

DNAKE



User Manual

DNAKE Smart Pro App



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1 Introduction

1.1 Introduction

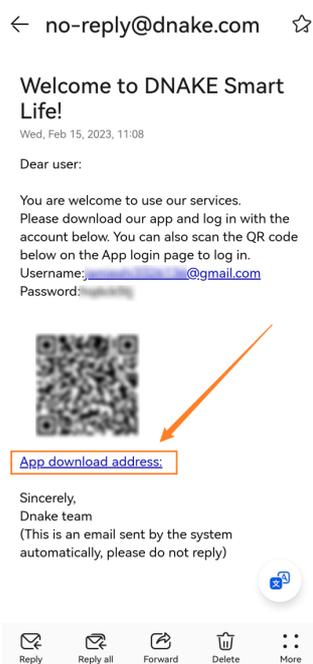
1. DNAKE Smart Pro app is designed to work with DNAKE Cloud Platform. You can download this app on Google Play Store or App Store. The account of the app needed to be registered on DNAKE Cloud Platform by Property Manager. And the app service should be enabled when adding the resident to DNAKE Cloud Platform.

2. Landline feature is only available when you subscribe to value-added service. And the device should also support landline feature.

2 App Download, Login and Forget Password

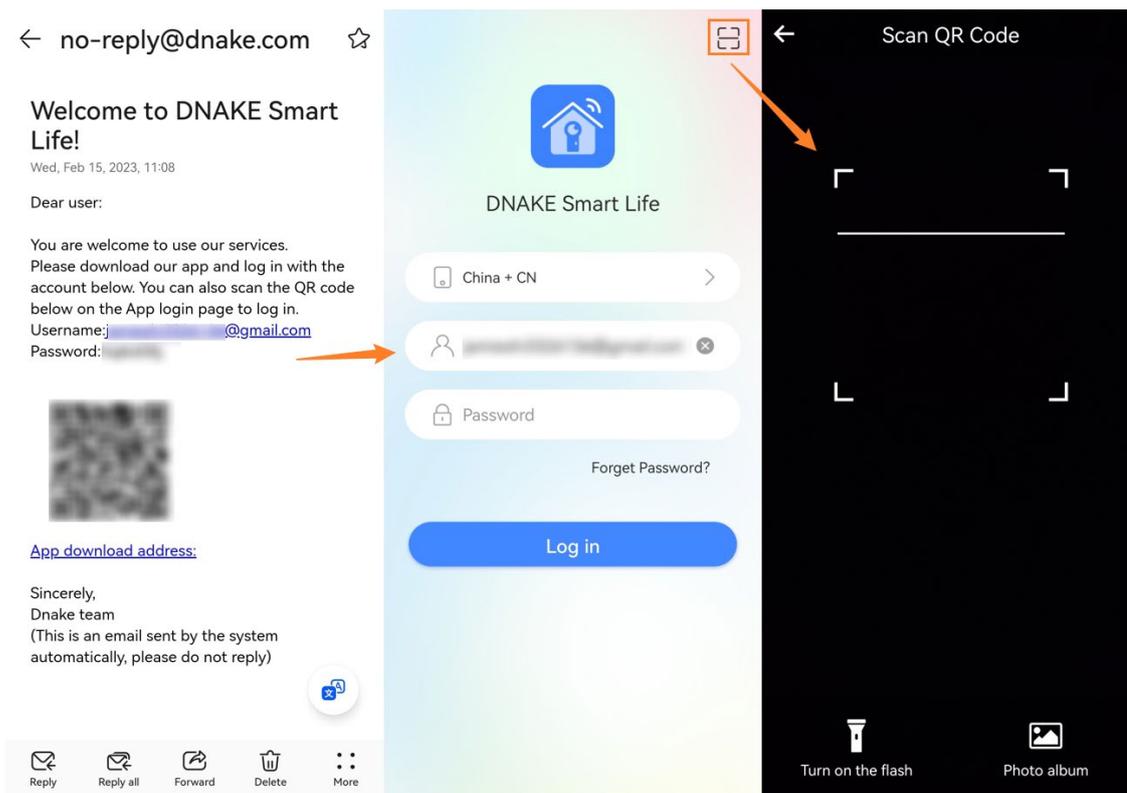
2.1 App download

1. Download DNAKE Smart Pro from the email download link which is send from DNAKE Cloud Platform or Google play store.



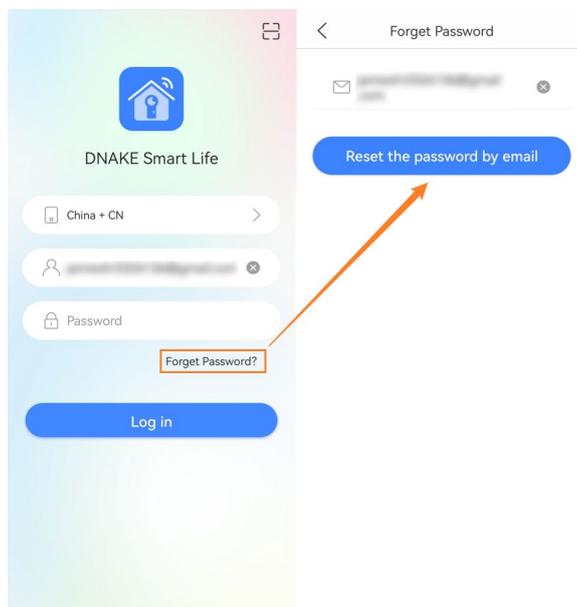
