User Manual

DNAKE Cloud Platform

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American data center: (https://us-cloud.dnake.com) 32

European data center: (https://eu-cloud.dnake.com) 33

1 Introduction

1.1 Introduction

1. DNAKE Cloud platform has different user portraits. Different users have unique functions on the platform. 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	Reseller /Installer	Property Manager
1	System Message	√	√	√
2	Personal Center	√	√	√
3	Reseller/Installer	√		
4	Project		√	
5	Device (Management)		√	
6	Property Manager		√	
7	Device (List)			√
8	Apartment			√
9	Resident			√
10	License Log	√	√	√
11	Security Alarm			√
12	My message	√	√	√
13	Log			√

1.2 Supported devices and solution

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 chart below for the supported models:

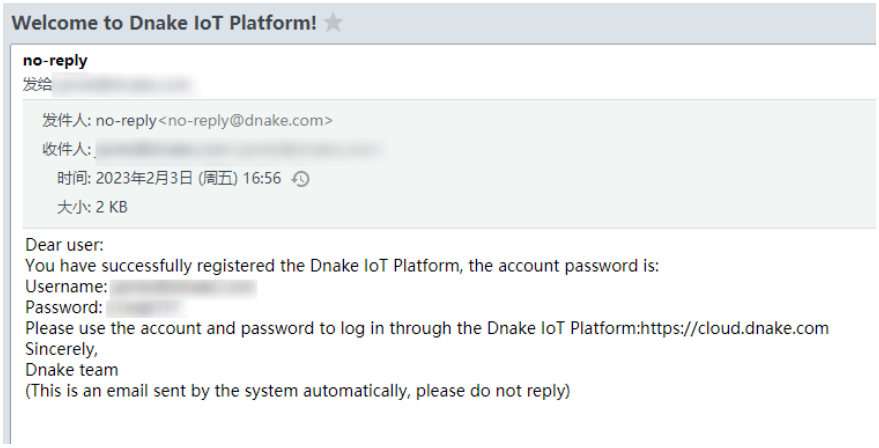
Solution \ Device	Door Station	Villa Station	Indoor Monitor	Master Station
With Indoor Monitor	S215	S212	A416	902C-A
	S615	S213M	E416	/
	/	S213K	E216	/
	/	280SD-R2	/	/
	/	280SD-C12	/	/
No Indoor Monitor	S615	/	/	/
No Indoor Monitor SIP Call & Landline	S615 SIP	/	/	/

2 Login and Logout

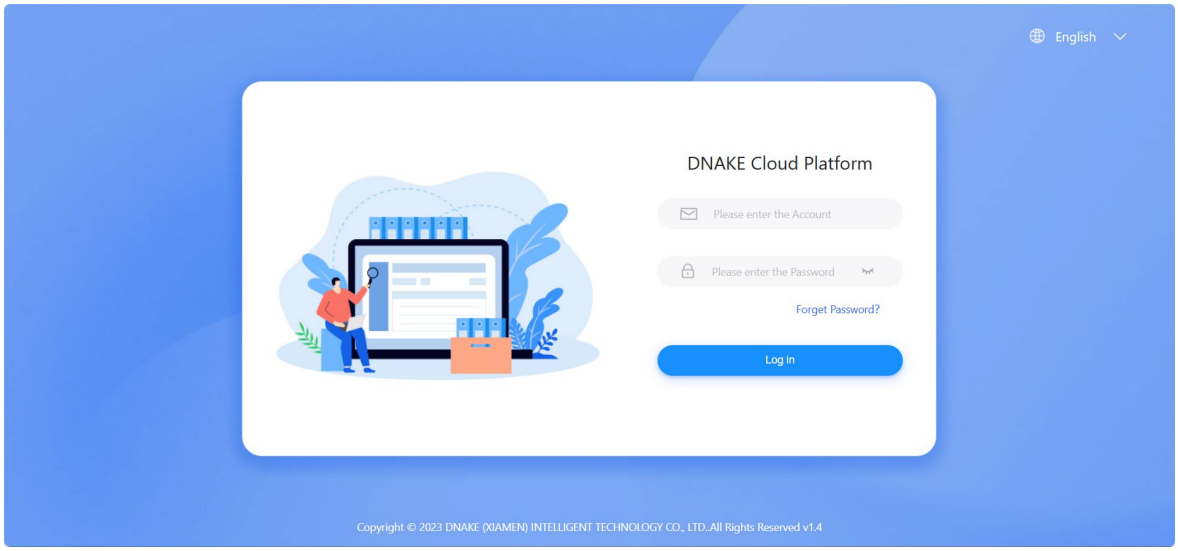
2.1 Login

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.

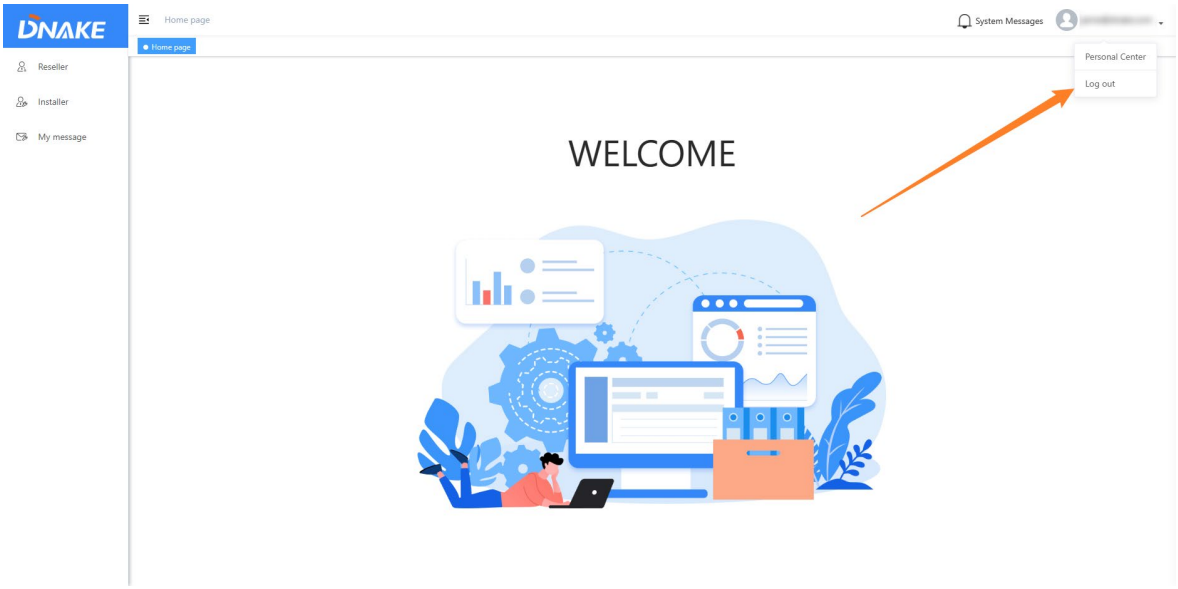


◆ Step 2: Please enter the platform website and log in with your account. Different regions have different data centers. Please go to the URL according to different regions. Europe data center: https://eu-cloud.dnake.com. America data center: https://us-cloud.dnake.com. Please refer to the appendix A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



2.2 Logout

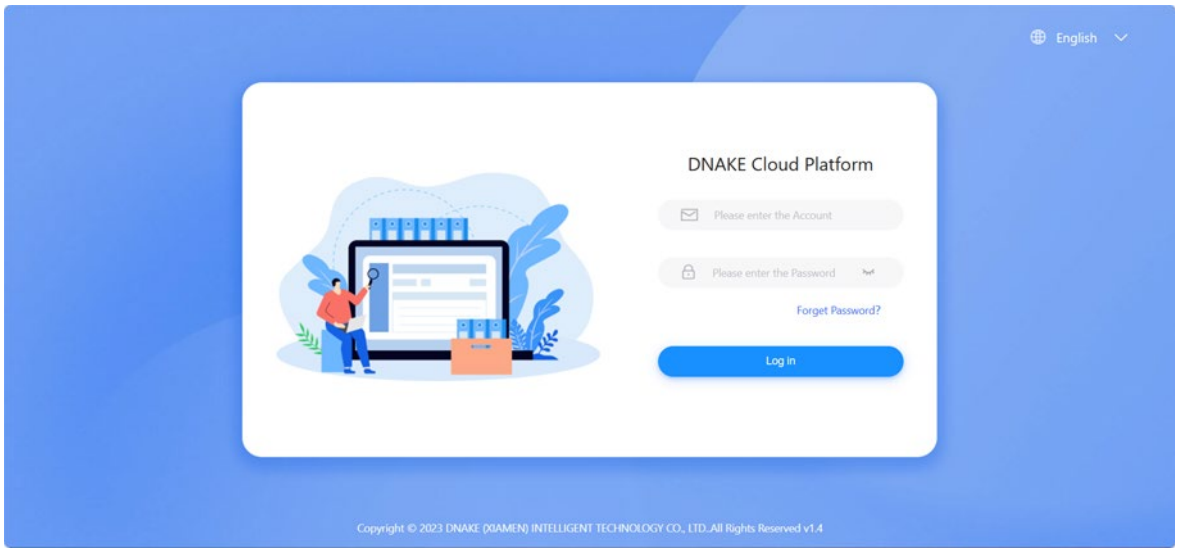
Click your personal account on the right upper corner and log out.



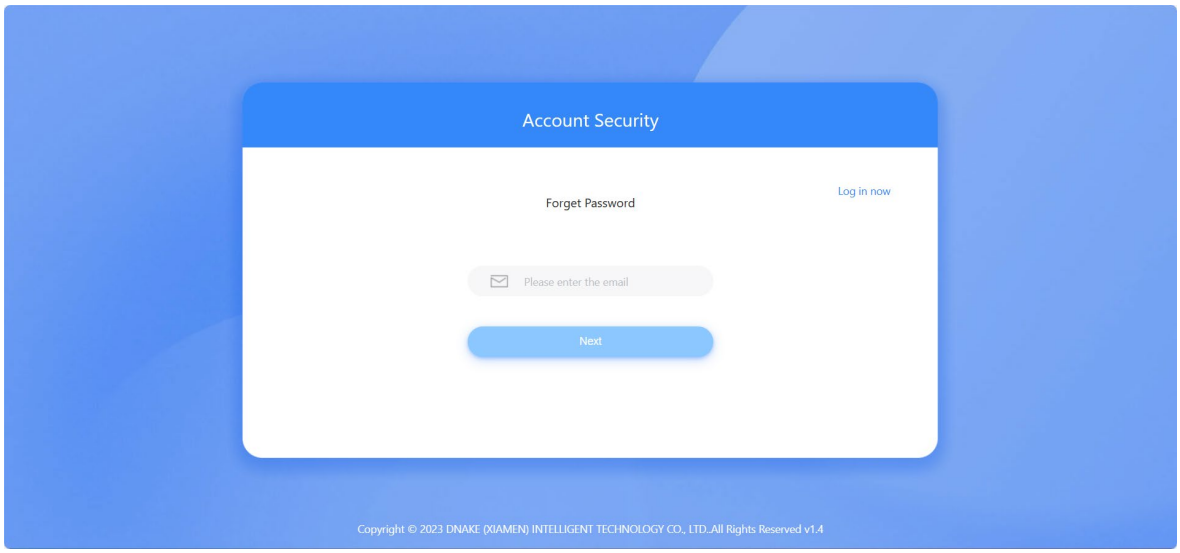
2.3 Forget password

1. Recover your password

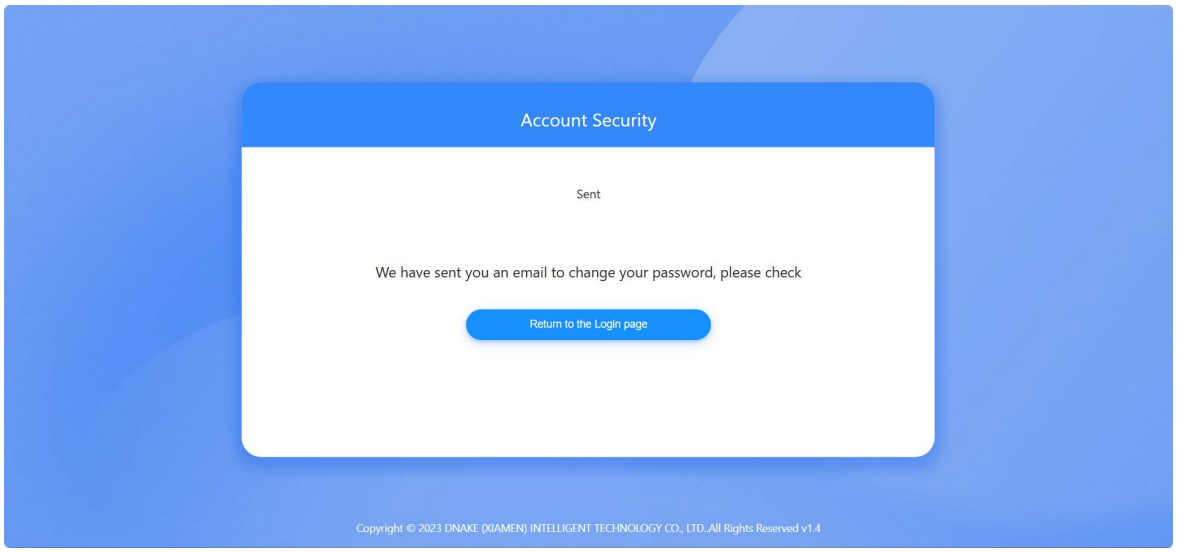
◆ Step 1: Click Forget Password?

