

User Manual

DNAKE Cloud Platform

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American Data Center: (https://us-cloud.dnake.com) 130

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SIP or Landline Supported Countries and Regions: 135

1 Introduction

1.1 Introduction

1. The DNAKE Cloud platform has 3 kinds of accounts: Distributor, Sub-distributor（optional）, Reseller/Installer, and Property Manager. Different users have unique functions on the platform. Here is the table for you to have a look at the distinctions.

2. Reseller/Installer can also create sites and switch to sites to manage as a Property Manager.

3. One Property Manager can manage multiple sites.

No.	Distributor & Sub-distributor(optional)	Reseller /Installer	Property Manager
1	System Message	System Message	System Message
2	Personal Center	Personal Center	Personal Center
4	Reseller/Installer	Property Manager	Device (List)
5	/	Site	Apartment
6	/	Device (Management)	Resident (Resident & Access Control)
7	License Log	License Log	License Log
8	/	Update (Firmware List & Update List)	Security Alarm
9	My message	My message	My message
10	/	/	Log

1.2 Introduction of Some Icons

1. The icons you may see in the platform.

	Edit		Hide search
	Delete		Refresh
	Details		Synchronize All Residents data.
	Resend Email		Resident Details
	Device		Edit Value-added Services
	License Management		Renew
	Sync again		Set as Owner
	Replace Device		Introduction
	Access Device Webserver		

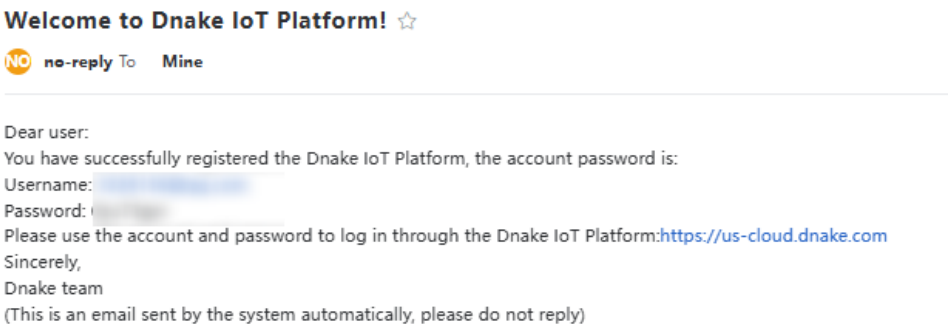
2 Login and Logout

2.1 Login and Logout

2.1.1 Login

1. Log in to your account in a web browser

◆ Step 1: Provide your email and information to DNAKE or DNAKE partners to register an account. You will receive the account password in your email inbox.


Welcome to Dnake IoT Platform! ☆

no-reply To Mine

Dear user:
You have successfully registered the Dnake IoT Platform, the account password is:
Username:
Password:
Please use the account and password to log in through the Dnake IoT Platform:https://us-cloud.dnake.com
Sincerely,
Dnake team
(This is an email sent by the system automatically, please do not reply)

◆ Step 2: Please enter the platform website and log in with your account.

Different regions have different data centers. Please go to the URL according to the different regions.

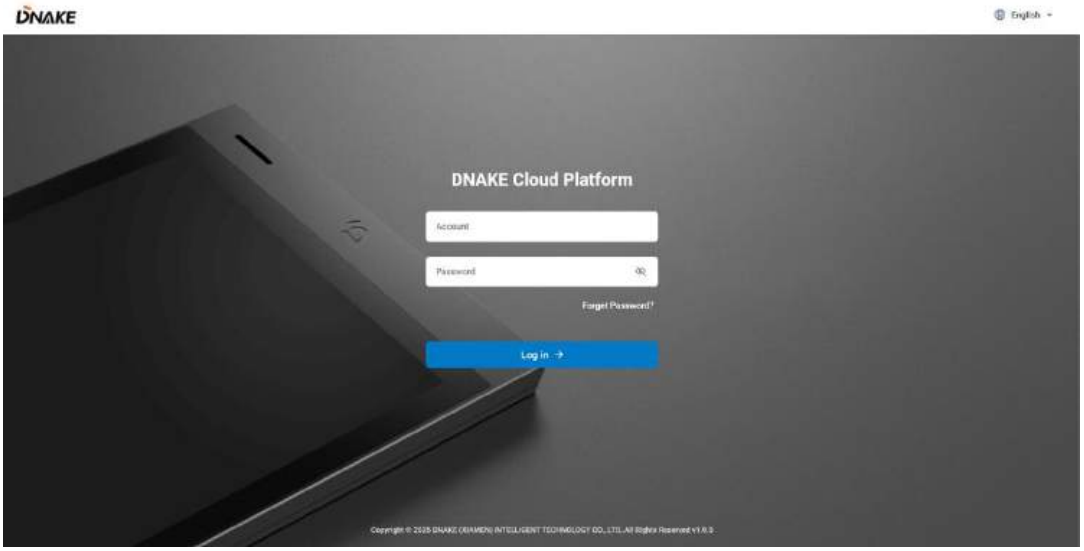
European data center: https://eu-cloud.dnake.com.

American data center: https://us-cloud.dnake.com.

Indian data center: https://ind-cloud.dnake.com

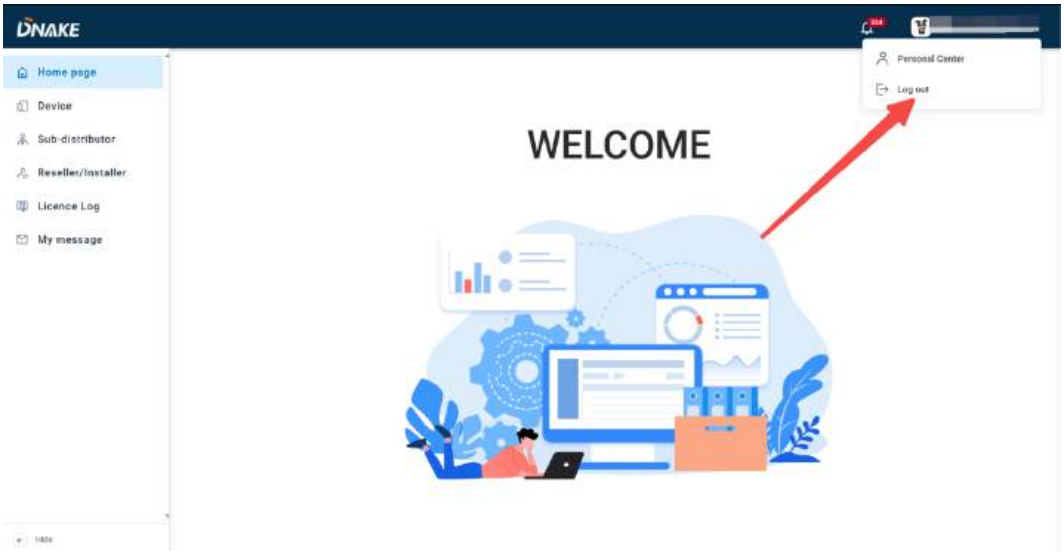
Please refer to the appendix A for checking your country or region's data

center.



2.1.2 Logout

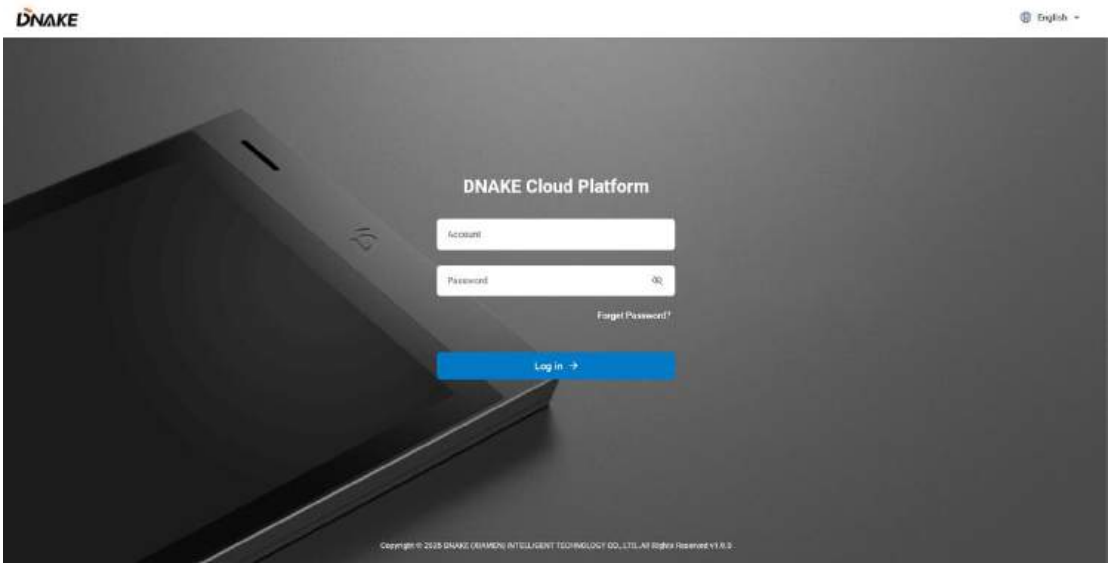
Click your personal account in the upper right-hand corner and log out.



2.2 Forget password

1. Recover your password

◆ Step 1: Click Forget Password?

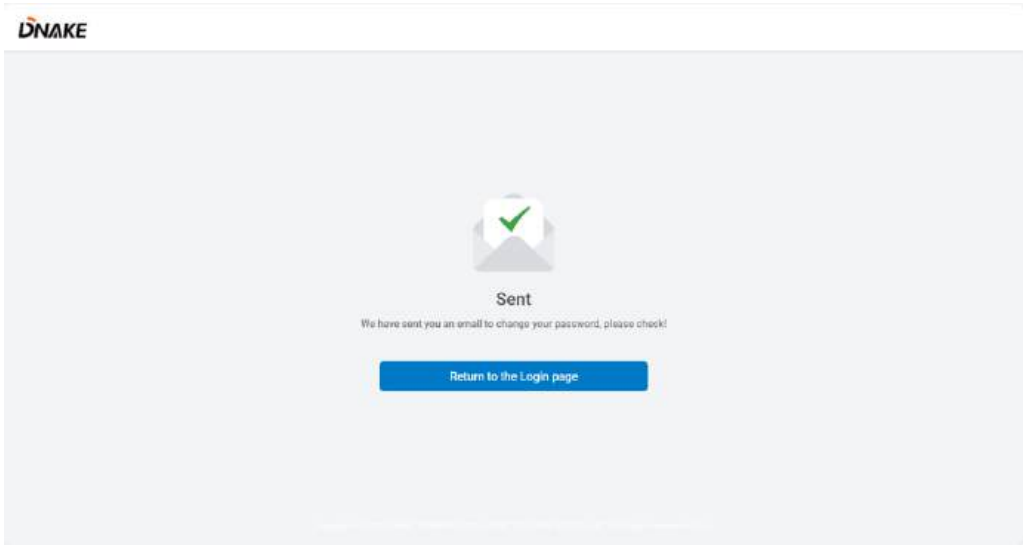


◆ Step 2: Enter your email and click Next.



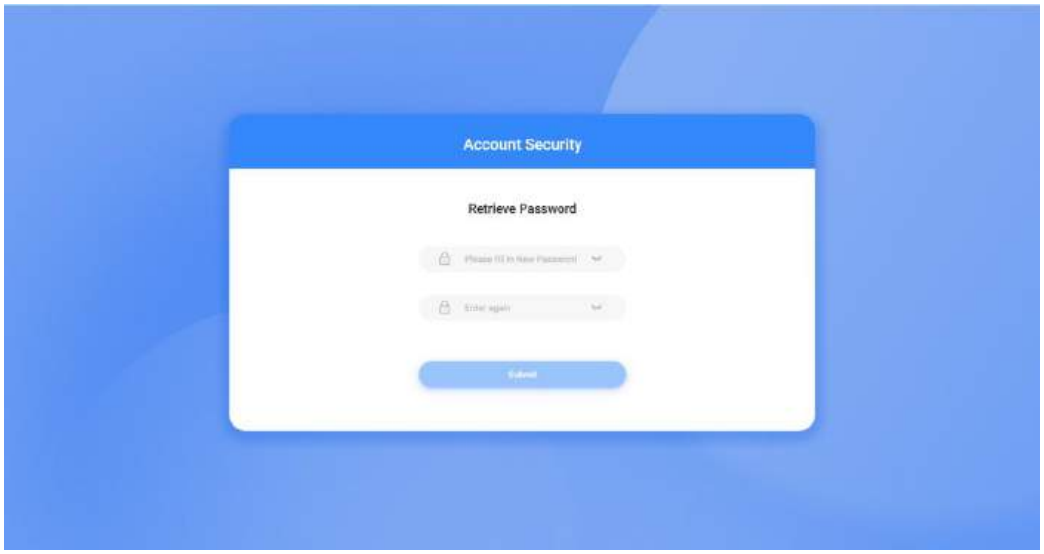
◆ Step 3: The platform will send you an email to change your password.

Please check your email inbox.





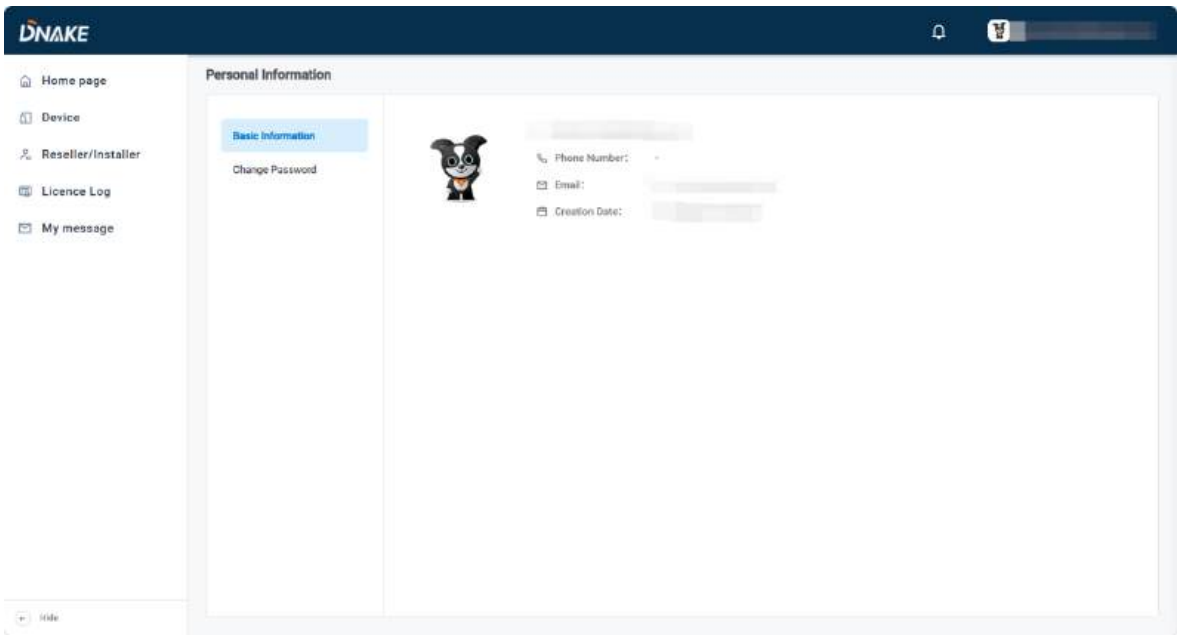
- Step 4: Please set a new password according to the rule and try to log in with the new password.



3 Personal Center and System Messages

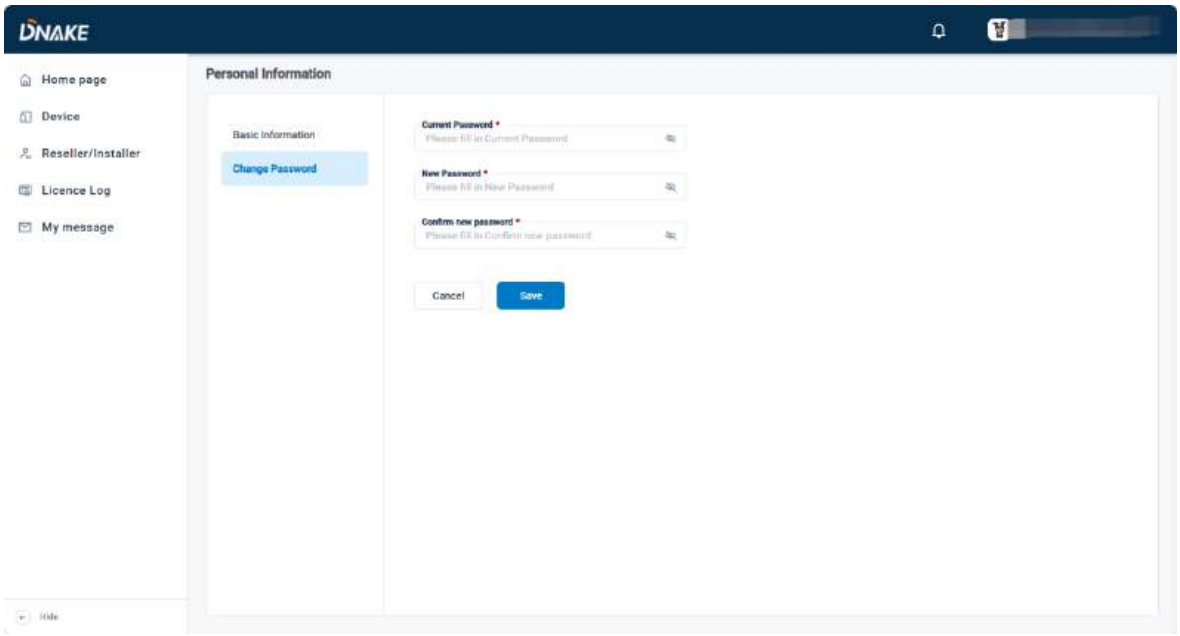
3.1 Basic Information

You can check the details of the account you log in to. You can find your phone number, email address, role, project, creation time, or nickname, and so on. You can even change the profile photo.



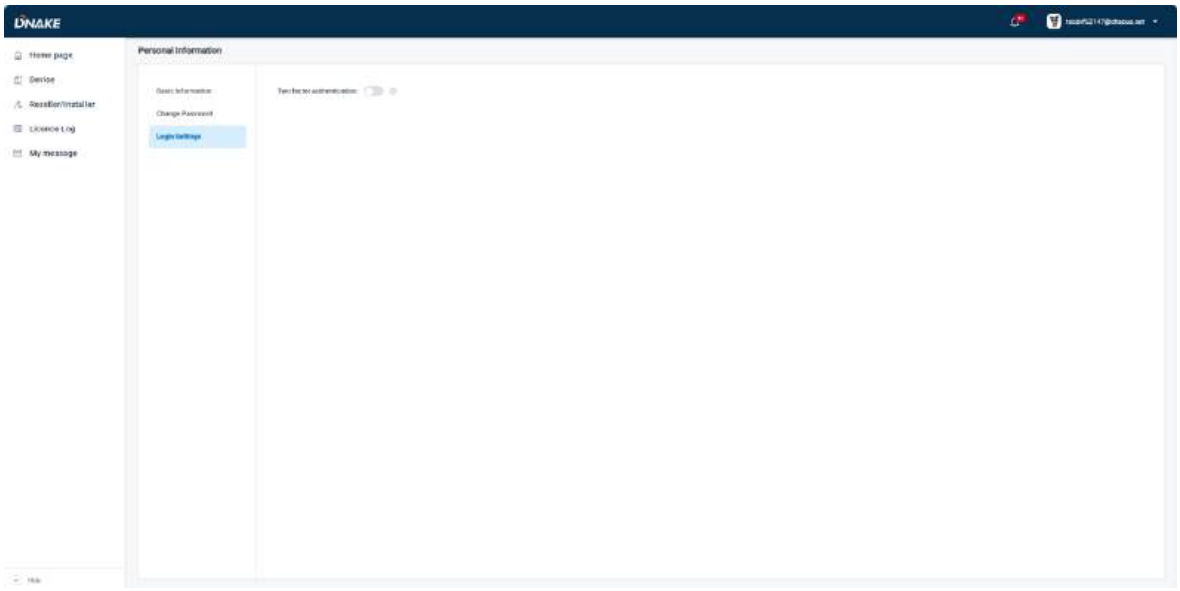
3.2 Change Password

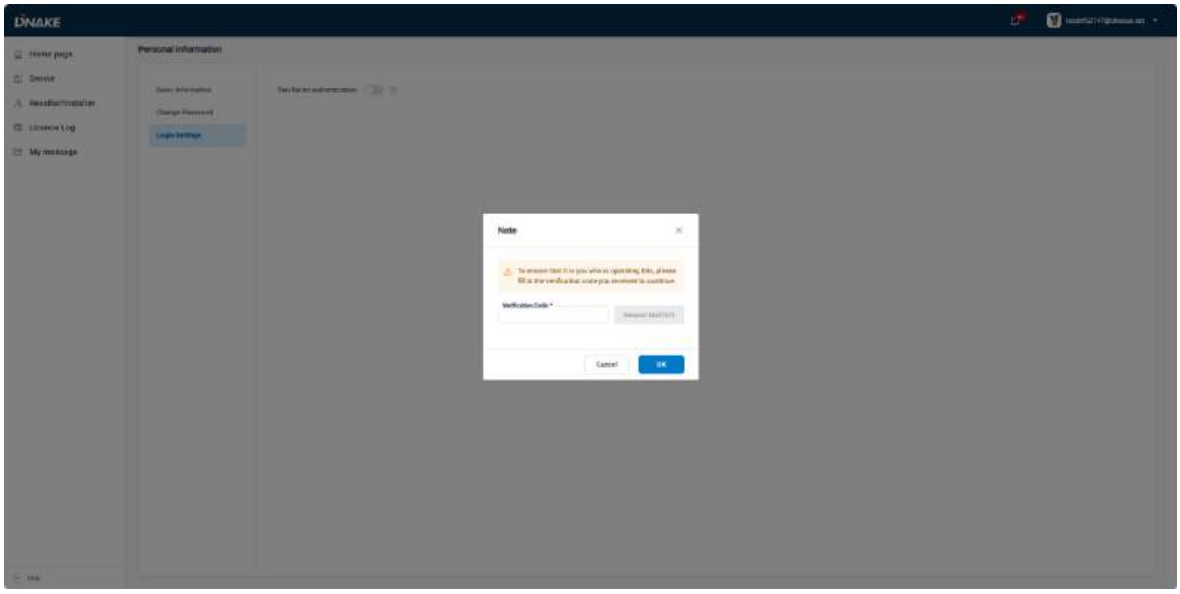
If you want to change your password, please click Change Password to edit.



3.3 Login Settings

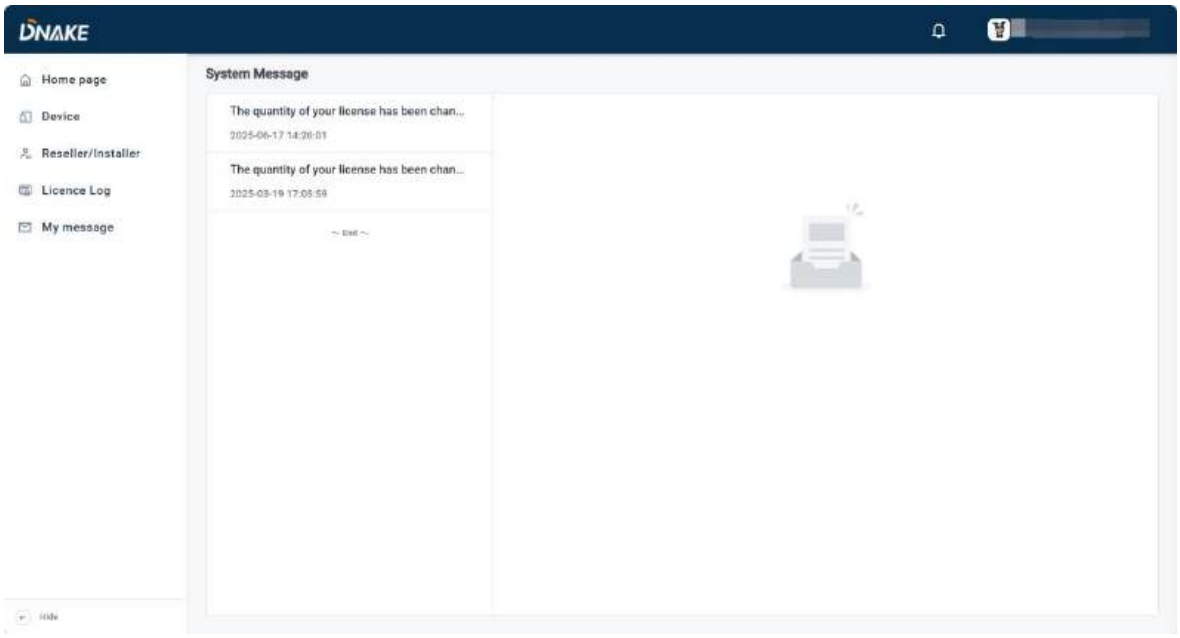
It is used to configure whether you need to fill in the verification code when you login the platform. It can help you to protect your account from being stolen. If it's enabled, the platform will send you a verification code to your email (the same as your account). After you click "Log in" on the login page, you should fill in the correct code before logging in. If it's disabled, you will log in directly after you click "Log in".





3.4 System Message

System message comes from your upstream characters. For example, if you are a reseller, you will receive messages from distributors/sub- distributor and you can also send messages to your downstream customers.


DNAKE
Home page
Device
Reseller/Installer
Licence Log
My message
Hide
System Message
The quantity of your license has been chan...
2025-06-17 14:26:01
The quantity of your license has been chan...
2025-03-19 17:05:59
~ End ~

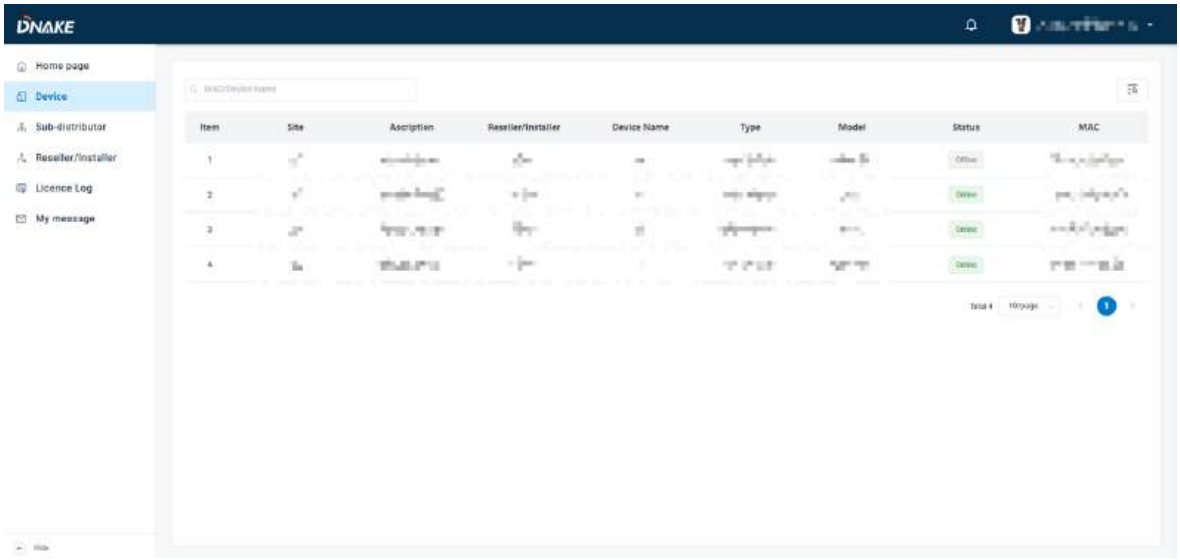
4 Distributor

4.1 Manage The Device

◆ Distributors can now access the Device menu to view devices added by their associated resellers or installers. This feature provides visibility into device distribution while maintaining hierarchical management.

The **Device** menu includes the following details:

- **Site**: The site associated with the device.
- **Reseller/Installer**: The reseller or installer who imported the device.
- **Device Name**
- **Type**
- **Model**
- **Status**
- **MAC Address**



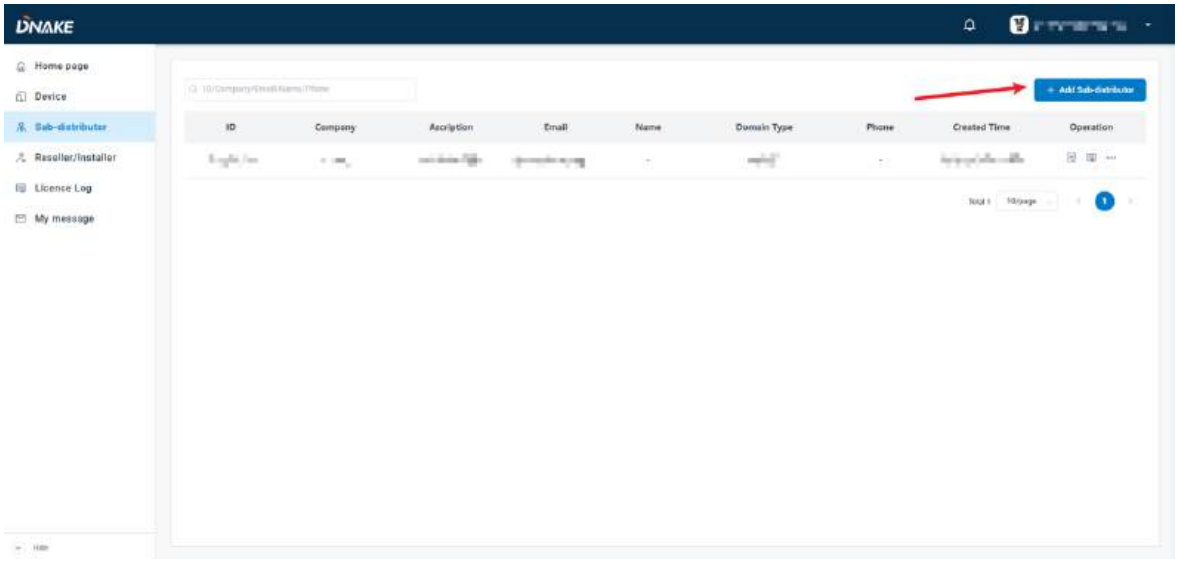
4.2 Sub-Distributor

A Distributor can create up to 4 Sub-Distributor accounts. Sub-Distributors inherit the same permissions and system access rights as the Distributor.

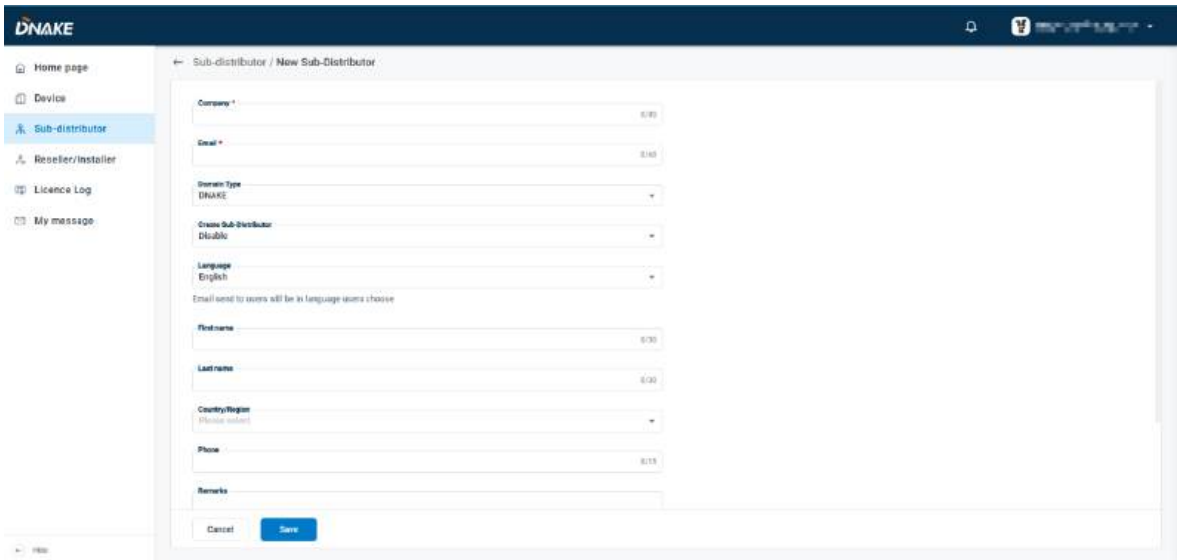
4.2.1 Add Sub-Distributor Account

How to Create a Sub-Distributor

- Step 1: Go to the Sub-Distributor column and click the Add Sub-Distributor button in the upper-right corner.

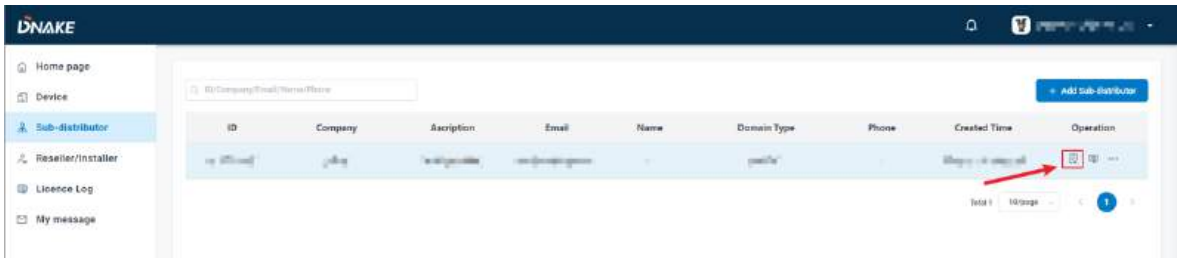


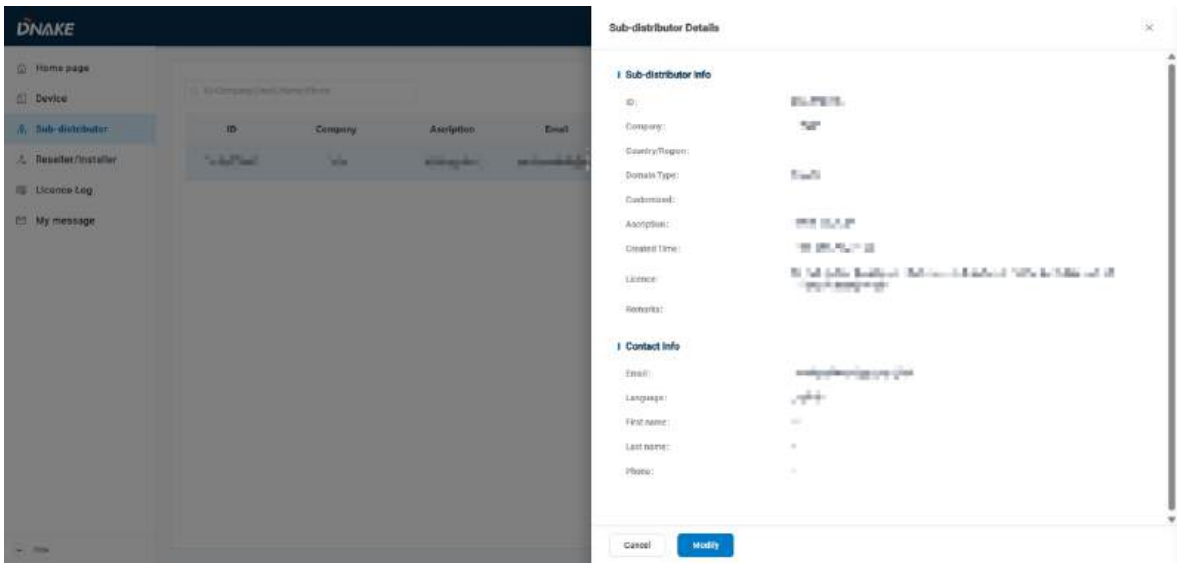
- Step 2: Fill in Sub-Distributor information. The Company, Email, and Language fields are required. You can also enable or disable the permission that allows the Sub-Distributor to create additional Sub-Distributor accounts. Please make sure the email is right because the email will be the reseller/installer's account. And the password will be sent to this email address.



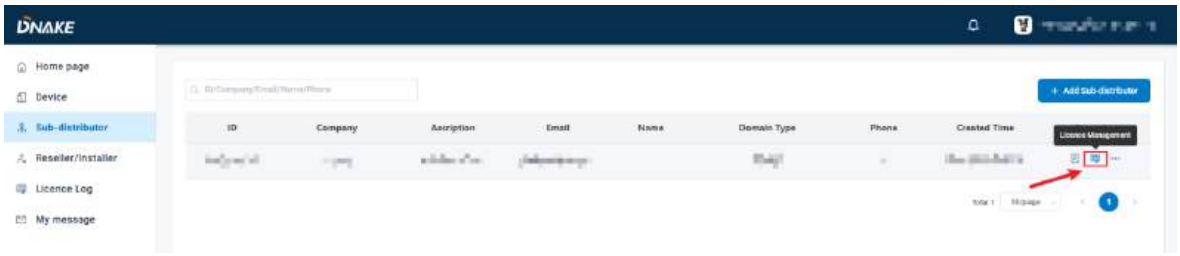
4.2.2 Manage Sub-Distributor Account

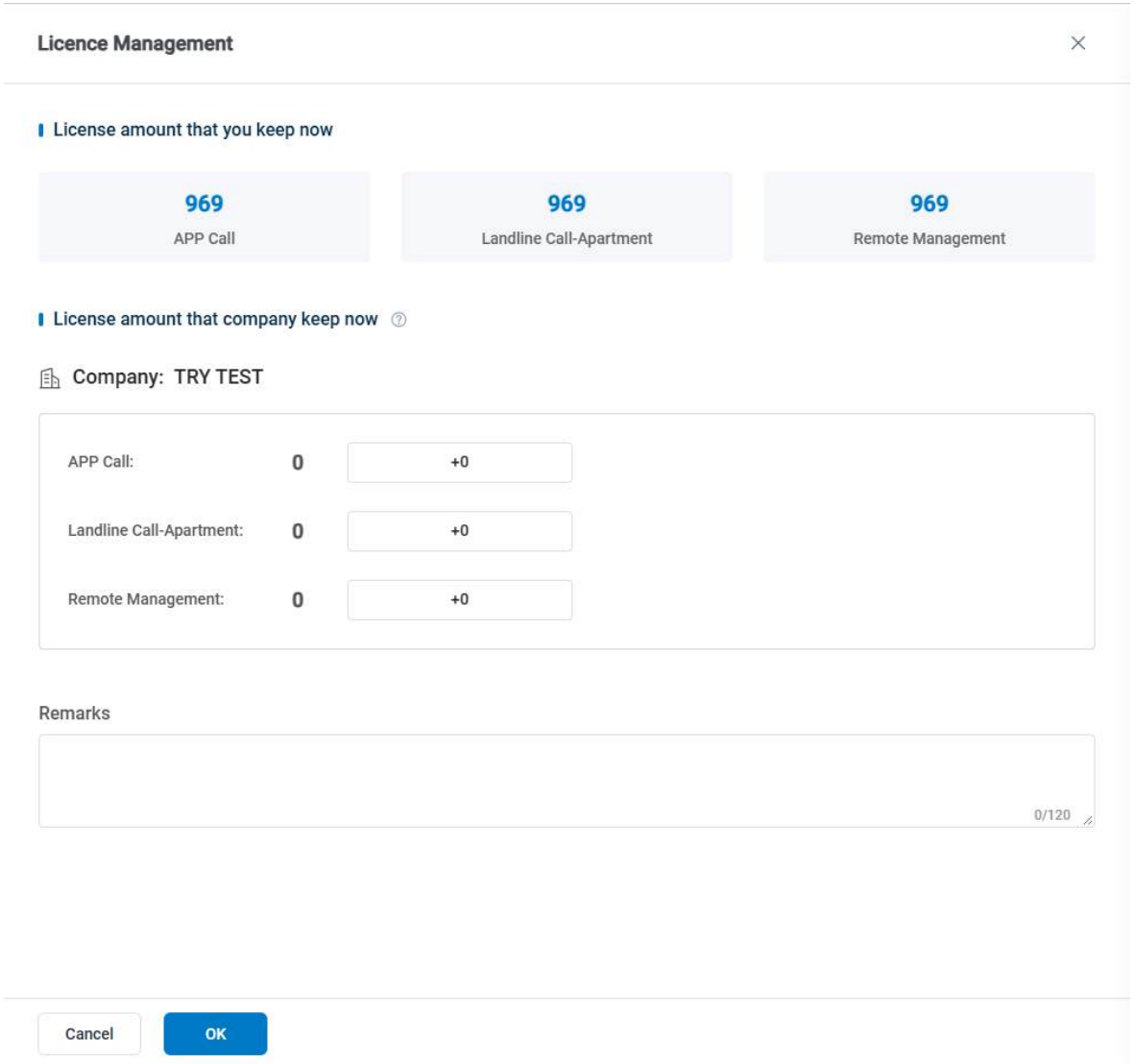
1. After creating a Sub-Distributor, you can click Details to view the detailed information of the Sub-Distributor.



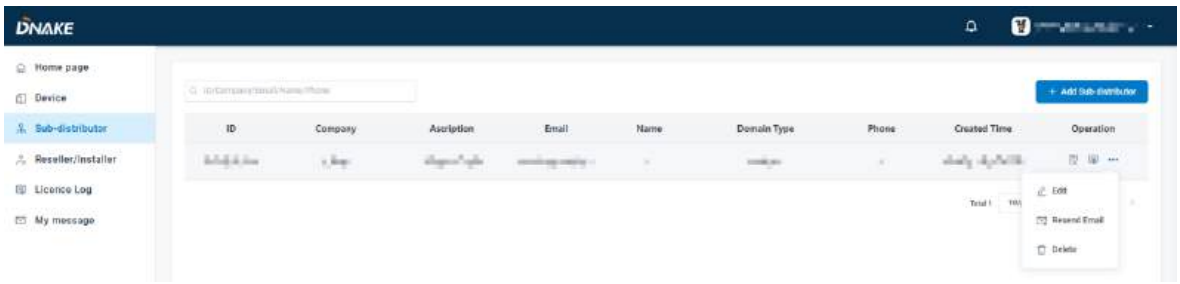


2. You can also click License Management to manage the licenses of the Sub-Distributors. As a Distributor, you are allowed to increase or reduce the amounts of different types of services for a Sub-Distributor.





3. Finally, you can click the menu button to edit the Sub-Distributor information, resend the registration email, or delete the Sub-Distributor account.

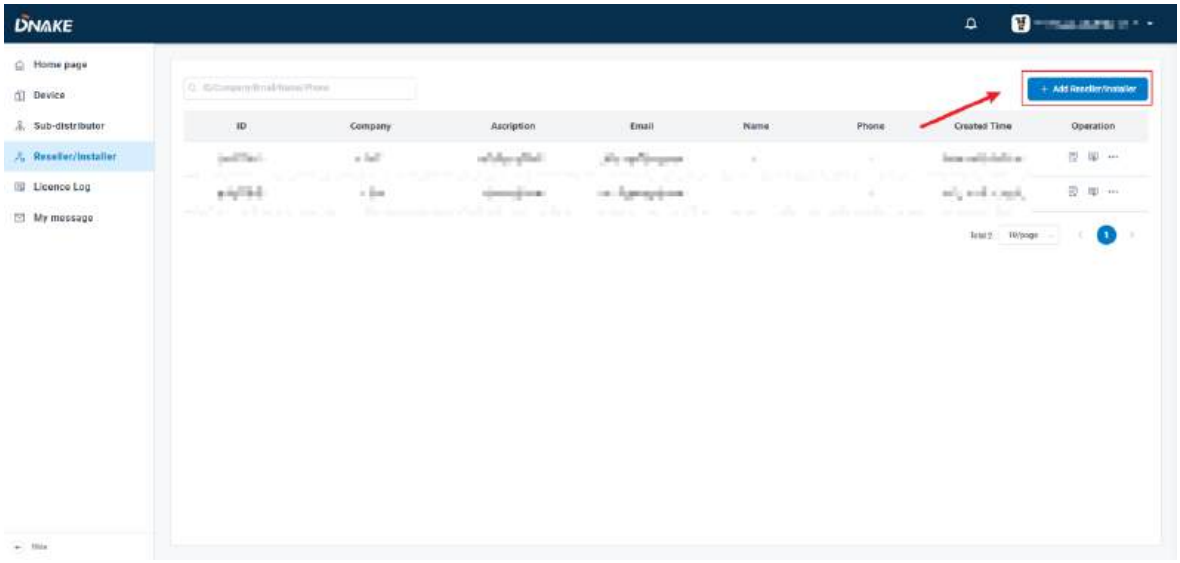


4.3 Reseller/Installer

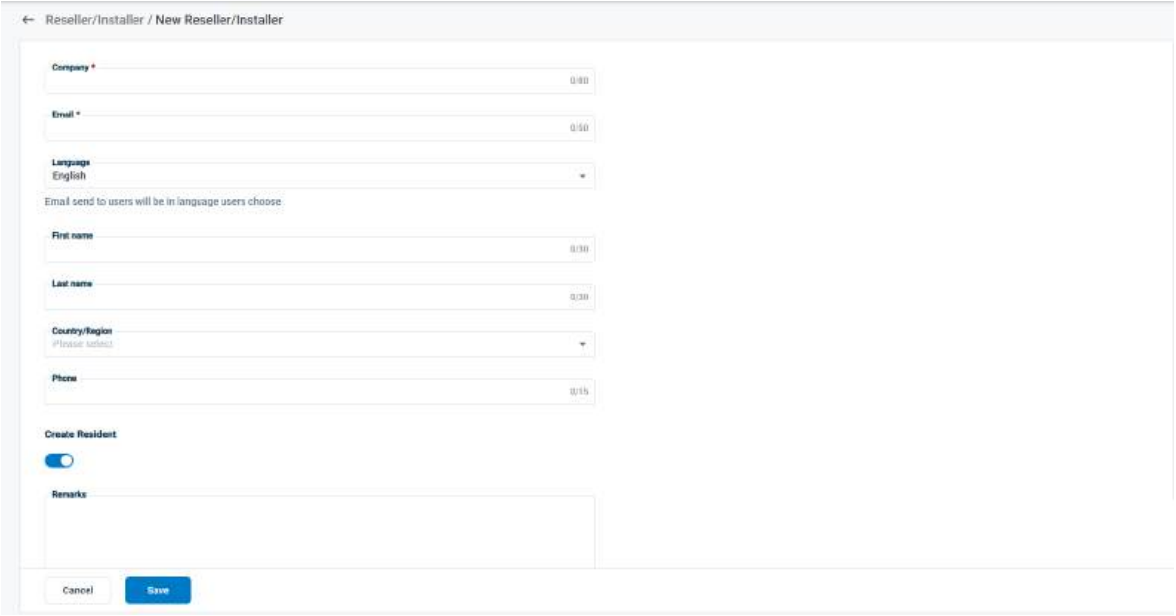
4.3.1 Add a Reseller/Installer Account

Here are the steps to add a reseller/installer account

- Step 1: Go to the Reseller/installer column and click Add to add a reseller/installer account.

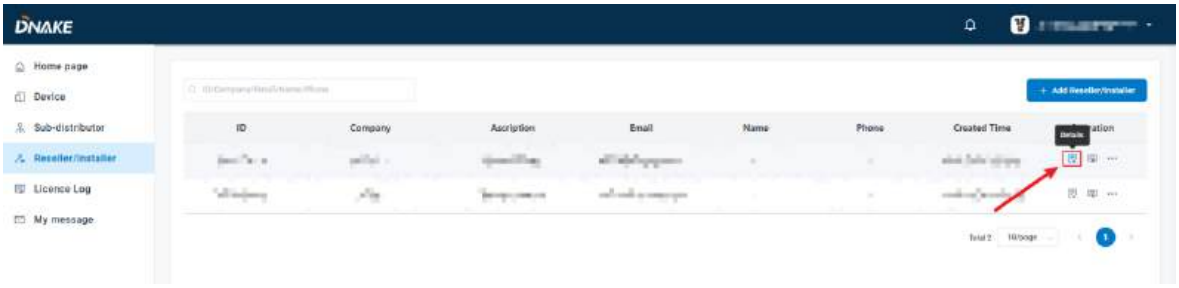


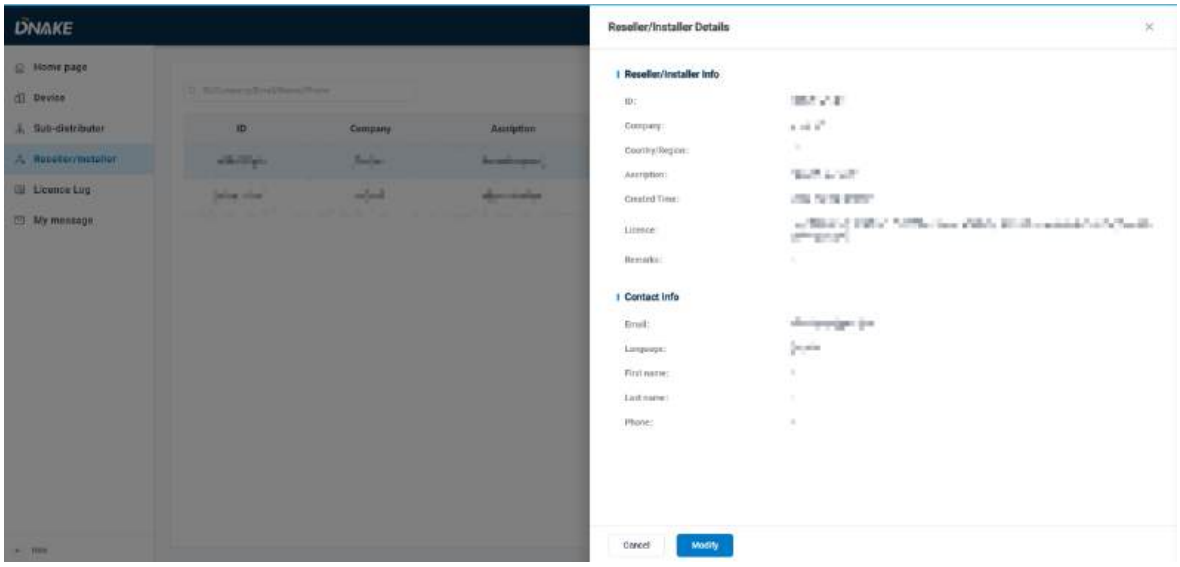
- Step 2: Fill in reseller/installer's information. Company name, Email and language are necessary. Please make sure the email is right because the email will be the reseller/installer's account. And the password will be sent to this email address. On this page, you can enable or disable the permission for the Reseller/Installer account to create resident accounts.



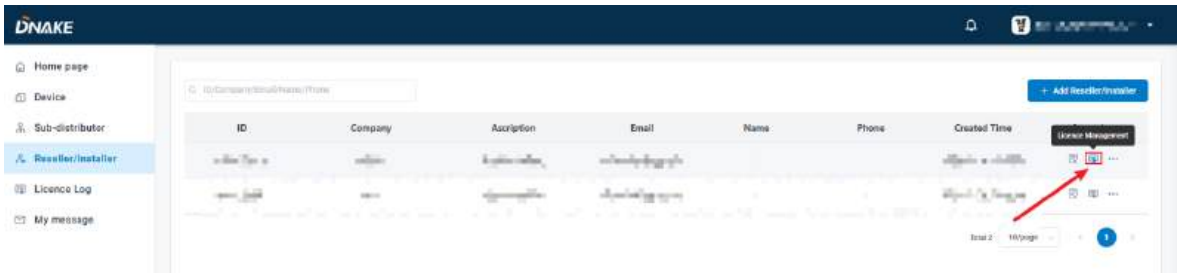
4.3.2 Manage Reseller/Installer Account

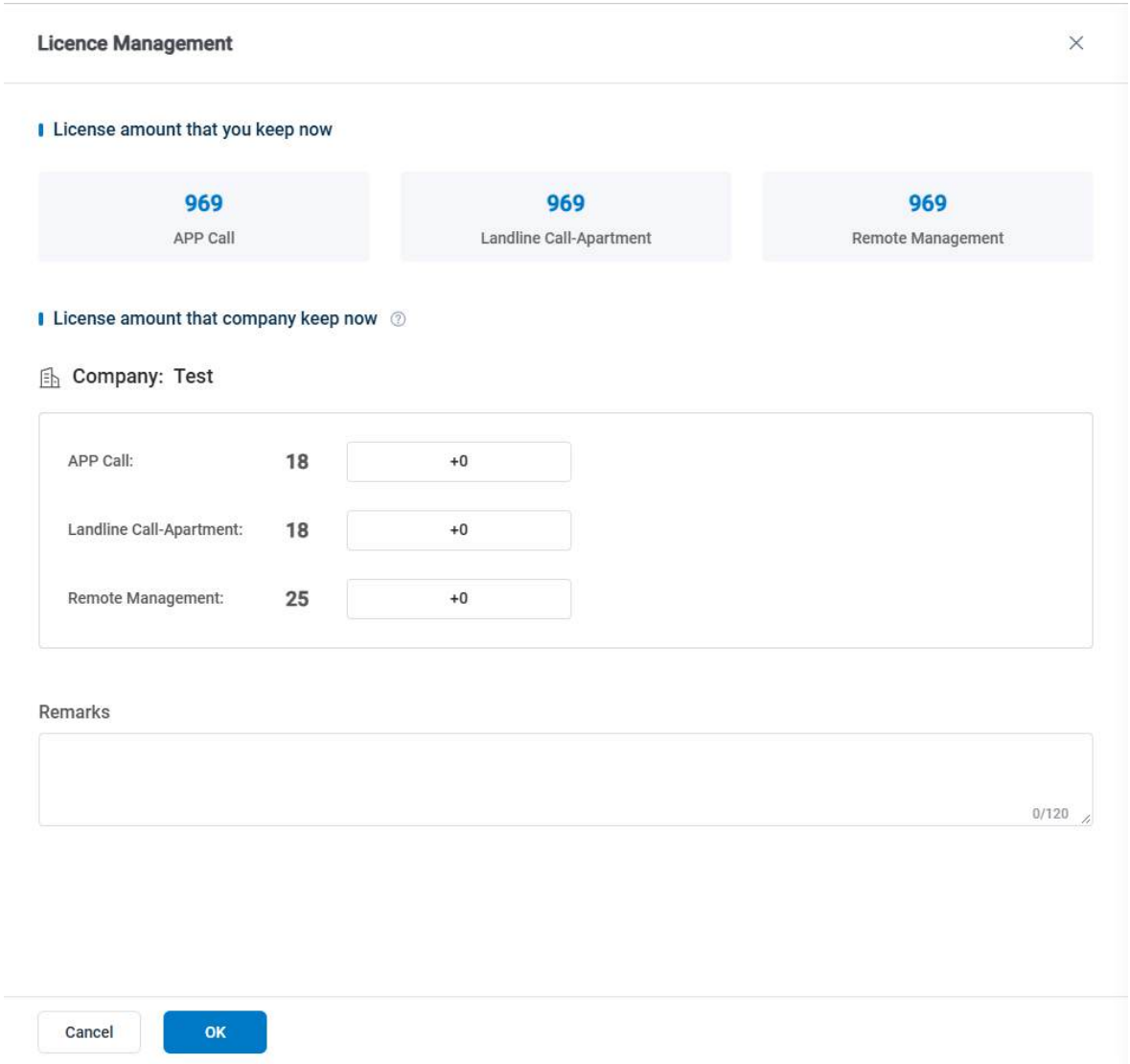
1. After creating a Reseller/Installer account, you can click Details to view the detailed information of the Reseller/Installer.