2.2 Login

1. Please contact your Property Manager to help you register your DNAKE Smart Pro app account on DNAKE Cloud Platform. The Indoor Monitor will be associated with your account. Please provide your information such as email address. Please make sure email is right because email will be resident's account. Password and QR code will be sent to your email inbox. You can log in with account and password or just scan QR code to log in.



2.3 Forget password

1. On the login page of the app, you just need to click Forget Password? to reset the password by email. Please check your email inbox to set a new one.



3 Home

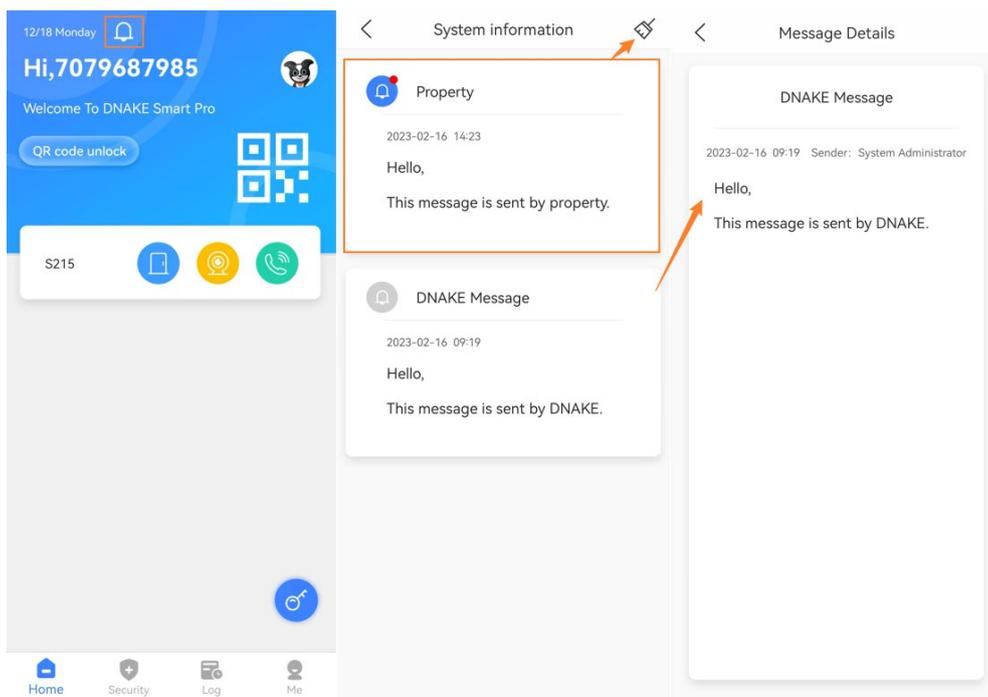
3.1 Introduction of some icons

1. The icons you may see on the app.

	System information
	Temp Key
	Mute/Unmute
	Unlock remotely
	Take a screenshot
	Switch to full screen
	Hang up
	Mute/Unmute

