

DNAKE



User Manual

DNAKE 902C-A



REMARK

Please follow the user manual for correct installation and testing. If there is any doubt please call our tech-supporting and customer center.

Our company applies ourselves to reformation and innovation of our products. No extra notice for any change. The illustration shown here is only for reference. If there is any difference, please take the actual product as the standard.

The product and batteries must be handled separately from household waste. When the product reaches the end of service life and needs to be discarded, please contact the local administrative department and put it in the designated collection points in order to avoid the damage to the environment and human health caused by any disposal. We encourage recycling and reusing the material resources.

CATALOG

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PRODUCT FEATURE

1. 10.1-inch capacitive touch screen
2. Android System
3. Alarm/Call logs
4. Message Sending/Receiving
5. Powered by PoE or power adapter (DC12V/2A)
6. Support SIP 2.0 protocol, easy integration with other SIP devices
7. Support monitoring 16 IP cameras

TECHNICAL PARAMETER

Power Supply: PoE (802.3af) or DC 12V/2A

Standby Power: 3 W

Rated Power: 10 W

Resolution: 1024 x 600

Working Temperature: -10°C to +55°C

Storage Temperature: -40°C to +70°C

Working Humidity: 10% to 90% (non-condensing)

PACKAGE CONTENT

MODEL: 902C-A (Desktop Mounting)



902C-A



Handset



Desktop Bracket



Desktop Stand



Quick Start Guide

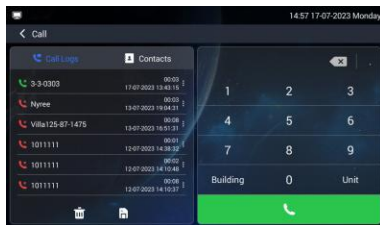
OVERVIEW



BASIC OPERATION

1. Call

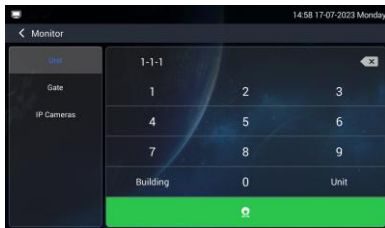
Click Call icon on Master Station's homepage to call Indoor Monitor. Enter Building number + Building + Unit number + Unit + Room number + dial icon to call Indoor Monitor (such as 1 + Building + 1 + Unit + 1111 + Dial button).



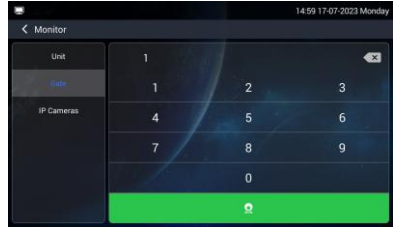
2. Monitor

Click Monitor icon on Master Station's homepage to monitor Door Station, Gate Station and IP camera.

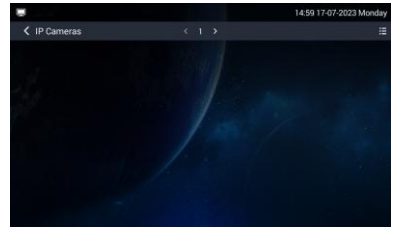
In Unit call page, please press building number, building, unit number, unit and then device no to monitor Door Station. The format is "Building No. + Building + Unit No. +Unit + Device No." such as 1-1-1.



In Gate call page, please press Device No of Gate Station to monitor Gate Station.

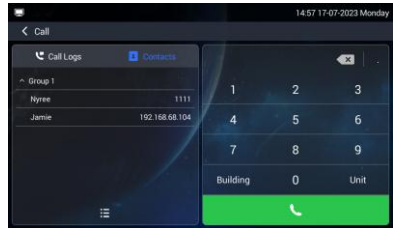


In IP Cameras page, you can click the arrows above to switch to other IP cameras (16 Max). The menu on the right is for adding or deleting IP cameras.



3. Contacts

Click Call icon on Master Station's homepage to find Contacts on the left. Unfold Groups and press to call. You can dial any residents in this phonebook.



4. Call Logs

Click Call icon on Master Station's homepage to find Call Logs on the left. You can press the log and dial button to call back. You can also press the menu behind to check details including screenshot.



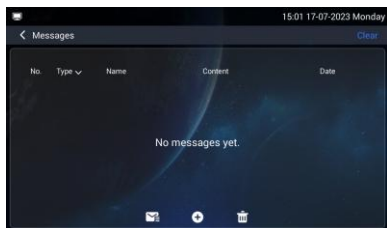
5. Alarms

Click Alarms icon on Master Station's homepage to check alarm logs. Tick icon is for canceling alarm, dial icon is for calling back, and the trash can is used to delete the log. Clear icon on the right upper icon is used for clearing up all logs.



6. Messages

Click Messages icon to check messages from others, edit and send messages to Indoor Monitors.



7. Broadcast

Click the speaker icon on the right upper corner to broadcast to all Door Stations.



8. Turn off Screen

Click the off icon on the right upper corner to turn off the display.

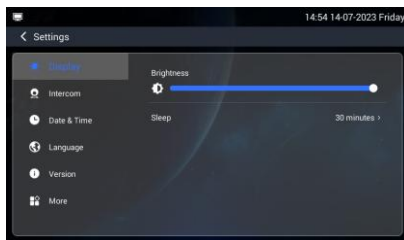


DEVICE SETTING

Connect Master Station and other devices to a network switch in the same LAN. Go to Settings to configure the device.

