



# Installation Guide

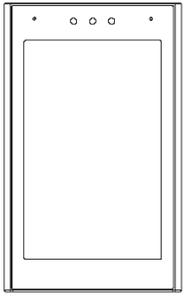
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## Aura12

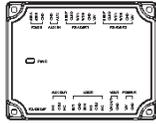
Version:1.0

Due to ongoing improvements in our products, ZKTeco cannot guarantee this installation guide precisely matches the referenced product's current specifications.

# 1. What's in the Box?



Aura12



DM10



Type C Cable



PoE Splitter



Power Cord  
(one to two)



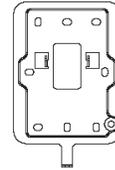
Connection Wire  
(for DM10)



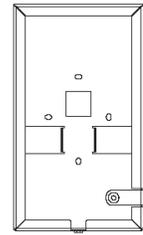
Power Cord



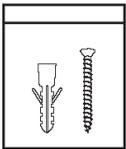
Power Adapter



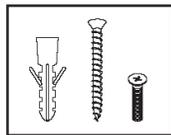
Black Plate



Back Box



Screw Kit  
for DM10



Screw Kit  
for Aura12



Foam  
Padding



Torx  
Screwdriver



Terminal  
Head



Mounting  
Template



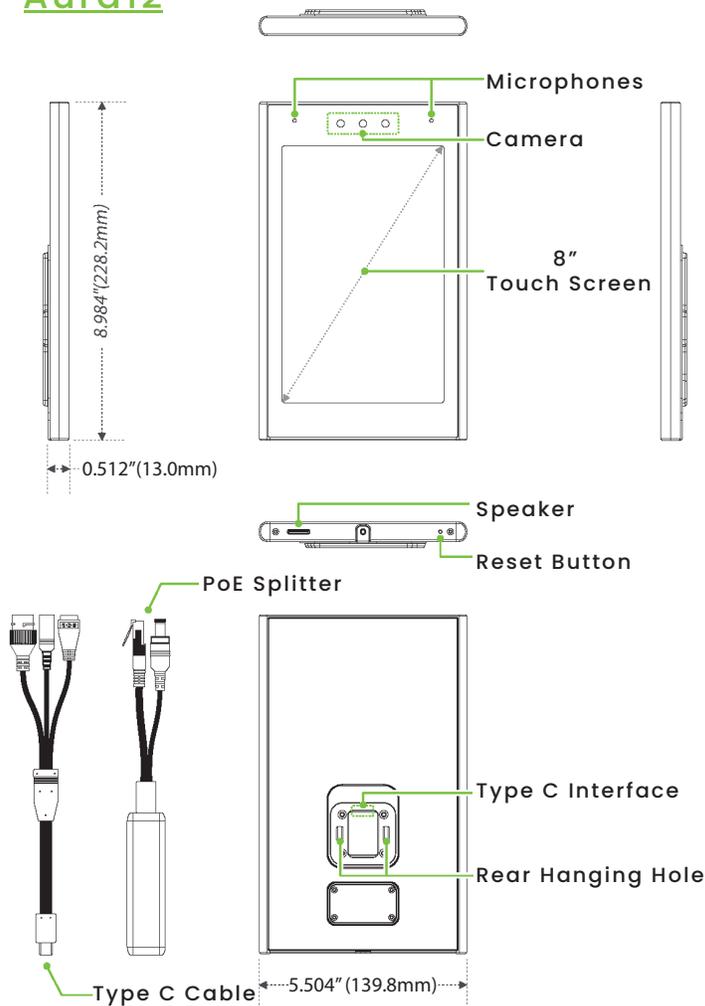
Installation  
Guide



Software  
Registration  
Info Card

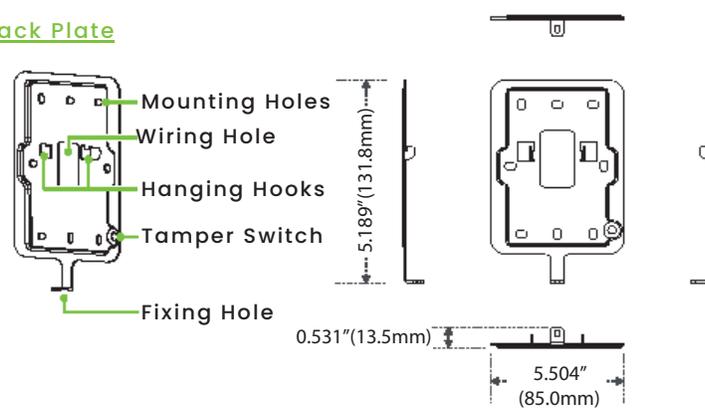
# 2. Overview

## Aura12

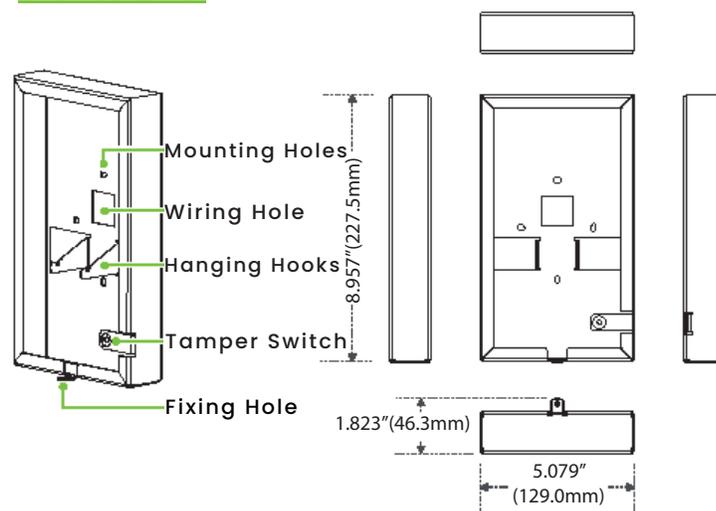


## Back Plate

### Back Plate



## Back Box



# 3. Device Installation

## Tools needed

To install the device you must have:

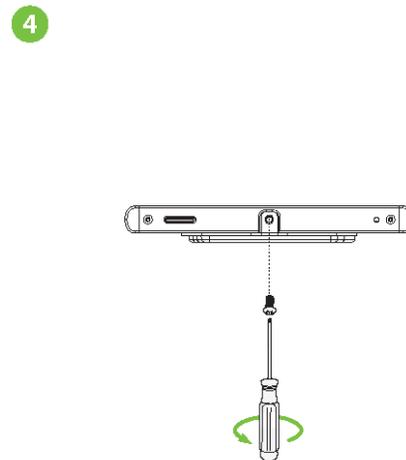
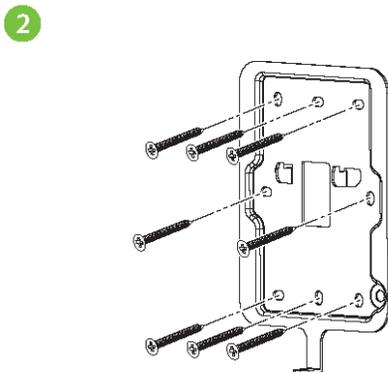
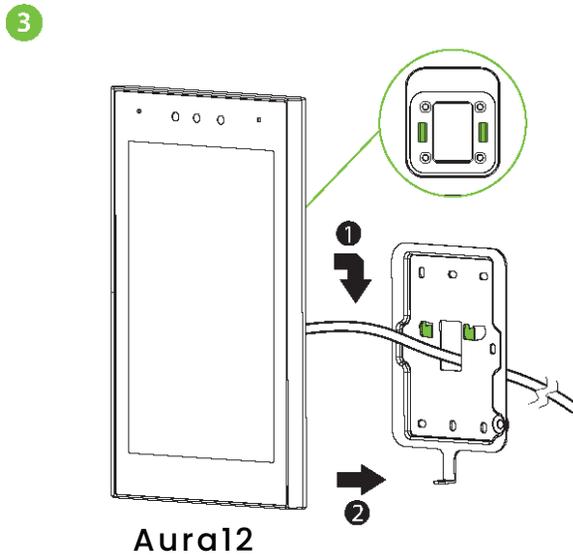
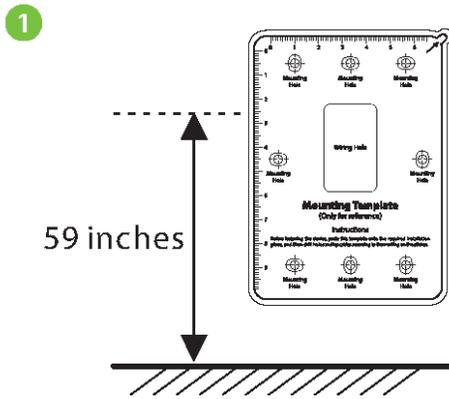
- **Screwdriver:** To install the screws to fasten the DM10 or the back plate/back box of Aura12 on the wall.
- **Pencil:** To mark the installation height.
- **Electric Drill:** To drill holes according to the mounting template.
- **Measuring tape:** To measure the installation height.
- **Ethernet Cable:** To connect the device to a router/modem.