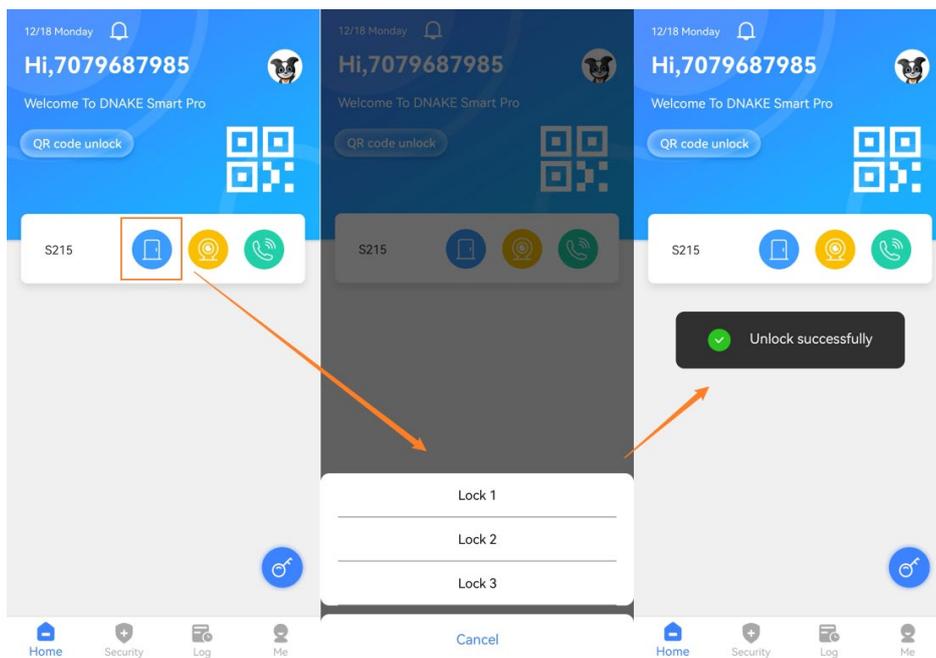
3.2 System information

1. On the Home page of the app, any unread messages will be accompanied by red dot. Click the little bell above to check messages sent from Property Manager or administrator. Click message to check more details or click the little broom icon to make all messages read.



