

DNAKE



User Manual

DNAKE Cloud Platform



Contents

1	Introduction	1
	1.1 Introduction	1
	1.2 Introduction of some icons	2
	1.3 Supported devices and solutions	3
2	Login and Logout	7
	2.1 Login and Logout	7
	2.2 Quick Start	8
	2.3 Forget password	9
3	Personal Center and System Messages	12
	3.1 Basic information	12
	3.2 Change Password	12
	3.3 System Message	12
4	Distributor	14
	4.1 Reseller/installer	14
	4.2 License Log	16
	4.3 My message	16
5	Reseller/Installer	18
	5.1 Home page	18
	5.2 Property Manager	18
	5.3 Project	19
	5.4 Device	21
	5.5 License Log	30
	5.6 Update-Firmware List (OTA)	30

5.7 Update-Update List (OTA)	30
5.8 My message	31
5.9 Switch to Property Manager	32
5.10 Technical Supporter	32
6 Property Manager	34
6.1 Device	34
6.2 Apartment	35
6.3 Resident (Resident)	36
6.4 Resident (Access Control)	40
6.5 License Log	48
6.6 Security alarm	48
6.7 My message	49
6.8 Log	50
6.9 Contact Technical Support	51
7 Appendix A:	52
American data center: (https://us-cloud.dnake.com)	52
European data center: (https://eu-cloud.dnake.com)	53
SIP or landline supported countries and regions:	55

1 Introduction

1.1 Introduction

1. DNAKE Cloud platform has 3 kinds of accounts, Distributor, 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. As a Reseller/Installer, you can also create projects for yourself so you can switch to projects to manage it like a Property Manager.

3. One Property Manager can manage multiple projects.

No.	Distributor	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	/	Project	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.

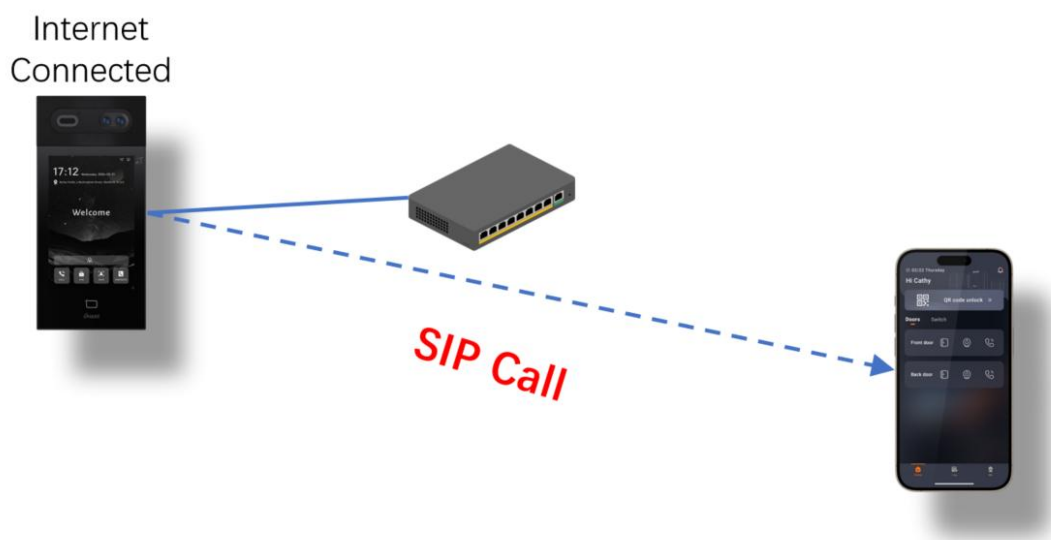
	Edit		Hide search
	Delete		Refresh
	Details		Synchronize All Residents data
	Resent Email		Resident Details
	Device		Edit Value-added Services
	License Management		Renew
	Sync again		Set as Owner
	Replace Device		All activated
	Access Device Webserver		Reminder

1.3 Supported devices and solutions

1. We are developing and adding more features to the platform and DNAKE Smart Pro app. Some devices are supported now while some will be supported in the near future. Please refer to the table below for the supported models:

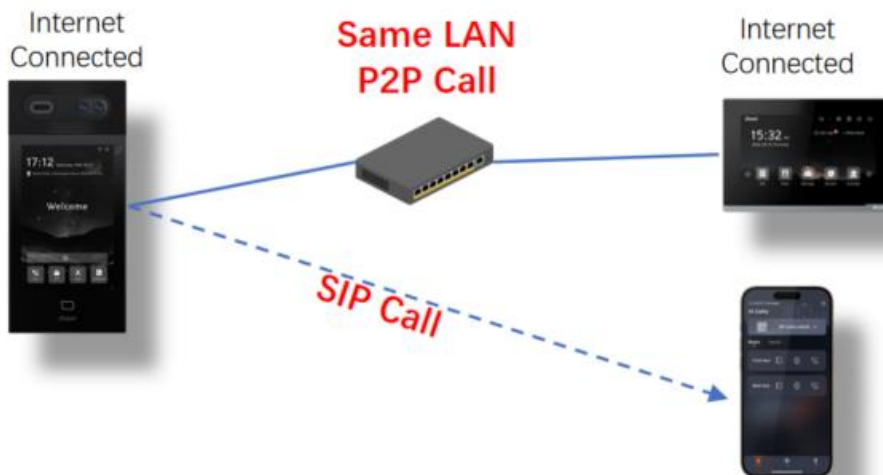
(1) Door Station SIP Call (No Indoor Monitor)

- Requirements: The Door Station must be connected to the internet, registered on the SIP server, and added to the platform.
- User Setup: Select "Door Station Direct Call" when creating Pro app users (indoor monitor option is not selectable).
- Without indoor monitor license will be used when creating app user (No indoor monitor so without indoor monitor license is used.).



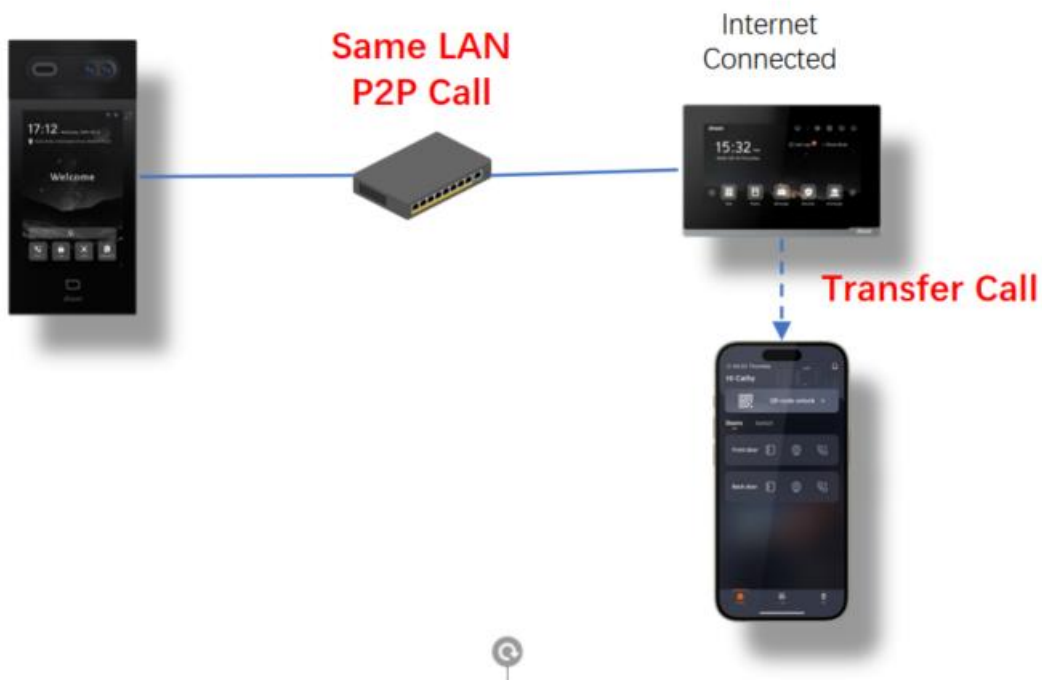
(2) Door Station SIP Call (With Indoor Monitor)

- Requirements: The door station and indoor monitor should both be connected to the internet and added to the platform.
- Door Station should support to be registered to SIP server;
- User Setup: Choose "Door Station Direct Call" for Pro app users.
- Licensing: Requires an indoor monitor license for app users.



(3) Indoor Monitor Transfer Call (With Indoor Monitor)

- Requirements: The indoor monitor should be connected to the internet and added to the platform.
- User Setup: Select "Indoor Monitor Transfer Call" for Pro app users.
- Licensing: Requires an indoor monitor license for app users.



(4) Local Network Call (With Indoor Monitor)

- Requirements: This configuration operates without an internet connection, using a local network for P2P (peer-to-peer) calls.
- User Setup: No specific setup for SIP server registration is needed as the call is local.
- No Internet required.



2.Support devices

Device type	Model
Door station(SIP Call)	C112
	S212
	S213K
	S213M
	S215
	S615
	S617
Indoor Monitor	E216
	E217
	A416
	E416
	H618

Master Station	902C-A
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2. DNAKE provides different solutions.

- **Indoor Monitor Transfer Call:**

refers to the P2P solution with Indoor Monitor (Indoor Monitor must be installed for each household).

- **Door Station Direct Call:**

refers to the P2P or SIP solution without Indoor Monitor. If you are among the SIP-supported countries and the device you use support SIP solution (e.g., S615 SIP updated with 904D_0_1_1_40_SIPV1_4_21_GA_20231123), the platform will choose SIP solution automatically.

Please refer to **Appendix A: SIP or landline supported countries and regions** for SIP-supported countries

- **Value-added Services:**

refers to some premium services like SIP call and landline feature. This service is based on Door Station Direct Call SIP solution.

Please note that value-added service can't be taken back if it's used.

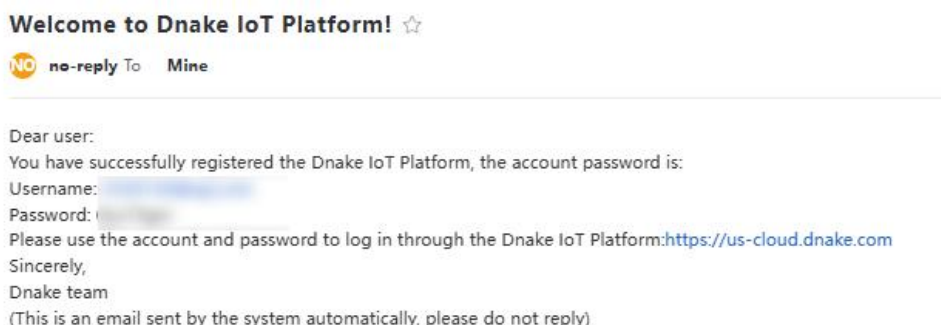
2 Login and Logout

2.1 Login and Logout

2.1.1 Login

1. log in your account in web browser

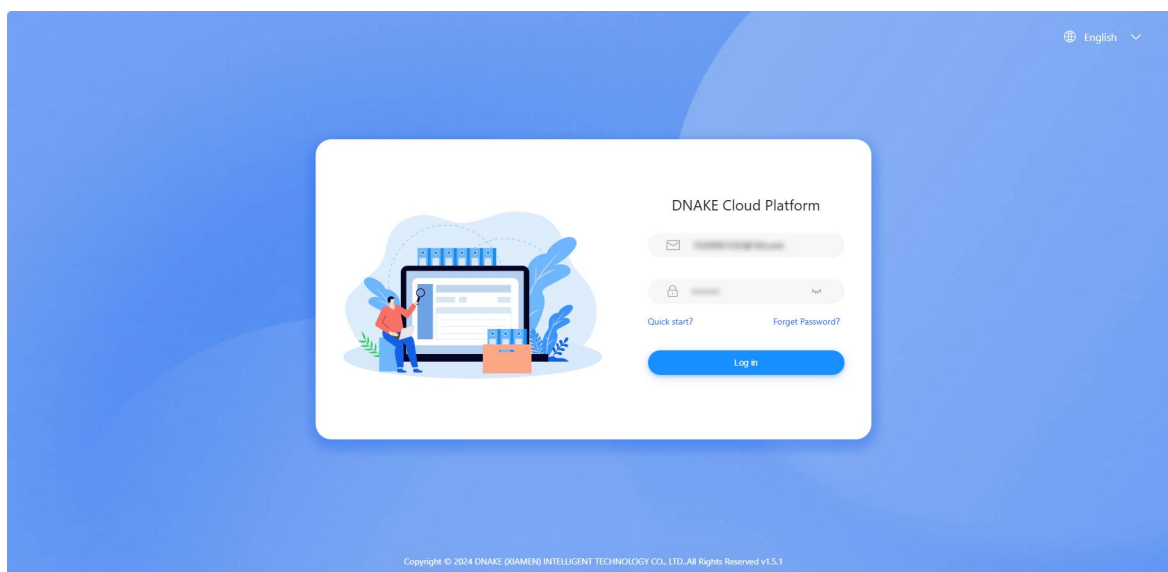
- ◆ Step 1: Provide your email and information to DNAKE or DNAKE partners to register an account. You will receive account password in your email inbox.



- ◆ Step 2: Please enter the platform website and log in with your account. Different regions have different data center. Please go to the URL according to different regions. European data center: <https://eu-cloud.dnake.com>.

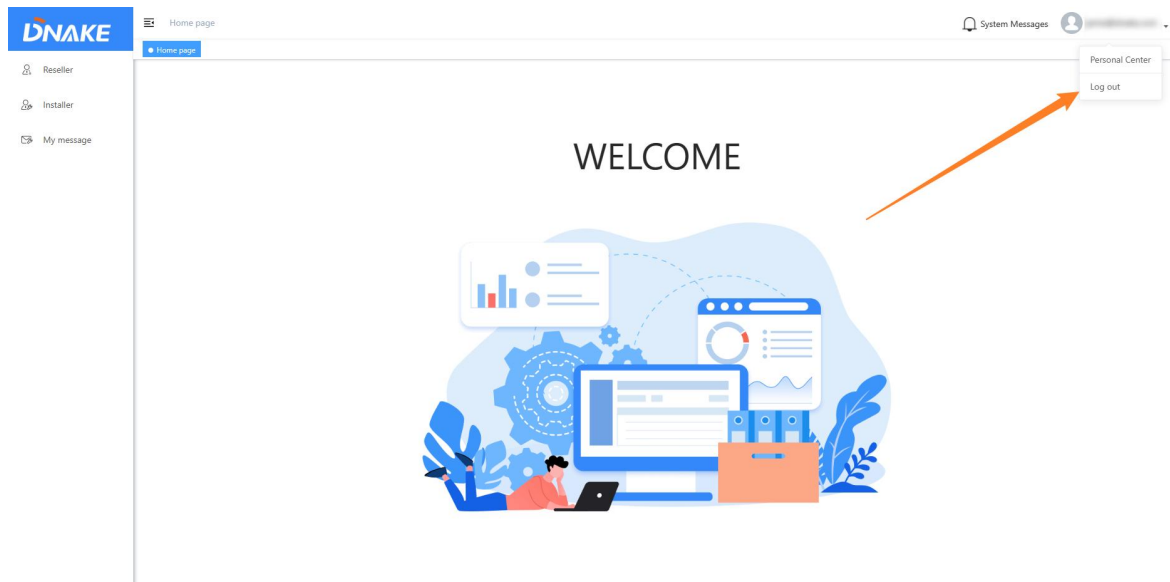
American data center: <https://us-cloud.dnake.com>.