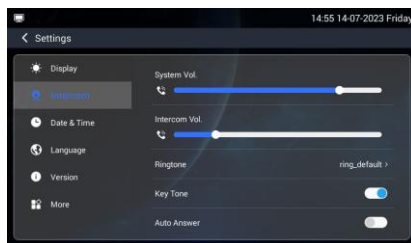


1. Display



Brightness level:	Screen brightness adjustment;
Sleep:	Screen sleep time (15s, 30s, 1min, 2mins, 5mins, 20mins, 30mins);

2. Intercom



System Vol:	Volume of System can be set from 1 to 6. Volume 6 is the maximum volume (Key tone);
Intercom Vol:	Volume of Intercom can be set from 1 to 6. Volume 6 is the maximum volume (Call volume);
Ringtone:	The ringing sound (Ringtone 01-04);
Key Tone:	The keytone (Enable or disable);
Auto Answer:	Pick up automatically when receiving a call;

3. Date & Time



Automatic date & time:	Enable to synchronize computer time;
Time Zone:	A region that observes a uniform standard time;
Date Format:	3 time formats supported (YYYY-MM-DD, DD-MM-YYYY, MM-DD-YYYY);
12H/24H:	Select 12H or 24H format to display on the device;
NTP:	Network Time Protocol (NTP) is a protocol used to synchronize computer time;

4. Language



Language:	16 languages supported (简体中文, English, 繁體中文, עברית, Deutsch, Español, Türk, Tiếng Việt, Nederlands, Português, Polski, Русский, عربي, Français, Italiano, slovenský);
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5. Version



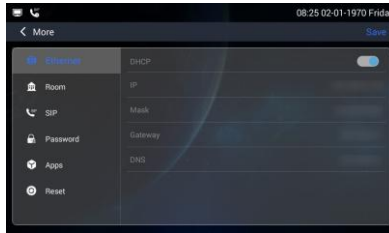
Firmware:	Firmware version of the device;
IP:	Current IP address of the device;
MAC:	MAC address of the device;
Account 1	Indicates the status of SIP Server Account 1; when the cloud platform function is enabled, it is assigned to the cloud platform by default, and when the cloud platform function is disabled, users can configure the SIP server manually.
Account 2	Indicates the status of SIP Server Account 2; when the cloud platform function is enabled and Account 1 is occupied, users can configure a second third-party SIP server.

Register to Cloud

Status of Cloud registration of the device;

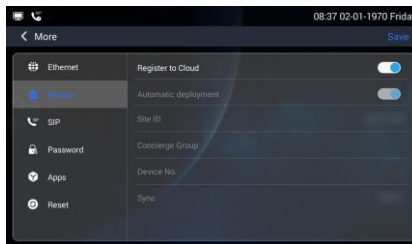
6. More > Ethernet

The device network can be set to either DHCP or a static IP address.



DHCP:	Enable DHCP (Dynamic Host Configuration Protocol) to dynamically distributing network configuration parameters;
IP:	Configure Static IP address to manually distributing network configuration parameters;
Mask:	Subnet mask;
Gateway:	A component that is part of two networks, which use different protocols;
DNS:	Domain Name Server of the device;

7. More > Room



Register to Cloud	Indicates whether the device is registered on the cloud platform.
Automatic Deployment	Toggle switch for enabling or disabling the Auto Deploy function.
Site ID	The Site ID of the project to which the device at.
Concierge Group:	Master Station will ring according to the concierge number. No.1 Master Station will ring first. If it's not answered, No.2 will ring... (Range: 1-5);
Device No:	Number of the device (Range: 0-9);
Sync:	A number used to synchronize to the cloud;

8. More > SIP

8.1. Account 1

When the device is using the cloud platform service, Account 1 displays the device's registration status on the cloud platform; if the cloud platform service is not in use, refer to the Account 2 description to add a third-party SIP service.



8.2. Account 2



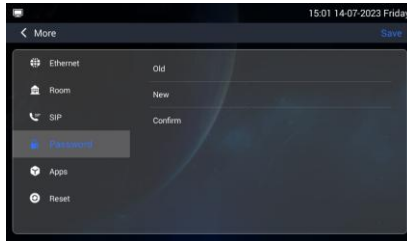
SIP:	Enable to use SIP;
Display Name:	Display name of SIP account;
Register Name:	Register Name of SIP account;
Username:	Username of SIP account;
Password:	Password of SIP account;
SIP Server Host:	SIP Server domain or IP address;
SIP Server Host Port:	The default port is 5060;
Outbound Proxy:	Outbound Proxy of SIP;
Outbound Proxy Port:	The default port is 5060;
Transport Protocol:	Transfer Protocol (UDP, TCP, TLS);
DNS SRV	Enable or Disable DNS SRV Function

8.3. Other



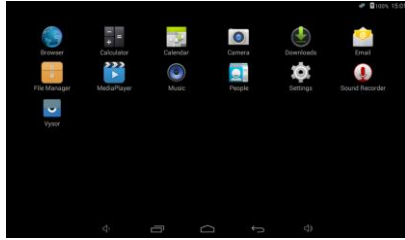
Ring Code:	Ring Code (180,183)
Video Payload:	Video payload range is 96-127;

9. More > Password



Old:	Current administrator password of the Device (Default 123456);
New:	New administrator password of the Device;
Confirm:	Confirm administrator password of the Device;

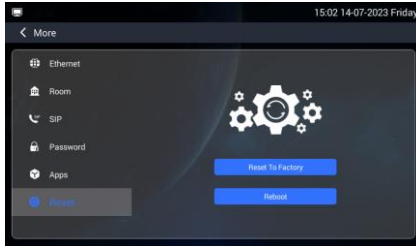
10. More > Apps



Apps:

3rd party apps can be managed here;

11. More > Reset



Reset to Factory:

Reset to factory settings;