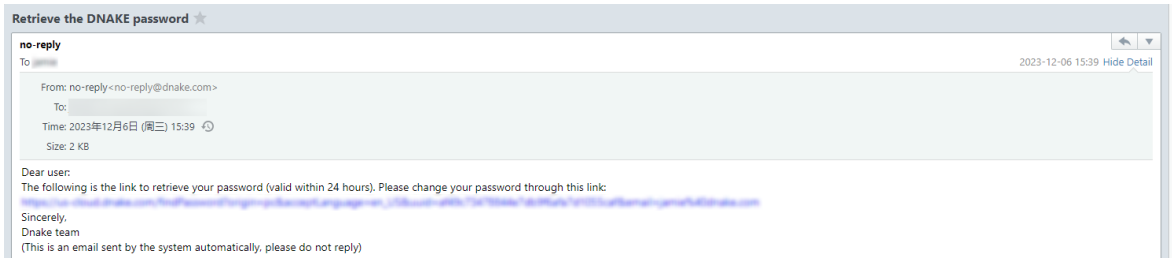


◆ Step 2: Enter your email and click Next.

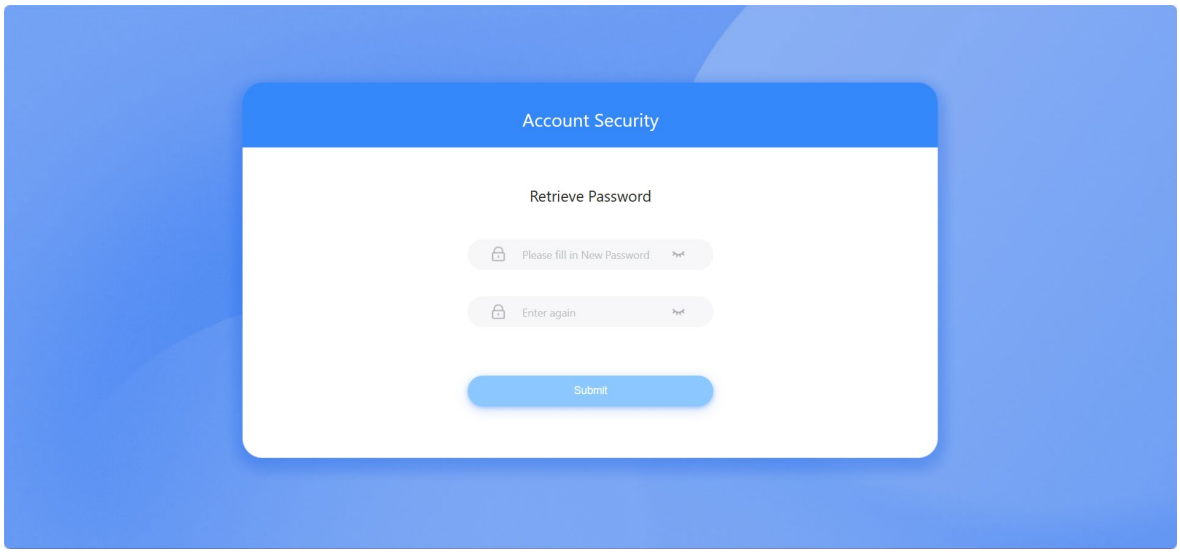


◆ Step 3: The platform will send you an email to change your password. Please check your email inbox.





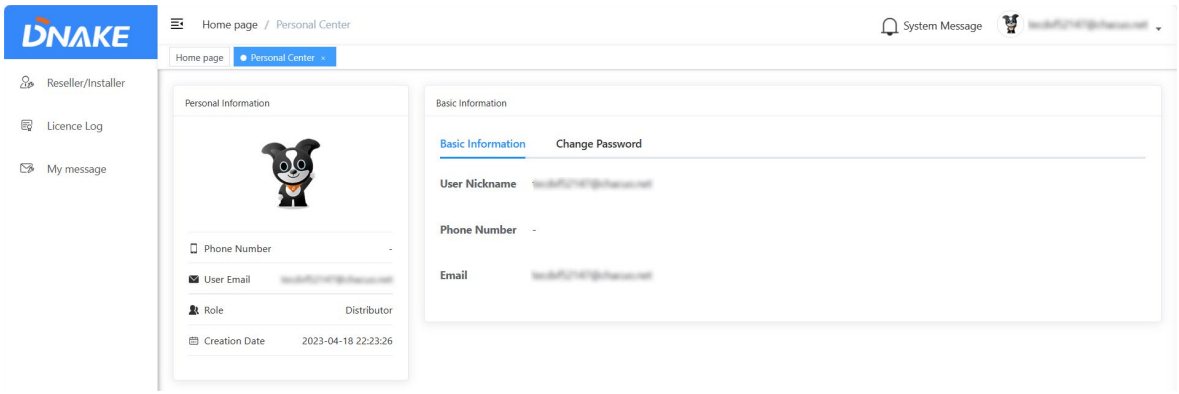
◆ Step 4: Please set a new password according to the rule and try to log in with new password.



3 Personal Center and System Messages

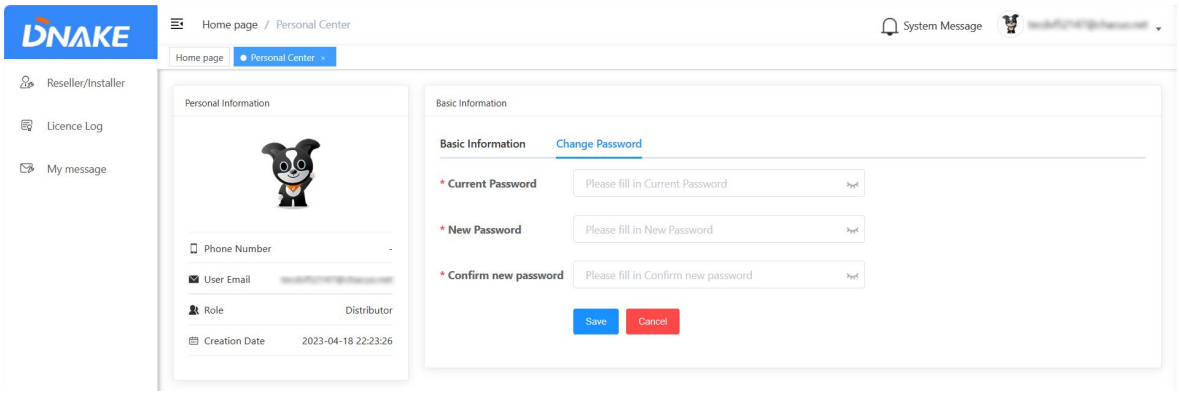
3.1 Basic information

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

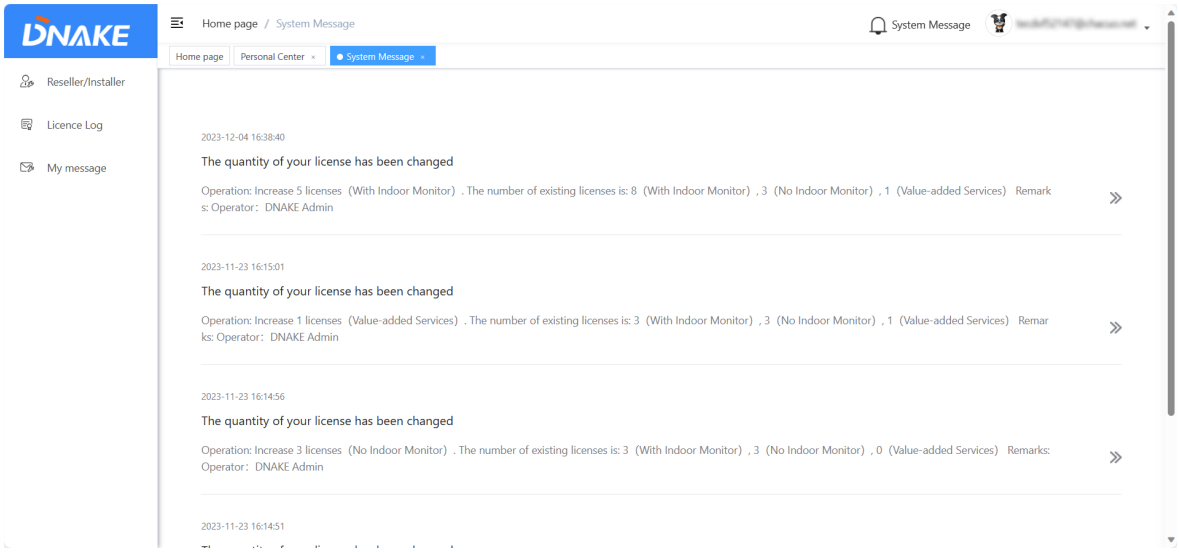
1. If you want to change password, please click Change Password to edit.



3.3 System Message

1. System message comes from your upstream characters. For example, if you are a

reseller, you will receive messages from distributor and you can also send messages to your downstream characters.



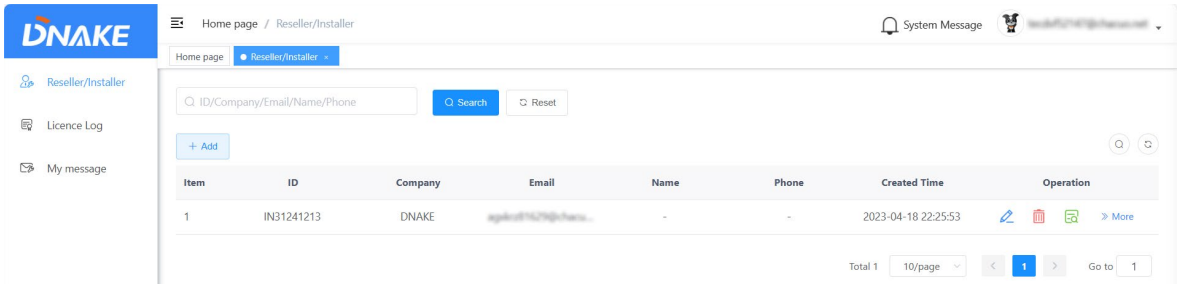
4 Distributor

4.1 Reseller/installer

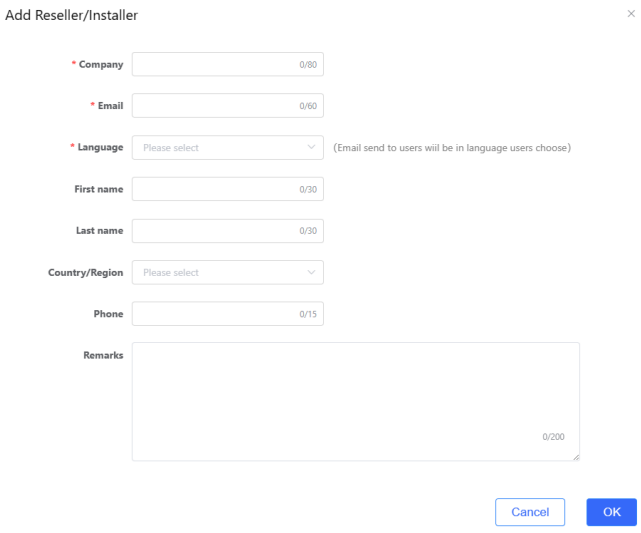
4.1.1 Add a reseller/installer account

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.