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



2.1.2 Logout

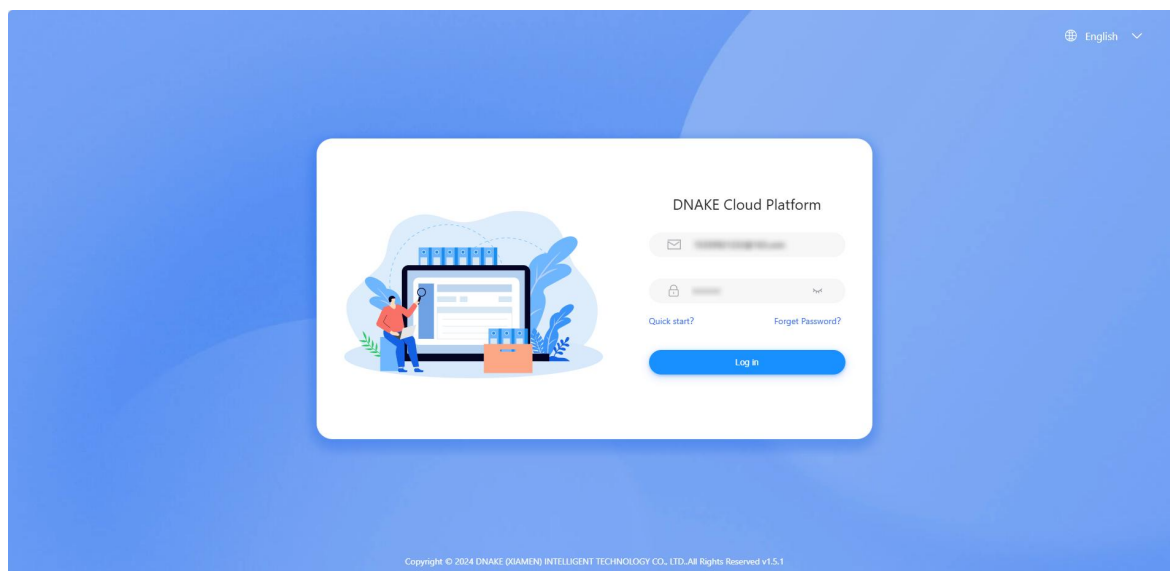
Click your personal account on the right upper corner and log out.



2.2 Quick Start

1. Here are the steps to create Reseller/Installer account by yourself

- ◆ Step 1: Click Quick Start? on login page.



- ◆ Step 2: Fill in the information about this account. And then you will receive an email including password,

Registration

[Log in now](#)

* **Company :** 0/80

* **Email :** 0/60

Language : ▼
(Email send to users will be in language users choose)

First name : 0/30

Last name : 0/30

Country/Region : ▼

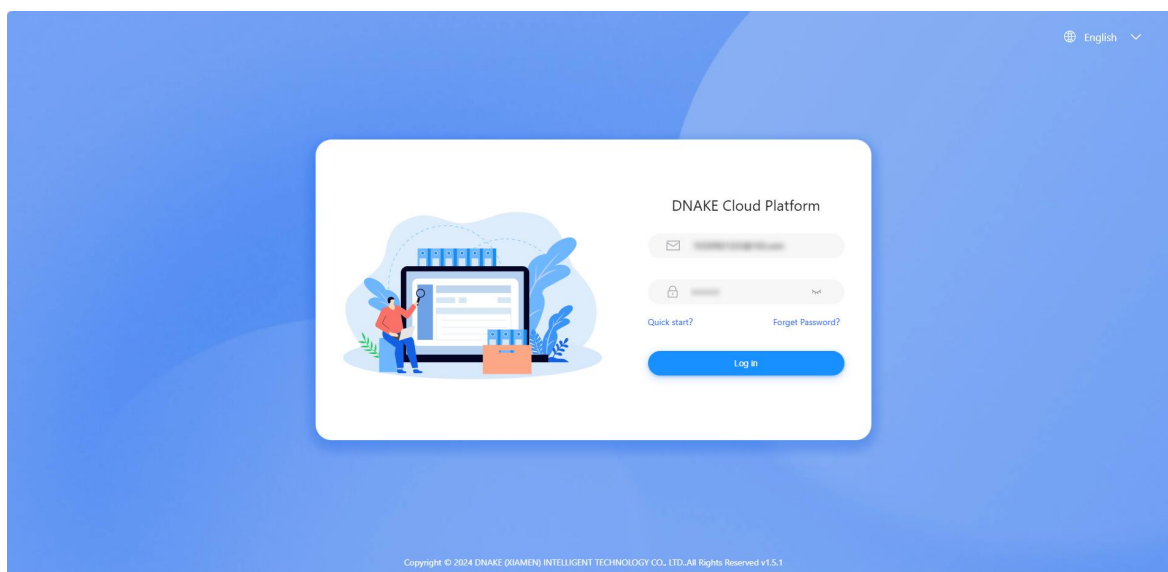
Phone : 0/15

[Sign up](#)

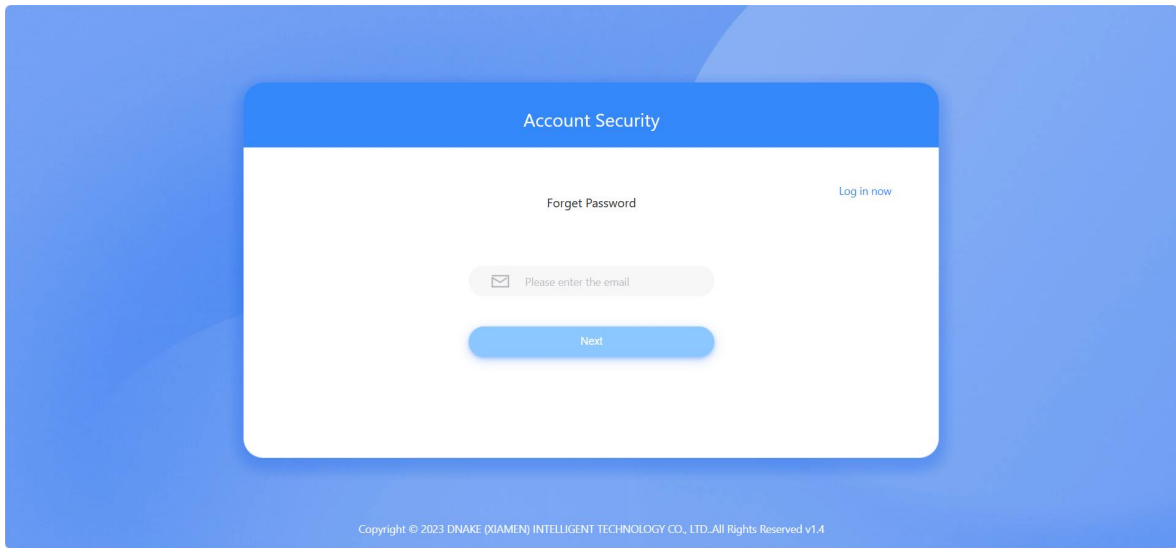
2.3 Forget password

1. Recover your password

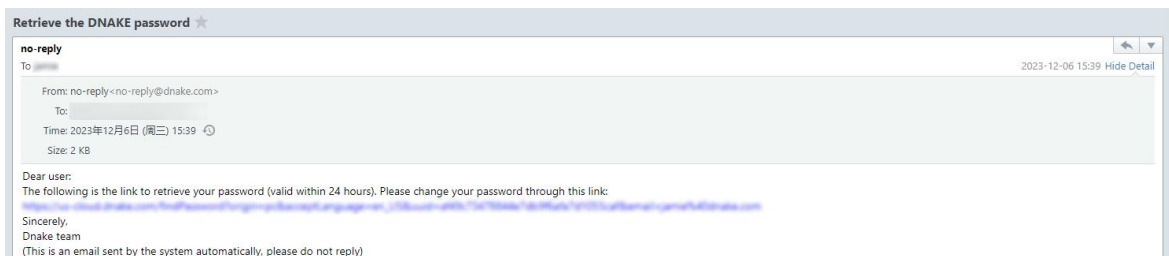
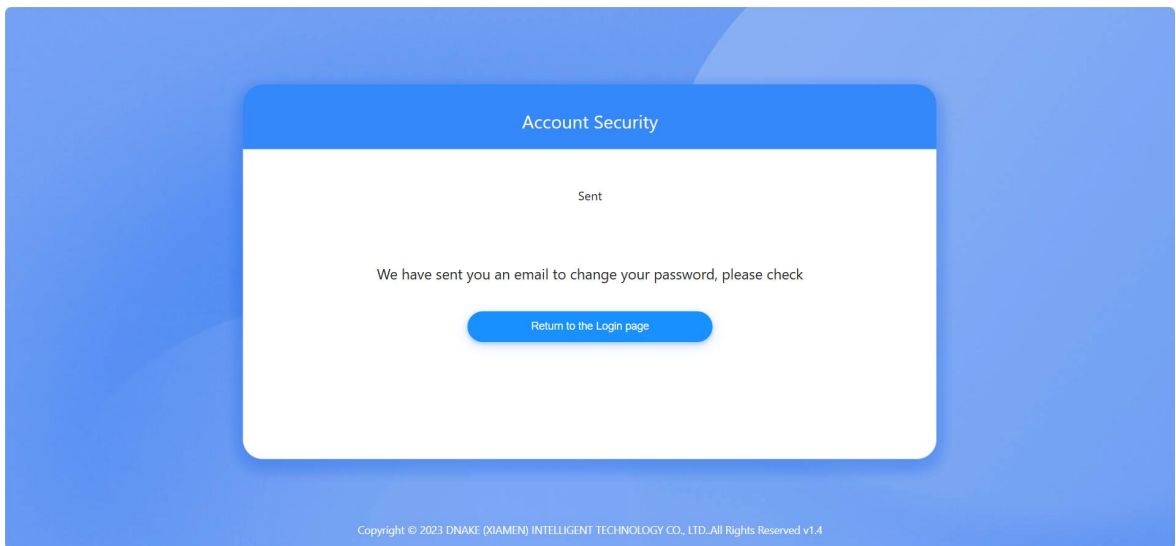
- ◆ Step 1: Click Forget Password?



- ◆ 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 set a new password according to the rule and try to log in with new password.

Account Security

Retrieve Password

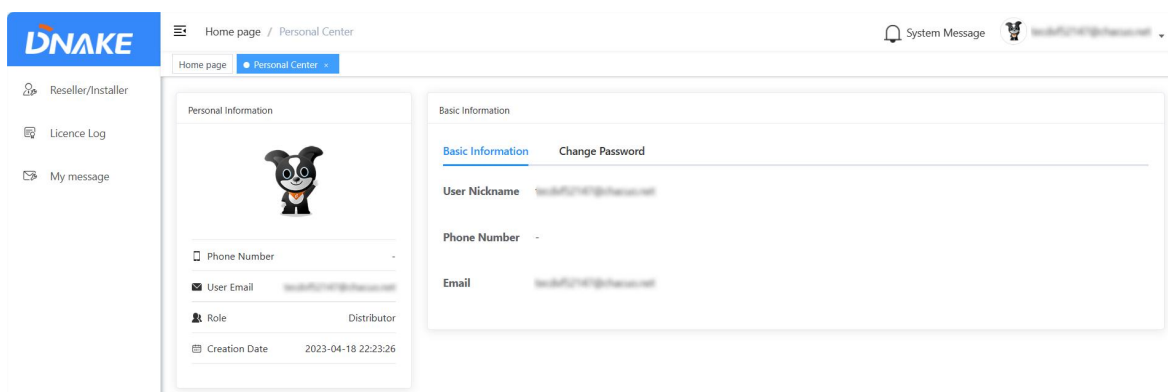
Please fill in New Password type

Enter again type

3 Personal Center and System Messages

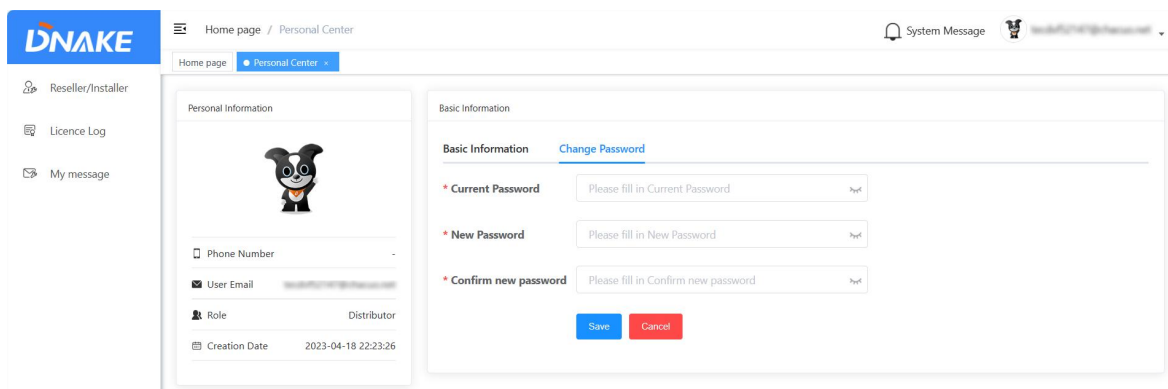
3.1 Basic information

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 characters. For example, if you are a reseller, you will receive messages from distributor and you can also send messages to your downstream characters.

DNAKE Home page / System Message System Message [User Profile]

Home page Personal Center System Message

- Reseller/Installer
- Licence Log
- My message

2023-12-04 16:38:40

The quantity of your license has been changed

Operation: Increase 5 licenses (With Indoor Monitor) . The number of existing licenses is: 8 (With Indoor Monitor) , 3 (No Indoor Monitor) , 1 (Value-added Services) Remarks: Operator: DNAKE Admin >>

2023-11-23 16:15:01

The quantity of your license has been changed

Operation: Increase 1 licenses (Value-added Services) . The number of existing licenses is: 3 (With Indoor Monitor) , 3 (No Indoor Monitor) , 1 (Value-added Services) Remarks: Operator: DNAKE Admin >>

2023-11-23 16:14:56

The quantity of your license has been changed

Operation: Increase 3 licenses (No Indoor Monitor) . The number of existing licenses is: 3 (With Indoor Monitor) , 3 (No Indoor Monitor) , 0 (Value-added Services) Remarks: Operator: DNAKE Admin >>

2023-11-23 16:14:51

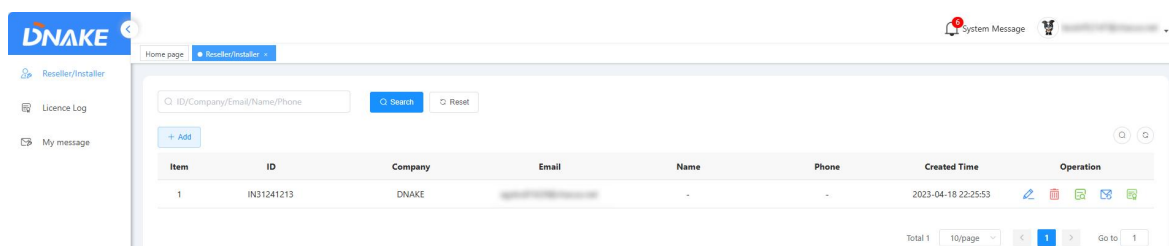
4 Distributor

4.1 Reseller/installer

4.1.1 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 this email address.

