

# QUICK START GUIDE

Applicable Model: G4

Version: V1.0  
Date: Oct 2018



ZK Building, Wuhe Road, Gangtuo, Bantian, Buji Town,  
Longgang District, Shenzhen China 518129  
Tel: +86 755-89602345  
Fax: +86 755-89602394  
www.zkteco.com



© Copyright 2018, ZKTeo Inc. ZKTeo Logo is a registered trademark of ZKTeo or its related company. All other product and company names mentioned are used for  
identification purposes only and may be the trademarks of their respective owners. All specifications are subject to change without notice. All rights reserved.

## Safety Precautions

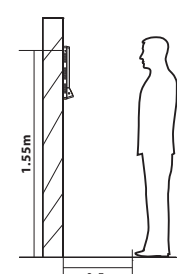
Before installation, please read the following precautions carefully  
to prevent risks and dangers to this product, users and any other person.

- 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 any 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 dirt regularly. While cleaning, wipe dust off with a  
smooth cloth or towel instead of water.

Contact your supplier in case of any problem!

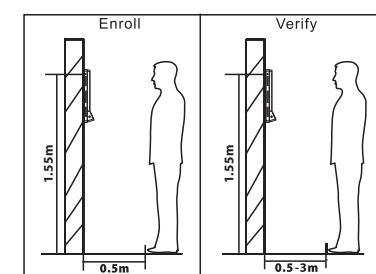
## User Registration

1) Recommended distance



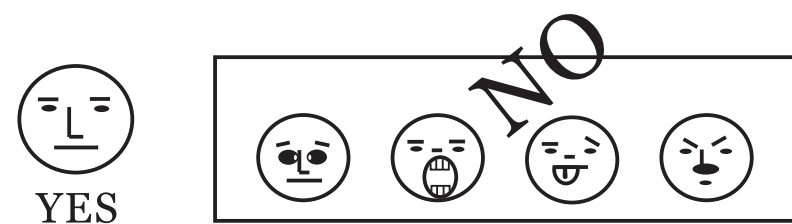
For users with height from 1.5m to 1.8m, the recommended  
device height is 1.55m. It can be adjusted and installed  
according to the users' average height.

The recommended position



The registration and verification position of the  
device should not be changed to avoid  
affecting the verification accuracy. If it is  
necessary to move the device, then move it  
horizontally and keep the vertical height same.

2) The recommended and not-recommended facial expressions:



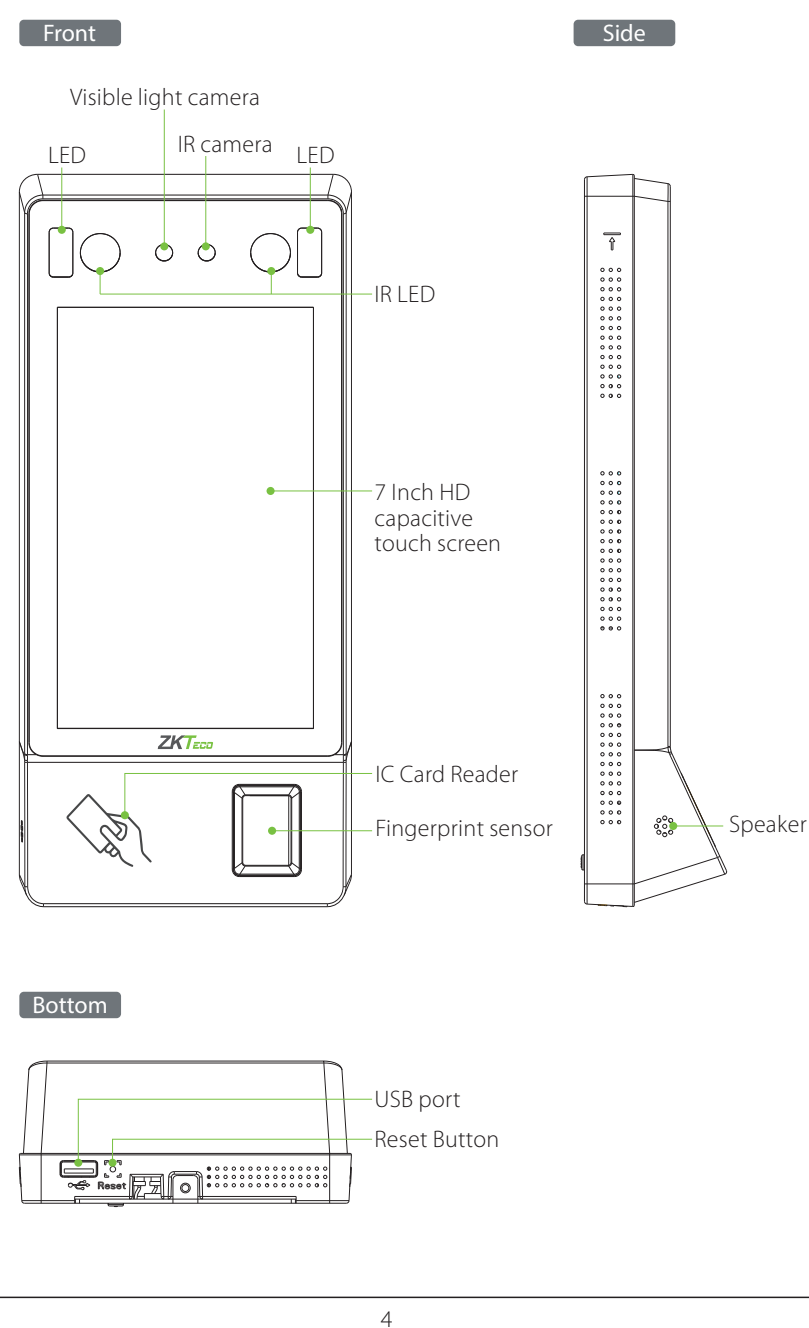
## User Registration

3) Registration

During registration, please adjust your position and keep your face inside the green frame.