**Note:** Tools not included. Must be provided by the installer.

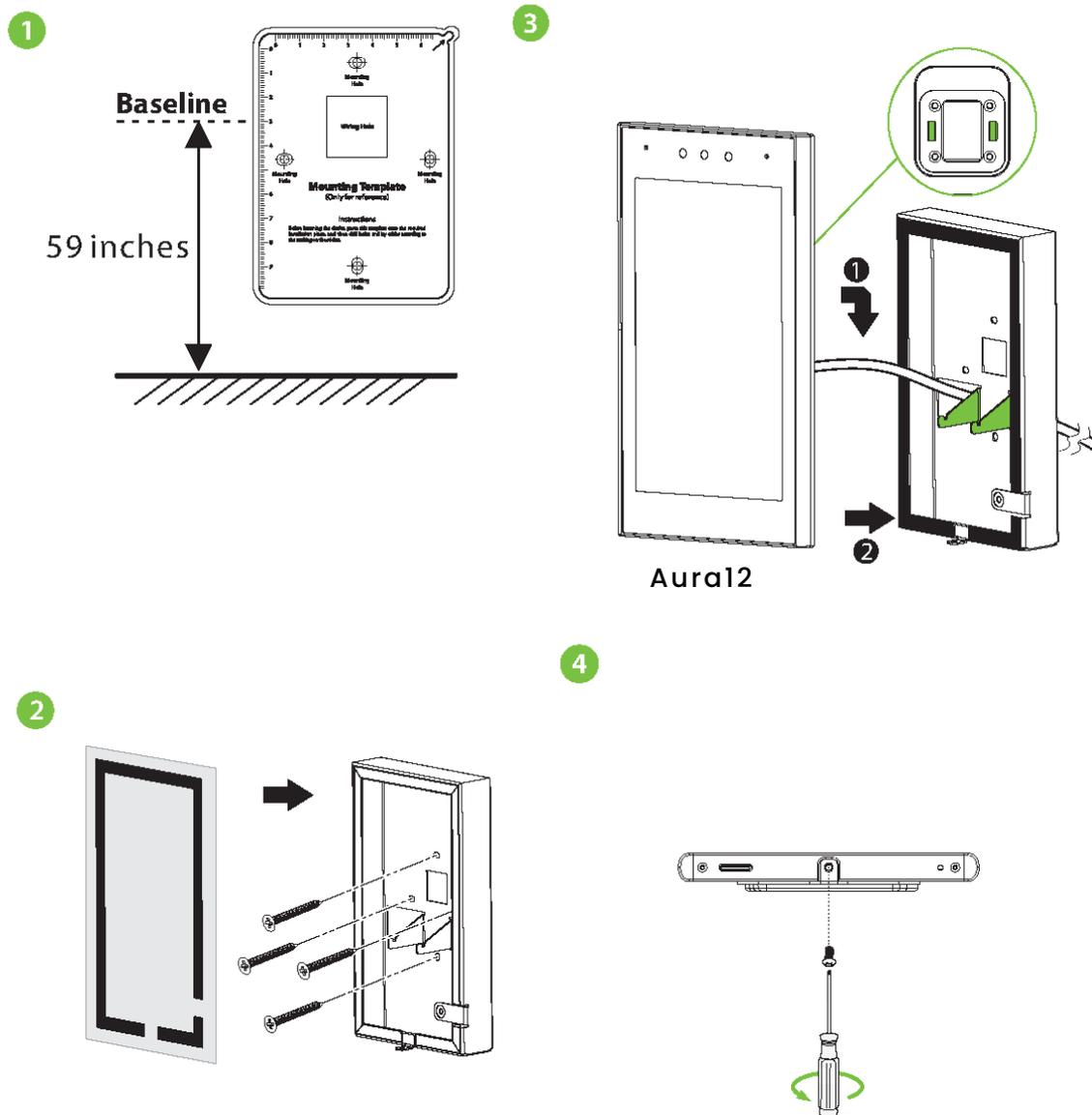
## ❖ Install on the wall via back plate

- ① Affix the mounting template sticker to the wall, and drill holes according to the mounting diagram. The recommended distance of the intercom's camera from the ground is 59 inches. The user can adjust the height according to the actual needs.
- ② Connect the back box on the wall using wall mounting screws. Take out the Foam Padding cotton and stick it on the back box.
- ③ After passing the wires through the wiring hole and connecting them to the intercom, attach the intercom to the back box from top to bottom.
- ④ Fasten the intercom to the back box with a security screw.