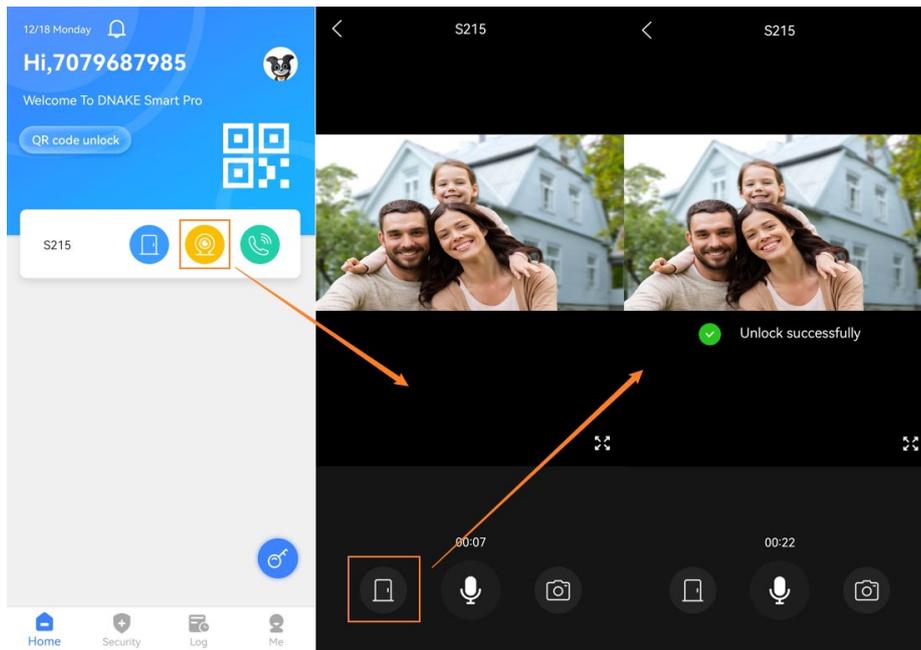
3.3 Unlock Door Station

1. On the Home page of the app, you can directly click the unlock button to unlock the Door Station.



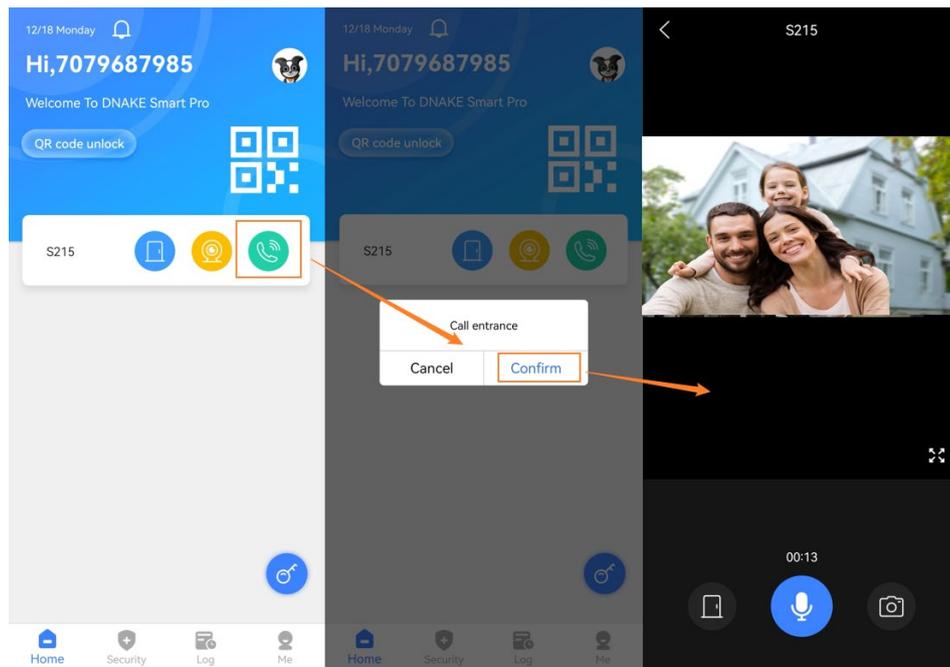
3.4 Monitor Door Station

1. On the Home page of the app, you can click the monitor button to monitor the Door Station. You'll be muted to monitor Door Station without worrying being listened. You can also unmute, unlock, take a screenshot or make it full screen. Screenshot will be saved on Log page and gallery on your phone.



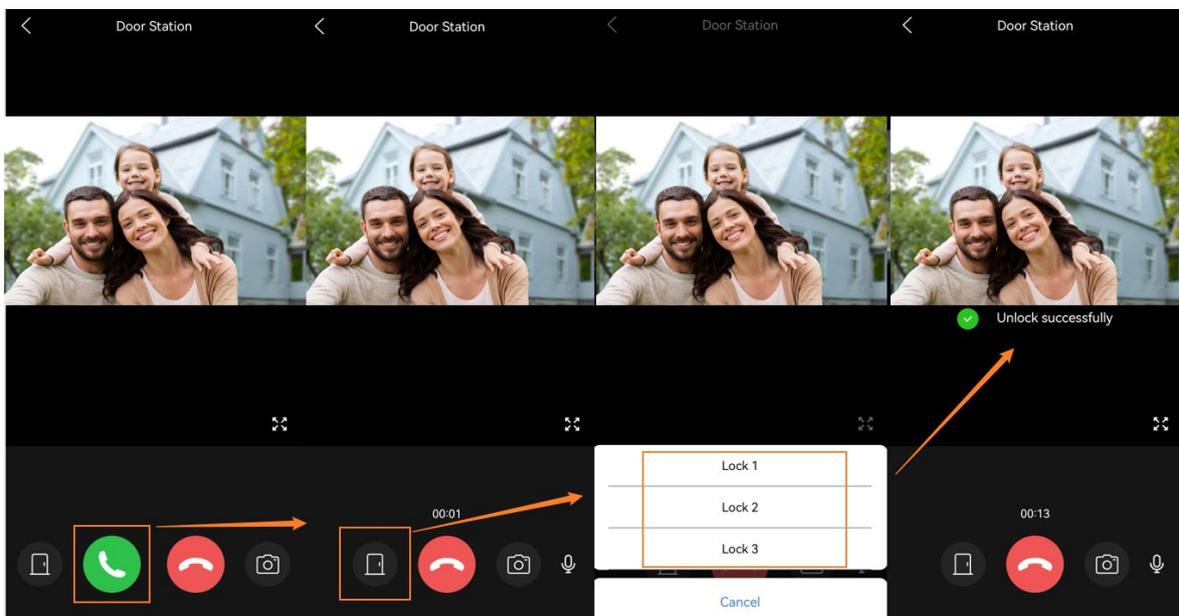
3.5 Call Door Station

1. On the Home page of the app, you can click the call button to call the Door Station. You can talk right away because it'll be unmuted. You can also mute, unlock, take a screenshot or make it full screen. Screenshot will be saved on Log page and gallery on your phone.



3.6 Answer calls from Door Station

1. You'll receive a call when someone call you by Door Station. Click the pop-out notification to answer and unlock the door on the monitoring page. You can also mute yourself, hang up, unlock, take a screenshot or make it full screen. Screenshot will be saved on Log page and gallery on your phone.