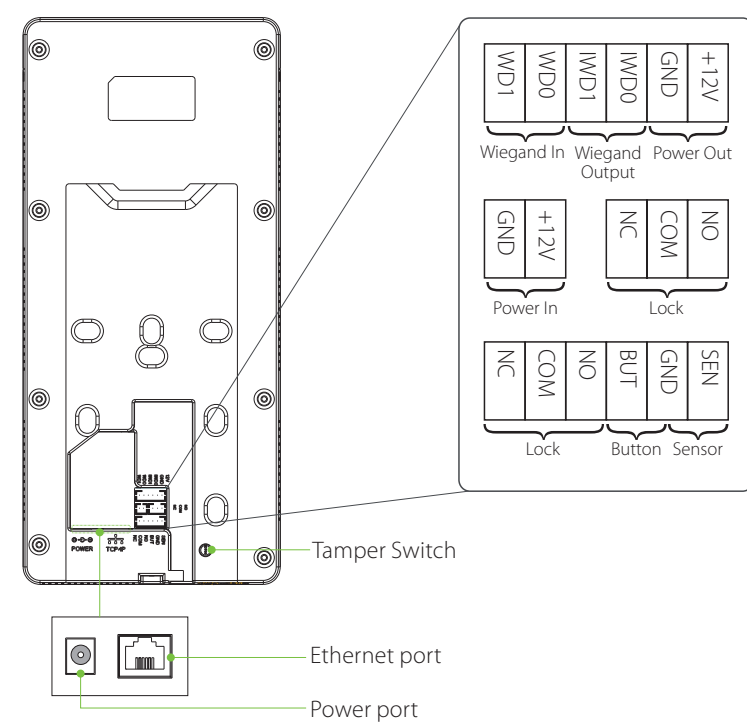


## Device Overview

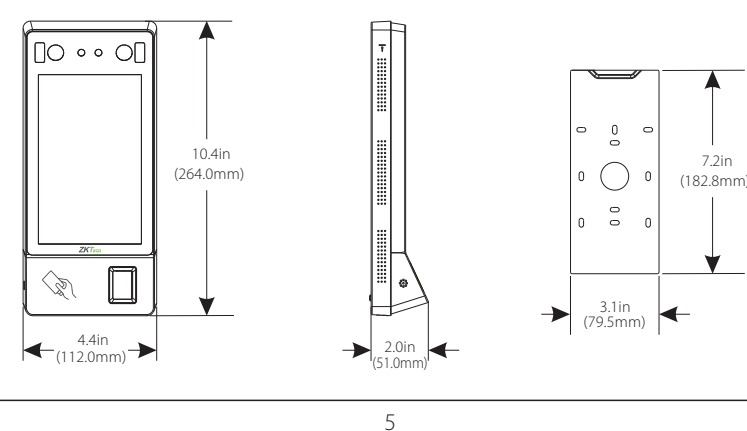


## Device Overview

### Product PIN Diagram

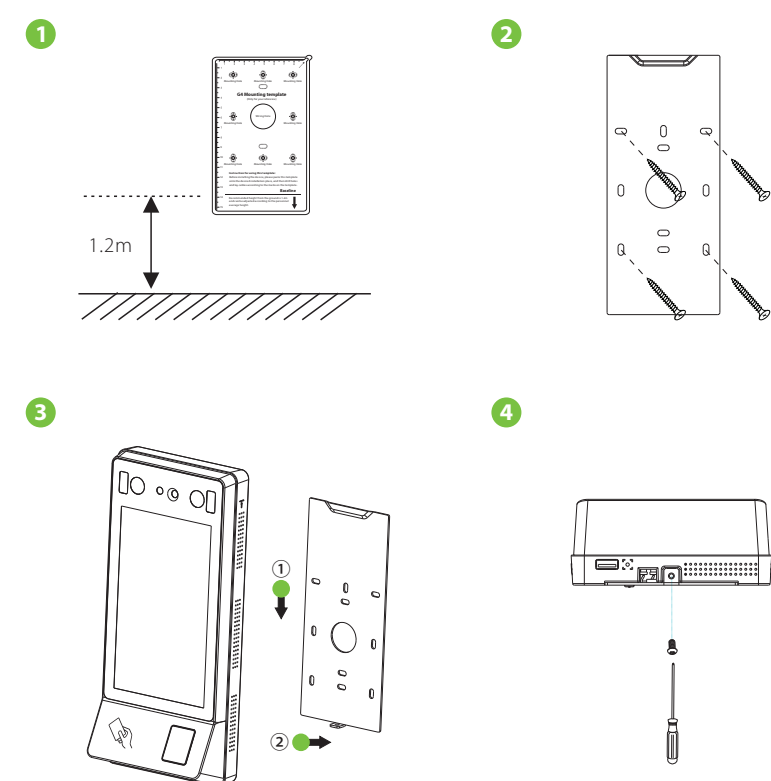


### Product Dimensions



## Product Installation

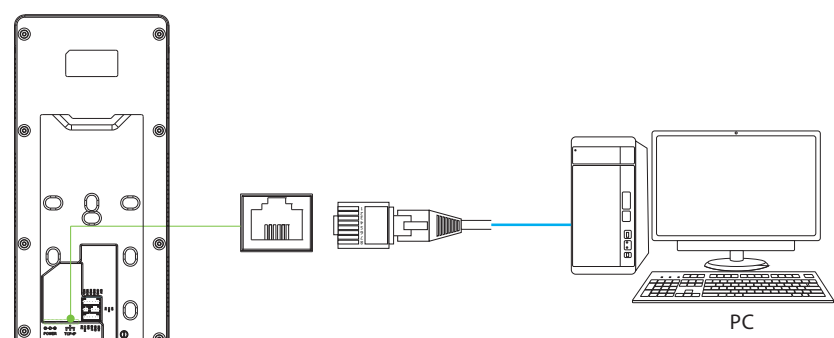
### Mounting the device on wall



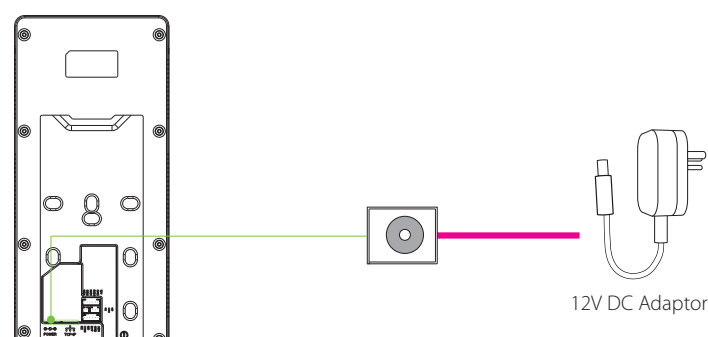
- 1 Paste the mounting template sticker onto the wall, and drill holes  
according to it.
- 2 Fix the back plate to the wall with wall mounting screws.
- 3 Attach the device to the back plate.
- 4 Fasten the device to the back plate with a security screw.