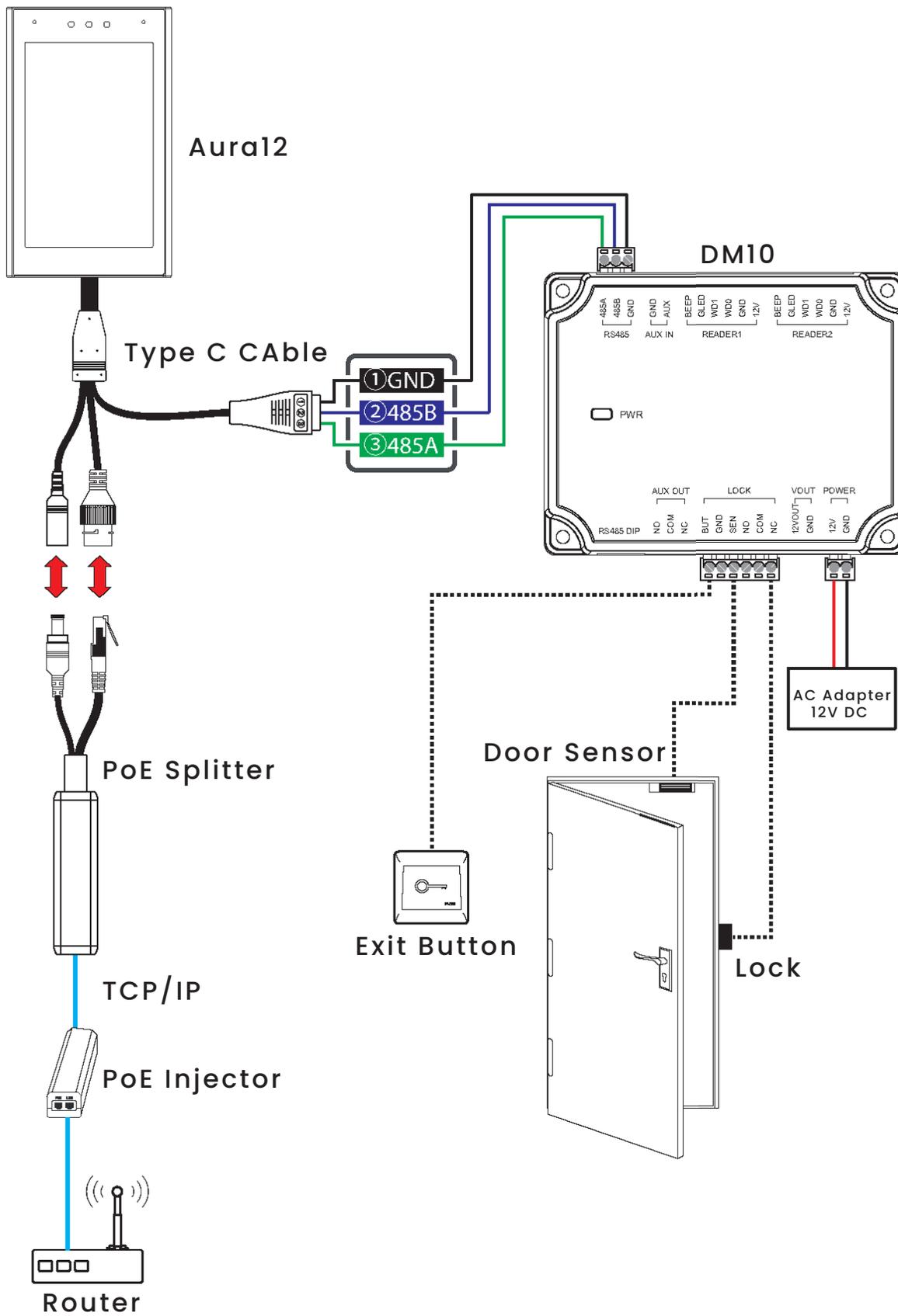


## ❖ Install on the wall via back box

- ① Affix the mounting template sticker to the wall, and drill holes according to the mounting diagram. The recommended distance of the intercom's camera from the ground is 59 inches. The user can adjust the height according to the actual needs.
- ② Connect the back box on the wall using wall mounting screws. Take out the Foam Padding cotton and stick it on the back box.