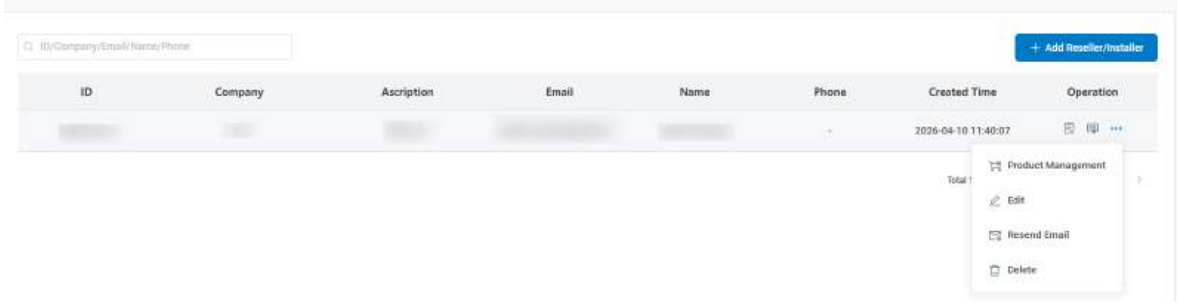


2. You can also click License Management to manage the licenses of the Reseller/Installer. As a Distributor, you are allowed to increase or reduce the amounts of different types of services for the Reseller/Installer.



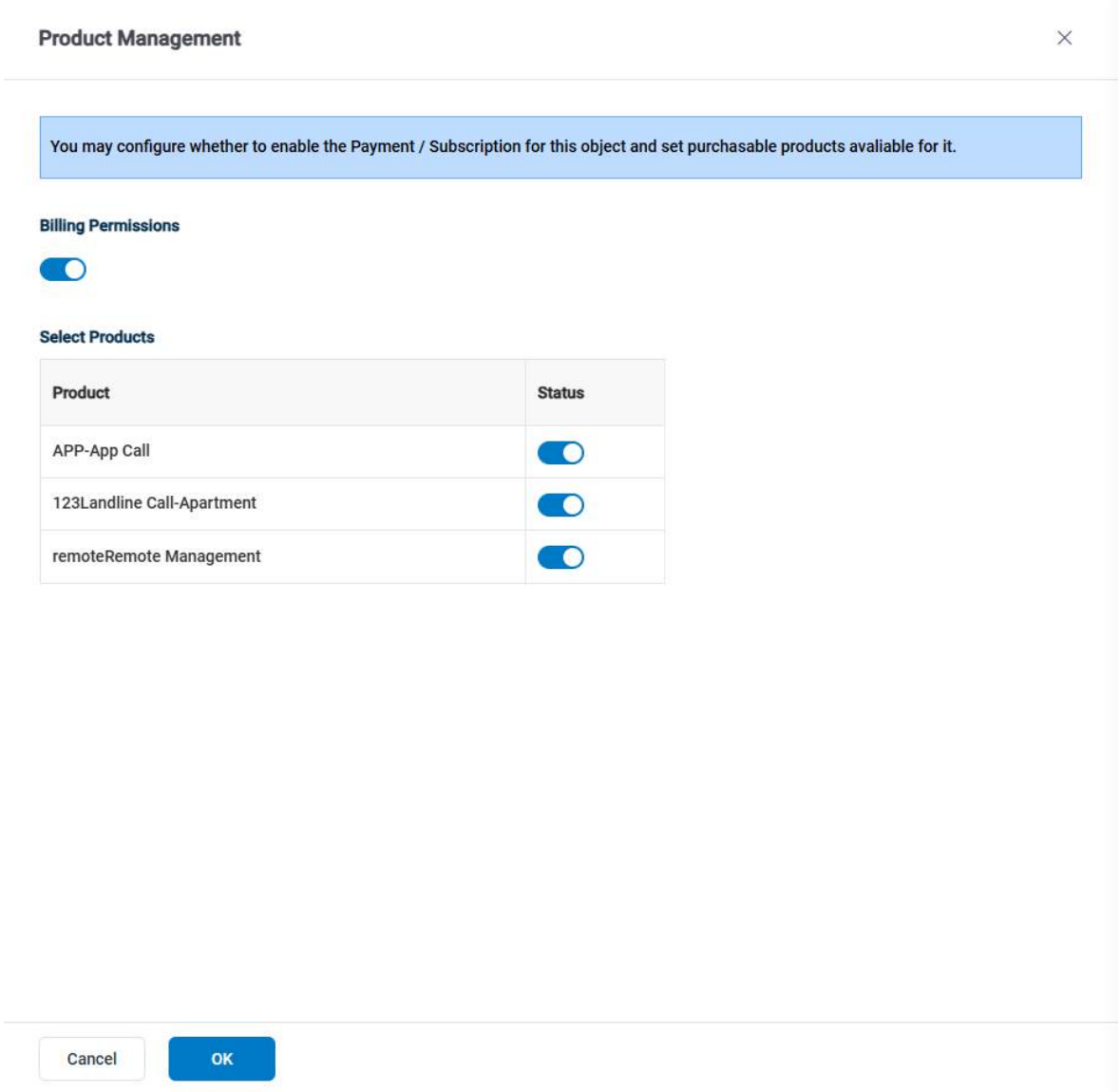


3. You can click the menu button to edit the Reseller/Installer information, resend the registration email, or delete the Reseller/Installer account.



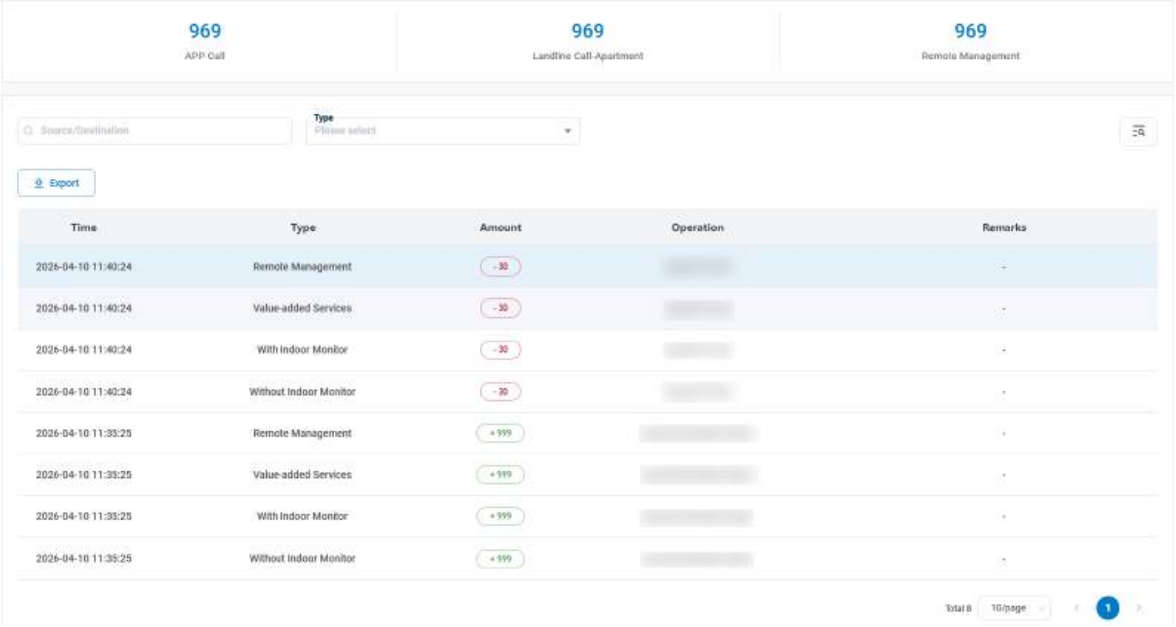
4. Click the Product Management icon to configure the billing permissions for

the Reseller/Installer. When this function is enabled, the Reseller/Installer can purchase the three types of licenses independently, with separate permissions to enable or disable the purchase of each license type.



4.4 License Log

You can check the number of licenses you have and the license log.



- **APP Call:**

  This license is required for all app-related calling features, including receiving calls from door stations and monitoring door stations through the app.

- **Landline Call-Apartment:**

  Calls are forwarded to the phone number configured by the resident.

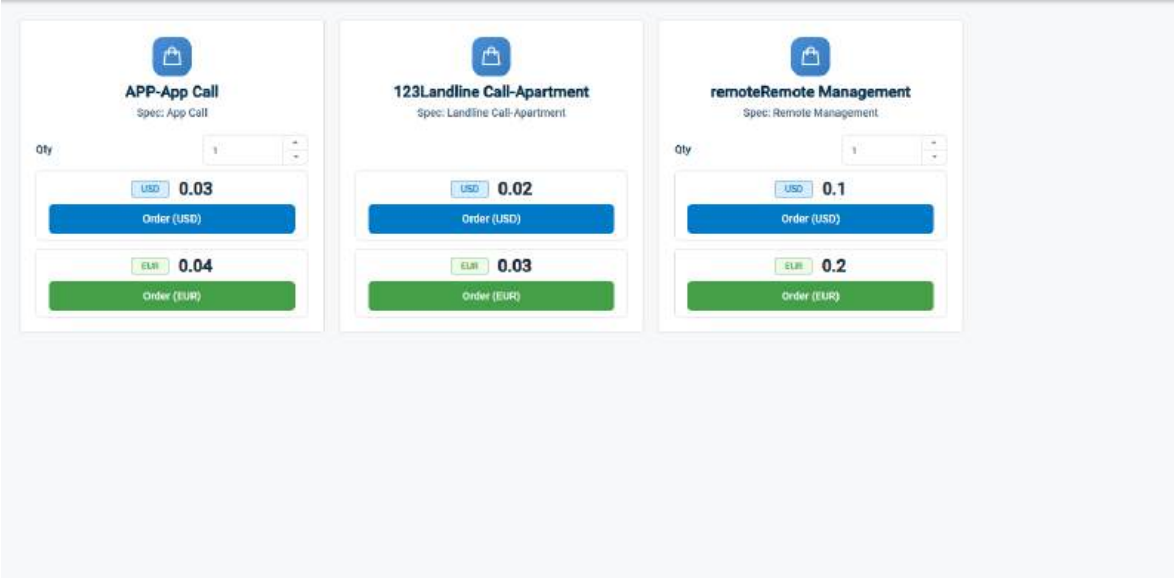
- **Remote Management:**

  Enables property managers to use the Smart Pro, ensuring they stay connected while on patrol. With this functionality, security personnel no longer need to worry about missing calls. This enhances communication and allows property managers to provide better services to residents.

4.5 Billing

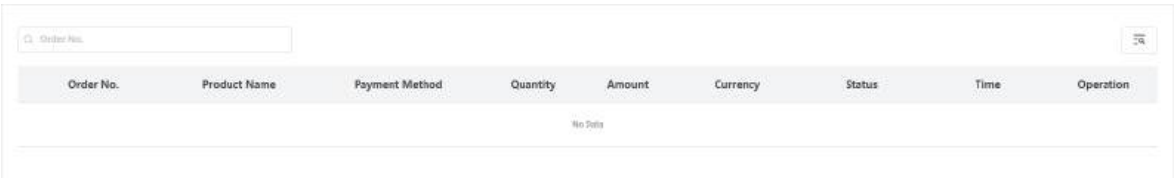
4.5.1 Marketplace

Disturber can purchase licenses on this page.



4.5.2 Order Log

All purchase records are displayed on this page.

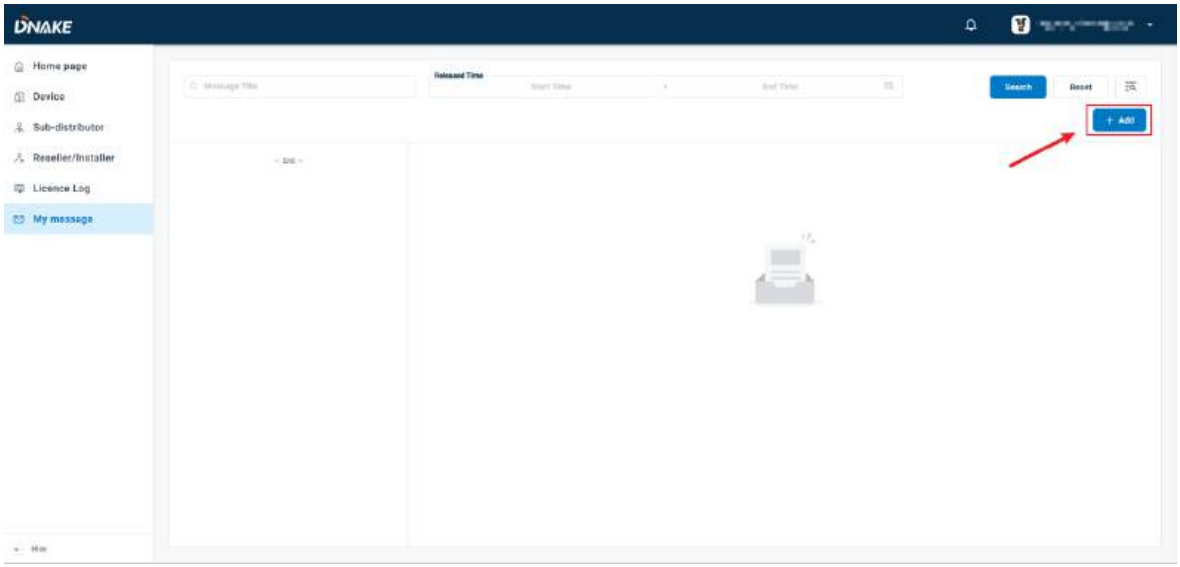


4.6 My message

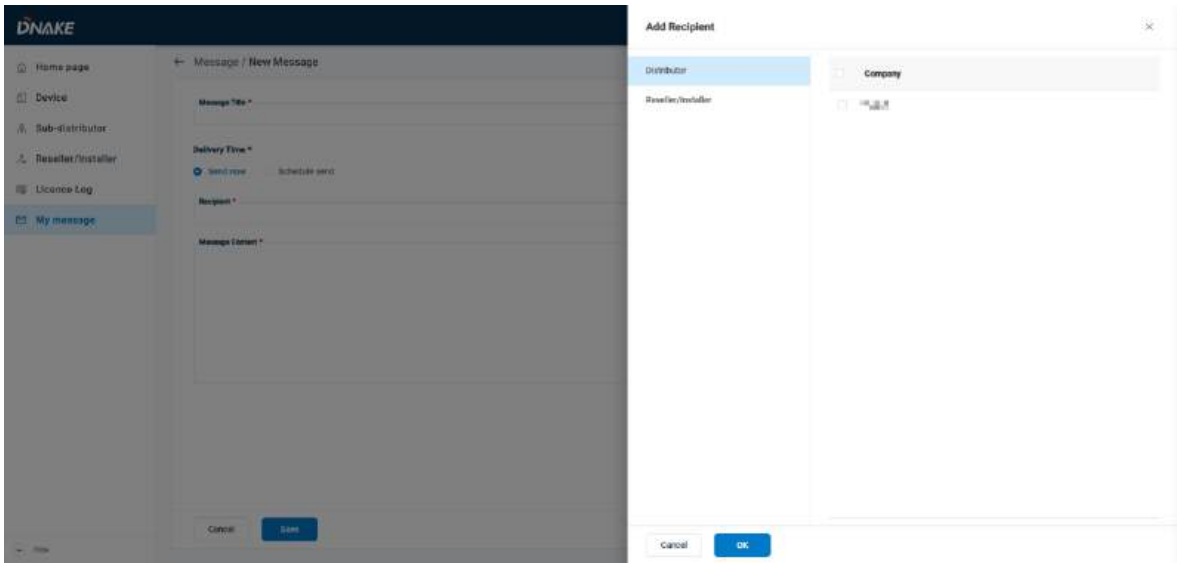
4.6.1 Send Messages to Reseller/Installer

Here are the steps to send messages to the reseller/installer

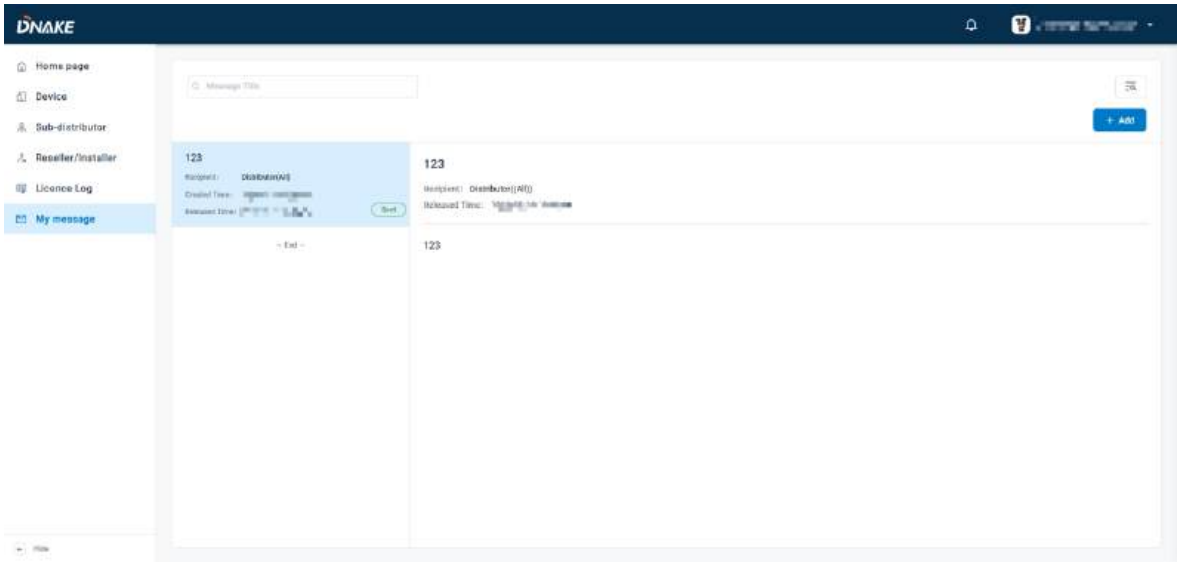
◆ Step 1: Go to the My message column and click Add to edit a message.



◆ Step 2: Fill in the message title and message content. Choose the recipient and the delivery time.



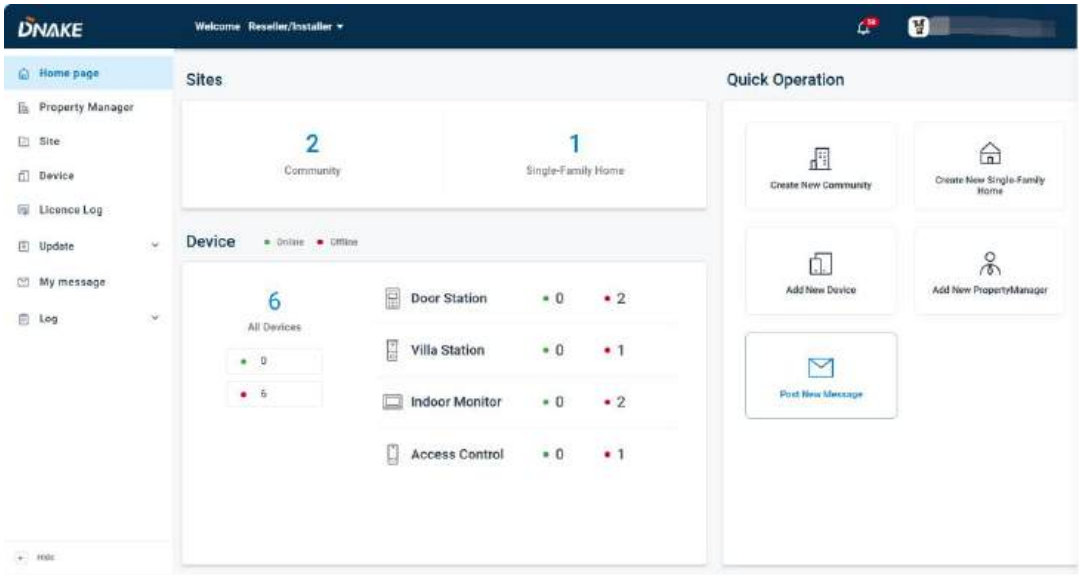
◆ Step 3: Click the message. You can check the message details.


DNAKE
Home page
Device
Sub-distributor
Reseller/Installer
Licence Log
My message
+ Add
123
123
123

5 Reseller/Installer

5.1 Home page

Here is the dashboard for tracking the number of sites and devices. Also, the quick operation to create a new community, a new single-family home, etc.

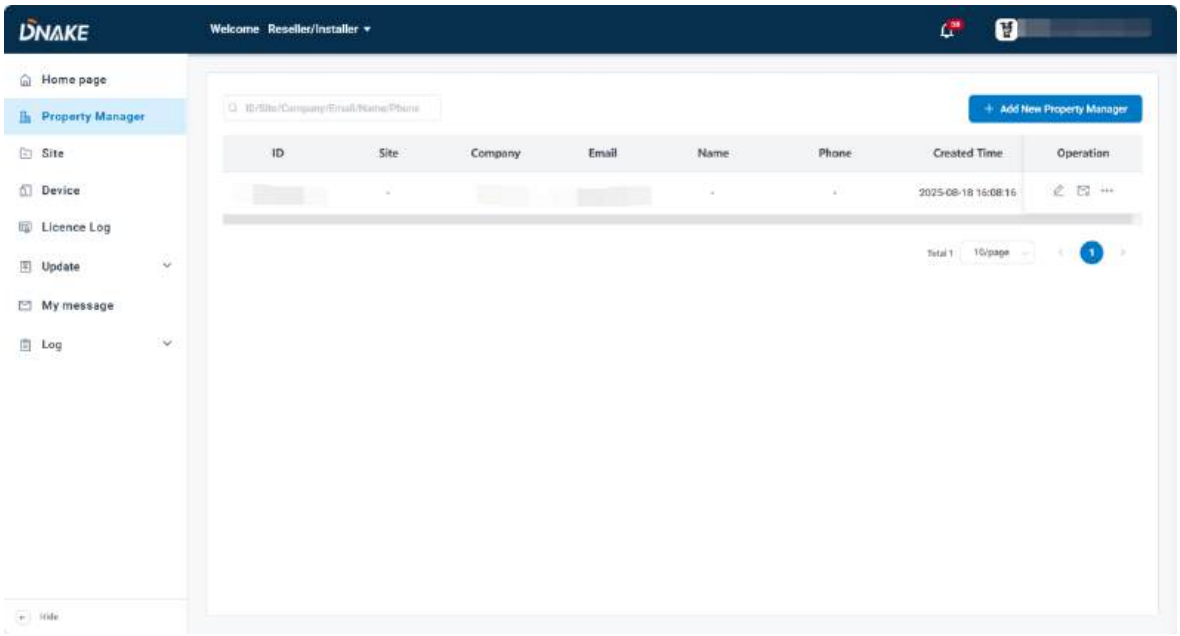


5.2 Property Manager

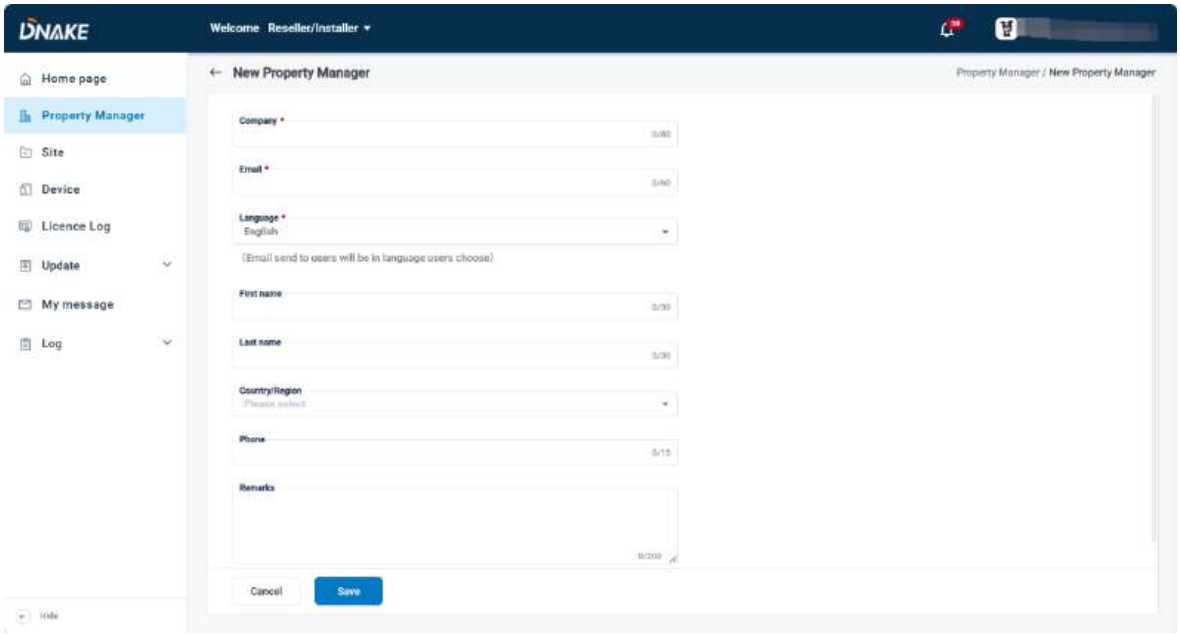
5.2.1 Add a Property Manager Account

Here are the steps to add a property manager account

- Step 1: Go to the Property Manager column and click Add to add a property manager account.

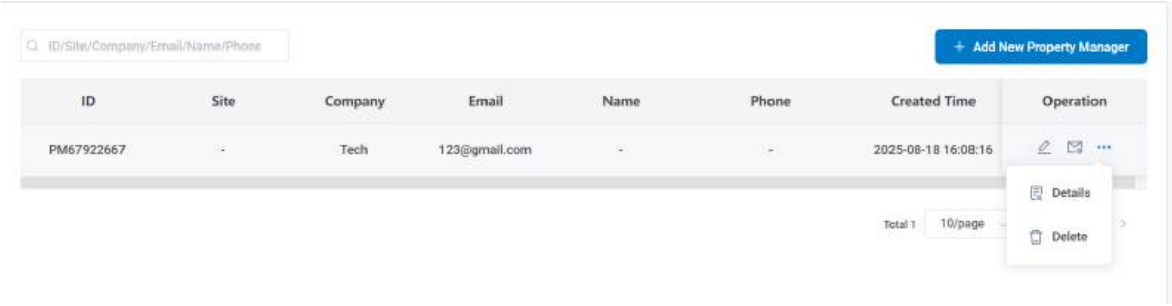


◆ Step 2: Fill in the property manager's information. Company name, Email and language are necessary. Please make sure the email is right because the email will be the property manager's account. And the password will be sent to this email address.



5.2.2 Manage Property Manager Account

After registering a property manager account, you can edit, delete, check it, and resend the registration email.

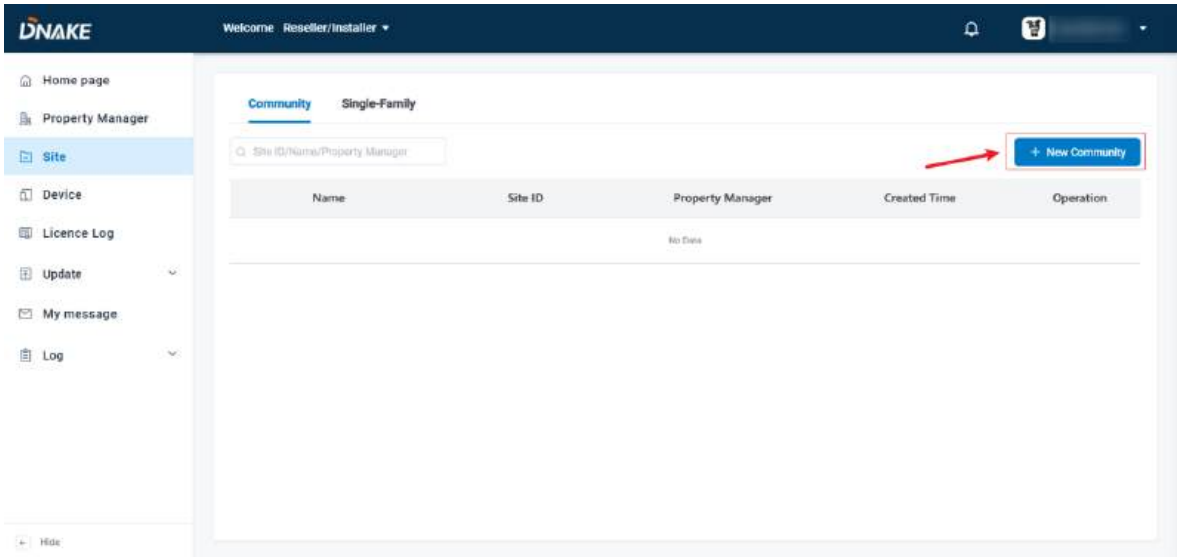


5.3 Site

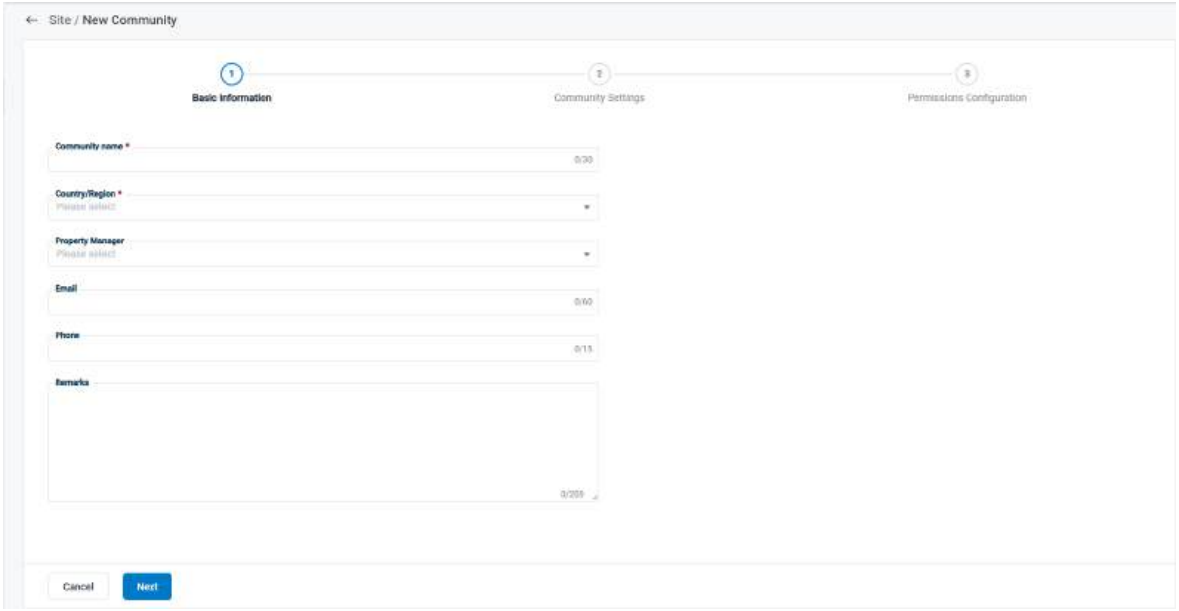
5.3.1 Add a Community

Here are the steps to add a community

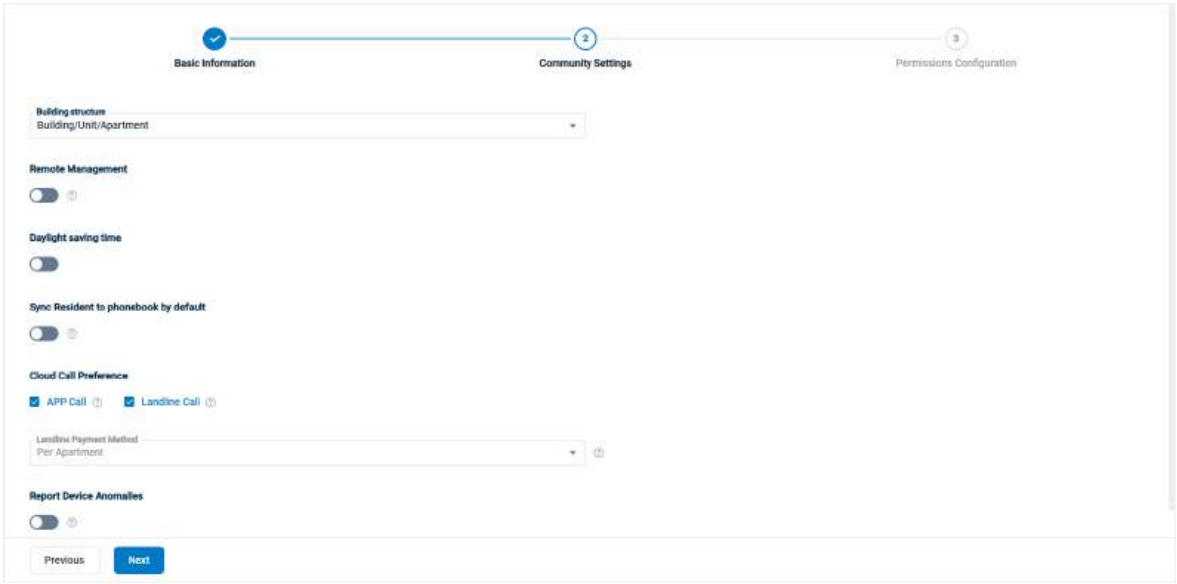
- Step 1: Go to the Site column and click New Community to add a new community.



- Step 2: Fill in community basic information. Community Name and Country/Region are necessary.



- Click Next to configure community settings.



Community Setting

In this section, you can configure the building structure of the community and enable or disable features such as Remote

Management, Daylight Saving Time, and automatic synchronization of residents' phonebooks by default.

1) **Building Structure:**

   Configure the building structure by selecting either the Building/Unit/Apartment structure or the Building/Apartment structure according to the community layout.

2) **Remote Management**

   Enable or disable Remote Management, which allows property managers to remotely manage the community through the Smart Pro app by logging in with an email account. A valid license is required to use this feature.

3) **Daylight Saving Time**

   Enable or disable daylight saving time function in Community.

   This function automatically enables Daylight Saving Time (DST) on devices that support it when they are registered to the community.

4) **Sync Resident to Phone by Default**

   Enable or disable sync resident to phonebook by default function.

   This function automatically adds residents to the Phonebook on the cloud platform when they are added to the community.

5) Cloud Call Preference

This function allows you to select how forwarded calls from the cloud platform are received, with App Call and Landline Call available.

App Call: Call are forwarded to the resident's mobile app

Landline Call: Calls are forwarded to the phone number configured by the resident.

6) Landline Payment Method

This option is available only when Landline Call is selected under Cloud Call Preference and is editable only when Landline Call is selected exclusively. The available options are Per Door and Per Apartment. If App Call is also selected, Landline Payment Method defaults to Per Apartment and cannot be edited.

Per Door: Each door station is billed separately. Once a door station's license expires, it can no longer initiate landline calls.

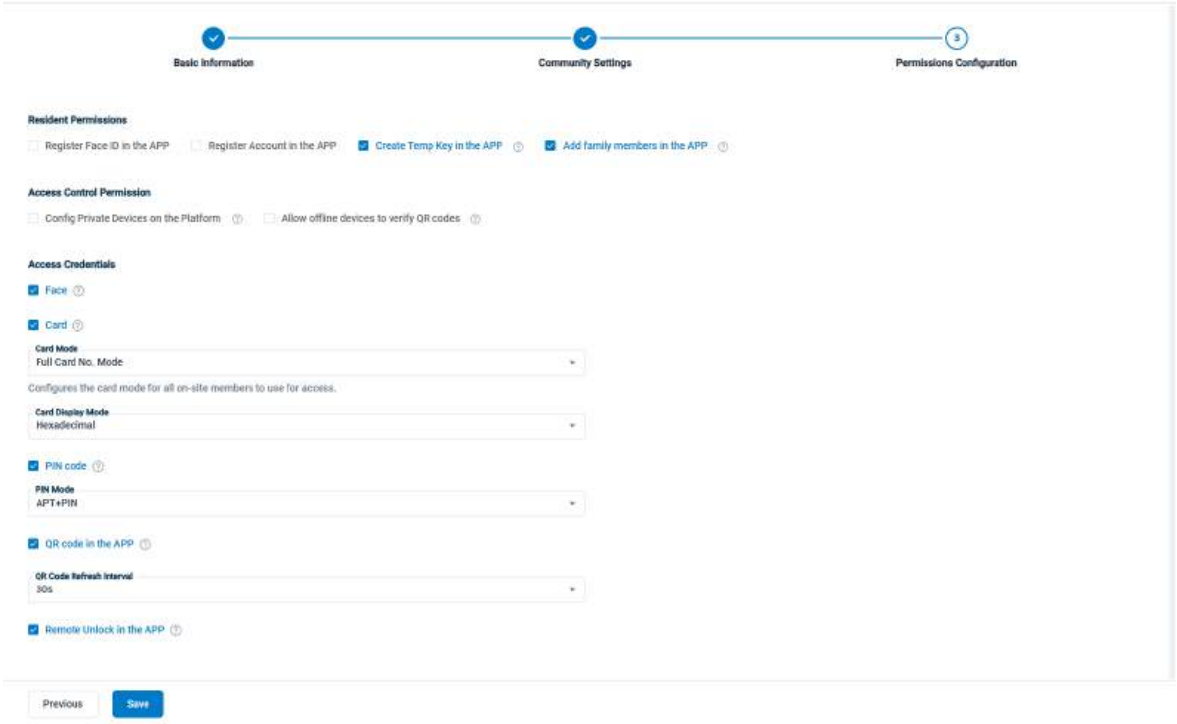
Per Apartment: Billing is based on each apartment. Once an apartment's license expires, its landline number can no longer receive calls from any door station.

7) Report Device Anomalies

Enable or disable report device anomalies function

This function sends device status notifications to the configured email address when an abnormality occurs on the device.

◆ After completing the community settings, click Next to proceed to Permissions Configuration



Permissions Configuration

This section allows you to configure residents' app settings, access control settings, and access permissions within the community.

1) Resident Permissions

This section allows you to configure residents' app permissions, including face registration, account registration, temporary key

creation, and family member addition in the app.

Residents Register Face ID: This function allows residents to upload their face data through the app.

Residents Register Account: This function allow resident to create an account in the APP.

Residents Create Temp Key: This function allow residents have the permission to create temp keys in the APP. If enabled, residents can create temp keys in the APP for visitor access.

Add Family Member in The APP: Residents have the permission to add family members in the APP.

2) Access Control Permission

In this section, you can manage Access Control Permissions, including Config Private Devices on the Platform and Allow Offline Devices to Verify QR Codes.

Config Private Devices on the Platform: Configure the property manager is allowed to manage Villa Station as an access control device. If enabled, the property manager will see the device when creating access control.

Allow Offline Devices to Verify QR Code

the QR code can still be used to unlock the device after it goes offline. If enabled, the QR code can still be used to unlock the device after it goes offline. Please note that if the device goes offline, a new unlock QR code cannot be created for this device.

3) Access Credentials

Face: Configure residents and person in the Community can use facial recognition for access verification.

Card: Configure residents and person in the Community can use card recognition for access verification.

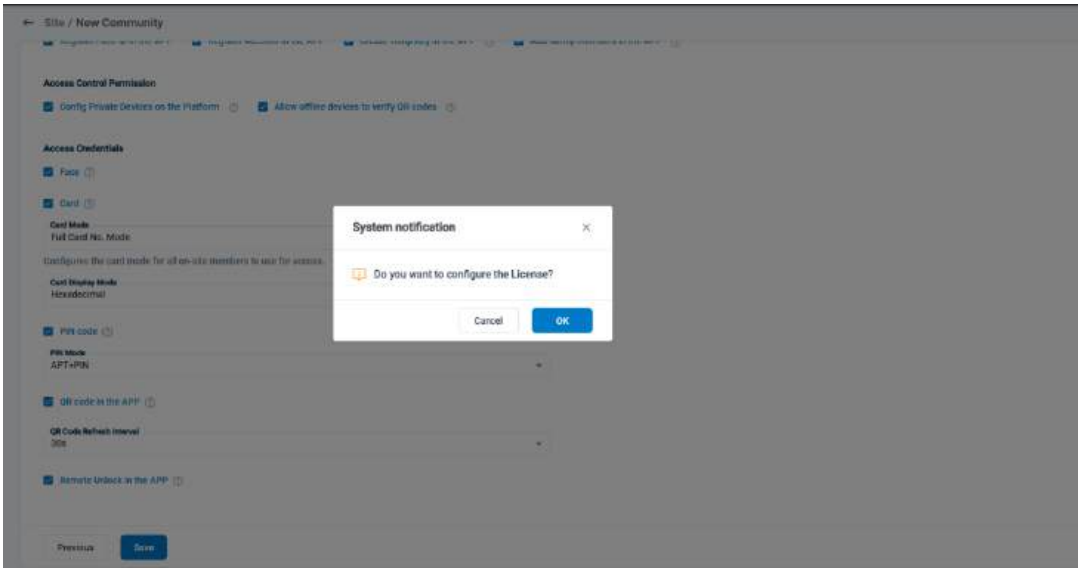
PIN Code: Configure residents and person in the Community can use PIN code for access verification and generate QR Code from PIN Code. Two PIN code modes are available: Apartment Number + PIN and Random PIN.

QR Code in The APP: Configure residents in the APP can use QR code for access verification. Configure the QR code refresh interval by selecting 30 seconds, 10 seconds, or 5 seconds.

Remote Unlock in The APP: Configure residents in APP can remotely unlock devices.

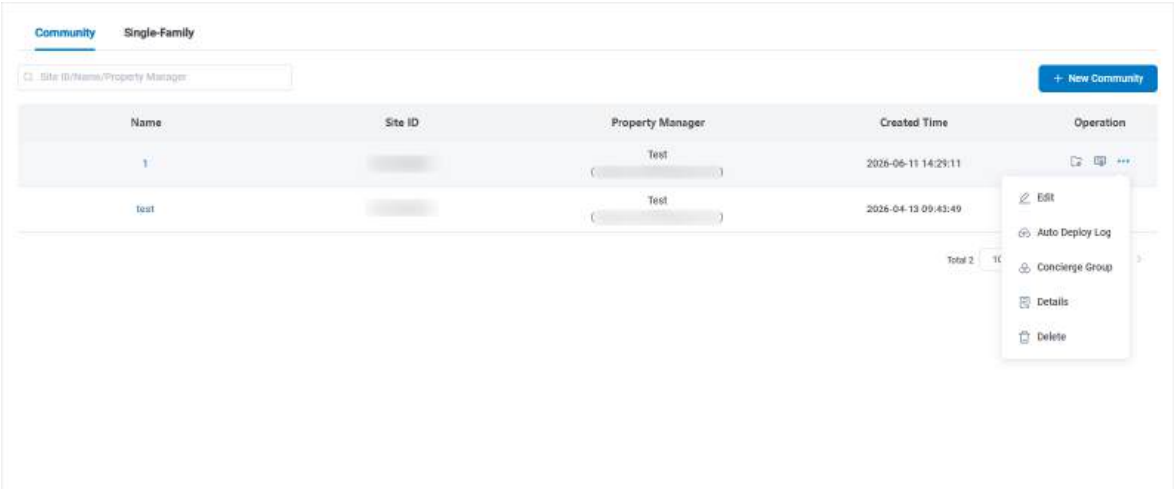
◆ After the community is created, a pop-up prompts: “Do you want to configure the License?” Click Confirm to go directly to the License

Management page for the project.



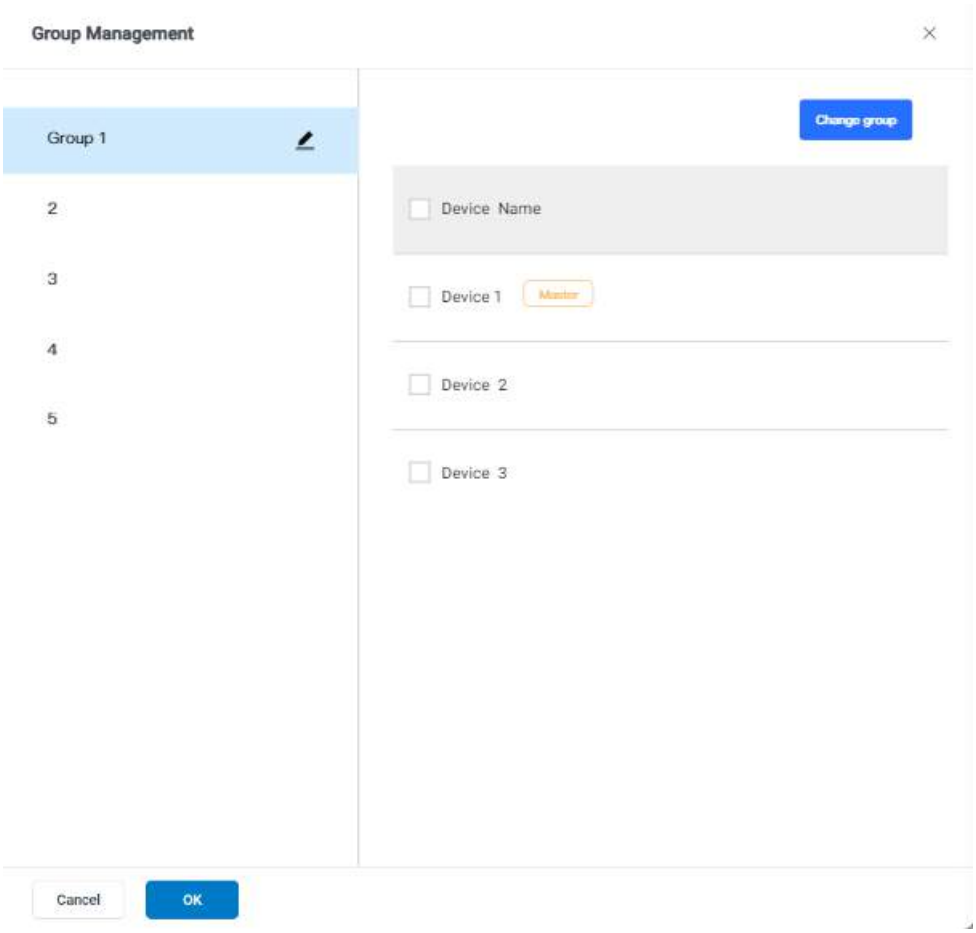
5.3.2 Manage Community

After creating a community, you can edit, delete, check it, and auto deploy log, or click the Site Management icon or the name of the community to jump to the Site Management page to manage devices, apartments, and residents of this community.

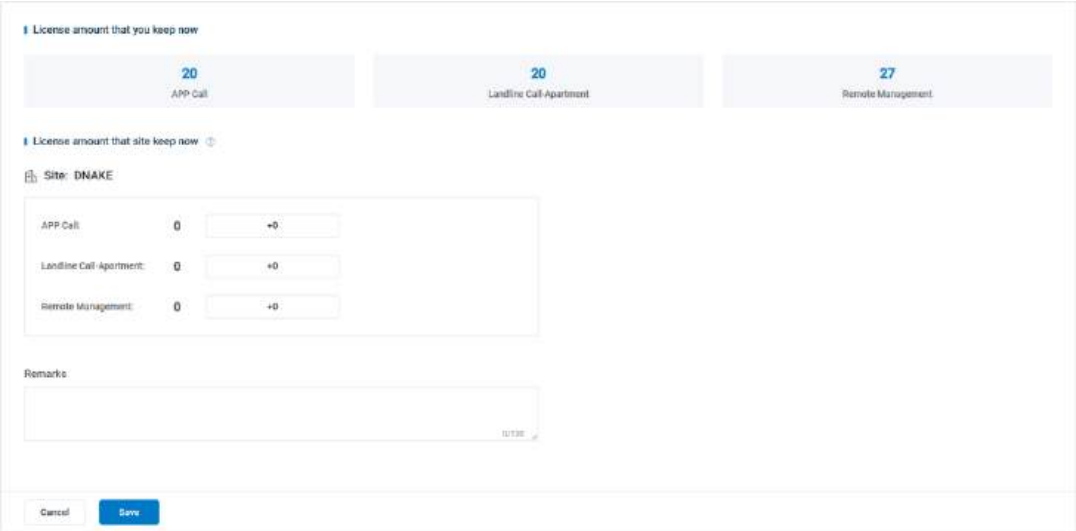


- **Concierge Group:**

In this section, you can group, rename, and assign Master Stations. After the configuration is successfully saved and synchronized, residents can select the desired Master Station to call from the Call Concierge page in the app.



5.3.3 License Management



1) License Amount that You Keep Now

Displays the number of licenses currently held by the Reseller/Installer account.

2) License Amount that Site Keep Now

This field indicates the license amount of every type that the company (sub-distributor/reseller/installer/property manager) holds now. You can distribute or retrieve some licenses by clicking the “+” or ”-“ button below.

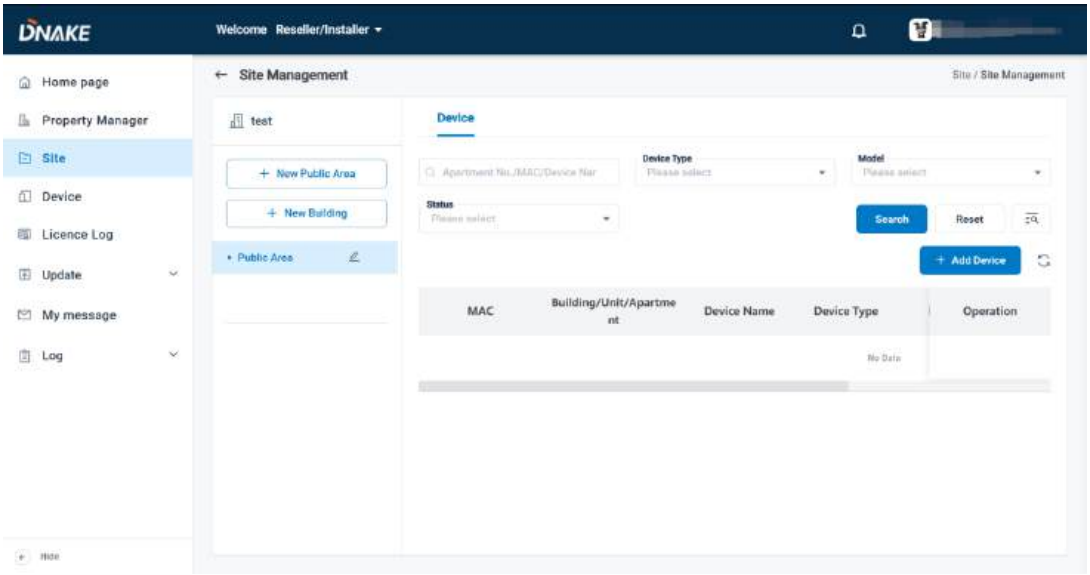
5.3.4 Building Management

Within the left - side Community classification module, users can add "New Building" to enter basic information of newly added buildings and "Public Areas" to manage shared space information, including the main entrance, laundry

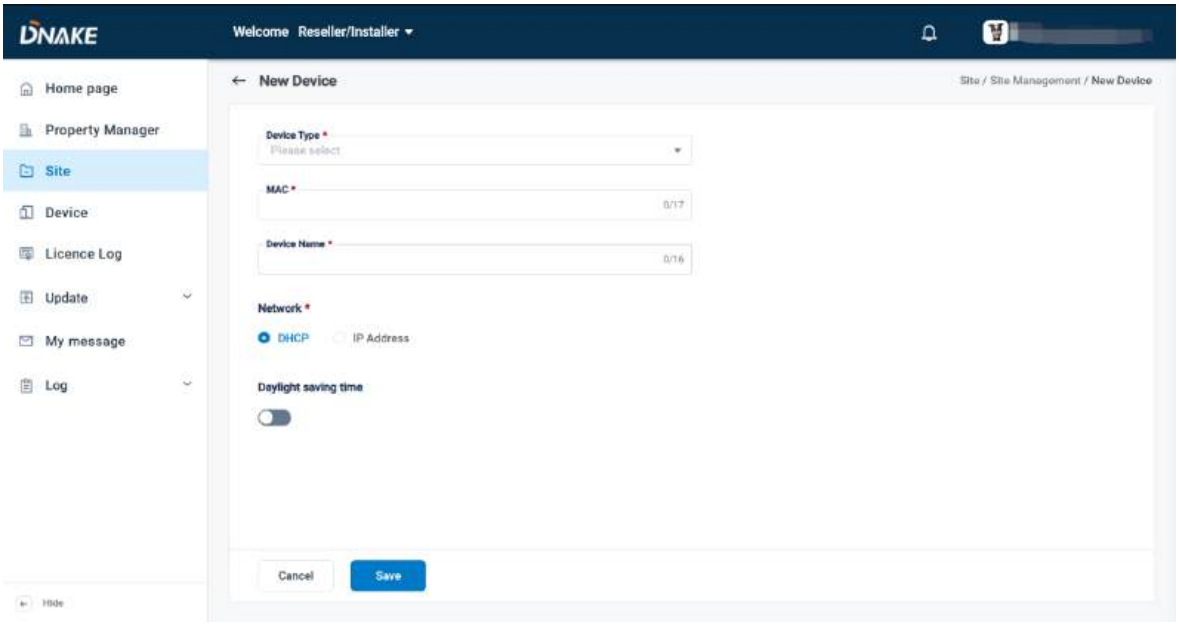
room, delivery room, and parking lot.