## Ethernet & Power Connection

### LAN Connection



### Power Connection



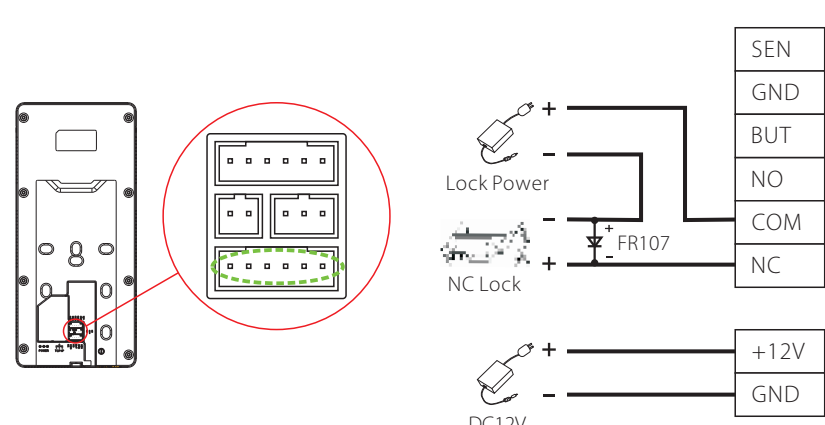
#### Recommended power supply

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

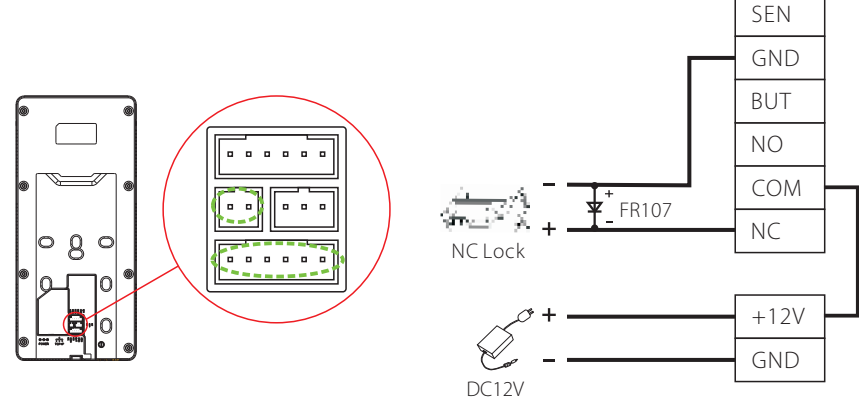
## Lock Relay Connection

The system supports Normally Opened Lock and Normally Closed Lock.  
The diagrams shown hereafter represents Normally Closed Lock.