Add Reseller/Installer ×

* Company : 0/80

* Email : 0/60

Language : (Email send to users will be in language users choose)

First name : 0/30

Last name : 0/30

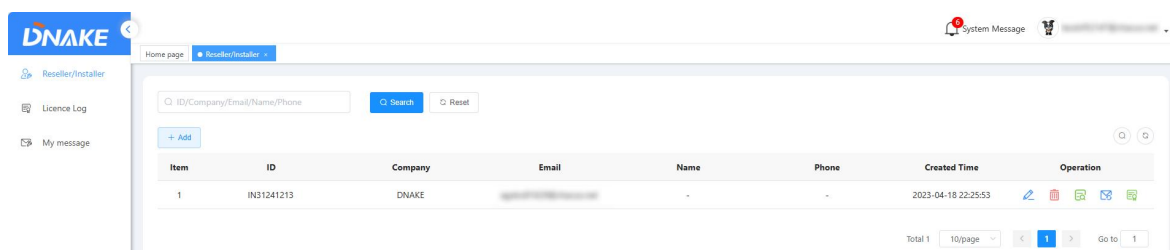
Country/Region :

Phone : 0/15

Remarks : 0/200

4.1.2 Manage reseller/installer account

1. After registering a reseller/installer account, you can edit, delete, check it, and resend the registration email or manage their licenses.



4.1.3 License Management

1. The license is necessary for the residents to use the app. Every DNAKE Smart Pro app host user needs one license to have the app service. You can find different types of services:

- **Indoor Monitor Transfer Call:**

refers to the P2P solution with Indoor Monitor (Indoor Monitor must be installed for each household).

- **Door Station Direct Call:**

refers to the P2P or SIP solution without Indoor Monitor. If you are among the SIP-supported countries and the device you use support SIP solution (e.g., S615 SIP updated with 904D_0_1_1_40_SIPV1_4_21_GA_20231123), the platform will choose SIP solution automatically.

Please refer to **Appendix A: SIP or landline supported countries and regions** for SIP-supported countries

- **Value-added Services:**

refers to some premium services like SIP call and landline feature. This service is based on Door Station Direct Call SIP solution.

Please note that value-added service can't be taken back if it's used.

As a distributor, you are allowed to increase or reduce the amounts of different types of services for reseller/installer.

Licence Management ✕

Company : DNAKE

* Type : Indoor Monitor Transfer Call Door Station Direct Call
 Value-added Services

Amount :

* Operation : Increase Reduce

* Amount :

Remarks :

4.2 License Log

1. You can check the amount of license you have and license log.

The screenshot shows the 'Licence Log' page with the following data:

Item	Time	Type	Amount	Source/Destination	Holdings	Remarks
1	2024-05-24 15:01:32	Value-added Services	- 1	DNAKE	1	-
2	2024-05-24 15:00:59	Door Station Direct Call	- 1	DNAKE	0	-
3	2024-05-24 15:00:37	Indoor Monitor Transfer Call	- 1	DNAKE	1	-

4.3 My message

4.1.1 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.

The screenshot shows the 'My message' page with the following details:

Released Time : Please select Released Tim

Message Title :

Recipient: Reseller/Installer

Created Time: 2023-08-17 22:41:55

Released Time: 2023-08-17 22:41:55

Buttons: + Add, Send

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

Add Message ✕

* Message Title :

* Delivery Time : Send now Schedule send

* Recipient : Reseller/Installer

* Message Content :

◆ Step 3: Click the green Details icon. You can check the message detail.

The screenshot shows the DNAKE web interface. The main content area is titled 'My message' and contains a table with columns for 'Released Time', 'Message Title', and search options. A modal window titled 'Message Details' is open in the foreground, displaying the following information:

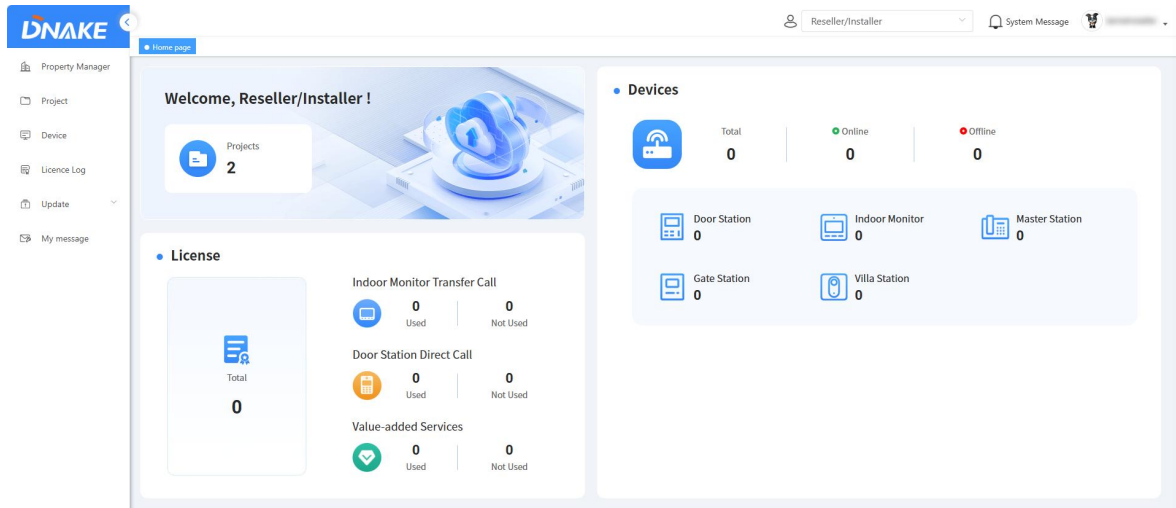
- Message Title:** Test
- Delivery Time:** 2023-08-17 22:41:55
- Recipient:** Reseller/Installer
- Message Content:** Test

The modal also includes a 'Cancel' button at the bottom right. The background interface shows a search bar, a '+ Add' button, and a table with one row of data.

5 Reseller/Installer

5.1 Home page

- Here is the dashboard for tracking the amount of projects, licenses and devices. Also, the status of devices (Online or offline).

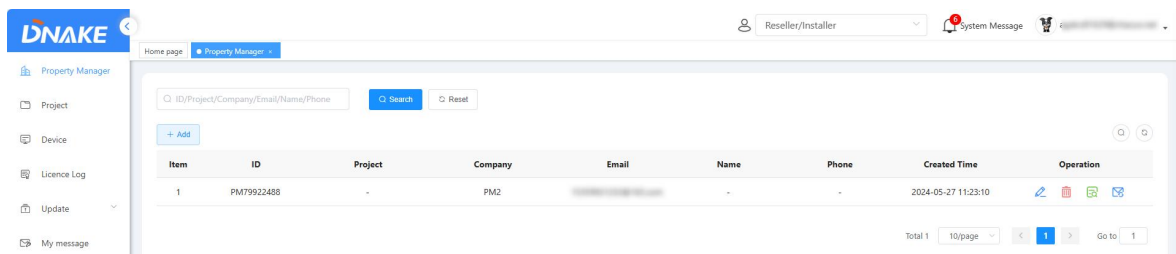


5.2 Property Manager

5.2.1 Add a property manager account

- Here are the steps to add a property manager account

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



- ◆ Step 2: Fill in property manager's information. 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 this email address.

Add Property Manager ✕

* **Company :** 0/80

* **Email :** 0/60

Language : English ▼
(Email send to users will be in language users choose)

First name : 0/30

Last name : 0/30

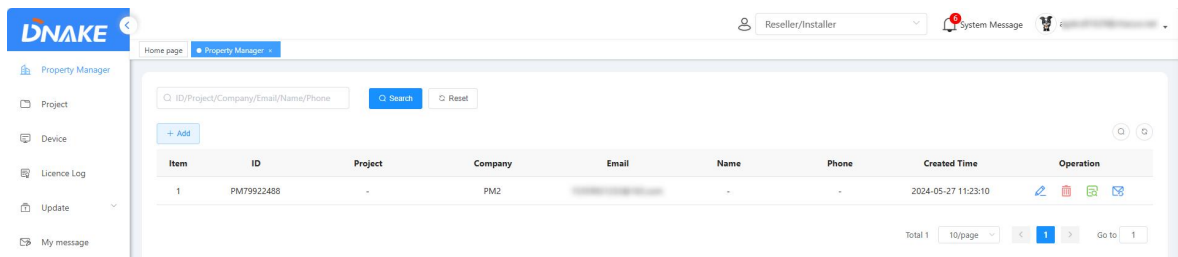
Country/Region : Please select ▼

Phone : 0/15

Remarks : 0/200

5.2.2 Manage Property Manager account

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

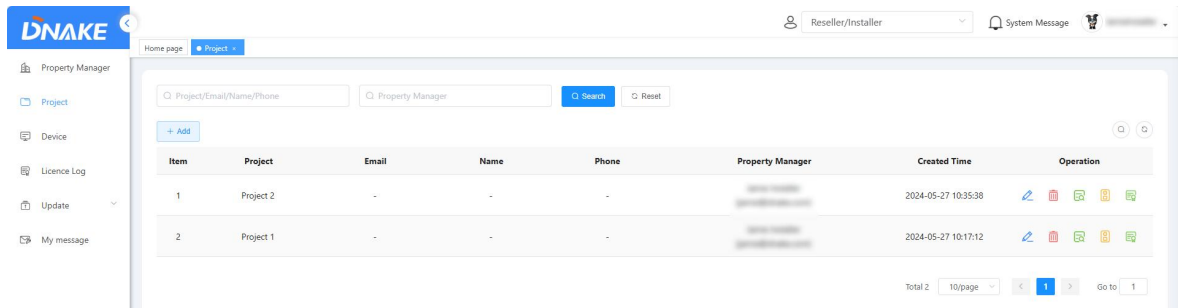


5.3 Project

5.3.1 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 and Country/Region are necessary. Allow Residents Register Face is the face recognition function. If you have Door Station with face recognition function, you can enable it for app users to upload their face data via app.

Add Project ×

* Project name: 0/40

* Country/Region: ▾

Property Manager: ▾

Project address: 0/80

Email: 0/60

First name: 0/30

Last name: 0/30

Phone: 0/15

Allow Residents Register Face:

Remarks: 0/200

5.3.2 Manage project

1. After creating a project, you can edit, delete, check it, or click the Door Station icon to jump to Device column to manage devices of this project.

Item	Project	Email	Name	Phone	Property Manager	Created Time	Operation
1	Project 2	-	-	-	-	2024-05-27 10:35:38	[Edit] [Delete] [Check] [Door Station]
2	Project 1	-	-	-	-	2024-05-27 10:17:12	[Edit] [Delete] [Check] [Door Station]

5.3.3 License Management

1. The license is necessary for the residents to use the app. Every DNAKE Smart Pro app host user needs one license to have the app service. You can find different types of

services:

- **Indoor Monitor Transfer Call:**

refers to the P2P solution with Indoor Monitor (Indoor Monitor must be installed for each household).

- **Door Station Direct Call:**

refers to the P2P or SIP solution without Indoor Monitor. If you are among the SIP-supported countries and the device you use support SIP solution (e.g., S615 SIP updated with 904D_0_1_1_40_SIPV1_4_21_GA_20231123), the platform will choose SIP solution automatically.

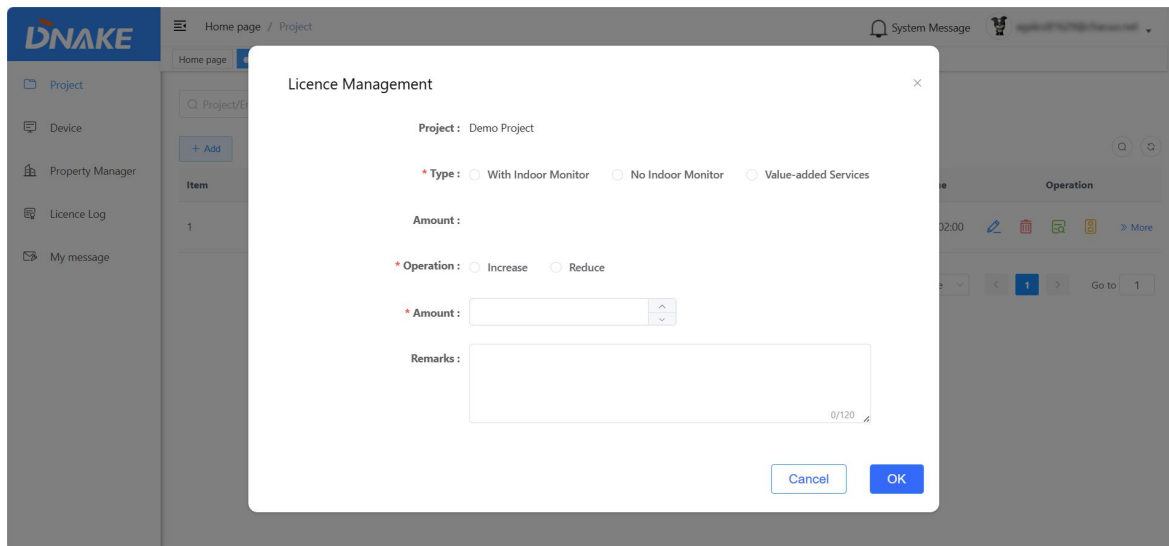
Please refer to **Appendix A: SIP or landline supported countries and regions** for SIP-supported countries

- **Value-added Services:**

refers to some premium services like SIP call and landline feature. This service is based on Door Station Direct Call SIP solution.

Please note that value-added service can't be taken back if it's used.

As a reseller/installer, you are allowed to increase or reduce the amounts of different types of services for project.