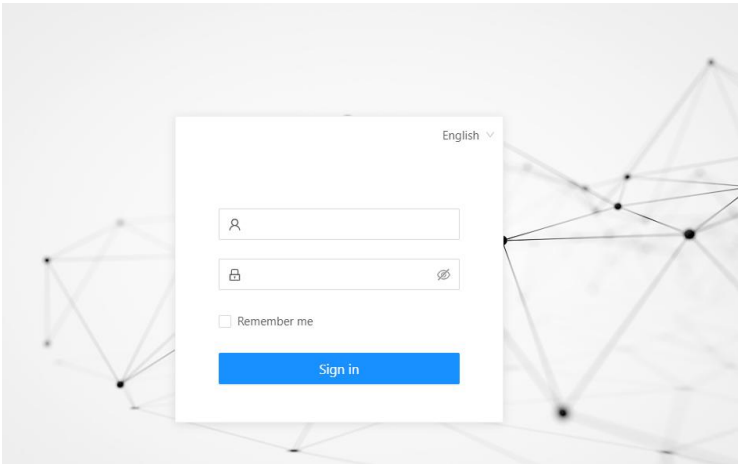
Reboot:

Reboot the device;

WEB SETTING

Connect Master Station and PC to a network switch in the same LAN. You can enter the IP address of Master Station in the web browser search bar and log in with the default account (admin) and password (123456). This is where you can configure the device.

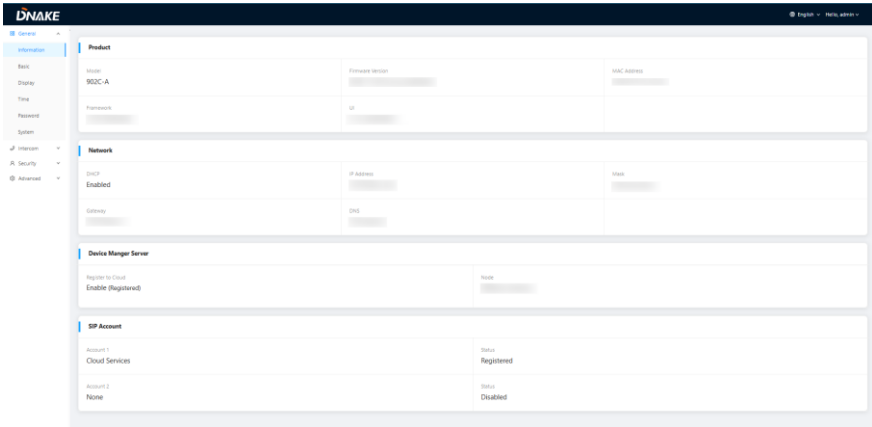
For getting the IP address, you can search by DNAKE Remote Upgrade Tool which is installed in the same LAN with the devices.



1. General

1.1. General > Information

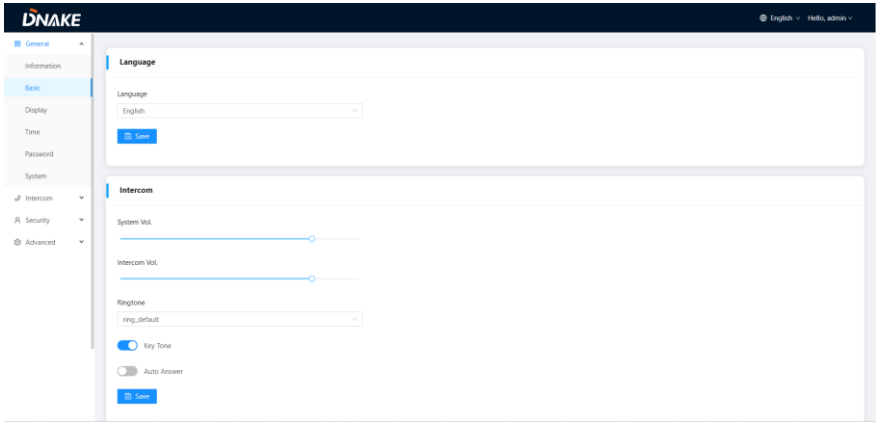
When you first log in to the web interface, you can find basic information displayed in this dashboard.



Product	Model:	Model of the device;
	Firmware Version:	Firmware version of the device;
	MAC Address:	MAC address of the device;
	Framework:	Framework of the device;
	UI:	UI version of the device;
Network	DHCP:	Status of DHCP;
	IP Address:	Current IP address of the device;
	Mask:	Subnet mask of the device;
	Gateway:	Gateway of the device;
	DNS:	Domain Name Server of the device;
Device Manger Server	Register to Cloud	Device cloud registration status
	Node	Node information of the management server to which the device is connected
SIP Account	Account:	SIP account of the device;
	Status:	Status of SIP registration of the device;

1.2. General > Basic

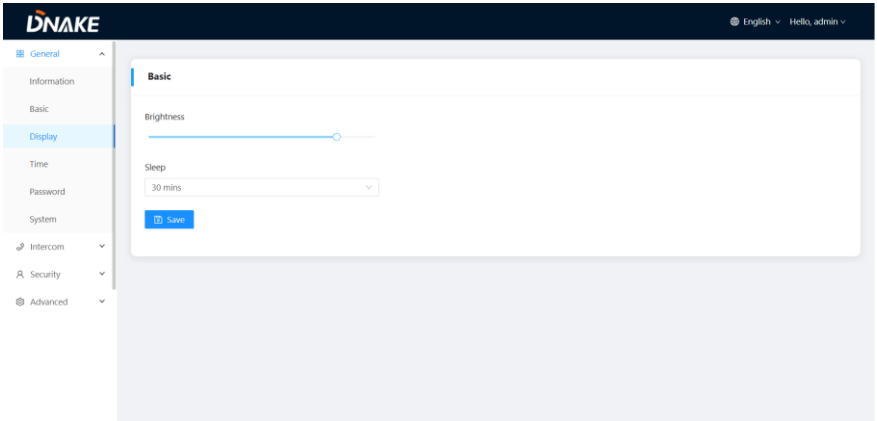
Some basic settings of the device can be configured in this column.



