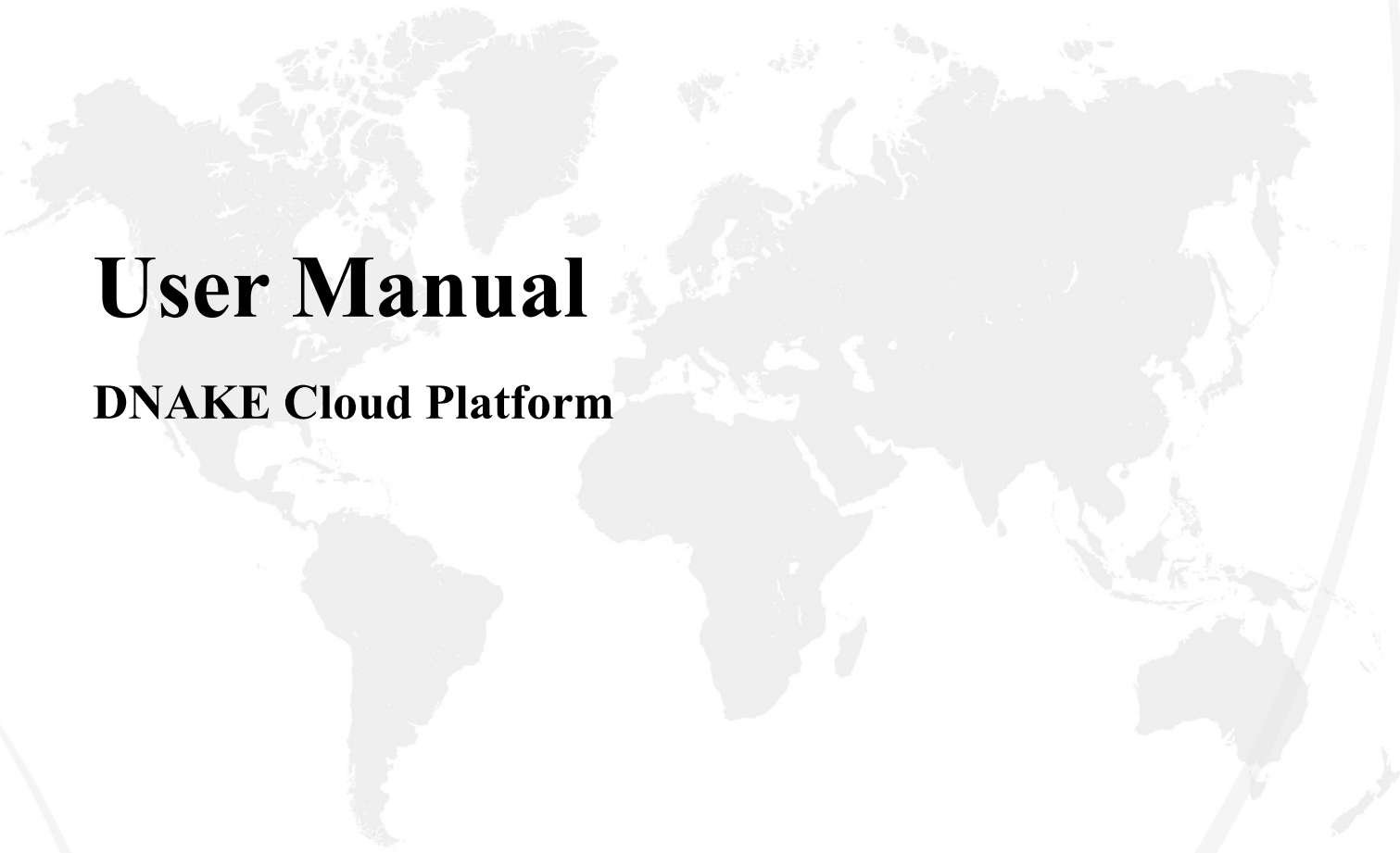


A faint, light gray world map is visible in the background, centered behind the title text.

User Manual

DNAKE Cloud Platform

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1 Introduction

1.1 Introduction

1. DNAKE Cloud platform has different user portraits. Different users have specially designed functions on its account. Here is the table for you to have a look at the distinctions. And please refer to the corresponding chapters according to your characters.

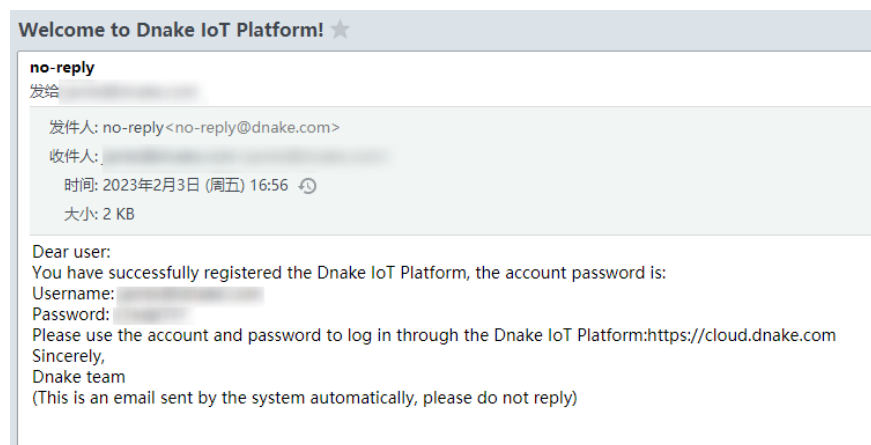
No.	Column	Distributor	Sub-distributor	Reseller /Installer	Property Manager
1	System Message	√	√	√	√
2	Personal Center	√	√	√	√
3	Reseller/Installer	√	√		
4	Device			√	
5	Project			√	
6	Property Manager			√	
7	Resident				√
8	Security Alarm				√
9	My message	√	√	√	√
10	Log				√

2 Login and Logout

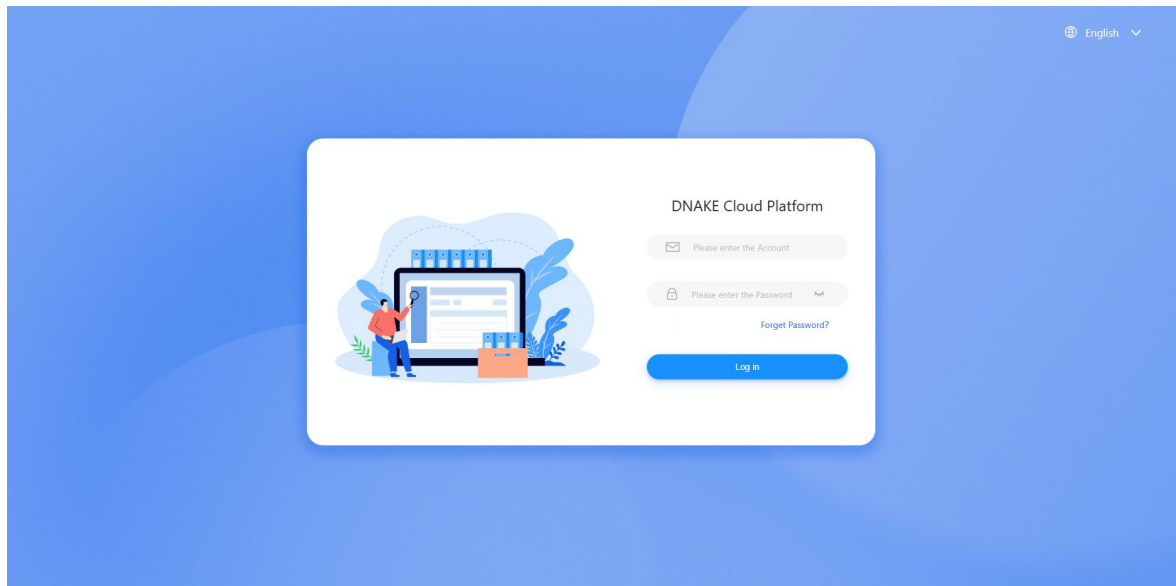
2.1 Login

1. log in your account in web browser

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

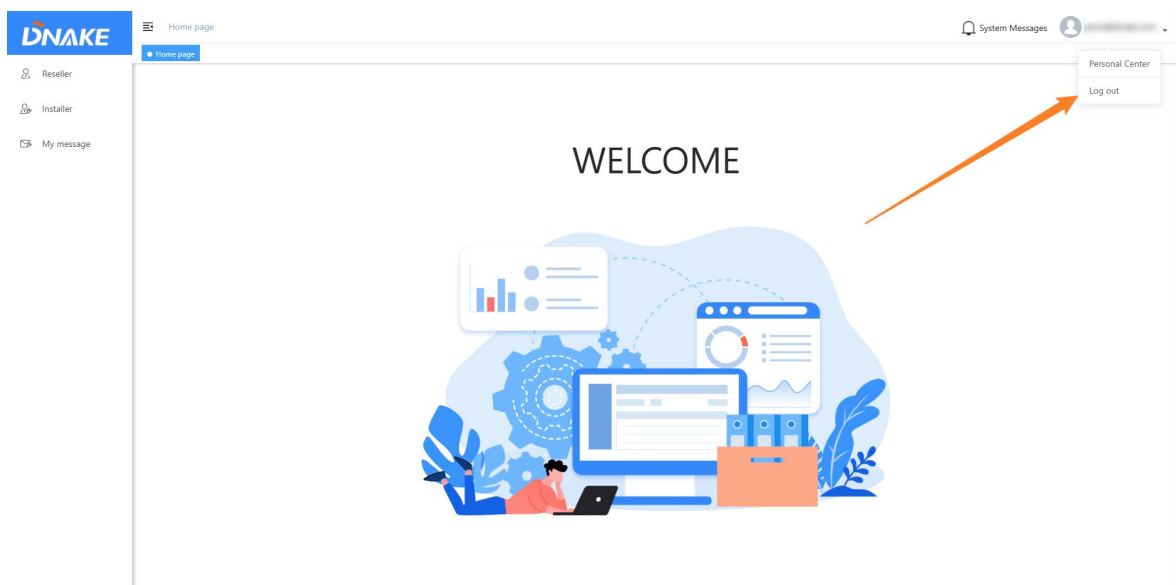


- ◆ Step 2: Please enter the platform website and log in with your account. Different regions have different data centers. Please go to the URL according to different regions. Europe data center: <https://eu-cloud.dnake.com>. America data center: <https://us-cloud.dnake.com>. Please refer to the appendix A for checking your country or region's data center.