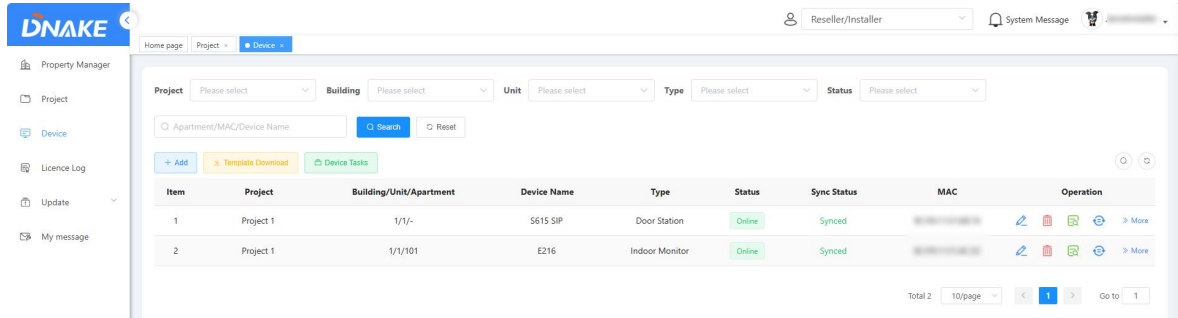
5.4 Device

5.4.1 Add Device

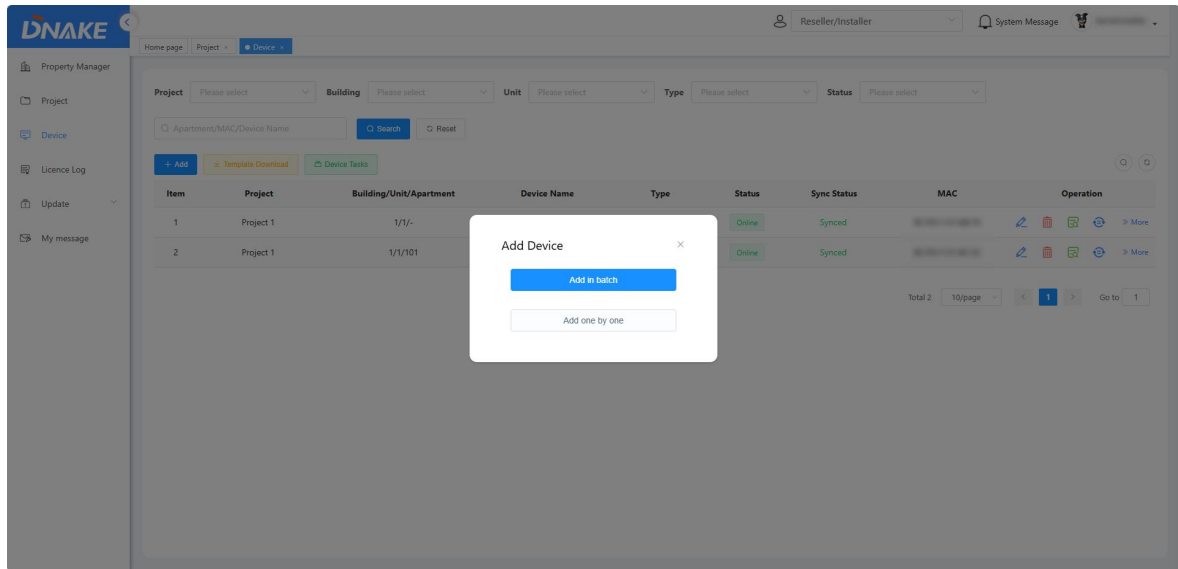
5.4.1.1 Add Indoor Monitor one by one

1. Here are the steps to add a device

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



- ◆ Step 2: Click Add one by one.



- ◆ Step 3: Fill in device's information. MAC address, Device Type and Project should be filled in or chosen according to your device and needs. All of the other settings will be synced to your device. Associated Security here is a feature to associate Indoor Monitor security alarm with the Platform. Only when it's enabled, can you find the security page on your app.

Add Device
×

* MAC: 17/17

* Device Type:

* Device No: Integer between 0-9, 0 indicates the host and other numbers indicate the secondary host

* Project:

* Building: Integer between 1-999

* Unit: Integer between 0-99

* Apartment: Integer between 0-9899

* Device Name: 4/16

* Associated Security: Associated Not associated

* Network: DHCP IP Address

5.4.1.2 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 Project 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.

DNAKE

- General
- Information
- Basic
- Time
- Password
- System
- Intercom
- Device
- Network
- Ring Group
- Phonebook
- Access
- Advanced

Device
⌵

Automatic deployment

* Project ID

Device Name 0 / 16

Mode

* Building

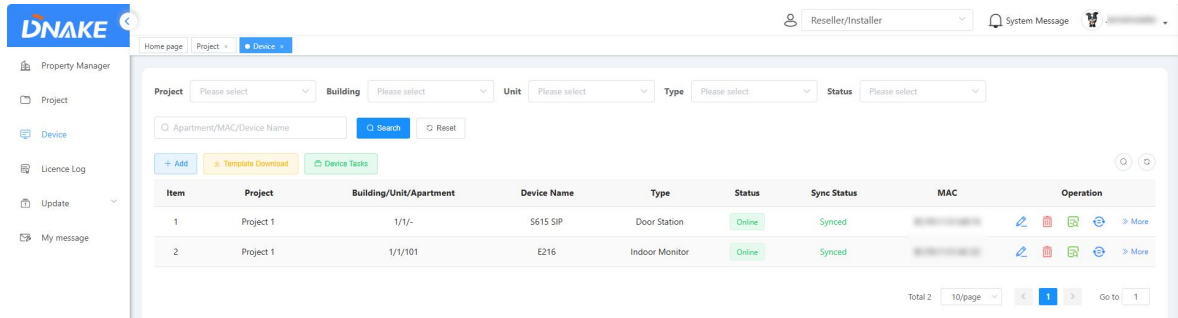
* Unit

* Index

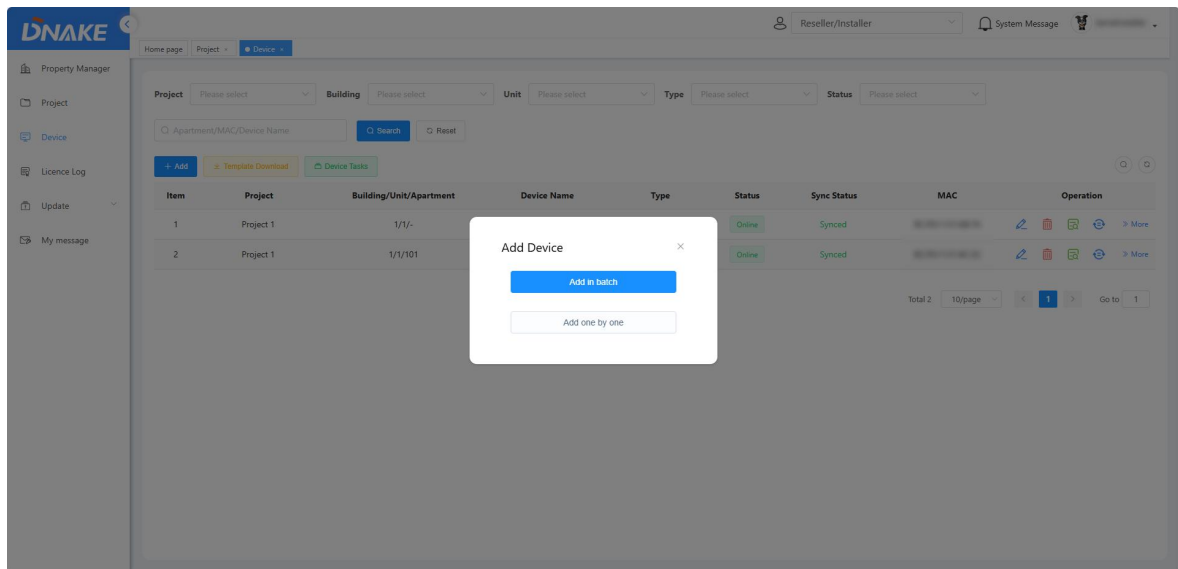
5.4.2 Add Indoor Monitor in batch

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.



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



- ◆ Step 3: Fill in device's information. MAC address, Device Type and Project should be filled in or chosen according to your device and needs. All of the other settings will be synced to your device.
- ◆ Step 4: If failed, please download the document to check the reason. Please modify it accordingly and try again.

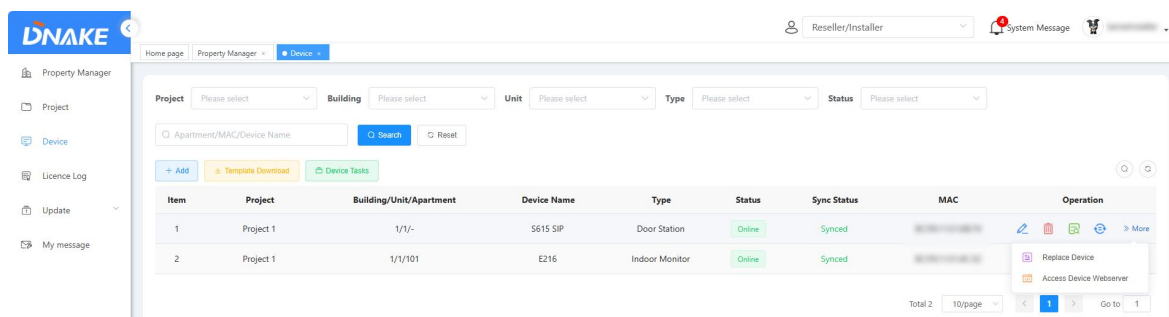
Failed to add, download the document to check the reason

OK

5.4.3 Replace Indoor Monitor

1. Here are the steps to replace a device

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



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

The 'Replace Device' modal form contains the following fields and options:

- MAC:** Text input field with a character count of 0/17.
- Device Type:** Dropdown menu set to 'Indoor Monitor'.
- Device No:** Spin box set to 0. Below it, text reads: 'Integer between 0-9, 0 indicates the host and other numbers indicate the secondary host'.
- Project:** Dropdown menu set to 'Demo Project'.
- Building:** Spin box set to 1. Below it, text reads: 'Integer between 1-999'.
- Unit:** Spin box set to 1. Below it, text reads: 'Integer between 0-99'.
- Apartment:** Spin box set to 2. Below it, text reads: 'Integer between 0-9899'.
- Device Name:** Text input field containing 'Indoor Monitor 1'.
- Associated Security:** Radio buttons for 'Associated' and 'Not associated'.
- Network:** Radio buttons for 'DHCP' (selected) and 'IP Address'.

At the bottom right, there are 'Cancel' and 'Save and Next' buttons.

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

Device Status






Device online



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

Replace Device



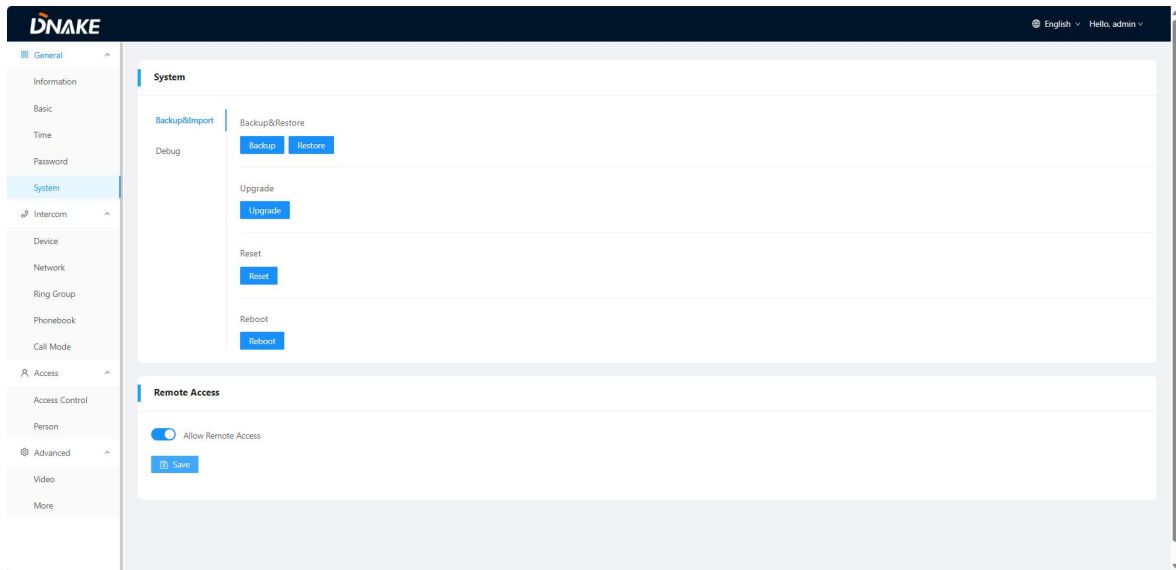
- 
Clear data from old device
 Success, 0/0 deleted!
- 
Delete old device
 Success
- 
Synchronize residents data
 Success, 0/0 Synced!



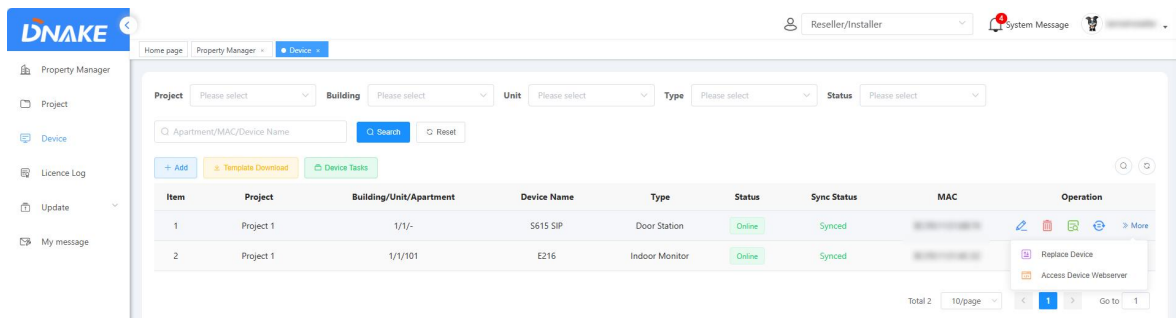
5.4.4 Access device webserver

1. Here are the steps to access device webserver

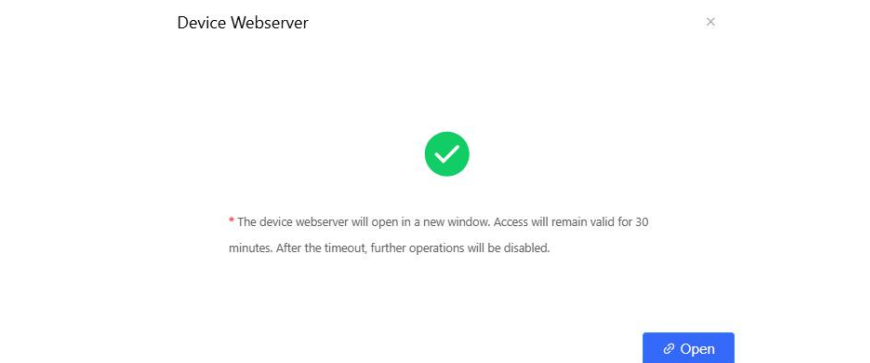
- ◆ Step 1: Make sure the device firmware is the latest with FRP service.
- ◆ Step 2: Visit device's config page with its IP address locally. The default account is admin and password is 123456.
- ◆ Step 3: Go to System > Remote Access to allow this feature.



- ◆ Step 4: Go back to cloud platform’s Device > More > Access Device Webserver



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

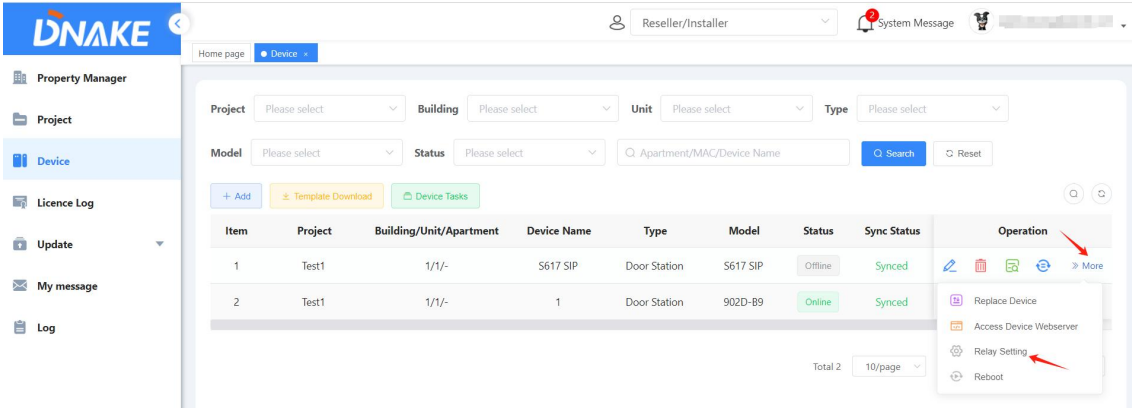


5.4.5 Add other devices to Platform

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 the Platform.