- ③ After passing the wires through the wiring hole and connecting them to the intercom, attach the intercom to the back box from top to bottom.
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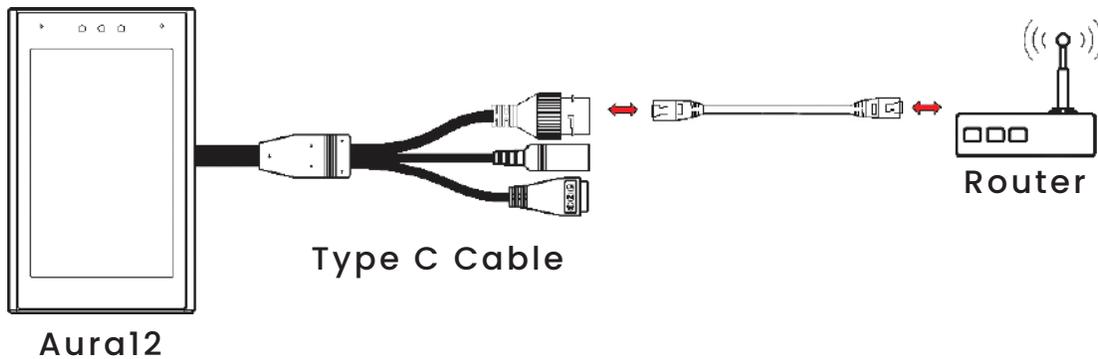


# 4. Standalone Installation



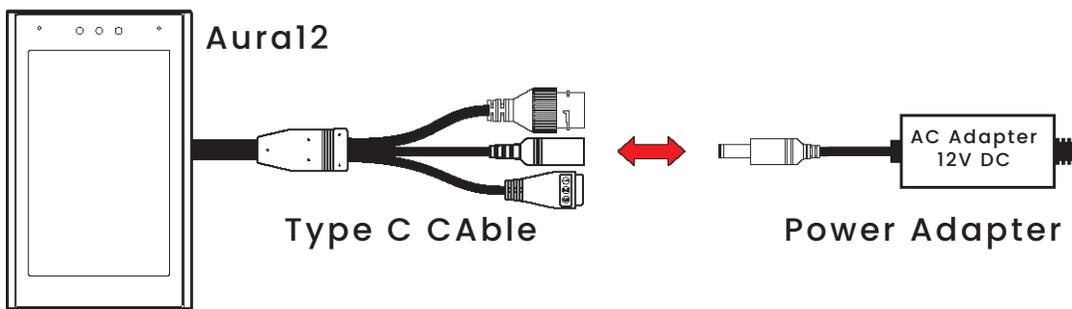
## 5. Ethernet Connection

Connect the intercom to the router/modem with an Ethernet cable as shown in the example below:

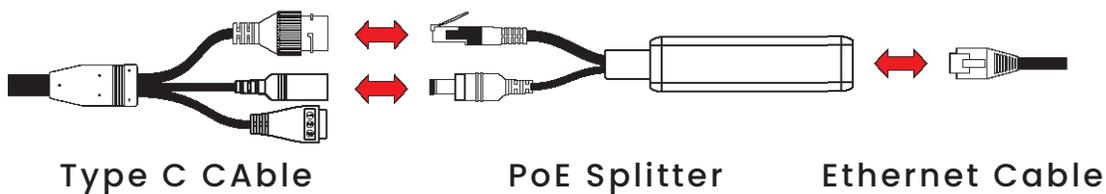


## 6. Power Connection

There are two power options for this intercom as shown in the figure below.