2.2 Logout

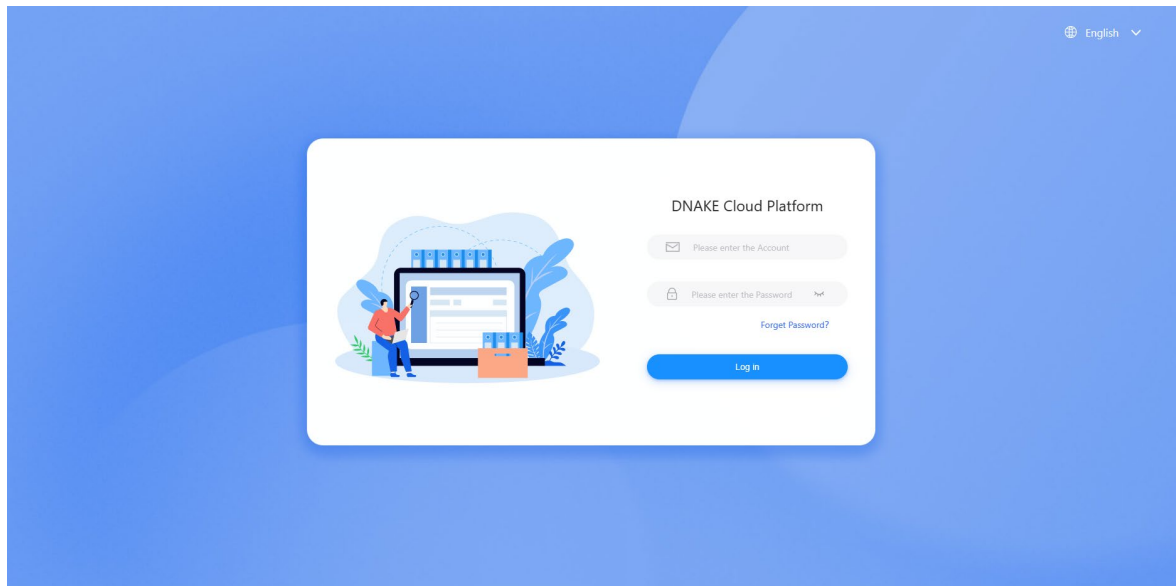
Click your personal account on the right upper corner and log out.



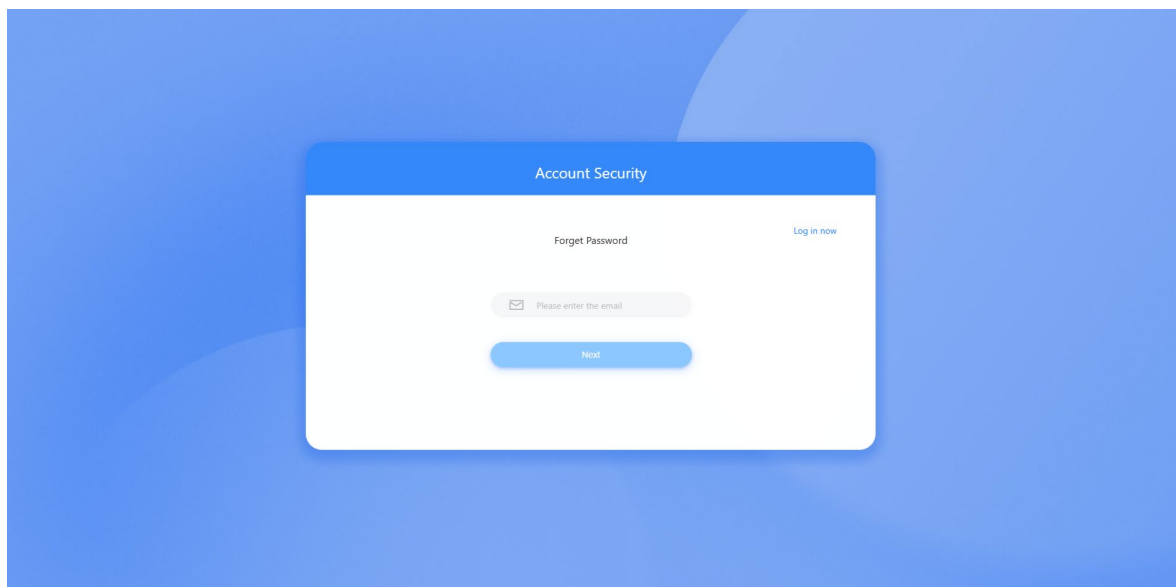
2.3 Forget password

1. Recover your password

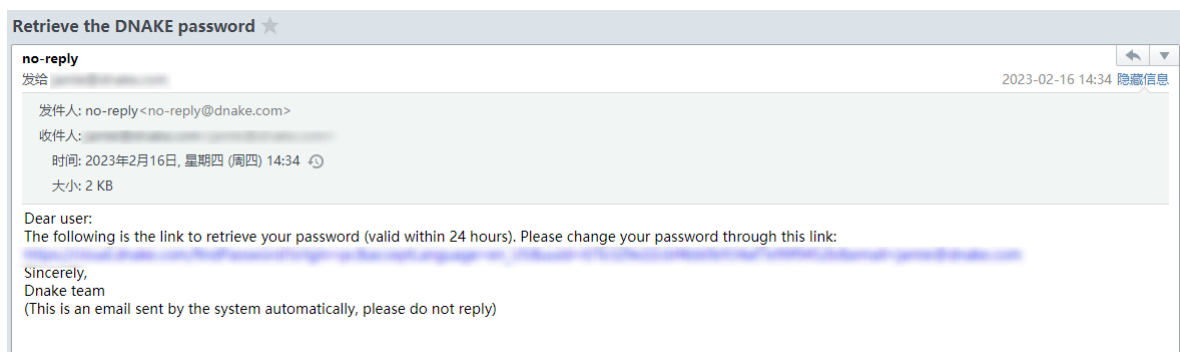
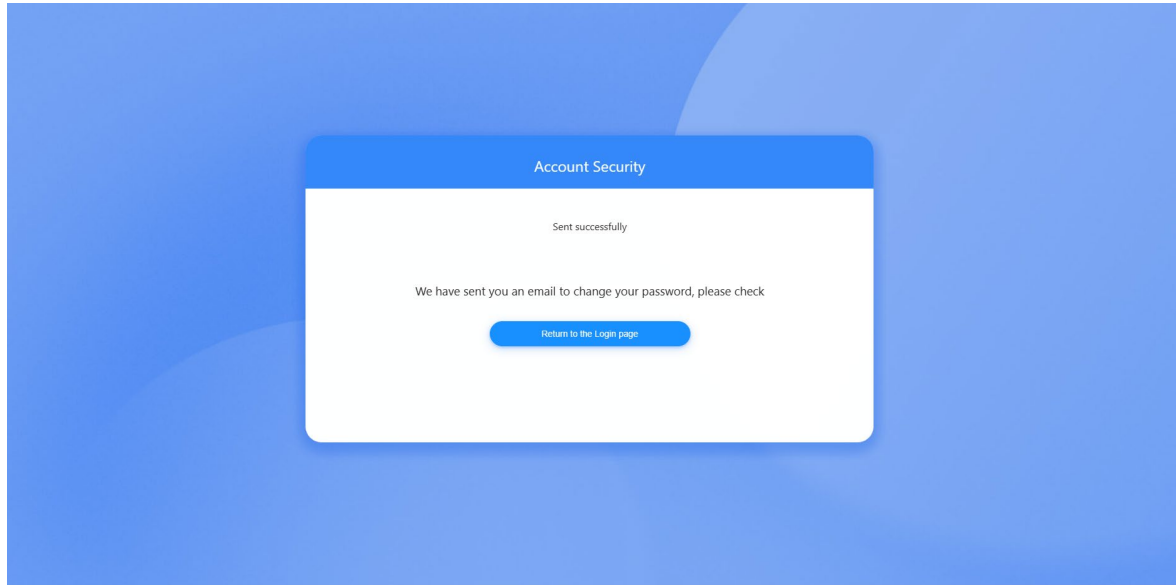
- ◆ Step 1: Click Forget Password?



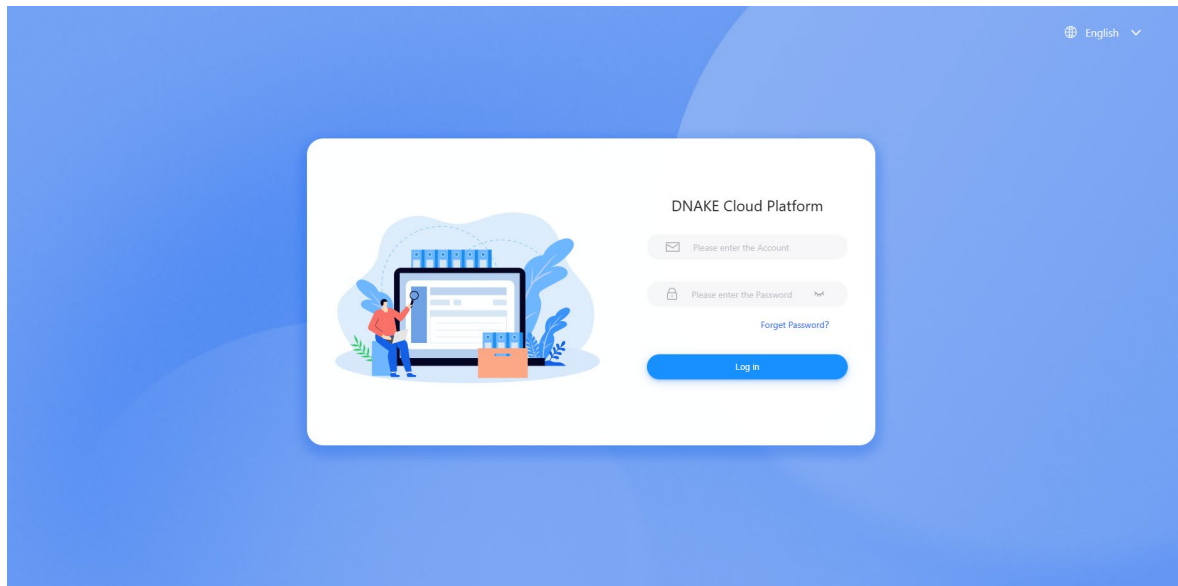
- ◆ Step 2: Enter your email and click Next.