5.4.6 Device Relay Setting

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



- ◆ Step 2: Configure the relay and dry contact by yourself.

Relay Setting ✕

Relay Configure ?

Relay No.	Name	DTMF	Unlock Delay	Unlock Time
Relay1	Relay1 6/20	#	0S	3S
Relay2	Relay2 6/20	0	0S	3S
Relay3	Relay3 6/20	*	0S	3S

Dry Contact Input Configure ?

Dry Contact Input	Type	Action
Dry Contact Input1	Exit Button	Relay1
Dry Contact Input2	Exit Button	Relay2

Cancel
OK

5.4.6 Reboot the device.

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

Home page | Device

Project: Please select | Building: Please select | Unit: Please select | Type: Please select

Model: Please select | Status: Please select | Q Apartment/MAC/Device Name | Search | Reset

+ Add | Template Download | Device Tasks

Item	Project	Building/Unit/Apartment	Device Name	Type	Model	Status	Sync Status	Operation
1	Test1	1/1/-	S617 SIP	Door Station	S617 SIP	Online	Synced	[Edit] [Delete] [Refresh] [Sync] [More]
2	Test1	1/1/-	1	Door Station	902D-B9	Online	Synced	[Edit] [Delete] [Refresh] [Sync] [More] [Reboot]

Total 2 | 10/page

5.4.7 Enable Daylight Saving Time

◆ Step 1: Click edit

Home page | Device

Project: Please select | Building: Please select | Unit: Please select | Type: Please select

Model: Please select | Status: Please select | Q Apartment/MAC/Device Name | Search | Reset

+ Add | Template Download | Device Tasks

Item	Project	Building/Unit/Apartment	Device Name	Type	Model	Status	Sync Status	Operation
1	Test1	1/1/-	S617 SIP	Door Station	S617 SIP	Online	Synced	[Edit] [Delete] [Refresh] [Sync] [More]
2	Test1	1/1/-	1	Door Station	902D-B9	Online	Synced	[Edit] [Delete] [Refresh] [Sync] [More]

Total 2 | 10/page | 1 | Go to 1

◆ Step 2: Enable daylight saving time

Edit Device

* Device No.: 2 Integer between 1-99

* Project: Test1

* Building: 1 Integer between 1-999

* Unit: 1 Integer between 0-99

* Device Name: S617 SIP 8/16

* Network: DHCP IP Address

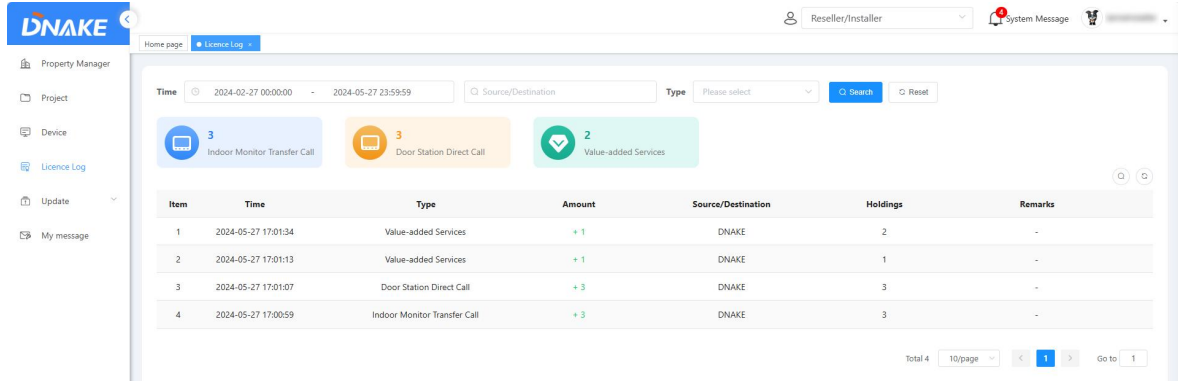
Delivery:

Daylight saving time:

Cancel OK

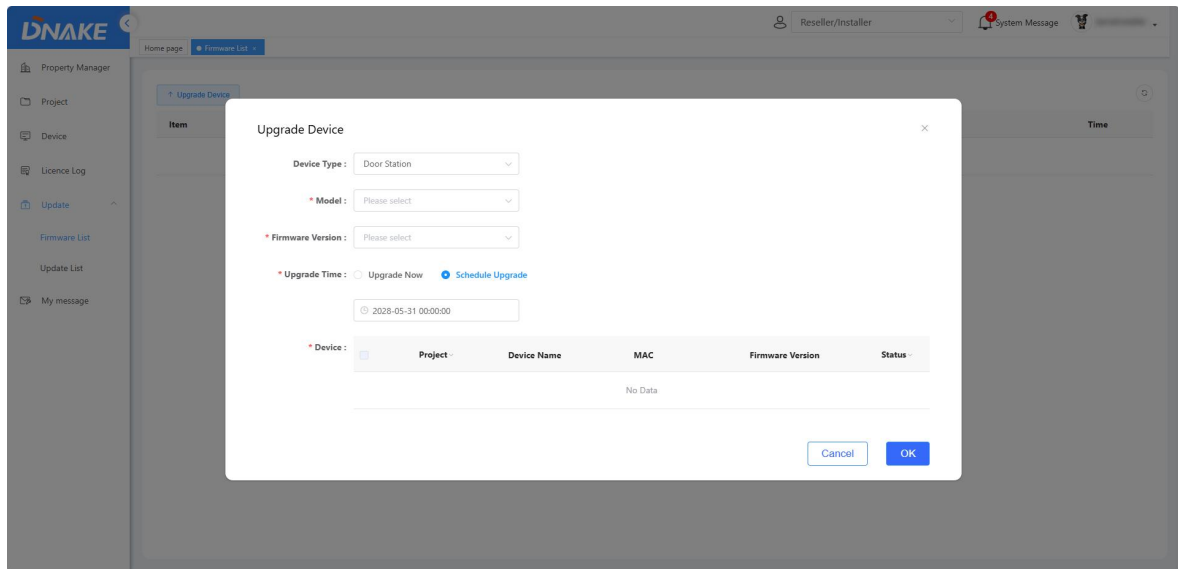
5.5 License Log

1. You can check the amount of license you have and license log.



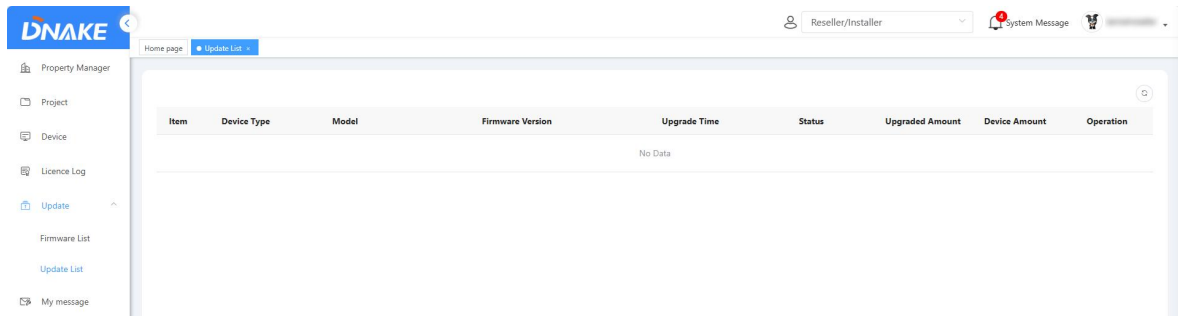
5.6 Update-Firmware List (OTA)

1. Please choose the corresponding Device Type, Model and Firmware Version according to the device. After choosing, you can select the devices which need to be upgraded and set an Upgrade Time for it.



5.7 Update-Update List (OTA)

1. You can check the upgrade log here.

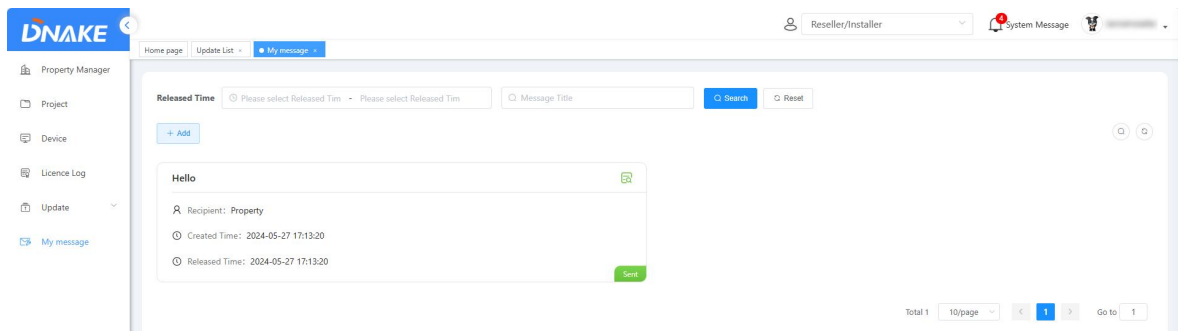


5.8 My message

5.8.1 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 recipient and the delivery time.

Add Message ✕

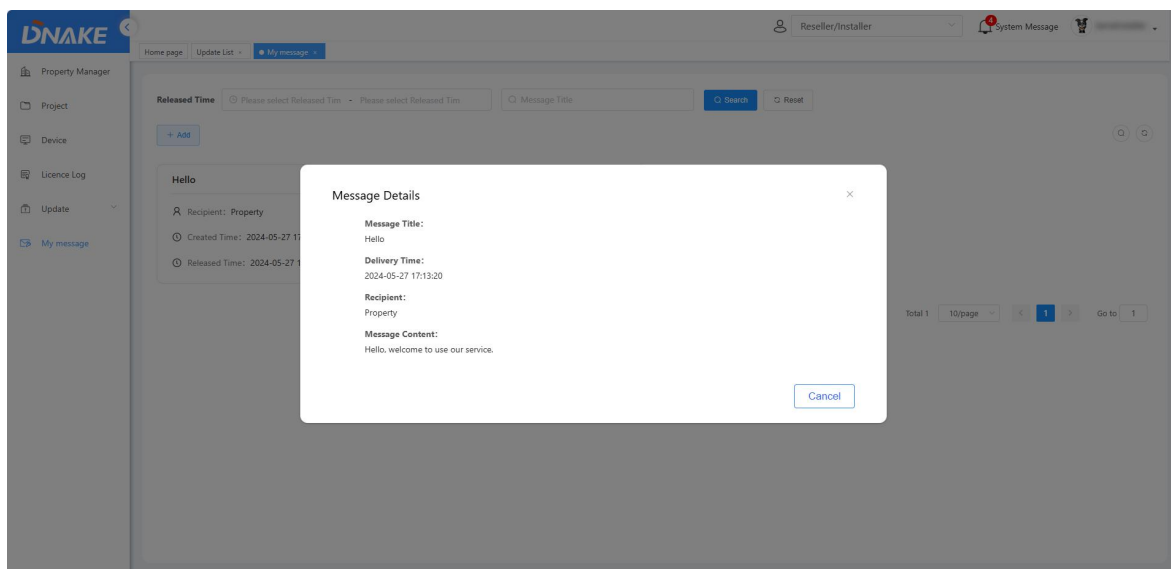
* Message Title : 0/40

* Delivery Time : Send now Schedule send

* Recipient : Property

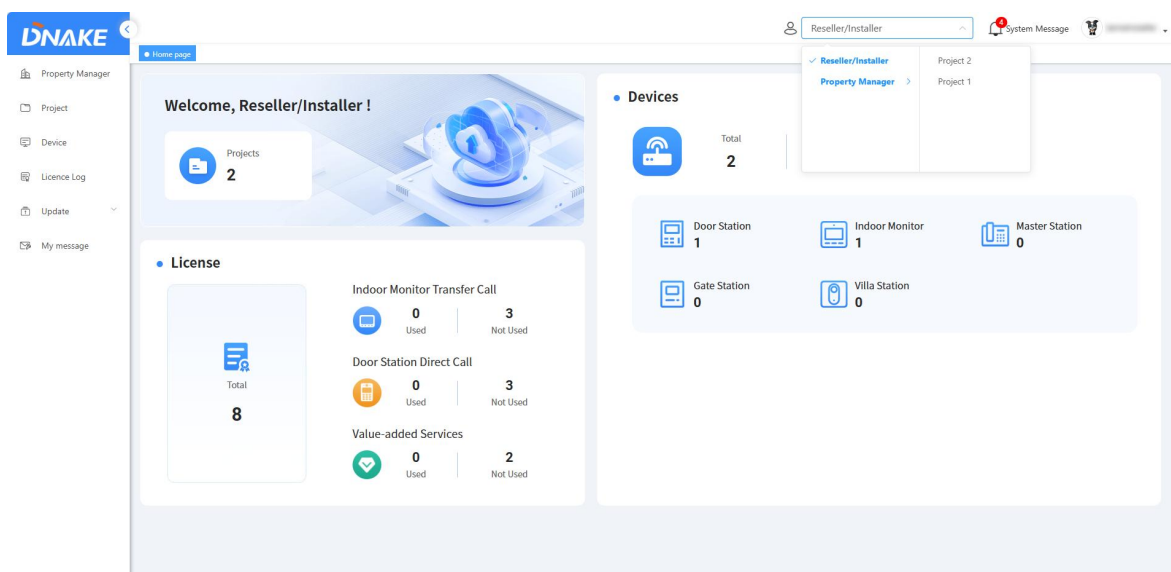
* Message Content :
 0/242

- ◆ Step 3: Click the green Details icon. You can check the message detail.



5.9 Switch to Property Manager

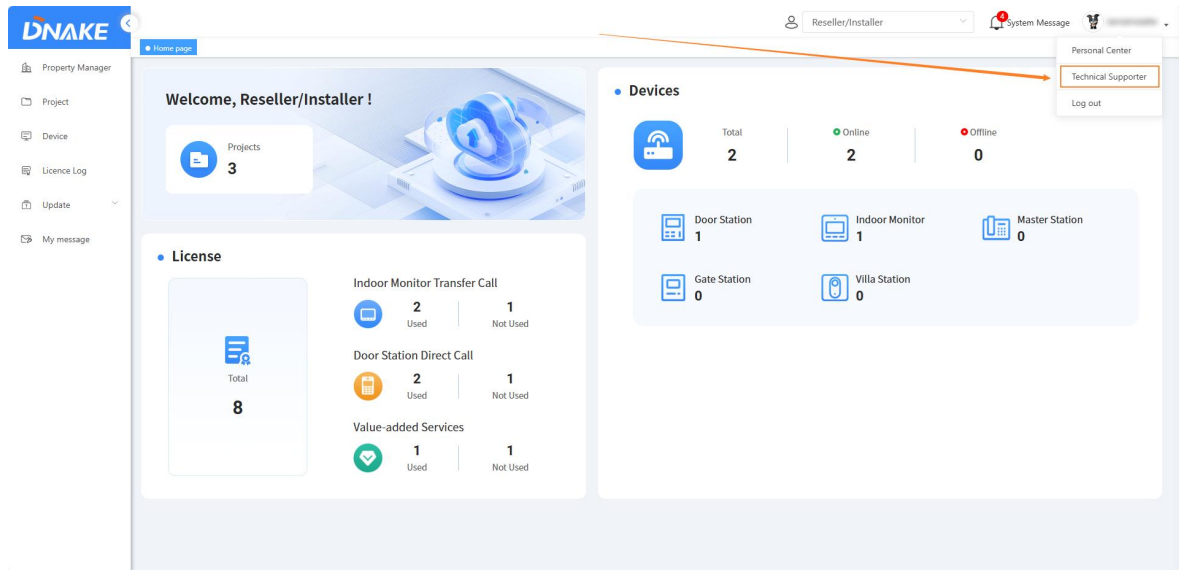
1. Please make sure you linked the project to this Reseller/Installer account when creating it. After doing so, you may find you can switch to manage the project on the upper right corner. You can also switch back to Reseller/Installer.