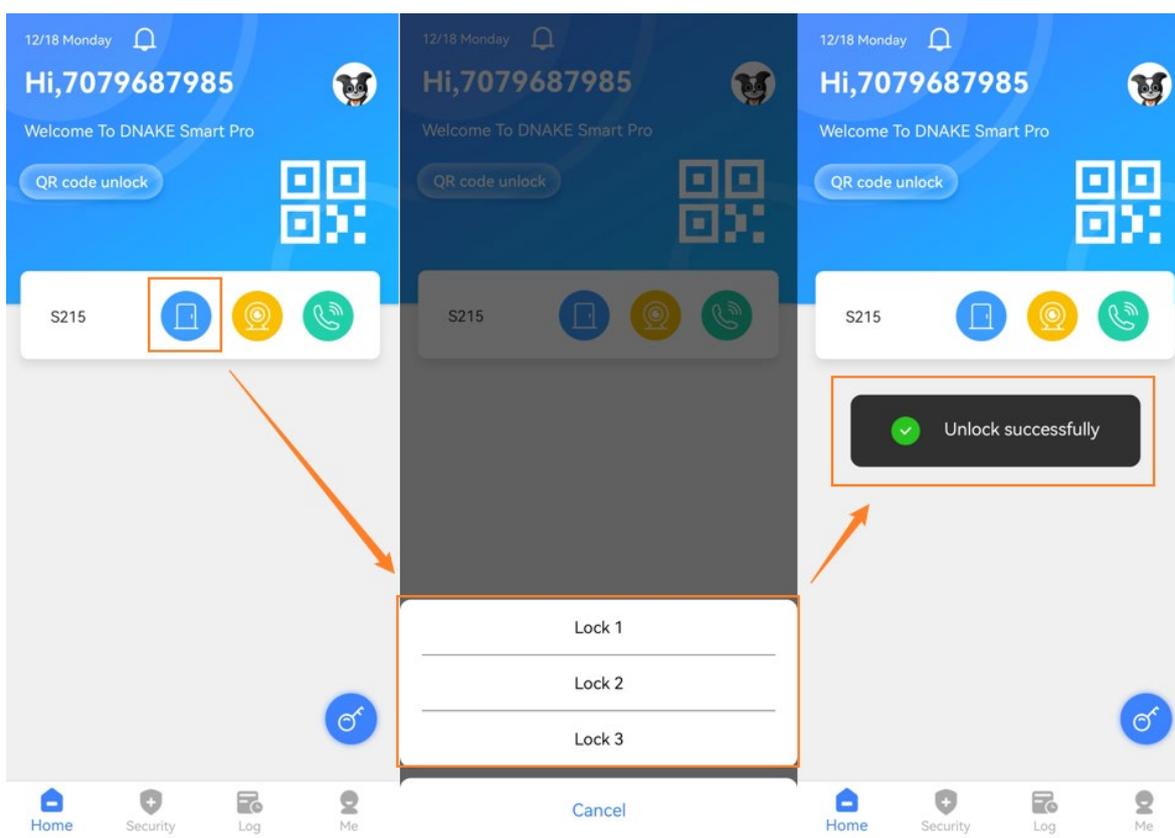


4 Unlock Methods

4.1 Conventional unlock

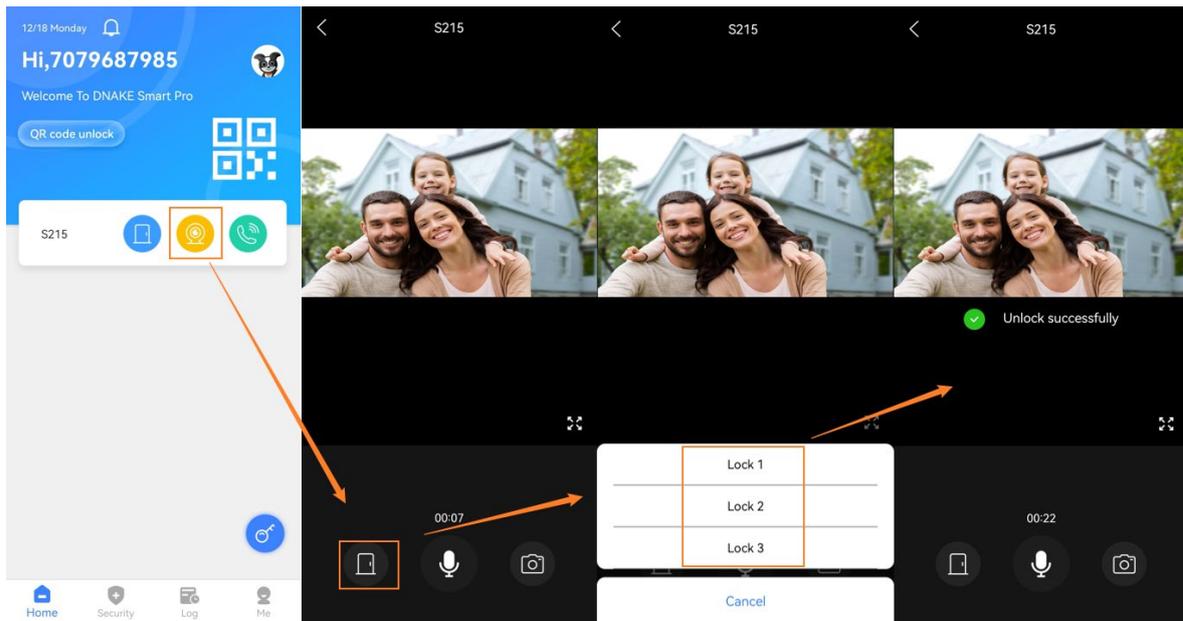
4.1.1 Unlock button

1. On the Home page of the app, you can directly click the unlock button to unlock the Door Station.



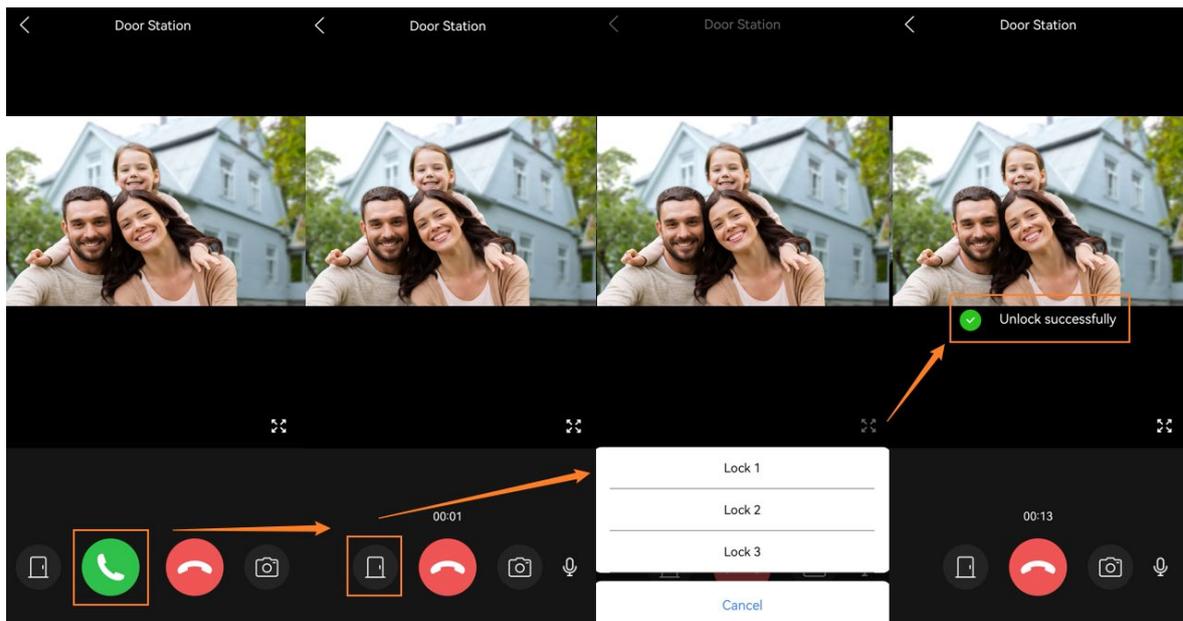
4.1.2 Unlock while monitoring

1. On the Home page of the app, you can click the call or monitor button to unlock the Door Station.



4.1.3 Unlock while answering the call

1. You'll receive a call when someone call you by Door Station. Click the pop-out notification to answer and unlock the door on the monitoring page.