Language	Language:	16 languages supported (简体中文, English, 繁體中文, עברית, Deutsch, Español, Türkçe, Tiếng Việt, Nederlands, Português, Polski, Русский, عربي, Français, Italiano, slovenský);
Intercom	System Vol:	Volume of System can be set from 1 to 16. Volume 16 is the maximum volume (Key tone);
	Intercom Vol:	Volume of Intercom can be set from 1 to 6. Volume 6 is the maximum volume (Call volume);
	Ringtone:	The ringing sound (Can be choose from 9 available ringtones);
	Key Tone:	The key tone (Enable or disable);
	Auto Answer:	Pick up the phone automatically when receiving a call;

1.3. General > Display

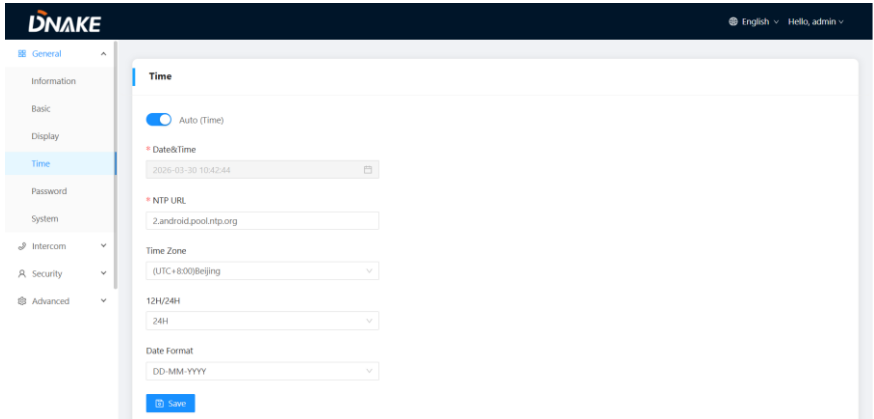
Configured device display settings.



Basic	Brightness	Screen brightness adjustment, can be set from 1-100;
	Sleep	The time when the device enters sleep mode (15s, 30s, 1min, 2mins, 5mins, 20mins, 30mins),

1.4. General > Time

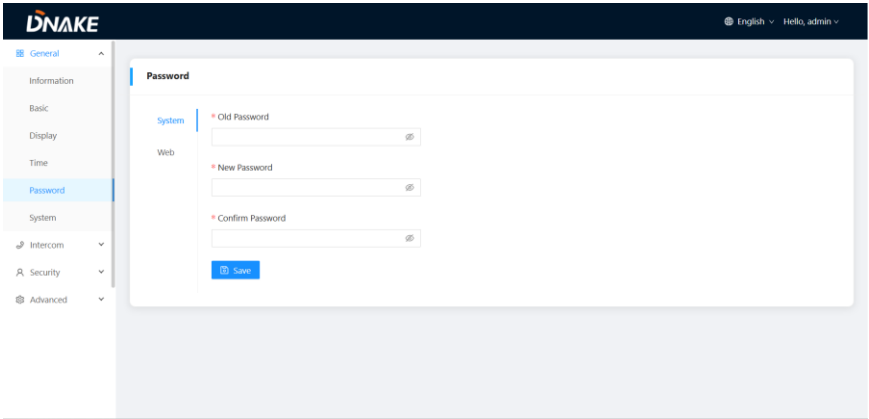
Time of the device can be configured.



Time	Auto (Time):	Enable to synchronize computer time;
	Date & Time:	Date and time can be set manually;
	NTP URL:	Network Time Protocol (NTP) is a protocol used to synchronize NTP time;
	Time Zone:	A region that observes a uniform standard time;
	12H/24H:	Select 12H or 24H format to display on the device;
	Date Format:	3 time formats supported (YYYY-MM-DD, DD-MM-YYYY, MM-DD-YYYY);

1.5. General > Password

The System password is for the administrator to log in settings on the device while the Web password is for the administrator to log in settings on the web. The default password for both of them is 123456.



Password	System Old Password:	Current administrator password of the Device (Default 123456);
	System New Password:	New administrator password of the Device;
	System Confirm Password:	Confirm administrator password of the Device;
	Web Old Password:	Current administrator password of the web (Default 123456);
	Web New Password:	New administrator password of the web;
	Web Confirm Password:	Confirm administrator password of the web;

1.6. General > System

The system column is designed for factory default and device reboot.

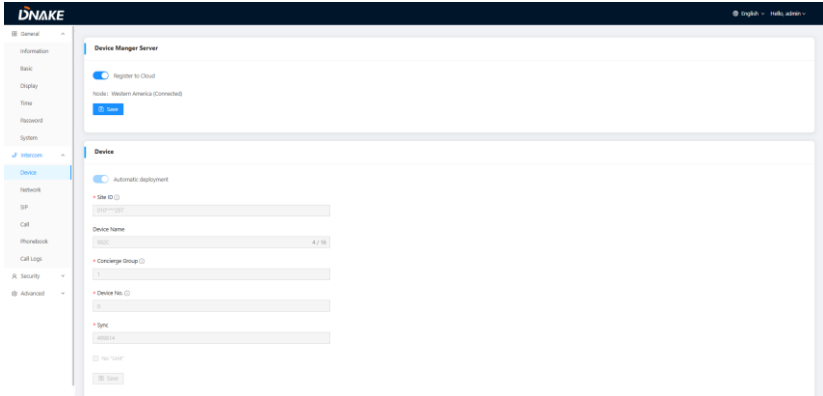


System	Backup & Restore	Back up or restore system configuration and files
	Upgrade	Upload upgrade .img format file to update the firmware version of the device
	Reset:	Reset to factory settings;
	Reboot:	Reboot the device;
Remote Access	Remote Access	The permissions for external remote access to the device Web UI