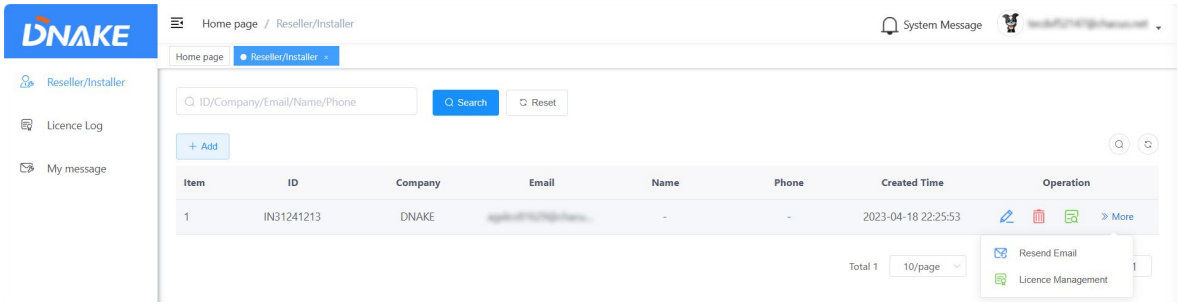


- Step 2: Fill in reseller/installer's information. Company name, Email and language are necessary. Please make sure email is right because Email will be reseller/installer's account. And Password will be sent to this email address.



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.

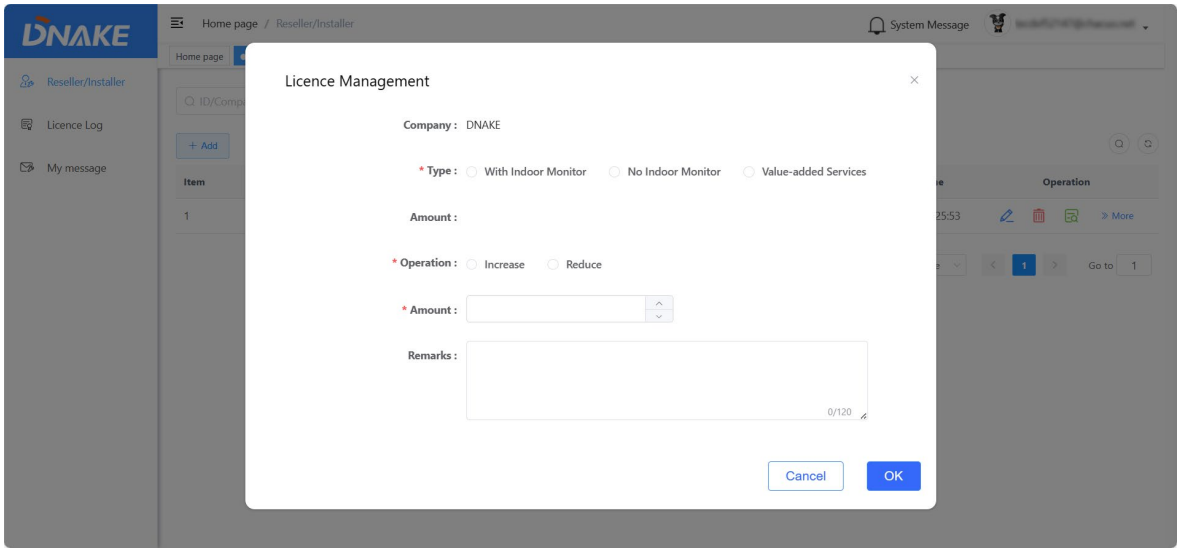


4.1.3 License Management

1. The License Management lies in More. The license is necessary for the residents to use the app. Every DNAKE Smart Pro app owner need one license to have the app service. You can find different types of services:

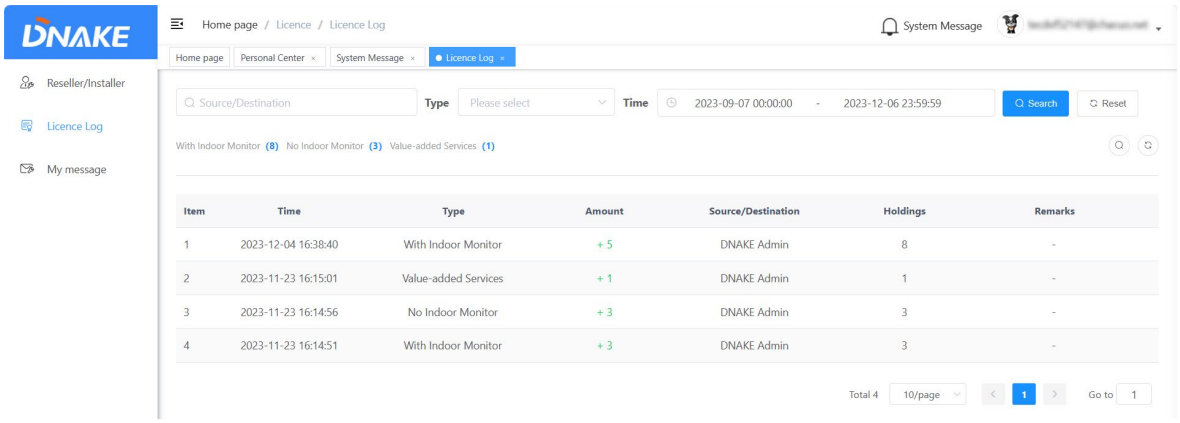
- With Indoor Monitor: refers to the license for the solution with Indoor Monitor.
- No Indoor Monitor: refers to the license for the solution without Indoor Monitor.
- Value-added Services: refers to some premium services like landline feature.

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



4.2 License Log

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

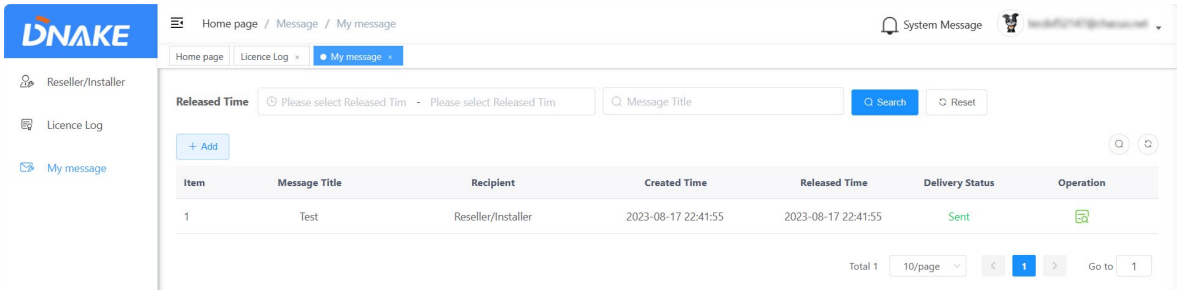


4.3 My message

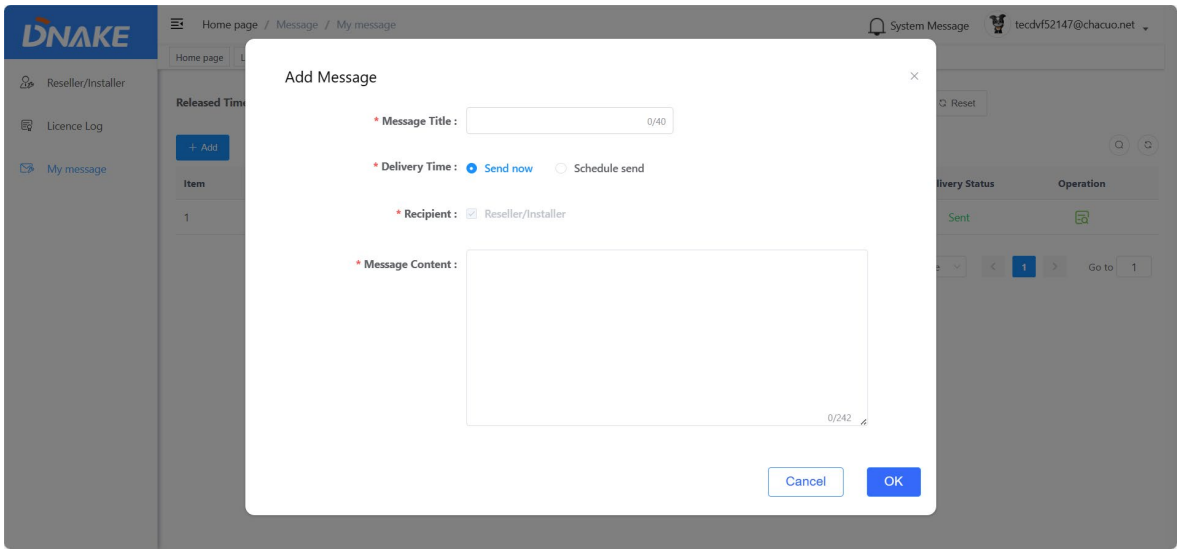
4.3.1 Send messages to reseller/installer

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

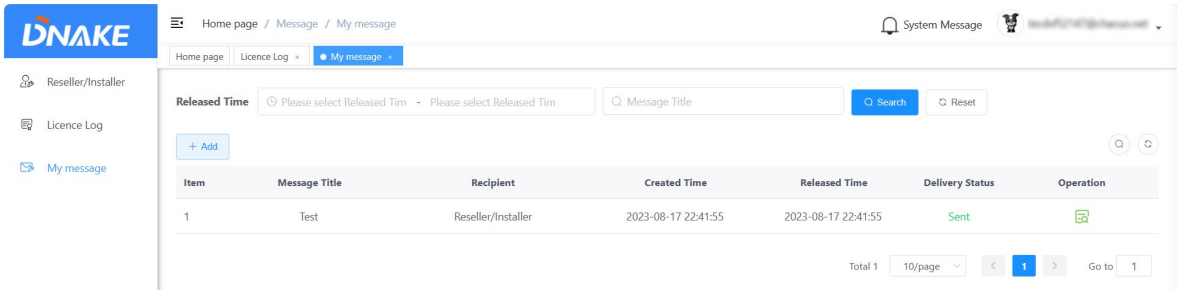
◆ Step 1: Go to My message column and click Add to edit a message.



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



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



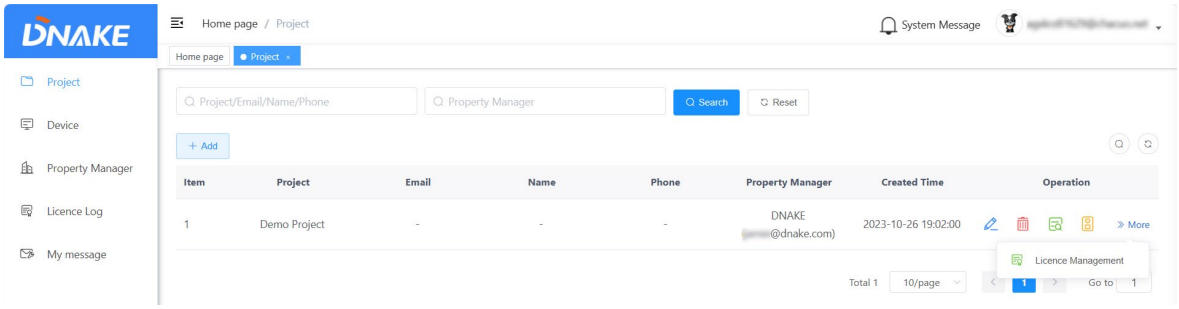
5 Reseller/Installer

5.1 Project

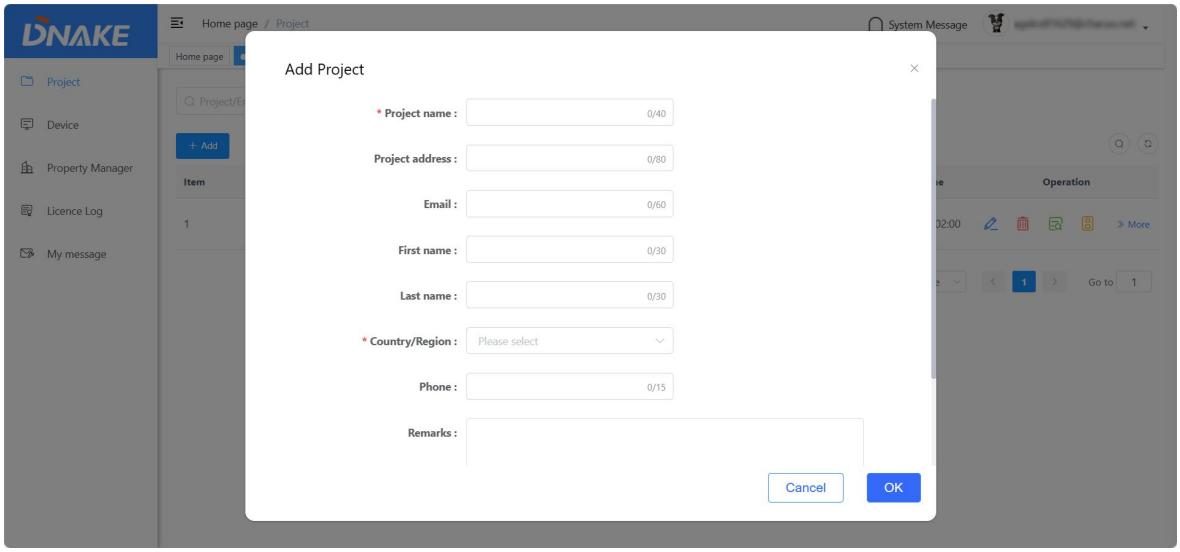
5.1.1 Add a project

1. Here are the steps to add a project

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

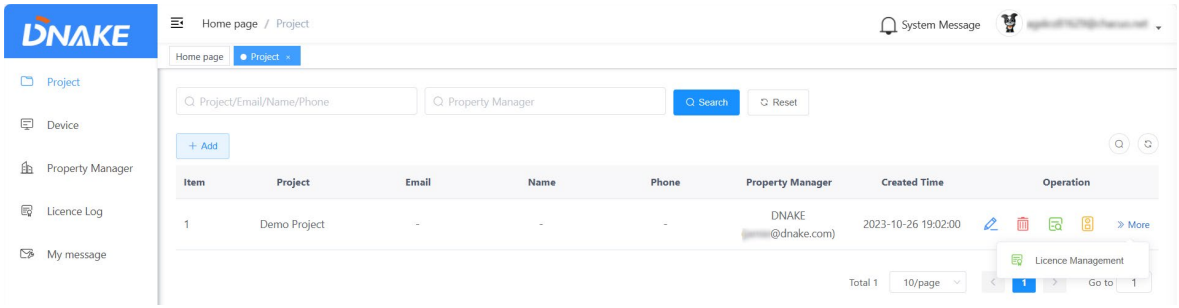


◆ Step 2: Fill in project information. Project name and Country/Region are necessary.