5.10 Technical Supporter

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

- ◆ Step 1: Go to Account > Technical Supporter.



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

Technical Supporter ×

💡 Leave contact information to property managers for technical support

Name : 0/30

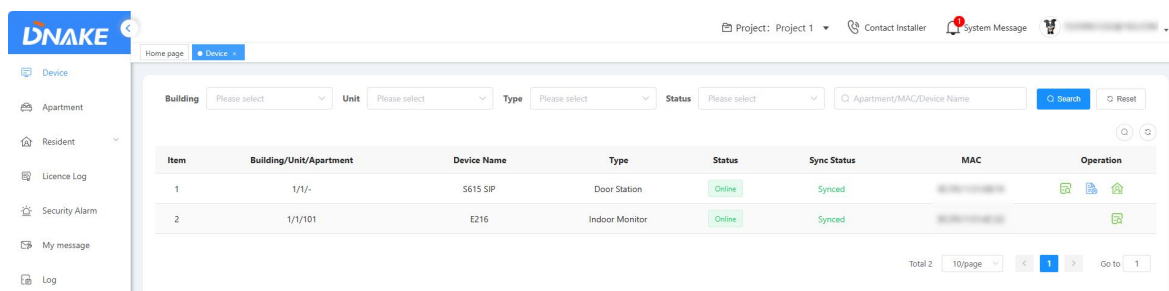
Phone Number : 0/15

Email : 0/60

6Property Manager

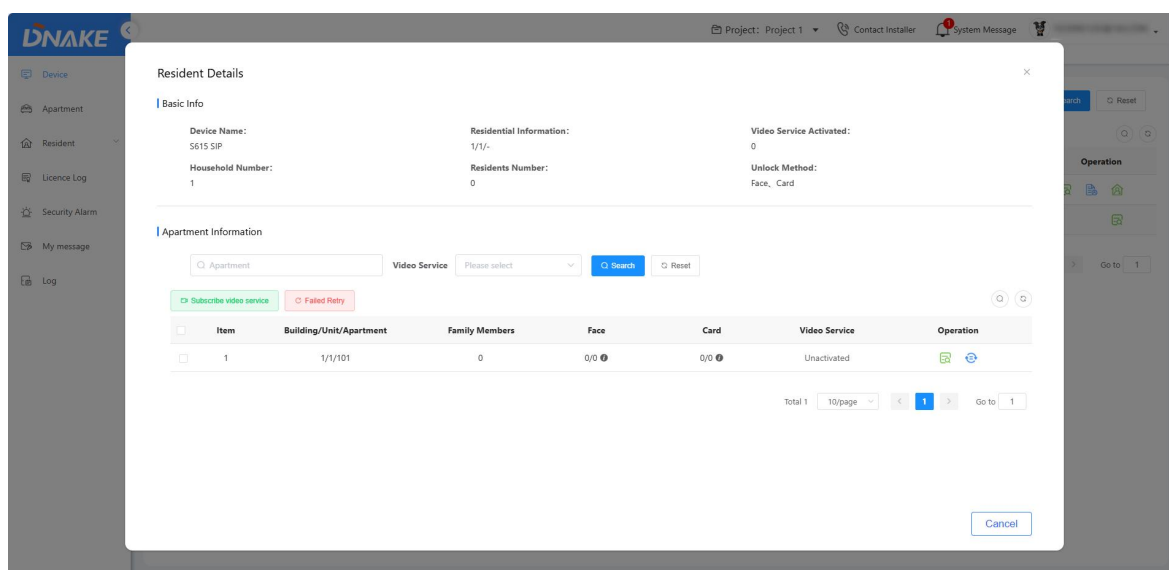
6.1 Device

1. You can check the Building/Unit/Apartment, device name, type, status, sync status, MAC address of the devices you have in this project.



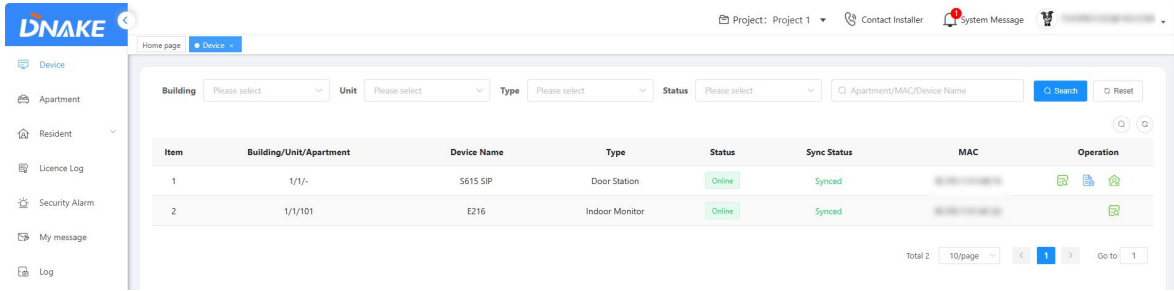
6.1.1 Resident Details

1. This is available function behind Door Station. You can subscribe to video service and sync resident data to Door Station.



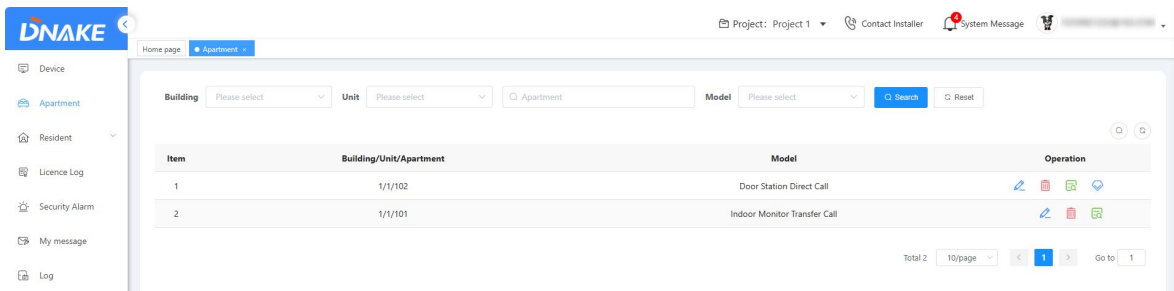
6.1.2 Synchronize all residents data

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



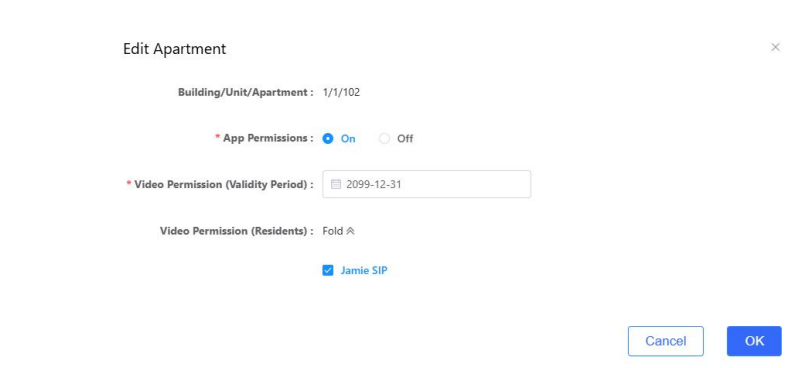
6.2 Apartment

1. You can check the solution you have in the apartment list, manage app permission and landline of residents.



6.2.1 App permission

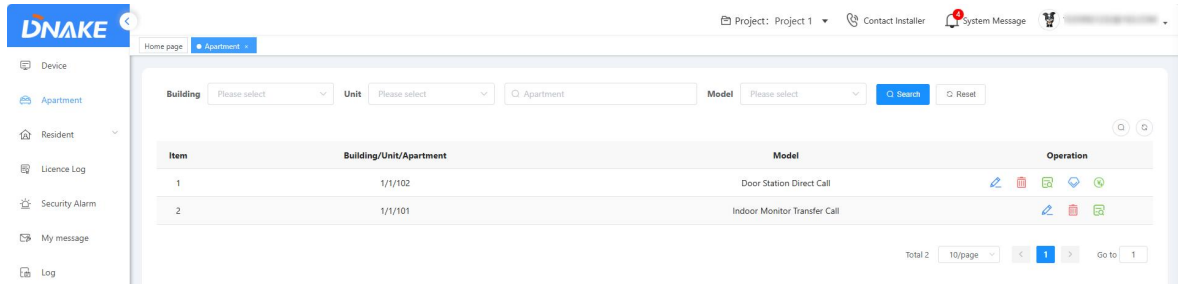
1. As a property manager, you are allowed to enable or disable app permissions and video permission for residents and set a validity period of video permission by clicking the edit icon.



6.2.2 Landline

1. Here are the steps to enable landline feature

- ◆ Step 1: Make sure the device added can support landline feature.
- ◆ Step 2: Go to Apartment column to subscribe to Value-added Services.



- ◆ Step 3: Choose Service Time and call mode. If you change call mode from “App” to “Landline” or “Call the App First, then transfer to landline”, you will find 3 landlines. Please fill in your landline number. Area code and symbol should be excluded from Landline number. Area code will be added automatically according to the Country/Region you choose.

Subscribe to Value-added Services ×

Building/Unit/Apartment : 1/1/102

Service Time : 1 Year

Expire Date : 28-05-2025

Call Mode : Landline

Country/Region : App
Landline

1st Landline : Call the App first, then transfer to landline

2nd Landline :

3rd Landline :

- ◆ Step 4: If the service is outdated, you can renew it again.

Renew ×

Building/Unit/Apartment : 1/1/102

Value-added Services : Occupied

Expire Date : 2025-05-27

Renewal Duration : 1 Year

6.3 Resident

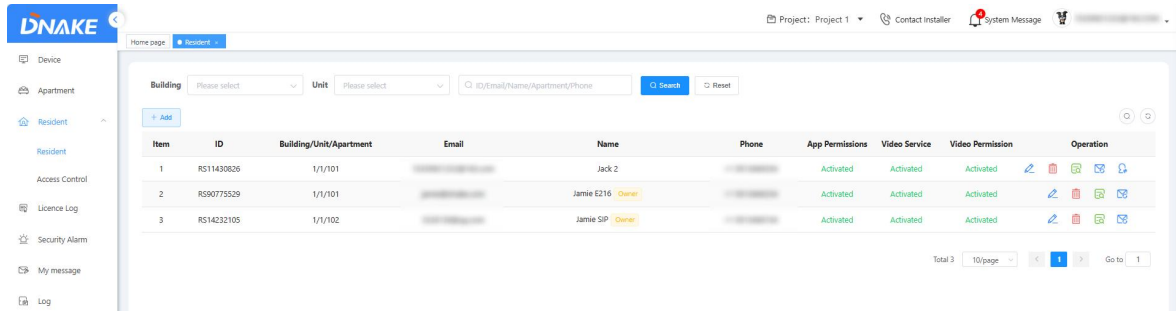
1. If the resident wants to use DNAKE Smart Pro App service, please subscribe to App Service when adding the resident’s account.

6.3.1 Resident

6.3.1.1 Indoor Monitor Transfer Call: 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 Indoor Monitor Transfer Call. This is the solution with Indoor Monitor.
- ◆ Step 3: Choose Building, Unit and Apartment number. The Indoor Monitor will be associated with this account. Fill in resident’s information. Please make sure your phone and email are right according to the Country/Region you selected because Phone and Email will be resident’s account. And Password will be sent to your email inbox.
- ◆ Step 4: If DNAKE Smart Pro App service is needed, please subscribe to App Permissions and select the Video Service device.

Add Resident ✕

* Model: Indoor Monitor Transfer Call Door Station Direct Call

* Building:

* Unit:

* Apartment:

* First name: 5/30

* Last name: 4/30

* Country/Region:

* Phone: 10/15

* Email: 15/60

Language: (Email send to users will be in language users choose)

* App Permissions: Subscribed Unsubscribed

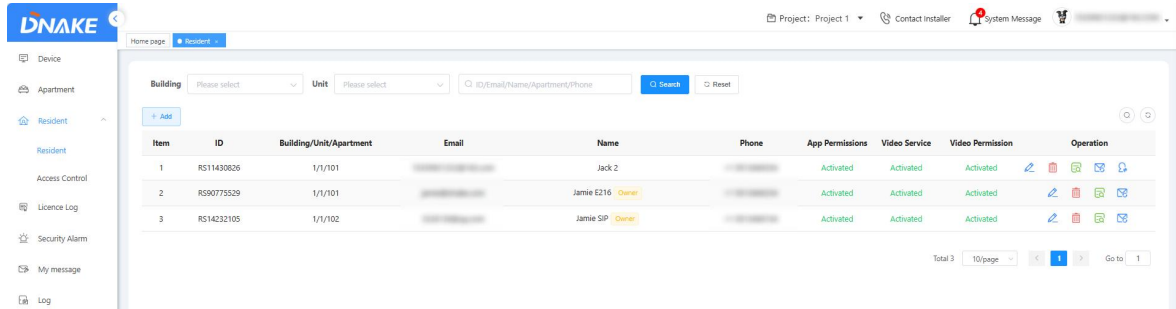
Video Service: E216

With this app, you can answer the call calling to this device.

6.3.1.2 Door Station Direct Call: 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 Door Station Direct Call. This is the solution without Indoor Monitor.
- ◆ Step 3: Choose Door Station’s Building and Unit number. Fill in Door Station’s Number. The Door Station will be associated with this account. Fill in resident’s information. Please make sure your phone and email are right because Phone and Email will be resident’s account. And Password will be sent to your email inbox.
- ◆ Step 4: If DNAKE Smart Pro App service is needed, please subscribe to App Permissions and select the Video Service device.