Here are the steps to create a community

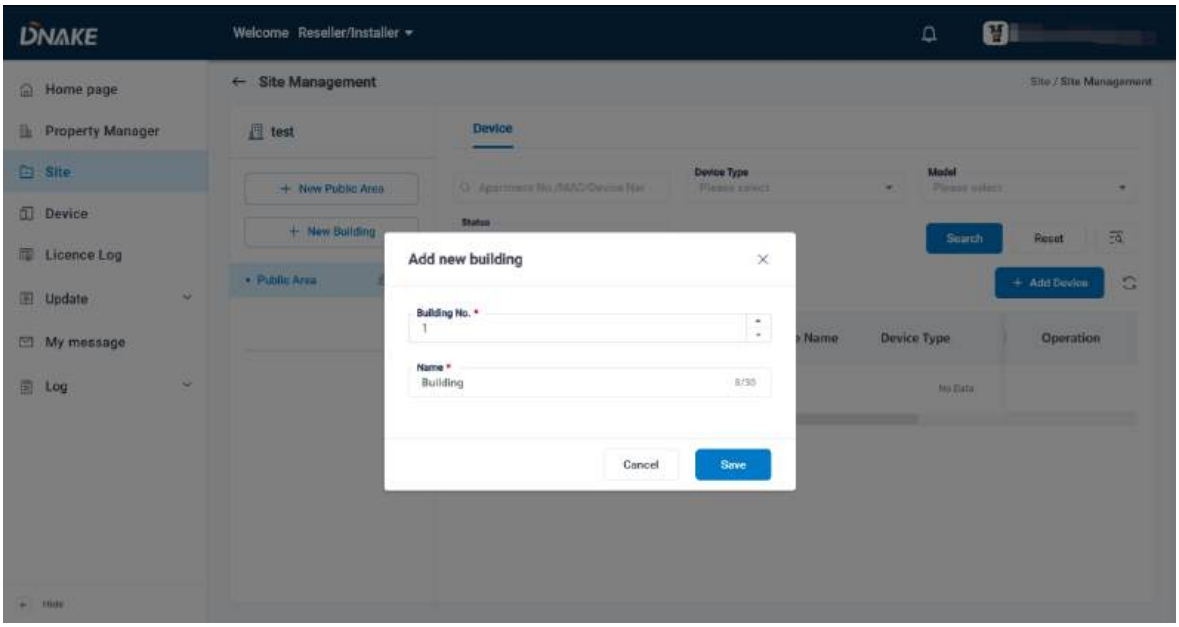
- Step 1: Click New Public Area to create a new public area or directly rename the existing public area. Then click the Public Area you've created to manage the devices inside.



- Step 2: Click Add Device, then select or fill in the device's basic information like device type, MAC address, and device name, etc. Then click save to finish it.



◆ Step 3: Go back to the site management page and click New building to add a new building. Then select the building number and fill in the building name.

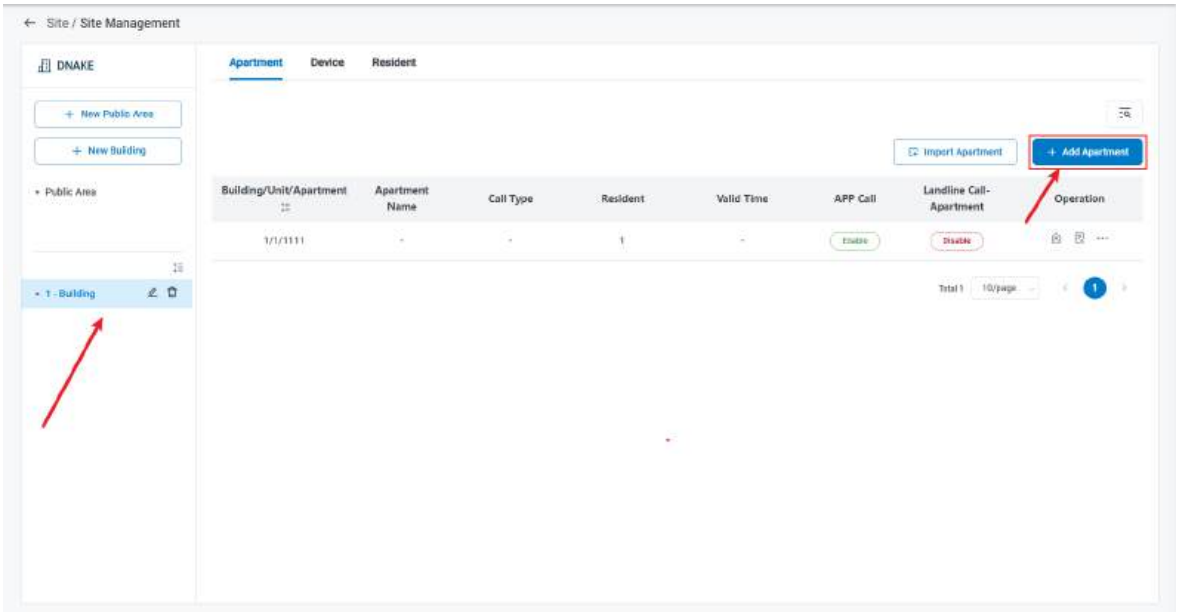


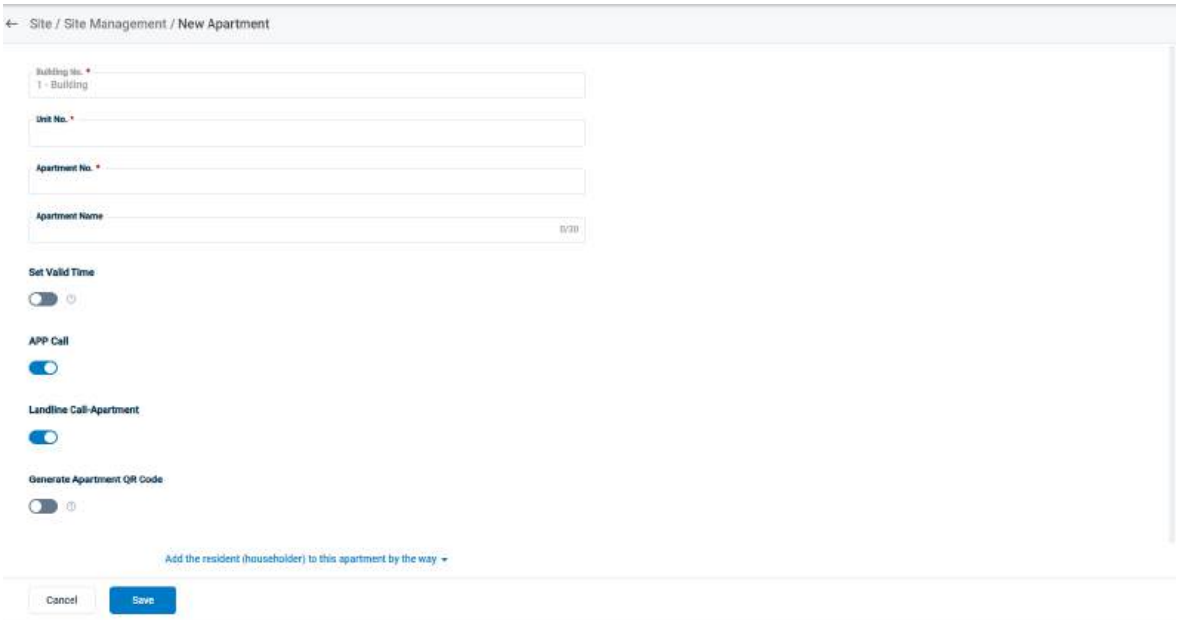
5.3.5 Add New Apartment

◆ Step 1: Click the building you've created and click Add Apartment to add a

new apartment. Apartment number is necessary when creating a new apartment.

◆ Step 2: You can select to add a new resident on the same page.





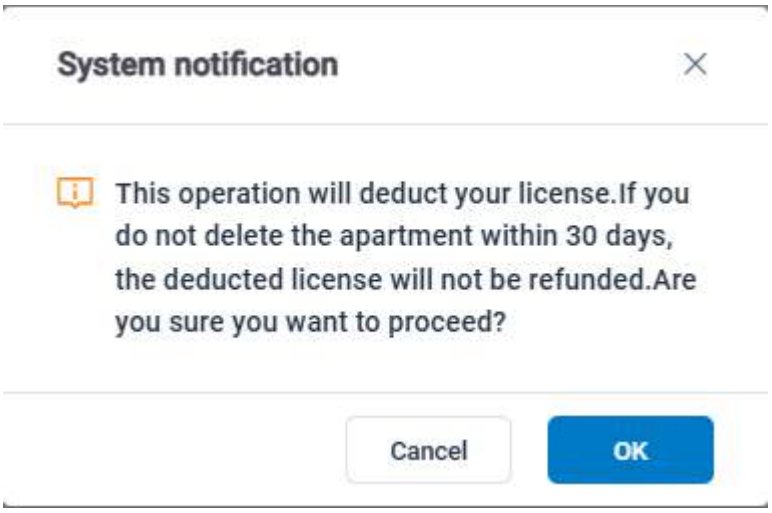
1) **Building No.:** Configure the building for the new apartment by selecting from the list of existing buildings.

2) **Unit No.:** Configure the Unit of the new apartment. This setting is not displayed if Building/Apartment is selected as the building structure when creating a community

3) **Apartment No.:** Configure the Apartment No.

4) **Set Valid Time:** Set the validity period for the apartment. Once the validity period expires, the account will be deactivated, and all credentials will be disabled for door unlocking.

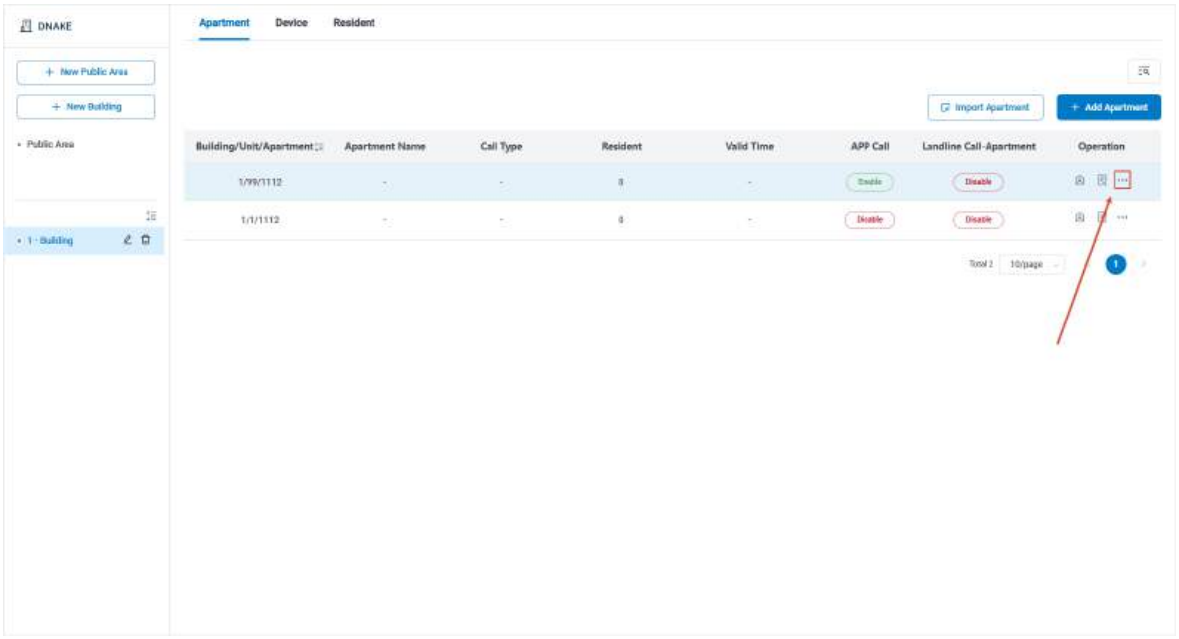
5) **APP Call:** Enabling this function will consume the corresponding license. Please read the pop-up message carefully.

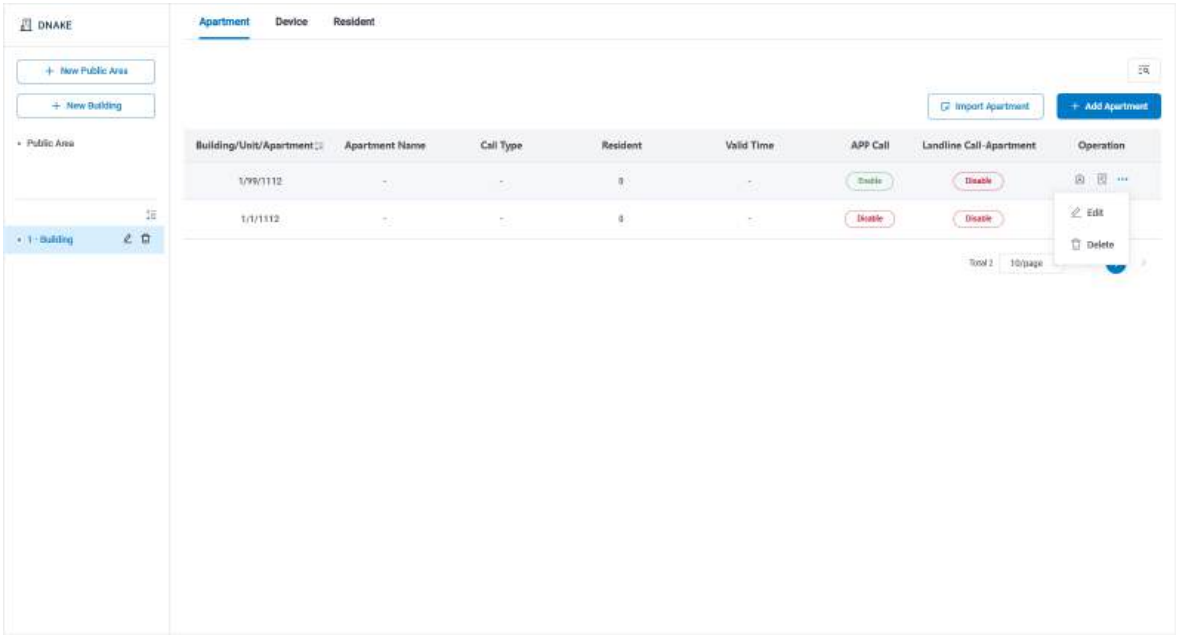


6) **Generate Apartment QR Code:** Enable or disable the room QR code. If enabled, residents can scan the QR code to register the APP account and link it to the apartment.

◆ Step 3: Click the ellipsis button on the left to edit the apartment.

Editing an apartment follows the same procedure as creating one. Up to 20 app accounts can be created for each apartment. However, for apartments with App Call enabled, a maximum of 8 video call endpoints is supported, including the total number of App Call accounts and indoor monitors. The remaining app accounts can only unlock doors.





Edit Apartment

Building No. *
1 - Building

Unit No. *
99

Apartment No. *
1112

Apartment Name
0/30

Set Valid Time

APP Call

Landline Call-Apartment

Generate Apartment QR Code

Device

Device Name	Call Permission	Unlock Permission
No Data		

Resident

Resident Name	APP Call Validity
No Data	

Country/Region

USA

1st Landline

+1 0/15

2nd Landline

+1 0/15

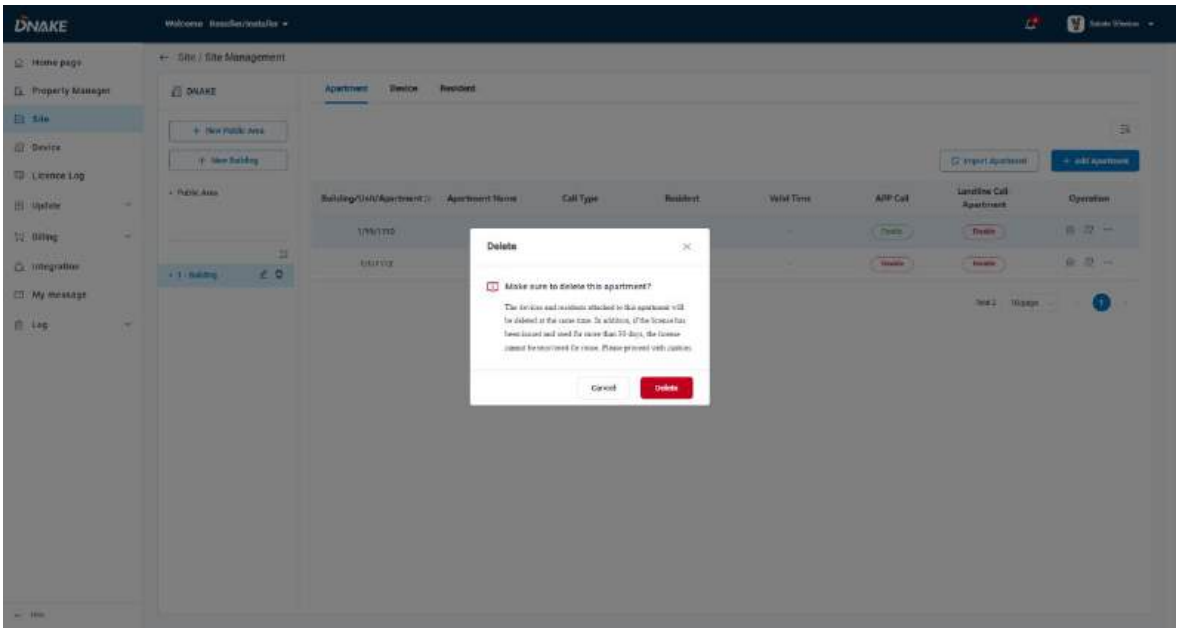
3rd Landline

+1 0/15

Cancel OK

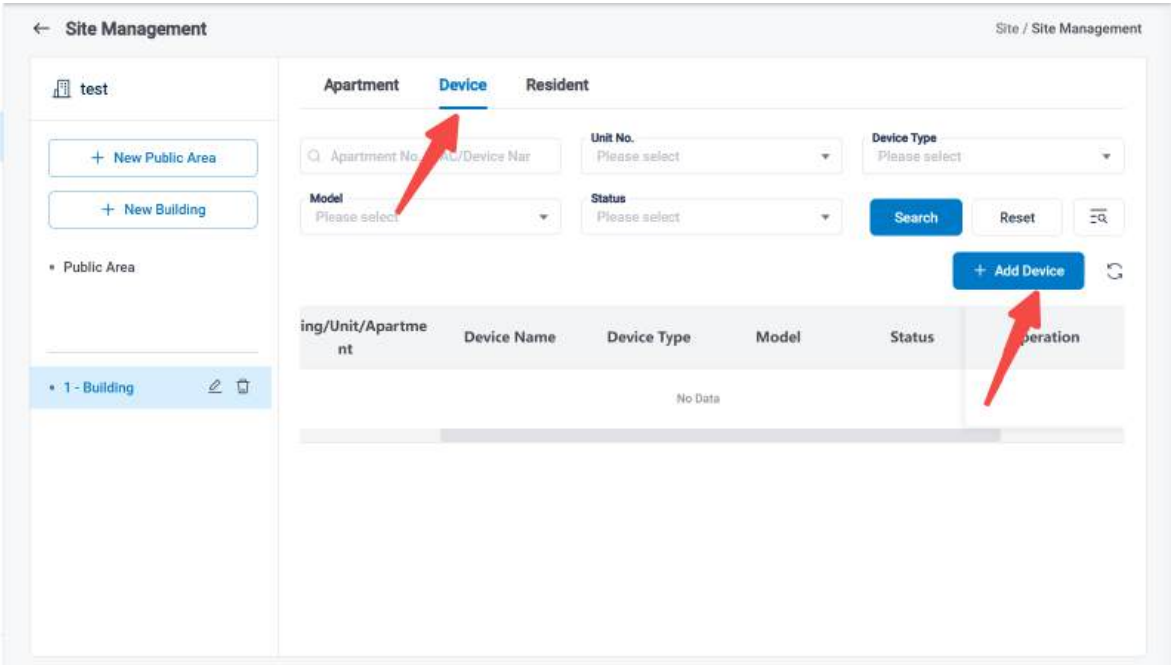
◆ Step 4: Click the ellipsis button on the left to delete the apartment.

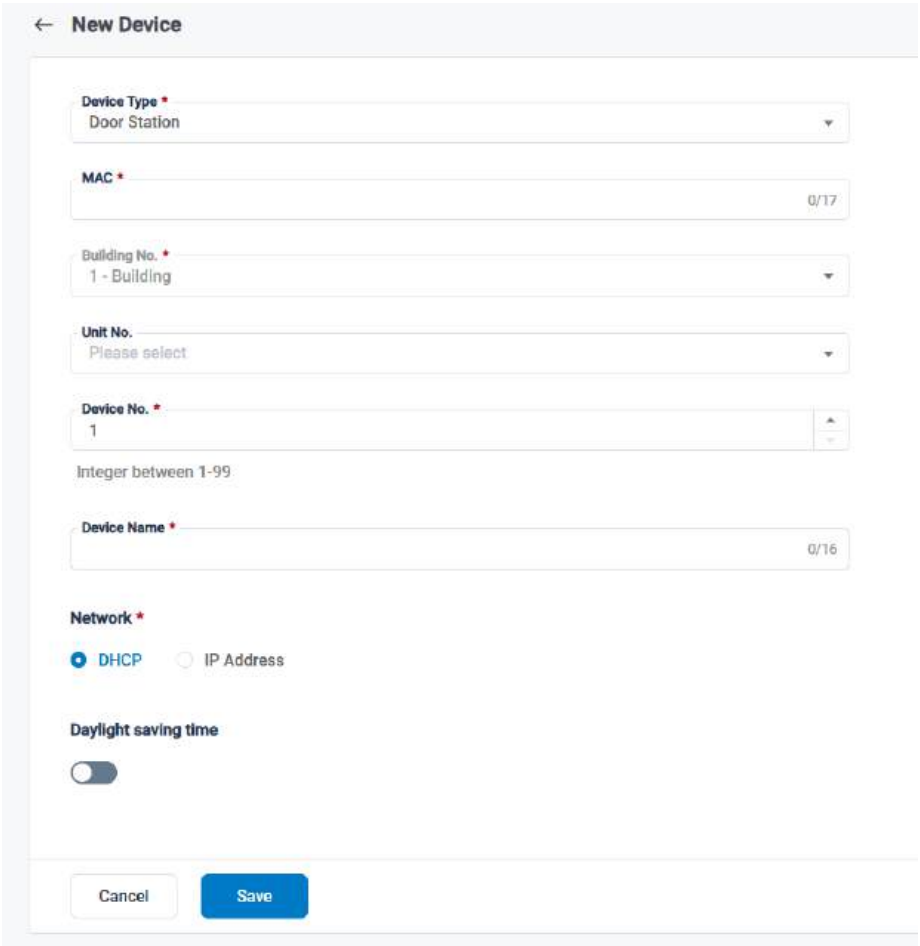
In Apartment, apartments can be edited or deleted. If an apartment with App Call enabled is deleted within 30 days of its creation, the allocated license can be returned to the project.



5.3.6 Device and Resident Management

◆ Step 1: Click Device, then Add Device to add a new device.

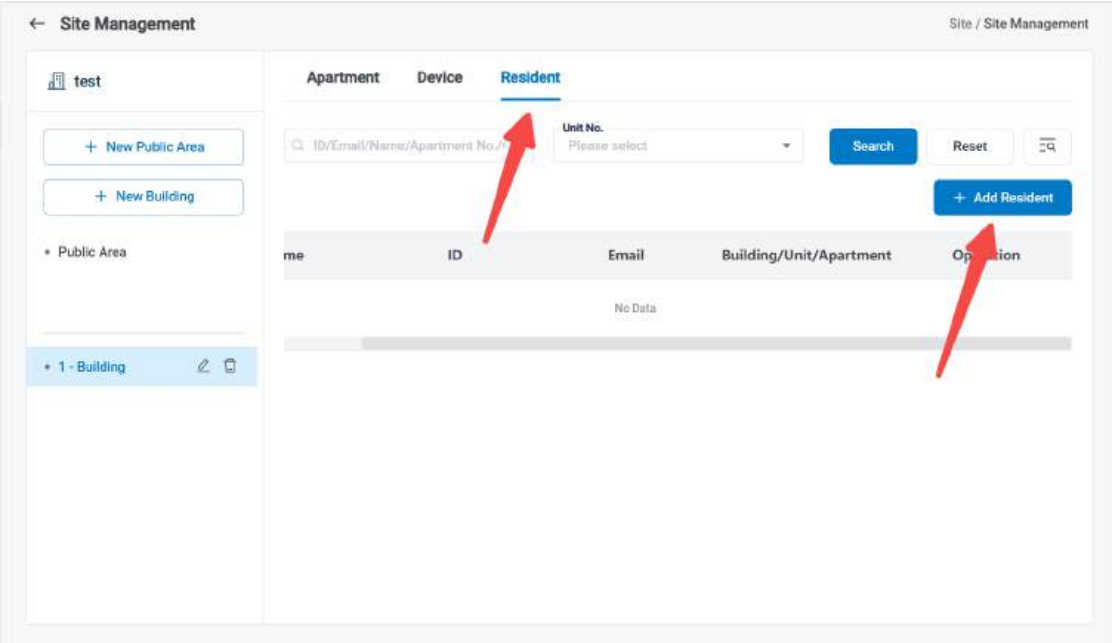




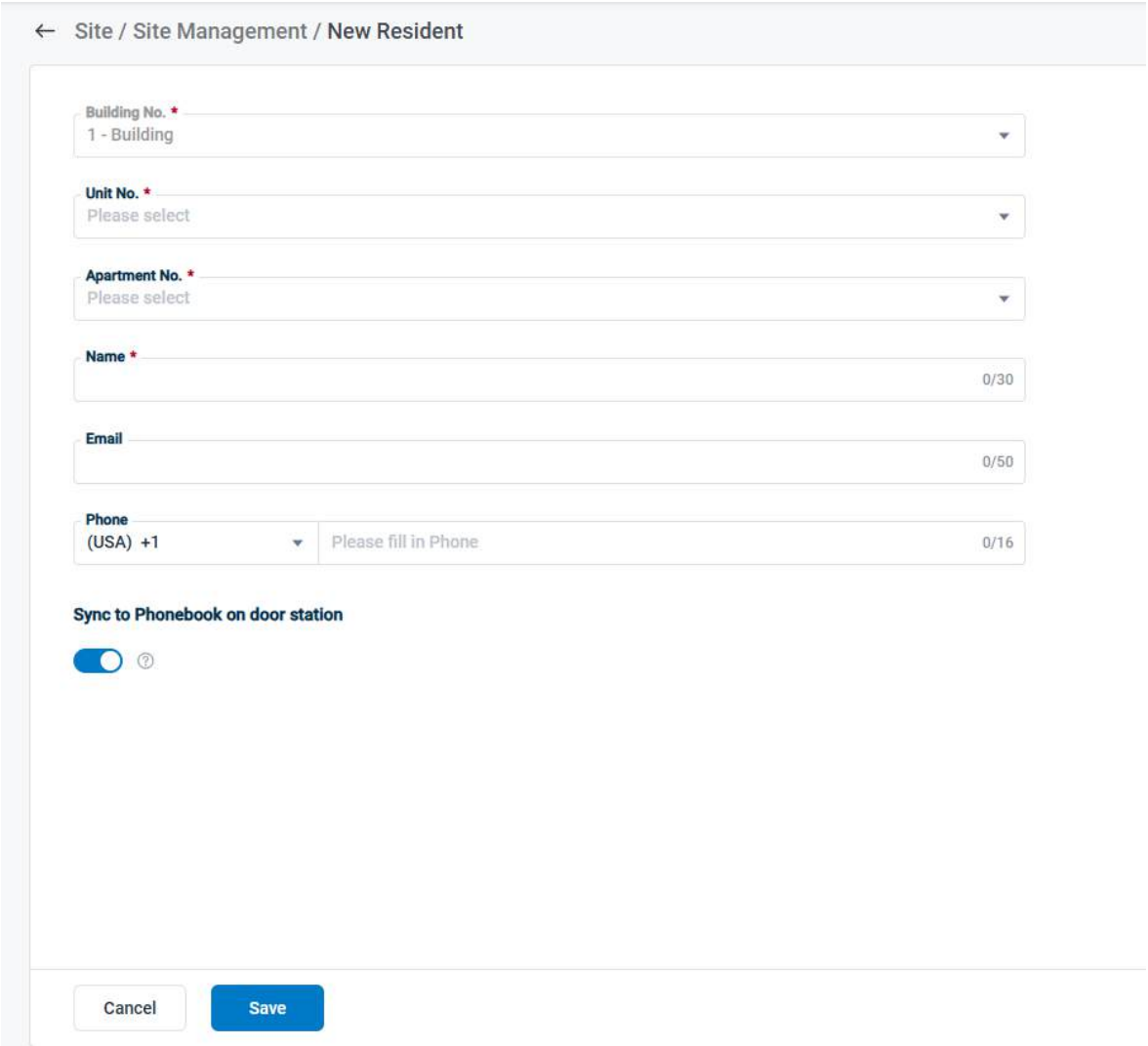
Noted: Indoor Monitor can receive calls via SIP Server

The indoor monitor support received the call via the local network and the SIP server. The benefit of the SIP Server is that the door station and indoor monitor support public network calling, allowing communication between devices even when they are not within the same local area network (LAN). Devices can operate across different networks, providing greater deployment options.

◆ Step 2: Click Resident, then Add Resident to add a new resident.



On this page, configure the resident's Building No., Unit No., Room No., Name, Email, Phone Number, and Language. You can also control whether the resident is allowed to use the mobile app, synchronize the phonebook to the door station, unlock doors using a QR code in the app, and create temporary access keys.



Noted: The cloud platform now supports using a single email account to join multiple households. The same account can act as the owner or a family member in up to 20 different households.

Additionally, a single email account can serve both as a household owner or member and as a community property manager at the same time.



5.3.7 QR Code for Tenant Self-Registration

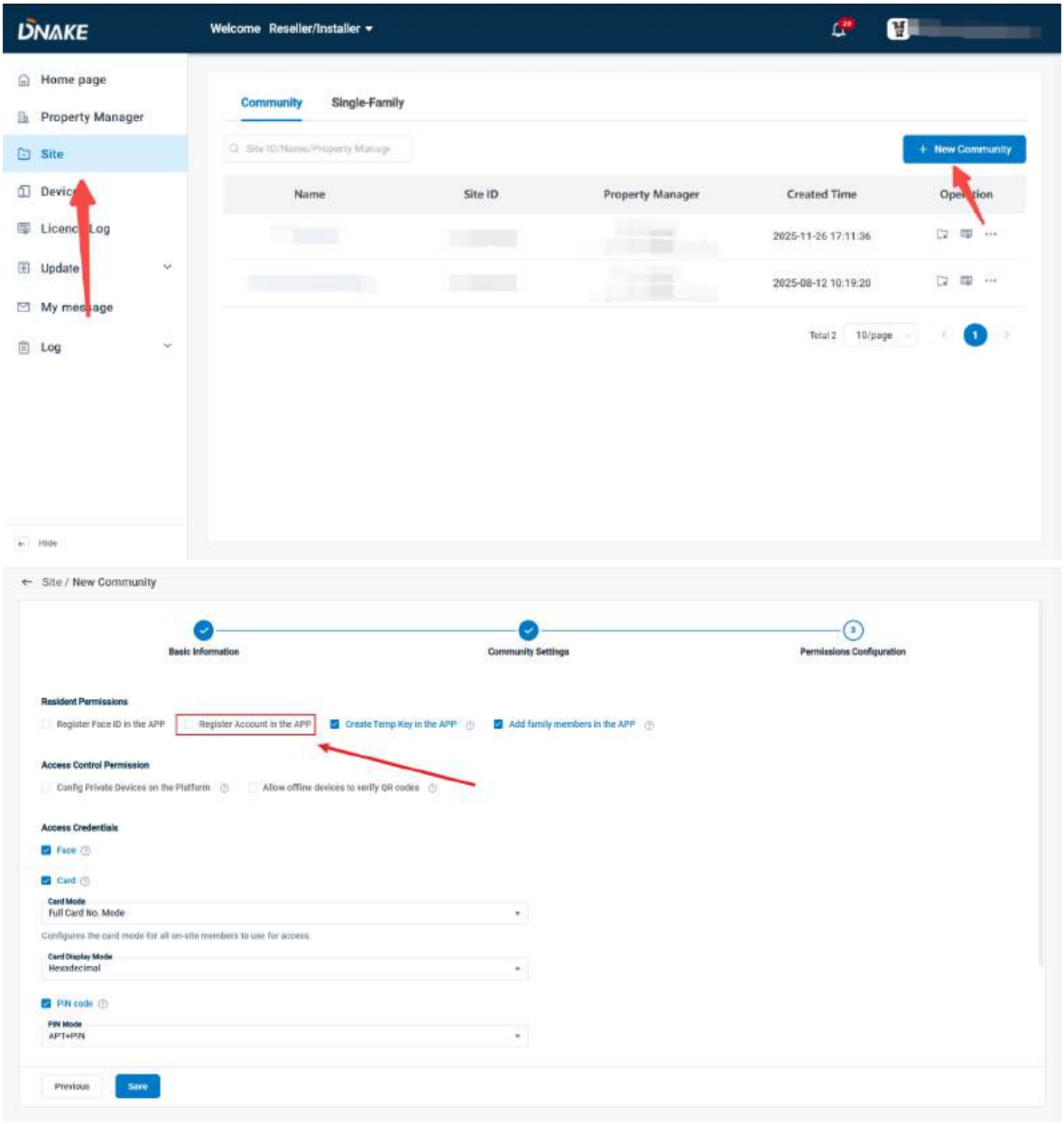
The system supports generating a unique QR code for each tenant. By simply scanning the QR code, tenants can independently complete the APP registration, bind their resident information, and associate with the devices—without requiring the property manager to manually enter email addresses or create accounts.

1. Here are the steps to generate a QR code for tenant self-registration

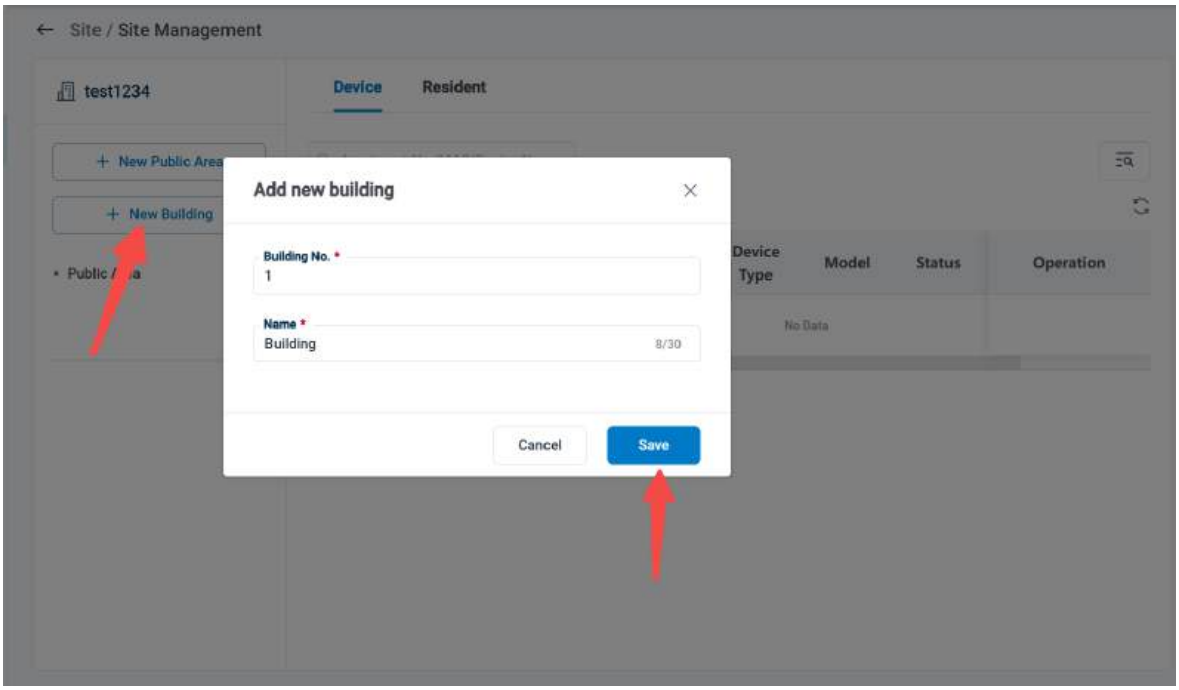
◆ Step 1: Go to the site and create a community. Fill in the necessary

information, including name and country/region. Enter the permission configuration page to enable Register Account in the APP.

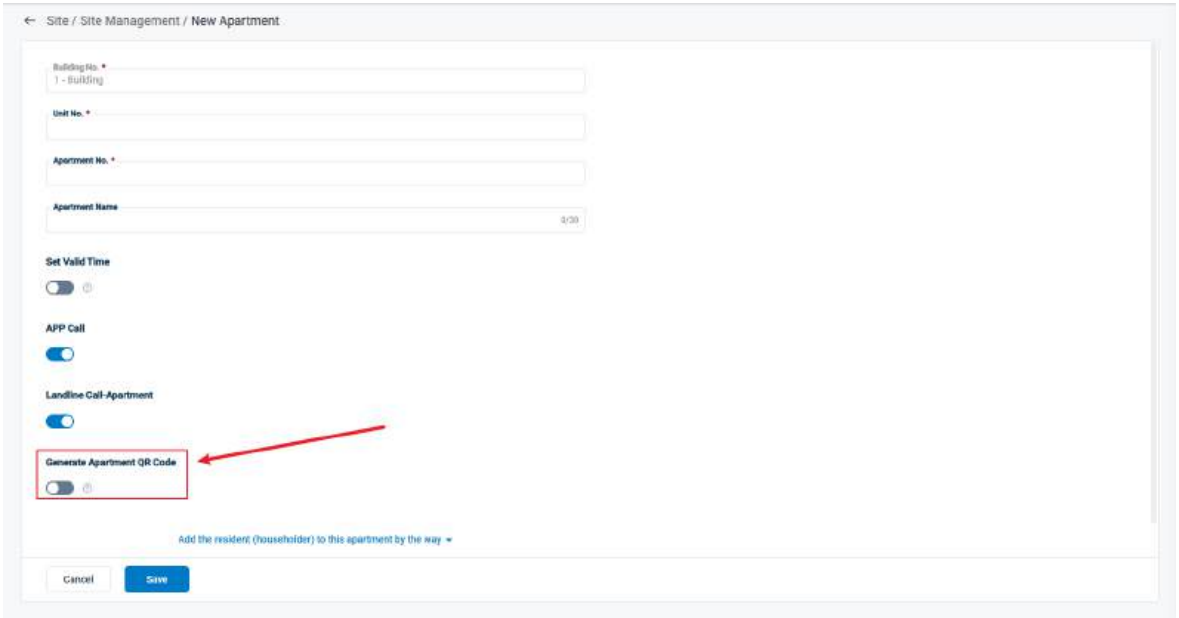
r



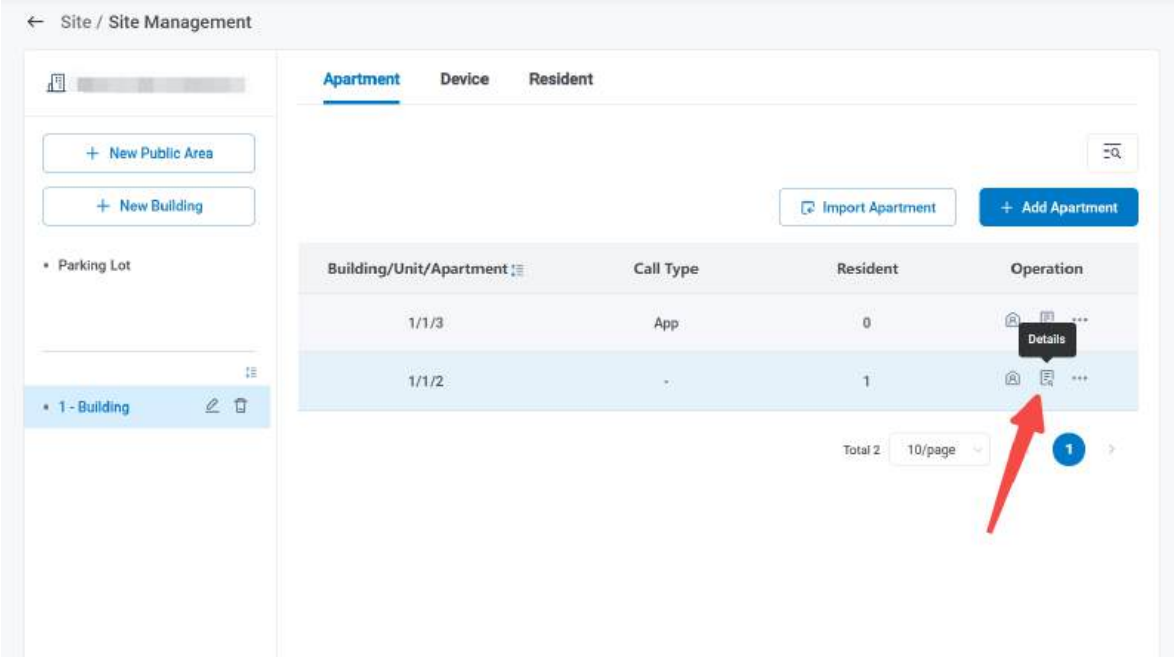
◆ Step 2: Go to the site created and create a new building.

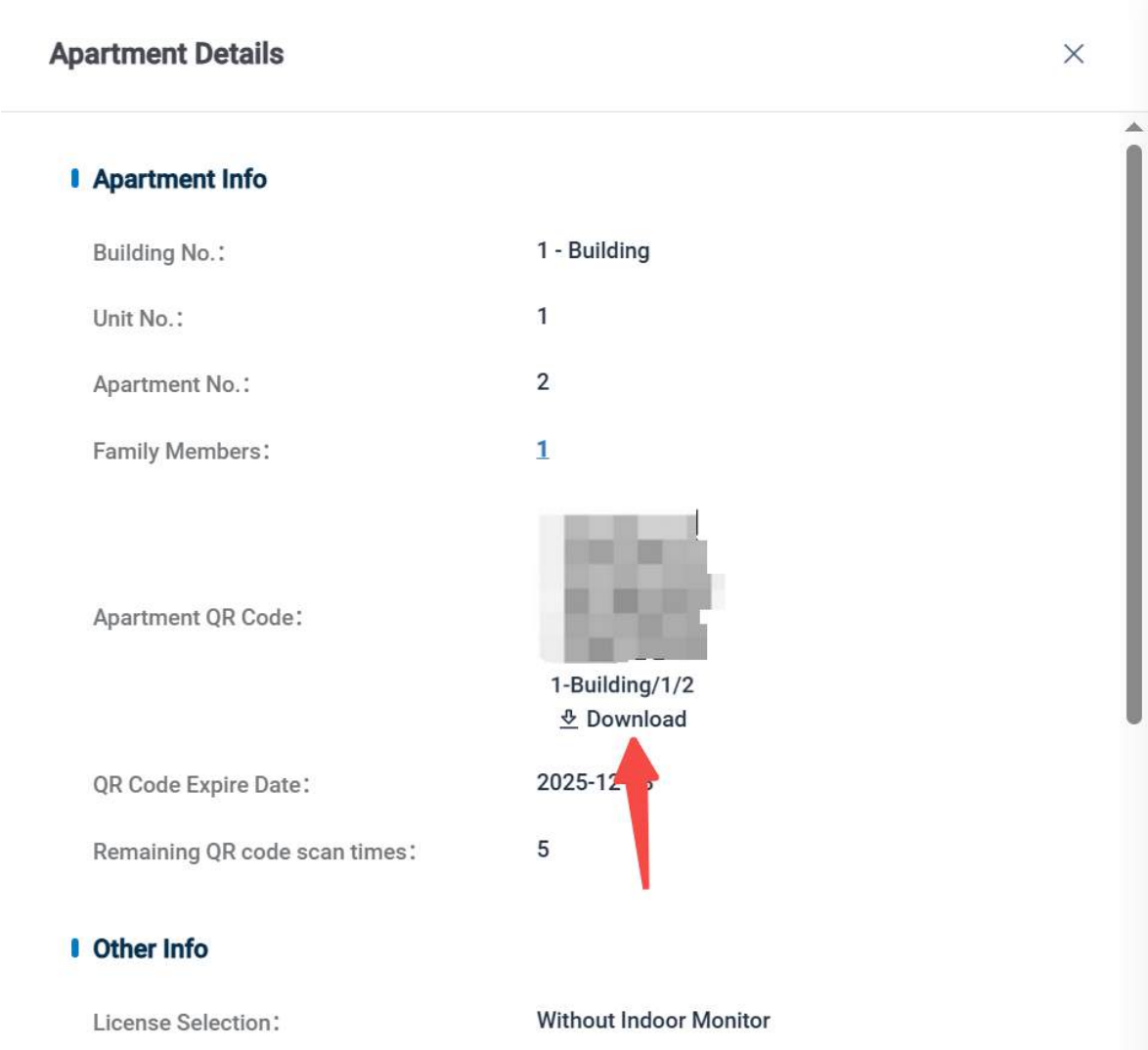


◆ Step 3: Select the building created and create a new apartment. Enable generate apartment QR code and set the scan times.



◆ Step 4: Click on the details of the dedicated apartment, and the QR code will be shown. It's allowed to download the QR code.


Site / Site Management
Apartment
Device
Resident
+ New Public Area
+ New Building
Parking Lot
1 - Building
Import Apartment
+ Add Apartment
Building/Unit/Apartment
Call Type
Resident
Operation
1/1/3
App
0
1/1/2
-
1
Details
Total 2
10/page
1


Apartment Details
Apartment Info
Building No.: 1 - Building
Unit No.: 1
Apartment No.: 2
Family Members: 1
Apartment QR Code:
1-Building/1/2
Download
QR Code Expire Date: 2025-12
Remaining QR code scan times: 5
Other Info
License Selection: Without Indoor Monitor

Noted:

1. When toggling the **Generate Apartment QR Code** option, a new QR code will be generated each time it is enabled.

a. When the option is disabled, the previous QR code will immediately expire, the QR code display on the Apartment page will be hidden, and a toast message will appear: *"The Apartment QR code has expired."*

2. When scanning the QR code in the app, the system should check the current QR code status and provide corresponding feedback.

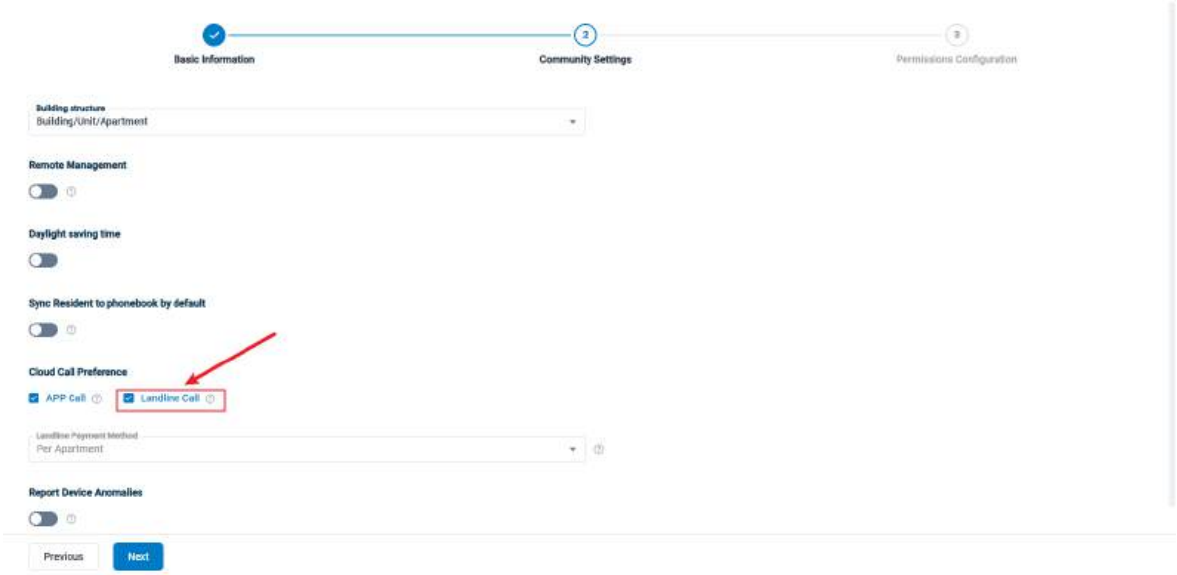
a. If the scan is successful, the interaction remains unchanged.

b. If the scan fails, a pop-up message will appear: *"The Apartment QR code has expired."*

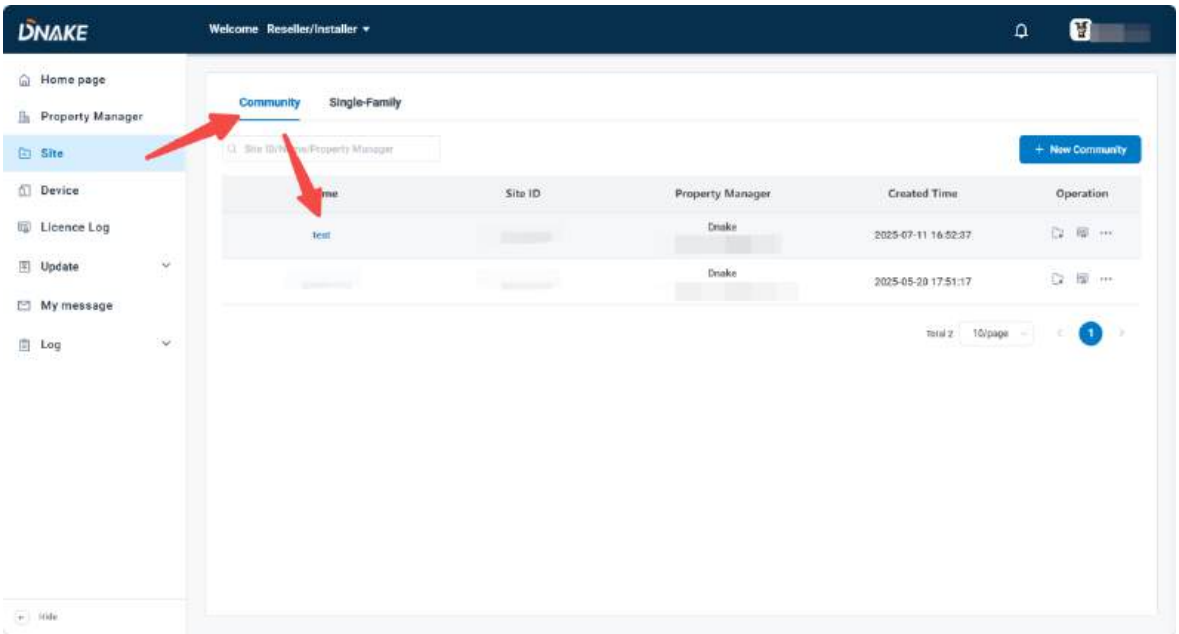
5.3.8 Landline

Here are the steps to enable the landline feature

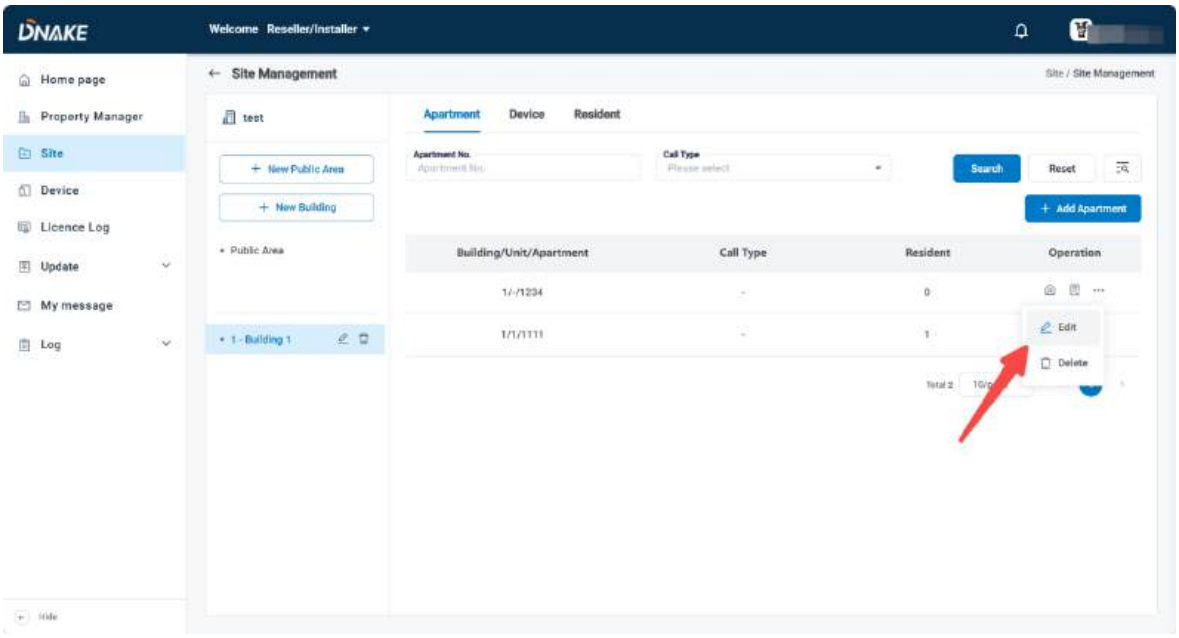
- Step 1: When creating a community, select Landline Call under Cloud Call Preference on the Community Setting page.