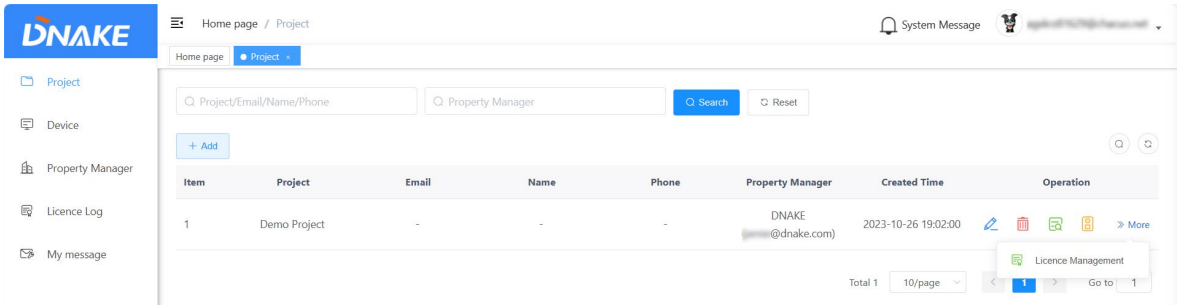
◆ Step 3: Now you can find the details of project. You can edit, delete or click the Door

Station icon to manage devices on Device column.



5.1.2 Manage project

1. After creating a project, you can edit, delete, check it, and check devices in it or manage project licenses.



5.1.3 License Management

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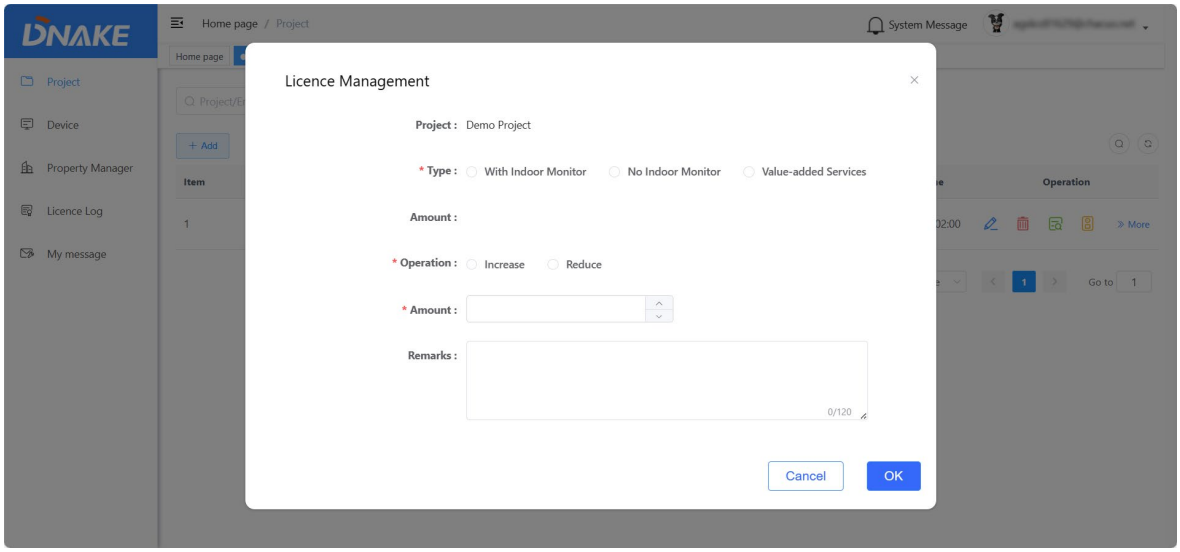
- With Indoor Monitor: refers to the license for the solution with Indoor Monitor.
- No Indoor Monitor: refers to the license for the solution without Indoor Monitor.
- Value-added Services: refers to some premium services like landline feature.

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



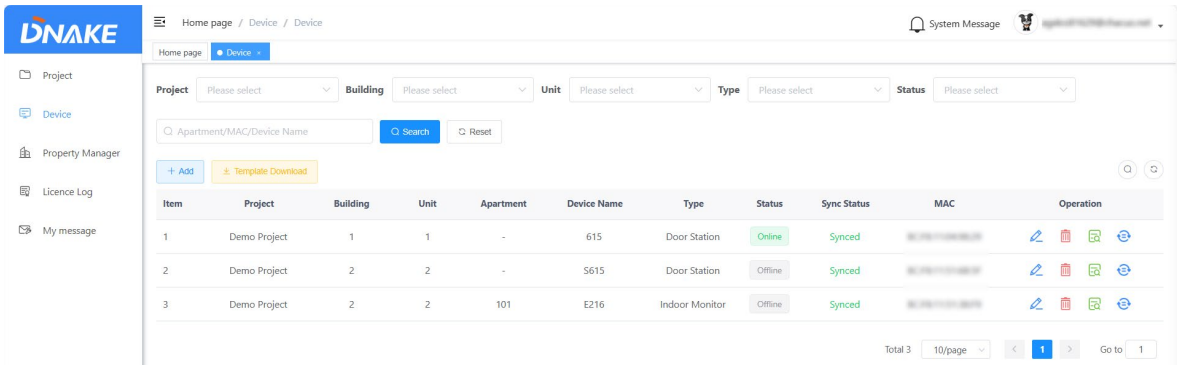
5.2 Device

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.

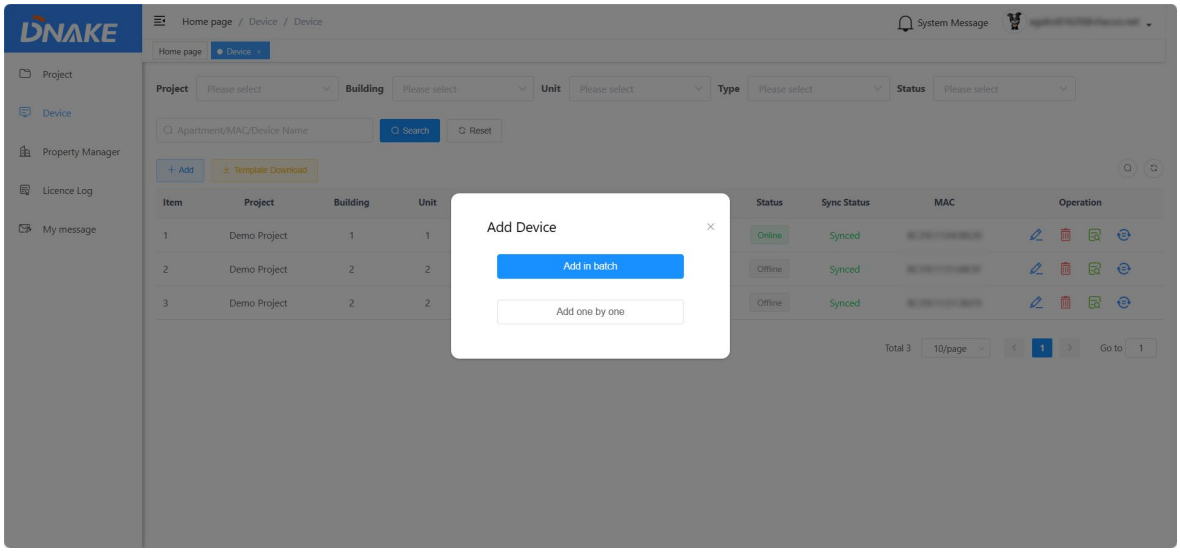
5.2.1 Add Indoor Monitor one by one

1. Here are the steps to add a device

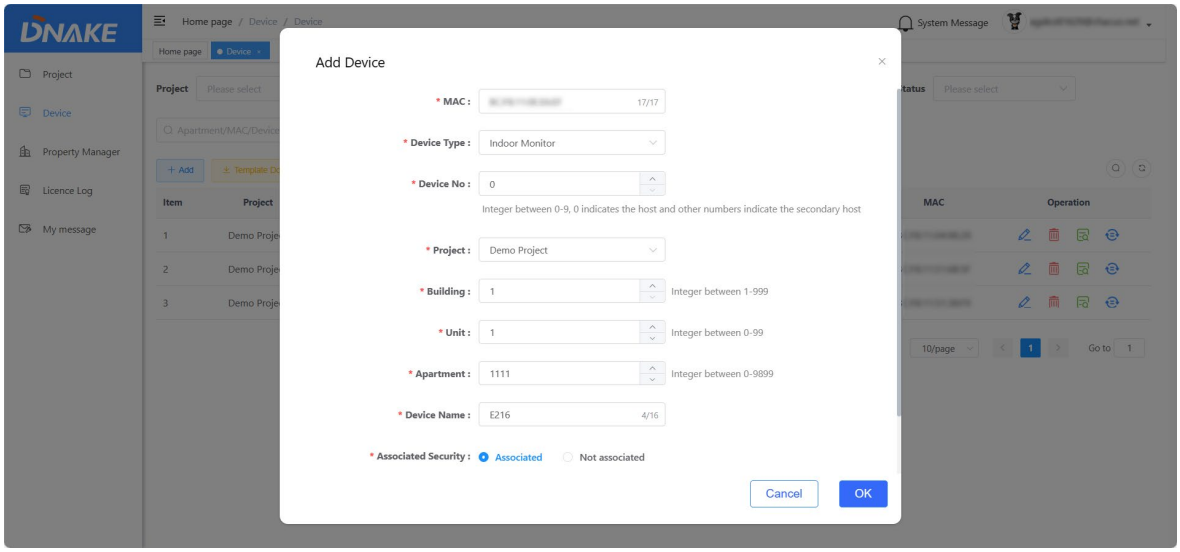
◆ Step 1: Go to Device column and click Add to add a device.



◆ Step 2: Click Add one by one.