**Mode 1:** Connect directly to the power adapter

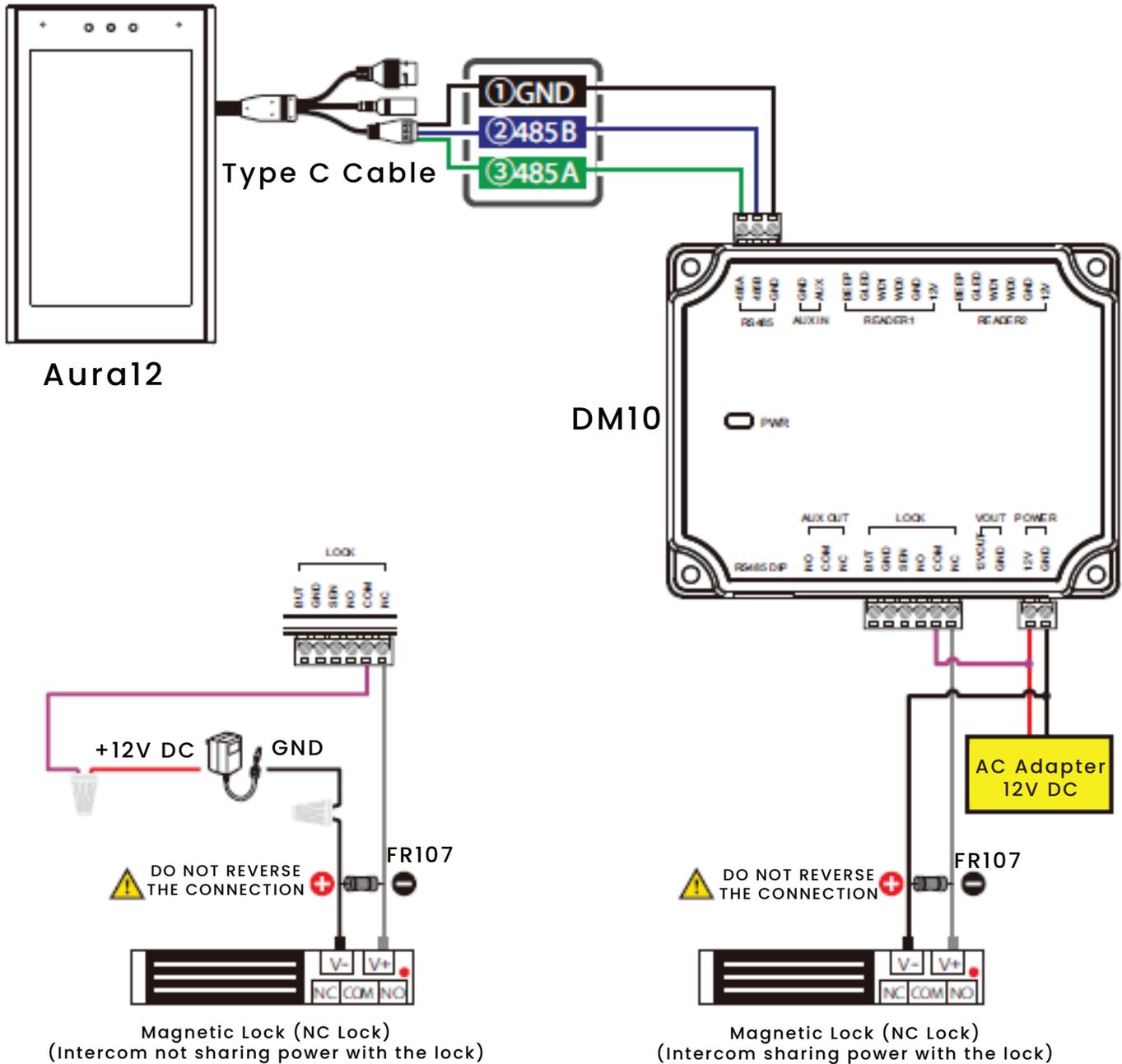


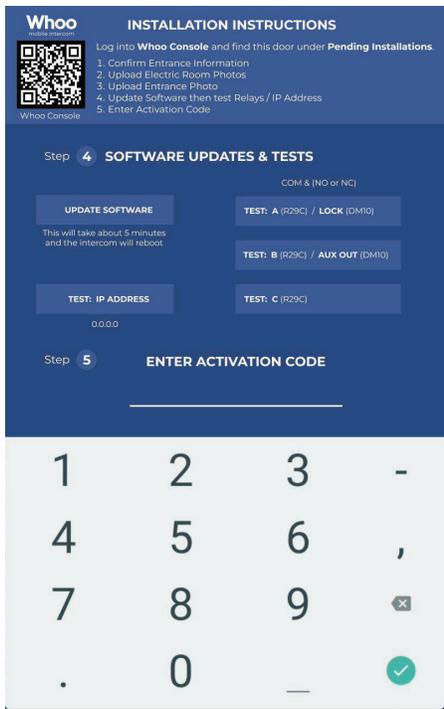
**Mode 2:** Power the device through the PoE Splitter.

- Recommended AC adapter: **12V, 3A**
- To share the power with other devices, use an AC adapter with higher current ratings.

# 7. DM10, Lock Relay Connection

The intercom can communicate with the DM10 via RS485. The system supports both **Normally Opened Lock** and **Normally Closed Lock**. The **NO LOCK** (normally opened at power on) connects to the 'NO' and 'COM' terminals, and the **NC LOCK** (normally closed at power on) connects to the 'NC' and 'COM' terminals. For reference, NC connection is shown in the diagram below.

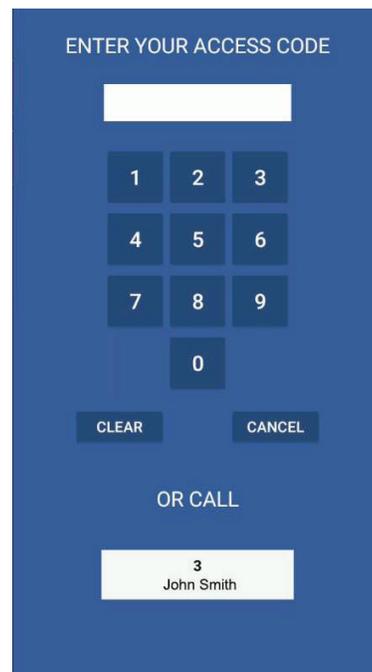




Aura12 is successfully provisioned when the screen shows a few resident test buttons.

**Note:** These buttons are not connected to any particular residents initially, so testing should be done by adding residents using the **Who Admin Console** and pairing an Aura12 to one of the test resident buttons.

Tapping on a button will call that resident. Alternatively, long pressing the button will prompt you to enter a keyless access entry code to open the door (the keyless access code for a specific button can be found in the Who app home screen).



## 8. Activation

You will need to activate the Aura12 with the Whoo platform first.

### Whoo Console

-Log into the **Whoo Admin Console** at [www.console.whoo.ai](http://www.console.whoo.ai) or simply use your phone to scan the QR code below:



-Click on **Installation Pending** (if not logged as an Admin)  
-Find the building & door being installed in the list and click on **Configure Entrance**.

Now, follow these steps:

1. Confirm Entrance Information.
2. Upload Electric Room Photos.
3. Upload Entrance Photo.
4. Use the dropdown to indicate which relay(s) are being used and then **test on Aura12**(see below).
5. Click on **Get Activation Code** and enter it on the Aura12 Installation screen.

1. Tap on **Update Software** (this may take up to 5 min).
2. Tap on **Test: IP Address** to make sure there is a good internet connection.
3. Tap on **Test** buttons for the Relays that are being used.  
This will activate the doorstrike(s) so the installer can verify that the hardware is connected properly.
4. Enter the Activation Code.



1600 Union Hill Rd., Alpharetta GA 30005

Phone: (862) 505 - 2101 | Fax: (862) 204 - 5906 | [info@zktecousa.com](mailto:info@zktecousa.com) | [www.zktecousa.com](http://www.zktecousa.com)

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