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



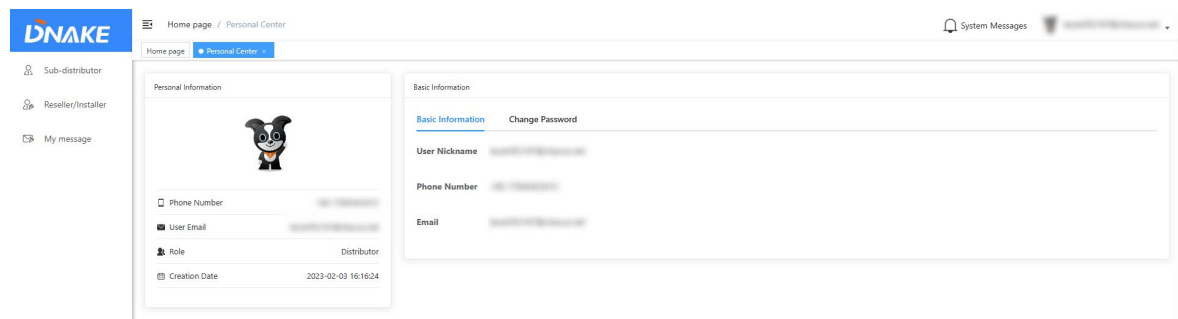
◆ Step 4: Please try to log in with new password.



3 Personal Center and System Messages

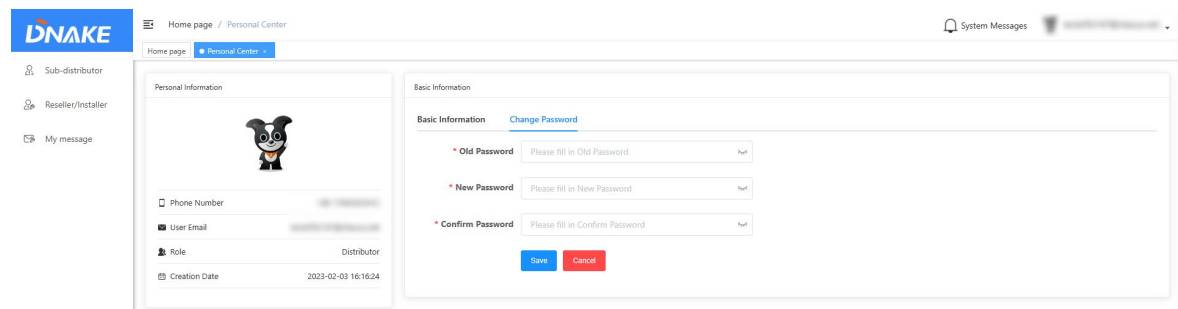
3.1 Basic information

1. You can check the details of account you log in. 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

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



3.3 System Message

1. System message comes from your upstream. For example, if you are a reseller, you will receive messages from distributor and you can also send messages to your downstream.

Home page / System Messages

System Messages

Home page

System Messages

Sub-distributor

Reseller/Installer

My message

2023-03-27 08:58:25

测试

测试

2023-03-13 08:41:22

管理员测试消息20230313

管理员测试消息20230313

管理员测试消息20230313

Total 2

10/page

1

Go to 1

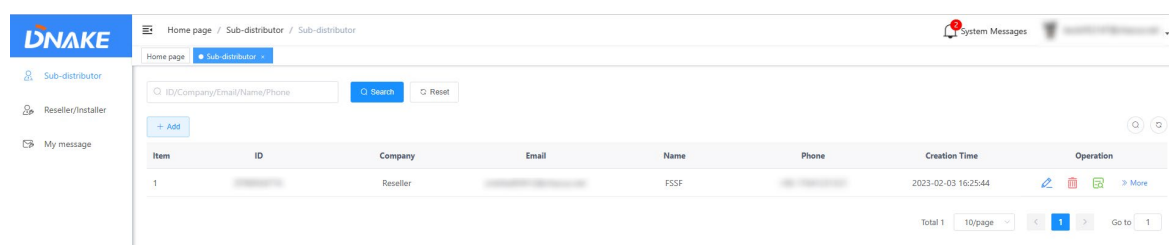
4 Distributor

4.1 Sub-distributor

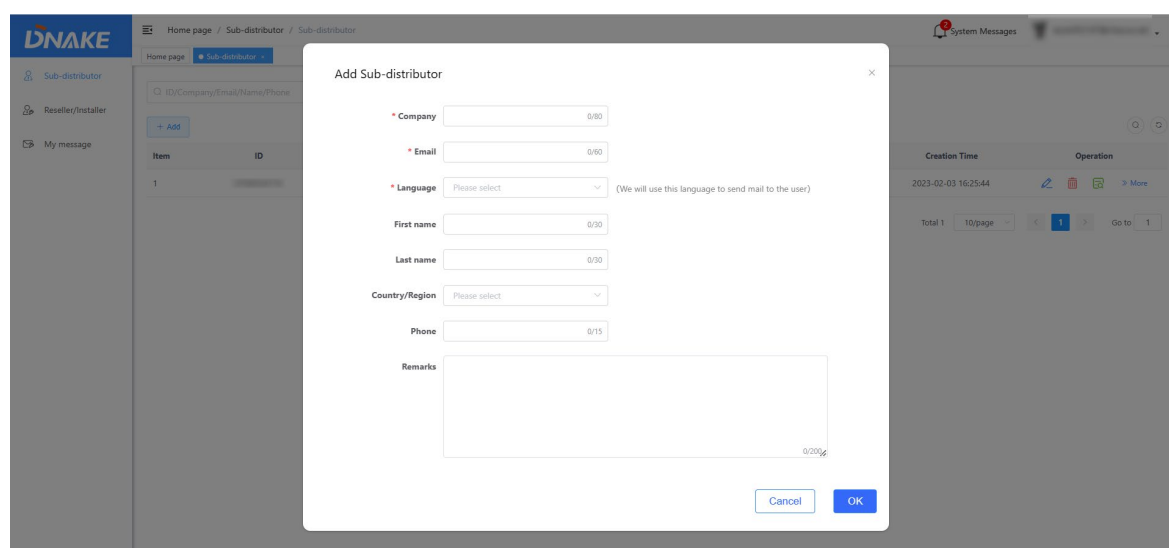
4.1.1 Add a sub-distributor account

1. Here are the steps to add a sub-distributor account

- ◆ Step 1: Go to Sub-distributor column and click Add to add a sub-distributor account.

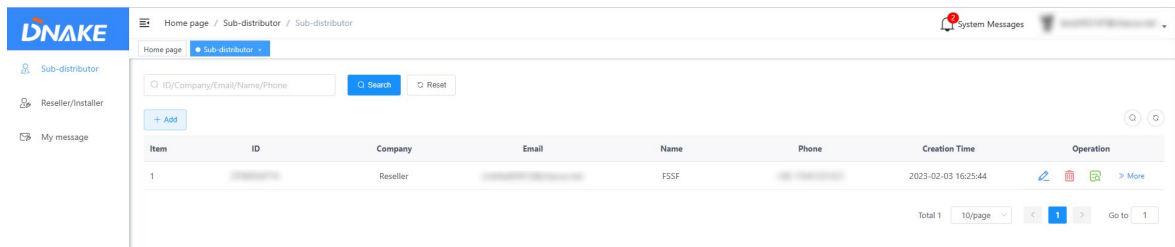


- ◆ Step 2: Fill in sub-distributor's information. Company name, Email and language are necessary. Please make sure email is right because Email will be sub-distributor's account. And Password will be sent to its email inbox.



- ◆ Step 3: Now you can find the details of sub-distributor. You can edit, delete or resend

the registration email.

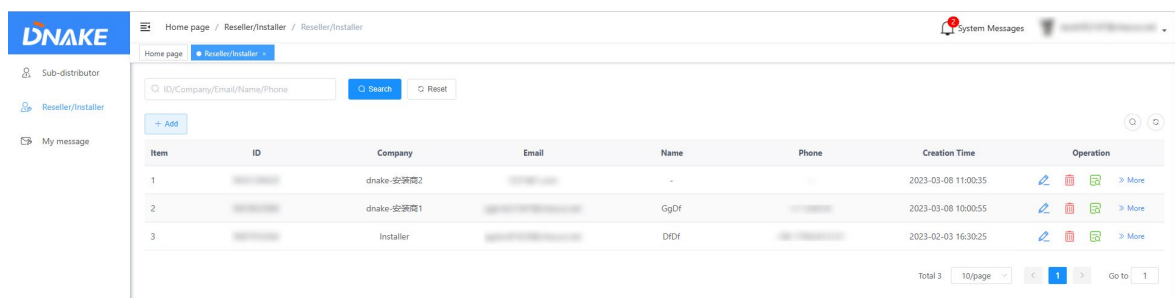


4.2 Reseller/installer

4.2.1 Add a reseller/installer account

1. Here are the steps to add a reseller/installer account

- ◆ Step 1: Go to 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 email is right because Email will be reseller/installer's account. And Password will be sent to its email inbox.