Add Resident ×

* Model: Indoor Monitor Transfer Call Door Station Direct Call

* Building:

* Unit:

* Number: Integer between 0-9899

* First name: 5/30

* Last name: 3/30

* Country/Region:

* Phone: 10/15

* Email: 14/60

Language: (Email send to users will be in language users choose)

* App Permissions: Subscribed Unsubscribed

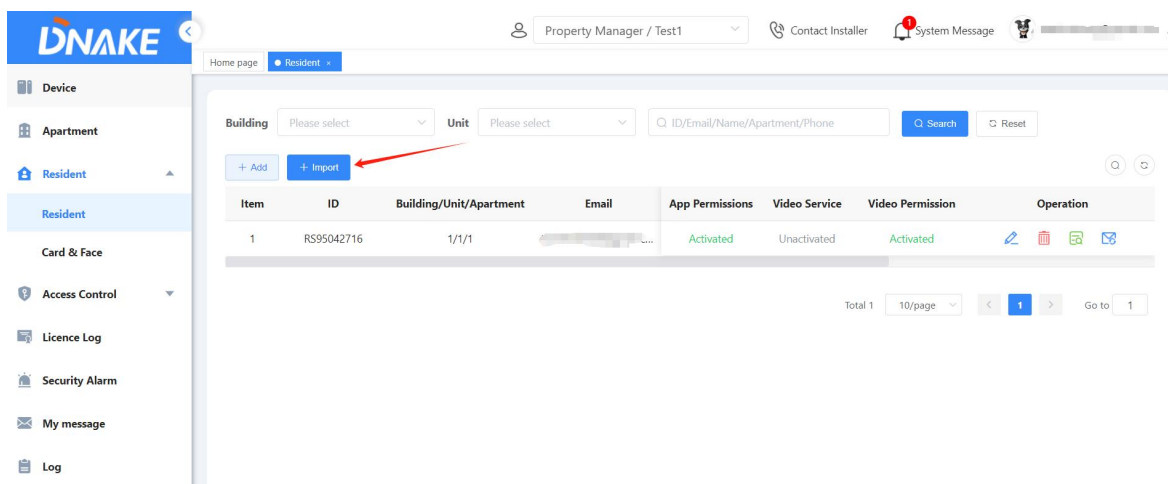
Video Service: S615 SIP

Once selected, use the App to answer this call from the device

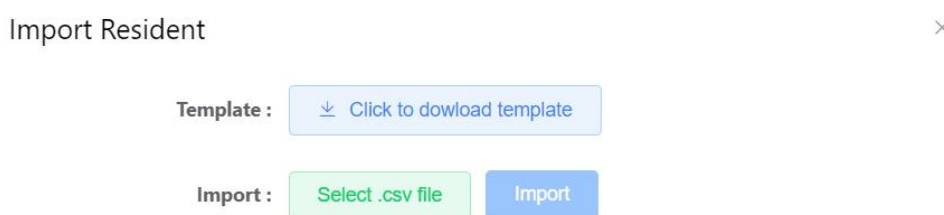
6.3.1.3 Import users in batch

1. Here are the steps to add a resident in bulk

◆ Step 1: Go to Resident column and click Import



◆ Step 2: Click to download the template



◆ Step 2: Carefully read the “Read Me” section and fill in the “Residents Template” according to the provided format.



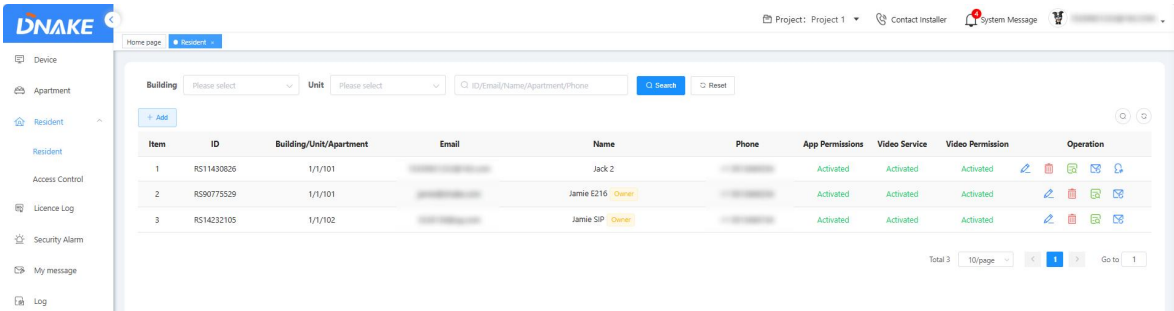
◆ Step 3: Click “Select .csv file” to import the template.

Import Resident



6.3.1.4 Manage residents

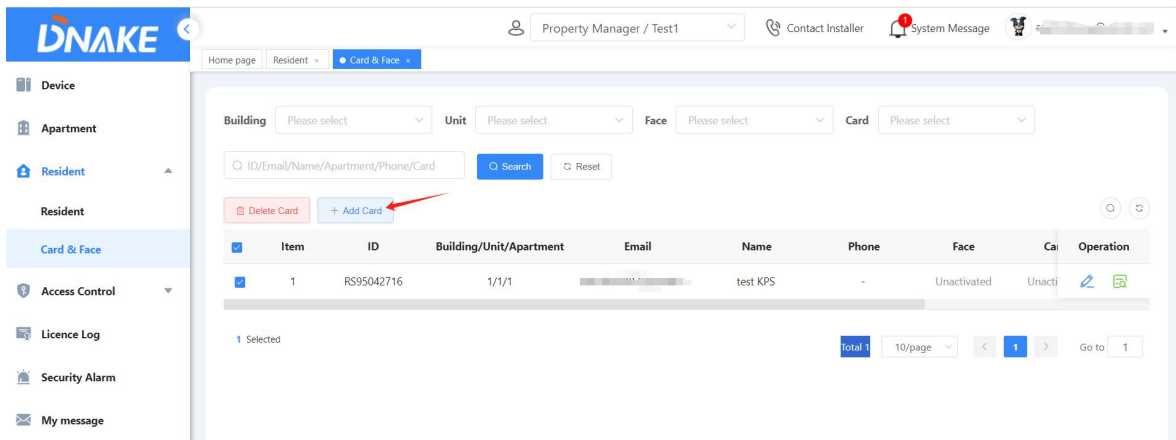
1. You can edit, delete, check details, or resend the registration email. If the resident is not the owner of the apartment, you can also set this resident as apartment owner.



6.3.2 Card & Face

1. In this module, you can assist residents in registering cards and facial recognition for unlocking.

◆ Step 1: Click Add card.



◆ Step 2: Please download and install the card reader driver, DnkCardReader.exe. If card reading fails, please try to re-plug the serial port device.

Add Card
×

Residents Number : 1

Card Quantity per Resident :

Serial Port :

- * Please confirm that the card reader is connected
- * If the serial port cannot be recognized, please [download and install](#) the card reader driver.
- * If card reading fails, please try to re-plug and unplug the serial port device.

- ◆ Step 3: Select the Card Quantity per Resident and choose the appropriate Serial Port to add the card.

Add Card
×

Residents Number : 1

Card Quantity per Resident :

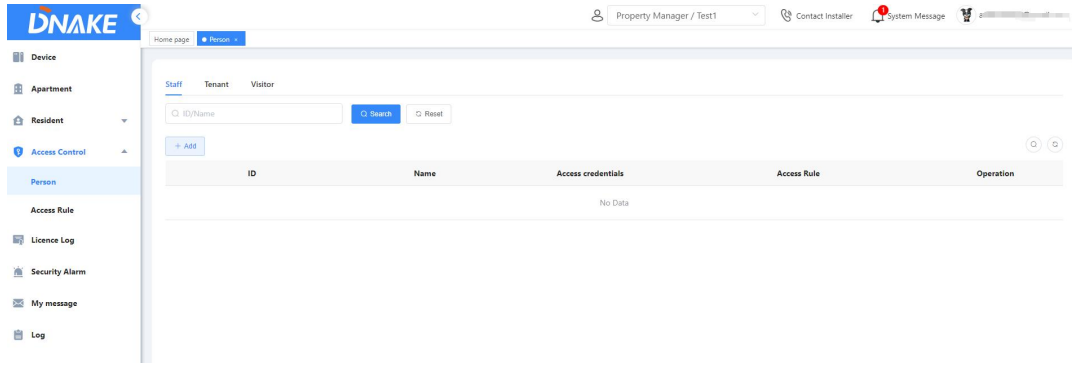
Serial Port :

- * Please confirm that the card reader is connected
- * If the serial port cannot be recognized, please [download and install](#) the card reader driver.
- * If card reading fails, please try to re-plug and unplug the serial port device.

6.4 Access Control

6.4.1 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, and visitor. To assign permissions, simply click Add under each role.



6.4.1.1 Staff

- ◆ Step 1: Enter the name and any Remarks in the information section.
- ◆ Step 2: Upload their face image, add a card by a card reader or card number and generate a PIN code. You can choose whether to generate a QR code for unlocking.
- ◆ Step 3: Set up specific Access Rules for each staff member.

Add Staff
×

Information

* Name : 4/30

Remarks : 0/120

Access credentials

Face : Reupload

Card : Start Read

* Please confirm that the card reader is connected

* If the serial port cannot be recognized, please [download and install](#) the card reader driver.

* If card reading fails, please try to re-plug and unplug the serial port device.

DNAKE Mode : 0/20 +

PIN Code : 0/8 Random Generation

Generate a QR code from the PIN Code

Access Rule +

Total 0

Cancel OK

6.4.1.2 Tenant

- ◆ Step 1: Enter the name, site, and any information in the information section.
- ◆ Step 2: Upload their face image, add a card by a card reader or card number and generate a PIN code. You can 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.

Add Tenant ×

Information

* Name : 0/30
Please fill in Name

Site : Building : 1-999 Unit : 0-99 Apartment : 0-9899

Email : 0/60

Remarks : 0/120

Access credentials

Face :

Card :

* Please confirm that the card reader is connected

* If the serial port cannot be recognized, please [download and install](#) the card reader driver.

* If card reading fails, please try to re-plug and unplug the serial port device.

DNAKE Mode 0/20

PIN Code : 0/8

Generate a QR code from the PIN Code

Access Rule

Repeats :

* Time :
Please select Time

Device Name	Building/Unit/Apartment	<input type="checkbox"/> Relay	Operation
-------------	-------------------------	--------------------------------	-----------

No Data

Total 0

6.4.1.3 Visitor

- ◆ Step 1: Enter the name and any Remarks in the information section.
- ◆ Step 2: Upload their face image, add a card by a card reader or card number and generate a PIN code. You can 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.

Add Visitor
×

Information

* Name : 0/30

Remarks : 0/120

Access credentials

Face : Upload image

Card : Select COM Start Read

* Please confirm that the card reader is connected

* If the serial port cannot be recognized, please [download and install](#) the card reader driver.

* If card reading fails, please try to re-plug and unplug the serial port device.

DNAKE Mode ▼ 0/20 +

PIN Code : 0/8 Random Generation

Generate a QR code from the PIN Code

Access Rule

Repeats : Never ▼

* Time : 🕒 Start Time - End Time

+ Add Device

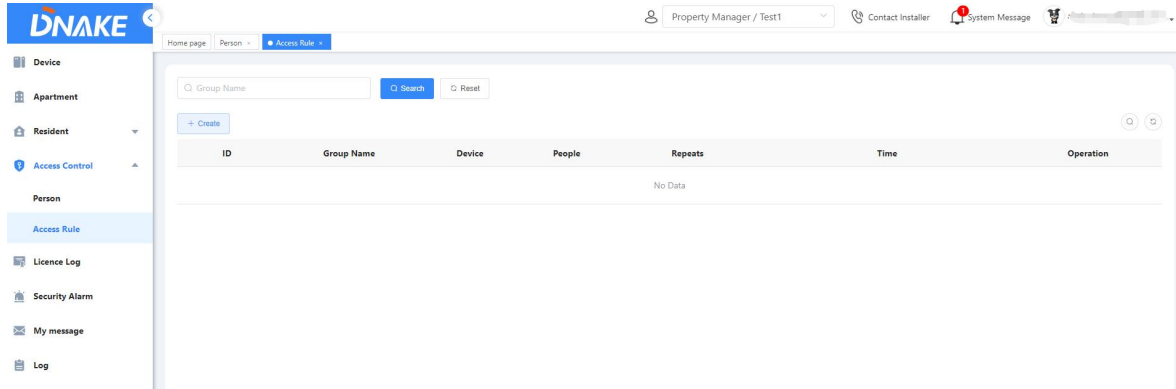
Device Name	Building/Unit/Apartment	<input type="checkbox"/> Relay	Operation
No Data			

Total 0

Cancel
OK

6.4.2 Access Rule

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

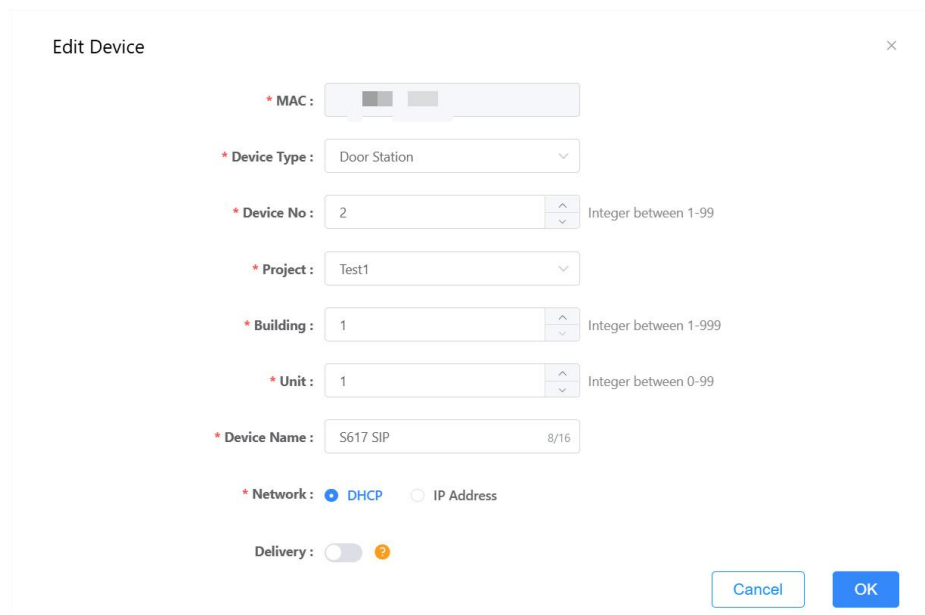


- ◆ Step 1: Click Add.
- ◆ Step 2: Fill in the group name, select the repeat option (Never, Daily, or Weekly), set the validity period, and link the specified devices and people to the access rule.

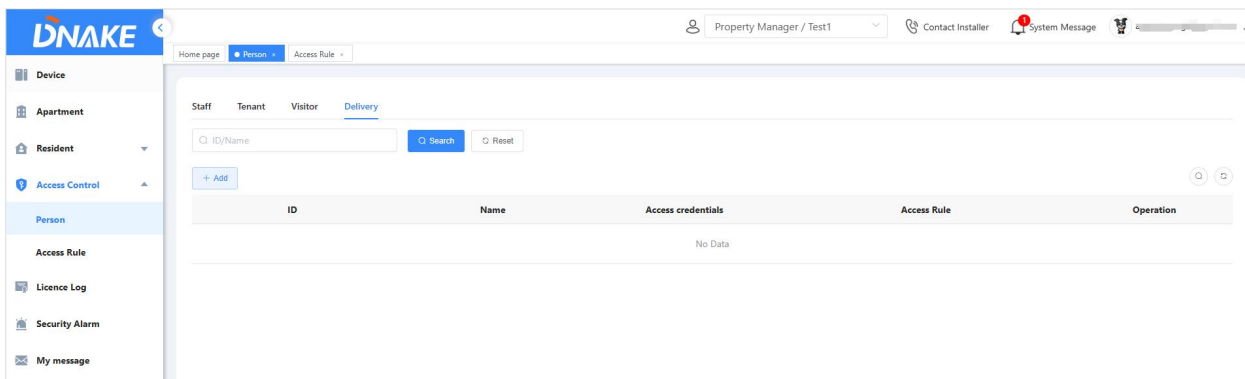
6.4.3 Delivery Passcode

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 Device under Reseller/Installer and click Edit. Then enable the "Delivery".