2. Intercom

2.1. Intercom > Device

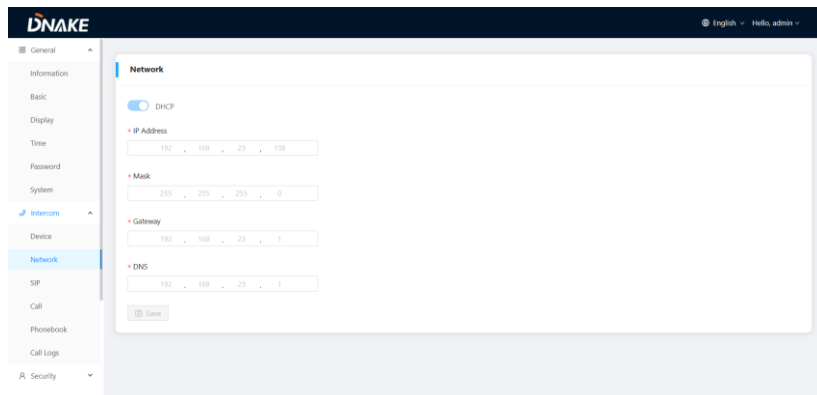
Numbers here are basic settings for making a call to Master Station.



Device Manger Server	Device Manager Server	Configure the device to register to the cloud server
Device	Automatic Deployment	Configure whether the device is allowed to automatically connect to the cloud platform and obtain configuration
	Site ID	Configure the device to automatically connect to the specified site of the cloud platform
	Device Name	The name of device
	Building:	Number of the building (Range: 1-999);
	Unit:	Number of the unit (Range: 0-99);
	Room:	Number of the apartment (Range: 0-9899);
	Device No:	Number of the device (Range: 0-9);
	Sync:	A number used to synchronize to other Indoor Monitors;

2.2. Intercom > Network

The device network can be set to either DHCP or a static IP address.



Network	DHCP:	Enable DHCP (Dynamic Host Configuration Protocol) to dynamically distribute network configuration parameters;
	IP Address:	Configure Static IP address to manually distribute network configuration parameters;
	Mask:	Subnet mask;
	Gateway:	A component that is part of two networks, which use different protocols;
	DNS:	Domain Name Server of the device;

2.3. Intercom > SIP

The SIP column concerns SIP registration, Display Name, Register Name, Username, Password, SIP Server Host, Outbound Proxy, Transport Protocol, Video Payload, etc.

The screenshot shows the Dnake web interface for configuring SIP accounts. The left sidebar has 'SIP' selected under the 'Intercom' section. The main content area is divided into two sections: 'Account 1' and 'Account 2'. 'Account 1' shows a status of 'Registered'. 'Account 2' has a 'SIP' toggle switch turned on and includes input fields for 'Display Name', 'Register Name', 'Username', and 'Password'. Below these are 'SIP Server Host' and 'Outbound Proxy' fields, each with a 'Port' dropdown set to '5060'. There are also 'Save' buttons for each account.

This screenshot shows the advanced configuration options for a SIP account. It includes 'Registration Duration' (set to 3600), 'Transport Protocol' (set to UDP), and a 'DNS SRV' toggle switch which is turned on. Below these are 'Other' settings, including 'Ring Code' (set to 180) and 'Video Payload' (set to 102). A 'Save' button is located at the bottom of the 'Other' section.

Account	SIP:	Enable to use SIP;
	Display Name:	Display name of SIP account;

	Register Name:	Register Name of SIP account;
	Username:	Username of SIP account;
	Password:	Password of SIP account;
	SIP Server Host:	Directly fill in SIP server's address e.g., 192.168.68.90; The default port is 5060;
	Outbound Proxy:	Outbound Proxy server; the default port is 5060;
	Registration Duration	Configure the registration duration when the device registers with the SIP server.
	Transport Protocol:	Transport Protocol (UDP, TCP, TLS);
Other	Ring Code:	Ring code. Without SDP or with (180 or 183);
	Video Payload:	Video payload range is 96-127;

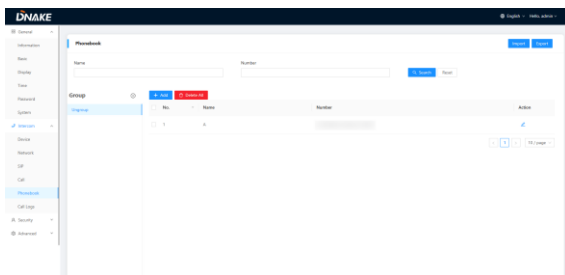
2.4. Intercom > Call

The screenshot displays the 'Call' configuration page in the DINAKE web interface. The page is titled 'Relay' and contains three sections for configuring buttons: 'Button 1', 'Button 2', and 'Button 3'. Each section includes a toggle switch, a 'Name' field (e.g., 'Lock 1'), a 'Type' dropdown menu (set to 'SIP'), and a 'Value' field (e.g., '*'). Below these sections is an 'Advanced' section with an 'SIP Phone' dropdown menu set to 'Disabled'. A 'Save' button is visible at the bottom of each section.