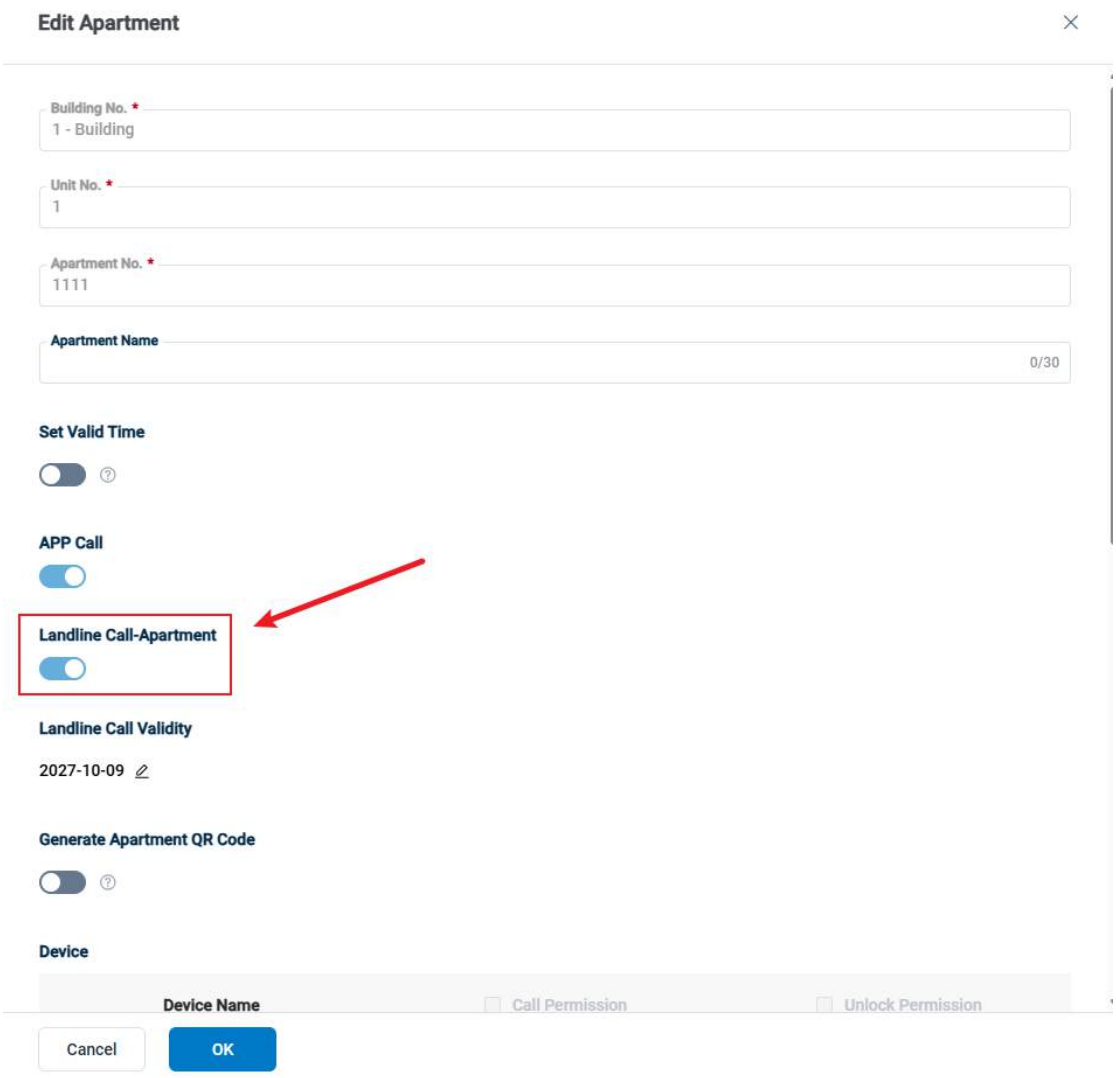
◆ Step 2: Navigate to Site, click Community, select the desired community, then choose the corresponding building to check the apartments.

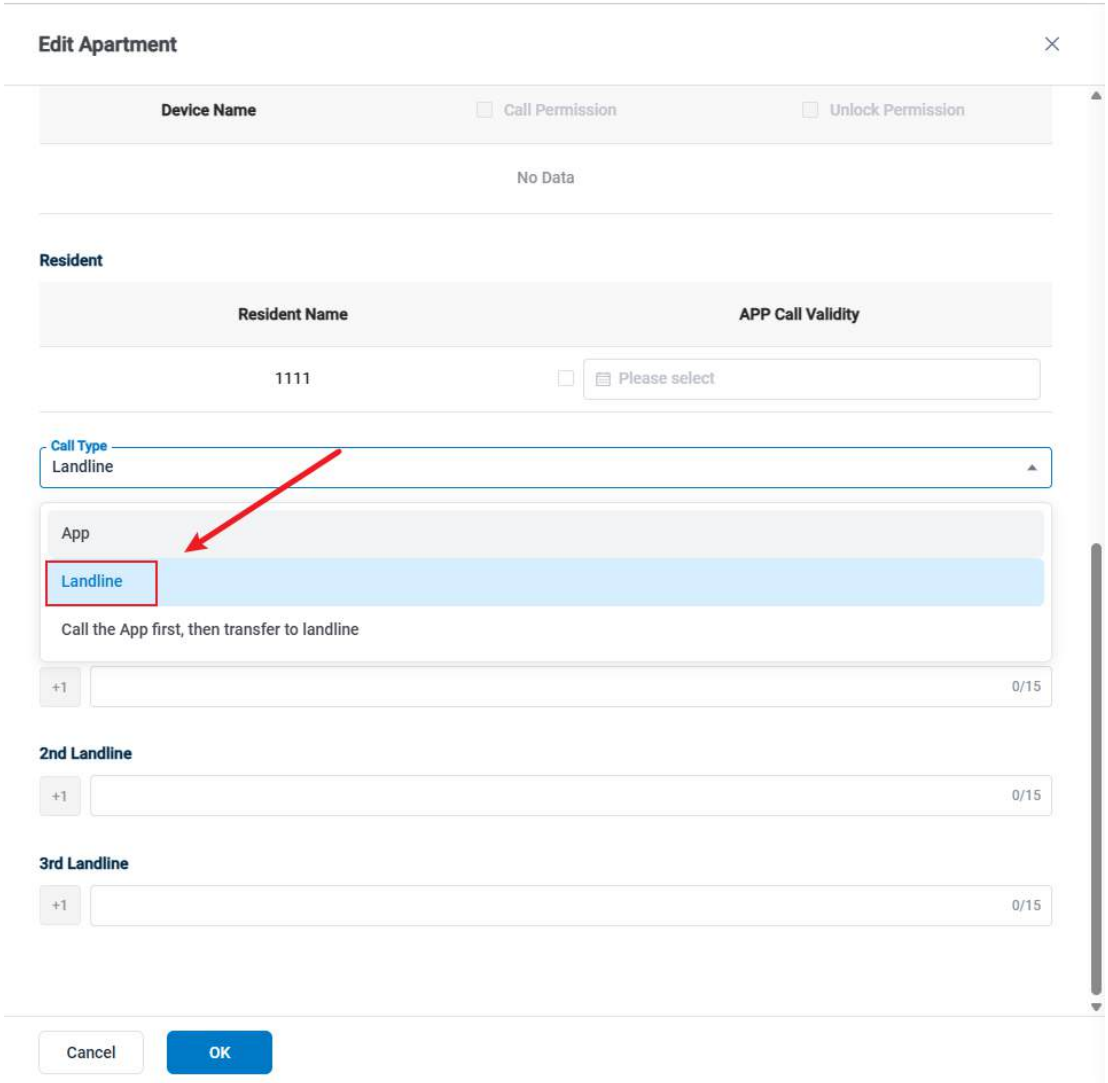


◆ Step 3: Click Edit to open the settings for the apartment you want to configure the landline for



◆ Step 4: Ensure that Landline Call-Apartment is enabled. Under Call Type, select Landline or Call App First, then Transfer to Landline. Then enter the phone numbers to receive landline calls. Up to three phone numbers can be configured.

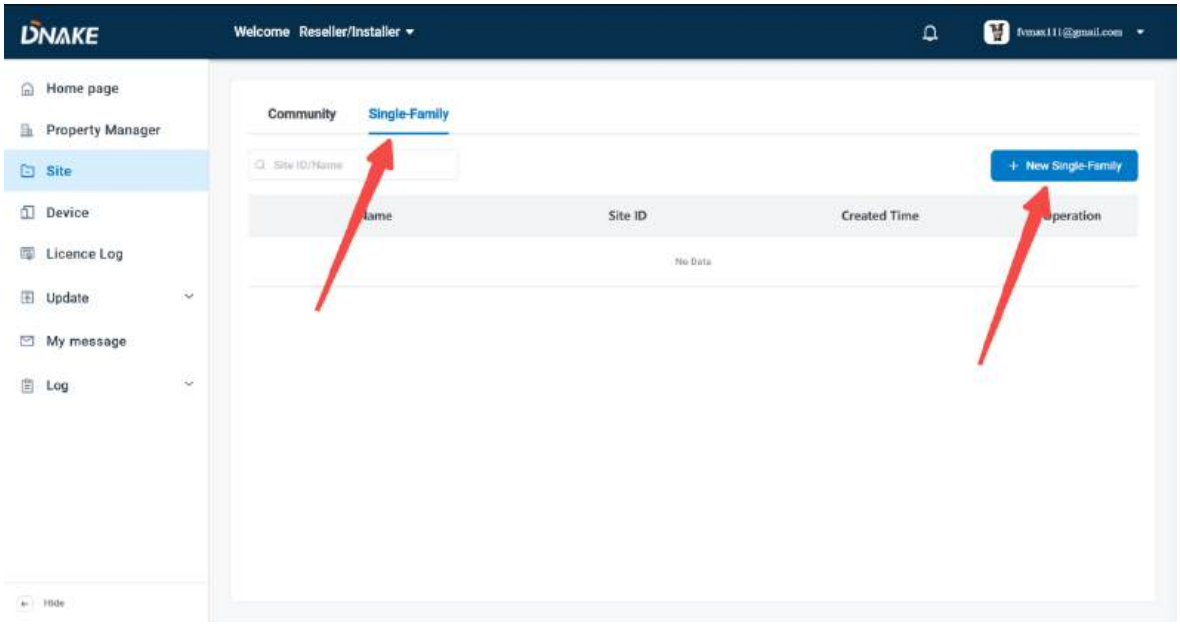

Edit Apartment
Building No. *
1 - Building
Unit No. *
1
Apartment No. *
1111
Apartment Name
0/30
Set Valid Time
APP Call
Landline Call-Apartment
Landline Call Validity
2027-10-09
Generate Apartment QR Code
Device
Device Name
Call Permission
Unlock Permission
Cancel
OK



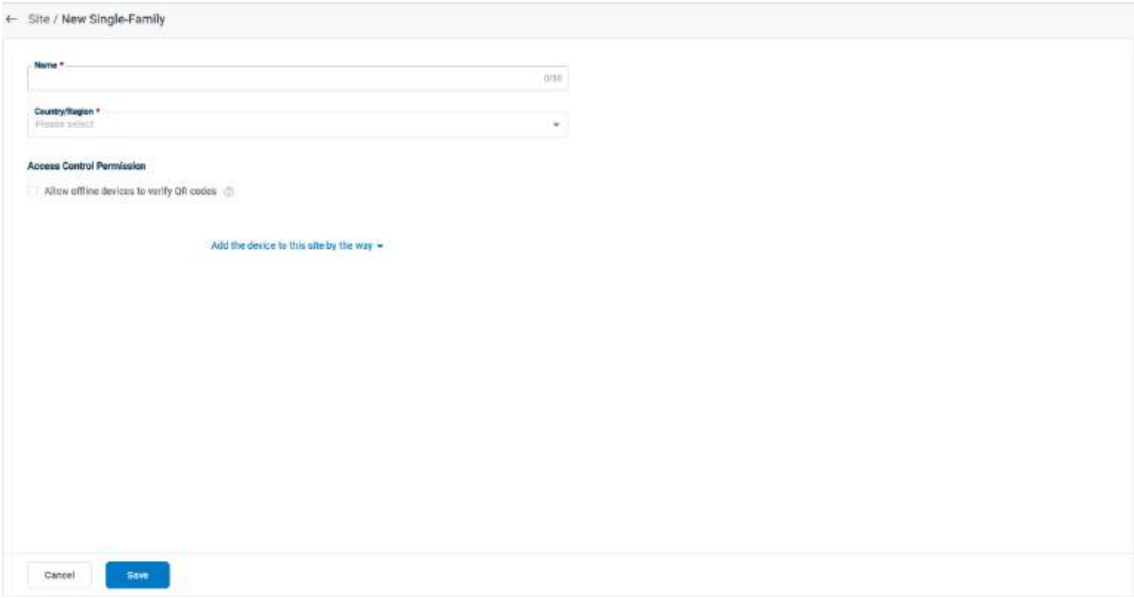
5.3.9 Add a Single-Family

Here are the steps to create a single-family

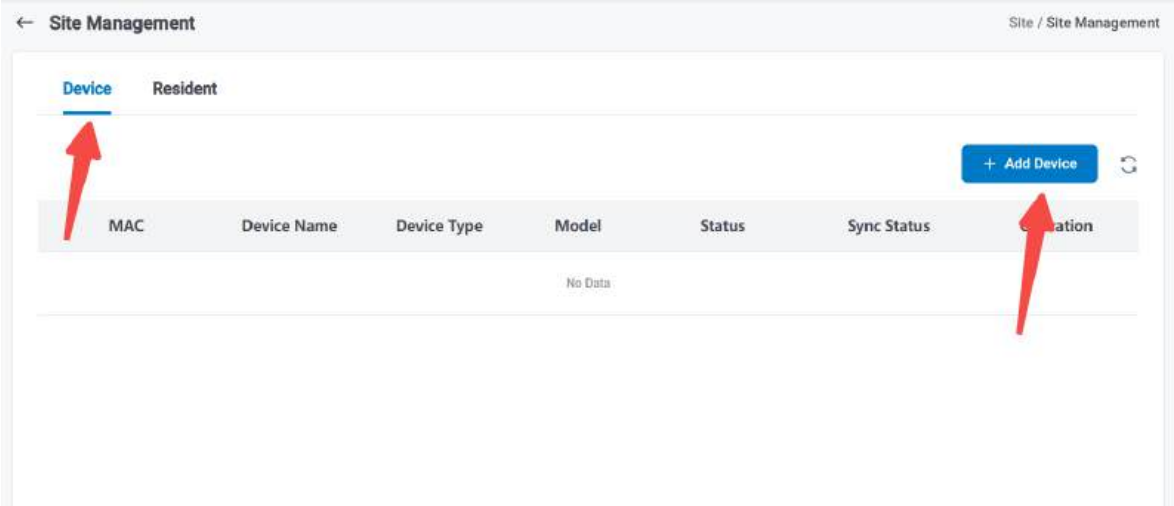
- Step 1: Click Single-Family, then New Single-Family to add a new single-family.



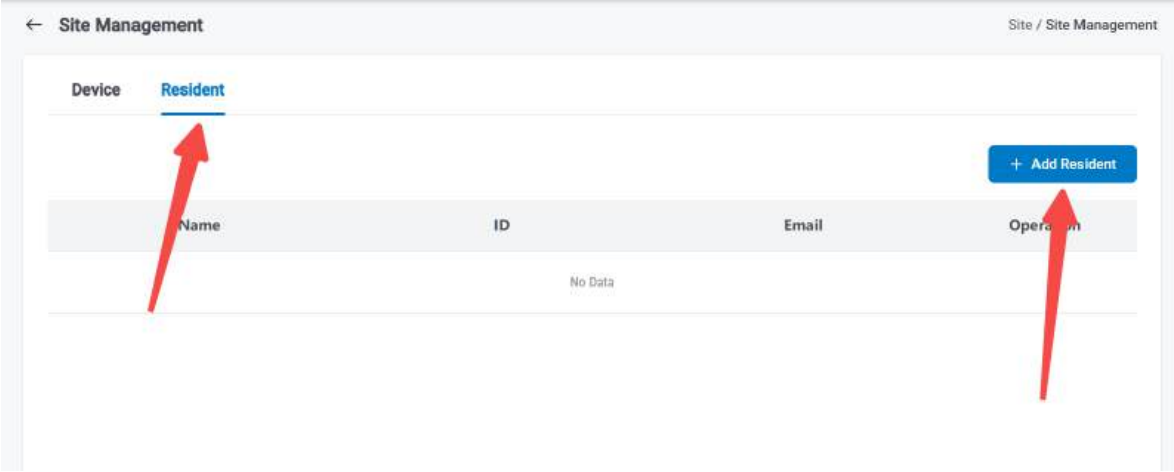
◆ Step 2: Click Single-Family, then New Single-Family to add a new single-family. Name and country/region are necessary. You can select to add a device to this site on the same page.



◆ Step 3: Click Device, then Add Device to add a new device to this site.



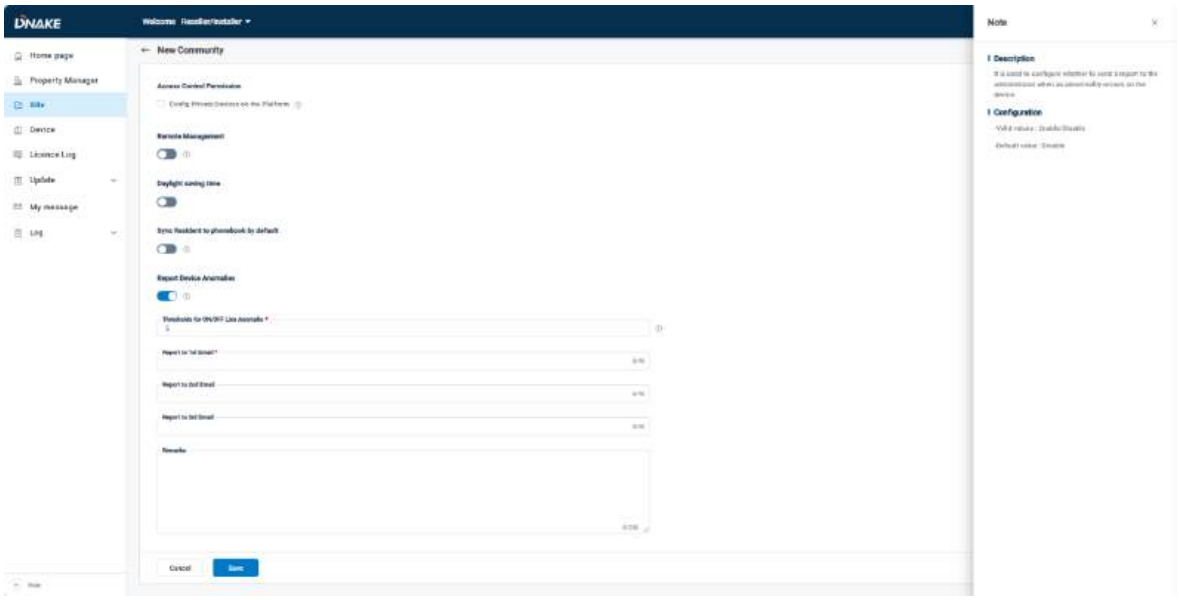
◆ Step 4: Click Resident, then Add Resident to add a new resident.





5.3.10 Report Device Anomalies

It is used to send a report to the administrator's email when an abnormality occurs on the device.



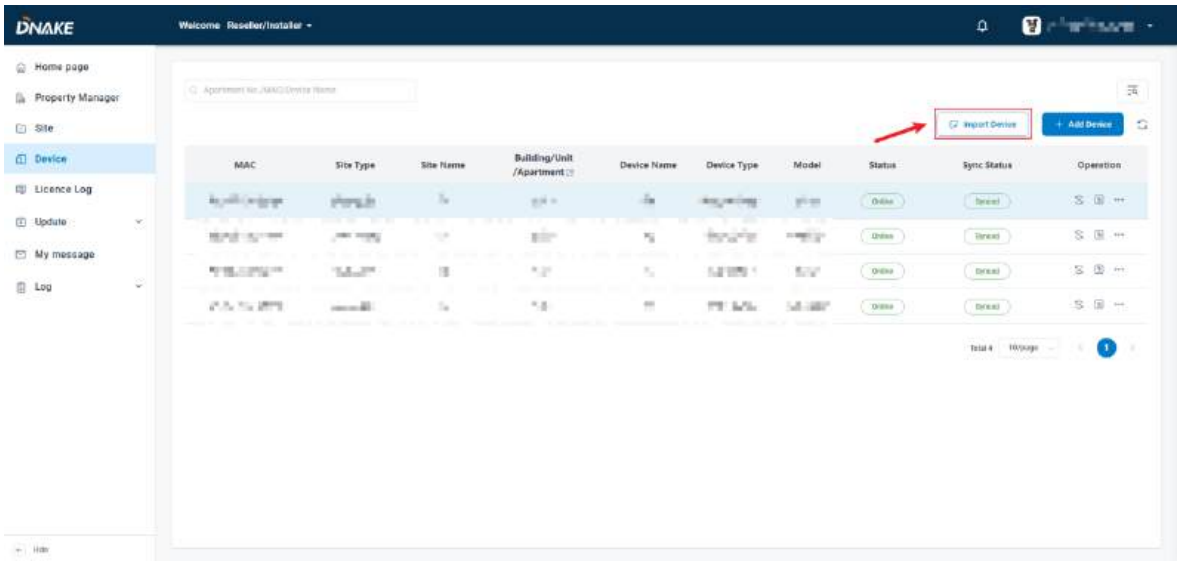
5.4 Device

5.4.1 Add Device

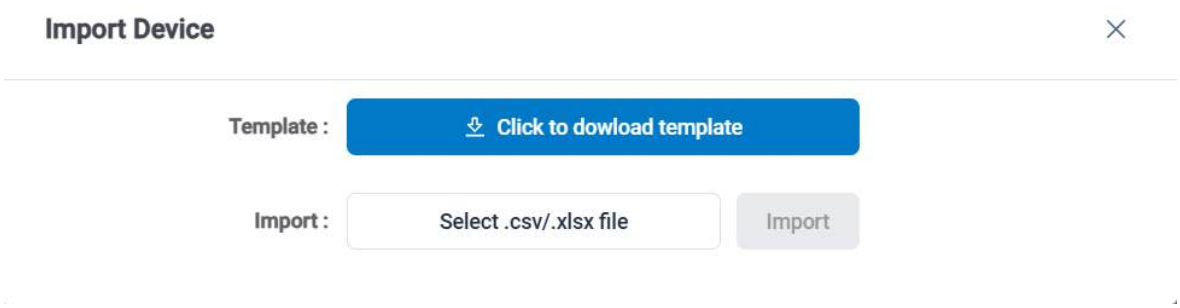
5.4.1.1 Add in Batch

Here are the steps to add devices in batch

Step 1: Go to the Device column and click Import Device Bottom.



Step 2: After clicking Import Device, click Import to upload the completed template.

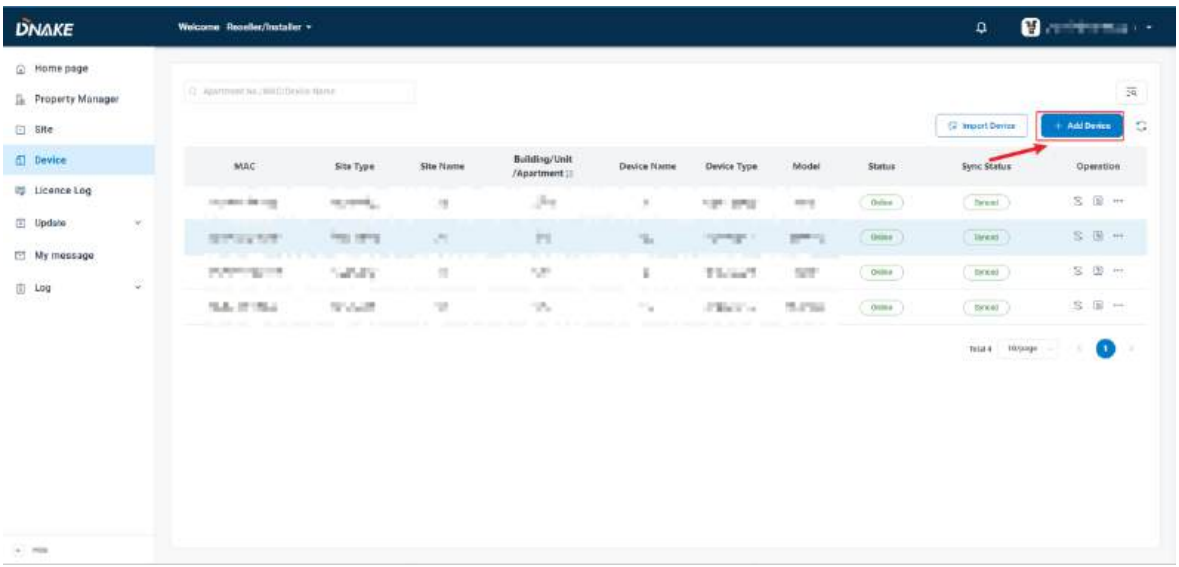


Noted: Indoor Monitor can receive calls via SIP Server

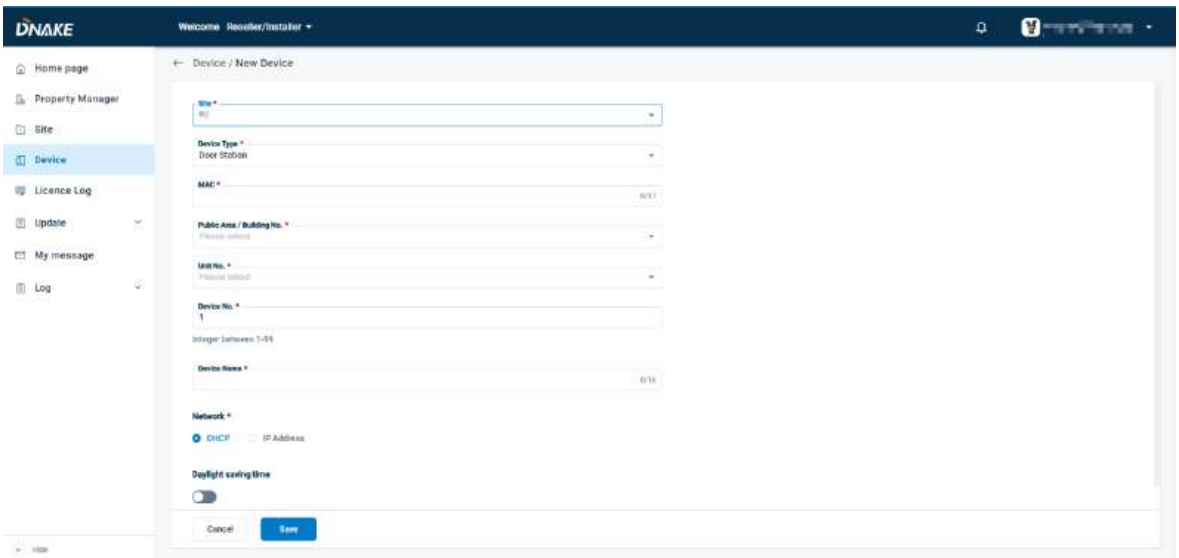
The indoor monitor support received the call via the local network and SIP server. The benefit of the SIP Server is that the door station and indoor monitor support public network calling, allowing communication between devices even when they are not within the same local area network (LAN). Devices can operate across different networks, providing greater deployment options.

5.4.1.2 Add One by One

- Step 1: Go to the Device column and click Add Device to add a device.



- Step 2: Select the site and fill in the device's information. Device Type, MAC address, device number, and device name should be filled in or chosen according to your device and needs. All of the other settings will be synced to your device.



Noted: When adding devices to **Community**, the **Applying Area** option allows

you to specify whether the device is **Private** or **Public**.

- **Private**: The device cannot be added to the **Access Rule** by the property manager. It will not appear in the device list under **Access Rule**.
- **Public**: Vice versa.

5.4.1.3 Automatic Device Deployment to the Cloud Platform

◆ Step 1: Create a project on the cloud platform. For detailed instructions, refer to section 5.3.1.

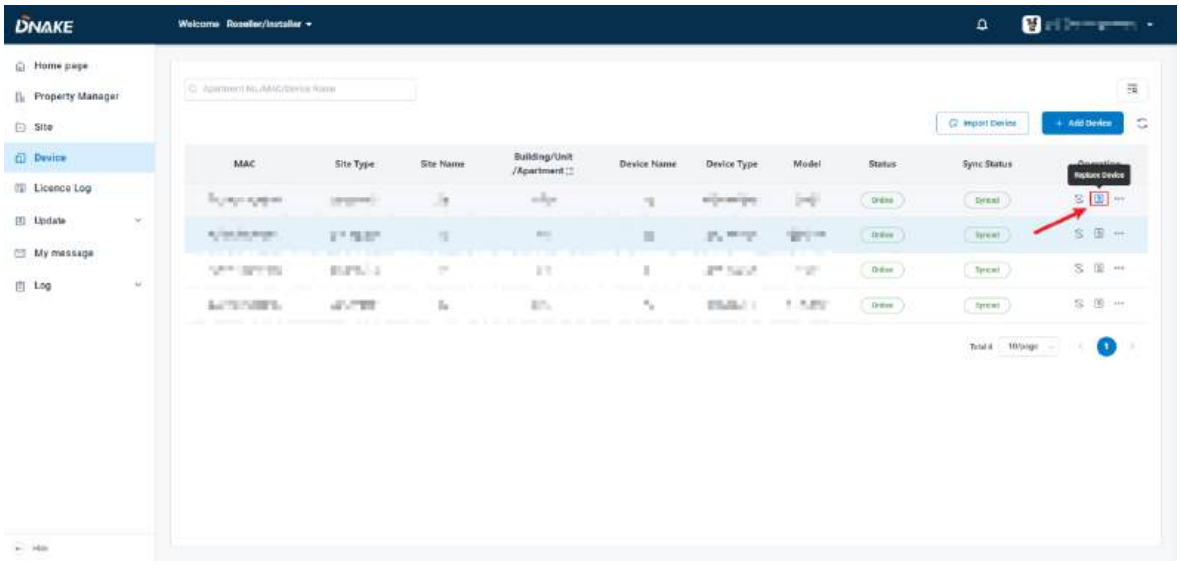
◆ Step 2: Enter the Site ID in the designated field and enable "Automatic Deployment" by toggling the switch. Then, fill in the Building No, Unit No, and Room No fields accordingly.

5.4.2 Replace Device

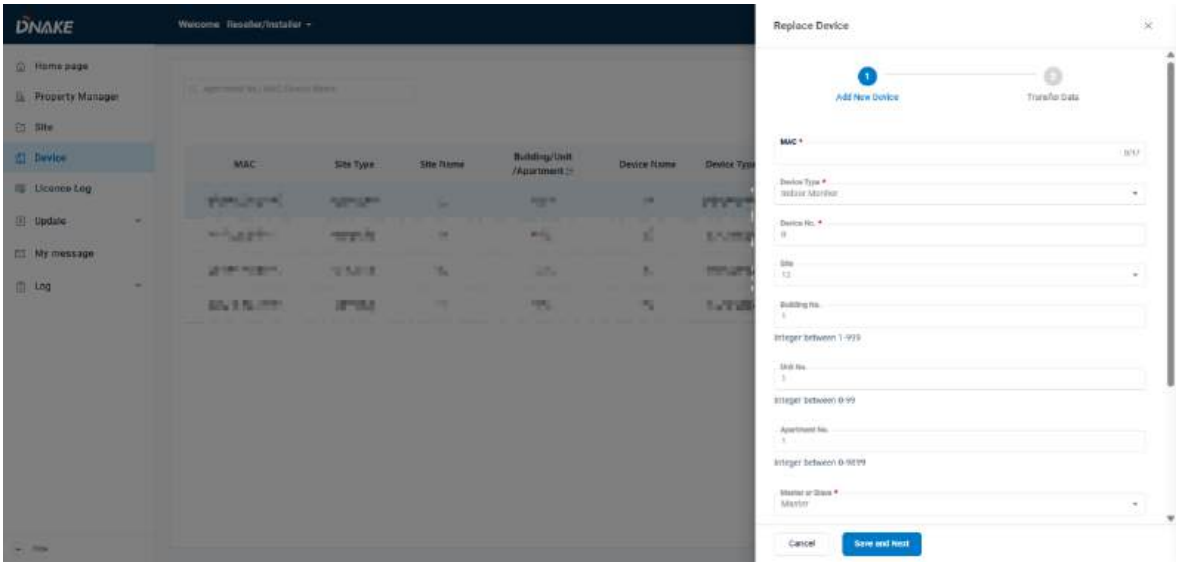
It’s only supported to replace a device with the same model.

1. Here are the steps to replace a device

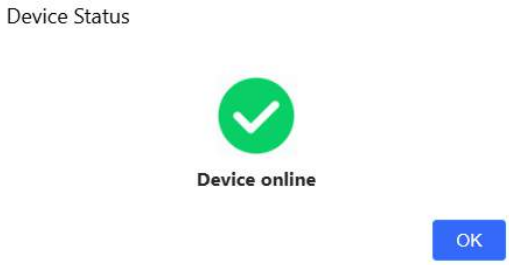
◆ Step 1: Go to the Device column and click Replace Device to replace this device.



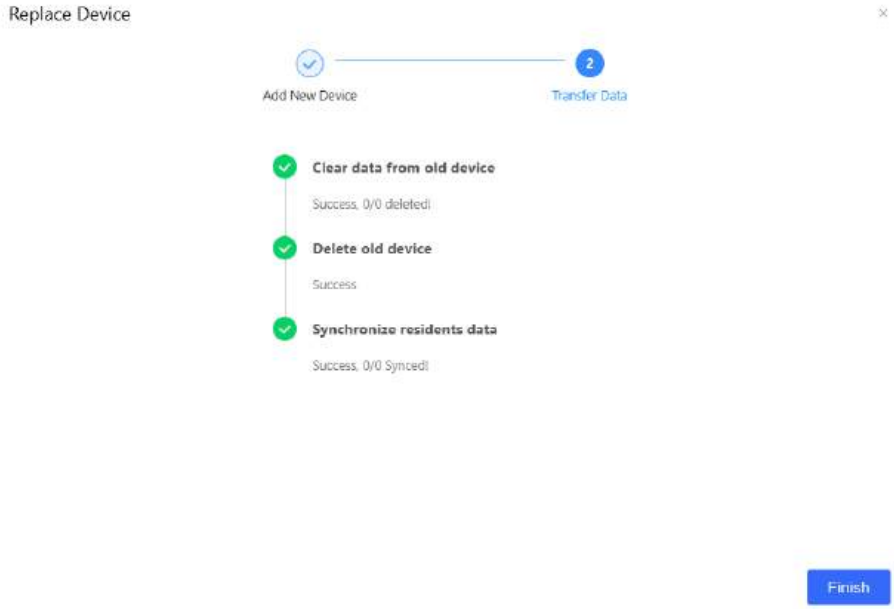
◆ Step 2: Fill in the MAC address of the new same-model device. You can also change its network.



◆ Step 3: The platform will check the status of the device.



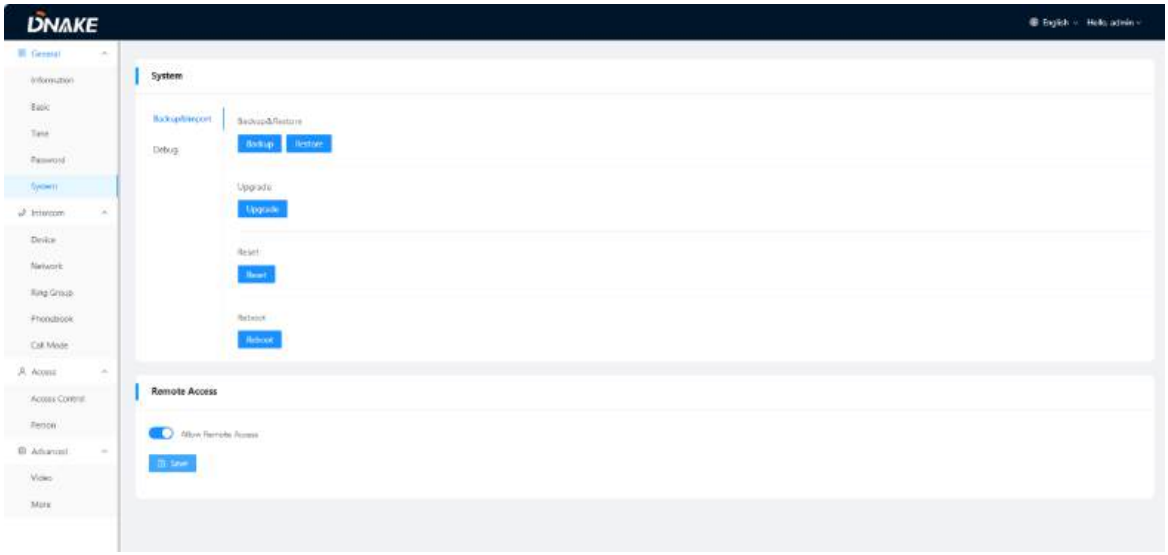
- Step 4: After that, the data will be transferred to the new one.



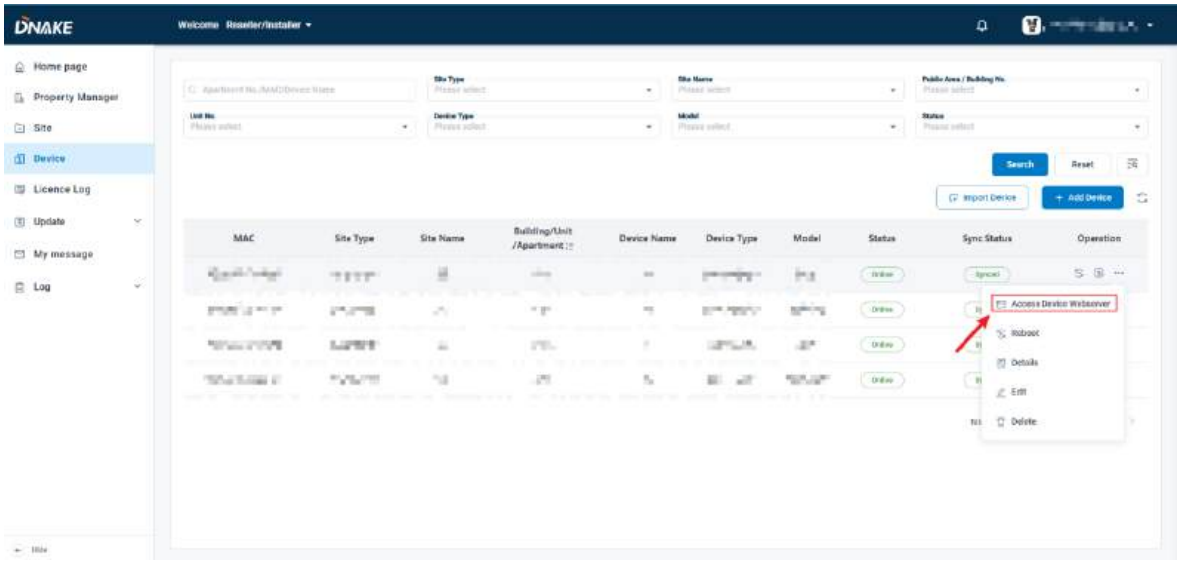
5.4.3 Access Device Webserver

Here are the steps to access the device web server

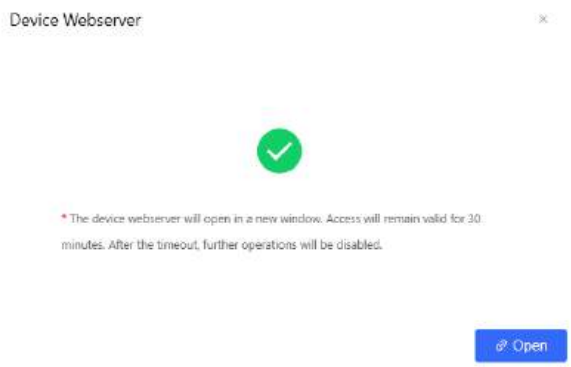
- Step 1: Make sure the device firmware is the latest with FRP service.
- Step 2: Visit the device's config page with its IP address locally. The default account is admin, and the password is 123456.
- Step 3: Go to System > Remote Access to allow this feature.



◆ Step 4: Go back to the cloud platform's Device > More > Access Device Webserver

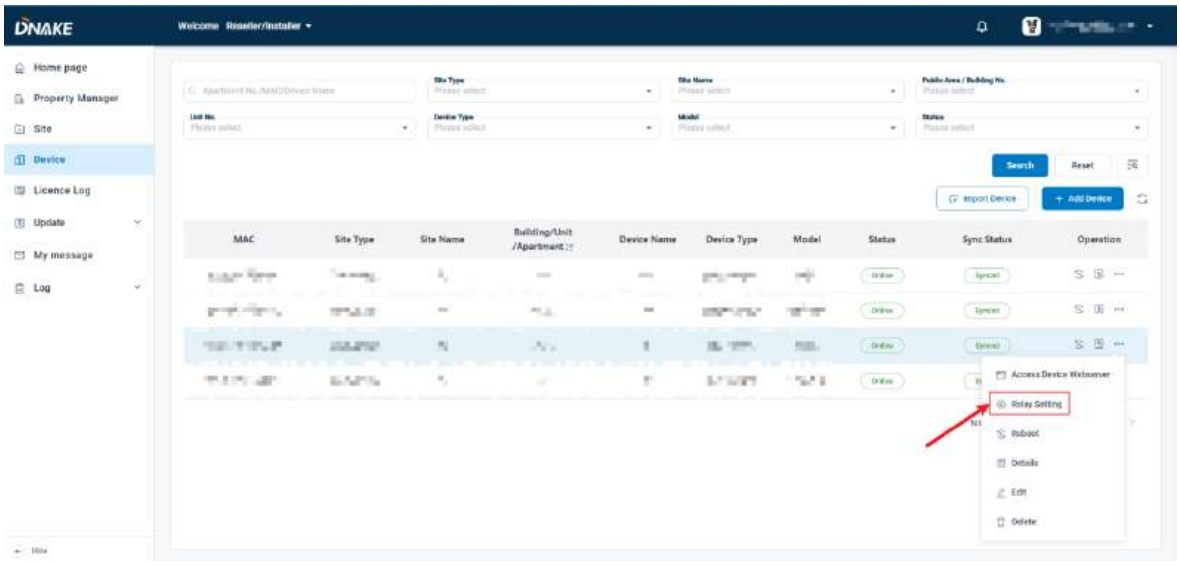


◆ Step 5: Click Open to browse. The device web server will open in a new window. Access will remain valid for 30 minutes.



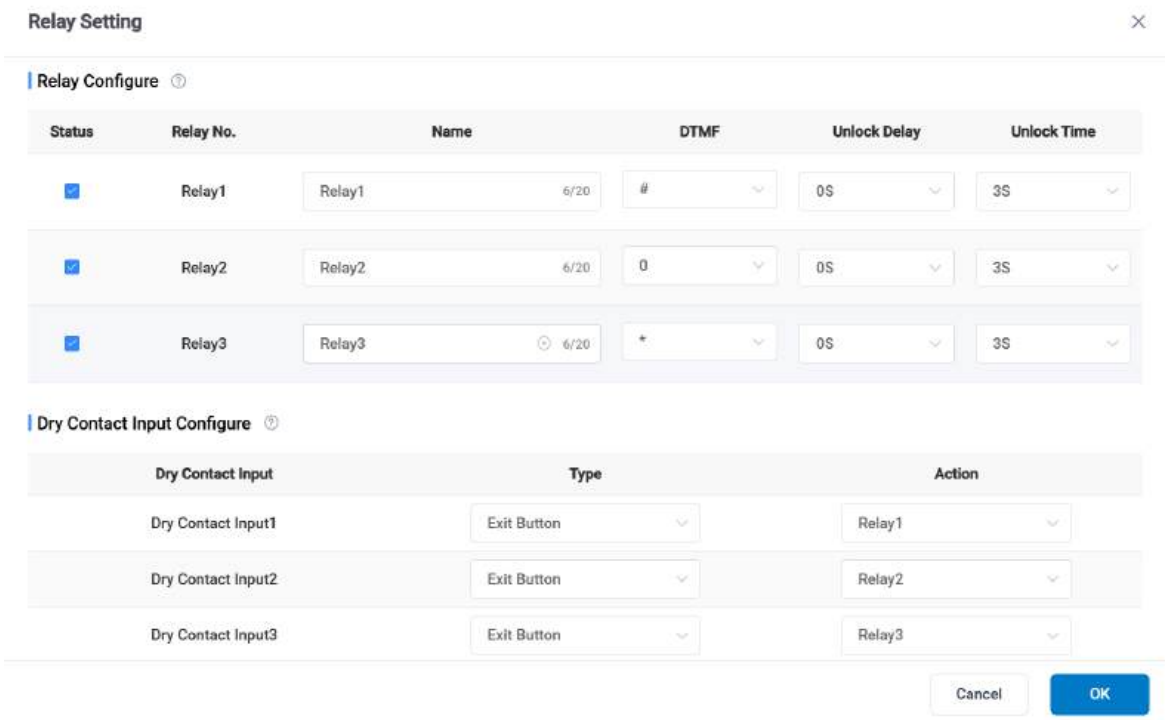
5.4.4 Device Relay Setting

- Step 1: Go to the Device column and click More > Relay Setting behind the device to configure the relay.



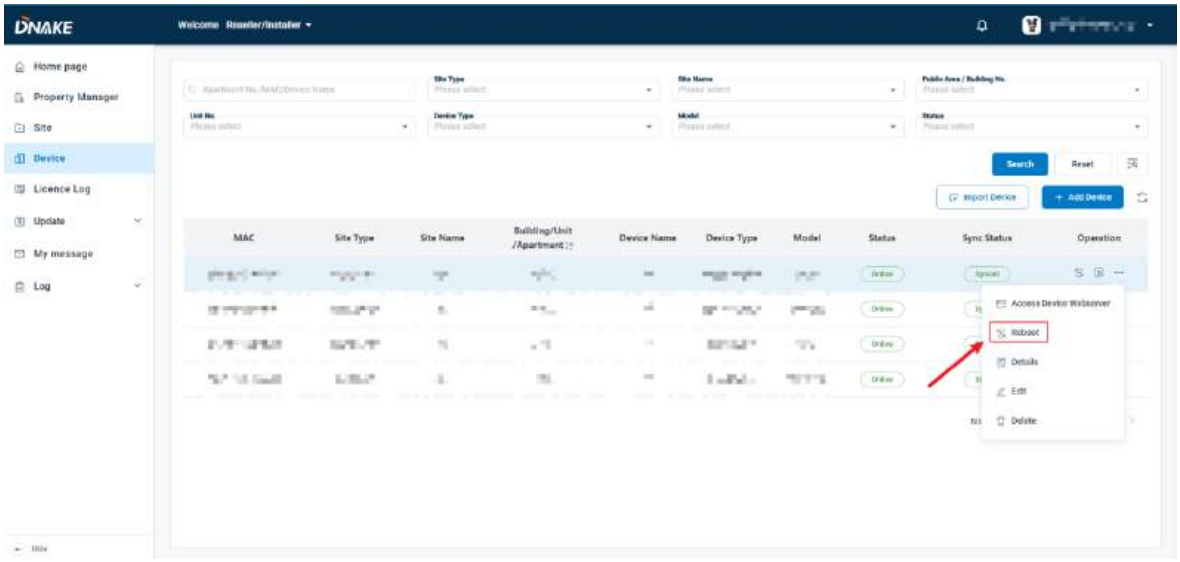
- Step 2: Select the replays you need and configure the relay and dry contact by yourself. When residents log in to Smart Pro and click the unlocking button of the entrance device, relays with inactive status in the relay list will be hidden. When there is only one relay in an "active" state on the entrance device, clicking the unlocking button will skip the relay list

selection and directly unlock the door.



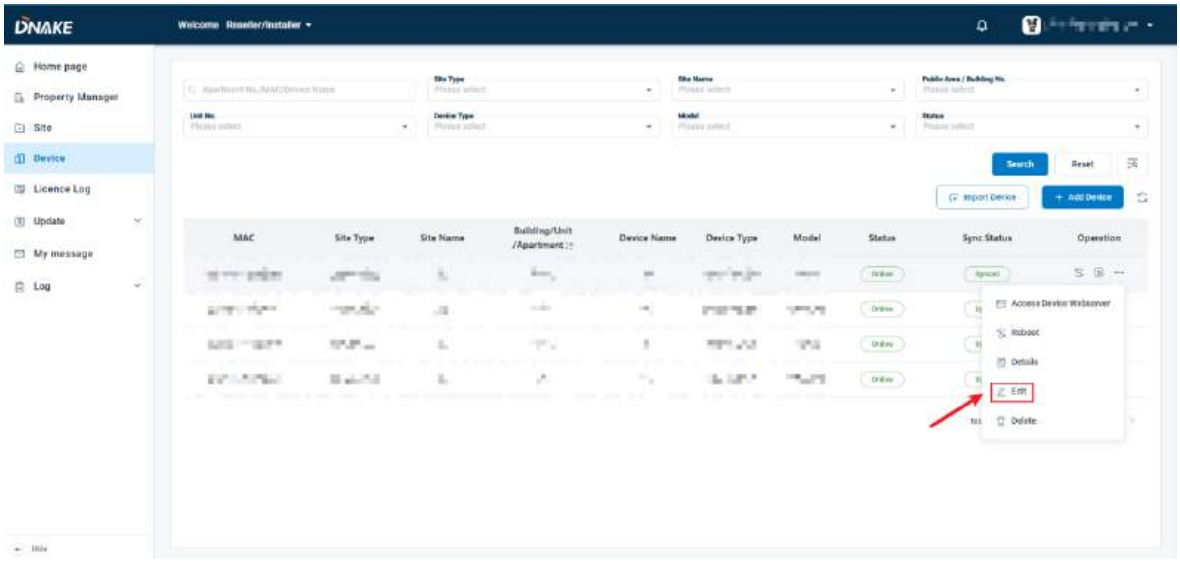
5.4.5 Reboot the Device.

◆ Step 1: Go to the Device column and click More > Reboot behind the device to configure the relay.

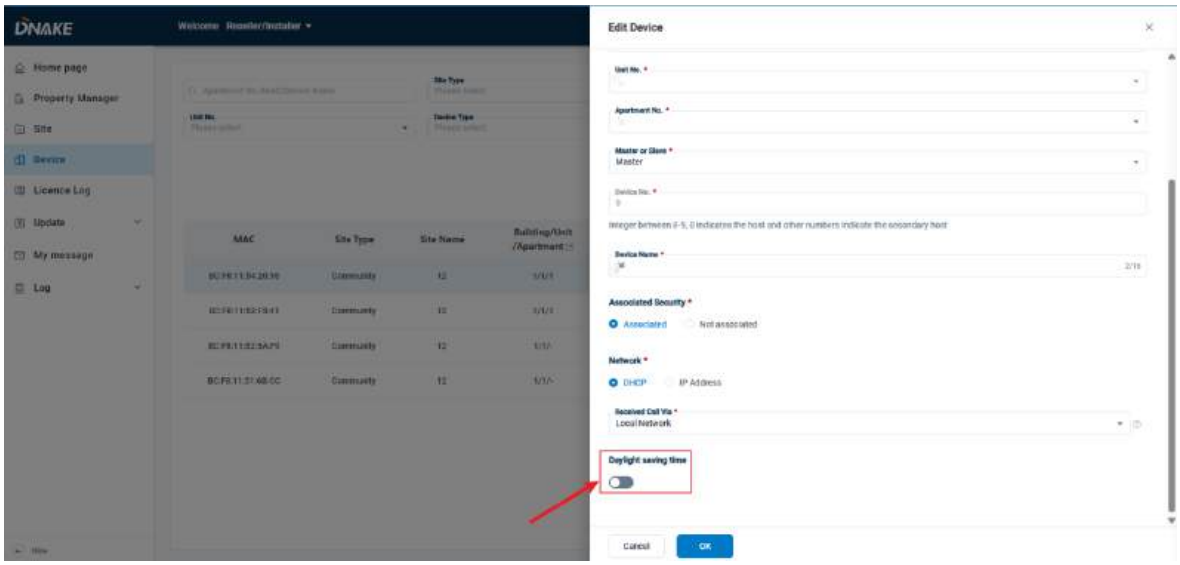


5.4.6 Enable Daylight Saving Time

◆ Step 1: Click More, then Edit.

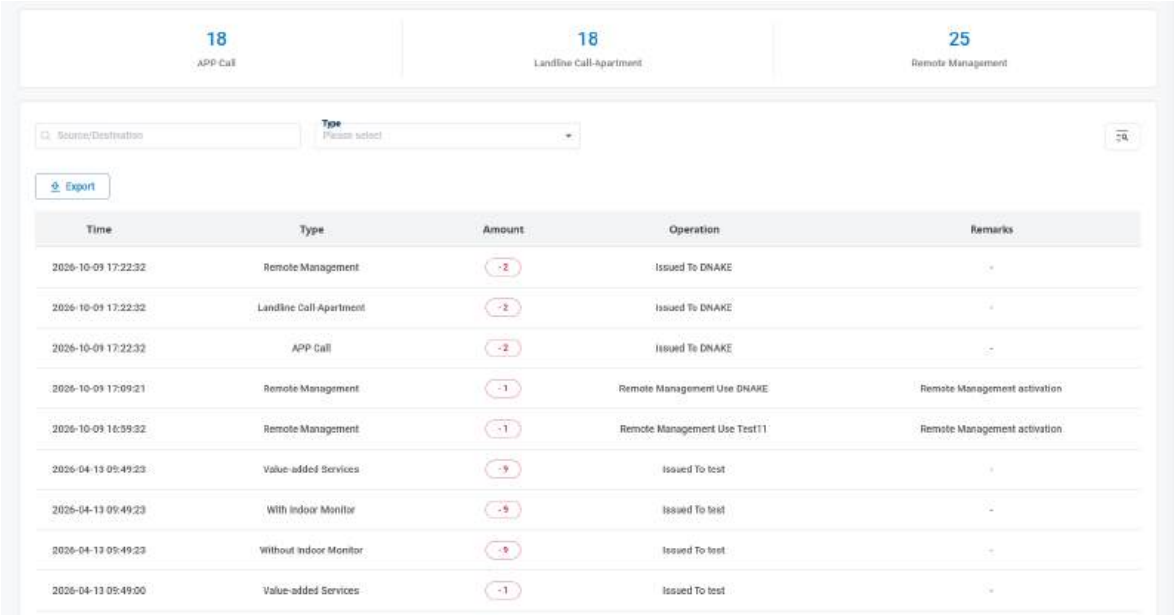


◆ Step 2: Enable daylight saving time.



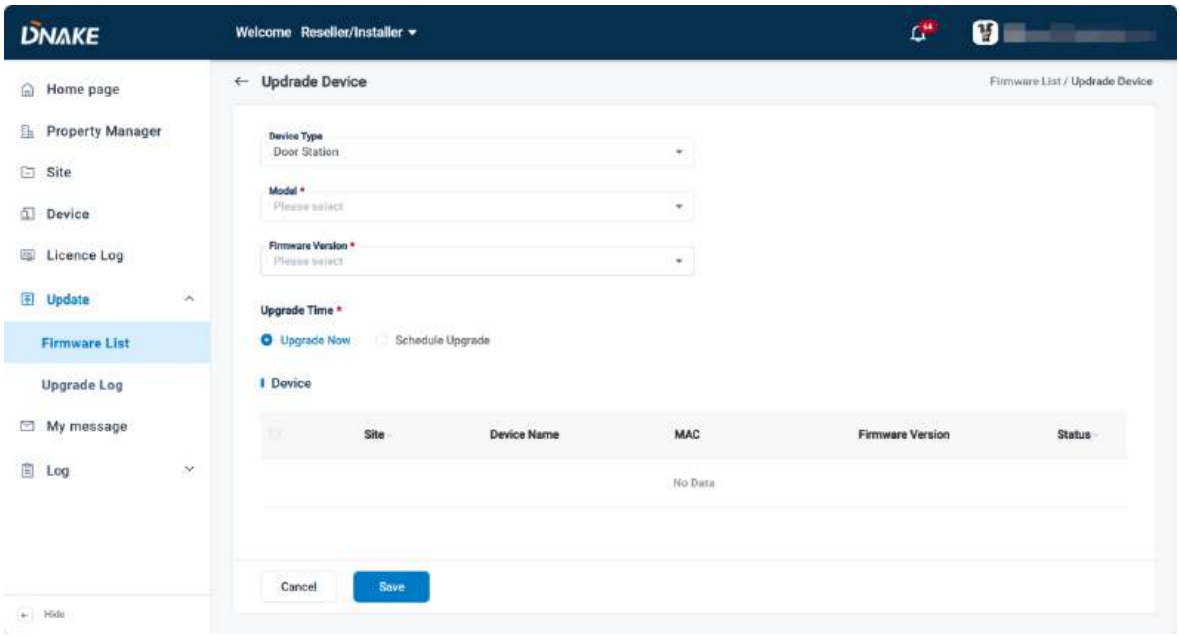
5.5 License Log

You can check the number of licenses you have and the license log.