### Device not sharing power with the lock is shown below:

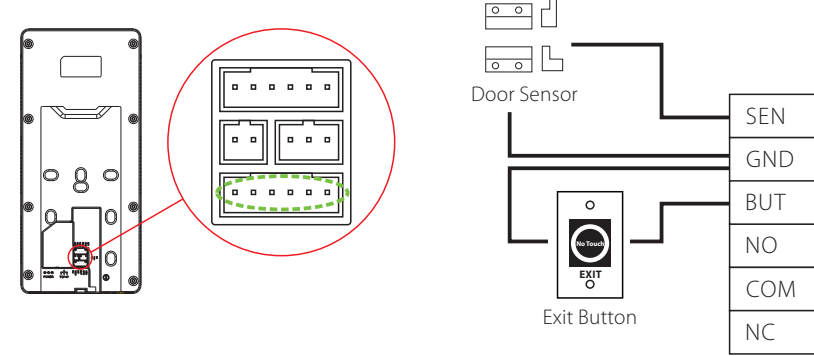


### Device sharing power with the lock is shown below:

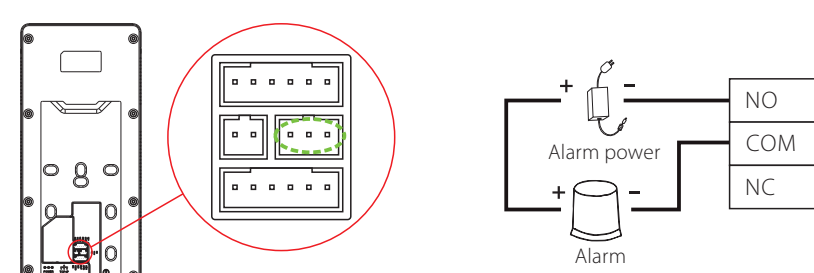


## Connecting Other Devices

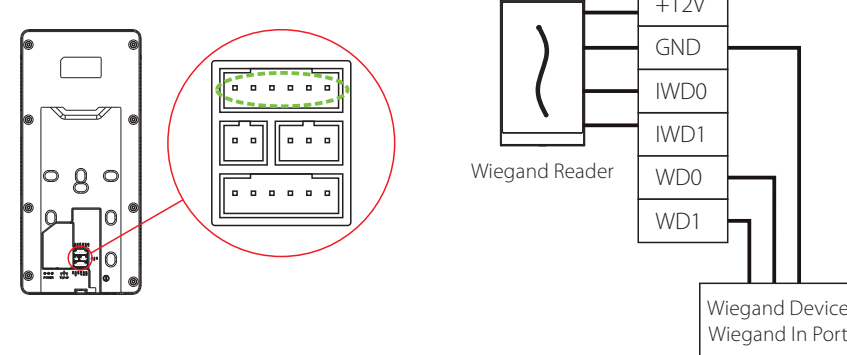
### Button & Sensor Connection



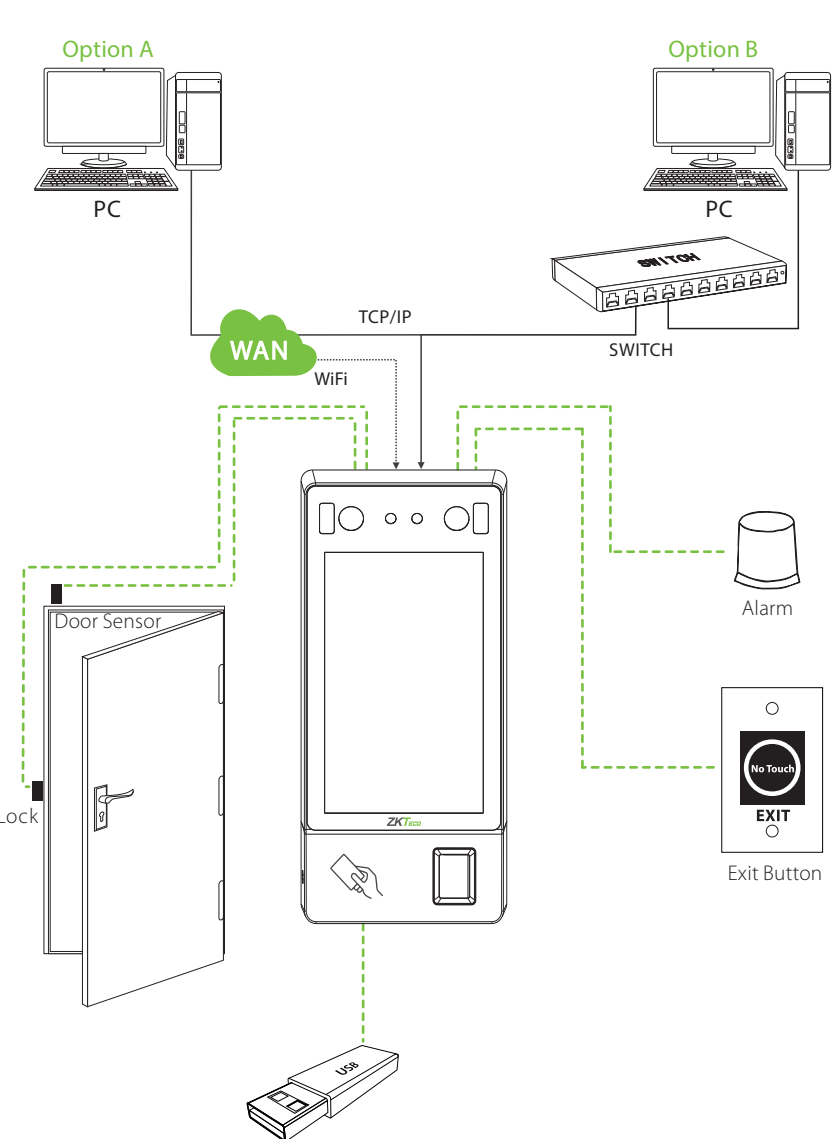
### Alarm Connection



### Wiegand Connection

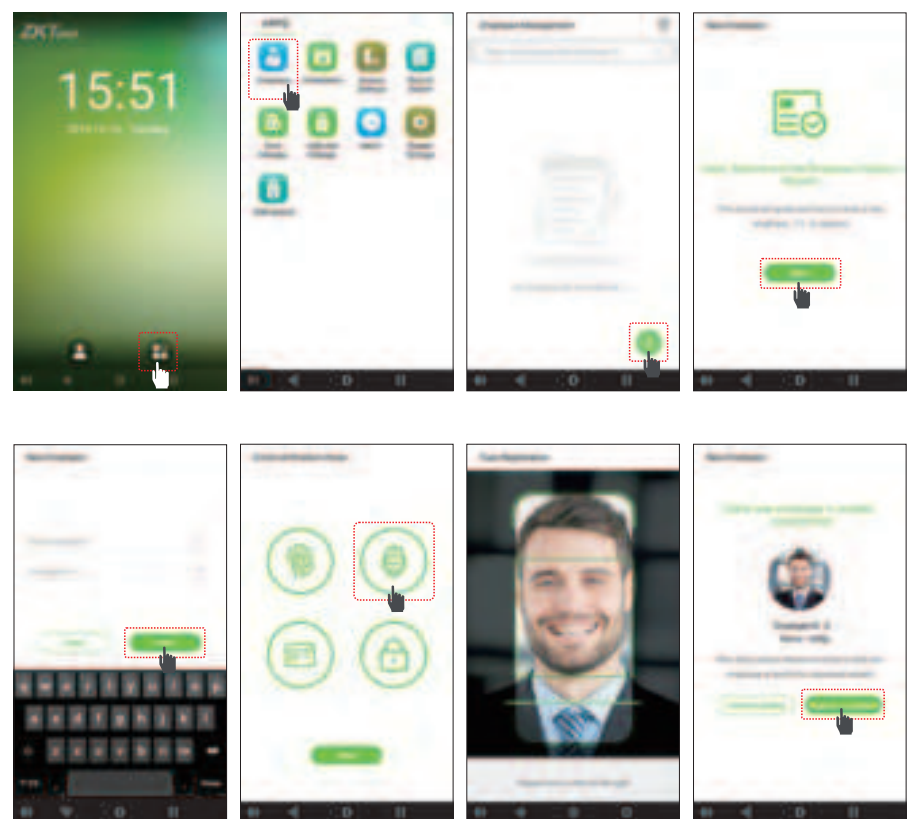


## Standalone Installation



## Menu Functions

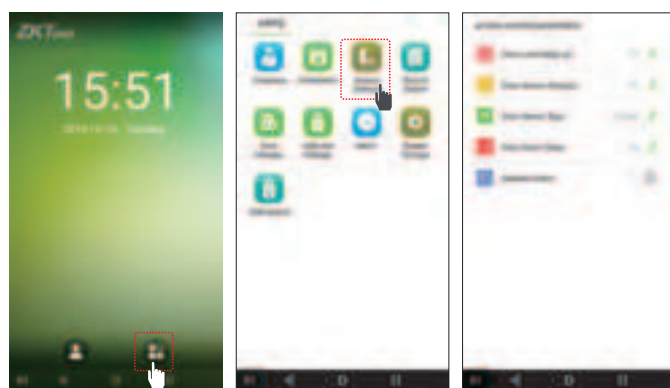