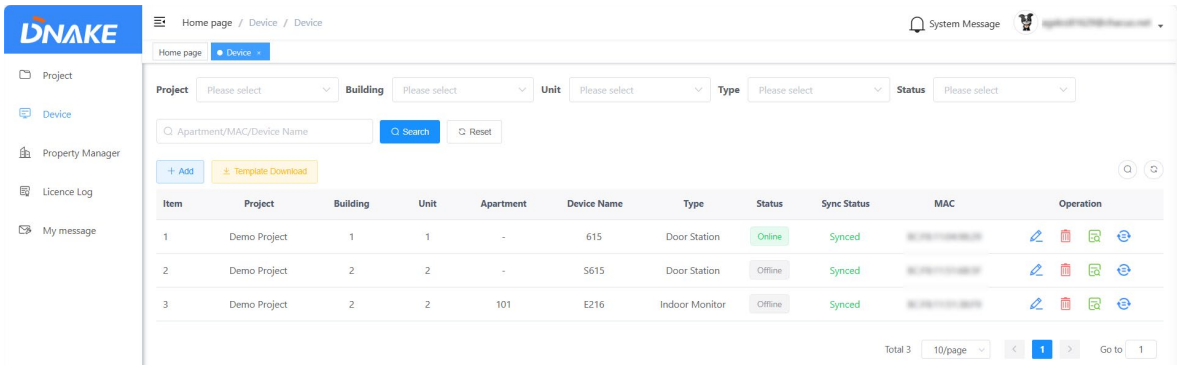
- Step 3: Fill in device's information. MAC address, Device Type and Project should be filled in or chosen to match the device you're trying to associate with the platform. All of the other configurations will take effect after filling in. Please fill in device information according to the tips after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



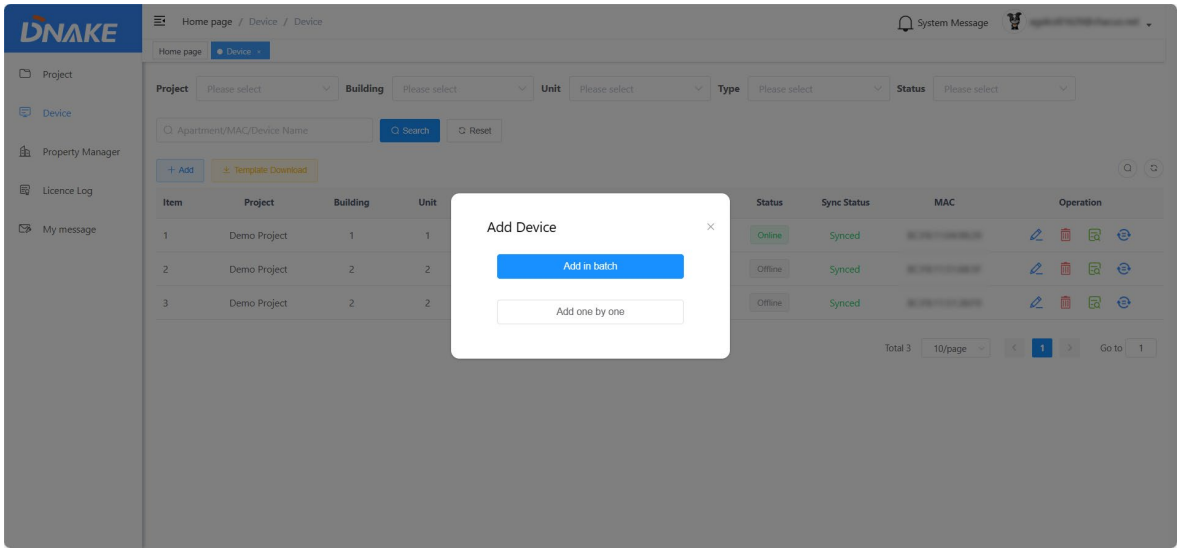
5.2.2 Add Indoor Monitor in batch

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.

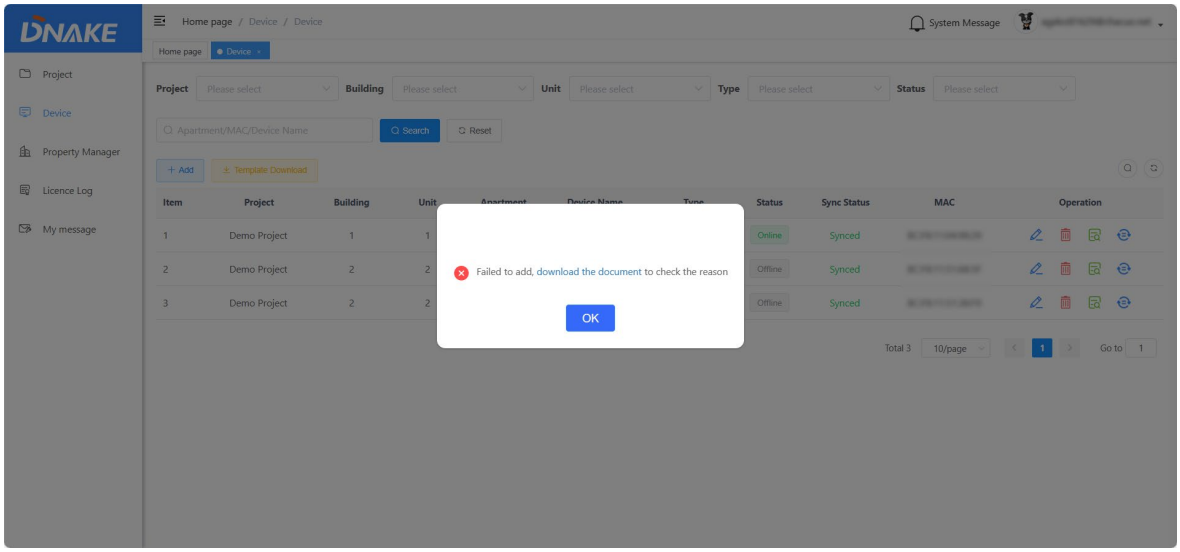


- Step 2: Click Add and choose Add in batch to add devices in batch



- Step 3: 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 failed, please download the document to check the reason. Please modify it accordingly and try again.



5.2.3 Add other devices to Platform

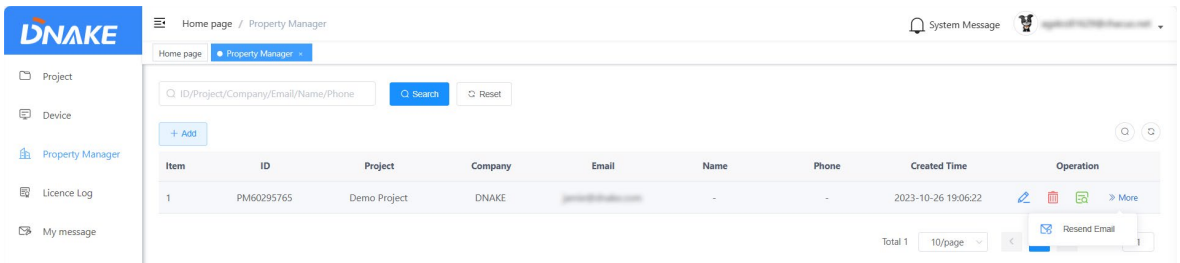
1. The way to add Door Station, Villa Station, Gate Station and Master Station is similar to Indoor Monitor's. Please refer to the previous instruction to add them to DNAKE Cloud Platform.

5.3 Property Manager

5.3.1 Add a property manager account

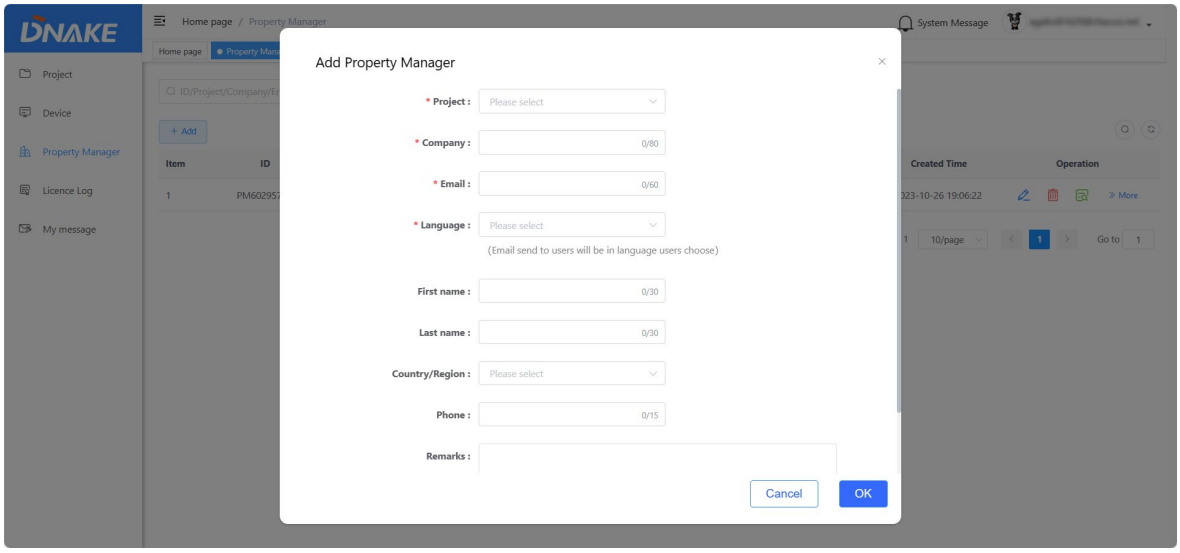
1. Here are the steps to add a property manager account

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



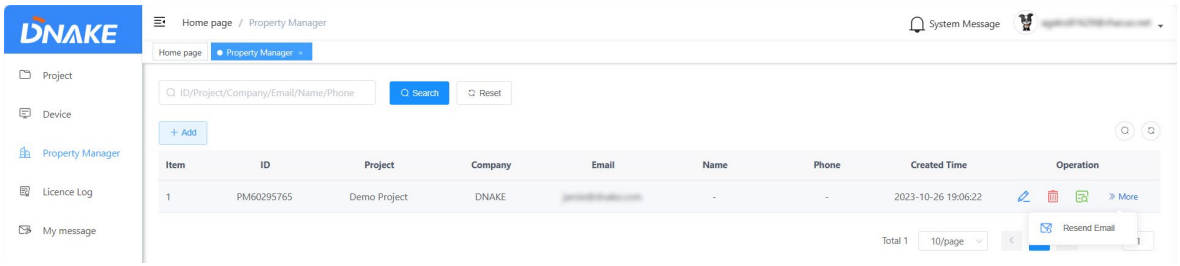
- Step 2: Fill in property manager's information. Project, company name, Email and

language are necessary. Please make sure email is right because Email will be property manager's account. And Password will be sent to this email address.