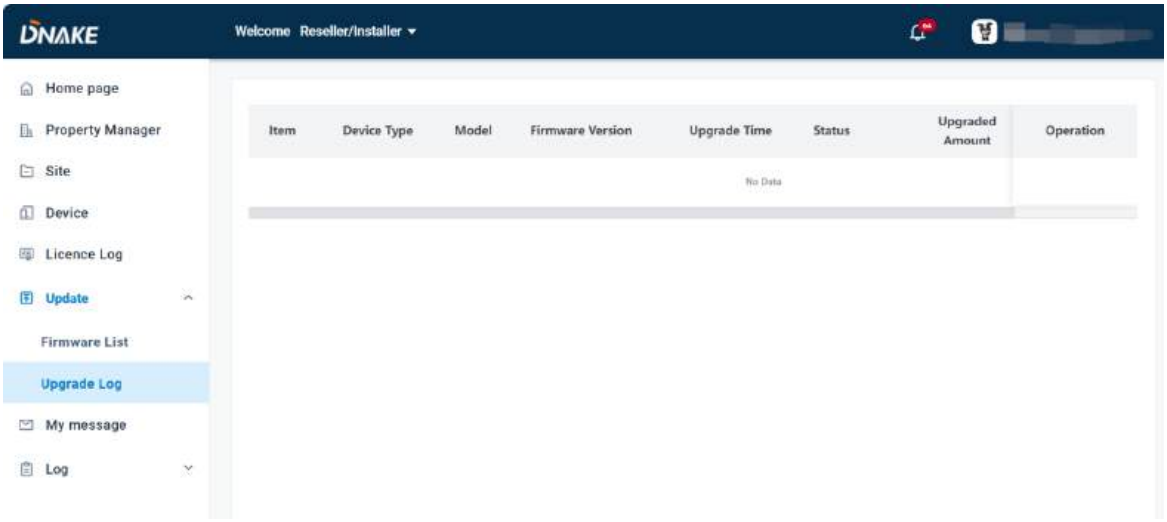


5.6 Update

1. Choose the corresponding Device Type, Model, and Firmware Version according to the device. After choosing, the devices can be selected to upgrade, and Upgrade Time can also be set.



2. The log of the upgrade.

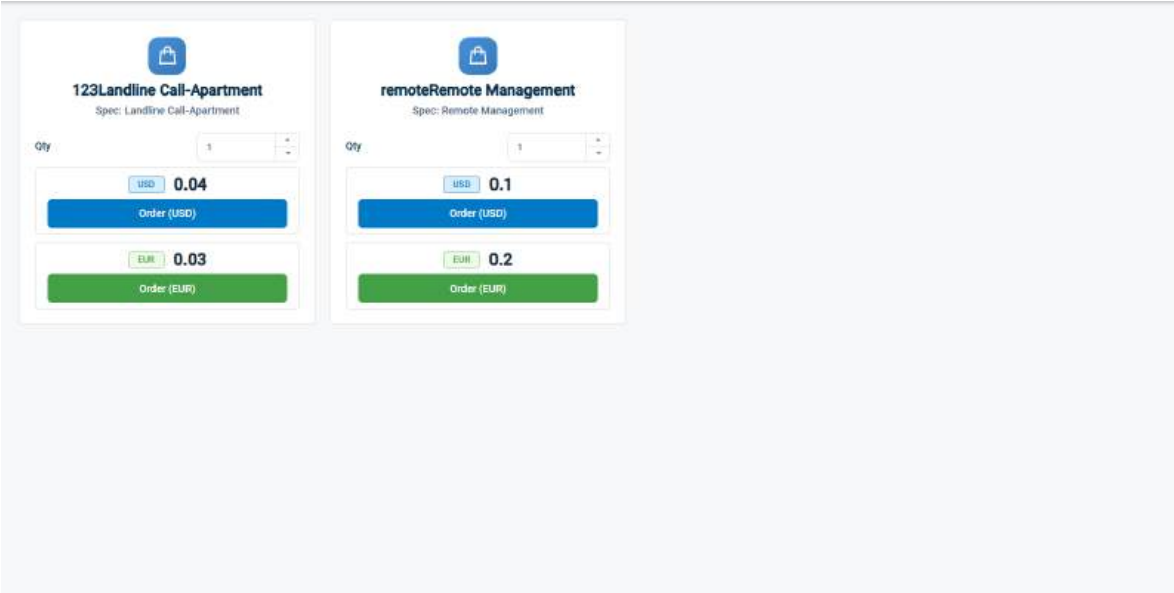


5.7 Billing

This section is displayed once the distributor enables License purchasing permissions for the Reseller/Installer.

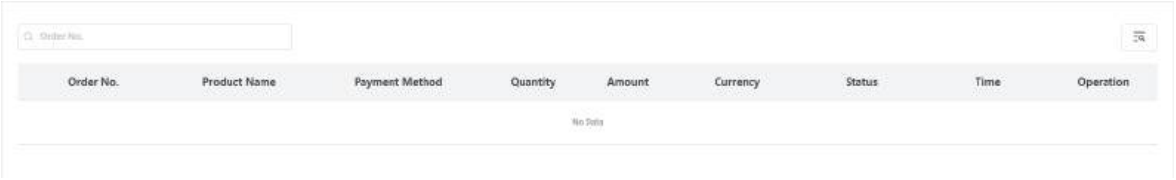
5.7.1 Marketplace

Reseller/Installer can purchase licenses on this page.



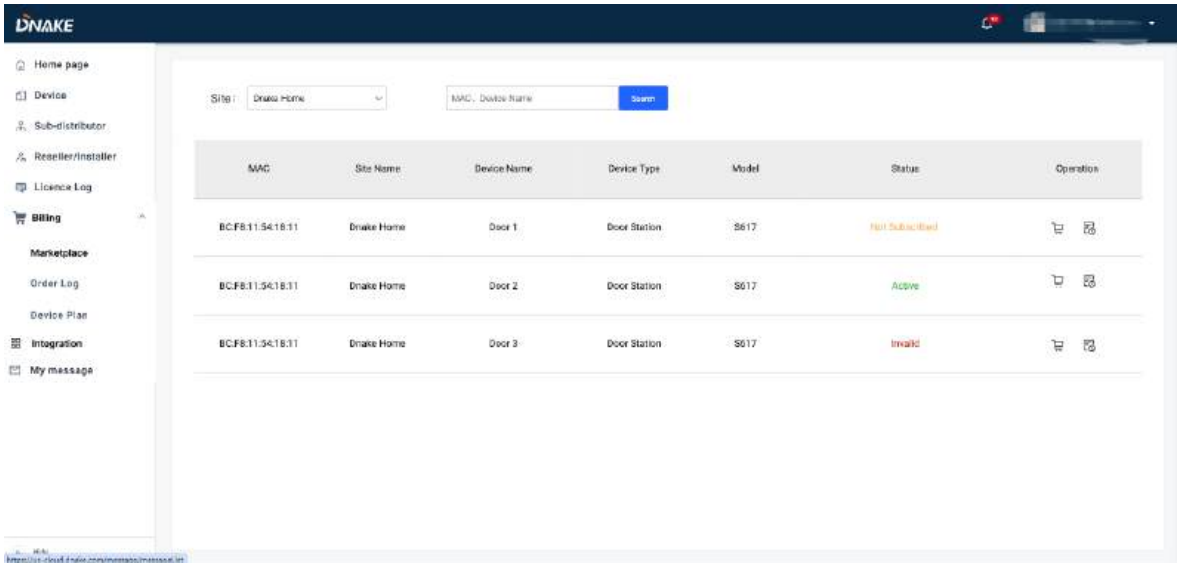
5.7.2 Order Log

All purchase records are displayed on this page.



5.7.3 Device Plan

This section displays only site with Landline enabled and Per Door selected as the Landline payment method, along with their associated devices.



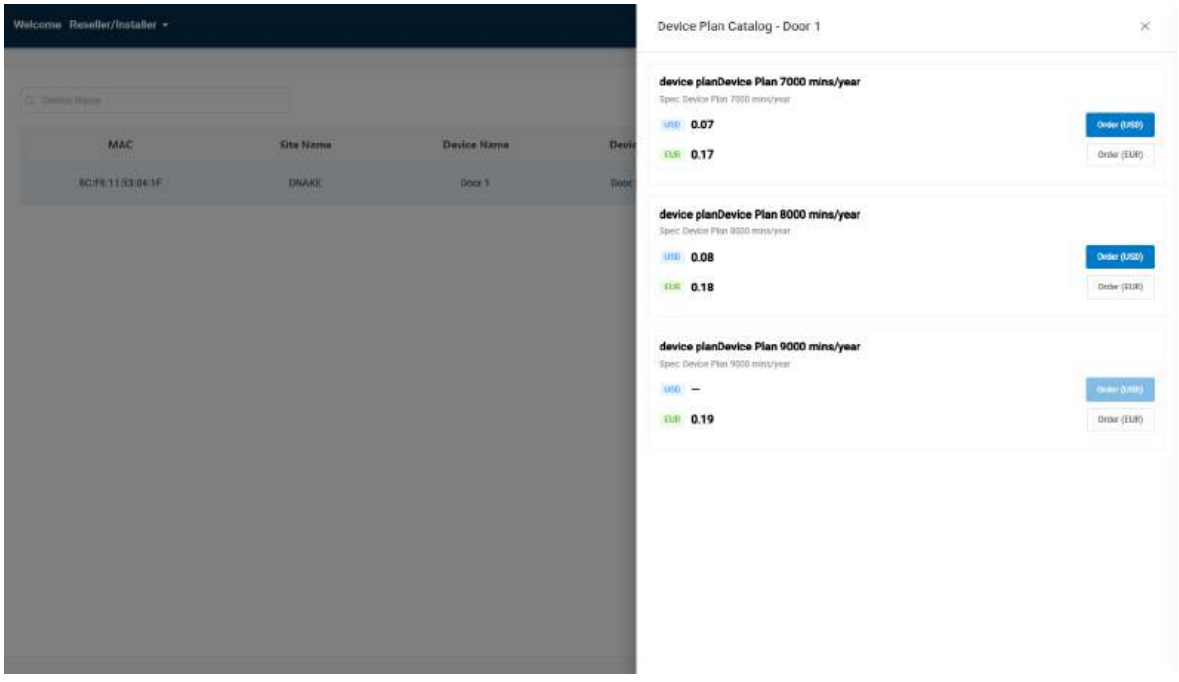
5.7.3.1 Status

Displays the current device subscription status: Not Subscribed, Active, or Invalid. The subscription is considered invalid if either the included call time has been used up or the product validity period has expired.

5.7.3.2 Order

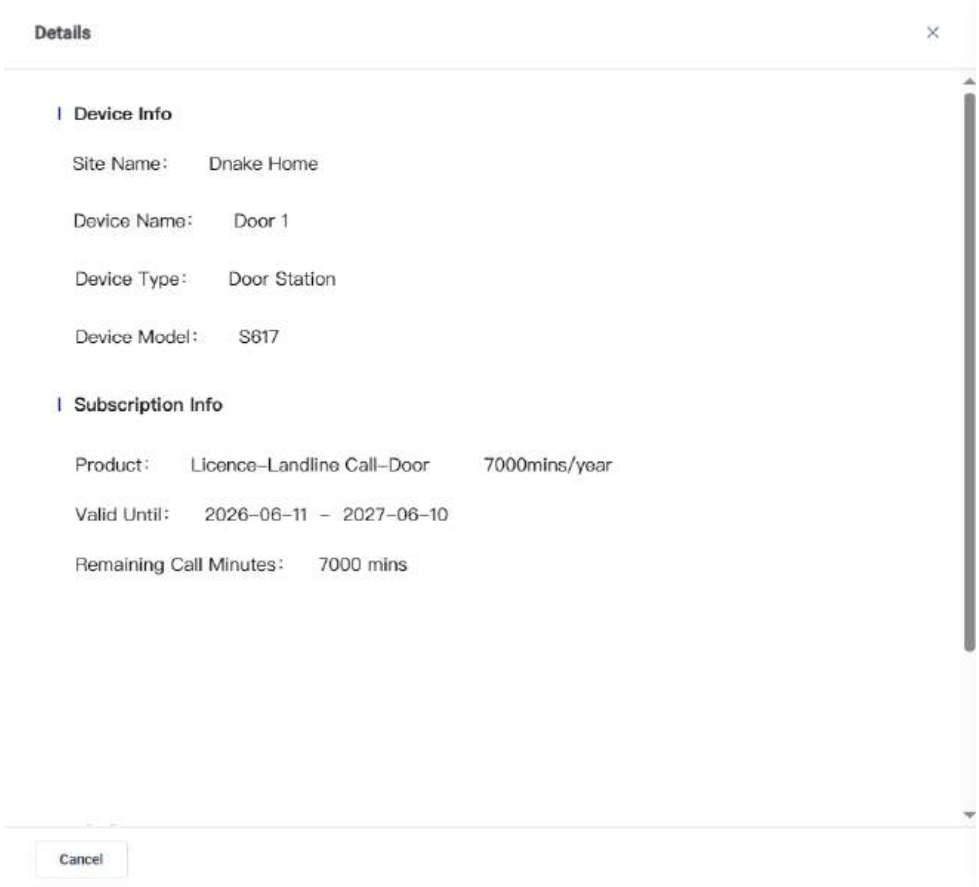
On this page, a subscription plan can be purchased for each device individually. Currently, only one-time subscriptions are supported, with each purchase covering one year. Once continuous subscription services are introduced, subscriptions can be renewed annually based on the existing subscription.

Call time is allocated as a reserved allowance. If the call time is exhausted within the subscription year, an add-on package can be purchased to replenish the call time. The additional call time is valid only for the current subscription year.



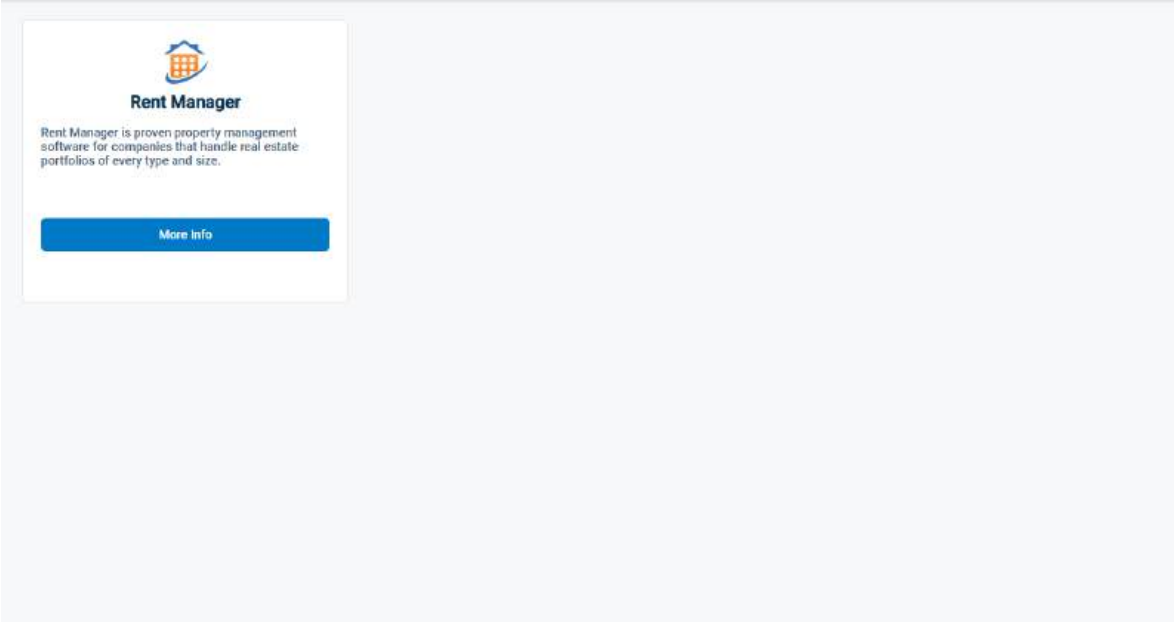
5.7.3.3 Details

This page displays device information and the details of the subscription plans associated with each device.



5.8 Integration

Integrate with Rent Manager to synchronize tenant information to the cloud platform for apartment security management.

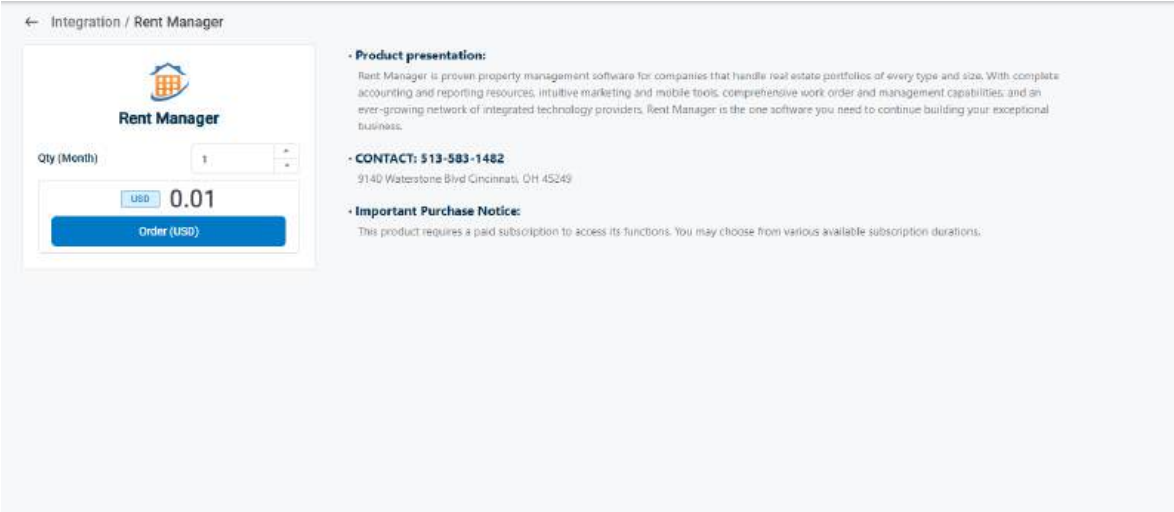


5.8.1 Activation

The initial status is inactive. Click to open the details page and purchase the Rent Manager integration application.

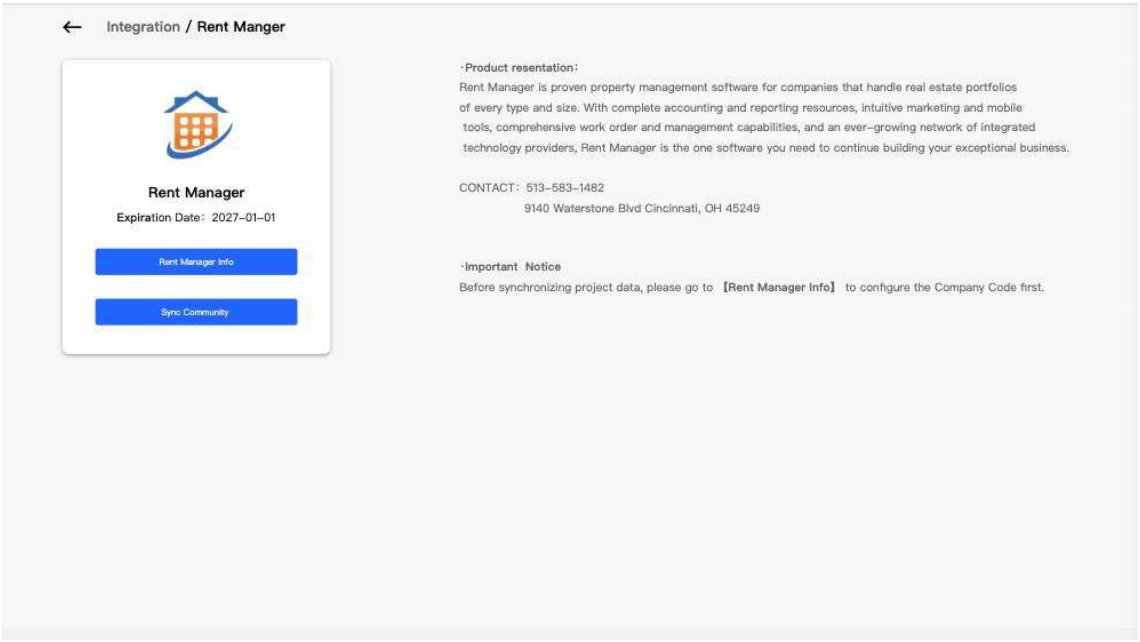
Rent Manager can only be purchased in USD.

The Rent Manager integration application is available on a monthly subscription basis. Users can select the subscription quantity, with each unit corresponding to one month of integration service.

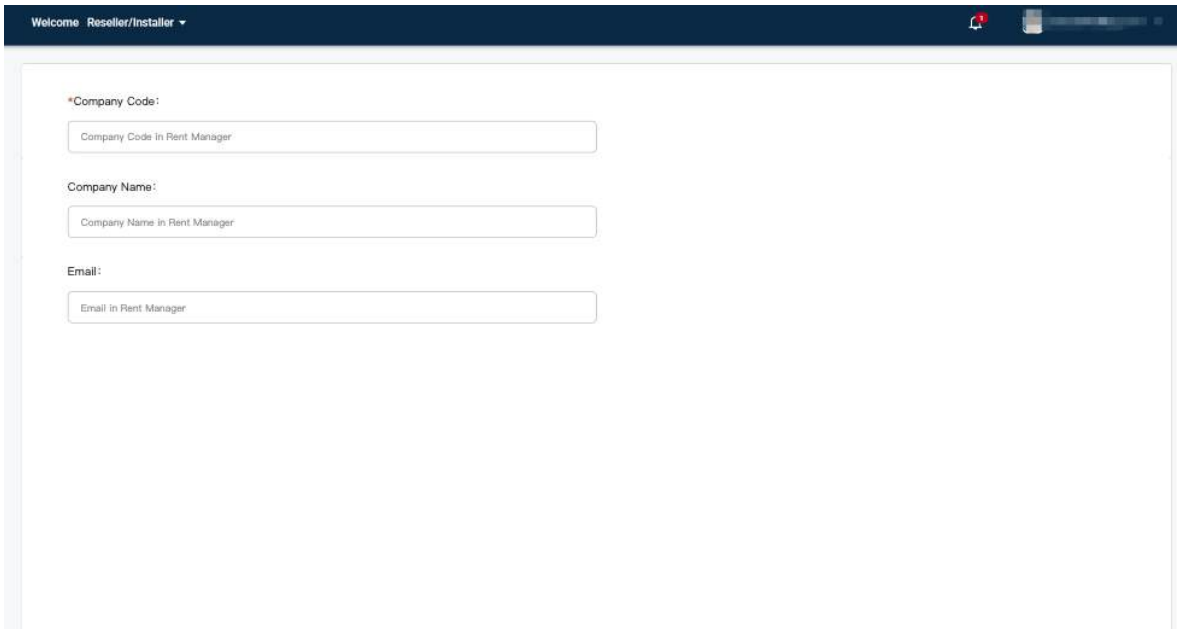


5.8.2 Rent Manager Info

After Rent Manager is successfully purchased and activated, the Info and Sync Community options, along with the application expiration date, are displayed.



Click Rent Manager Info to open the information page.



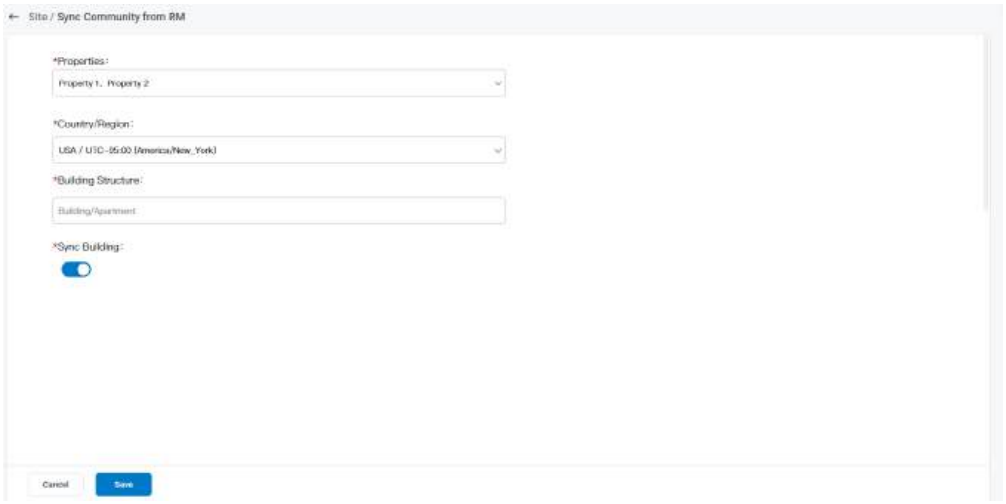
1) **Company Code:** Enter the user's Company Code in Rent Manager to enable the cloud platform to access the data interface.

2) **Company Name:** Enter the company name registered in Rent Manager.

3) **Email:** Enter the user’s email address registered with Rent Manager.

5.8.3 Sync Community

Click Sync Community to open the Sync Community page, which displays the relevant community information.



1) **Property:** Selectable property. The property name is not editable. All properties available under the user's Rent Manager account are retrieved directly from Rent Manager.

2) **Country/Region:** Select the country or region from the same list used by the current cloud platform.

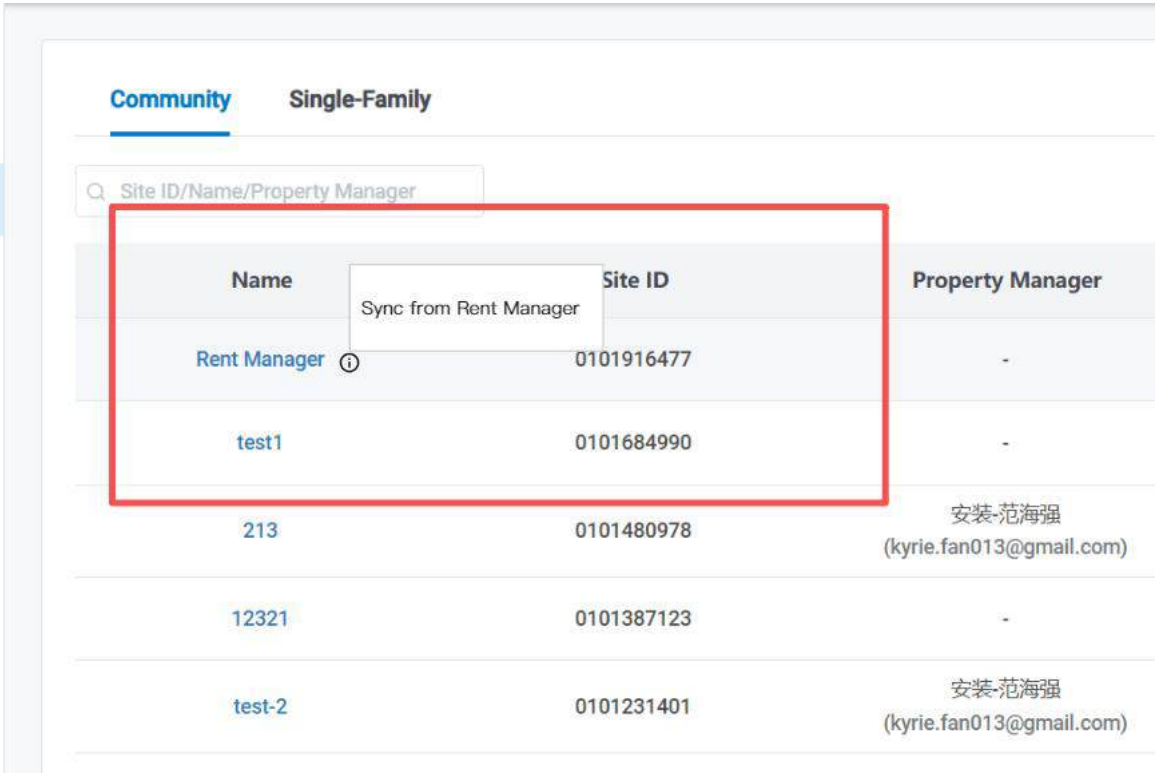
3) **Building Structure:** Fixed value: Building/Apartment. This field is not editable.

4) **Sync Building:** Building field from the selected Rent Manager property is synchronized. If the custom field Building has not been added to the selected property in Rent Manager, synchronization fails.

5.8.4 Synchronization Completed

After the site, room, and personnel information is synchronized successfully,

the project appears in the Community list. An Rent Manager identifier is added to the Community Name column to indicate that the project is synced from Rent Manager.

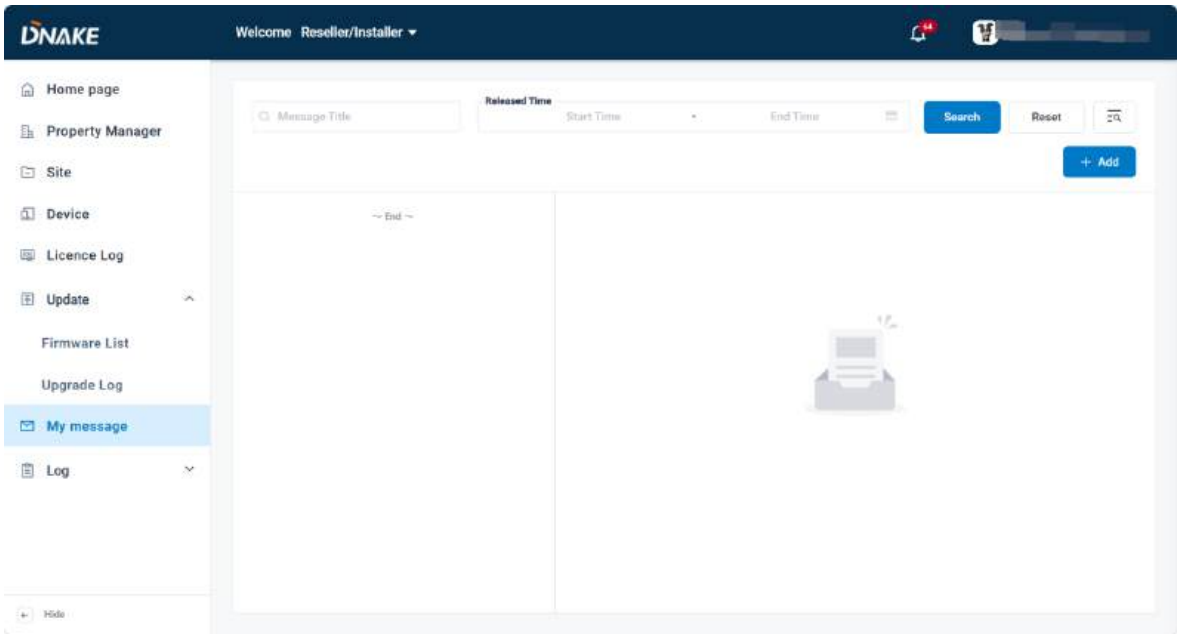


5.9 My Message

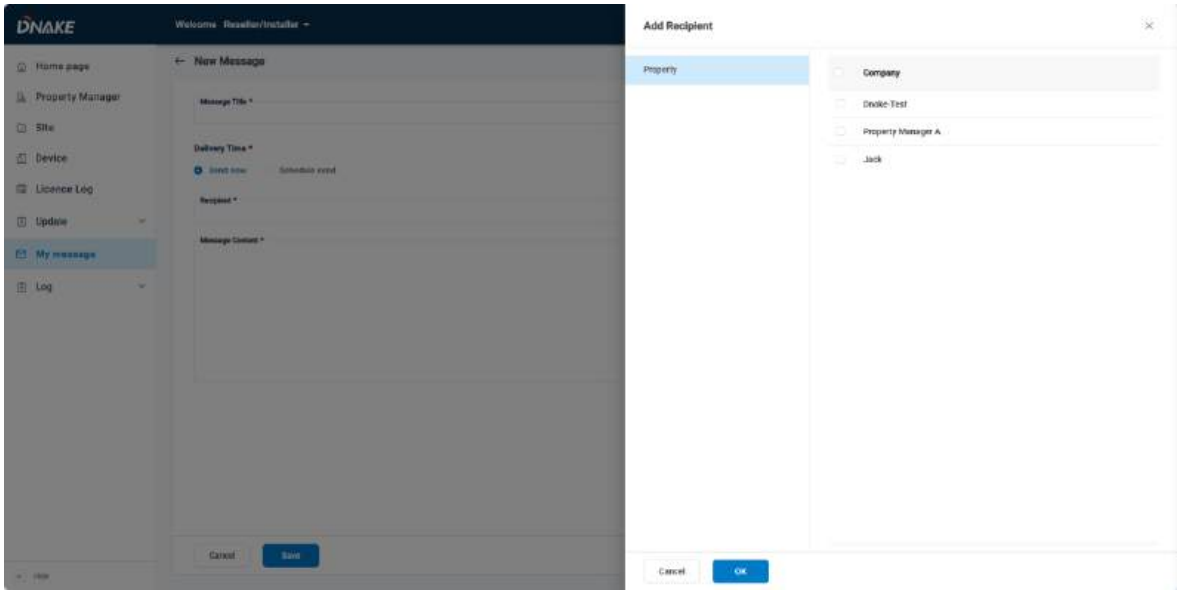
5.9.1 Send Messages to Property Manager

Here are the steps to send messages to the property manager

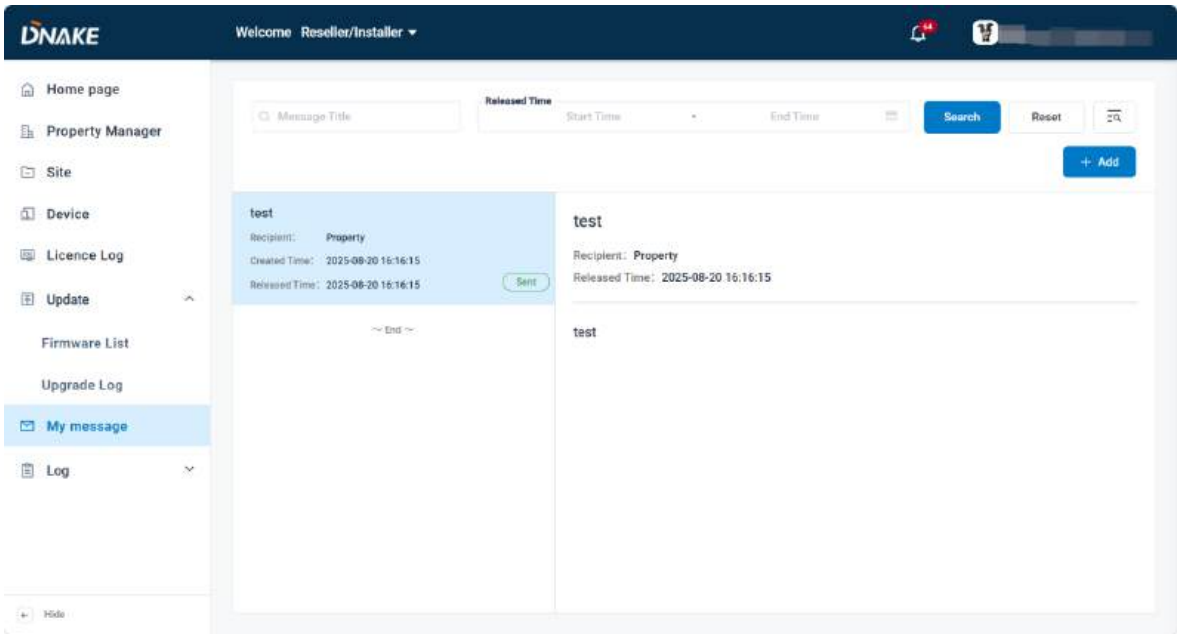
- Step 1: Go to the My message column and click Add to edit a message.



◆ Step 2: Fill in the message title and message content. Choose the recipient and the delivery time.



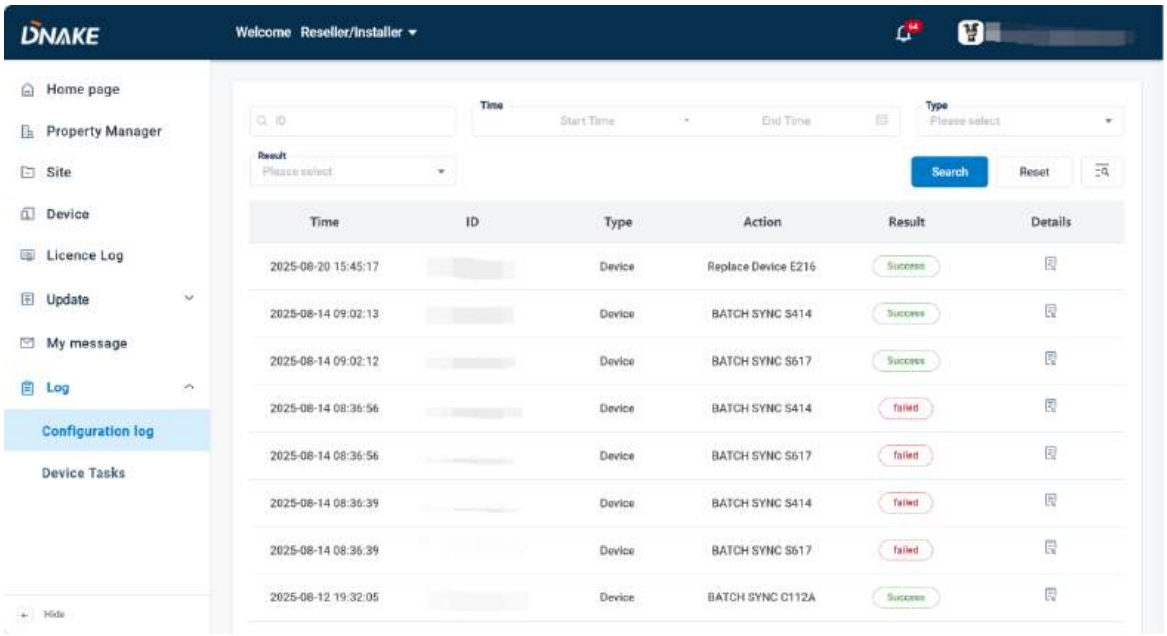
◆ Step 3: Click the message. You can check the message details.



5.10 Log

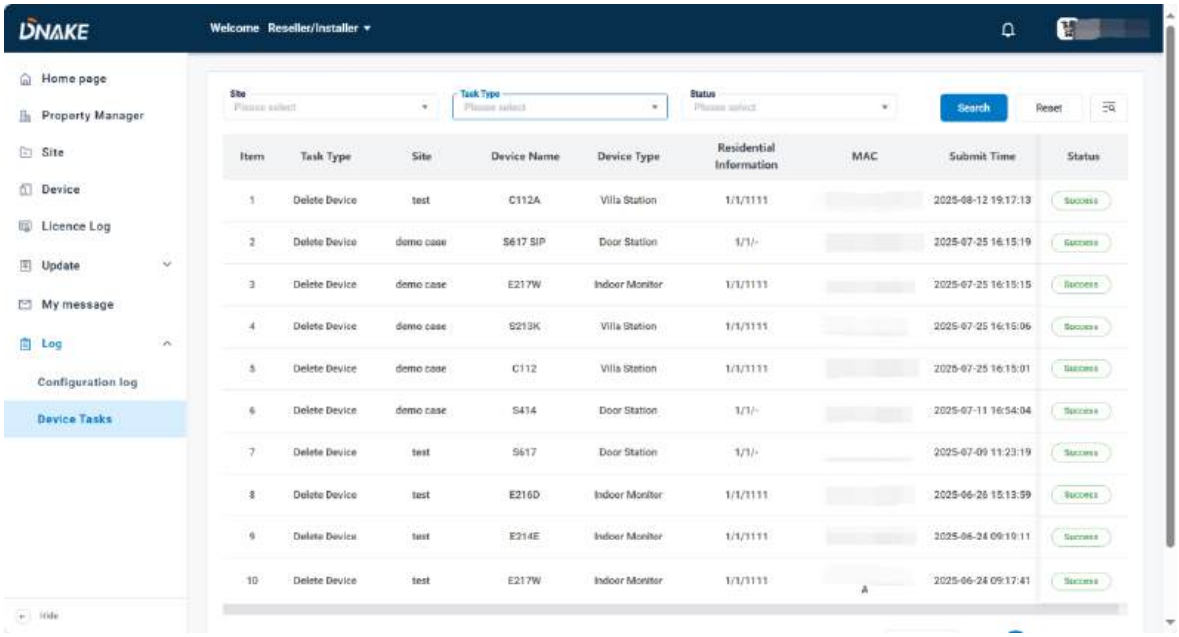
5.10.1 Configuration Log

You can check the configuration logs of this community's devices. You can view the records for recent one month.



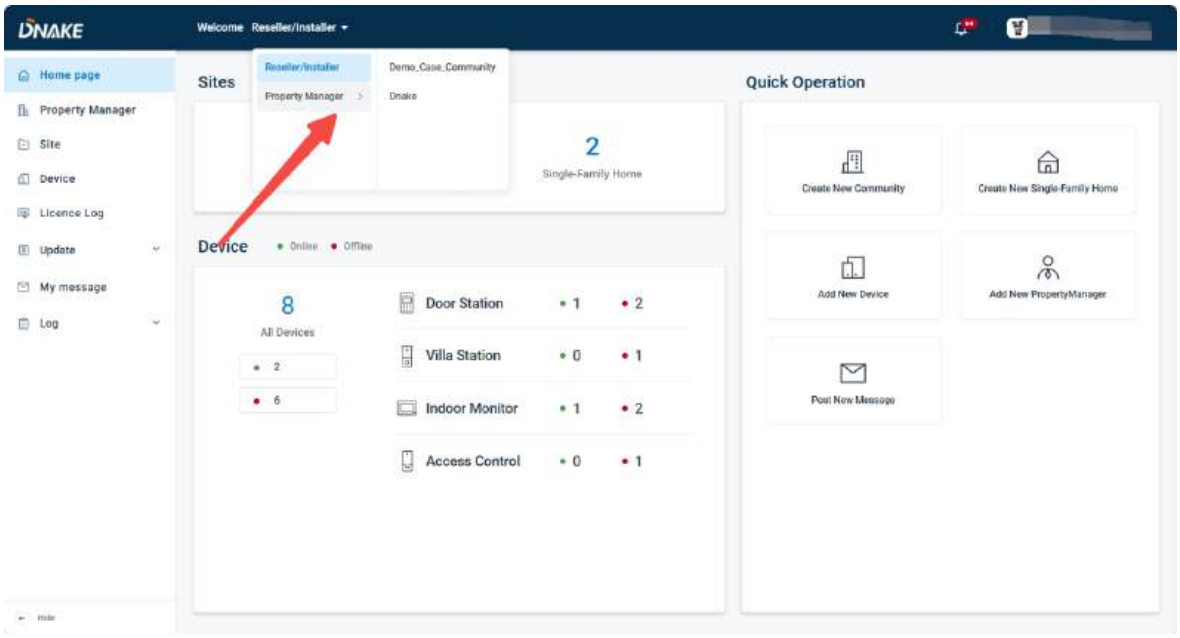
5.10.2 Device Tasks

Here, records operation logs related to device management, including deletion and replacement activities, ensuring traceability and accountability.



5.11 Switch to Property Manager

Please make sure you linked the project to this Reseller/Installer account when creating it. After doing so, you may find you can switch to manage the project in the upper right corner. You can also switch back to Reseller/Installer.

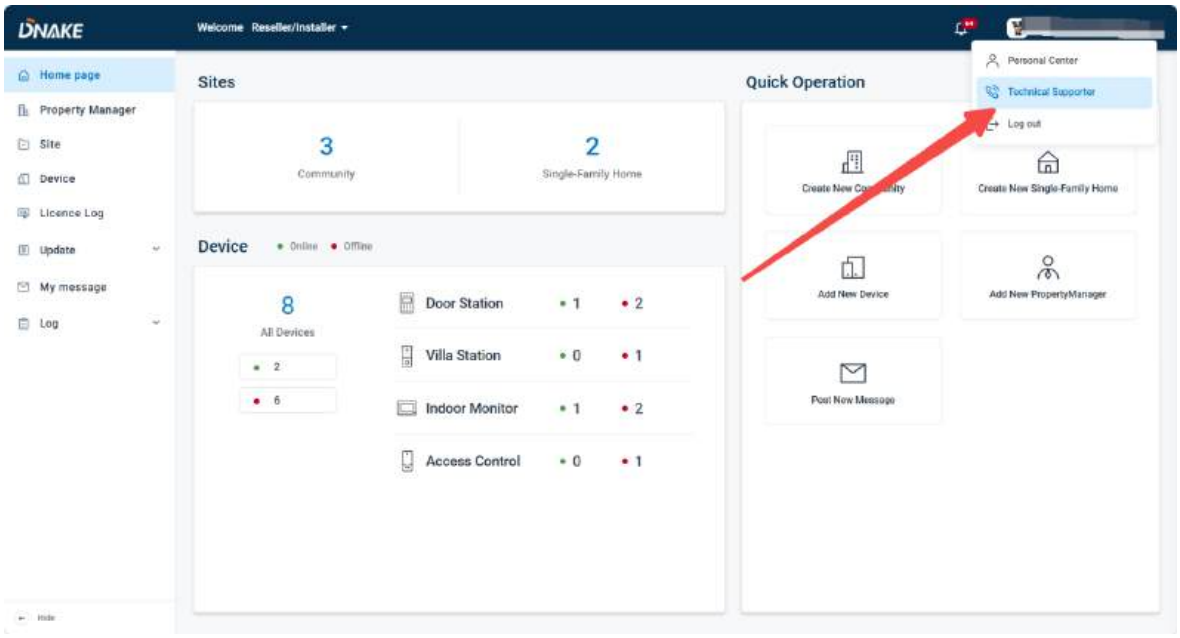


Noted: In our system, a **site** can be defined as a **single-family house** or a **community**. A single-family house normally does not have property management, which means it cannot be managed under a property management account. By contrast, a community site is managed by a property manager, so when we switch to the property management account, only **community** sites can be managed.

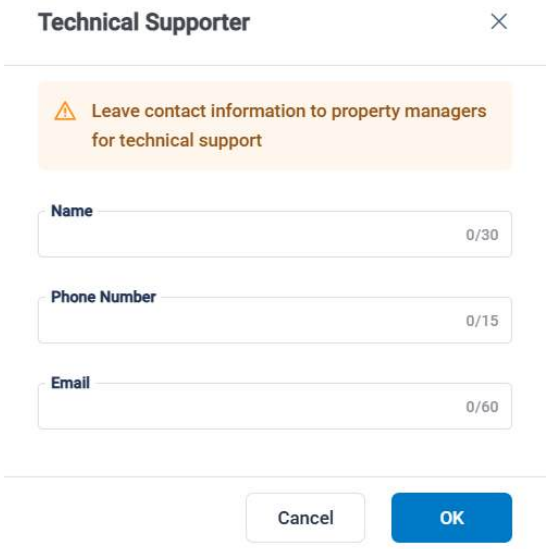
5.12 Technical Supporter

Here are the steps to create the contact for the Property Manager to seek technical support.

◆ Step 1: Go to Account > Technical Supporter.



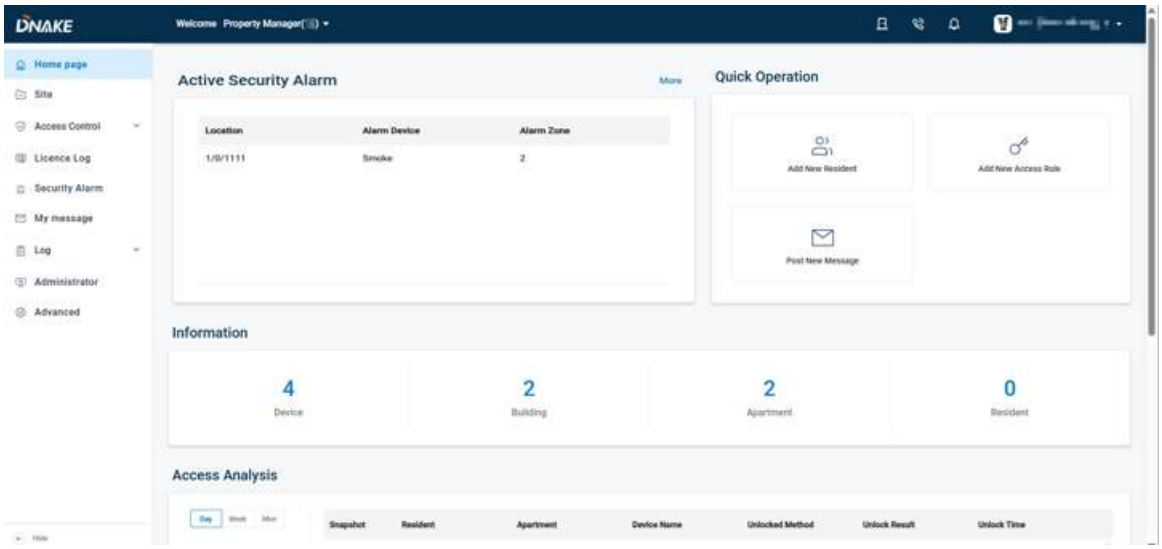
◆ Step 1: Fill in the information about the technical support.



6 Property Manager

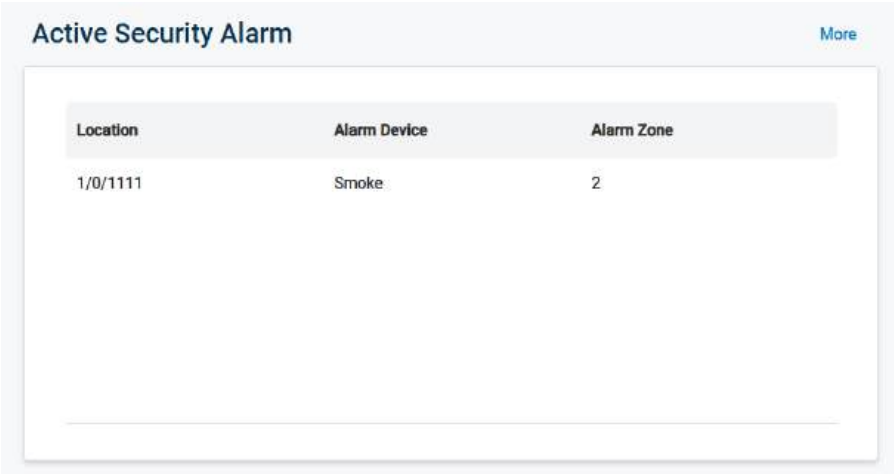
6.1 Home Page

The dashboard provides an overview of the system's main functions.



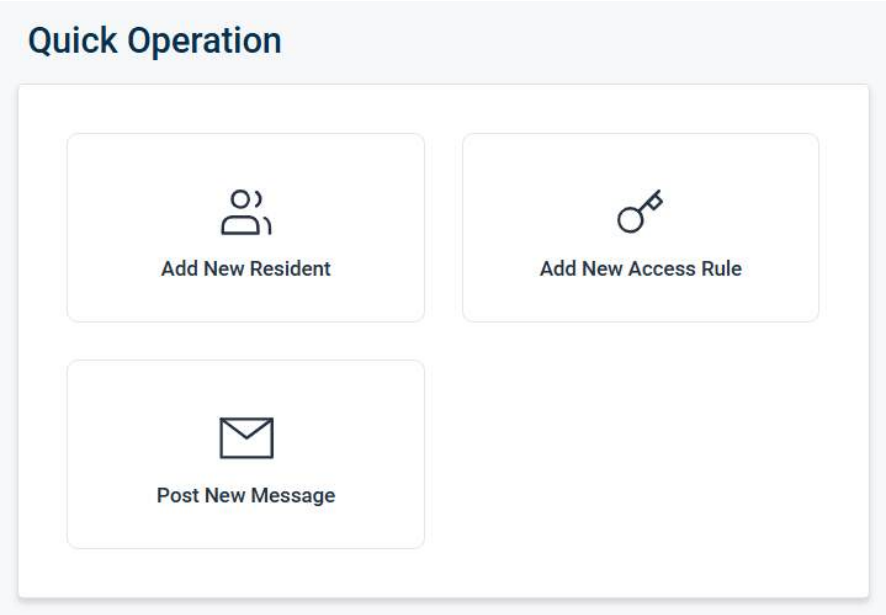
6.1.1 Security Alarm

The Active Security Alarm section displays real-time alarm information, including the location, the device that triggered the alarm, and the corresponding alarm zone. You can click more to check more alarms.



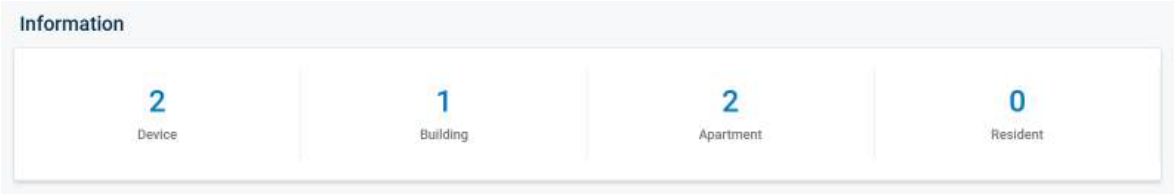
6.1.2 Quick Operation

Quick Access panel allows administrators to quickly add new residents, create new access rules, or post announcements and notifications to residents.