### Enroll New User



Go to Main Menu > **Employee Management** > **New Employee** > **Enroll verification mode**. Settings include entering Employee Name, ID, choosing User Role (Normal User is not  
authorized to operate the menu options of the device. Super Admin can operate all the  
menu options of the device), registering Fingerprint, Face Registration, Enroll Badge Number  
(ID and Mifare card are optional), and setting Password.

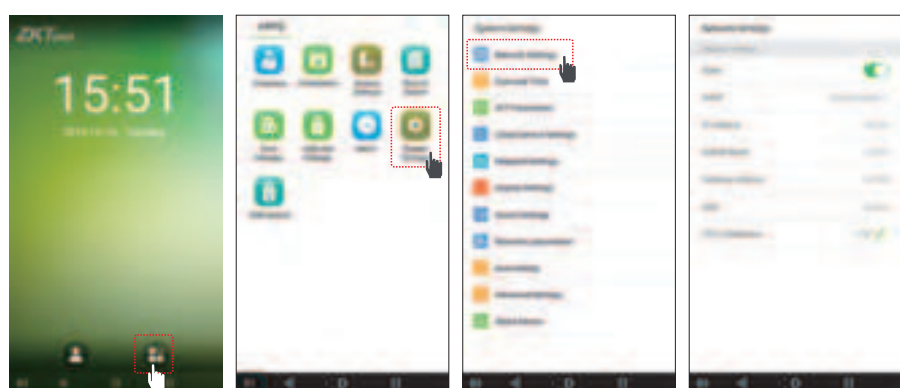
## Menu Functions

### Access Settings



Go to Main Menu > **Access Settings** > **Access control parameters** to enter **Access control parameters** setting interface.