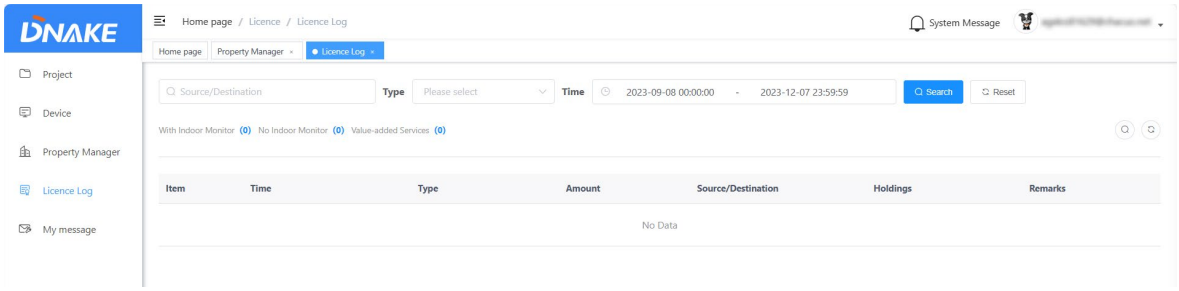
5.3.2 Manage Property Manager account

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



5.4 License Log

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

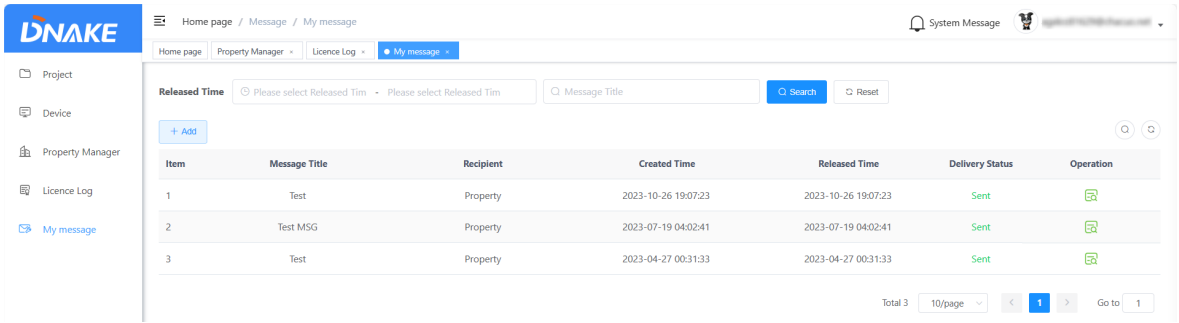


5.5 My message

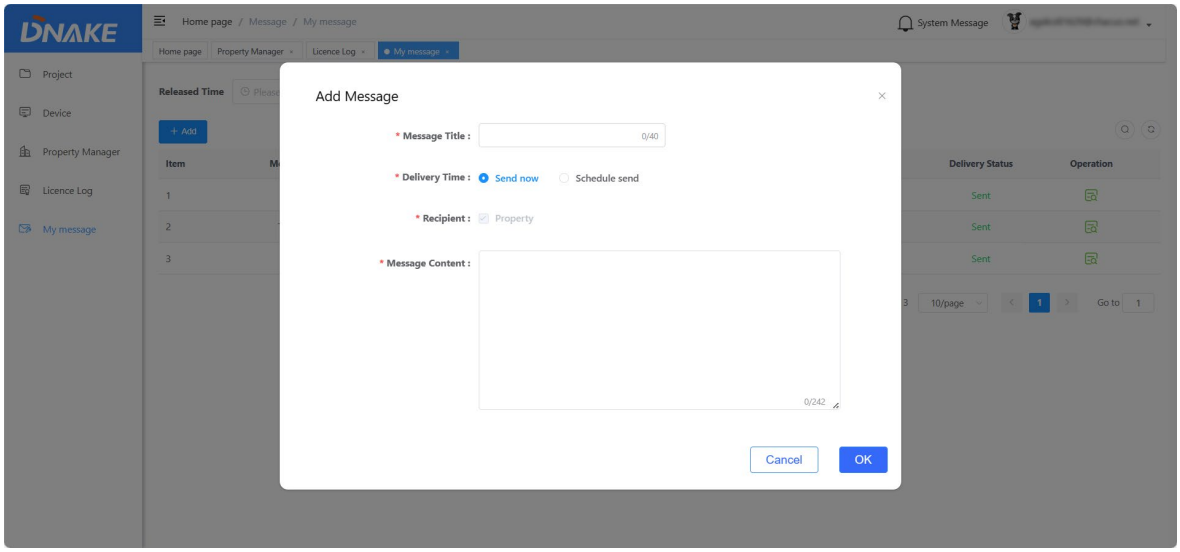
5.5.1 Send messages to property manager

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

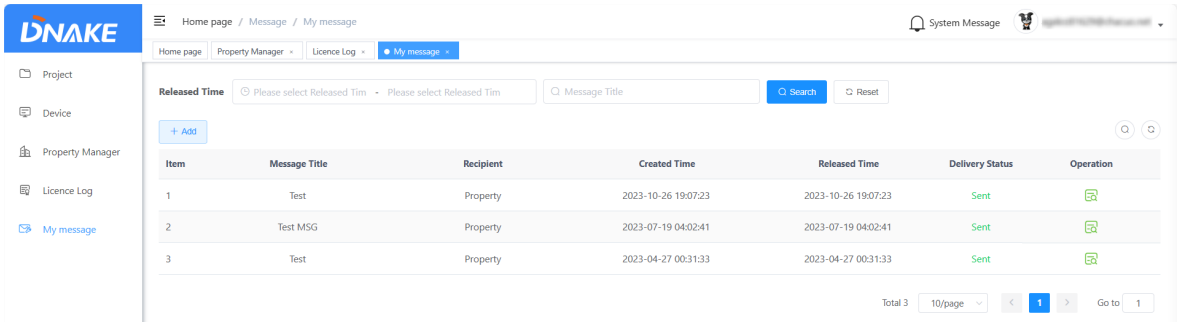
◆ Step 1: Go to My message column and click Add to edit a message.



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



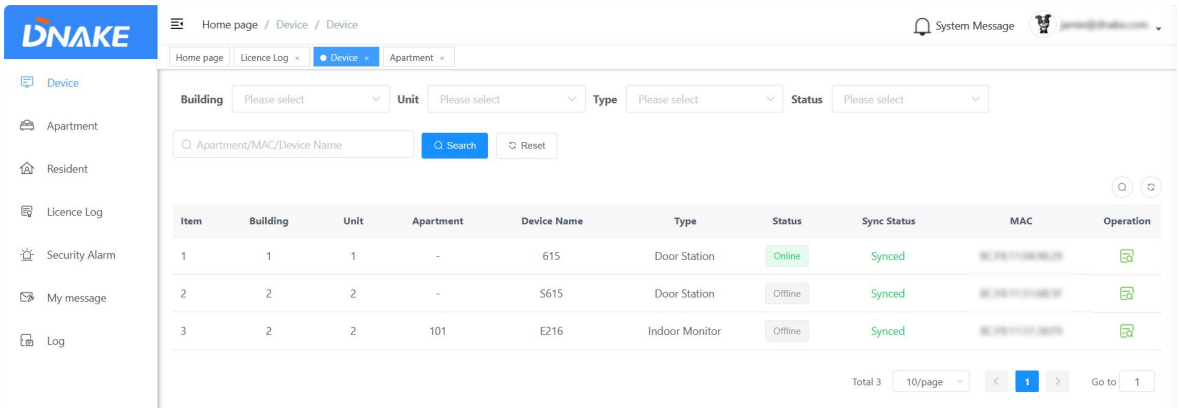
◆ Step 3: Now you can find the details of the message you sent.



6 Property Manager

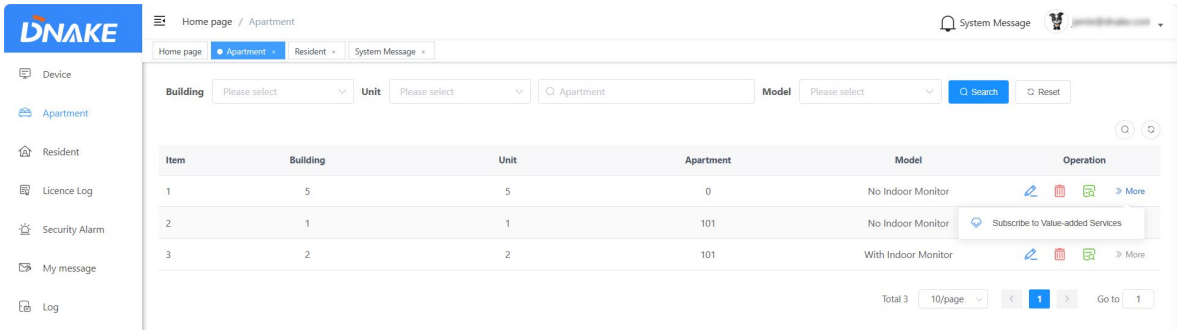
6.1 Device

1. You can check the building, unit, apartment, device name, type, status, sync status, MAC address of the devices you have.



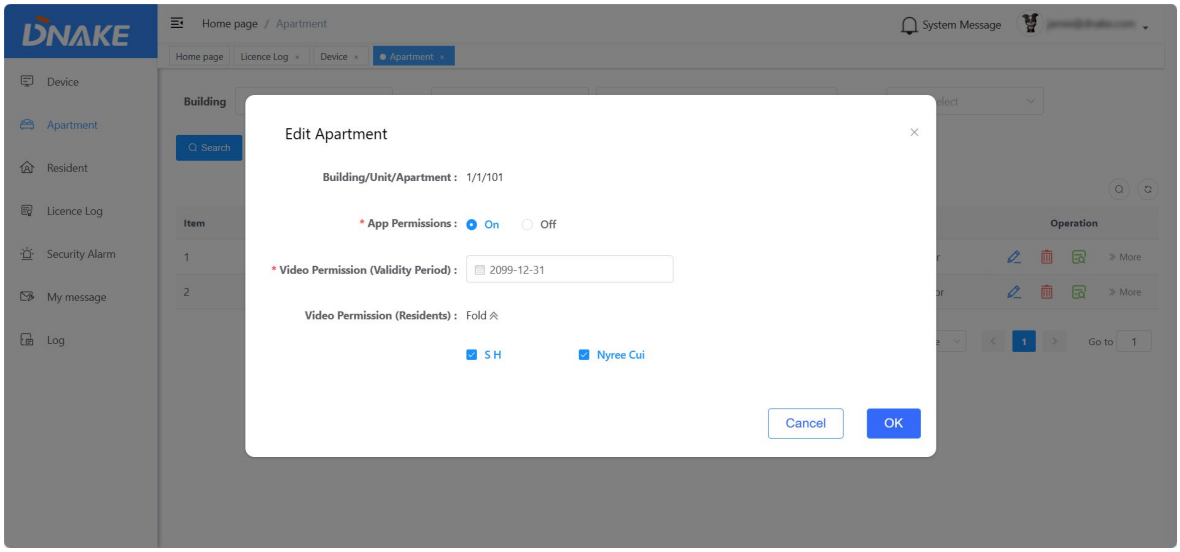
6.2 Apartment

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



6.2.1 App permission

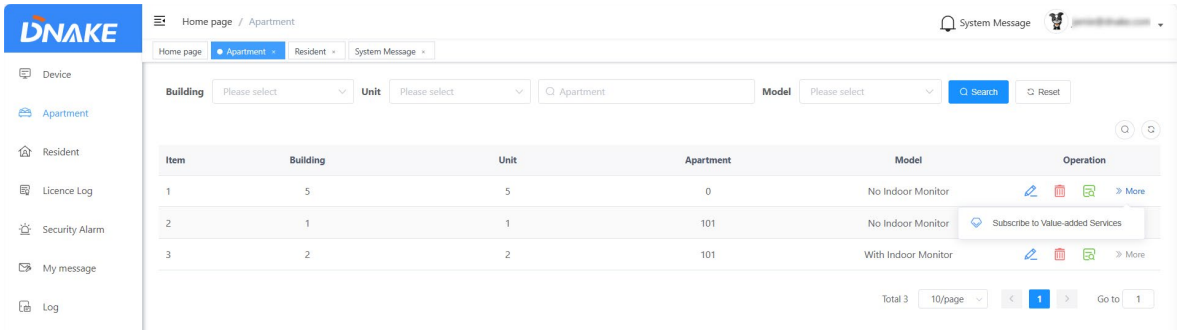
1. As a property manager, you are allowed to enable or disable app permissions for residents and set a validity period of video permission by clicking the edit icon.



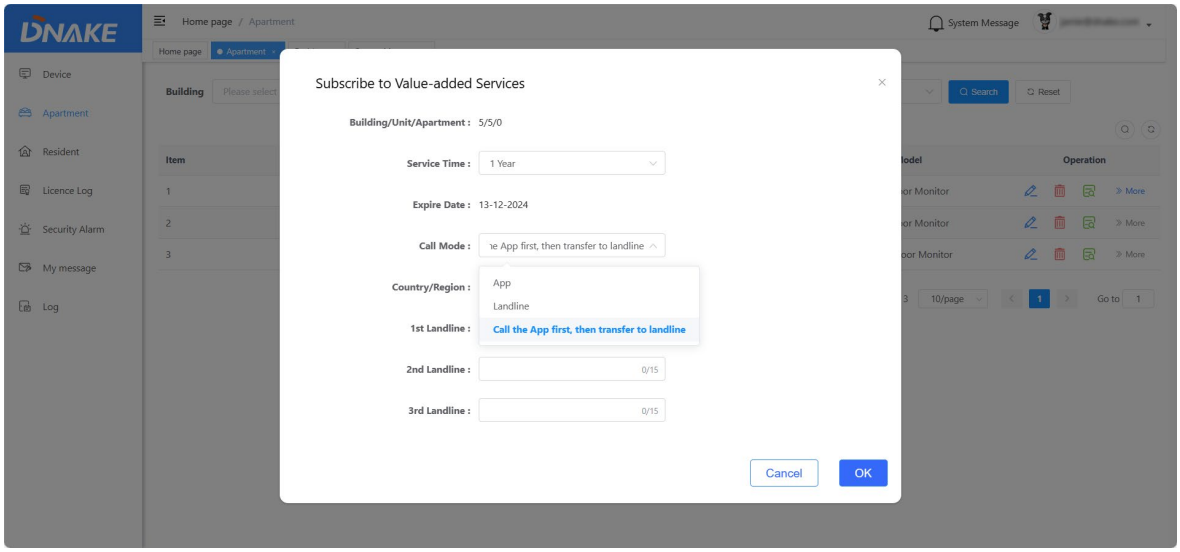
6.2.2 Landline

1. Here are the steps to enable landline feature

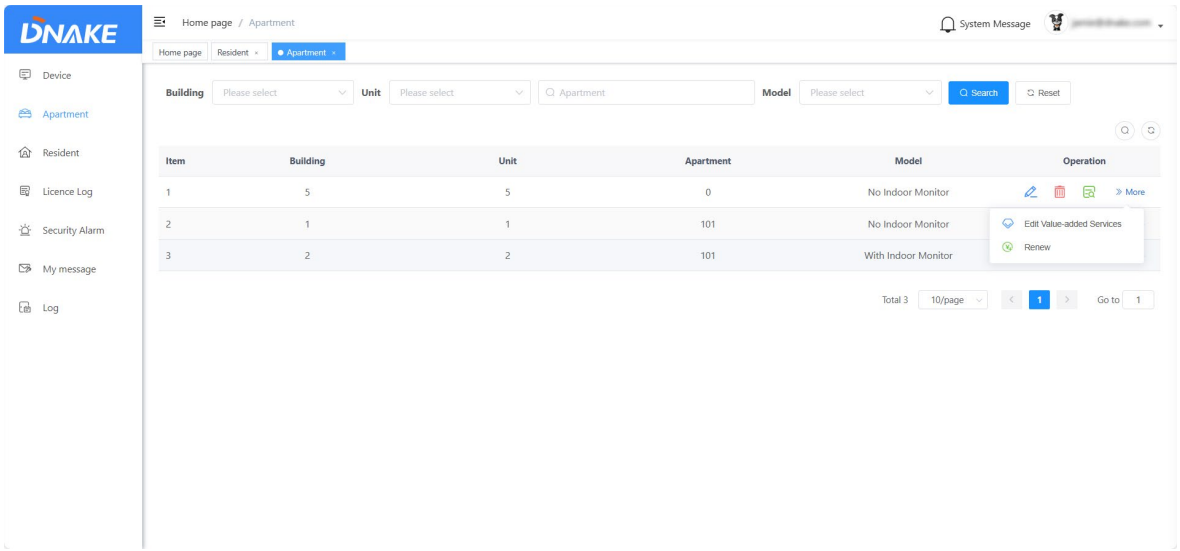
- Step 1: Make sure the device added can support landline feature.
- Step 2: Go to Apartment column to subscribe to Value-added Services.