Relay	Name:	Customize name for unlock button;
	Type:	<p>Type 1-3: 3 types of unlock way are optional (Local Relay/DTMF/HTTP) HTTP—the format is http://192.168.3.119/cgi-bin/webapi.cgi?api=unlock&index=2&username=admin&password=E10ADC3949BA59ABBE56E057F20F883E; Note:</p> <ul style="list-style-type: none"> • "192.168.3.119" is the IP address of Door Station; • The number "2" after "index=" is the number for relay. (Relay 1 is 0; relay 2 is 1; relay 3 is 2); • "admin" here should be changed to your admin account; • "Password" is Password of admin; • "E10ADC3949BA59ABBE56E057F20F883E" here is MD5 (Message-Digest Algorithm) encrypted. Users need to use account password to encrypt and change it. <p>DTMF—Dual-tone multi-frequency signaling, Relay1: #, Relay2:0, relay3: *;</p>
	Value	The user to send DTMF value when clicking the unlock button in the device call page
Advanced	Ex Phone:	Extend to more Indoor Monitors by filling in sip: IP address (6 Max) such as sip:192.168.68.90 (6 Max);

2.5. Intercom > Phonebook

This is where you can add IPC. All contacts on Indoor Monitor can be edited here.



Search:	Fill in text inputs to search;
Reset:	Click reset to clear words in text inputs;
Add:	Click to add more contacts;
Delete All:	Delete all data on the chart;
Import:	Import all data to the chart;
Export:	Export all data on the chart;

2.6. Intercom > Call Logs

All call logs can be checked here.

The screenshot displays the 'Call Logs' section of the DNAME Intercom interface. The table below represents the data shown in the interface:

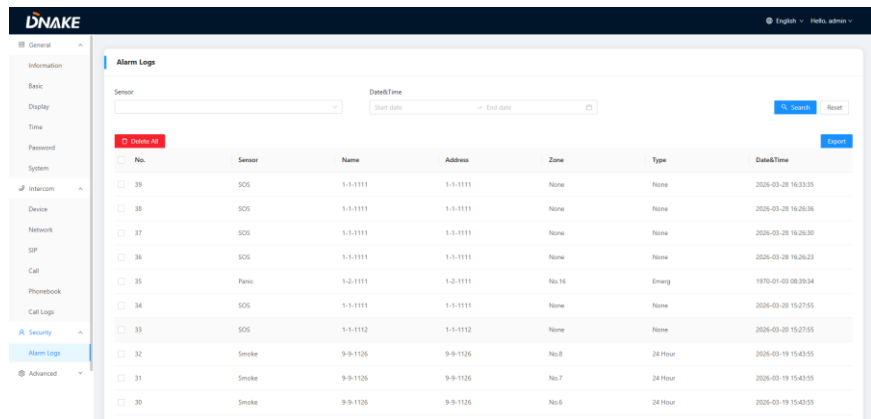
No.	Type	Name	Number	Duration	DateTime
1	Missed	5-5-1111	1011111	0s	2026-02-28 16:46:03
2	Missed	5-5-1111	1011111	0s	2026-02-28 16:46:54
3	Missed	5-5-1111	1011111	0s	2026-02-28 16:47:20
4	Missed	5-5-1111	1011111	0s	2026-02-28 16:42:17
5	Answer	5-5-1111	1011111	1s	2026-02-28 16:43:46
6	Missed	5-5-1111	1011111	0s	2026-02-28 16:30:59
7	Answer	5-5-1111	1011111	11s	2026-02-28 16:30:07
8	Missed	5-5-0202	1010202	0s	1970-01-02 08:02:04
9	Missed	5-5-1112	1011112	0s	2026-02-20 15:28:04
10	Missed	3-3-0005	3030005	0s	2026-02-19 15:12:22

Search:	Fill in text inputs to search;
Reset:	Click reset to clear words in text inputs;
Delete All:	Delete all data on the chart;
Export:	Export all data on the chart;

3. Security

3.1. Security > Alarm Log

In this section, you can view all alarm logs.



The screenshot shows the 'Alarm Logs' page in the Dnake interface. It features a search bar for 'Sensor' and 'Date&Time' with 'Start date' and 'End date' dropdowns. There are 'Search' and 'Reset' buttons. Below the search bar is a table with columns: No., Sensor, Name, Address, Zone, Type, and Date&Time. The table contains 12 rows of data. A red 'Delete All' button is visible above the table, and a blue 'Export' button is at the top right of the table area.

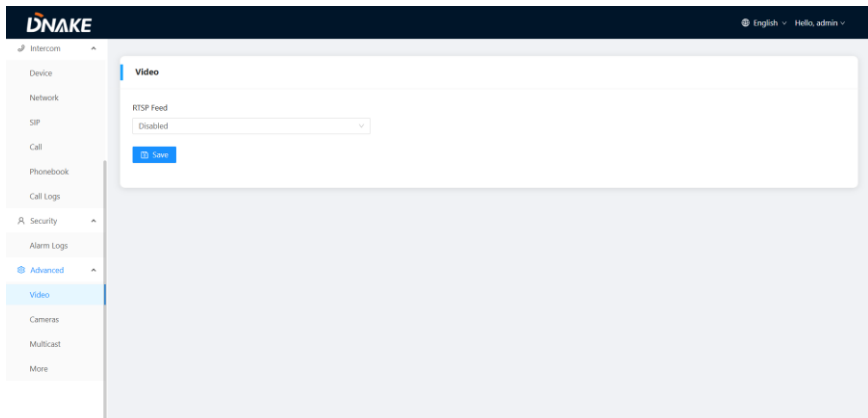
No.	Sensor	Name	Address	Zone	Type	Date&Time
39	SDS	1-1-1111	1-1-1111	None	None	2026-03-28 16:33:35
38	SDS	1-1-1111	1-1-1111	None	None	2026-03-28 16:26:36
37	SDS	1-1-1111	1-1-1111	None	None	2026-03-28 16:26:30
36	SDS	1-1-1111	1-1-1111	None	None	2026-03-28 16:26:23
35	Fires	1-2-1111	1-2-1111	No.16	Emergency	1970-01-03 08:39:54
34	SDS	1-1-1111	1-1-1111	None	None	2026-03-28 15:27:55
33	SDS	1-1-1112	1-1-1112	None	None	2026-03-28 15:27:55
32	Smoke	9-9-1126	9-9-1126	No.8	24 Hour	2026-03-19 15:43:55
31	Smoke	9-9-1126	9-9-1126	No.7	24 Hour	2026-03-19 15:43:55
30	Smoke	9-9-1126	9-9-1126	No.6	24 Hour	2026-03-19 15:43:55