6.1.3 Information

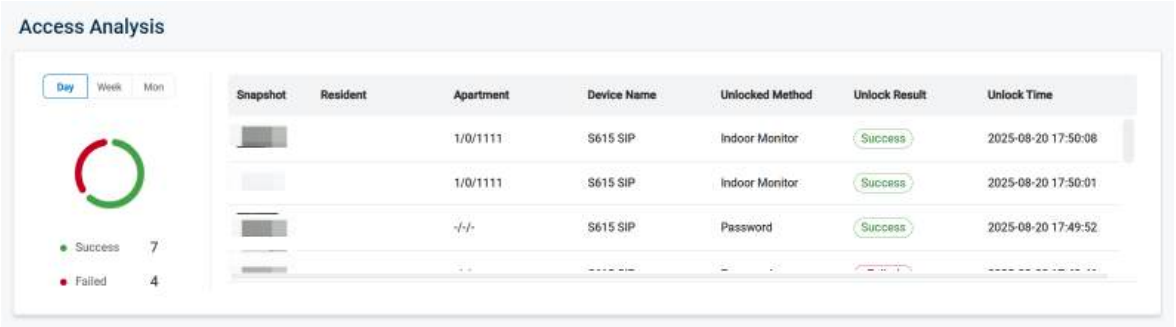
This area gives a summary of system resources, showing the number of connected devices, configured buildings, registered apartments, and residents.



6.1.3 Access Analysis

Here, administrators can view whether an entry attempt was successful or failed, check snapshots taken during the attempt, identify the resident and their

apartment, and see details such as the device used, the unlocking method, the result, and the exact time of the event. The system displays up to the latest ten records for review, and it also provides daily, weekly, and monthly reports for statistical analysis.



6.1.4 Call Analysis

Here are statistics on communication activities. It records the total call duration and allows the data to be viewed by day, week, or month, giving administrators insight into system usage.

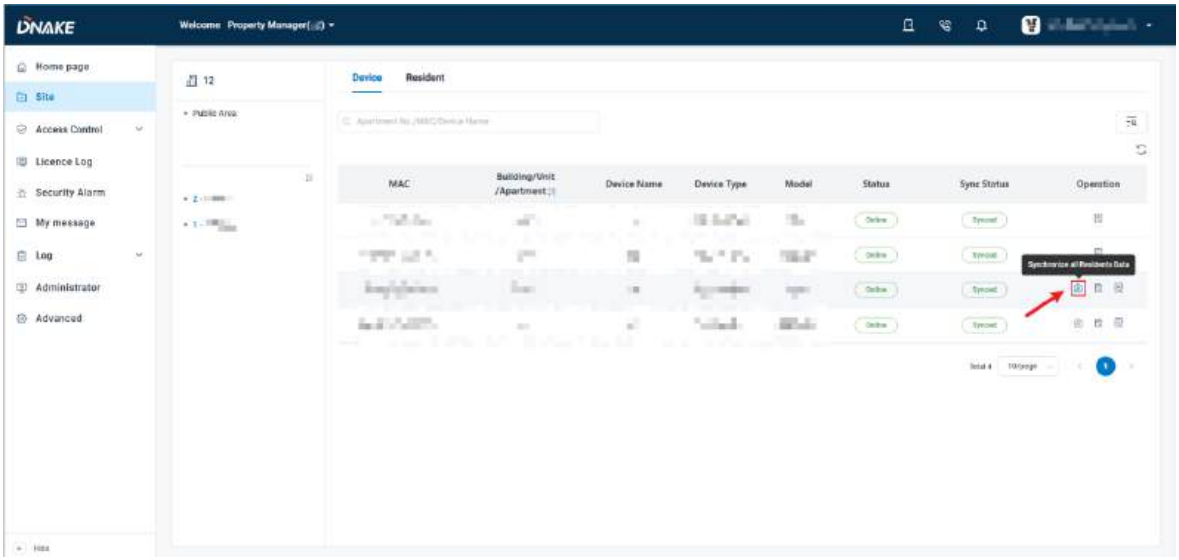


6.2 Site

6.2.1 Device Management

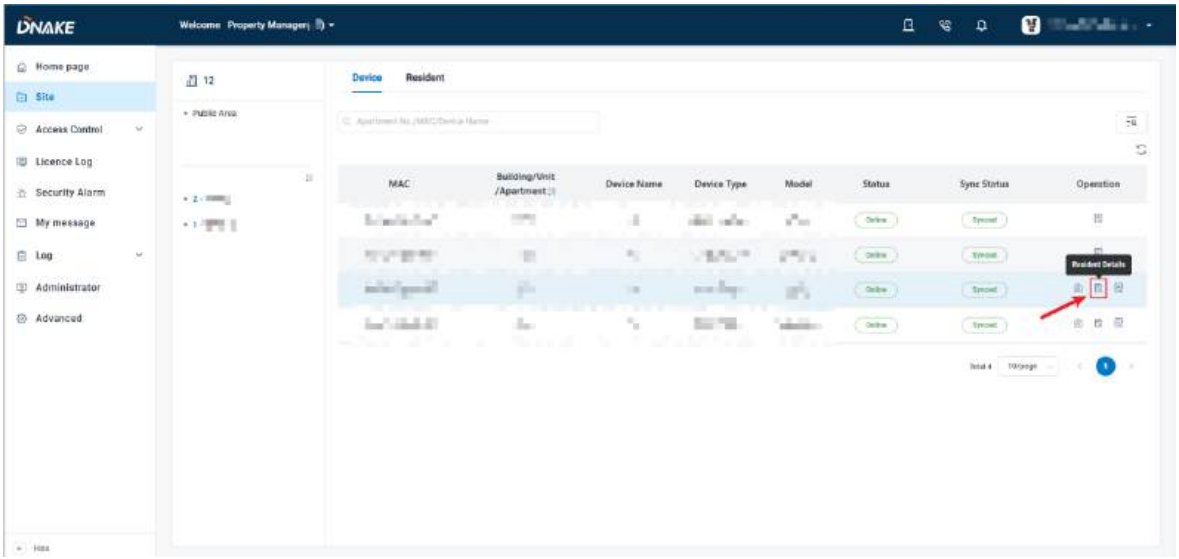
6.2.1.1 Synchronize All Residents' Data

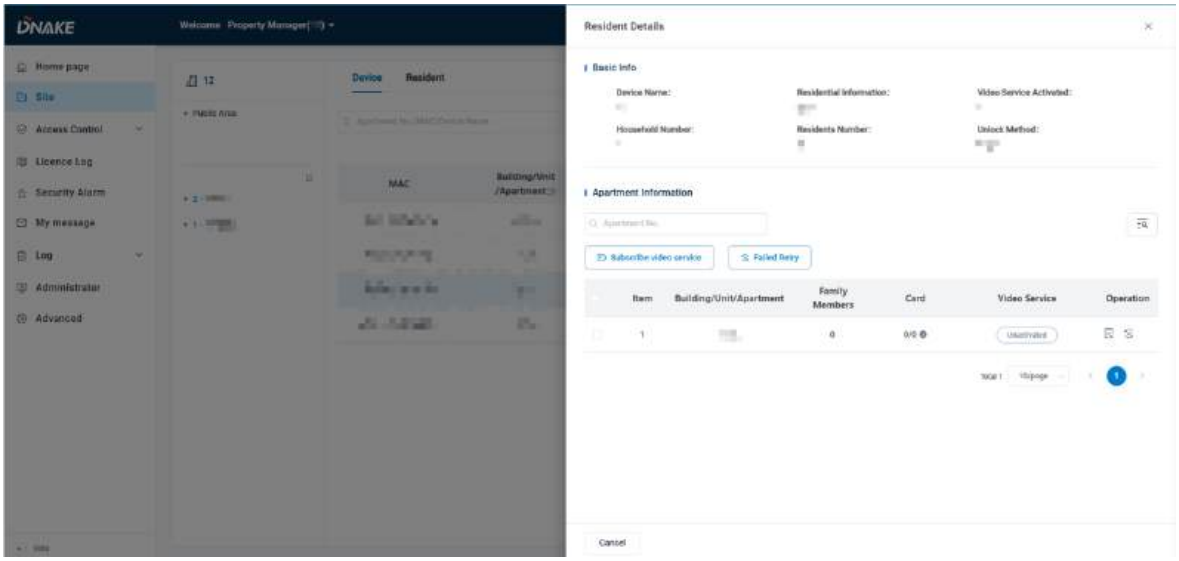
If it failed to sync, you can click it to sync manually.



6.2.1.2 Resident Details

The configuration items related to video service and re-synchronize failed apartments have been centralized and integrated into the editing page of the resident details.

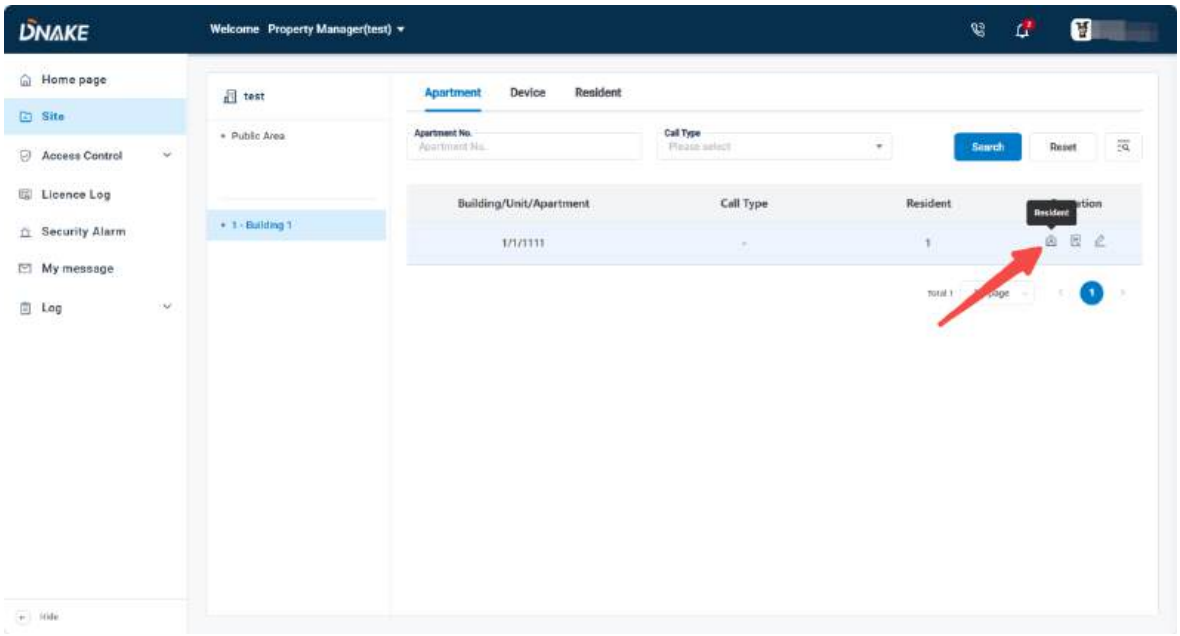




6.2.2 Apartment Management

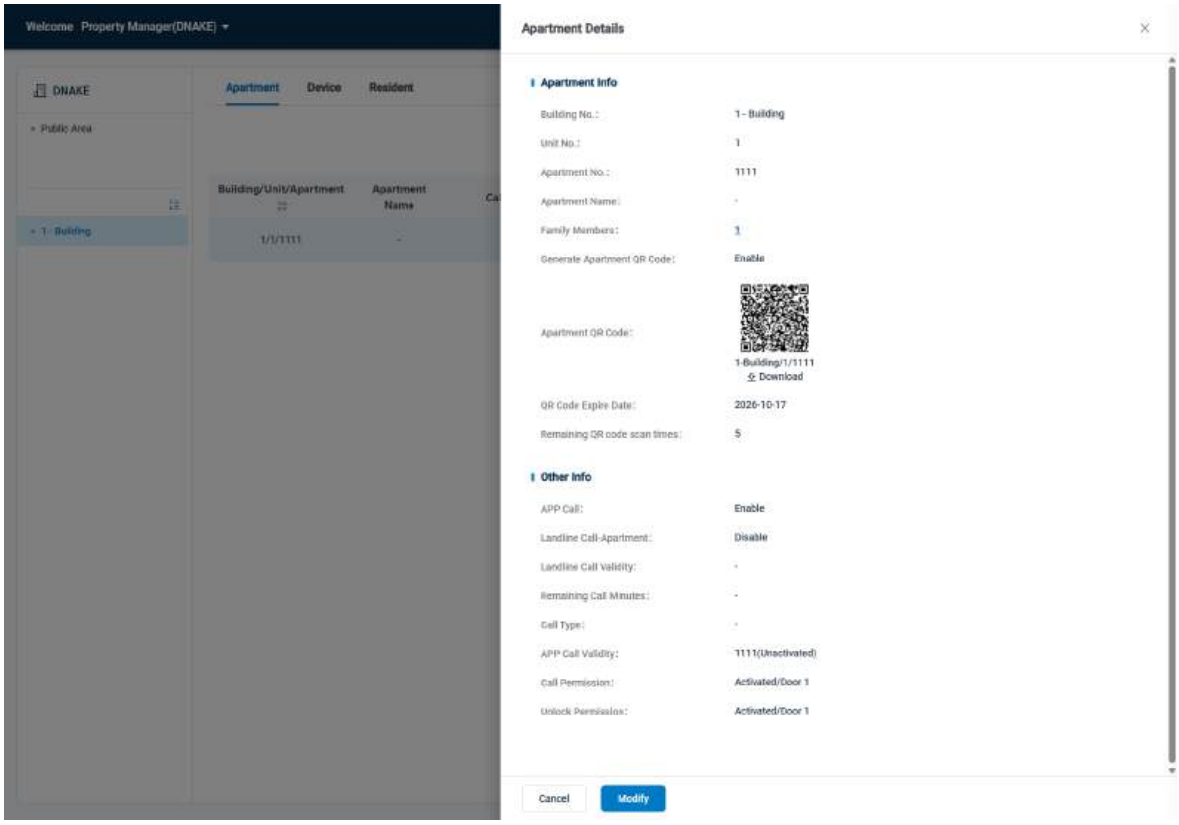
6.2.2.1 Resident

Click the Resident icon to access the Resident module, where you can view and manage all users within the same Building, Unit, or Apartment.



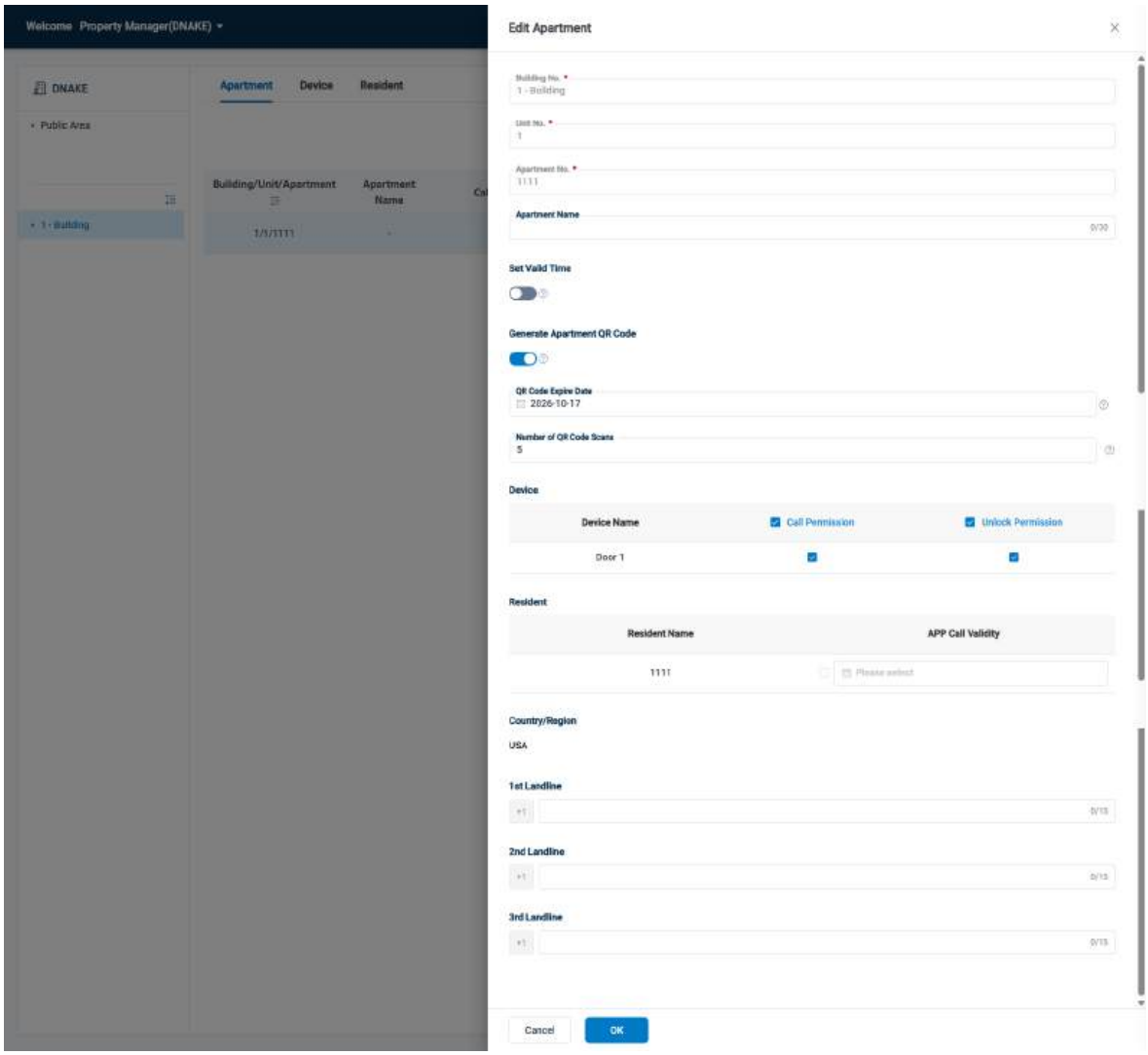
6.2.2.2 Details

The Apartment Details section provides an overview of the selected apartment, showing its Building, Unit, and Apartment numbers, the number of family members, and service-related settings such as video permission, value-added services, call options, and video service status.



6.2.2.3 Edit

Here you can modify the apartment's video service settings for the residents' app account. Unlock permission for each device can also be granted or cancelled for every app account under this apartment.

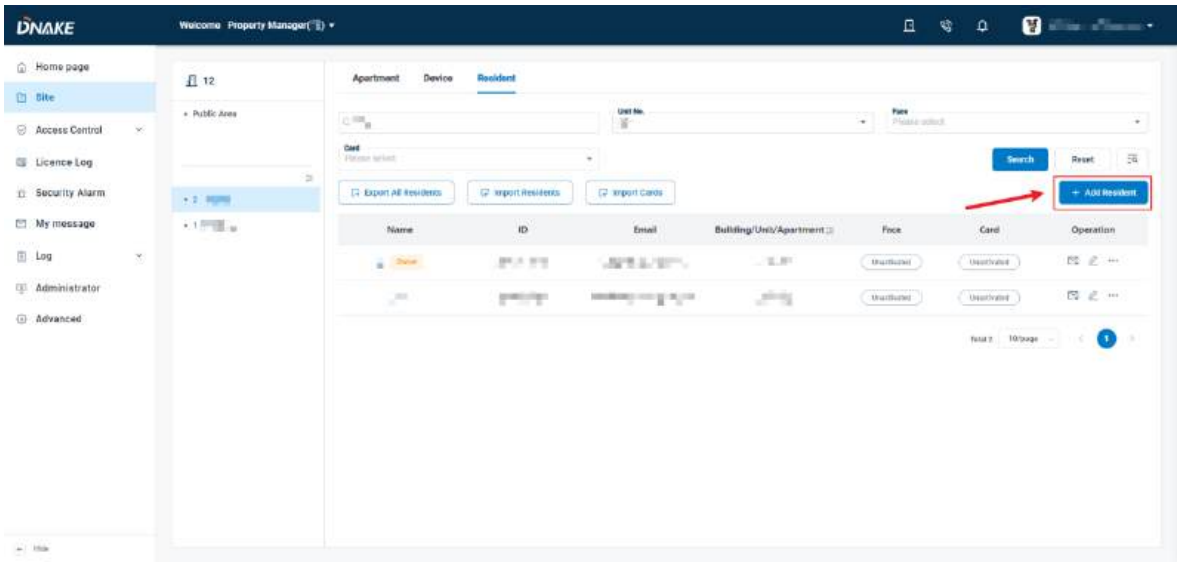


6.2.3 Resident Management

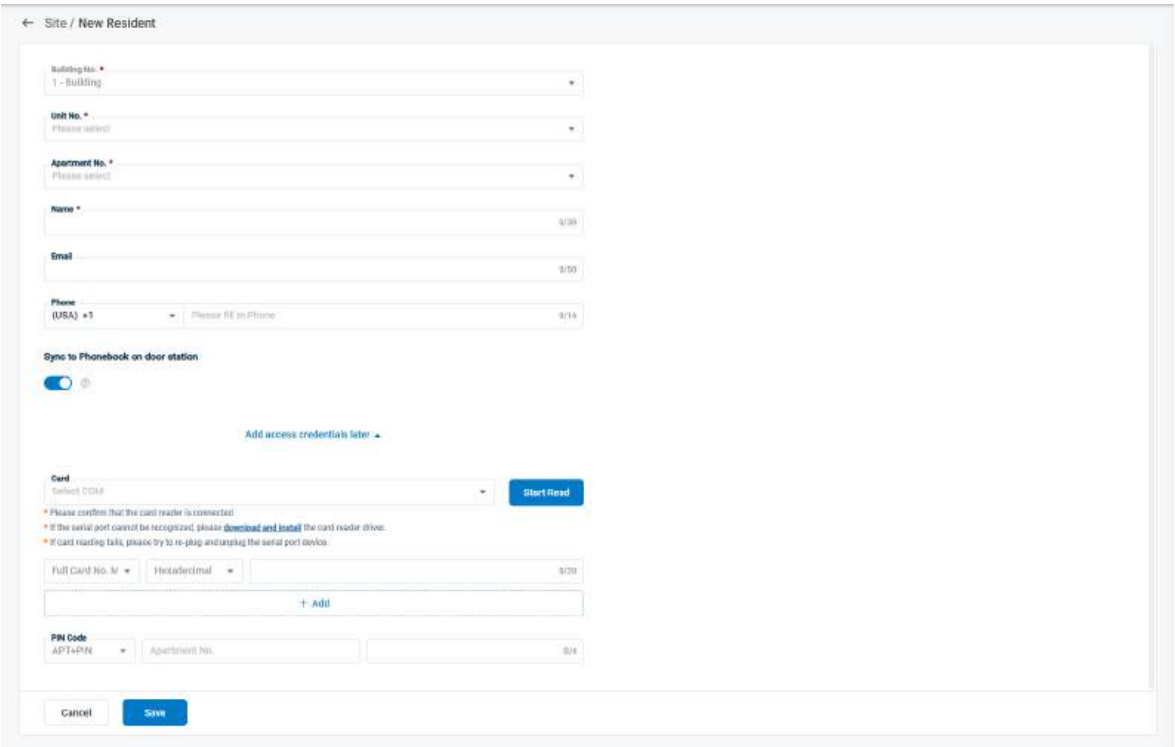
6.2.3.1 Add a New Resident

Here are the steps to create a new resident

- Step 1: Go to the Site column and select the desired building, then click Resident and choose Add Resident to add a new resident.



◆ Step 2: Select the apartment no, and enter the name, email, and Optional settings, including phone, syncing to the door station phonebook, Temp Key, card, and pin assignment.



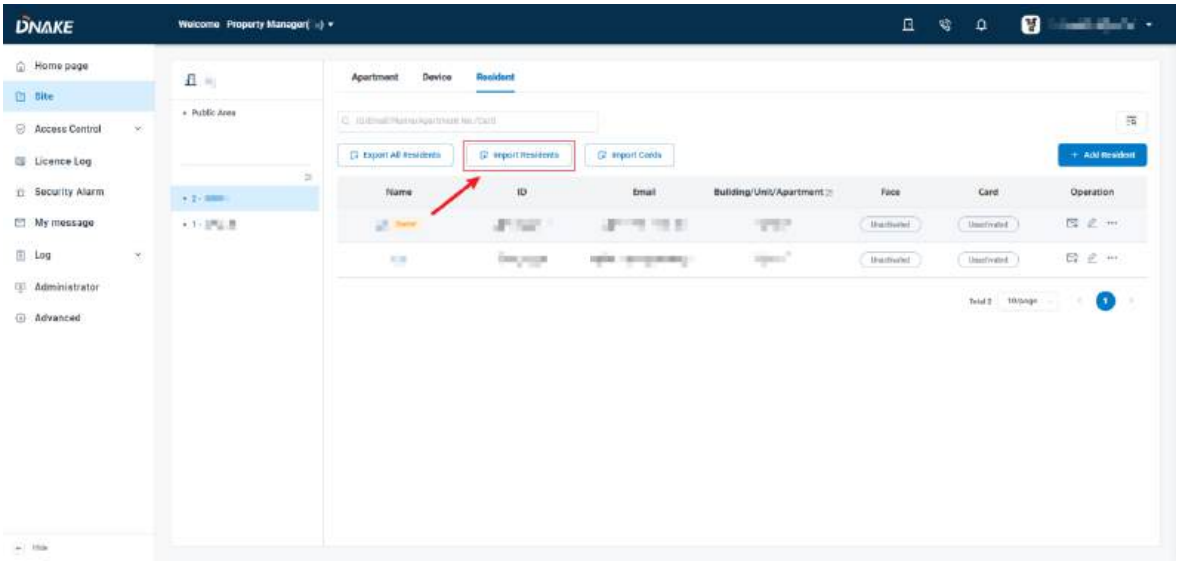
Noted: Residents can upload **Face ID** on the **Smart Pro APP**.

(Reller/Installer needs to enable Register Face ID in the APP function when

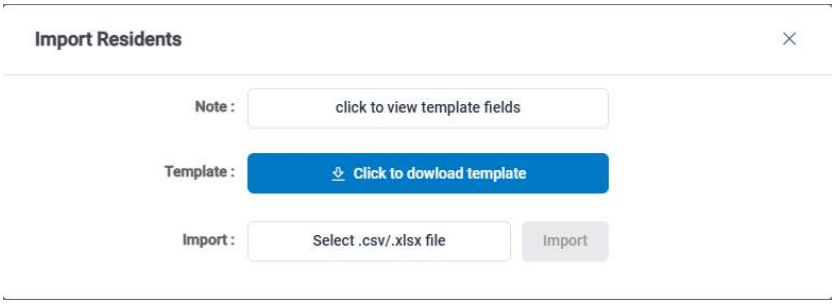
creating sites or editing existed one. For detailed instructions, refer to sections 5.3.1 and 5.3.2)

2. Here are the steps to import residents

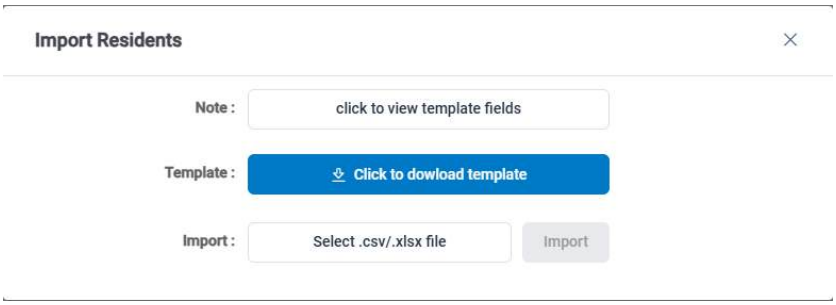
- Step 1: Go to the Site column and select the desired building, then click Resident and choose Import Residents to import residents.



- Step 2: Click Note to view the Template Fields and click to download the template to fill in the necessary information



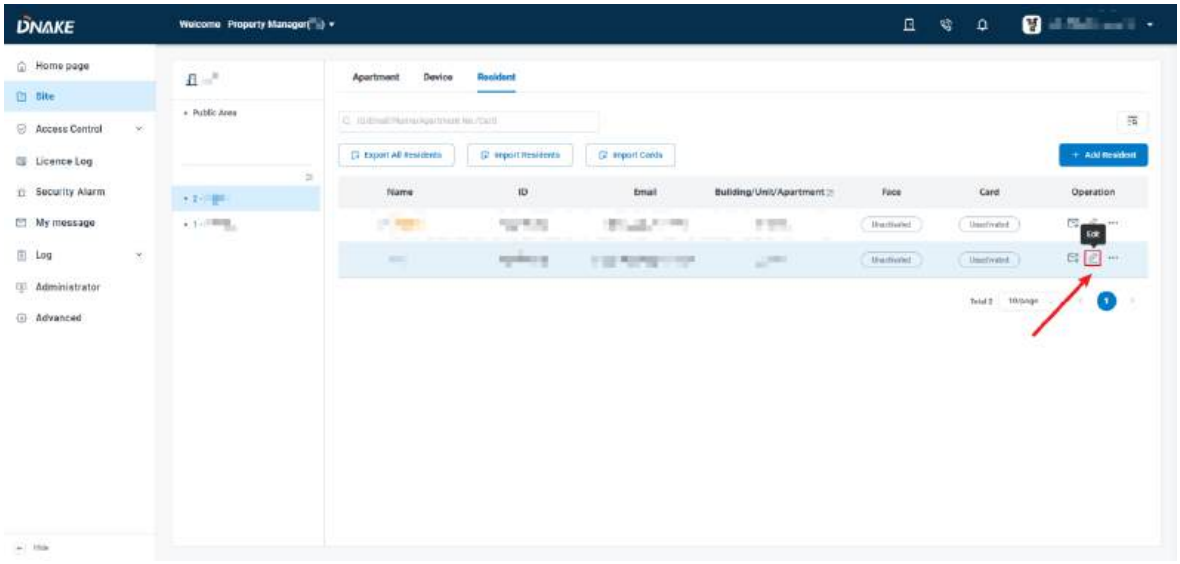
- Step 3: Click Select .csv file to upload the file and click Import to import the card information.



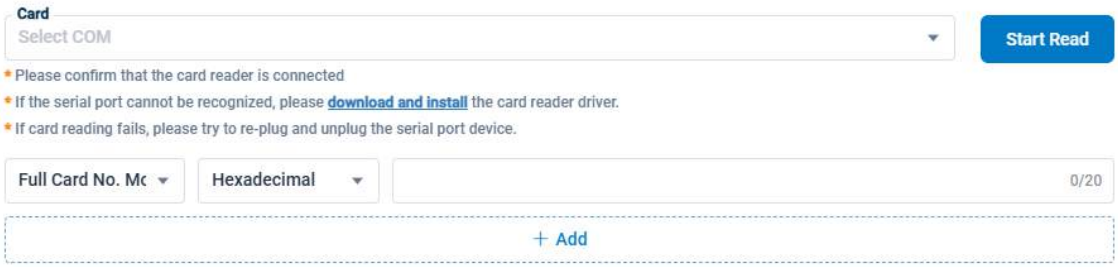
6.2.3.2 Add Cards

Here are the steps to add a new card for a dedicated resident

- Step 1: Go to the Site column and select the desired building, then choose Resident and click Edit to add a new card for a dedicated resident.



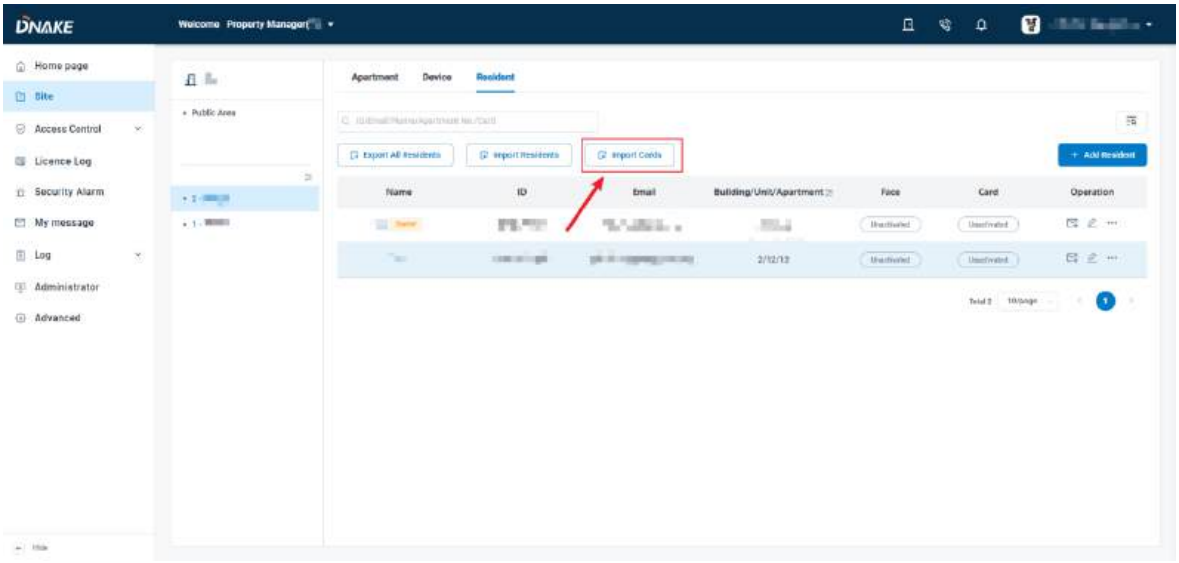
- Step 2: Select the COM port, then click Start Read (ensure the card reader is connected and drivers are installed).



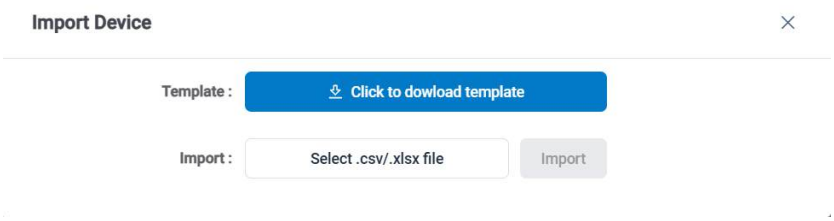
Noted: Compatible Mode is used when you read cards by a card reader, while Full Card No. Mode is used when you need to input the full card number.

Here are the steps to import cards for residents

- Step 1: Go to the Site column and select the desired building, then choose Resident and click Import Cards to import cards for residents



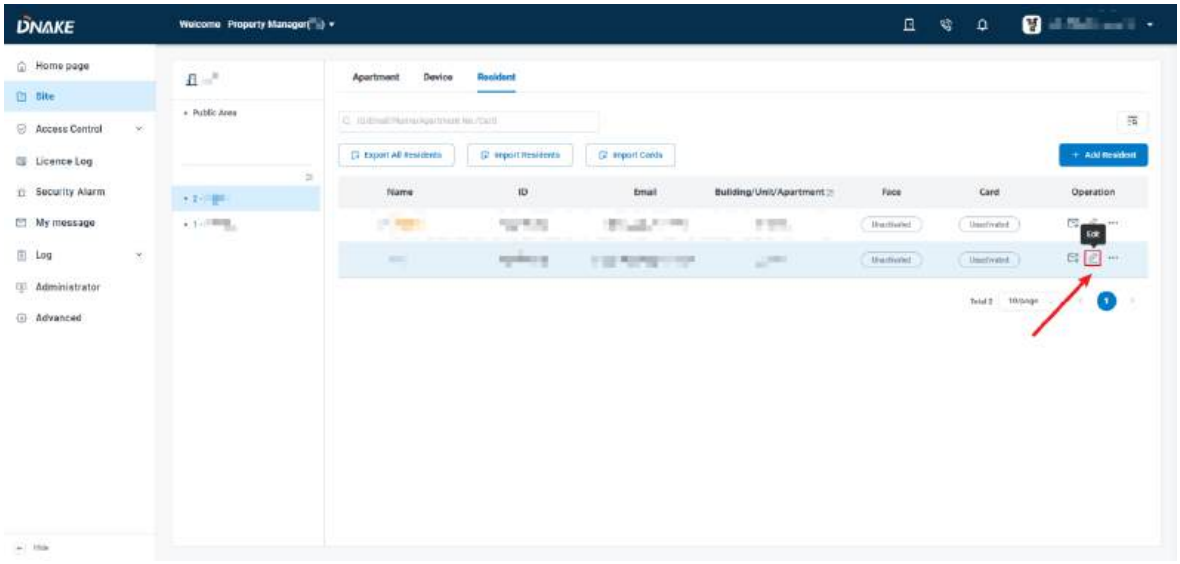
- Step 2: Click Select file to upload the file and click Import to import the card information.



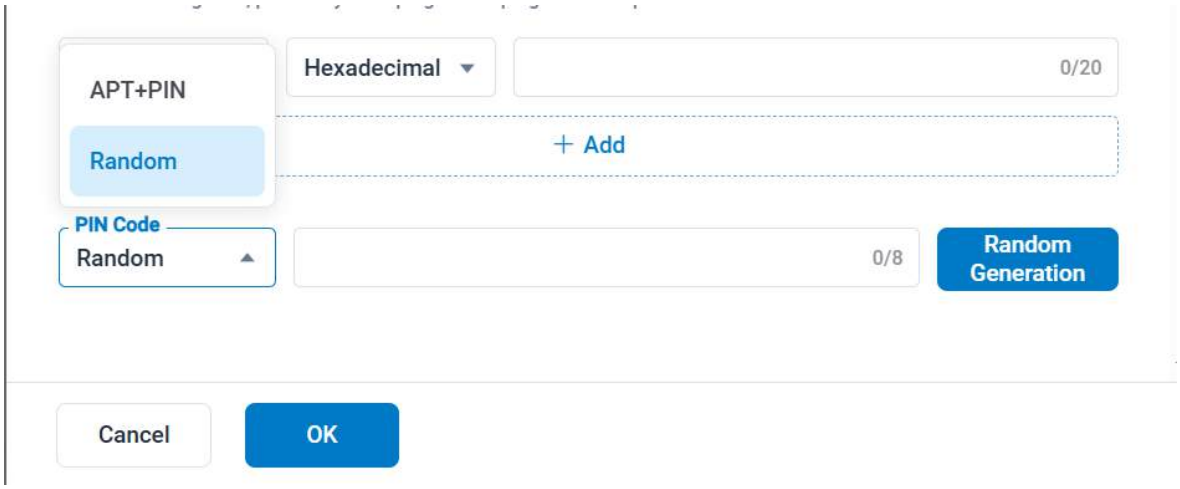
6.2.3.3 Add Pin Code

Here are the steps to add a new card for a dedicated resident

- Step 1: Go to the Site column and select the desired building, then choose Resident and click Edit to add a new PIN code for a dedicated resident.

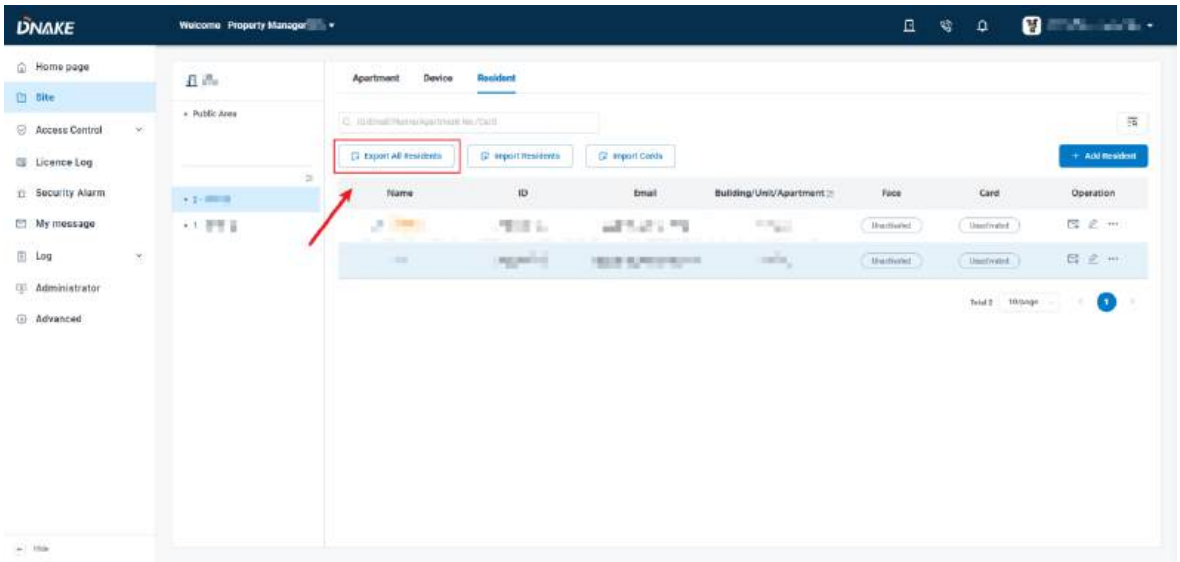


- Step 2: Select the generation mode, generate the PIN code, and click Save to save it.



6.2.3.4 Export All Residents

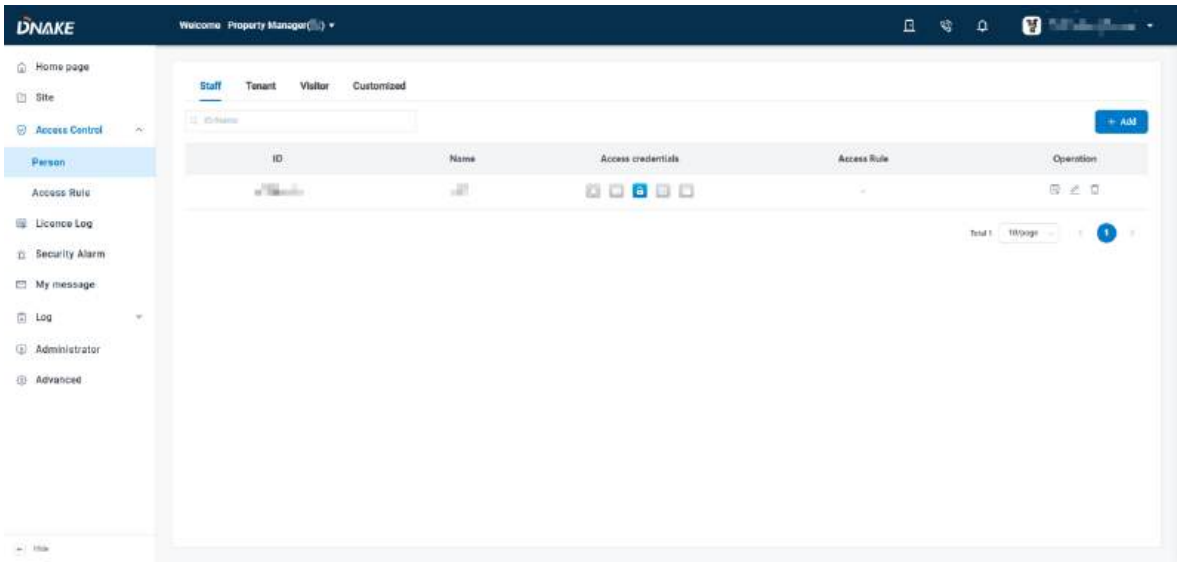
- Go to the Site column and select the desired building, then choose Resident and click Export All Residents to export all residents



6.3 Access Control

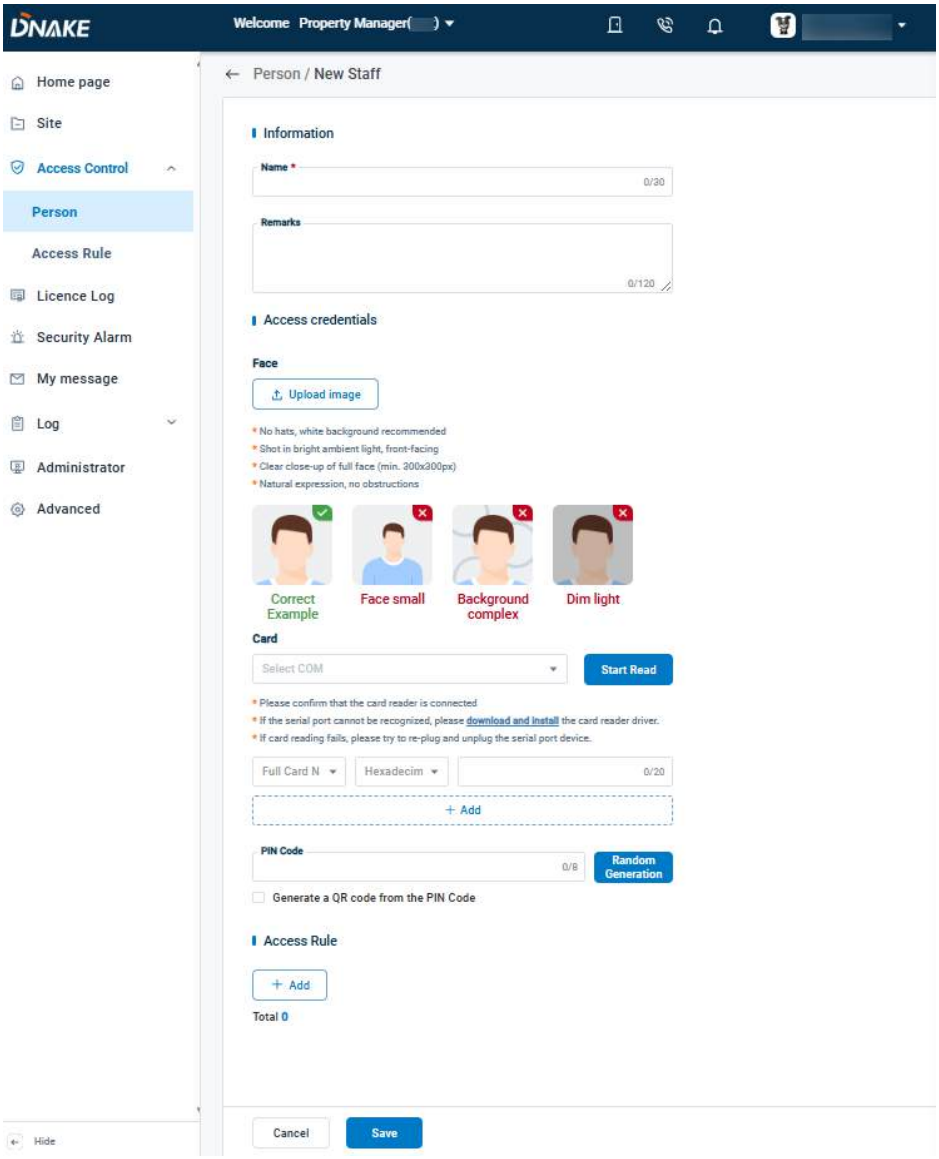
6.3.1 Person

You can add access permissions, such as facial recognition and card access, for different roles on the cloud platform. The three roles are staff, tenant, visitor, and customized. To assign permissions, simply click Add under each role.



6.3.1.1 Staff

- Step 1: Enter the name and any Remarks in the information section.
- Step 2: Upload facial images as required, add cards via a card reader or by entering the card number, generate a PIN code, and optionally choose whether to generate a QR code for unlocking.
- Step 3: Set up specific Access Rules for each staff member.

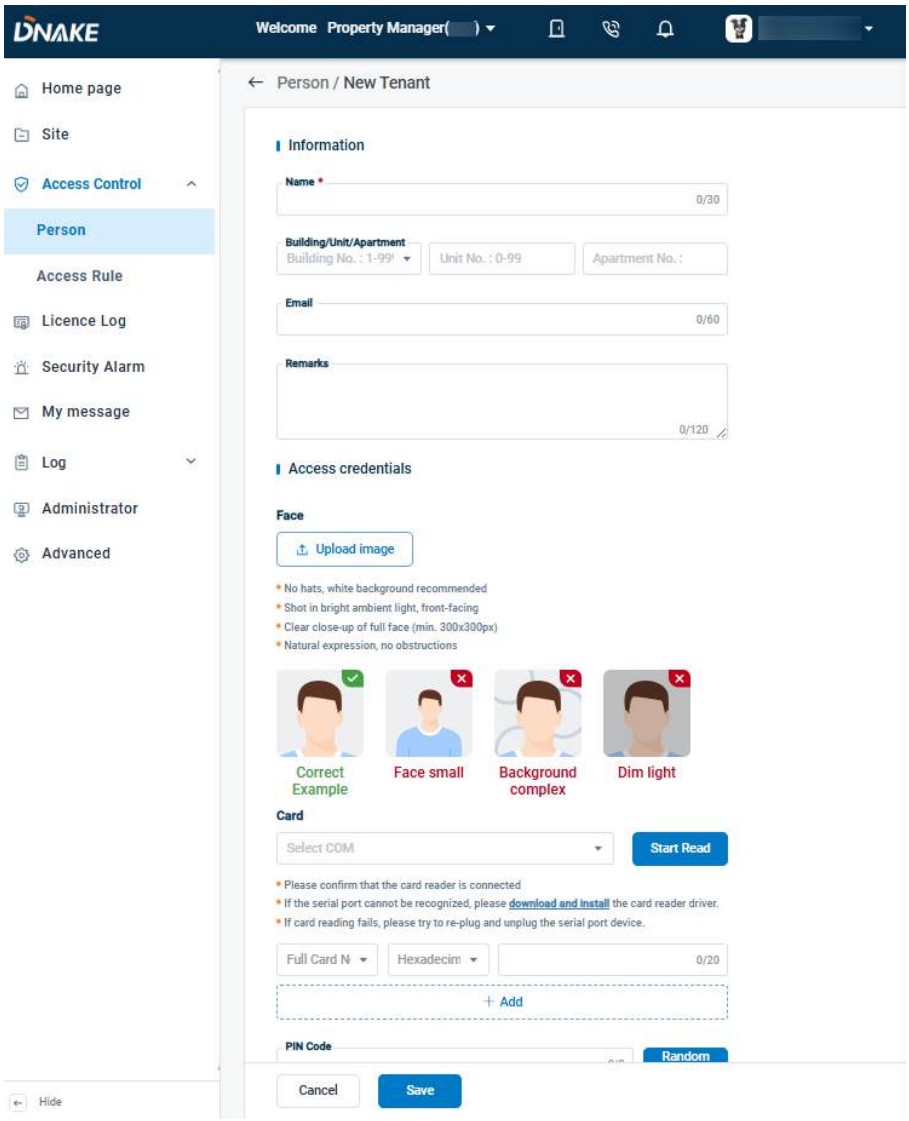


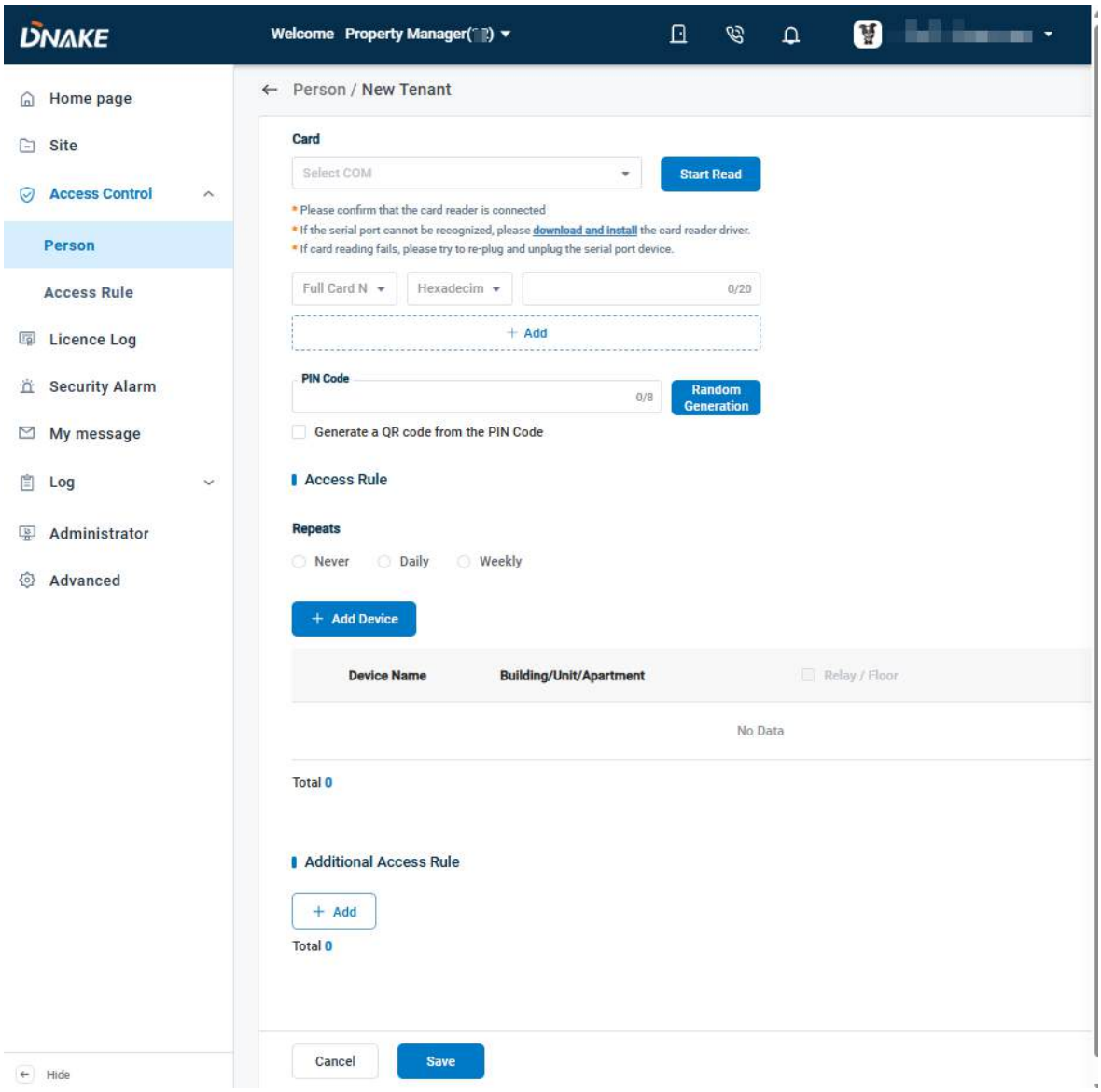
6.3.1.2 Tenant

- Step 1: Enter the name, Building/Unit/Apartment, and any information in the information section.
- Step 2: Upload facial images as required, add cards via a card reader or by entering the card number, generate a PIN code, and optionally choose whether to generate a QR code for unlocking.

- Step 3: Set up specific Access Rules for each tenant member. Be sure to specify the validity period for these rules and choose a frequency. The available frequency options are: Never, Daily, Weekly. Additionally, assign the relevant devices to each Access Rule.

  With the new **Additional Access Rule** feature, you can now associate existing **Access Rules** with the tenant instead of creating a new rule from scratch. This allows for more flexible and efficient access management.