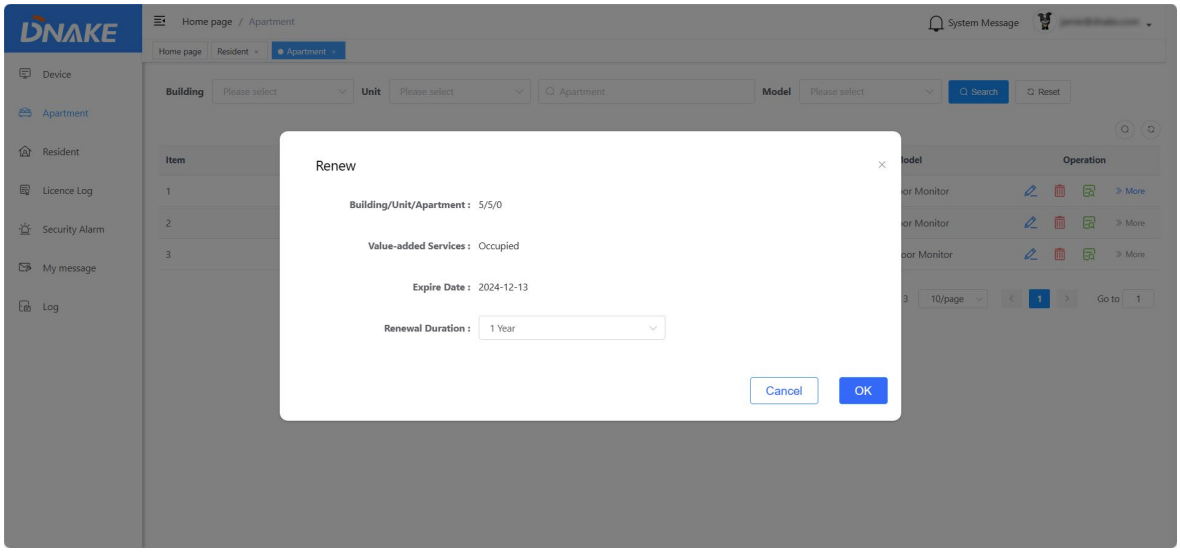


- Step 3: Choose Service Time and call mode. If you change call mode from “App” to “Landline” or “Call the App First, then transfer to landline”, you will find 3 landlines. Please fill in your landline number. Area code and symbol should be excluded from Landline number. Area code will be added automatically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



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





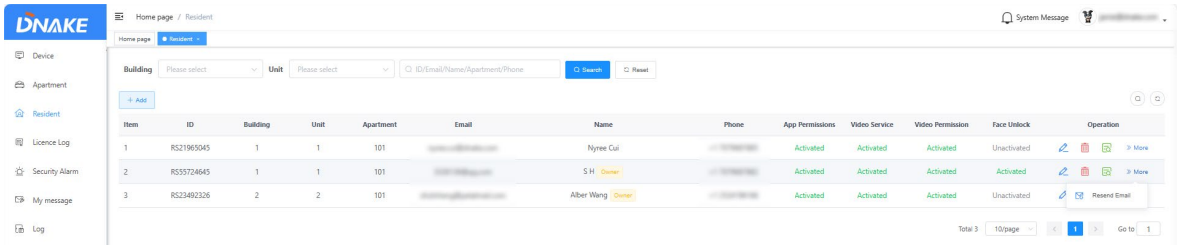
6.3 Resident

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

6.3.1 With Indoor Monitor: Add a resident

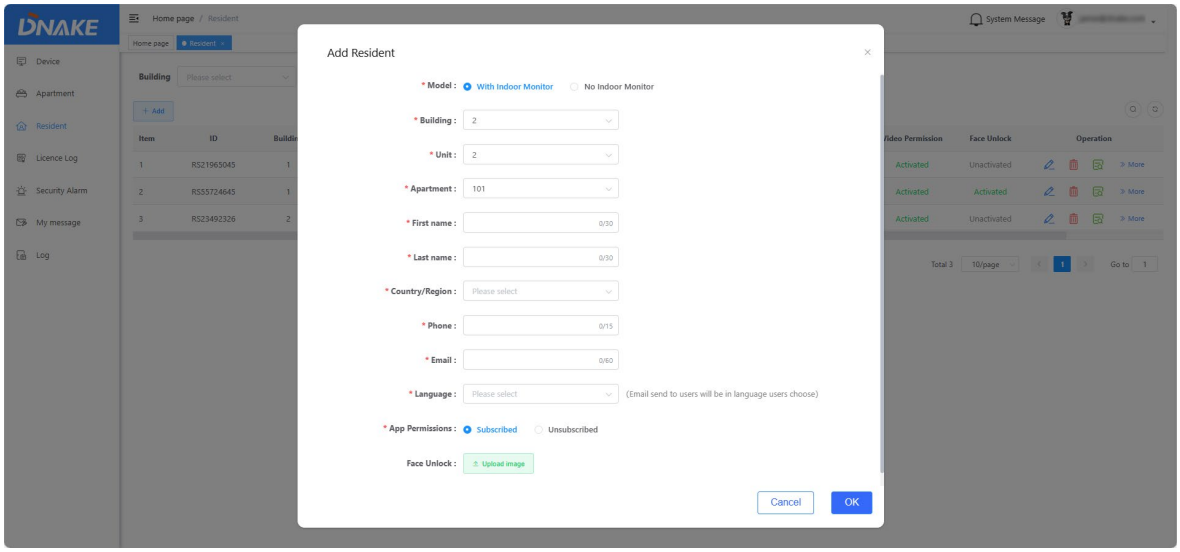
1. Here are the steps to add a resident account

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



- Step 2: Choose With Indoor Monitor. 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.

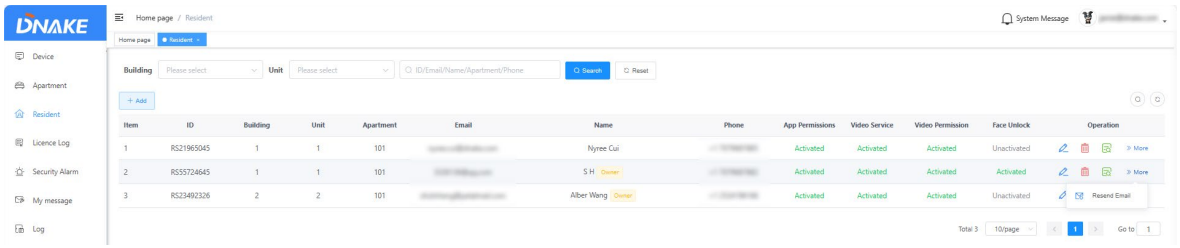
- Step 4: If DNAKE Smart Pro App service is needed, please subscribe App Service. If the Door Station can support face recognition, please upload your photo.



6.3.2 No Indoor Monitor: Add a resident

1. Here are the steps to add a resident account

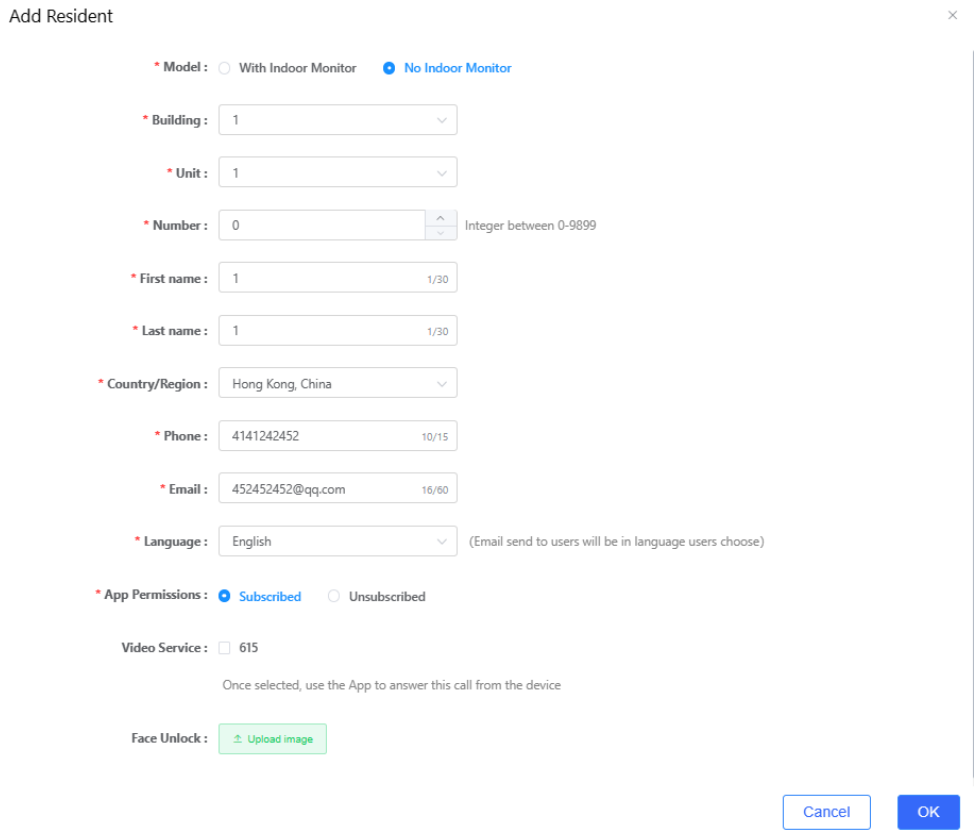
- Step 1: Go to Resident column and click Add to add a resident account.



- Step 2: Choose No Indoor Monitor. This is the solution without Indoor Monitor.

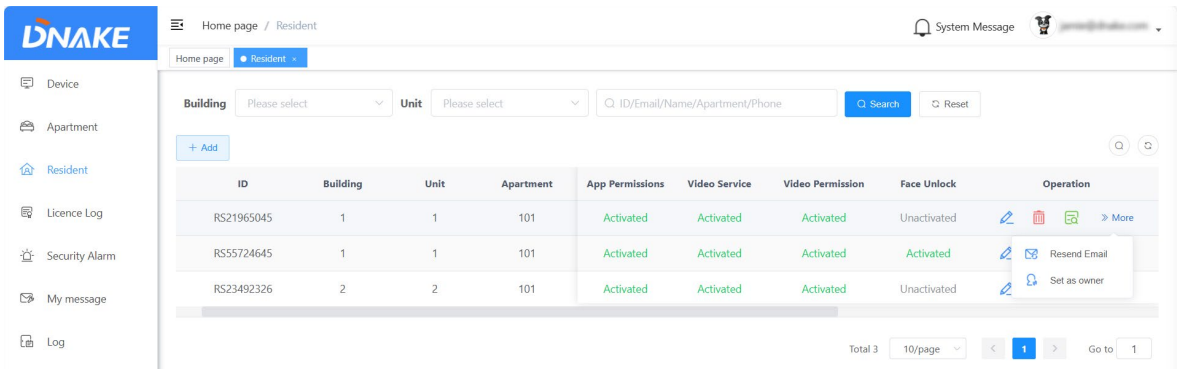
- Step 3: Choose Door Station's Building and Unit number. Fill in Door Station's Number. The Door Station will be associated with this account. Fill in resident's information. Please make sure your phone and email are right because Phone and Email will be resident's account. And Password will be sent to your email inbox.

- Step 4: If DNAKE Smart Pro App service is needed, please subscribe App Service and select the video service device.
- Step 5: Upload photo for face recognition feature if needed.