Add Reseller/Installer

* Company 0/80

* Email 0/60

* Language Please select (We will use this language to send mail to the user)

First name 0/30

Last name 0/30

Country/Region Please select

Phone 0/15

Remarks 0/200

Cancel OK

- ◆ Step 3: Now you can find the details of reseller/installer. You can edit, delete or resend the registration email.

Item	ID	Company	Email	Name	Phone	Creation Time	Operation
1		dnake-安装商2		-		2023-03-08 11:00:35	Edit Delete More
2		dnake-安装商1		GgDf		2023-03-08 10:00:55	Edit Delete More
3		Installer		DfDf		2023-02-03 16:30:25	Edit Delete More

Total 3 10/page 1 Go to 1

4.3 My message

4.3.1 Send messages to reseller or installer

1. Here are the steps to send messages to reseller or installer

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

Item	Message Title	Recipient ID	Creation Time	Release Time	Status	Operation
1	DNAKE Test	Reseller/Installer	2023-04-17 14:17:54	2023-04-17 14:17:54	Sent	Edit

Total 1 10/page 1 Go to 1

- ◆ Step 2: Fill in message title and message content. Choose the receiver and the sending time.

Add Message

* Message Title 0/40

* Sending Time ☒ Transmitting Immediately ☐ Timed Transmission

* Receiving Object ☐ Sub-distributor ☐ Reseller/Installer

* Message Content 0/240

Cancel OK

- ◆ Step 3: Now you can find the details of the message you sent.

Home page / Message / My message

Release Time Please select Release Time Please select Release Time Message Title

Item	Message Title	Recipient ID	Creation Time	Release Time	Status	Operation
1	DNAKE Test	Reseller/Installer	2023-04-17 14:17:54	2023-04-17 14:17:54	Sent	Edit

Total 1 10/page Go to 1

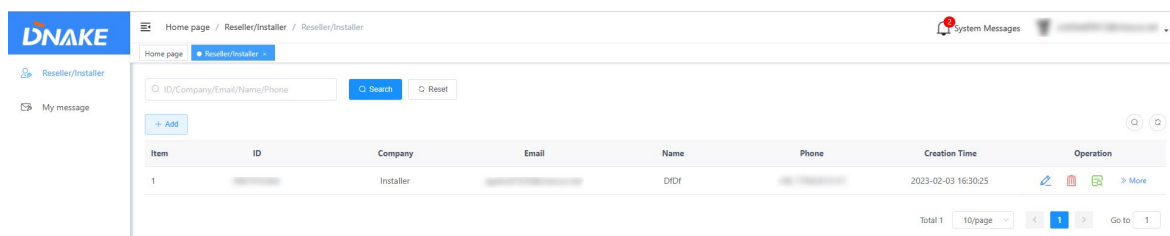
5 Sub-distributor

5.1 Reseller/Installer

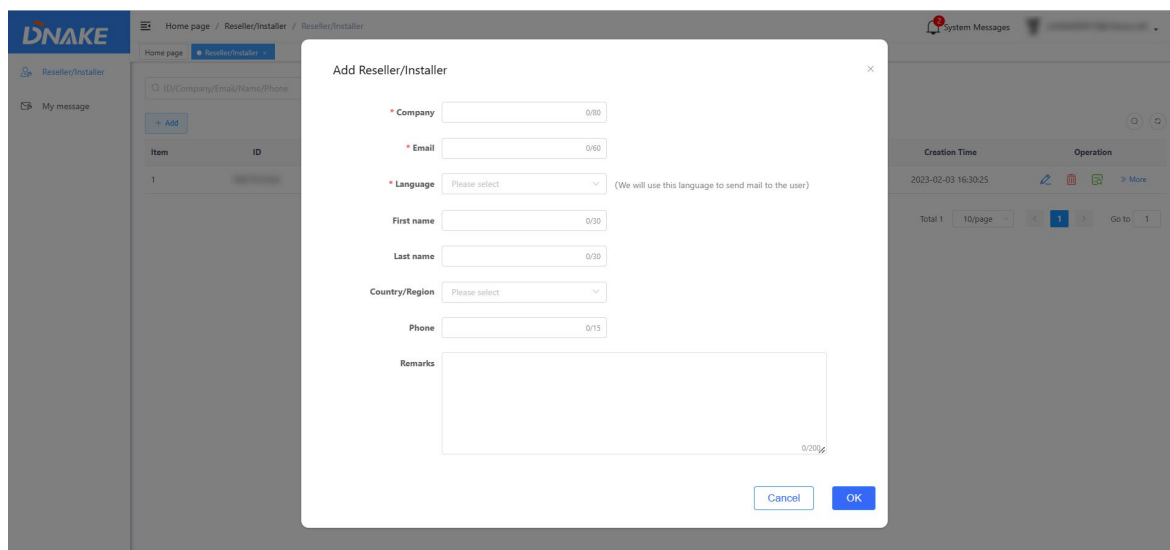
5.1.1 Add a reseller/installer account

1. Here are the steps to add a reseller/installer account

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

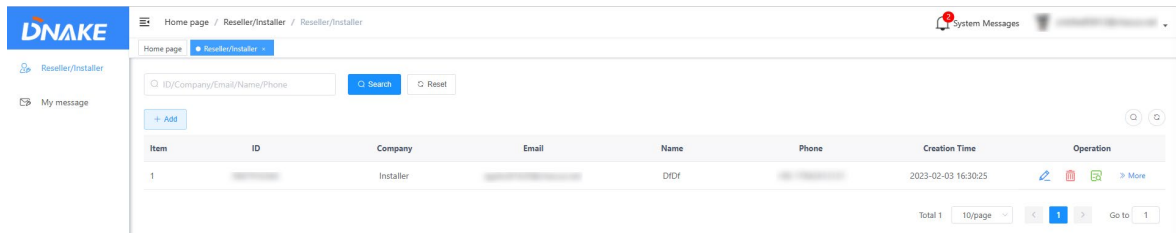


- ◆ Step 2: Fill in reseller/installer's information. Company name, Email and language are necessary. Please make sure email is right because Email will be reseller/installer's account. And Password will be sent to its email inbox.



- ◆ Step 3: Now you can find the details of reseller/installer. You can edit, delete or resend

the registration email.

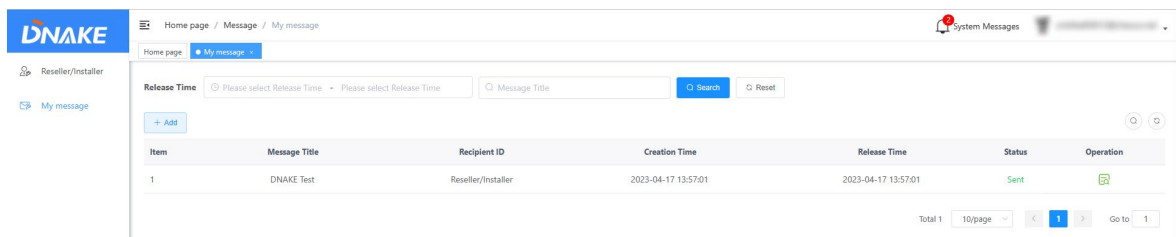


5.2 My message

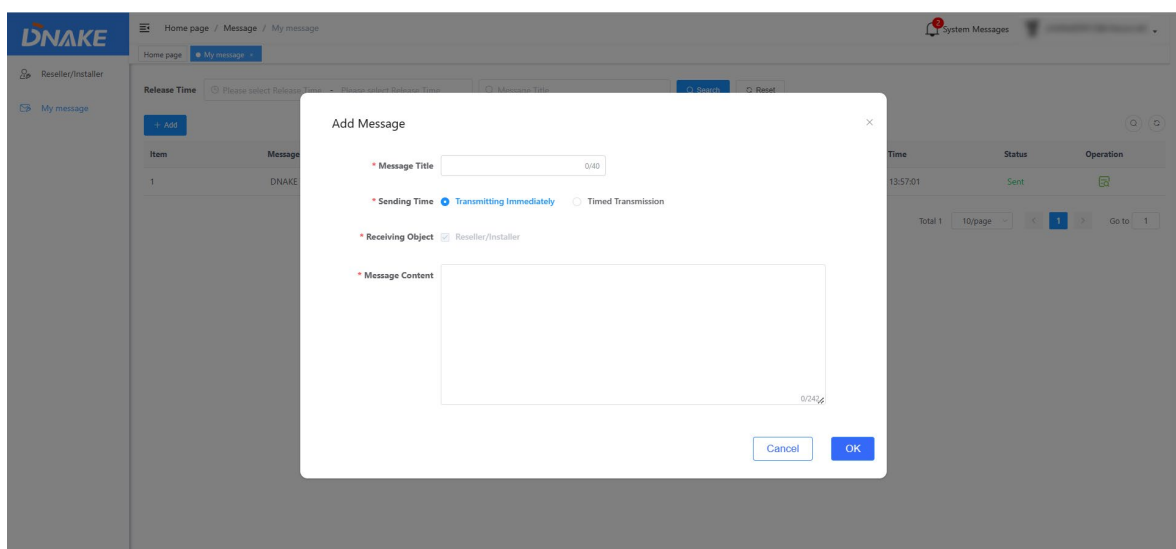
5.2.1 Send messages to reseller/installer

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

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



- ◆ Step 2: Fill in message title and message content. Choose the receiver and the sending time.



◆ Step 3: Now you can find the details of the message you sent.