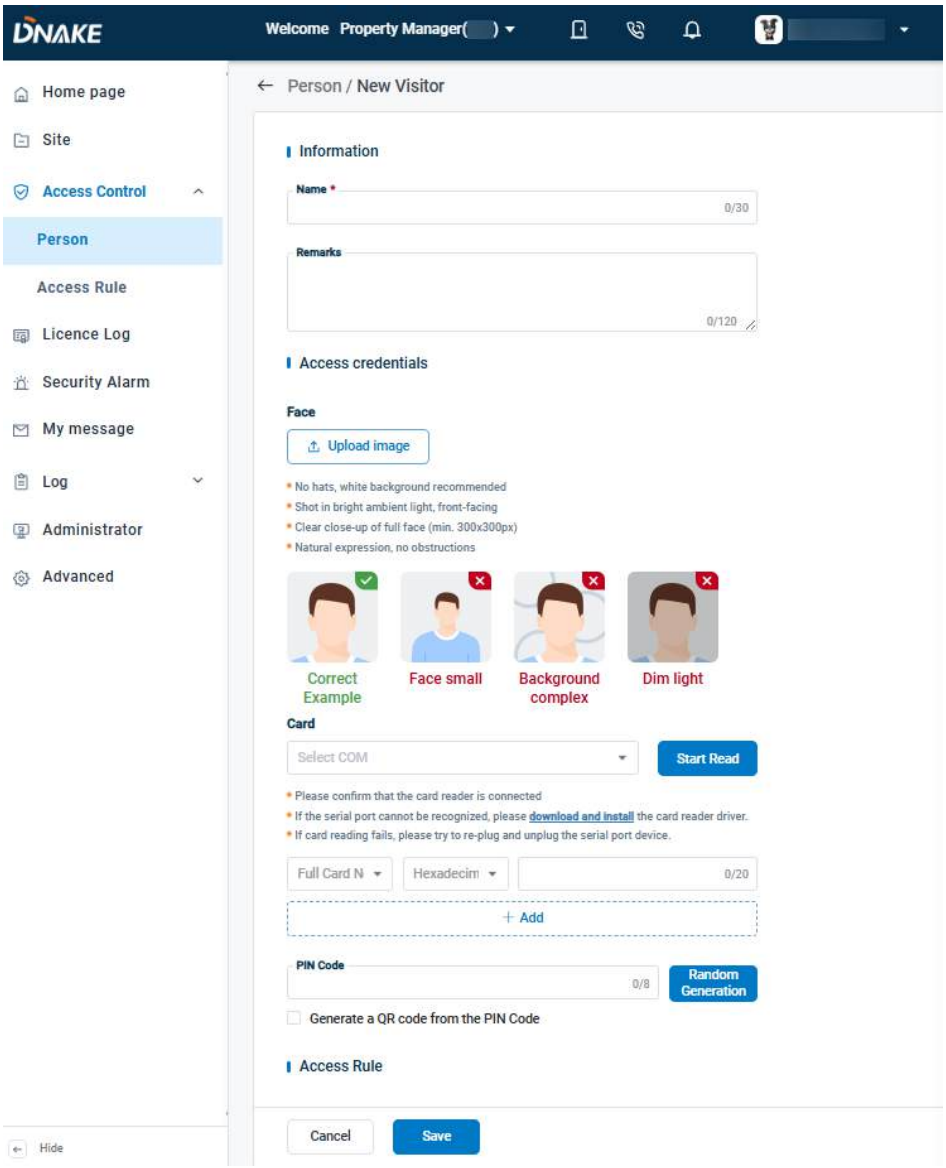


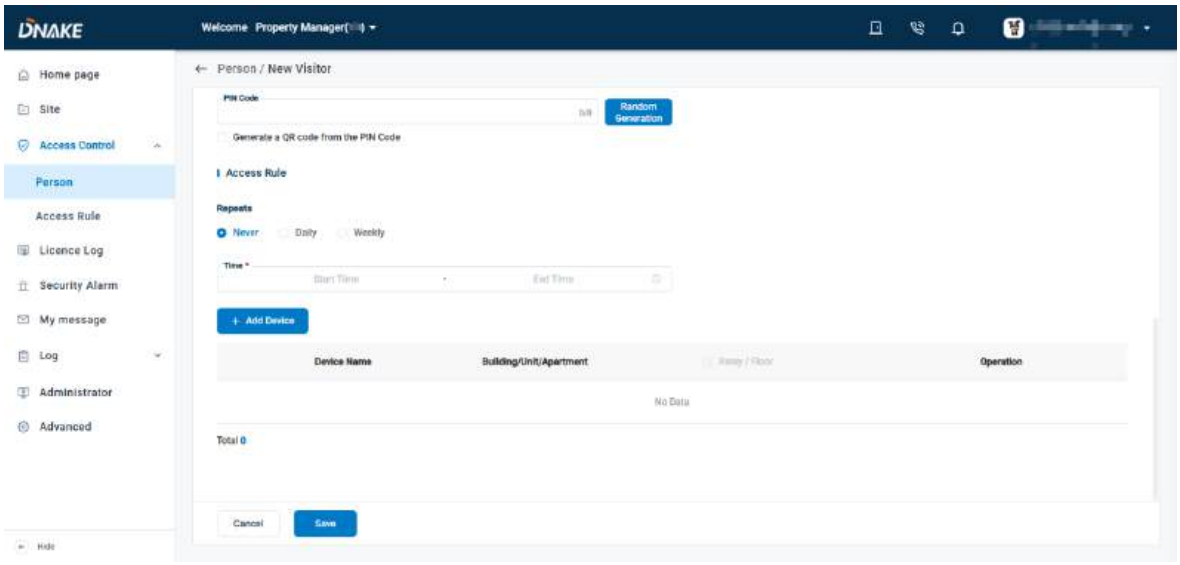


6.3.1.3 Visitor

- Step 1: Enter the name and any Remarks in the information section.
- Step 2: Upload facial images as required, add cards via a card reader or by entering the card number, generate a PIN code, and optionally choose whether to generate a QR code for unlocking.
- Step 3: Set up specific Access Rules for each visitor member. Be sure to

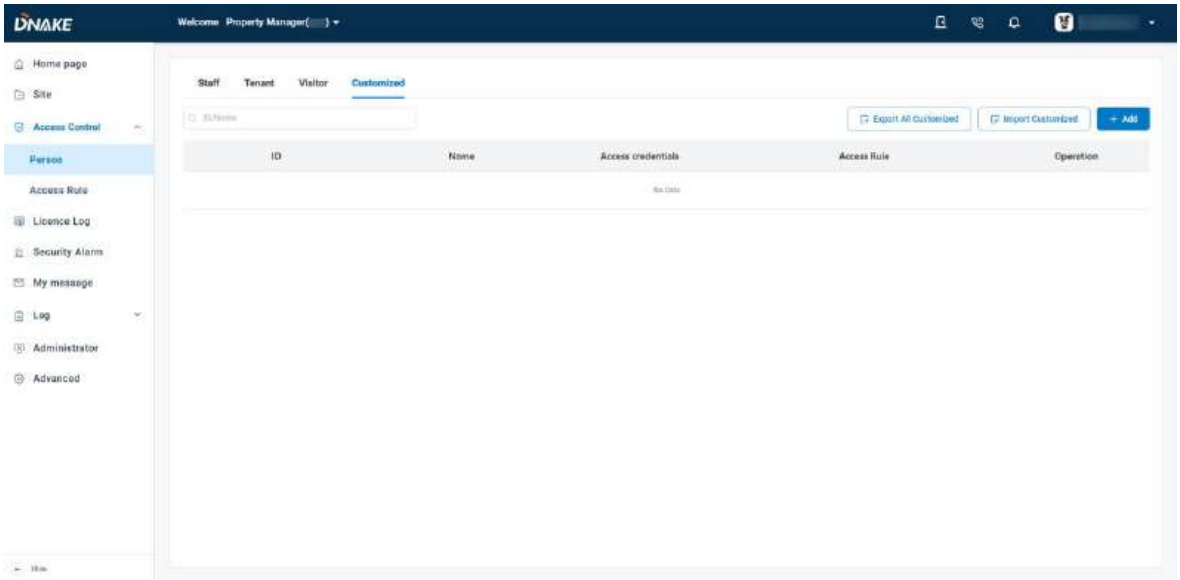
specify the validity period for these rules and choose a frequency. The available frequency options are: Never, Daily, Weekly.

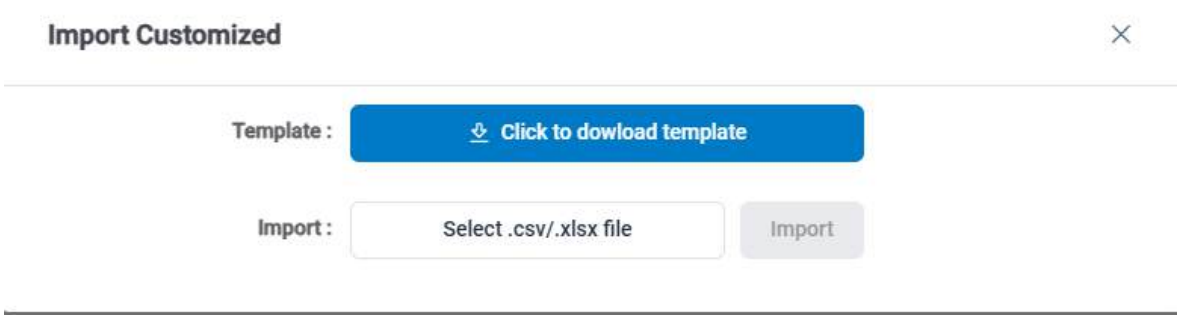




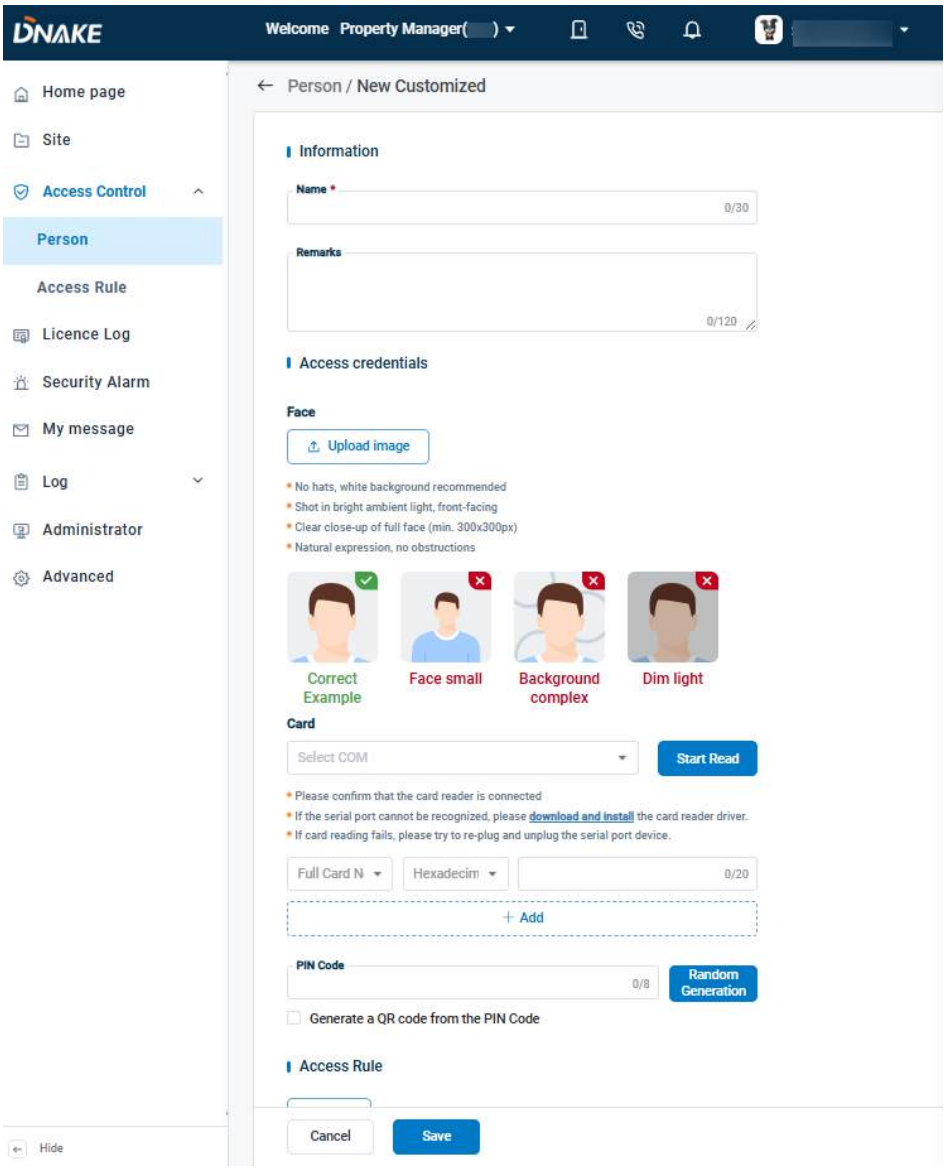
6.3.1.4 Customized

In this section, you can export the Customized data, batch import it via Import, and click Add to create a new Customized.





- Step 1: Enter the name and any Remarks in the information section.
- Step 2: Upload facial images as required, add cards via a card reader or by entering the card number, generate a PIN code, and optionally choose whether to generate a QR code for unlocking.
- Step 3: Set up specific Access Rules for each staff member.



6.3.2 Access Rule

The Access Rule Type provides two options: Normal and Free Access. The Normal rule is used to control access by defining which users are allowed to unlock specific doors within designated time periods, while the Free Access rule allows all users to unlock the specified doors freely during the configured time

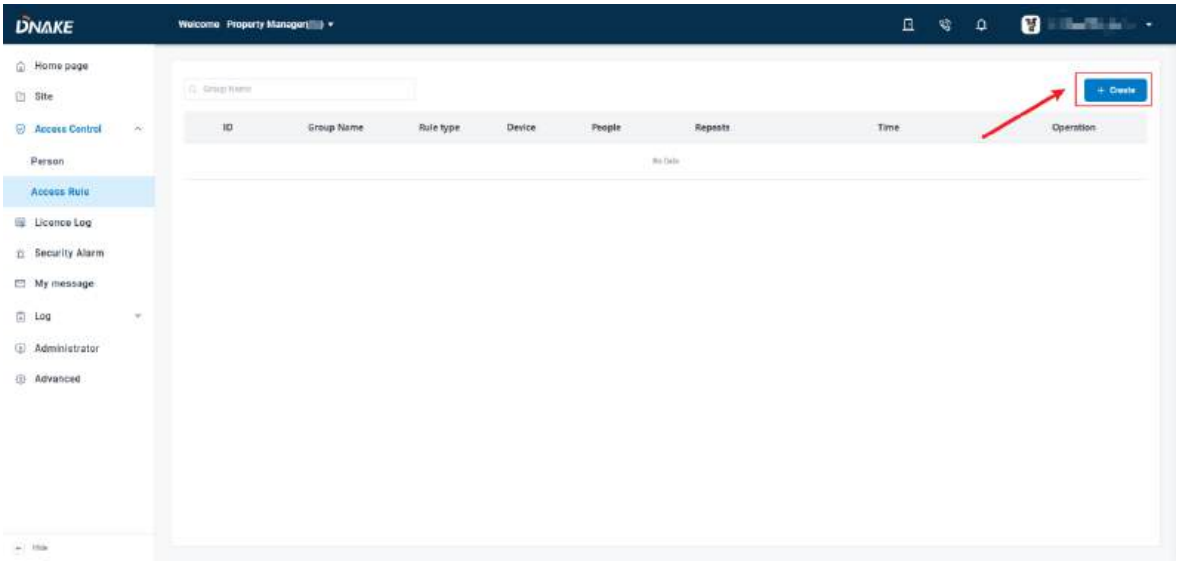
periods.

You can create custom Access Rules that can be applied to Staff, Tenants, Visitors, and Customized.

6.3.2.1 Normal

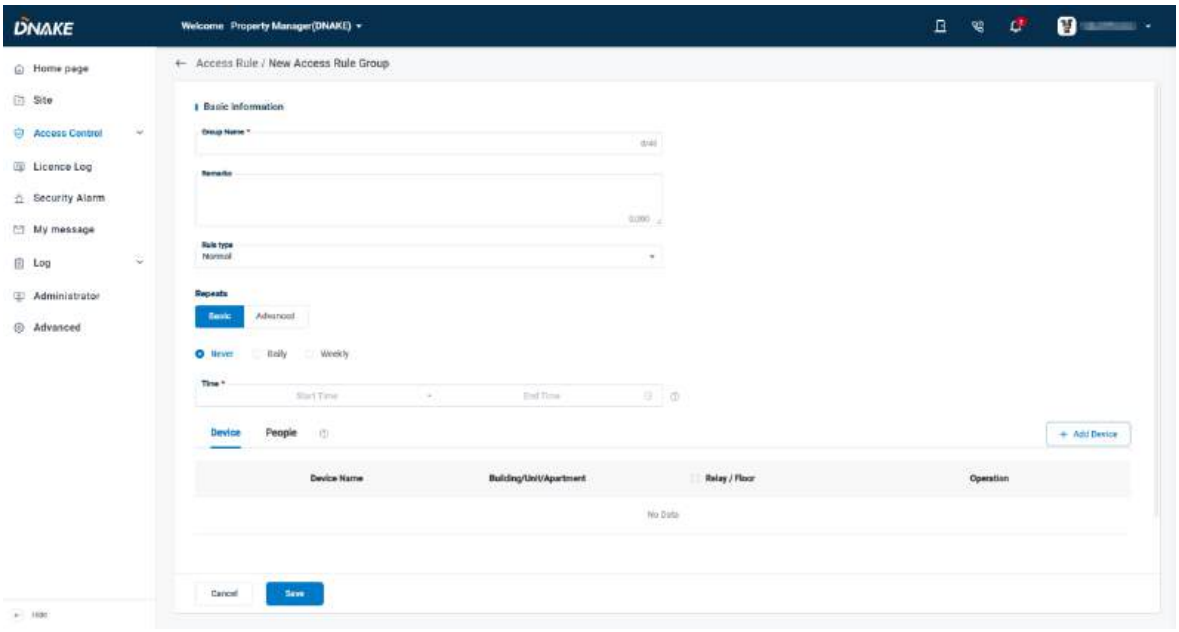
Here are the steps to configure a normal access rule

- Step 1: Go to the Access Control column and choose Access Rule, then click Create to add an access rule.

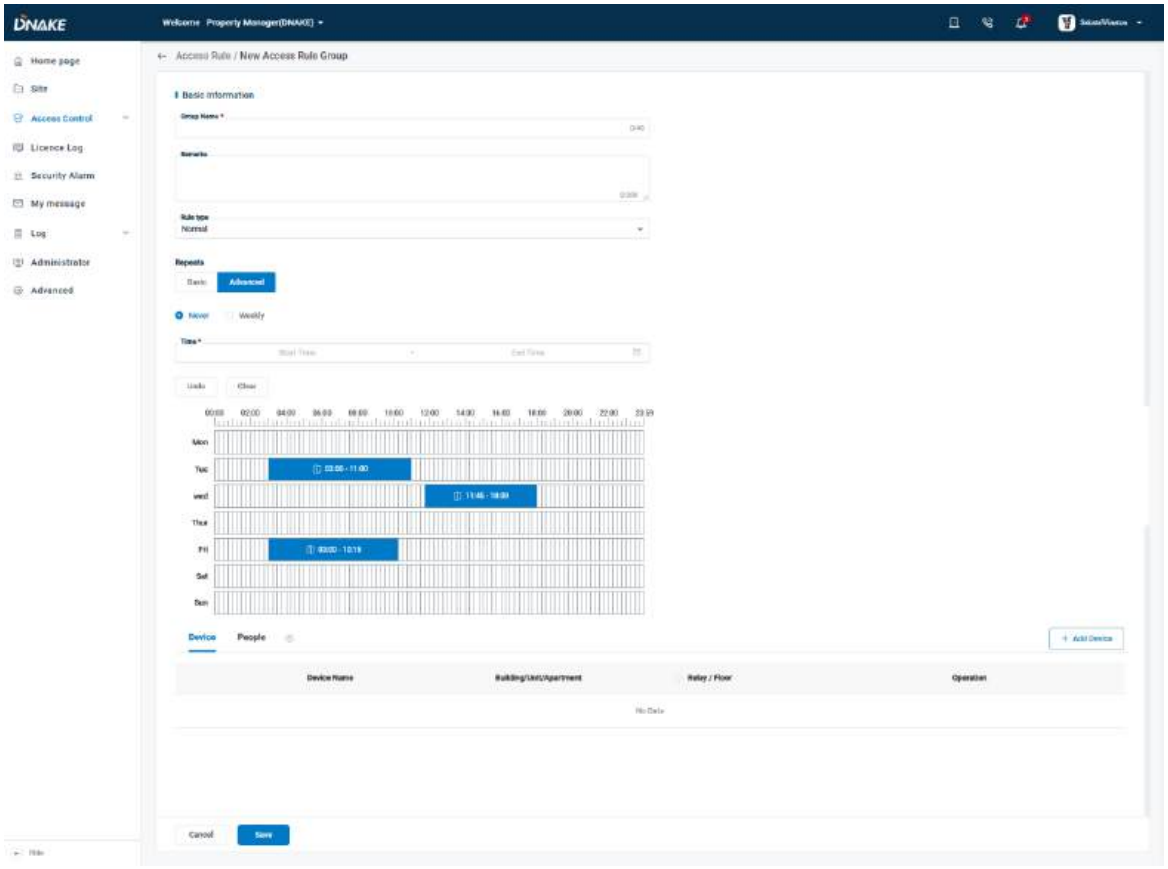


- Step 2: Fill in the group name, select rule type to Normal and choose the repeat option.

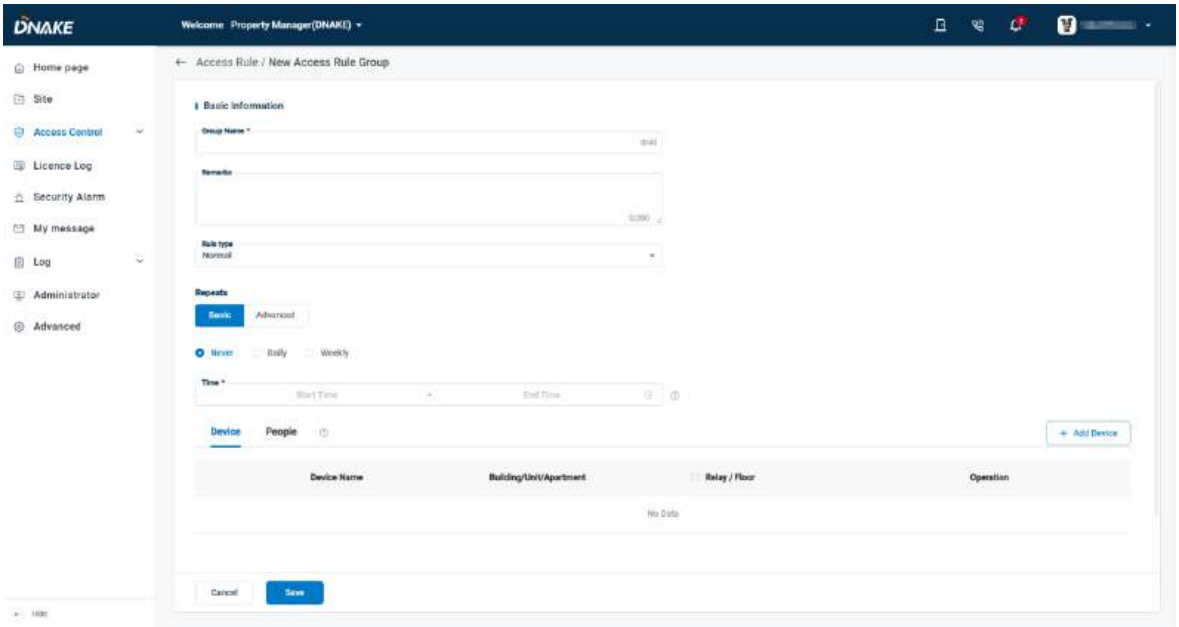
  When Repeat is set to Basic, select the repeat frequency: Never, Daily, or Weekly. The start and end times can be configured.



When Repeat is set to Advanced, only Never and Weekly are available. For Weekly, multiple time periods can be configured independently for each day of the week, from Monday to Sunday.



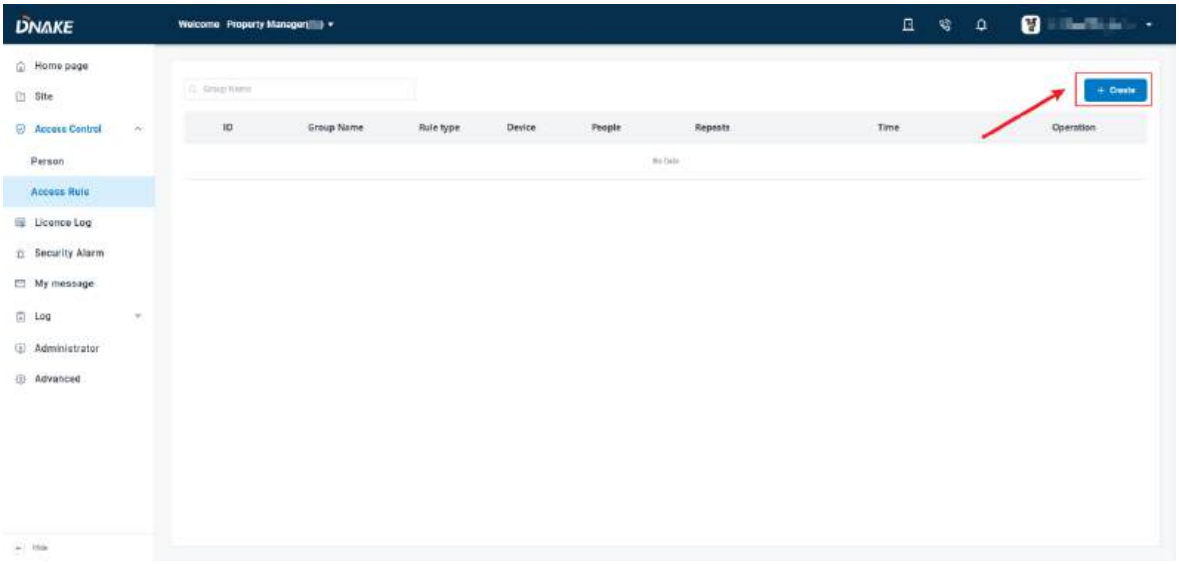
◆ Set the validity period, and link the specified devices and people to the access rule. （Rule type is normal by default）



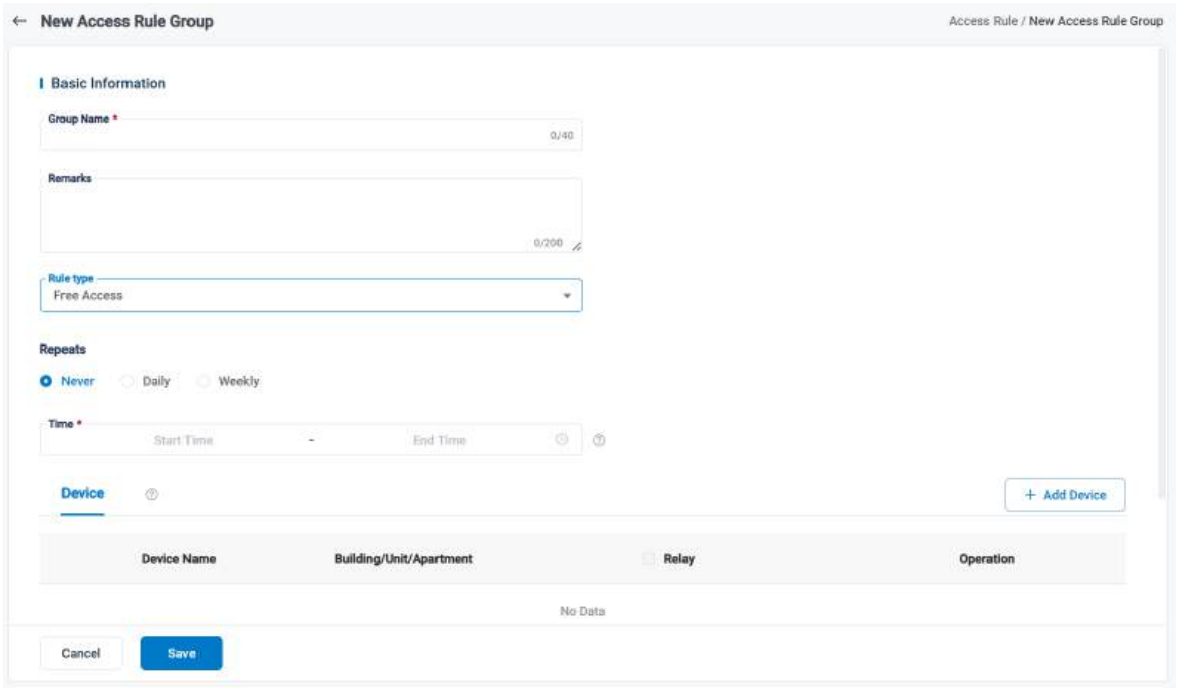
6.3.2.2 Free Access

Here are the steps to configure a free access rule

- Step 1: Go to the Access Control column and choose Access Rule, then click Create to add an access rule.



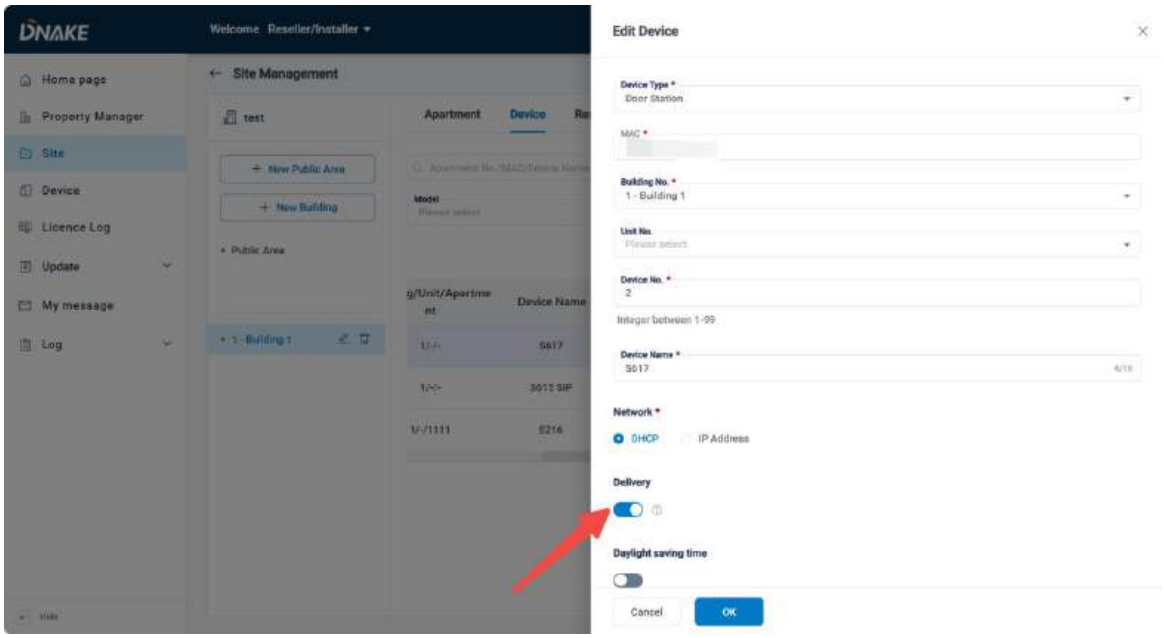
- Step 2: Fill in the group name, select the repeat option (The repeat options are the same as those in Normal mode.), select the free access, set the validity period, and link the specified devices to the access rule.



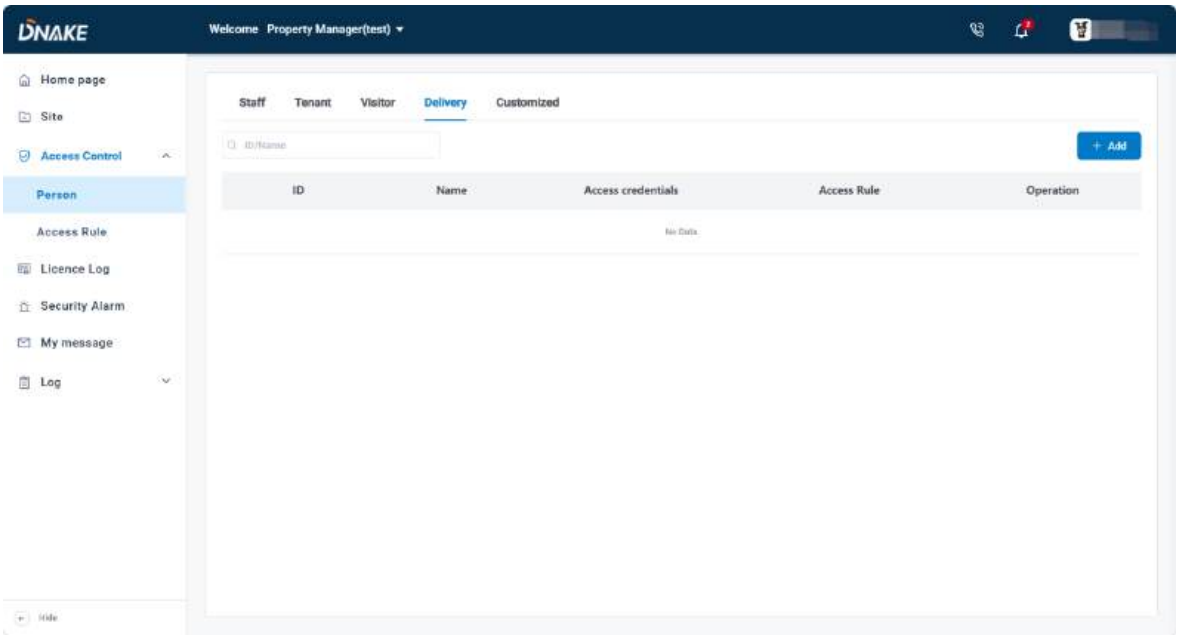
6.3.3 Delivery Passcode

The cloud platform allows you to create a Delivery Code for couriers. When the courier arrives, they enter the Delivery Code, select the resident, and input the number of packages. The corresponding resident will then receive a package notification in their app. (It only supports S617 right now and will support more devices in the future.)

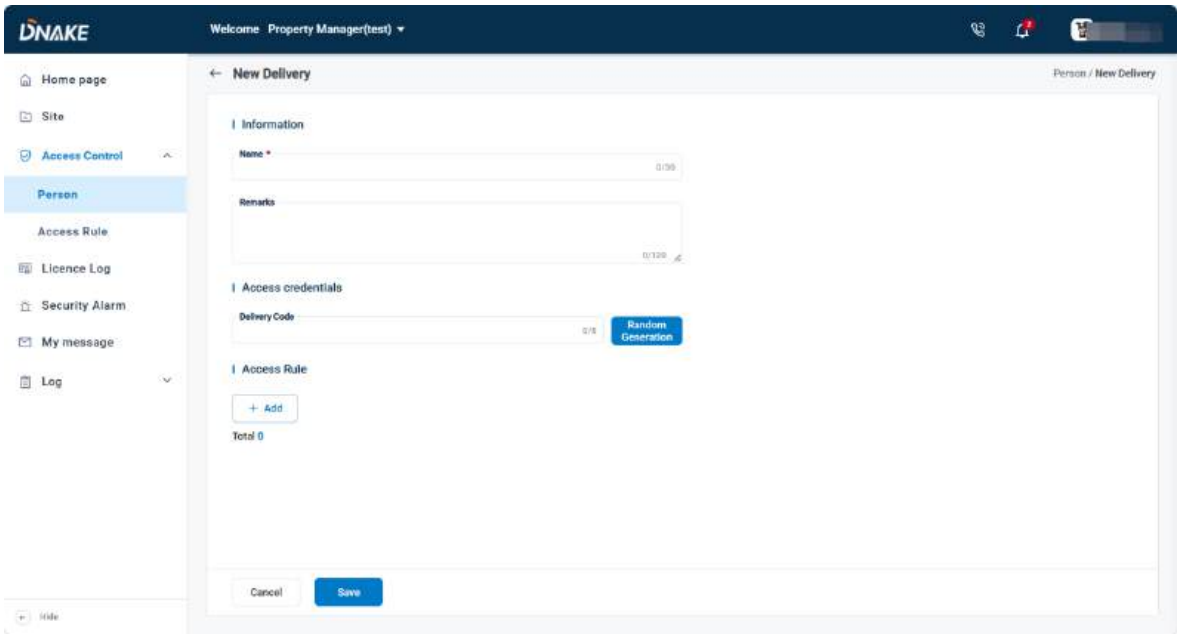
- Step 1: Go to the Site column and select the desired community, then click the desired building and choose Device. Then edit S617 to enable the “Delivery”.



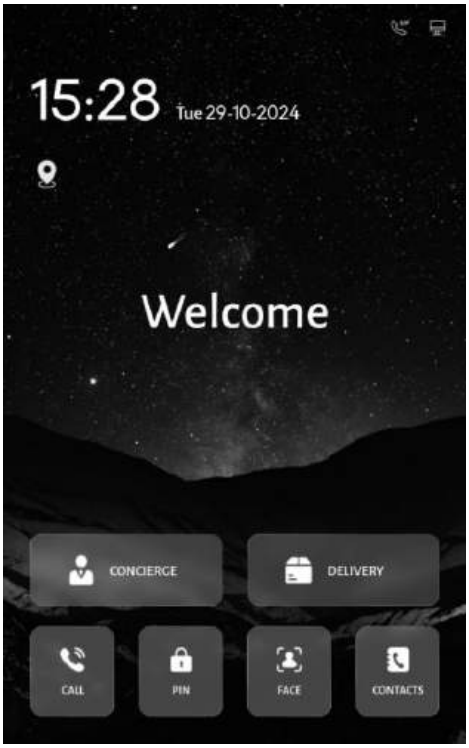
◆ Step 2: Go to the community under the property manager, click Access Control>Person, click Delivery, and then Add to add a delivery code for couriers.



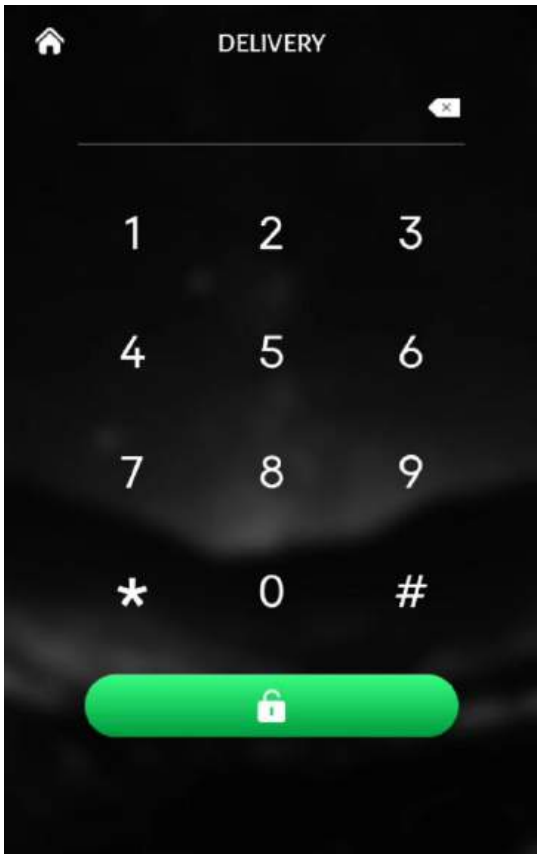
◆ Step 3: Enter a Delivery Name and generate a Delivery Code for the courier. Then, assign the relevant Access Rule to this delivery.



◆ Step 4: Go to the device, then click Delivery



◆ Step 5: Enter the delivery code.



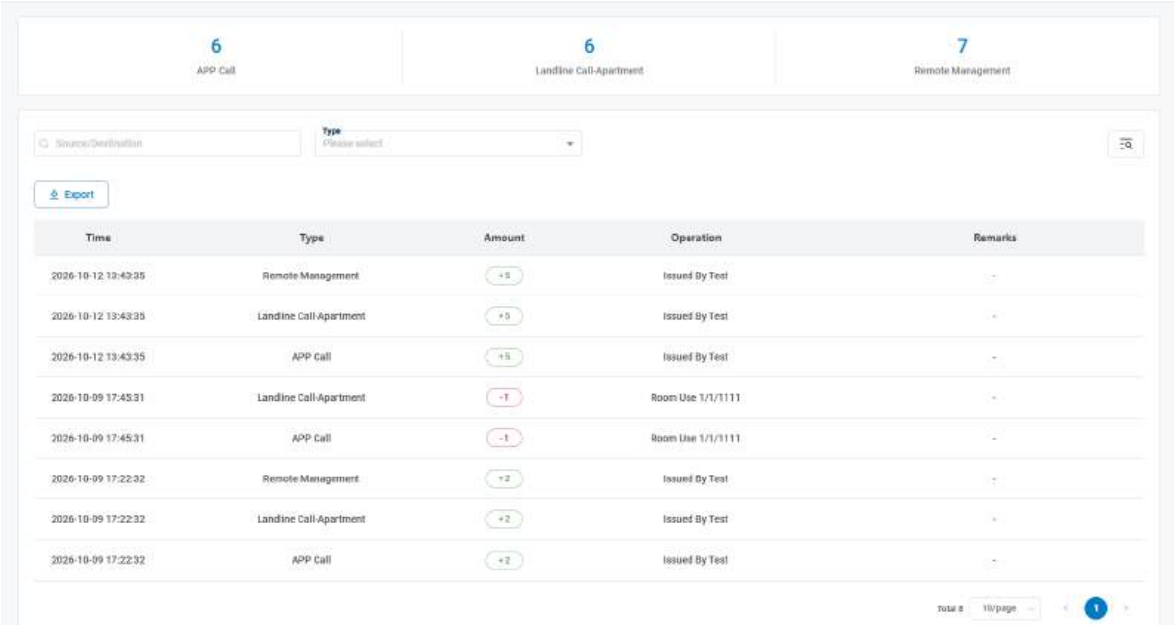
- Step 6: Send a message to notify the resident that their package has arrived.

  The notification will appear in Smart Pro.



6.4 License Log

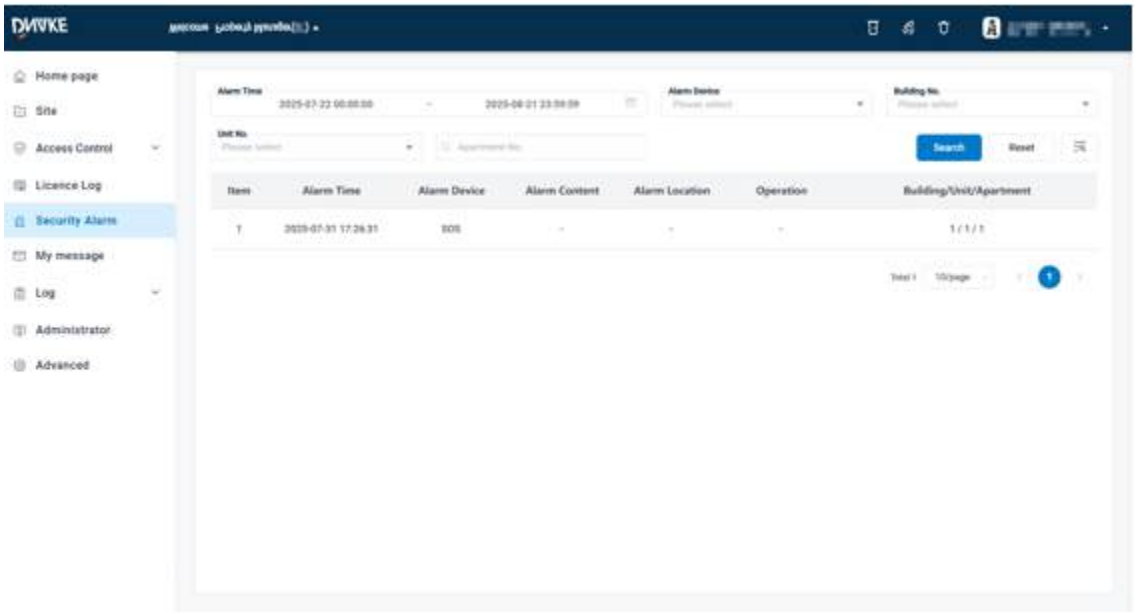
You can check the number of licenses you have and the license log.



6.5 Security Alarm

You can receive security alarms sent from this community's Indoor Monitors.

You can view the records for recent one month.

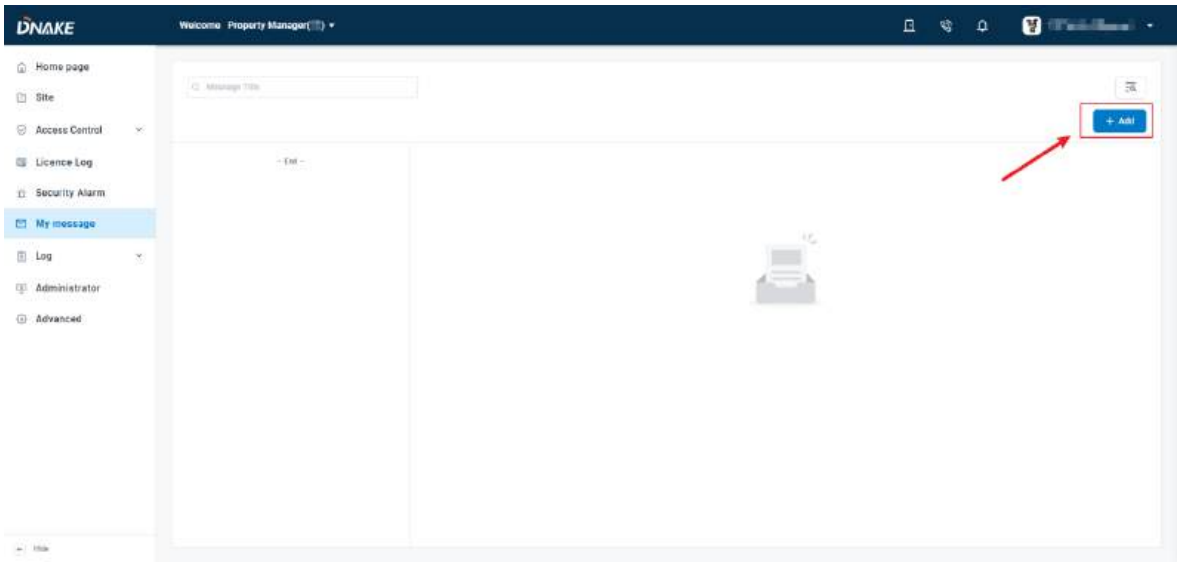


6.6 My Message

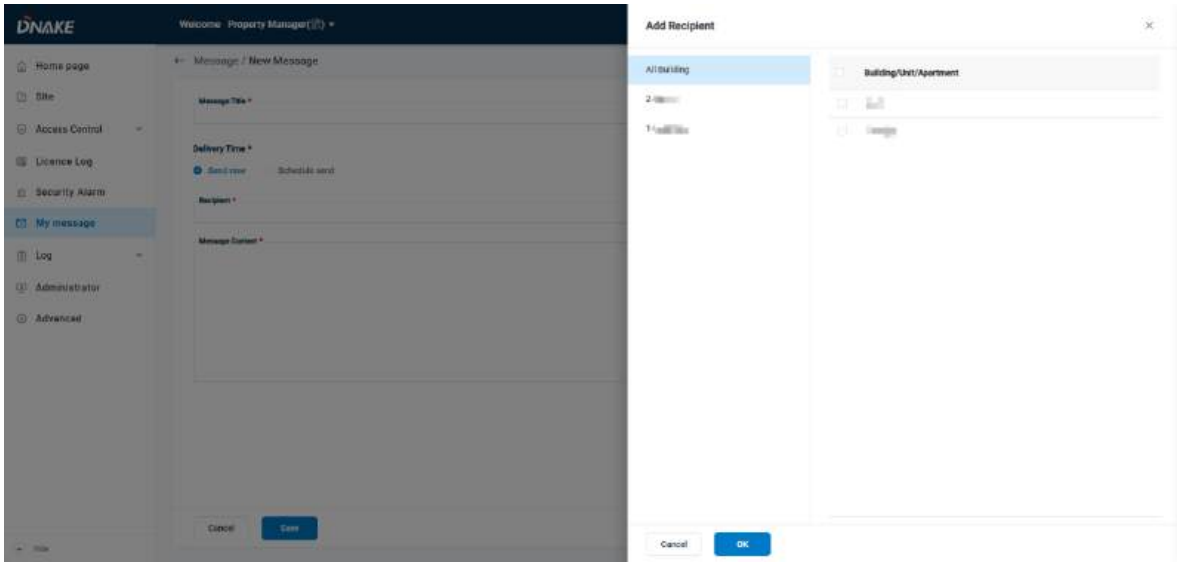
6.6.1 Send Messages to Resident

Here are the steps to send messages to the resident

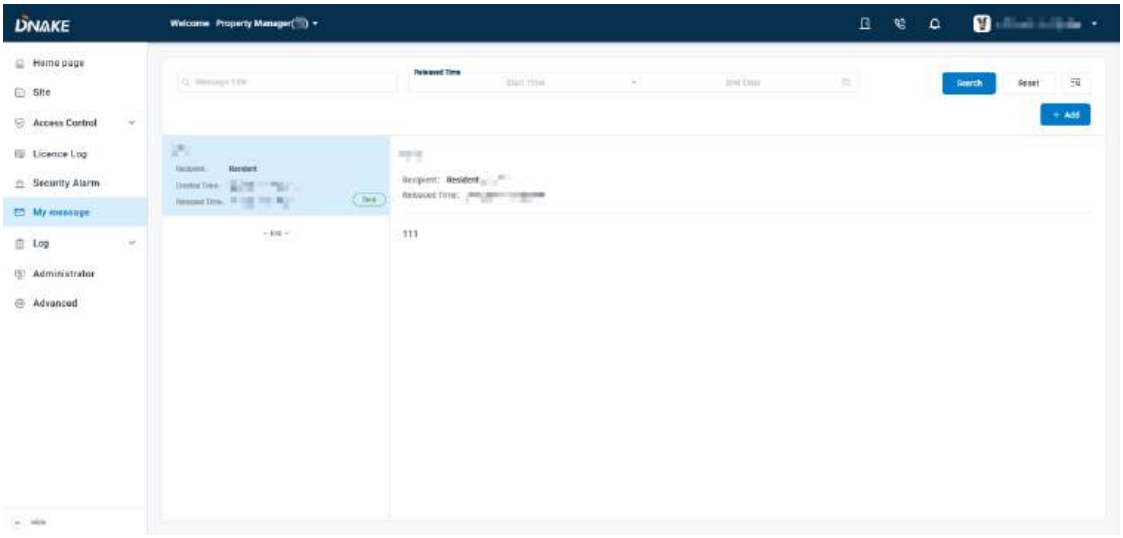
- Step 1: Go to the My message column and click Add to edit a message.



◆ Step 2: Fill in the message title and message content. Choose the recipient and the delivery time.



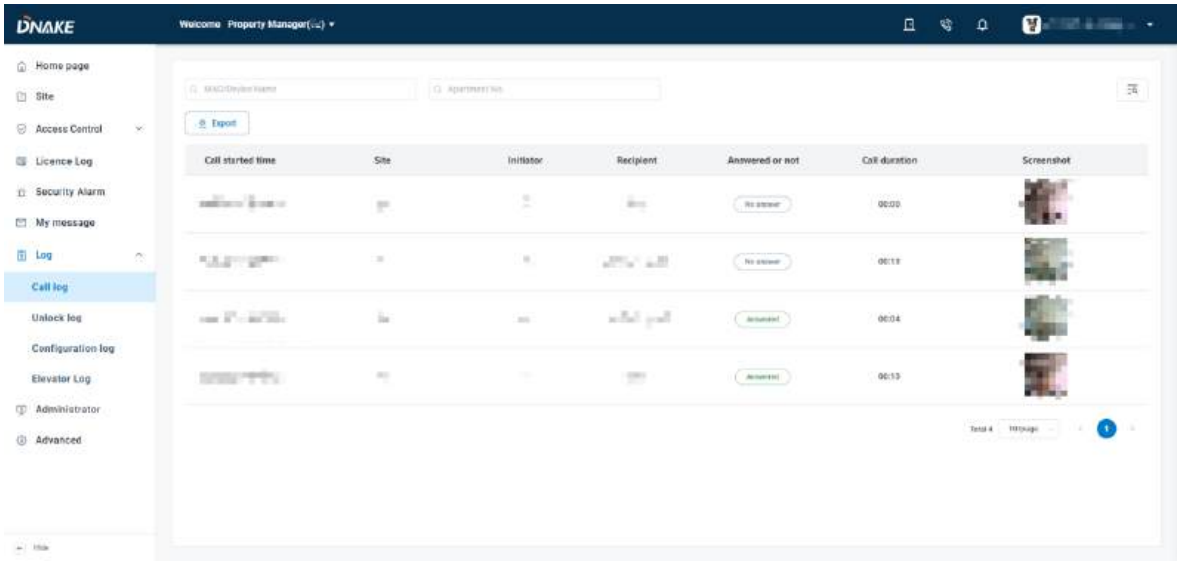
◆ Step 3: Click the message. You can check the message details.



6.7 Log

6.7.1 Call Log

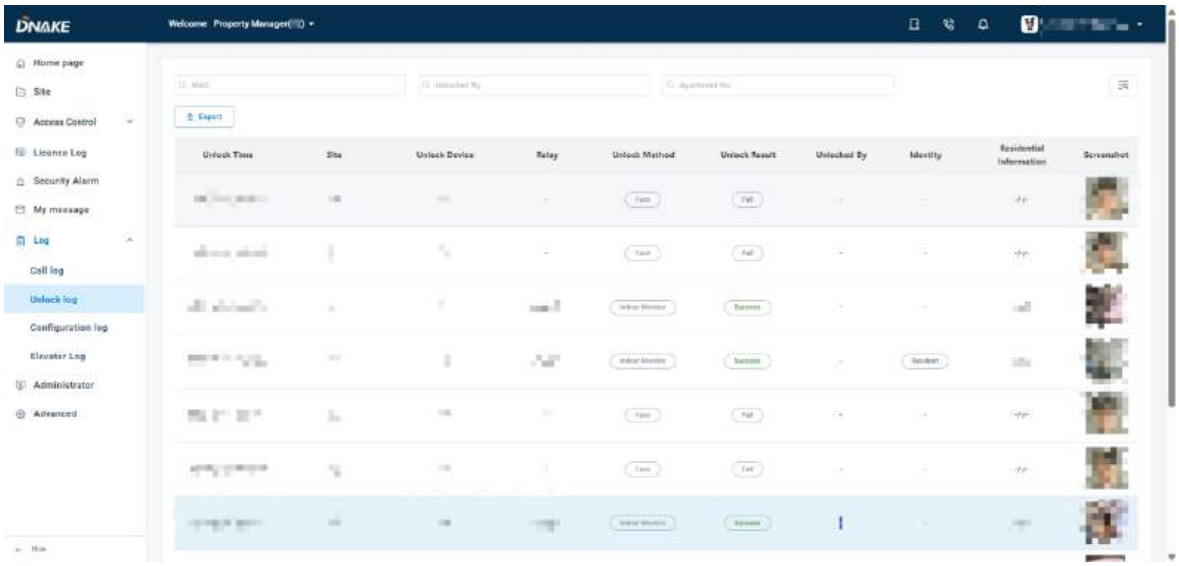
You can check the call logs of this community's devices. You can view the records for recent one month.



