Notification: Discontinuation of ZKBio Access IVS

Dear Partners,

In order to continue meeting market demands, and providing more competitive products to assist you in achieving value, ZKTeco will discontinue the sales of its software product – ZKBio Access IVS, which will officially be effective from June 30, 2024. From that date onwards, ZKTeco will no longer sell any software licenses related to this product, and the product will be replaced by ZKBio CVAccess.

After the discontinuation of sales, all relevant key services for this product will also be discontinued, as outlined in the attached schedule in Appendix 1. If you have any questions, please refer to Appendix 2.

Appendix 1: Schedule of Sales Discontinuation and Service Termination

Product	Key Event	Details	Date of Discontinuation or Termination	Replacement
ZKBioAccess IVS	Date of the Termination of Download	ZKBioAccess IVS will officially discontinued for download on the ZKTeco official website. After that day, the software will no longer be downloadable or usable.	2024/6/30	ZKBio CVAccess

Date of the Discontinuation of Sales	The official date for the discontinuation of sales of new licenses for ZKBioAccess IVS is yet to be specified. After that day, no new license IDs for ZKBioAccess IVS will be issued. However, customers who have already installed and are using a license ID will still be able to purchase points and modules to continue using the software.	2024/06/30	
Date of the Termination of Services	The official date for the termination of technical support services and customized services for ZKBioAccess IVS is yet to be specified. After that day, no further technical support or customized services will be provided for the software.	2024/12/31	

Appendix 2: Q & A

Q: What are the improvements of ZKBio CVAccess compared to ZKBio Access IVS?

A: ① More comprehensive attendance reports ② New intelligent video analysis technology and the new BioCV platform, supporting up to 64-channel simultaneous preview and 16-channel simultaneous playback ③ Bug fixes for improved stability. For more information, please refer to ZKBio CVAccess Release Note.pdf

Q: have already installed and are using ZKBio Access IVS, can I upgrade it to the ZKBio CVAccess?

A: Yes. If your ZKBio Access IVS has not had the data of video surveillance module, you may download the installation pack of ZKBio CVAccess, and click "Overwrite" to install. But if you have already used video surveillance module, please consult our technical support.

Q: I have already upgraded my ZKBio Access IVS to ZKBio CVAccess, I can still use my current license?

A: You may still use your current license, as their time & attendance and access control modules are interchangeable. But if you need to upgrade your video surveillance module, it is required to contact ZKTeco's technical support for the update of license.

Global Product and Marketing Sharing Center

4th December 2023