Detection management | Date format YYYY-MM-DD > |
| | | | 24-Hour time format |
| | | Auto-testing | |
| | | Advanced settings | |
| | | About device | |

Click on (a) > System Settings > Date and time to enter date and time setting interface to set the relevant parameters.

Detection Management *





Click on 🕀 > System Settings > Detection management to enter the setting interface.

You can set the value of High temperature alarm threshold, and enable the Temperature over the range access denied and the Trigger external alarm, the device will send an alarm prompt when the temperature of the user detected exceeds this value, meanwhile the user will be forbidden to access, as shown in the following figure. The method of enabling Mask detection is the same.

When the Allow unregistered people to access is enabled, optionally, set Enable capture of unregistered person to save the temperature data.

QR Code Scanner

Click on 🕀 > System Settings > Access control record settings > QRCode.



If it is enabled, the camera can recognize the QR code image on the ZKBioSecurity Mobile APP captured by the lens or the QR code scanner.



Find the access control QR code on the ZKBioSecurity Mobile App. Align it with the QR code scanner at the bottom right corner of G4 Pro[TI]. The gate will open when verification is successful. About how to set the access control QR code, please refer to Chapter 7.5 of the [ZKBioSecurity Mobile APP User Manual].

Attendance Record Search

| | < Apps | < Access Logs | Access Logs |
|-------|---|---|--|
| | | | ter the username or ID Q Resend(76) |
| 10:36 | User Access Control Attendance Data Search | | nawn deng E68 |
| | USB Alem System Settings Management Aussgement | Shawn deng User (D:1 | 12-10 Friday to End Date |
| | | shawn deng E68 User ID:1 16:36:32 G Enter | 11 09 2021 12 10 2020 |
| | | Shawn deng User ID:1 E68 G Enter | 2019 Cancel OK |
| | | shawn deng E68 User ID:1 | Earloan OK E68 ser ID:1 16:36:17 Enter |
| | | | nawn deng E69 ser ID:1 16:29:28 Enter |
| | | User ID:1 E69 Us | nawn deng E69 ser ID.1 16:29:26 |

View attendance records in the device:

Click on (P) > Attendance Search > Access Logs enter Name or Employee ID > select Time Range > press OK, the corresponding access logs will be displayed.

Note: If the User ID field is left blank, records of all users will be displayed.

View attendance records on computer:

Click on O > USB Management > Download to USB. Insert the USB disk and download the data to the USB drive, then copy this data from the USB drive to your PC. The filename of the downloaded data will be "Device Serial Number.dat", which can be opened and viewed in the PC.

Troubleshooting

1. Fingerprint can't be detected or it takes too long.

- > Check whether the finger and fingerprint sensor are clean.
- Retry after wiping the finger and fingerprint sensor with dry paper tissue or a mildly wet cloth.
- > If the fingerprint is too dry, blow air onto the fingertip and retry.

2. Failed to gain access after successful verification.

Check with the administrator, whether the enrolled fingerprint has been removed from the device or not.

3. Door doesn't open after successful verification.

Check if the lock open duration parameter is set appropriately.

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