6.7.2 Unlock Log

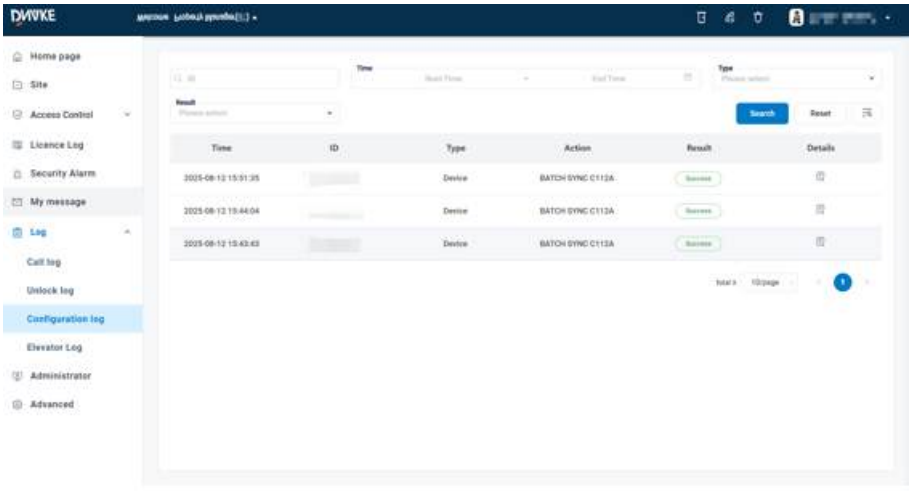
You can check the unlock logs of this community's devices. You can view the

records for recent one month.



6.7.3 Configuration Log

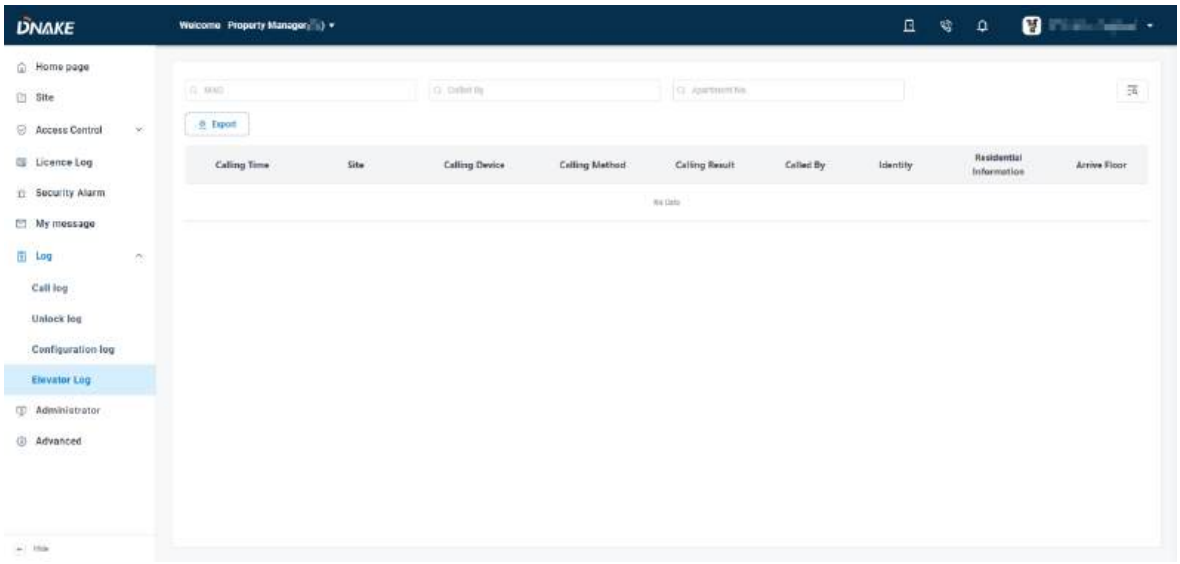
You can check the configuration logs of this community's devices. You can view the records for recent one month.



6.7.4 Elevator Log

You can check the elevator log if you have installed the DNAKE Elevator

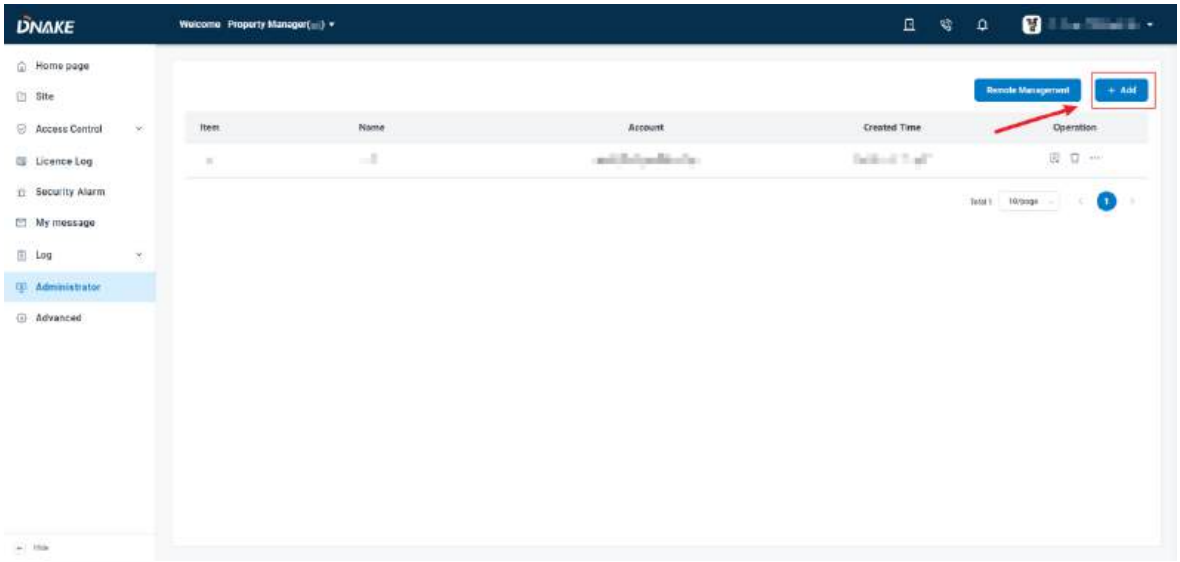
Control Module. You can view the records for recent one month.



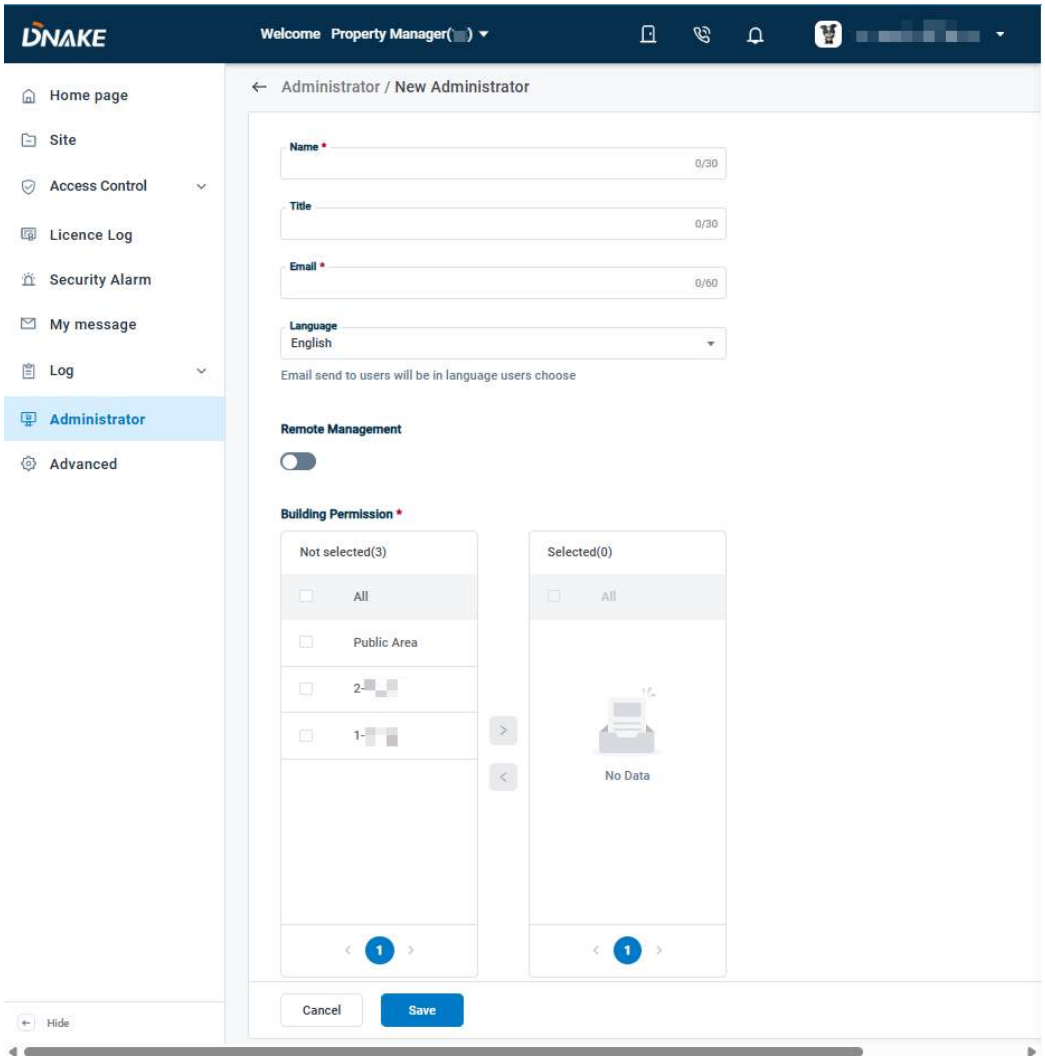
6.8 Administrator

6.8.1 Add New Administrator

◆ Step 1: By clicking the Add button, you can create a new administrator account.



- Step 2: Enter the required information, such as Name and Email. You can also configure the administrator's permissions, including building permissions and Management Permissions.



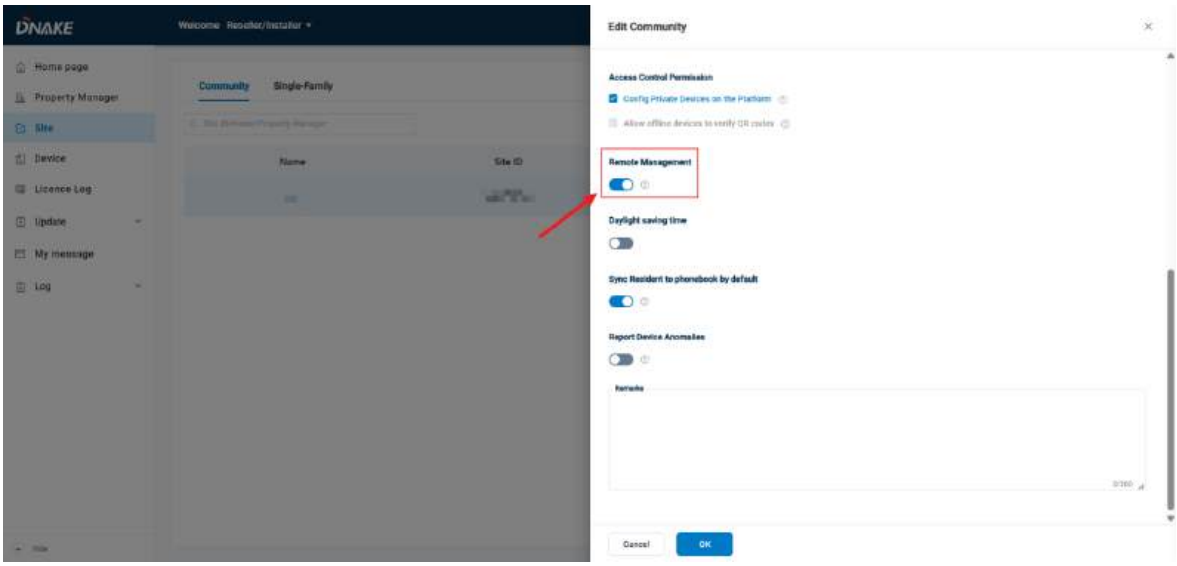
Management Permission

Features	Management Permission
Apartment	Read Read&write
Device	Read Read&write
Resident	Read Read&write
Access Control	Read Read&write
Security Alarm	Read Read&write
Message	Read Read&write
Log	Read Read&write

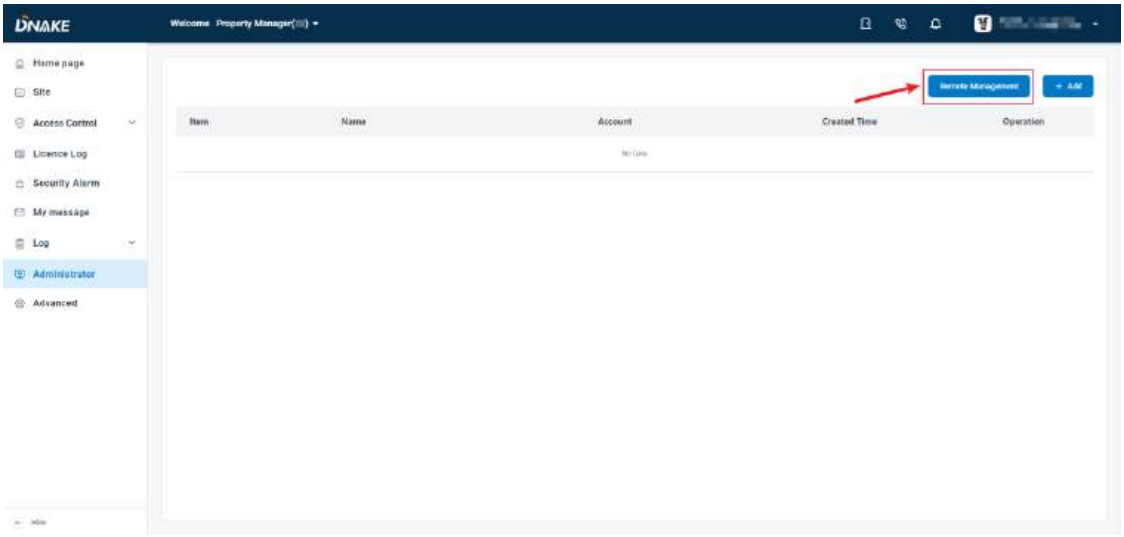
6.8.2 Remote Management

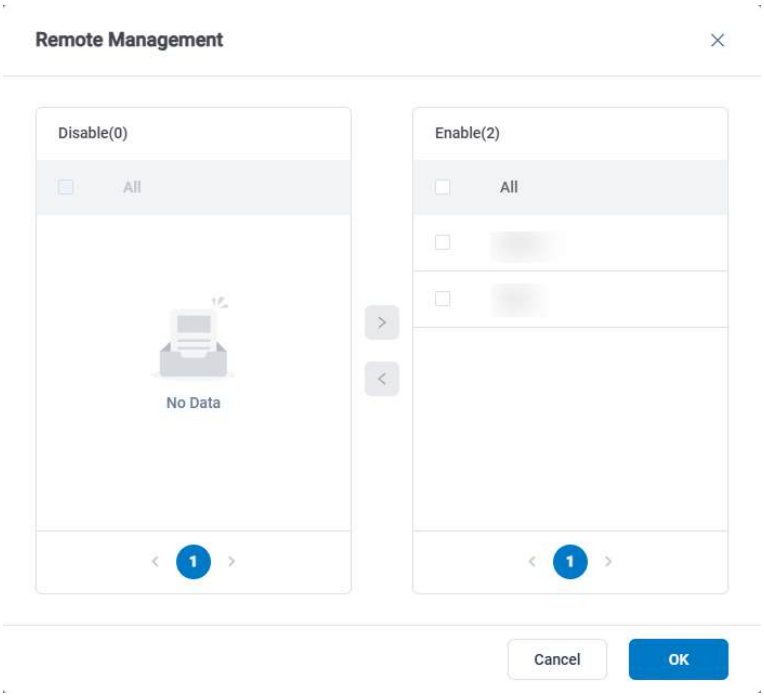
Enables property managers to use the Smart Pro, ensuring they stay connected while on patrol. With this functionality, security personnel no longer need to worry about missing calls. This enhances communication and allows property managers to provide better services to residents.

- Step 1: Log in to the installer account, go to the Site column, navigate to the desired site, and click Edit to enable Remote Management.



- Step 2: Log in to the Property Manager account, navigate to the Administrator section, and click Remote Management to manage the Remote Management function, which supports batch enabling or disabling of remote management accounts.



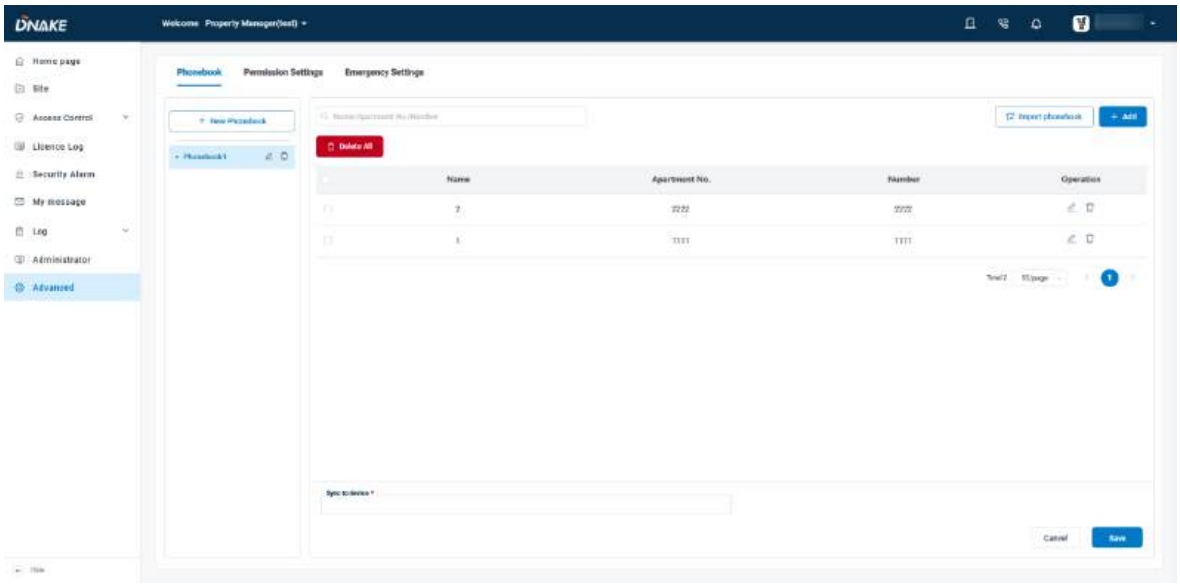


Noted: A valid license is required to activate this feature.

6.9 Advanced

6.9.1 Phonebook

In this section, you can add a phonebook and synchronize it to the device.

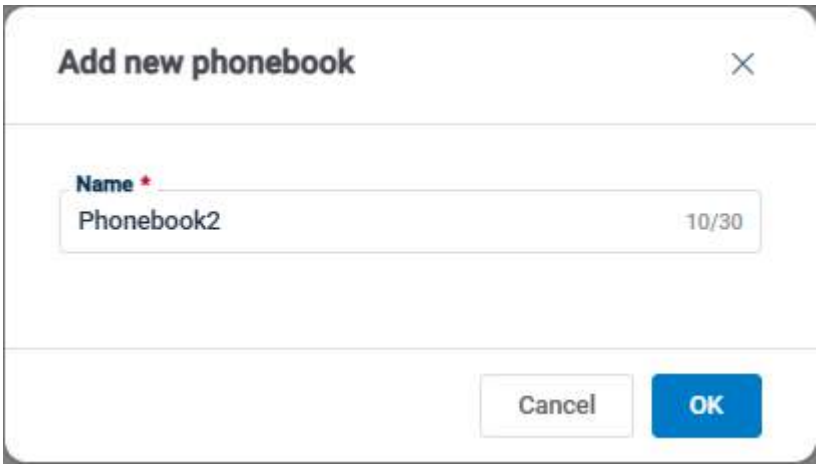


1. Click the Add New Phonebook button to create different phonebooks, with a maximum of 20 supported.

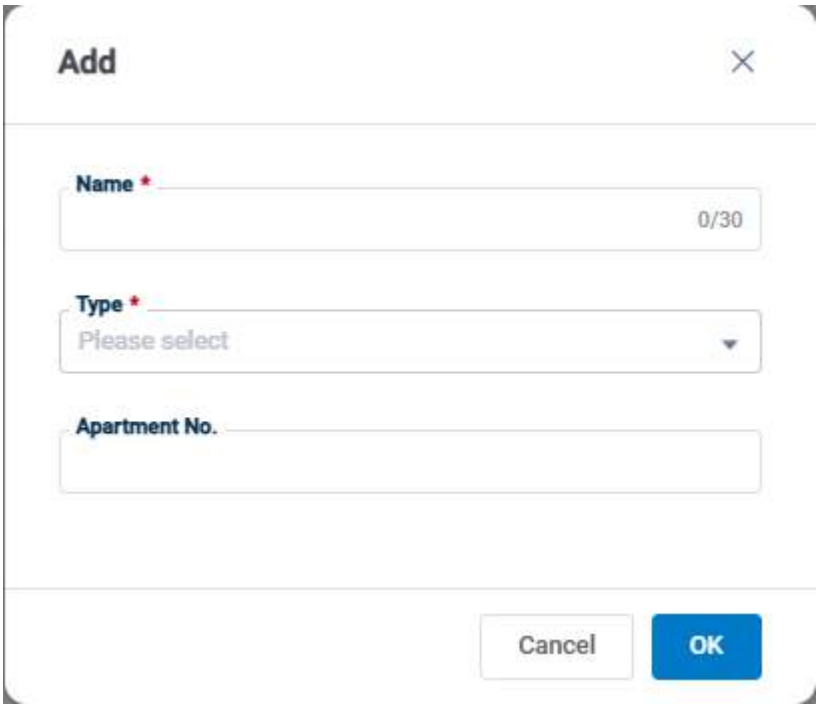
● You can enter the Phonebook name. The default naming format is “phonebook + number” (existing quantity + 1).

● Valid characters are the same as those supported in the device Name field, including: numbers, uppercase and lowercase letters, spaces, and special characters.

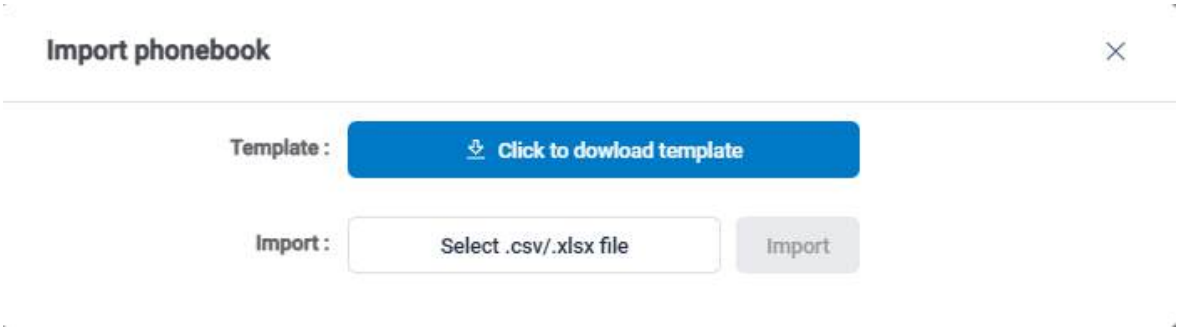
● The name supports a maximum of 30 characters.



2. After entering the Phonebook, click the “Add” button to add a contact individually. Enter the Name, select the call type, then enter the apartment number, and finally click “OK” to complete the creation.



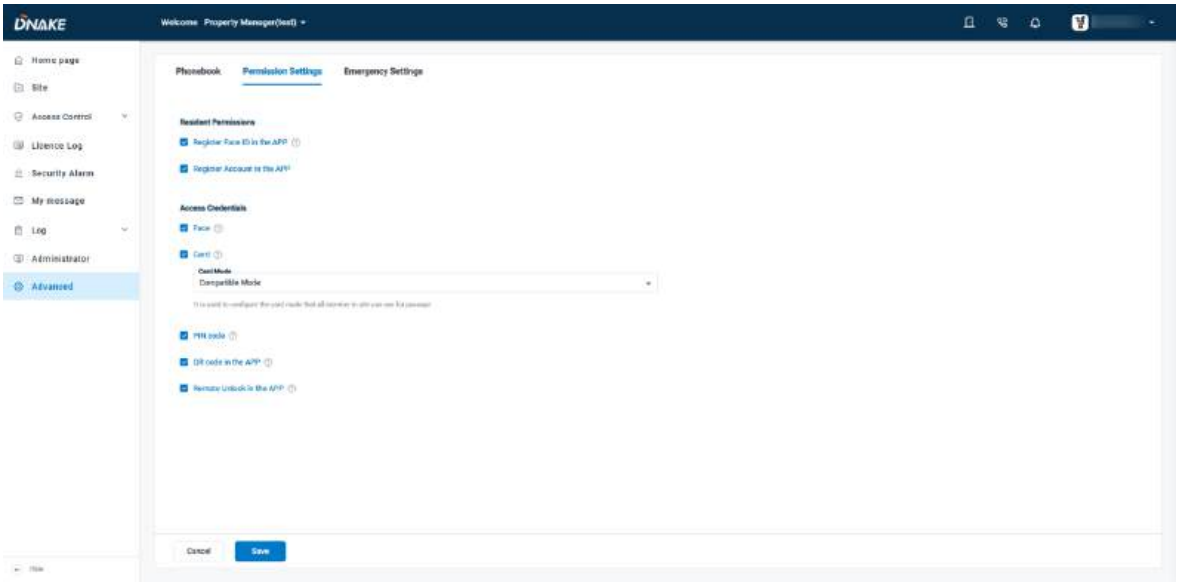
3. Click the “Import” button to batch import Phonebook entries by downloading and completing the template.



Note: This function is supported only when the door station is upgraded to firmware version 3.3 or later.

6.9.2 Permission Settings

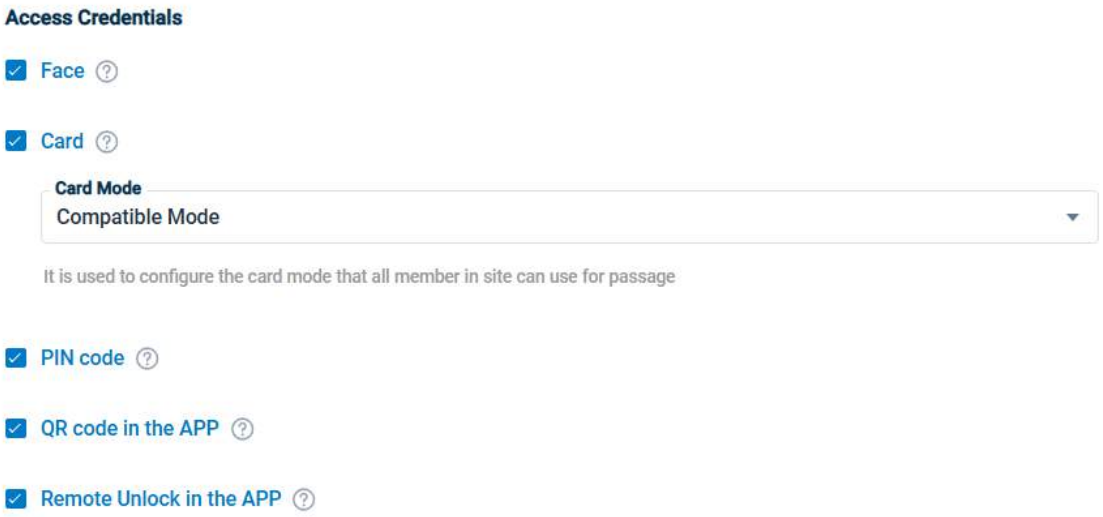
In this section, you can manage Resident Permissions and Access Credentials.



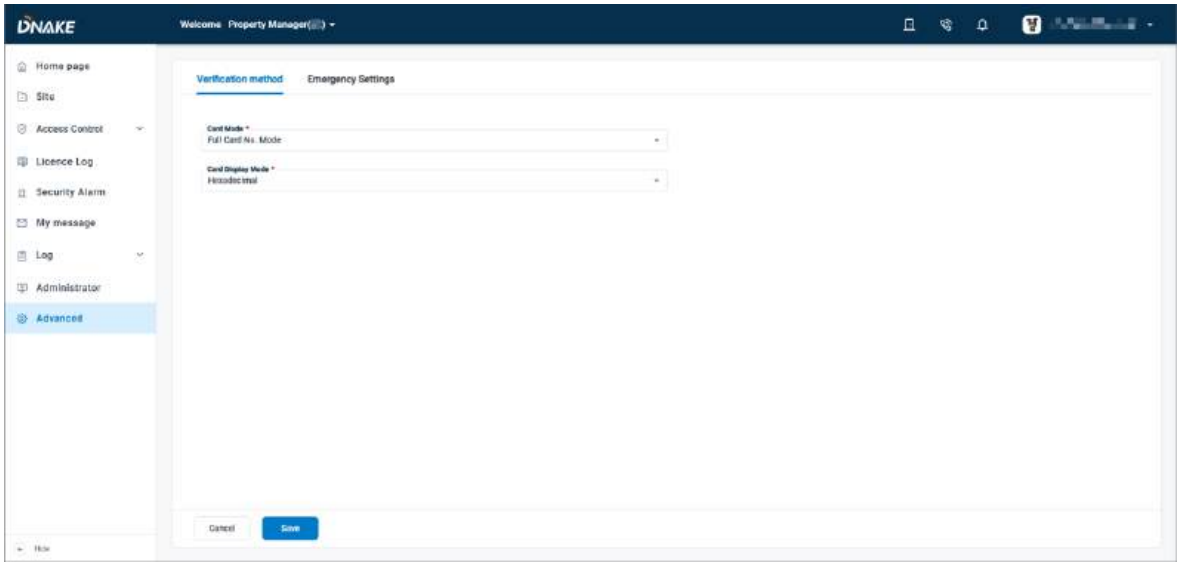
1. In the Resident Permission section, you can enable or disable permissions for residents to register facial ID and create accounts in the app.



2. In the Access Credentials section, you can enable or disable access credential permissions for the site. These permissions include Face Recognition, Card (with selectable card reading modes), PIN Code, QR Code in the APP, and Remote Unlock in the APP.

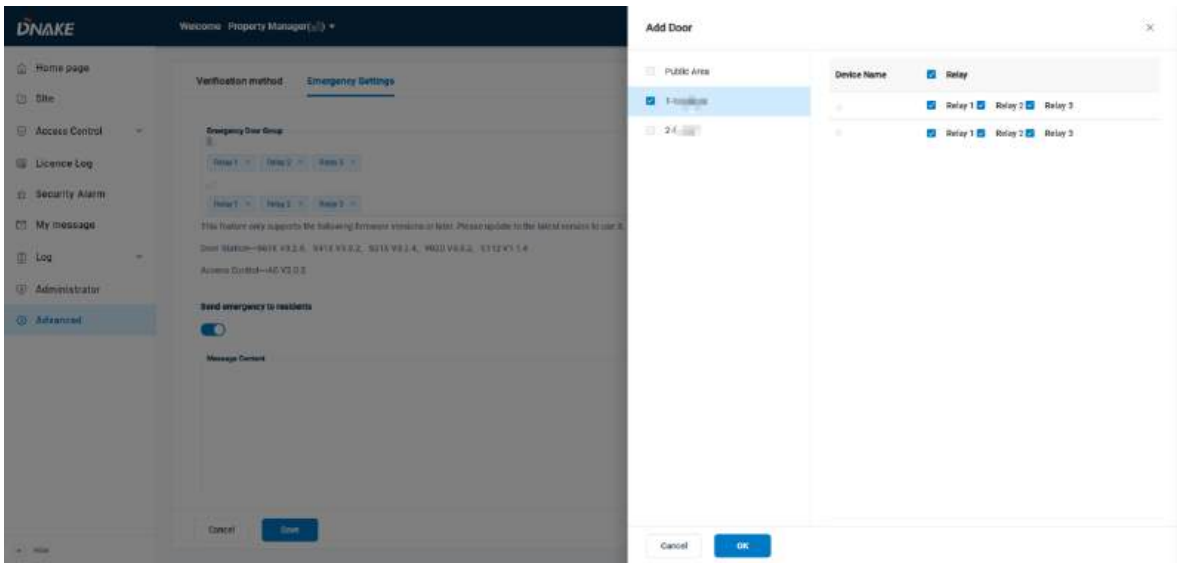


In this section, you can modify the Card Mode and Card Display Mode.



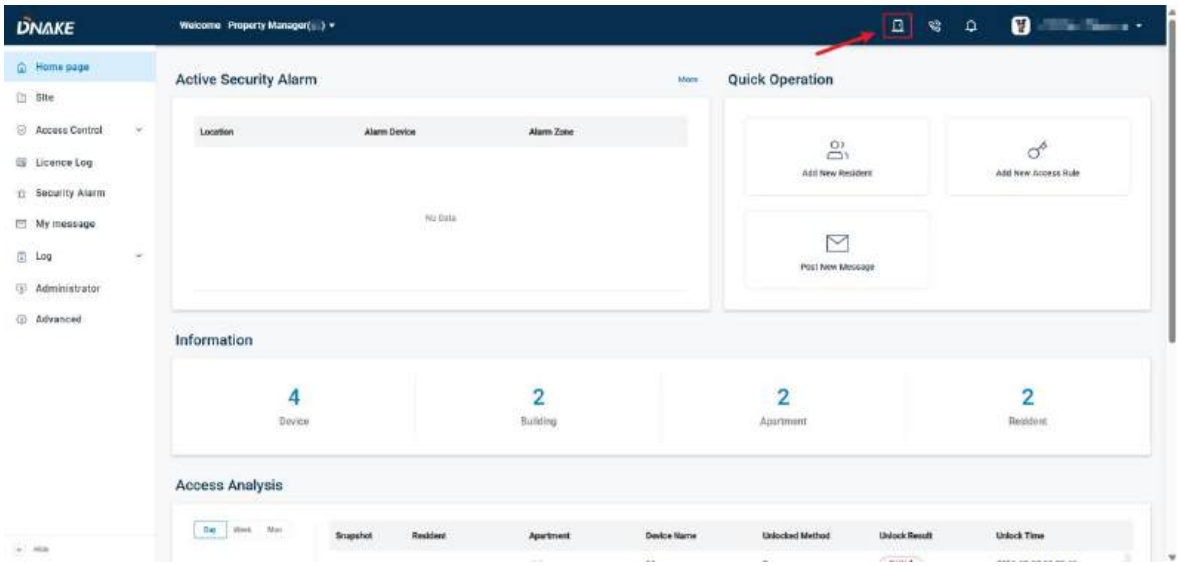
6.9.3 Emergency Setting

1. Property Manager can configure Emergency Door groups, including adding or disabling the associated relays. The Property Manager can also set up notifications sent to residents when the Emergency Door is activated and edit the notification message content.



2. When an emergency occurs, the Property Manager can open or close the

Emergency Escape Device function by clicking the button at the top of the page.

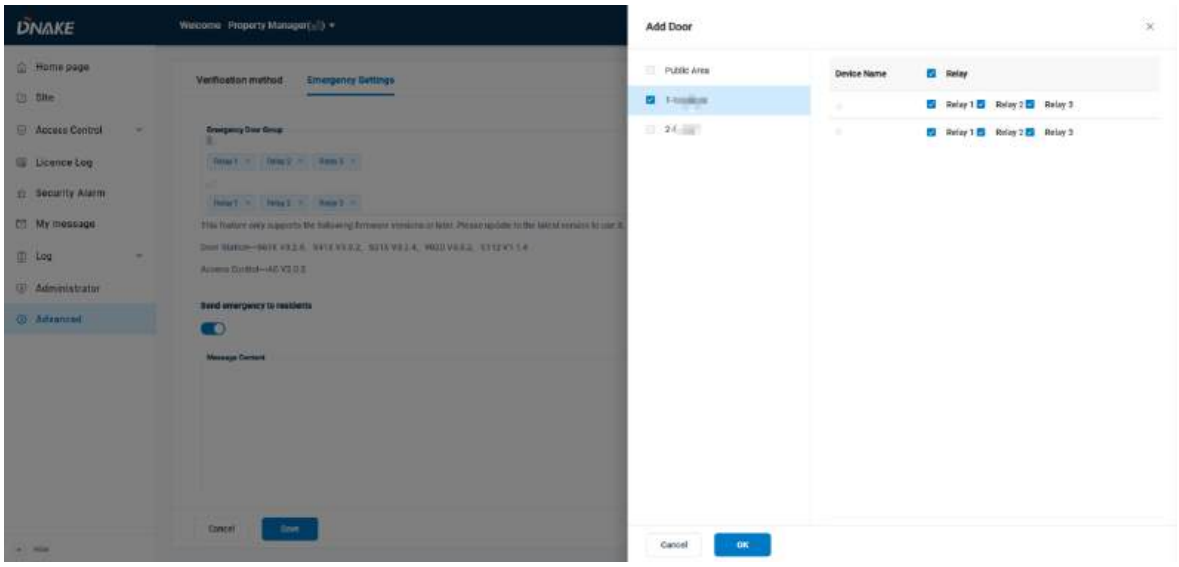




Noted: A valid license is required to activate this feature.

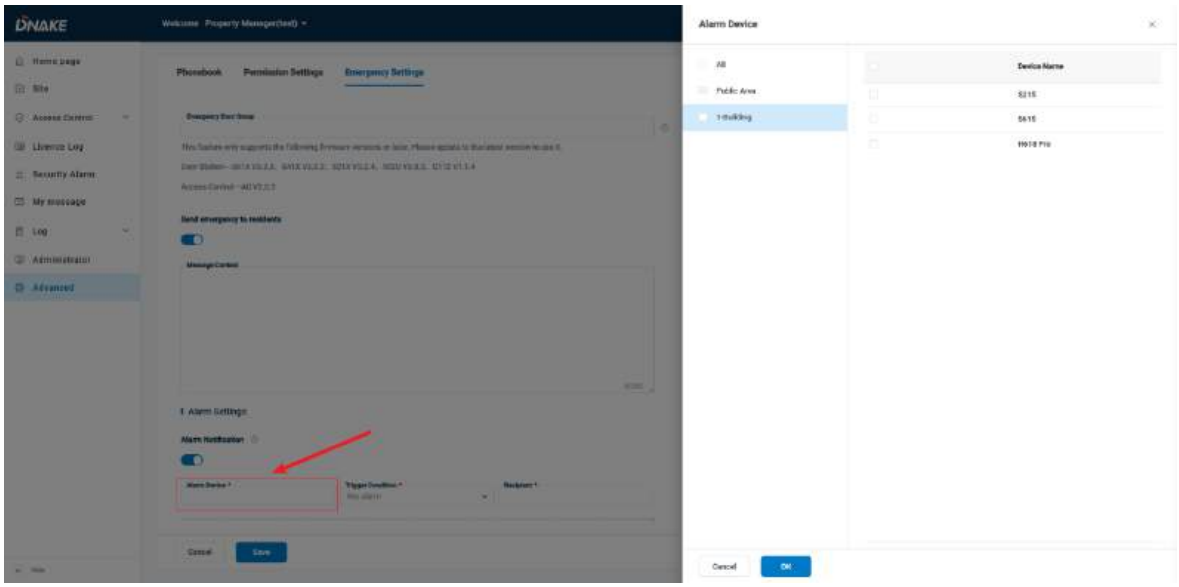
6.10 Contact Technical Support

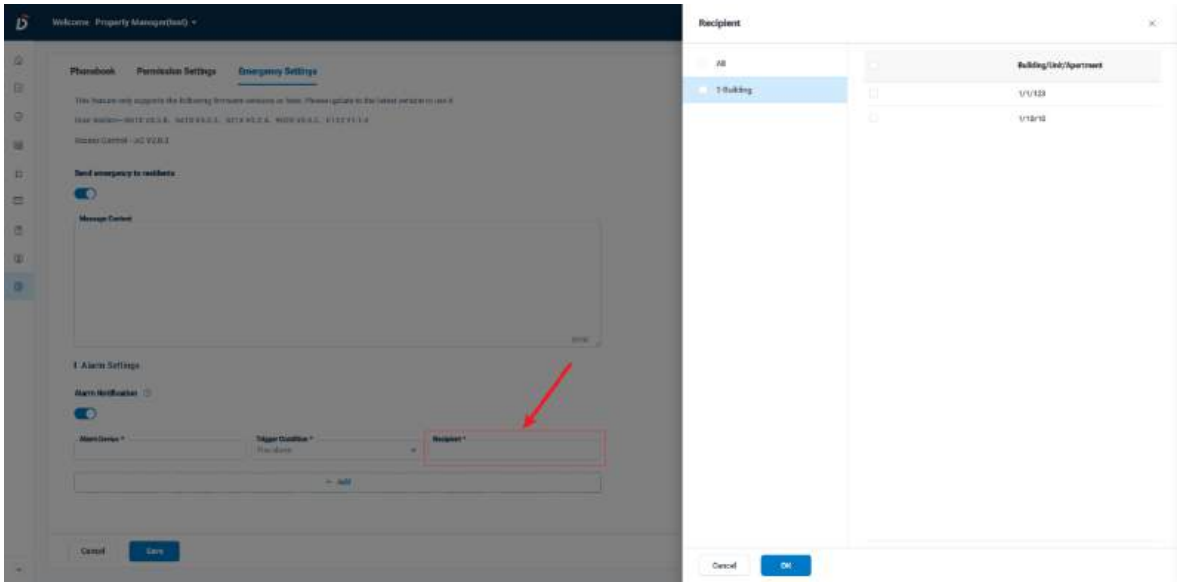
1. The Property Manager can configure Emergency Door groups, including adding or disabling the associated relays. The Property Manager can also set up notifications sent to residents when the Emergency Door is activated and edit the notification message content.



2. Enable the Alarm Notification option. When a fire alarm occurs, the fire protection system will send a dry contact signal to the indoor monitor to trigger the alarm. At the same time, once the cloud platform receives the alarm event, it will automatically send alert notifications to the selected indoor monitors and APPs.

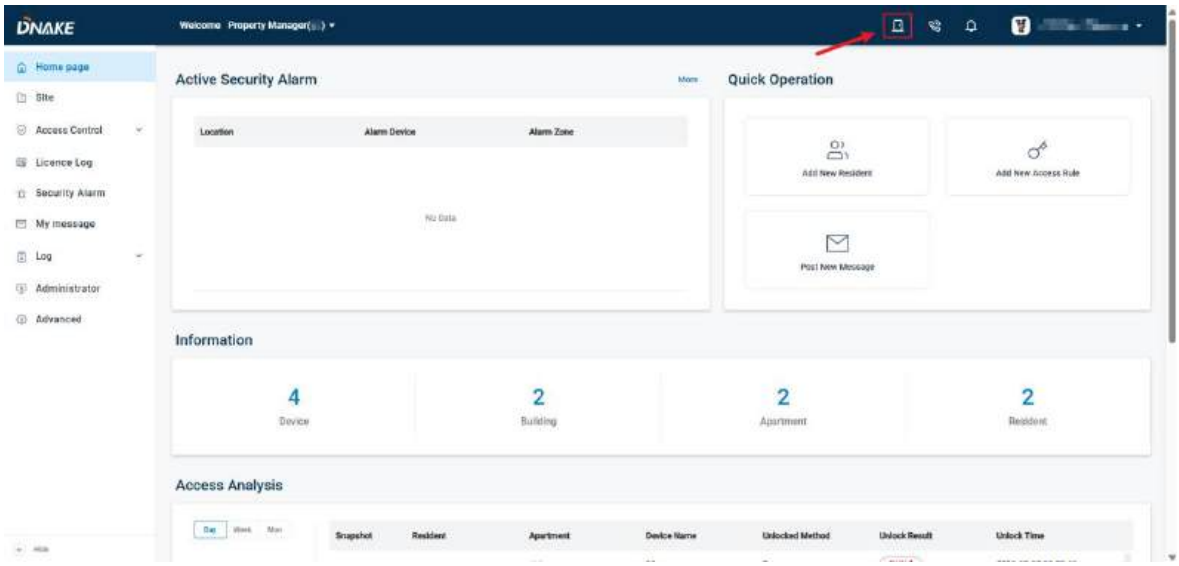
Click Alarm Device to select the device, click Trigger Condition to select the trigger condition, and click Recipients to select the range of receiving devices.





Note: This function is only available when the indoor monitor is configured to use the Local Network. If the indoor monitor uses a SIP server to receive calls, this function will not take effect.

3. When an emergency occurs, the Property Manager can open or close the Emergency Escape Device function by clicking the button at the top of the page.





Noted: A valid license is required to activate this feature.

7 Appendix A:

American Data Center: (https://us-cloud.dnake.com)

Country code	Country or region	Country code	Country or region
1	United States	95	Myanmar
1	Canada	239	São Tomé e Príncipe
51	Peru	245	Guinea-Bissau
52	Mexico	246	British Indian Ocean Territory
54	Argentina	500	Falkland Islands
55	Brazil	502	Guatemala
56	Chile	591	Bolivia
57	Colombia	593	Ecuador

58	Venezuela	594	French Guiana
60	Malaysia	595	Paraguay
62	Indonesia	597	Suriname
63	Philippines	598	Uruguay
64	New Zealand	670	Timor-Leste
66	Thailand	672	Norfolk Island
81	Japan	674	Nauru
82	Republic of Korea	675	Papua New Guinea
84	Vietnam	677	Solomon Islands
1	United States	95	Myanmar
1	Canada	239	São Tomé e Príncipe
51	Peru	245	Guinea-Bissau
52	Mexico	246	British Indian Ocean Territory
54	Argentina	500	Falkland Islands
55	Brazil	502	Guatemala
56	Chile	591	Bolivia
57	Colombia	593	Ecuador
58	Venezuela	594	French Guiana

European Data Center: (https://eu-cloud.dnake.com)

Country code	Country or region	Country code	Country or region
7	Russia	241	Gabon
20	Egypt	242	Congo
27	South Africa	243	Congo (DRC)
30	Greece	244	Angola
31	Netherlands	248	Seychelles
32	Belgium	250	Rwanda
33	France	251	Ethiopia
34	Spain	252	Somalia
36	Hungary	253	Djibouti
39	Italy	254	Kenya
40	Romania	255	Tanzania
41	Switzerland	256	Uganda
43	Austria	257	Burundi
44	United Kingdom	258	Mozambique
45	Denmark	260	Zambia
46	Sweden	261	Madagascar
47	Norway	262	Mayotte
48	Poland	263	Zimbabwe
49	Germany	264	Namibia
61	Australia	265	Malawi
65	Singapore	266	Lesotho
90	Turkey	267	Botswana
92	Pakistan	268	Swaziland
93	Afghanistan	269	Comoros
94	Sri Lanka	291	Eritrea
212	Morocco	297	Aruba
213	Algeria	298	Faroe Islands
216	Tunisia	299	Greenland
218	Libya	350	Gibraltar
220	The Gambia	351	Portugal
221	Senegal	352	Luxembourg
222	Mauritania	353	Ireland
223	Mali	354	Iceland
224	Guinea	355	Albania
225	Côte d'Ivoire	356	Malta
226	Burkina Faso	357	Cyprus
227	Niger	358	Finland
228	Togo	359	Bulgaria
229	Benin	370	Lithuania
230	Mauritius	371	Latvia
231	Liberia	372	Estonia
232	Sierra Leone	373	Moldova
233	Ghana	374	Armenia
234	Nigeria	375	Belarus
235	Chad	376	Andorra
236	Central African Republic	377	Monaco

237	Cameroon	378	San Marino
238	Cabo Verde	379	Vatican City
240	Equatorial Guinea	380	Ukraine
381	Serbia	995	Georgia
382	Montenegro	996	Kyrgyzstan
385	Croatia	998	Uzbekistan
386	Slovenia	1242	Bahamas
387	Bosnia and Herzegovina	1246	Barbados
389	Macedonian	1264	Anguilla
420	Czech Republic	1268	Antigua and Barbuda
421	Slovakia	1284	British Virgin Islands
423	Liechtenstein	1340	U.S. Virgin Islands
501	Belize	1345	Cayman Islands
503	El Salvador	1441	Bermuda
504	Honduras	1473	Grenada
505	Nicaragua	1649	Turks and Caicos Islands
506	Costa Rica	1664	Montserrat
507	Panama	1670	Northern Mariana Islands
508	Saint Pierre and Miquelon	1671	Guam
509	Haiti	1684	American Samoa
590	Saint Martin	1758	Saint Lucia
592	Guyana	1767	Dominica
596	Martinique	1784	Saint Vincent and the Grenadines
673	Brunei	1868	Trinidad and Tobago
676	Tonga		
679	Fiji		
680	Palau		
681	Wallis and Futuna		
685	Samoa		
687	New Caledonia		
688	Tuvalu		
689	French Polynesia		
691	Federated States of Micronesia		
692	Marshall Islands		
855	Cambodia		
856	Laos		
880	Bangladesh		
960	Maldives		
961	Lebanon		
962	Jordan		
964	Iraq		
965	Kuwait		
966	Saudi Arabia		
967	Yemen		
968	Oman		
971	United Arab Emirates		
972	Israel		
973	Bahrain		
974	Qatar		
975	Bhutan		
976	Mongolia		
977	Nepal		

992	Tajikistan		
993	Turkmenistan		
994	Azerbaijan		

Indian Data Center: (https://ind-cloud.ss-iot.com/login)

Country code	Country or region
91	Indian

SIP or Landline Supported Countries and Regions:

Country	SIP Call (APP)	Landline (Phone)
Peru	√	√
Mexico	√	√
Argentina	√	√
Brazil	√	√
Chile	√	√
Columbia	√	√
Venezuela	√	√
Falkland Islands	√	√
Guatemala	√	√
Bolivia	√	√
Ecuador	√	√
French Guyana	√	√
Paraguay	√	√
Suriname	√	√
Uruguay	√	√
Nauru	√	√
Cook Islands	√	√
Niue Island	√	√
Kiribati	√	√
USA	√	√
Canada	√	√
Puerto Rico	√	√
Bahamas	√	√
Belize	√	√
El Salvador	√	√
Honduras	√	√
Nicaragua	√	√
Costa Rica	√	√
Panama	√	√
Saint Pierre	√	Not Support
Haiti	√	√
Guadeloupe	√	√
Guyana	√	√
Martinique	√	√
Aruba	√	√
Tuvalu	√	√
Greenland	√	√
Virgin Islands	√	√
Anguilla	√	√
Saint Lucia	√	Not Support
Barbados	√	√
Jamaica	√	√
Hong Kong, China	√	√
Macao China	√	√
Taiwan, China	√	√

Malaysia	√	√
Indonesia	√	√
Philippines	√	√
Thailand	√	√
Japan	√	√
Korea	√	√
Vietnam	√	√
Myanmar	√	√
Timor-Leste	√	√
Singapore	√	√
Sri Lanka	√	√
Brunei	√	√
Cambodia	√	√
Laos	√	√
Bangladesh	√	√
Maldives	√	√
Bhutan	√	√
Mongolia	√	√
Nepal	√	√
India	√	√
Russia	√	√
UK	√	√
Germany	√	√
Italy	√	√
France	√	√
Greece	√	√
Netherlands	√	√
Belgium	√	√
Spain	√	√
Hungary	√	√
Romania	√	√
Switzerland	√	√
Austria	√	√
Denmark	√	√
Sweden	√	√
Norway	√	√
Poland	√	√
San Marino	√	√
Hungary	√	√
Yugoslavia	√	√
Gibraltar	√	√
Portugal	√	√
Luxembourg	√	√
Ireland	√	√
Iceland	√	√
Albania	√	√
Malta	√	√
Finland	√	√
Bulgaria	√	√

Lithuania	√	√
Latvia	√	√
Estonia	√	√
Moldova	√	√
Andorra	√	√
Ukraine	√	√
Croatia	√	√
Slovenia	√	√
BiH	√	√
Macedonia	√	√
Czech Republic	√	√
Slovakia	√	√
Liechtenstein	√	√
Faroe Islands	√	√
Monaco	√	√
Palestine	√	√
Sao Tome	√	√
Principe	√	√
Guinea-Bissau	√	Not Support
Tajikistan	√	√
Türkiye	√	√
Pakistan	√	√
Afghanistan	√	√
Armenia	√	√
Lebanon	√	√
Jordan	√	√
Iraq	√	√
Kuwait	√	√
Saudi Arabia	√	√
Yemen	√	√
Oman	√	√
United Arab Emirates	√	√
Israel	√	√
Bahrain	√	√
Qatar	√	√
Turkmenistan	√	√
Azerbaijan	√	√
Georgia	√	√
Kyrgyzstan	√	√
Uzbekistan	√	√
Cyprus	√	√
Egypt	√	√
South Africa	√	√
Morocco	√	√
Algeria	√	√
Tunisia	√	√
Libya	√	√
Gambia	√	√
Senegal	√	√

Mauritania	√	√
Mali	√	√
Guinea	√	√
Cote d'Ivoire	√	√
Burkina Faso	√	√
Niger	√	√
Togo	√	√
Benin	√	√
Mauritius	√	√
Liberia	√	√
Sierra Leone	√	√
Ghana	√	√
Nigeria	√	√
Chad	√	√
Central African	√	√
Cameroon	√	√
Cape Verde	√	√
Equatorial Guinea	√	√
Gabon	√	√
Congo	√	√
Zaire	√	Not Support
Angola	√	√
Seychelles	√	√
Rwanda	√	√
Ethiopia	√	√
Somalia	√	√
Djibouti	√	√
Kenya	√	√
Tanzania	√	√
Uganda	√	√
Burundi	√	√
Mozambique	√	√
Zambia	√	√
Madagascar	√	√
Reunion Island	√	√
Zimbabwe	√	√
Namibia	√	√
Malawi	√	√
Lesotho	√	√
Botswana	√	√
Eswatini	√	√
Comoros	√	√
Eritrea	√	√
Vatican	√	√
New Zealand	√	√
Solomon Islands	√	√
Vanuatu	√	√
Australia	√	√
Tonga	√	√

Fiji	√	√
Western Samoa	√	√