Search:	Fill in text inputs to search;
Reset:	Click reset to clear words in text inputs;
Delete All:	Delete all data on the chart;
Export:	Export all data on the chart;

4. Advanced

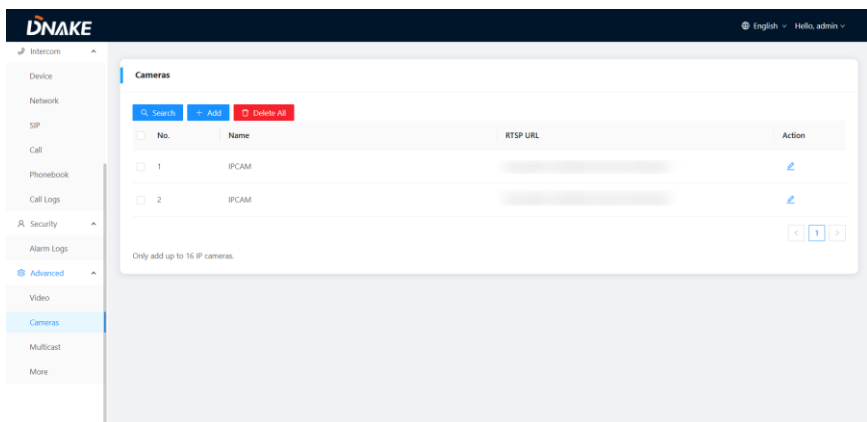
4.1. Advanced > Video

In this section, you can enable or disable the RTSP Feed function.



4.2. Advanced > Cameras

In this section, you can add IP cameras, with support for up to 16 IP camera channels.

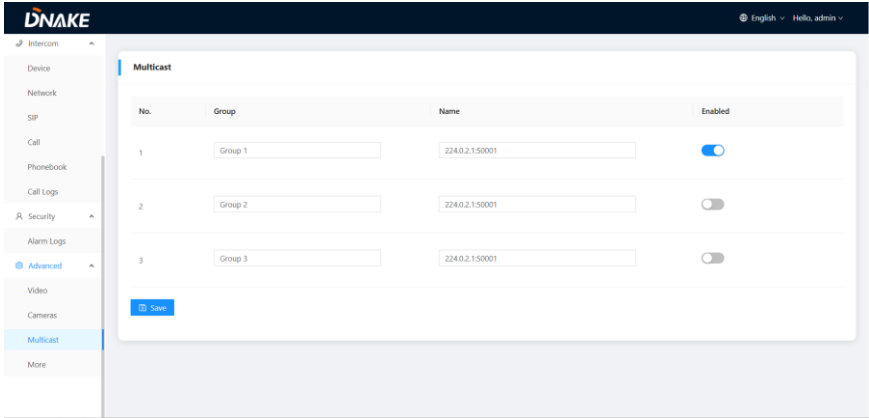


Search:	Fill in text inputs to search;
Add	Click to add IP Cameras, Enter the IP camera name and the camera's RTSP URL, then click OK to complete the addition.

Delete All:	Delete all IP Cameras;
Action	Edit the name and RTSP URL of an existing IP camera.

4.3. Advanced > Multicast

In this section, you can configure the Multicast function.



Group	Configure the name of group.
Name	Configure the name of the listening address.
Enabled	Enable or disable the Multicast function for this group.

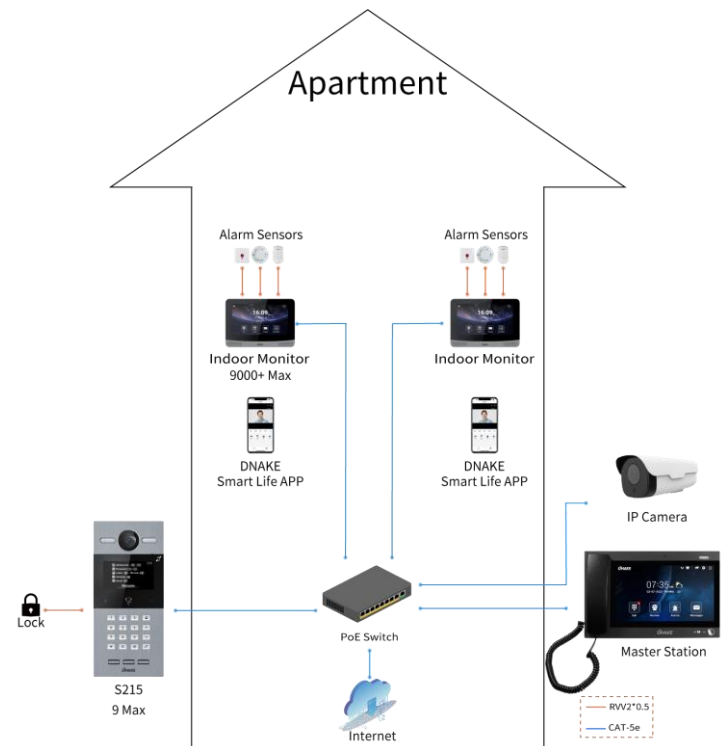
4.4. Advanced > More

In this section, you can configure the advertise and ONU Penetration function

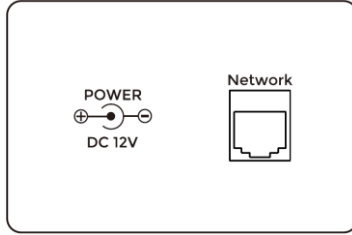
The screenshot shows the DVAKE web interface. On the left is a navigation menu with categories: Intercom, Security, Advanced, Video, Cameras, and Multicast. The 'Advanced' category is expanded, and the 'More' sub-menu is selected. The main content area is titled 'Advertise' and contains two sections: 'Advertise' and 'Other'. The 'Advertise' section has a toggle switch (currently off), a text input field for 'URL', and a dropdown menu for 'Time' set to '10 mins'. Below these is a blue 'Save' button. The 'Other' section has a toggle switch for 'ONU Penetration' (currently off) and a blue 'Save' button below it.