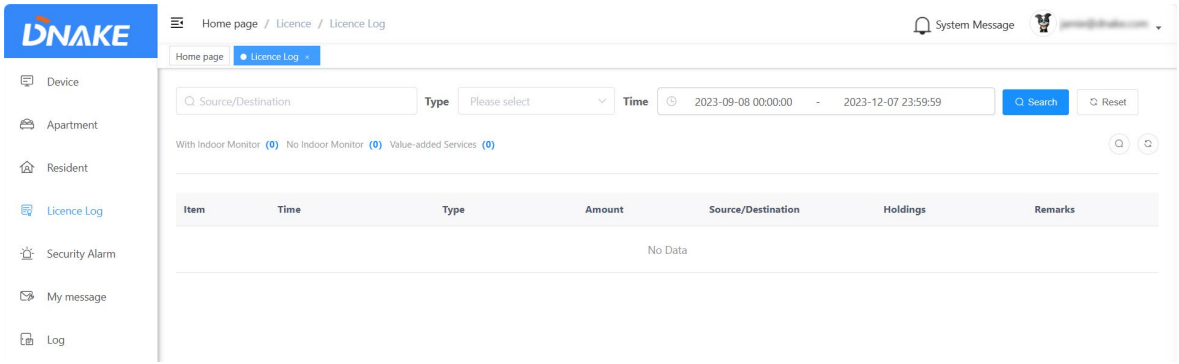
6.3.3 Manage residents

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.



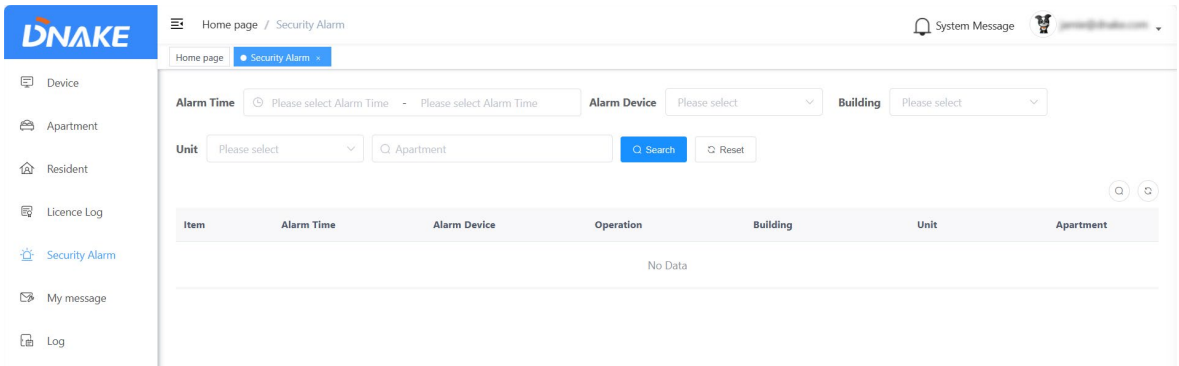
6.4 License Log

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



6.5 Security alarm

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

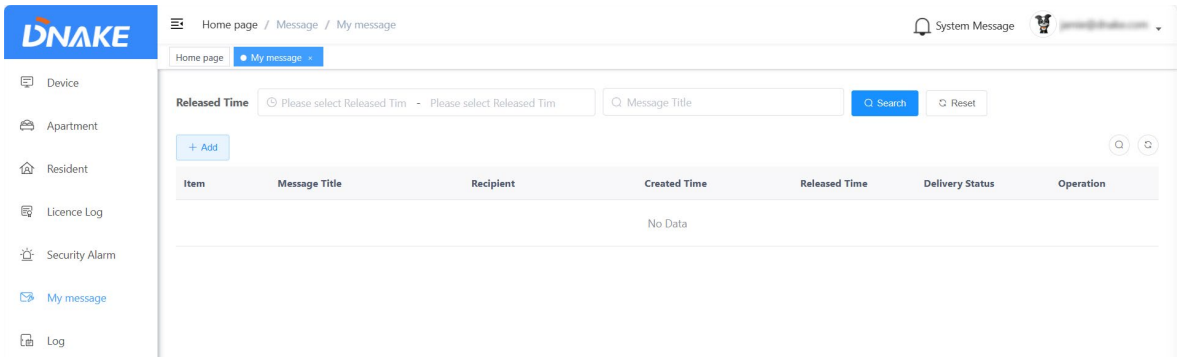


6.6 My message

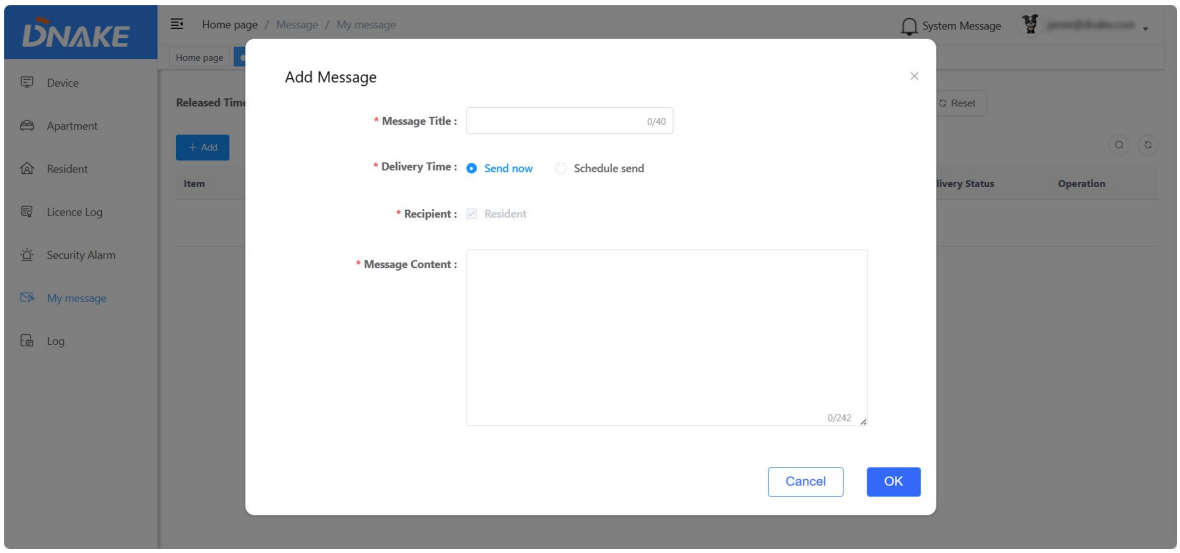
6.6.1 Send messages to resident

1. Here are the steps to send messages to resident

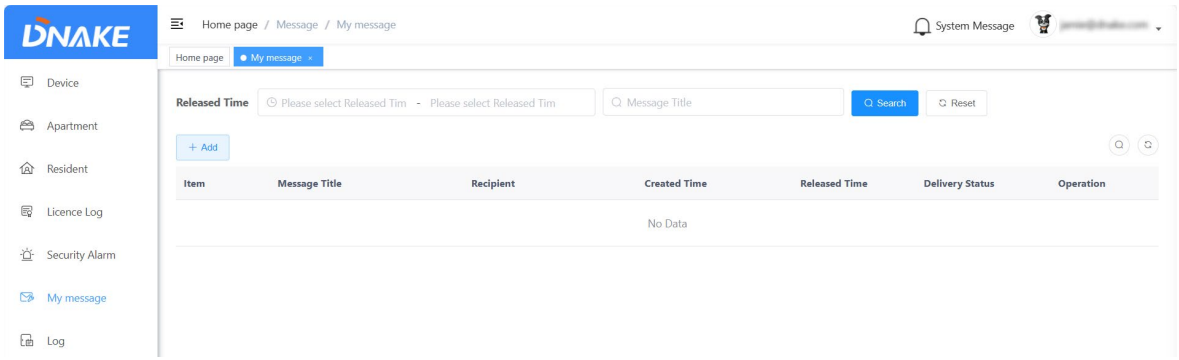
◆ Step 1: Go to My message column and click Add to edit a message.



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



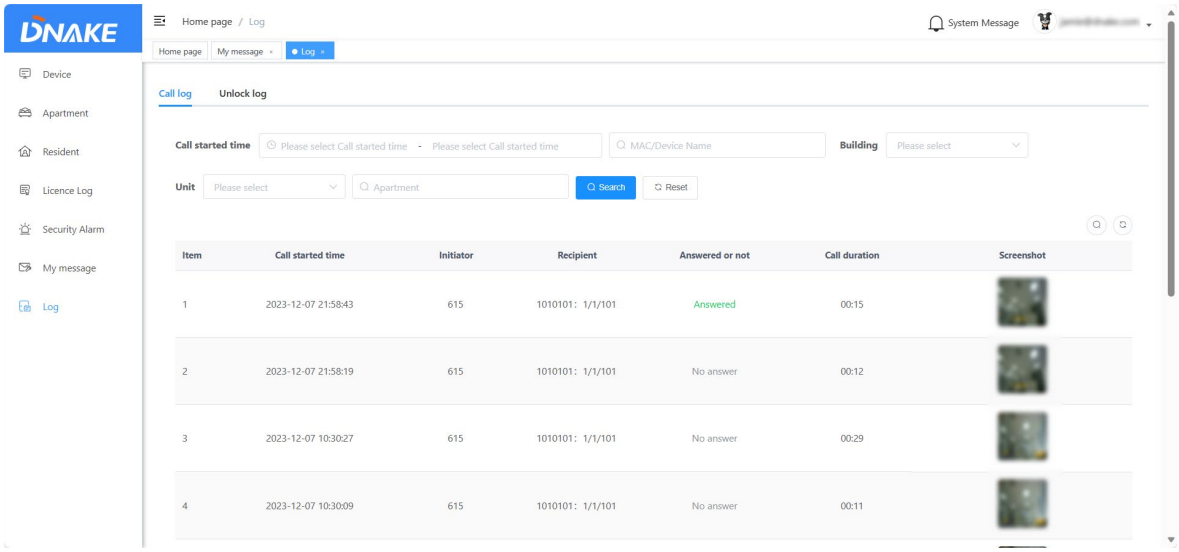
◆ Step 3: Now you can find the details of the message you sent.



6.7 Log

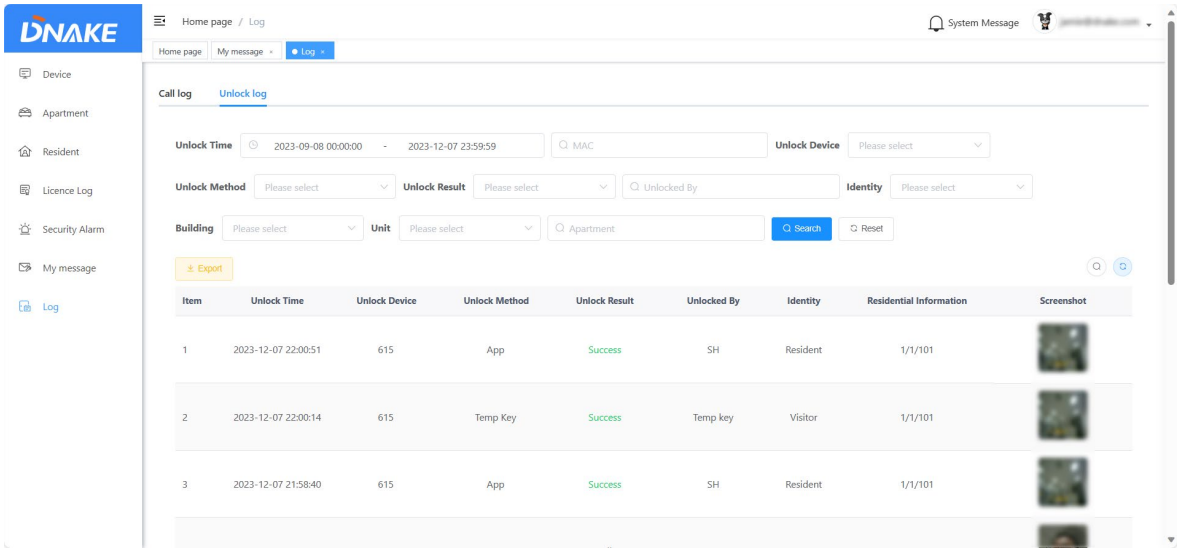
6.7.1 Call log

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



6.7.2 Unlock log

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


Home page / Log
System Message
Home page
My message
Log
Device
Apartment
Resident
Licence Log
Security Alarm
My message
Log
Call log
Unlock log
Unlock Time
2023-09-08 00:00:00
2023-12-07 23:59:59
MAC
Unlock Device
Please select
Unlock Method
Unlock Result
Unlocked By
Identity
Building
Unit
Apartment
Search
Reset
Export
Item
Unlock Time
Unlock Device
Unlock Method
Unlock Result
Unlocked By
Identity
Residential Information
Screenshot
1
2023-12-07 22:00:51
615
App
Success
SH
Resident
1/1/101
2
2023-12-07 22:00:14
615
Temp Key
Success
Temp key
Visitor
1/1/101
3
2023-12-07 21:58:40
615
App
Success
SH
Resident
1/1/101

Appendix A:

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

Country code	Country or region	Country code	Country or region
1	United States	95	Myanmar
1	Canada	239	São Tomé 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		