DNAKE

Reseller/Installer

My message

Home page / Message / My message

System Messages

Home page

My message

Release Time

Please select Release Time - Please select Release Time

Message Title

Search

Reset

+ Add

Item	Message Title	Recipient ID	Creation Time	Release Time	Status	Operation
1	DNAKE Test	Reseller/Installer	2023-04-17 13:57:01	2023-04-17 13:57:01	Sent	

Total 1

10/page

< 1 >

Go to 1

6 Reseller/Installer

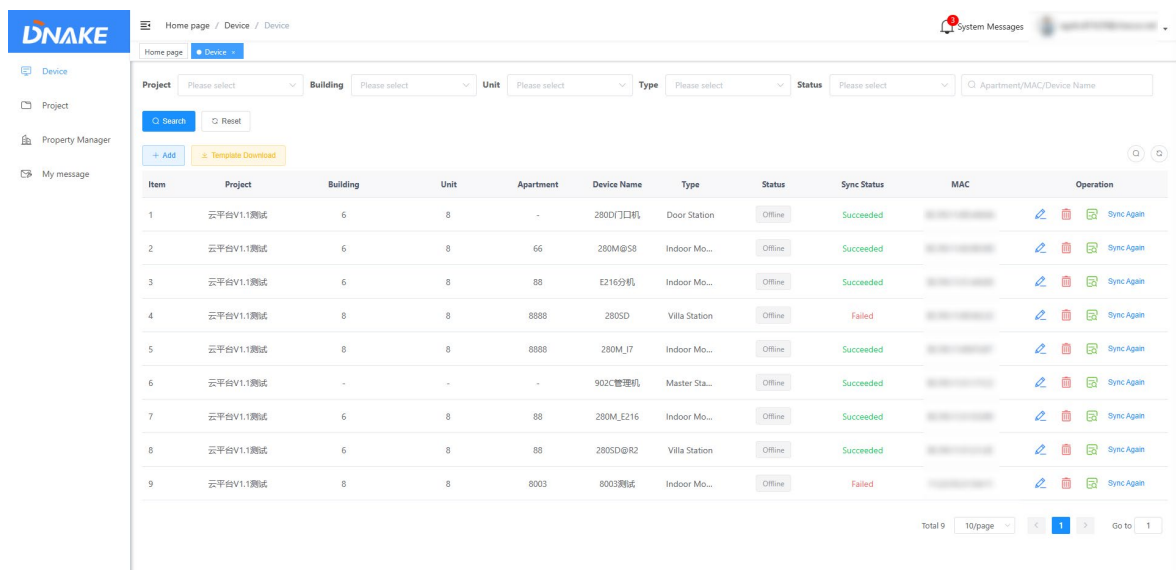
6.1 Device

When adding Indoor Monitor, you may find Associated Security. That's for the function of Security on DNAKE Smart Pro so that you can control the security scene on Indoor Monitor.

6.1.1 Add Indoor Monitor one by one

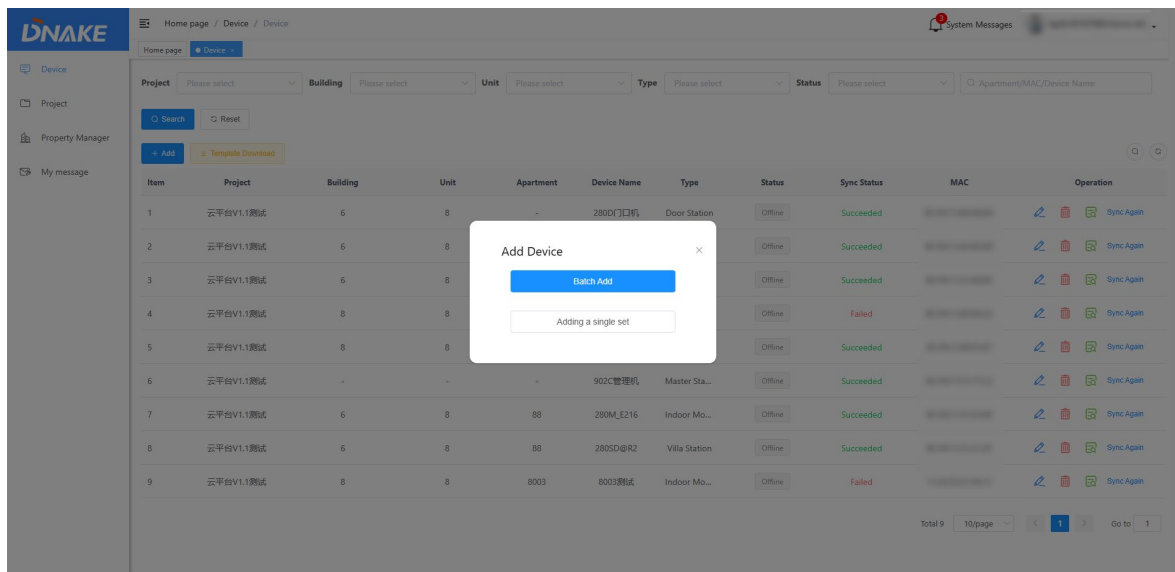
1. Here are the steps to add a device

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

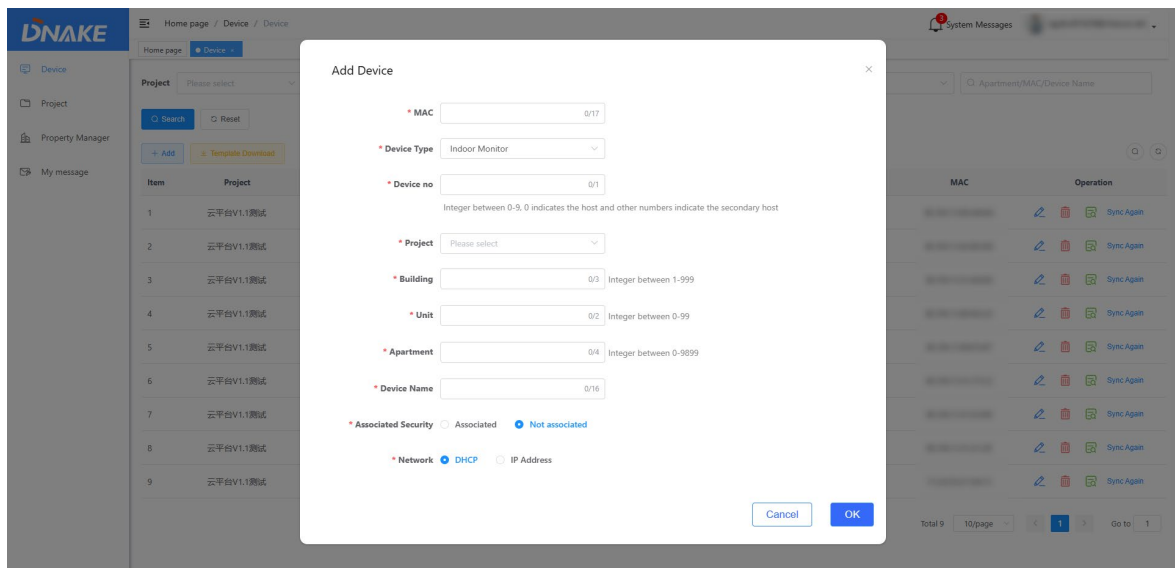


Item	Project	Building	Unit	Apartment	Device Name	Type	Status	Sync Status	MAC	Operation
1	云平台V1.1测试	6	8	-	280D门口机	Door Station	Offline	Succeeded	8888888888888888	Sync Again
2	云平台V1.1测试	6	8	66	280M@S8	Indoor Mo...	Offline	Succeeded	8888888888888888	Sync Again
3	云平台V1.1测试	6	8	88	E216分机	Indoor Mo...	Offline	Succeeded	8888888888888888	Sync Again
4	云平台V1.1测试	8	8	8888	280SD	Villa Station	Offline	Failed	8888888888888888	Sync Again
5	云平台V1.1测试	8	8	8888	280M_I7	Indoor Mo...	Offline	Succeeded	8888888888888888	Sync Again
6	云平台V1.1测试	-	-	-	903C管理机	Master Sta...	Offline	Succeeded	8888888888888888	Sync Again
7	云平台V1.1测试	6	8	88	280M_E216	Indoor Mo...	Offline	Succeeded	8888888888888888	Sync Again
8	云平台V1.1测试	6	8	88	280SD@R2	Villa Station	Offline	Succeeded	8888888888888888	Sync Again
9	云平台V1.1测试	8	8	8003	8003测试	Indoor Mo...	Offline	Failed	8888888888888888	Sync Again

◆ Step 2: Click Adding a single set.



- ◆ Step 3: Fill in device's information. MAC address, Device Type and Project should be filled in or chosen to match the device you're trying to associate with cloud platform. All of the other configurations will take effect after filling in. Please fill in device information according to the tips after the input field. Associated Security here is a feature to associate Indoor Monitor security alarm with DNAKE Cloud Platform.



6.1.2 Add Indoor Monitor in batch

1. Here are the steps to add devices in batch

- ◆ Step 1: Go to Device column and click Template Download to download a Template.
Please fill in the blanks in template to upload.