Advertise	Enable or disable the advertise function.
URL	Configure the URL address of advertise.
Time:	The time of advertise will display (5 mins, 10 mins, 20 mins, 30 mins)
ONU Penetration:	Enable or disable ONU Penetration function;

SYSTEM DIAGRAM



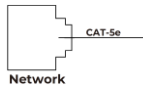
DEVICE WIRING



1. Network (PoE)

Standard RJ45 interface is used to be connected to the Master Station, Indoor Monitor and/or other network equipment.

PSE shall comply with IEEE 802.3af (PoE) and its output power not less than 15.4W and its output voltage not be less than 50V.



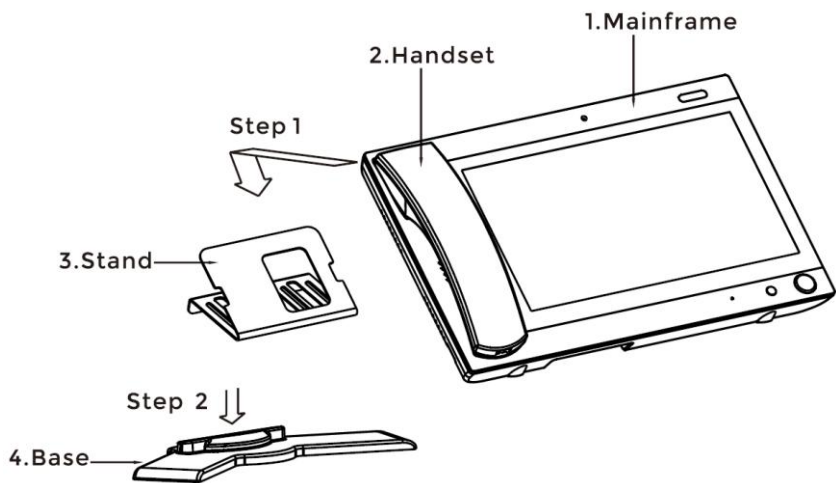
2. Power

The power interface of Master Station connects to 12V DC power.



INSTALLATION

Desktop



Product size: 303 × 195 × 35 mm

TROUBLESHOOTING

The Indoor Monitor cannot start up or power off automatically.

- Check whether it has power-failure, and power it on again
-

The Indoor Monitor display screen is too dim.

- Check whether the brightness and contrast settings of screen are correct.
-

No sound during the communication.

- Check whether the Indoor Monitor is set as mute mode, or the volume is set to the lowest.
-

The Indoor Monitor cannot monitor the Door Station.

- Other user is using the system, so you can use it once he/she finished the operation.
-

Multimedia files cannot be played normally.

- Check whether the system supports the file format. Please refer to the multimedia setting for details.
-

No response when clicking Indoor Monitor display screen.

- Press "Unlock" button for 5s, or slowly slide horizontally or vertically on the LCD to make touchscreen calibration. It needs to be calibrated.
-

Touchscreen responses slowly or cannot make calibration.

- Take down any protective paster, since it may affect identification
 - and input for device;
 - Ensure the finger is dry and clean when clicking touchscreen;
 - Restart the device to clear any temporary software error.
-

The temperature of device is too high.

- Long-term use leads to high temperature. It's normal and will not affect the device's use life and performance.
-

SAFETY INSTRUCTION

In order to protect you and others from harm or your device from damage, please read the following information before using the device.

- Do not install the device in the following places:
- Do not install the device in high-temperature and moist environment or the area close to magnetic field, such as the electric generator, transformer or magnet.
- Do not place the device near the heating products such as electric heater or the fluid container.
- Do not place the device in the sun or near the heat source, which might cause discoloration or deformation of the device.
- Do not install the device in an unstable position to avoid the property losses or personal injury caused by the falling of device.

Guard against electric shock, fire and explosion:

- Do not use damaged power cord, plug or loose outlet.
- Do not touch the power cord with wet hand or unplug the power cord by pulling.
- Do not bend or damage the power cord.
- Do not touch the device with wet hand.
- Do not make the power supply slip or cause the impact.
- Do not use the power supply without the manufacturer's approval.
- Do not have the liquids such as water go into the device.

Clean Device Surface

- Clean the device surfaces with soft cloth dipped in some water, and then rub the surface with dry cloth.

Other Tips

- In order to prevent damage to the paint layer or the case, please do not expose the device to chemical products, such as the diluent, gasoline, alcohol, insect-resist agents, opacifying agent and insecticide.
- Do not knock on the device with hard objects.
- Do not press the screen surface. Overexertion might cause flopper or damage to the device.
- Please be careful when standing up from the area under the device.
- Do not disassemble, repair or modify the device at your own discretion.

- The arbitrary modification is not covered under warranty. When any repair required, please contact the customer service center.
- If there is abnormal sound, smell or fume in the device, please unplug the power cord immediately and contact the customer service center.
- When the device isn't used for a long time, the adaptor and memory card can be removed and placed in dry environment.
- When moving, please hand over the manual to new tenant for proper usage of the device.

 **EASY & SMART
INTERCOM SOLUTIONS**

 **DNAKE**