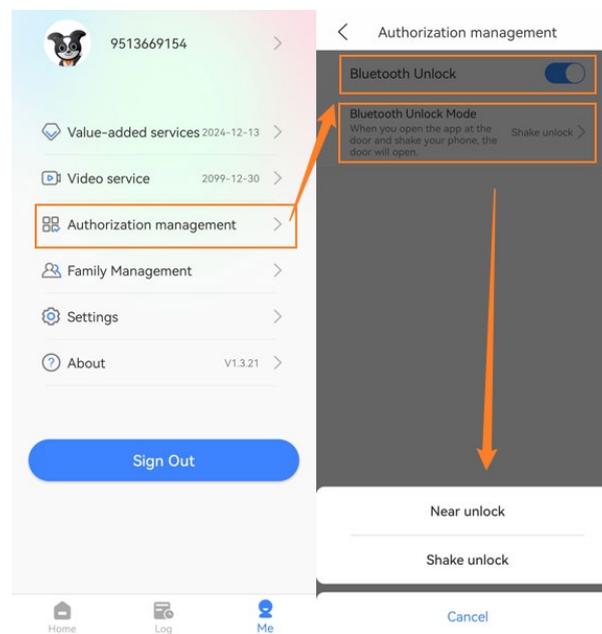


4.2 Bluetooth unlock

4.2.1 Bluetooth Unlock Hands Free Mode

1. Here are the steps to enable Bluetooth Unlock Hands Free Mode.

- ◆ Step 1: Go to Me page and click Authorization management.
- ◆ Step 2: Enable Bluetooth Unlocking.
- ◆ Step 3: You can find Bluetooth Unlock Mode and choose Hands Free Mode.
- ◆ Step 4: When you are within one meter of the door, open the app and the door will unlock automatically.

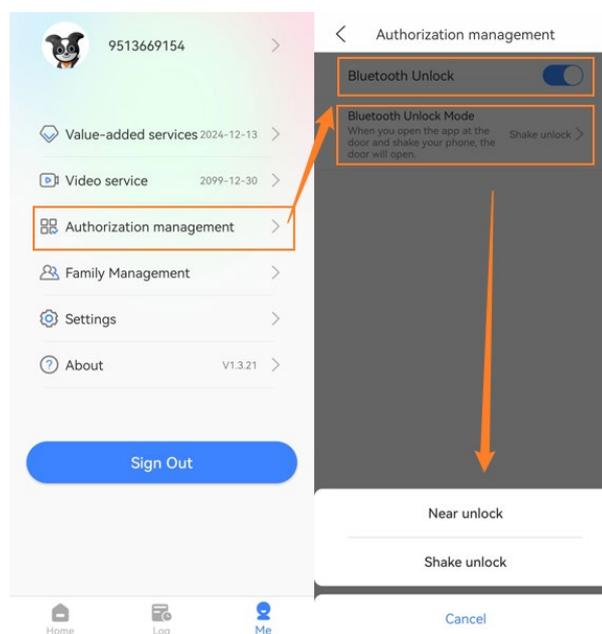


4.2.2 Bluetooth Unlock Shake Mode

1. Here are the steps to enable Bluetooth Unlock Shake Mode.

- ◆ Step 1: Go to Me page and click Authorization management.
- ◆ Step 2: Enable Bluetooth Unlocking.

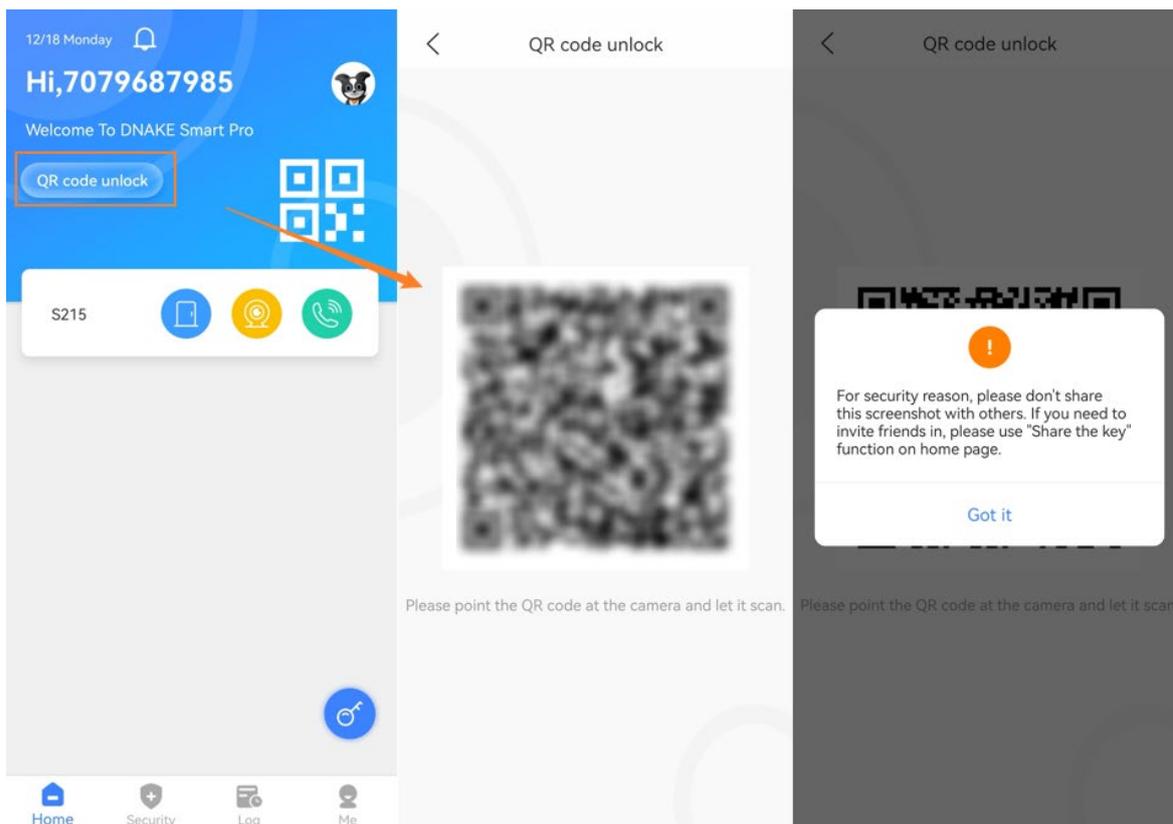
- ◆ Step 3: You can find Bluetooth Unlock Mode and choose Shake Mode.
- ◆ Step 4: When you open the app at the door and shake your phone, the door will open.