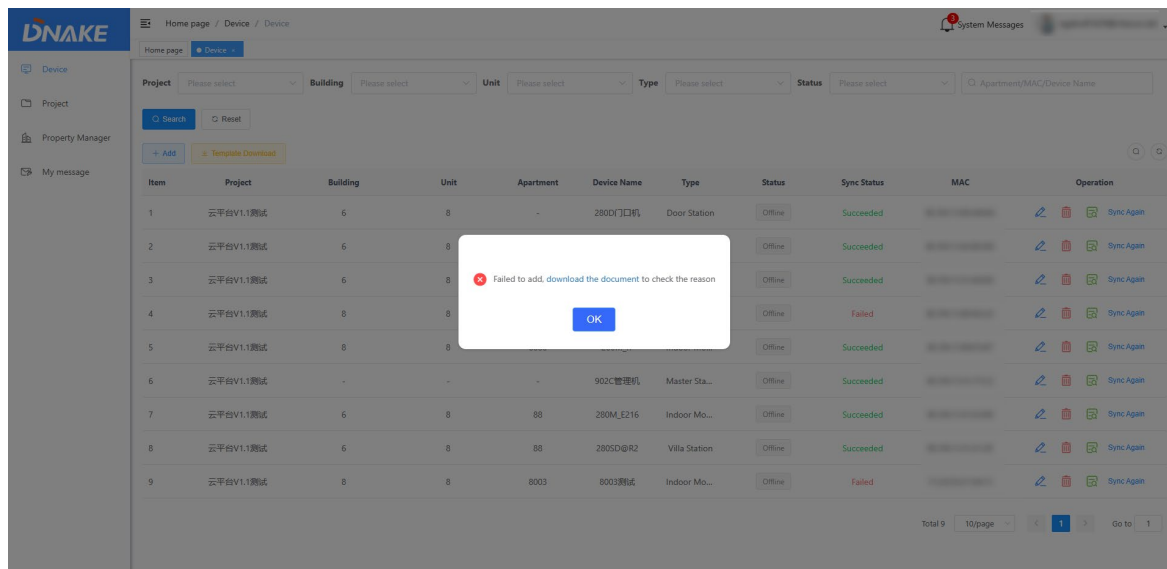
Item	Project	Building	Unit	Apartment	Device Name	Type	Status	Sync Status	MAC	Operation
1	云平台V1.1测试	6	8	-	280D1门口机	Door Station	Offline	Succeeded		Sync Again
2	云平台V1.1测试	6	8	66	280M@S8	Indoor Mo...	Offline	Succeeded		Sync Again
3	云平台V1.1测试	6	8	88	E216分机	Indoor Mo...	Offline	Succeeded		Sync Again
4	云平台V1.1测试	8	8	8888	280SD	Villa Station	Offline	Failed		Sync Again
5	云平台V1.1测试	8	8	8888	280M_I7	Indoor Mo...	Offline	Succeeded		Sync Again
6	云平台V1.1测试	-	-	-	902C管理机	Master Sta...	Offline	Succeeded		Sync Again
7	云平台V1.1测试	6	8	88	280M_E216	Indoor Mo...	Offline	Succeeded		Sync Again
8	云平台V1.1测试	6	8	88	280SD@R2	Villa Station	Offline	Succeeded		Sync Again
9	云平台V1.1测试	8	8	8003	8003测试	Indoor Mo...	Offline	Failed		Sync Again

- ◆ Step 2: Click Add and choose Batch Add to add devices in batch

Item	Project	Building	Unit	Apartment	Device Name	Type	Status	Sync Status	MAC	Operation
1	云平台V1.1测试	6	8	-	280D1门口机	Door Station	Offline	Succeeded		Sync Again
2	云平台V1.1测试	6	8				Offline	Succeeded		Sync Again
3	云平台V1.1测试	6	8				Offline	Succeeded		Sync Again
4	云平台V1.1测试	8	8				Offline	Failed		Sync Again
5	云平台V1.1测试	8	8				Offline	Succeeded		Sync Again
6	云平台V1.1测试	-	-	-	902C管理机	Master Sta...	Offline	Succeeded		Sync Again
7	云平台V1.1测试	6	8	88	280M_E216	Indoor Mo...	Offline	Succeeded		Sync Again
8	云平台V1.1测试	6	8	88	280SD@R2	Villa Station	Offline	Succeeded		Sync Again
9	云平台V1.1测试	8	8	8003	8003测试	Indoor Mo...	Offline	Failed		Sync Again

- ◆ Step 3: MAC address, Device Type and Project should be filled in or chosen to match the device you're trying to associate with cloud platform. All of the other configurations will take effect after filling in. Please fill in device information according to the tips after the input field.

- ◆ Step 4: If it failed to add in batch, the excel file will indicate the reasons inside. Please download the document, modify it and try again.



6.1.3 Add other devices to Platform

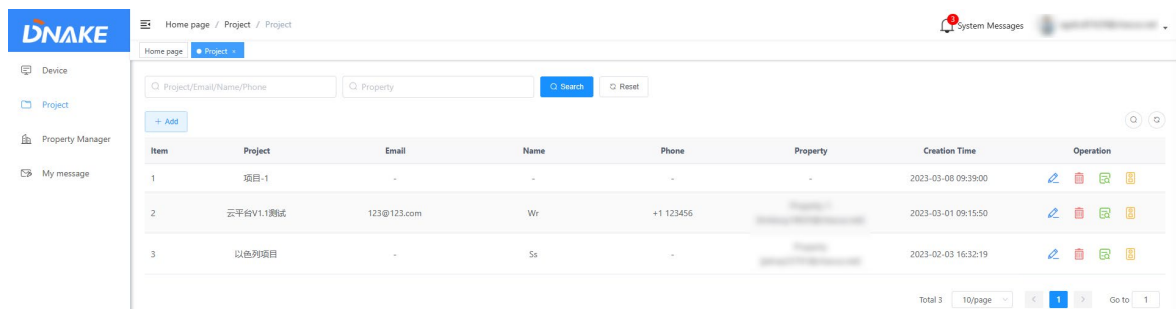
1. The way to add Door Station, Villa Station, Gate Station and Master Station is similar to Indoor Monitor's. Please refer to the previous instruction to add them to DNAKE Cloud Platform.

6.2 Project

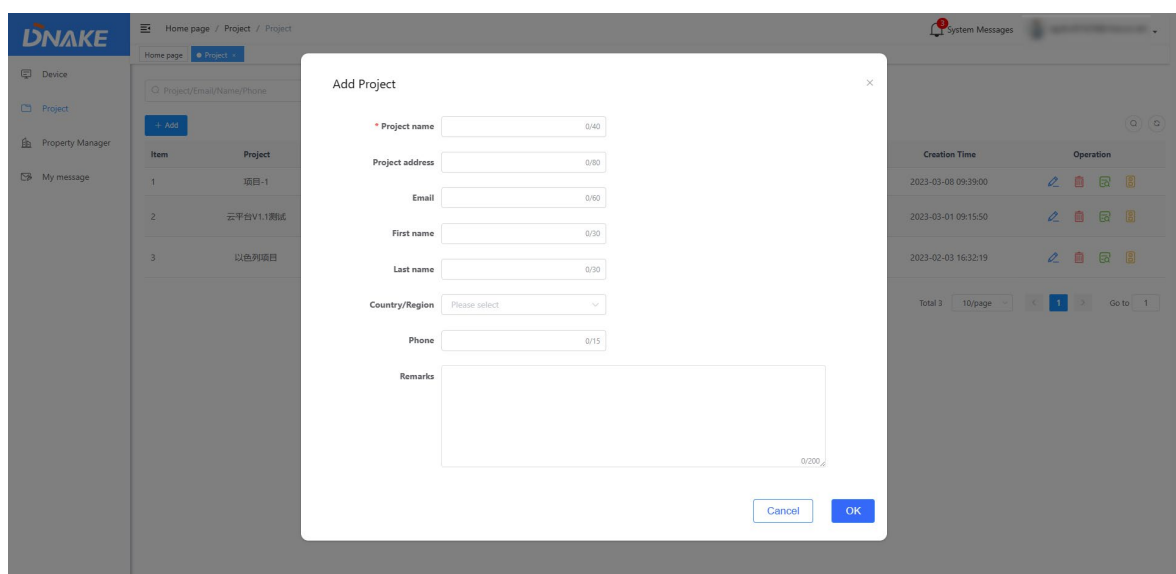
6.2.1 Add a project

1. Here are the steps to add a project

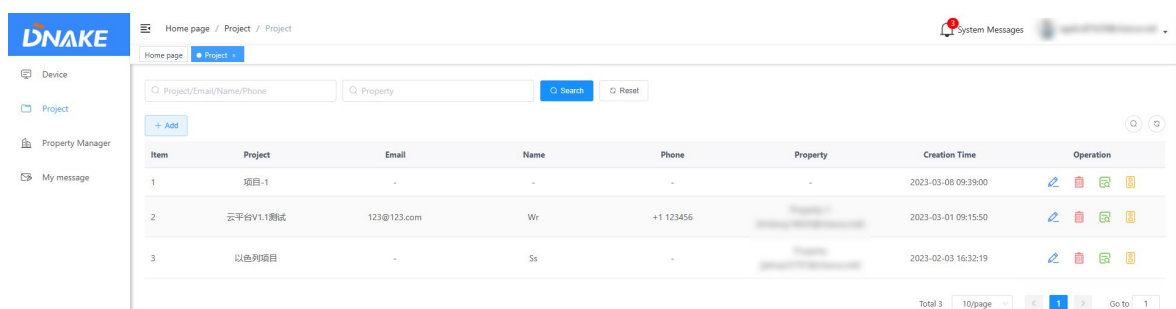
- ◆ Step 1: Go to Project column and click Add to add a project.



◆ Step 2: Fill in project information. Project name is necessary.



◆ Step 3: Now you can find the details of project. You can edit, delete or click the Door Station icon to manage devices on Device column.