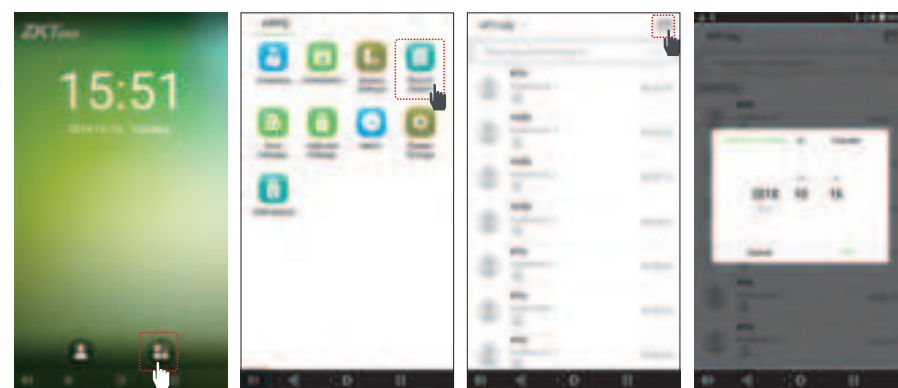
### Network Settings



Go to Main Menu > **System Settings** > **Network Settings**, set the IP Address. The device  
will communicate with PC via the Ethernet parameters. Using Cloud Service Settings sets  
Server Address and Server port according to the server.

## Menu Functions

### Record Search



#### View records in the device:

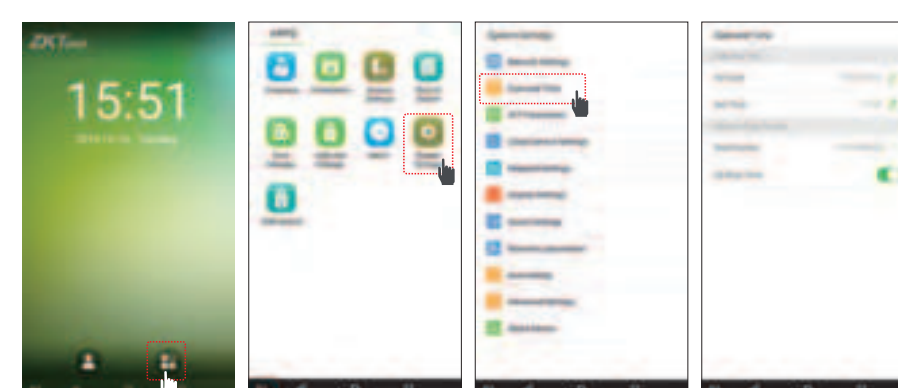
Go to Main Menu > **Record Search** > **Att Log** enter **Name** or **Employee ID** (if user ID field is  
left blank, records of all users will be displayed) > select **Time Range** > press **OK**, the  
corresponding attendance logs will be displayed.

#### View records on computer:

Go to Main Menu > **USB disk Management** > **USB disk Download**. Insert the USB disk  
correctly and download the data to the USB drive, then copy this data from the USB drive to  
your PC. The downloaded data filename will be "Device Serial Number.dat", you can open  
and view it.

## Menu Functions & Troubleshooting

### Date and Time Settings



Go to Main Menu > **System Settings** > **Date and Time**, to enter **Date and Time** setting  
interface.

### Troubleshooting

1. **Fingerprint cannot be detected or it takes too long.**
  - Check whether the finger or fingerprint sensor is stained with sweat, water or dust.
  - Retry after wiping the finger and fingerprint sensor with dry paper tissue or a mildly  
wet cloth.
  - If the fingerprint is too dry, blow the finger and retry.
2. **Failed to gain access after successful verification.**
  - Check with administrator whether the enrolled fingerprint has been deleted from the  
device.
3. **Door does not open after successful verification.**
  - Check if the lock open duration parameter is set appropriately.