- ◆ Step 2:Go to project under the property manager,Click Access Control>Person,click Add to add a delivery code for 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.

Add Delivery ×

Information

* Name : 0/30

Remarks : 0/120

Access credentials

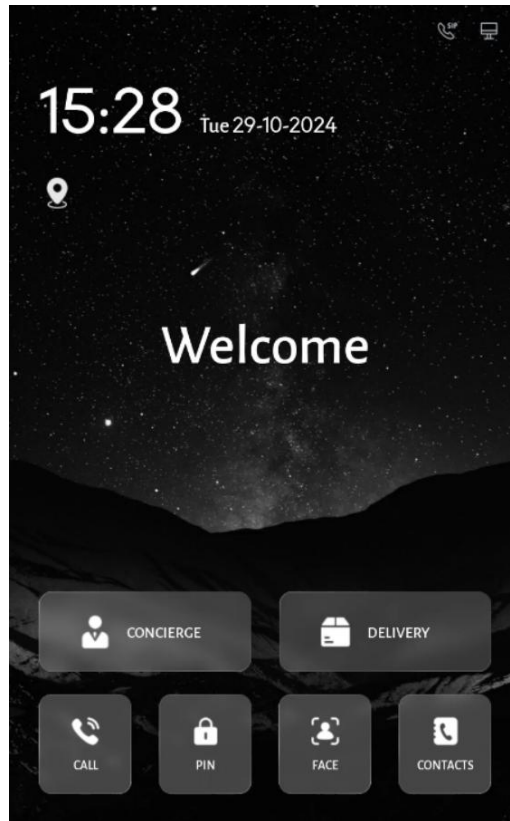
Delivery Code : 0/8 Random Generation

Access Rule +

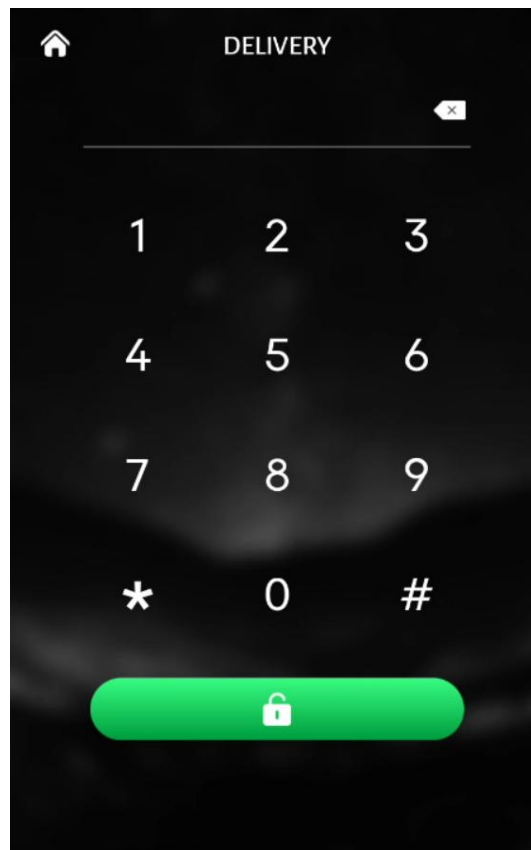
Total 0

Cancel
OK

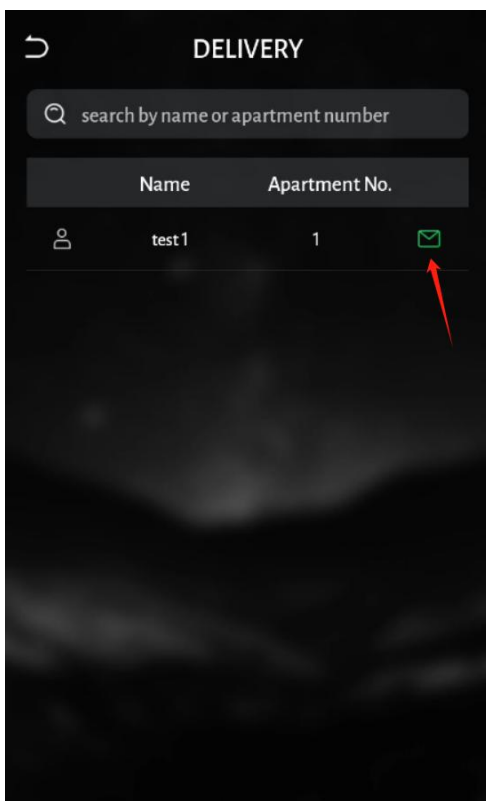
- ◆ Step 4:Go to device,then click Delivery



◆ Step 5: Enter the delivery code.

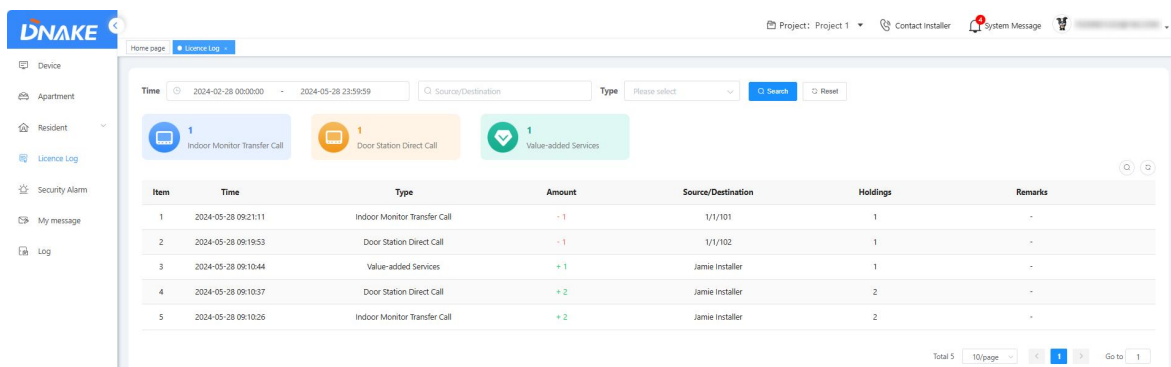


- ◆ Step 6: Send a message to notify the resident that their package has arrived. The notification will appear in SmartPro.



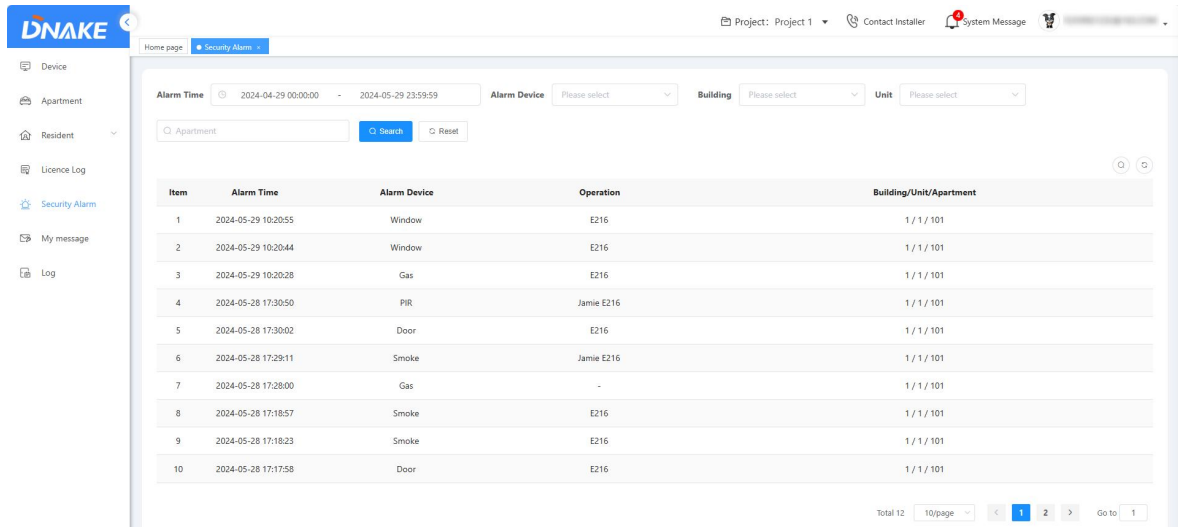
6.5 License Log

1. You can check the amount of license you have and license log.



6.6 Security alarm

1. You can receive security alarms sending from this community's Indoor Monitors. You can view the records for recent one month.

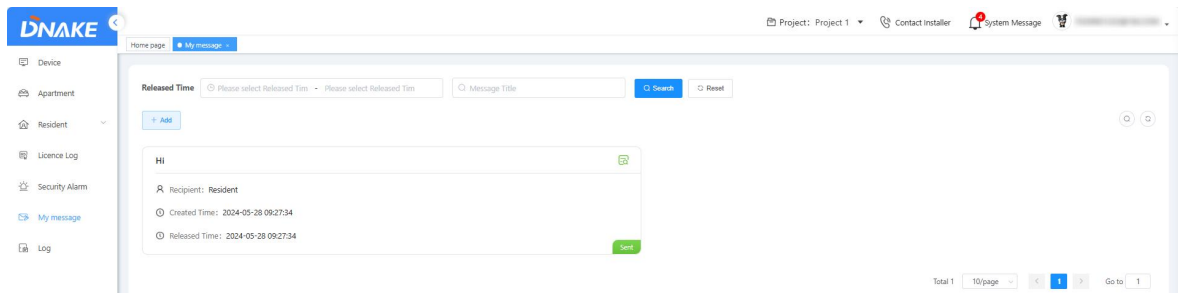


6.7 My message

6.7.1 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.



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

Add Message ✕

* Message Title : 2/40

* Delivery Time : Send now Schedule send

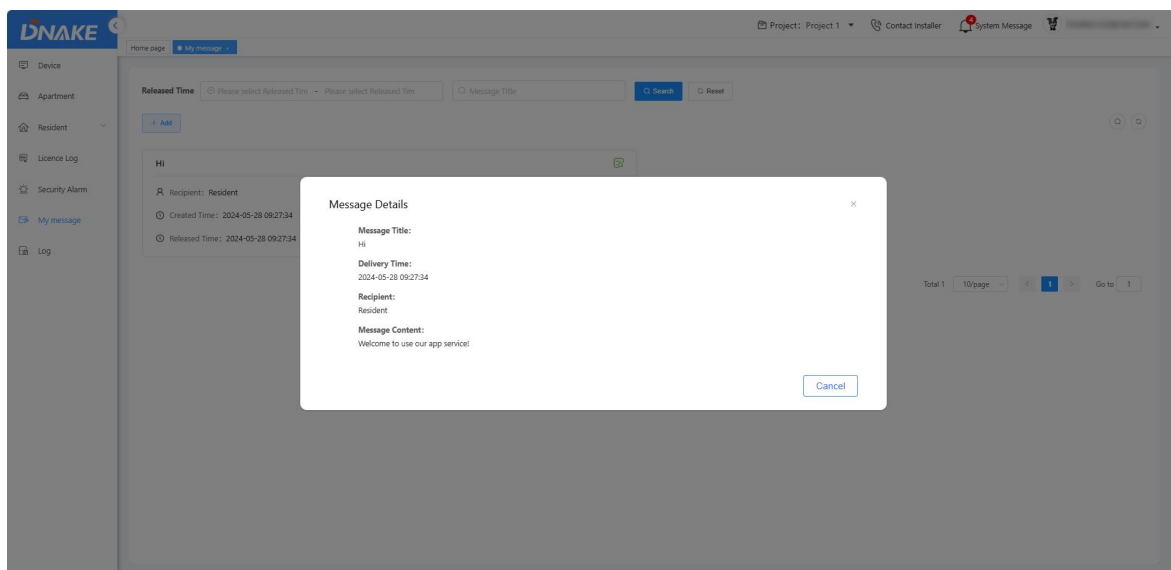
* Recipient : Resident

* Message Content :

Welcome to use our app service!

31/24

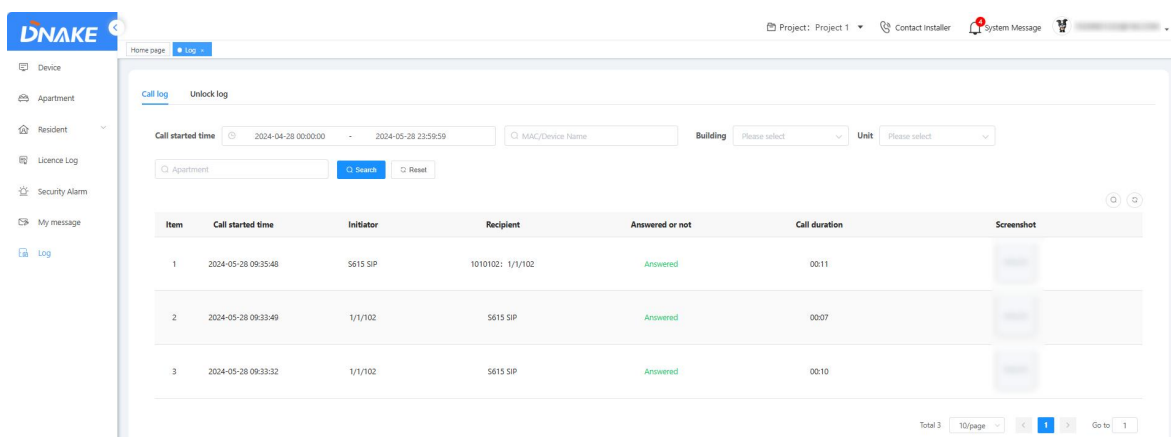
◆ Step 3: Click the green Details icon. You can check the message detail.



6.8 Log

6.8.1 Call log

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



6.8.2 Unlock log

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

Item	Unlock Time	Unlock Device	Unlock Method	Unlock Result	Unlocked By	Identity	Residential Information	Screenshot
1	2024-05-28 09:36:02	5615 SIP	App	Success	JamieSP	Resident	1/1/002	
2	2024-05-28 09:35:58	5615 SIP	App	Success	JamieSP	Resident	1/1/002	
3	2024-05-28 09:35:37	5615 SIP	Temp Key	Success	Temp	Visitor	1/1/002	
4	2024-05-28 09:34:06	5615 SIP	QR Code	Success	JamieSP	Resident	1/1/002	
5	2024-05-28 09:33:54	5615 SIP	App	Success	JamieSP	Resident	1/1/002	
6	2024-05-28 09:33:41	5615 SIP	App	Success	JamieSP	Resident	1/1/002	
7	2024-05-28 09:33:24	5615 SIP	App	Success	JamieSP	Resident	1/1/002	

6.9 Contact Technical Support

1. Property Manager can click Contact Installer to check the information about the technical support. Please make sure your Reseller/Installer set it up before.

The screenshot shows the Dnake dashboard with a 'Contact Installer' button highlighted in the top right navigation bar. An orange arrow points from this button to a 'Technical Supporter' dialog box. The dialog box has a blue header and contains the following fields:

- Name: -
- Phone Number: -
- Email: -

The background dashboard shows various metrics and sections like 'Welcome, Property Manager!', 'License' (Total 5), 'Security Alarm', 'Apartment', and 'Residents'.

7Appendix 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 and 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 and 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		

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	✓	✓