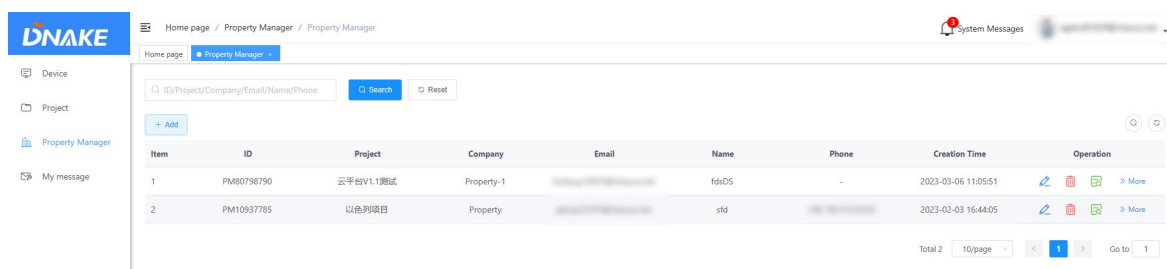


6.3 Property Manager

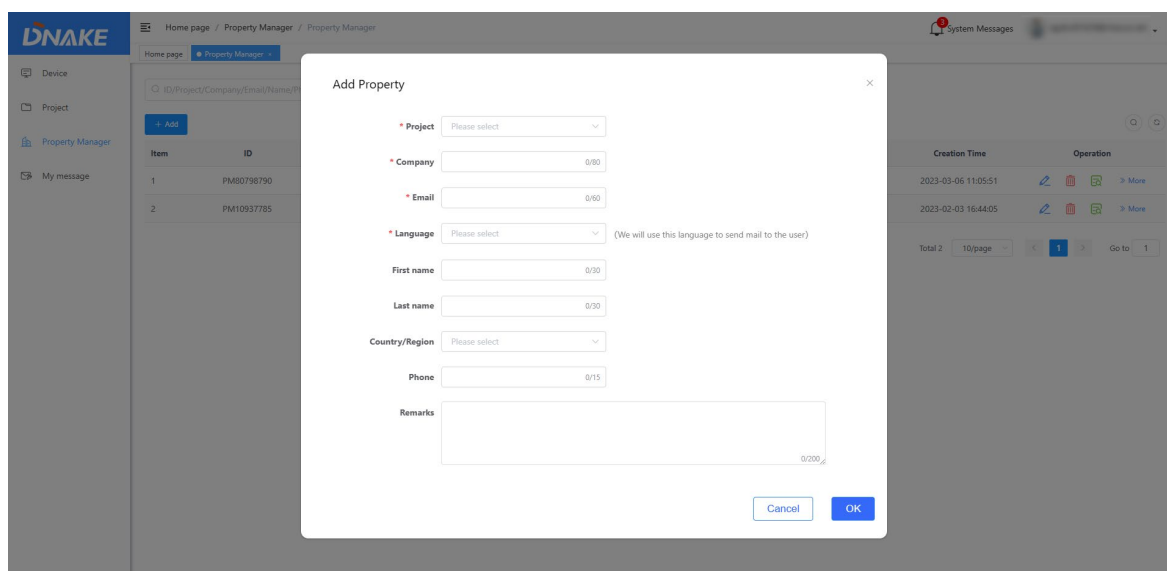
6.3.1 Add a property manager account

1. Here are the steps to add a property manager account

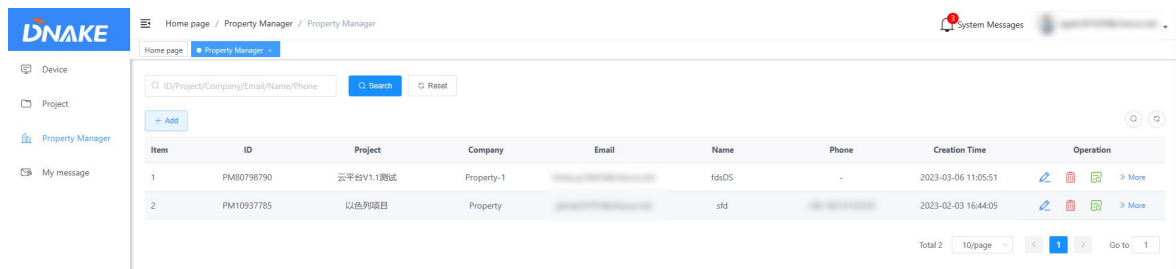
- ◆ Step 1: Go to Property Manager column and click Add to add a property manager account.



- ◆ Step 2: Fill in property manager's information. Project, company name, Email and language are necessary. Please make sure email is right because Email will be property manager's account. And Password will be sent to its email inbox.



- ◆ Step 3: Now you can find the details of property manager. You can edit, delete or resend the registration email.

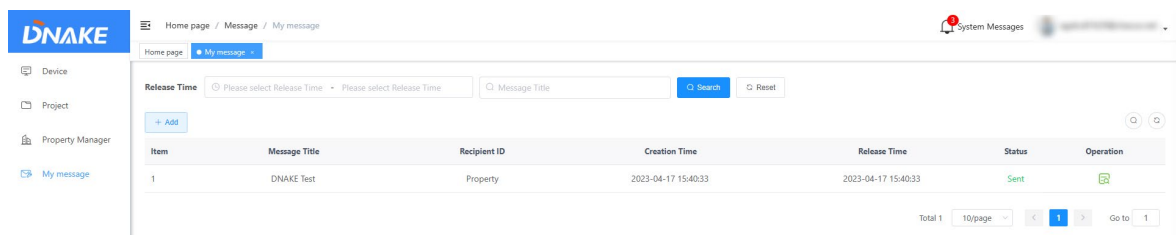


6.4 My message

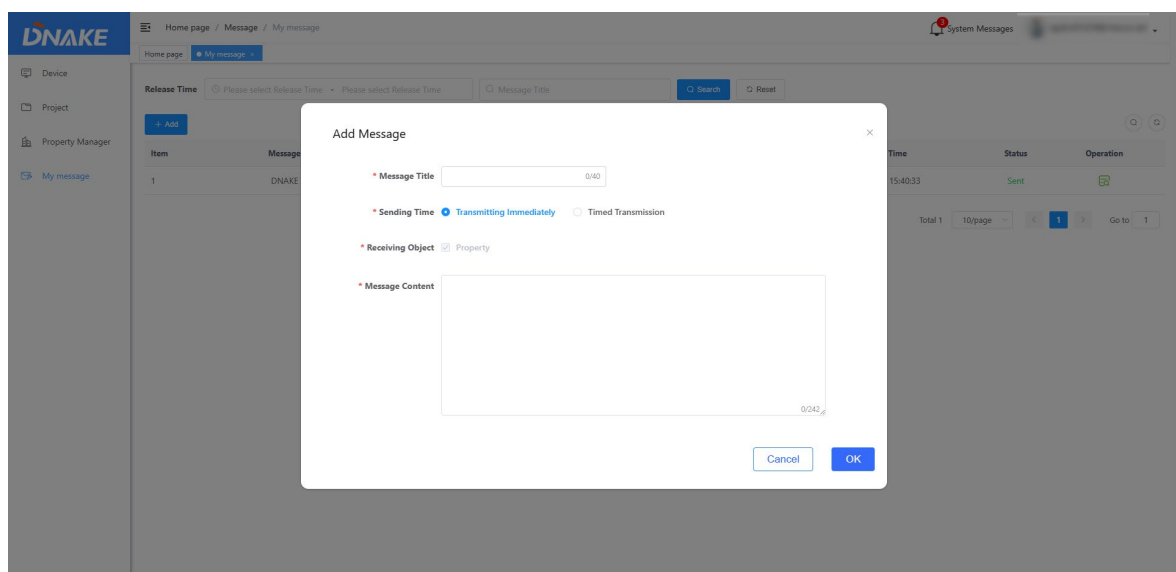
6.4.1 Send messages to property manager

1. Here are the steps to send messages to property manager

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



◆ Step 2: Fill in message title and message content. Choose the receiver and the sending time.



◆ Step 3: Now you can find the details of the message you sent.

DNAKE

Home page / Message / My message

System Messages

Home page

My message

Device

Project

Property Manager

My message

Release Time

Please select Release Time - Please select Release Time

Message Title

Search

Reset

+ Add

Item	Message Title	Recipient ID	Creation Time	Release Time	Status	Operation
1	DNAKE Test	Property	2023-04-17 15:40:33	2023-04-17 15:40:33	Sent	

Total 110/page1Go to 1

7 Property Manager

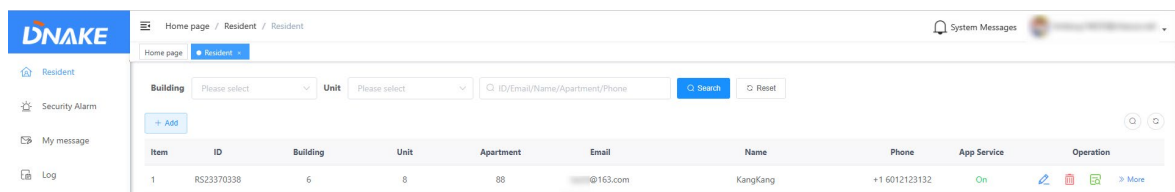
7.1 Resident

If the resident wants to use DNAKE Smart Pro App service, please choose App Service when adding the resident's account.

7.1.1 Add a resident

1. Here are the steps to add a resident account

- ◆ Step 1: Go to Resident column and click Add to add a resident account.



- ◆ Step 2: Choose Building, Unit and Apartment number. The Indoor Monitor will be associated with this account. Fill in resident's information. Please make sure email is right because Email will be resident's account. And Password will be sent to its email inbox. If the resident wants to use DNAKE Smart Pro App service, please choose App Service before saving.

Add Resident

* Building: 6

* Unit: 8

* Apartment: 8001

* First name: (0/30)

* Last name: (0/30)

* Country/Region: Please select

* Phone: (0/15)

* Email: (0/60)

* Language: Please select (We will use this language to send mail to the user)

App Service: Select a device that can answer calls with the app

Buttons: Cancel, OK

◆ Step 3: Now you can find the details of residents.

Search: Building [Please select] Unit [Please select] ID/Email/Name/Apartment/Phone [Search] [Reset]

Item	ID	Building	Unit	Apartment	Email	Name	Phone	App Service	Operation
1	RS23370338	6	8	88	@163.com	KangKang	+1 6012123132	On	[Edit] [Delete] [Resend] [More]

7.1.2 Manage residents

1. You can edit, delete, check details, or resend the registration email. If the resident is not the owner of the apartment, you can also set this resident as apartment owner.

Item	ID	Building	Unit	Apartment	Email	Name	Phone	App Service	Operation
1	RS23370338	6	8	88	@163.com	KangKang	+1 6012123132	On	[Edit] [Delete] [Resend] [More]
2	RS18676977	6	8	88	@163.com	Sandy	+1 6012121151	On	[Edit] [Delete] [Resend Email] [Set as master] [More]
3	RS76717252	6	8	88	@163.com	LiHua	+1 6012132131	On	[Edit] [Delete] [Resend] [More]
4	RS92264377	6	8	88	@163.com	Lily	+1 6012454212	On	[Edit] [Delete] [Resend] [More]

7.2 Security alarm

1. You can receive security alarms sending from this community's Indoor Monitors. The alarm details can be checked here.

Item	Alarm Time	Alarm Device	Operation	Building	Unit	Apartment
1	2023-02-07 14:04:21	SOS	-	1	1	1
2	2023-01-16 17:52:10	PIR	E216	3	3	3333
3	2023-01-16 17:47:48	PIR	文文	3	3	3333

7.3 My message

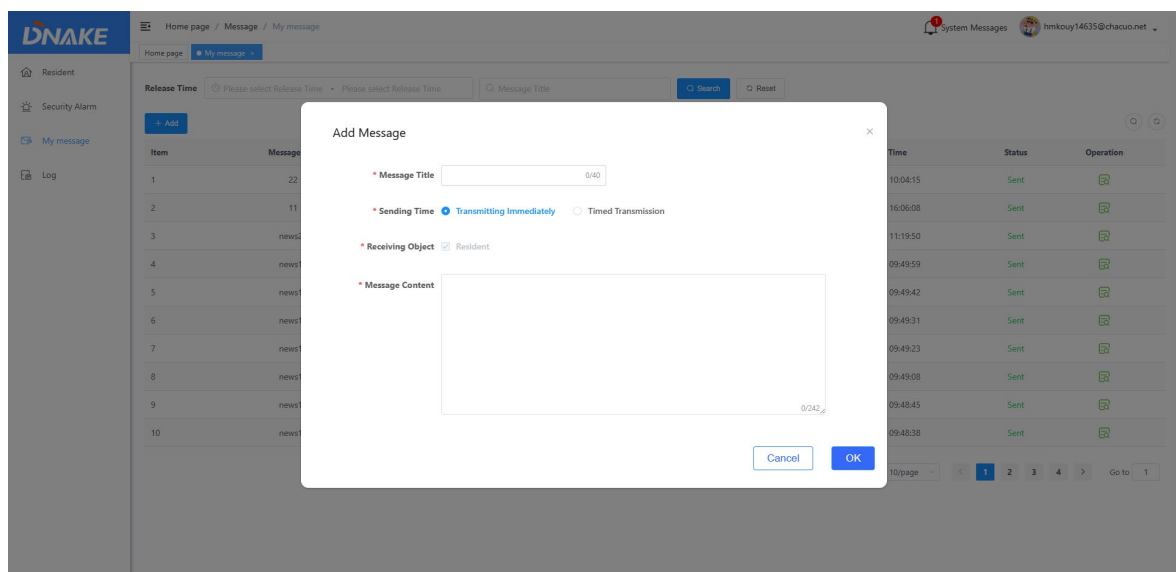
7.3.1 Send messages to resident

1. Here are the steps to send messages to resident

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

Item	Message Title	Recipient ID	Creation Time	Release Time	Status	Operation
1	22	Resident	2023-03-31 10:04:15	2023-03-31 10:04:15	Sent	
2	11	Resident	2023-03-29 16:06:08	2023-03-29 16:06:08	Sent	
3	news20	Resident	2023-03-28 11:19:50	2023-03-28 11:19:50	Sent	
4	news19	Resident	2023-03-28 09:49:59	2023-03-28 09:49:59	Sent	
5	news18	Resident	2023-03-28 09:49:42	2023-03-28 09:49:42	Sent	
6	news17	Resident	2023-03-28 09:49:31	2023-03-28 09:49:31	Sent	
7	news16	Resident	2023-03-28 09:49:23	2023-03-28 09:49:23	Sent	
8	news15	Resident	2023-03-28 09:49:08	2023-03-28 09:49:08	Sent	
9	news14	Resident	2023-03-28 09:48:45	2023-03-28 09:48:45	Sent	
10	news13	Resident	2023-03-28 09:48:38	2023-03-28 09:48:38	Sent	

◆ Step 2: Fill in message title and message content. Choose the receiver and the sending time.



◆ Step 3: Now you can find the details of the message you sent.

Item	Message Title	Recipient ID	Creation Time	Release Time	Status	Operation
1	22	Resident	2023-03-31 10:04:15	2023-03-31 10:04:15	Sent	
2	11	Resident	2023-03-29 16:06:08	2023-03-29 16:06:08	Sent	
3	news20	Resident	2023-03-28 11:19:50	2023-03-28 11:19:50	Sent	
4	news19	Resident	2023-03-28 09:49:59	2023-03-28 09:49:59	Sent	
5	news18	Resident	2023-03-28 09:49:42	2023-03-28 09:49:42	Sent	
6	news17	Resident	2023-03-28 09:49:31	2023-03-28 09:49:31	Sent	
7	news16	Resident	2023-03-28 09:49:23	2023-03-28 09:49:23	Sent	
8	news15	Resident	2023-03-28 09:49:08	2023-03-28 09:49:08	Sent	
9	news14	Resident	2023-03-28 09:48:45	2023-03-28 09:48:45	Sent	
10	news13	Resident	2023-03-28 09:48:38	2023-03-28 09:48:38	Sent	

7.4 Log

7.4.1 Call log

1. You can check call logs of this community's devices.

Appendix A:

American data center: (<https://us-cloud.dnake.com>)

Country code	Country or region	Country code	Country or region
1	United States	82	South Korea
1	Canada	84	Vietnam
1787	Puerto Rico	852	Hong Kong (People's Republic of China)
1809	Dominican Republic (1-809)	853	Macao (People's Republic of China)
1829	Dominican Republic (1-829)	886	Taiwan (People's Republic of China)
1849	Dominican Republic (1-849)	95	Myanmar
502	Guatemala	239	São Tomé and Príncipe
51	Peru	245	Guinea-Bissau
52	Mexico	246	British Indian Ocean Territory
54	Argentina	500	Falkland Islands
55	Brazil	594	French Guiana
56	Chile	670	Timor-Leste
57	Colombia	672	Norfolk Island
58	Venezuela	674	Nauru
591	Bolivia	675	Papua New Guinea
593	Ecuador	677	Solomon Islands
595	Paraguay	678	Vanuatu
597	Suriname	682	Cook Islands
598	Uruguay	683	Niue
5999	Curaçao	686	Kiribati
60	Malaysia	690	Tokelau
62	Indonesia	970	Palestine
63	Philippines	1721	Sint Maarten
64	New Zealand	4779	Svalbard and Jan Mayen
66	Thailand	35818	Åland Islands
81	Japan		

European data center: (<https://eu-cloud.dnake.com>)

Country code	Country or region	Country code	Country or region
1242	Bahamas	248	Seychelles
1246	Barbados	250	Rwanda
1264	Anguilla	251	Ethiopia
1268	Antigua and Barbuda	252	Somalia
1284	British Virgin Islands	253	Djibouti
1340	U.S. Virgin Islands	254	Kenya
1345	Cayman Islands	255	Tanzania
1441	Bermuda	256	Uganda
1473	Grenada	257	Burundi
1649	Turks and Caicos Islands	258	Mozambique
1664	Montserrat	260	Zambia
1670	Northern Mariana Islands	261	Madagascar
1671	Guam	262	Mayotte
1684	American Samoa	263	Zimbabwe
1758	Saint Lucia	264	Namibia
1767	Dominica	265	Malawi
1784	Saint Vincent and the Grenadines	266	Lesotho
1868	Trinidad and Tobago	267	Botswana
1869	Saint Kitts and Nevis	268	Swaziland
1876	Jamaica	269	Comoros
20	Egypt	27	South Africa
212	Morocco	291	Eritrea
213	Algeria	297	Aruba
216	Tunisia	298	Faroe Islands
218	Libya	299	Greenland
220	The Gambia	30	Greece
221	Senegal	31	Netherlands
222	Mauritania	32	Belgium
223	Mali	33	France
224	Guinea	34	Spain
225	Côte d'Ivoire	350	Gibraltar
226	Burkina Faso	351	Portugal
227	Niger	352	Luxembourg
228	Togo	353	Ireland
229	Benin	354	Iceland
230	Mauritius	355	Albania
231	Liberia	356	Malta
232	Sierra Leone	357	Cyprus
233	Ghana	358	Finland
234	Nigeria	359	Bulgaria
235	Chad	36	Hungary
236	Central African Republic	370	Lithuania
237	Cameroon	371	Latvia
238	Cabo Verde	372	Estonia
240	Equatorial Guinea	373	Moldova
241	Gabon	374	Armenia
242	Congo	375	Belarus
243	Congo (DRC)	376	Andorra
244	Angola	377	Monaco

Continued Table:

Country code	Country or region	Country code	Country or region
378	San Marino	681	Wallis and Futuna
379	Vatican City	685	Samoa
380	Ukraine	687	New Caledonia
381	Serbia	688	Tuvalu
382	Montenegro	689	French Polynesia
385	Croatia	691	Federated States of Micronesia
386	Slovenia	692	Marshall Islands
387	Bosnia and Herzegovina	7	Russia
389	Macedonian	855	Cambodia
39	Italy	856	Laos
40	Romania	880	Bangladesh
41	Switzerland	90	Turkey
420	Czech Republic	92	Pakistan
421	Slovakia	93	Afghanistan
423	Liechtenstein	94	Sri Lanka
43	Austria	960	Maldives
44	United Kingdom	961	Lebanon
45	Denmark	962	Jordan
46	Sweden	964	Iraq
47	Norway	965	Kuwait
48	Poland	966	Saudi Arabia
49	Germany	967	Yemen
501	Belize	968	Oman
503	El Salvador	971	United Arab Emirates
504	Honduras	972	Israel
505	Nicaragua	973	Bahrain
506	Costa Rica	974	Qatar
507	Panama	975	Bhutan
508	Saint Pierre and Miquelon	976	Mongolia
509	Haiti	977	Nepal
590	Saint Martin	992	Tajikistan
592	Guyana	993	Turkmenistan
596	Martinique	994	Azerbaijan
61	Australia	995	Georgia
65	Singapore	996	Kyrgyzstan
673	Brunei	998	Uzbekistan
676	Tonga	91	India
679	Fiji	86	China
680	Palau		