4.3 QR Code unlock

1. Here are the steps to unlock by QR Code.

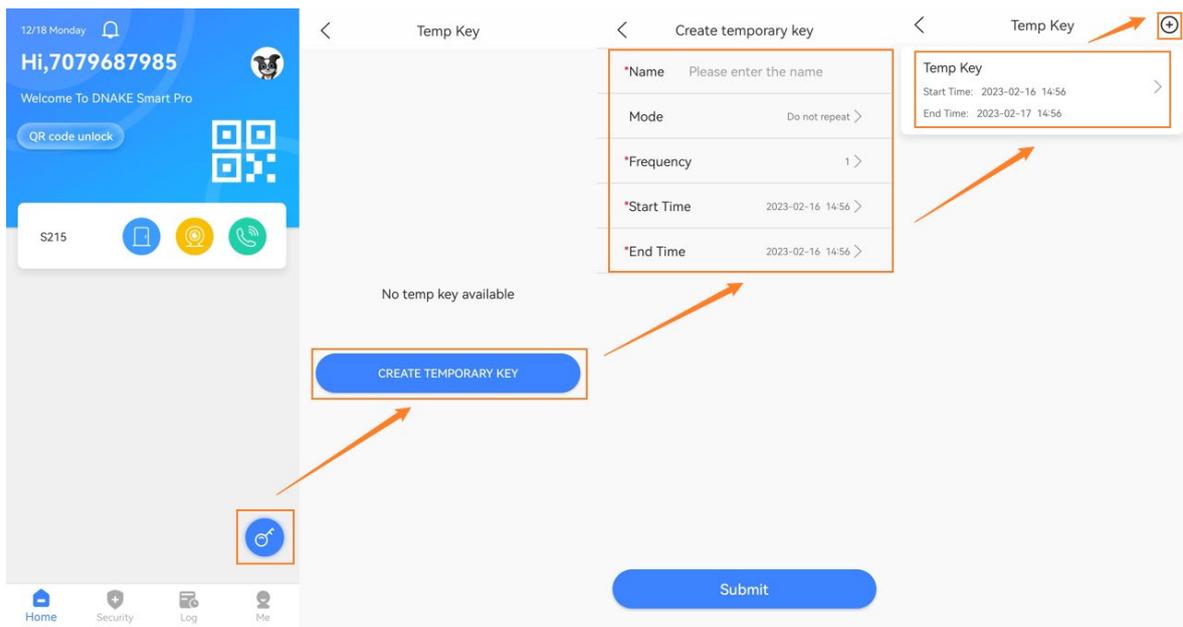
- ◆ Step 1: Go to Home page and click QR code unlocking.
- ◆ Step 2: Get QR code close and face to Door Station's camera.
- ◆ Step 3: The door will open after scanning QR code successfully. QR code will be refreshed automatically after 30s. This function is used to open the door. Please don't send the screenshot to others to avoid security problems. If you need to invite others, the function of Temp Key is suggested to be used to share your temp key with your visitors.



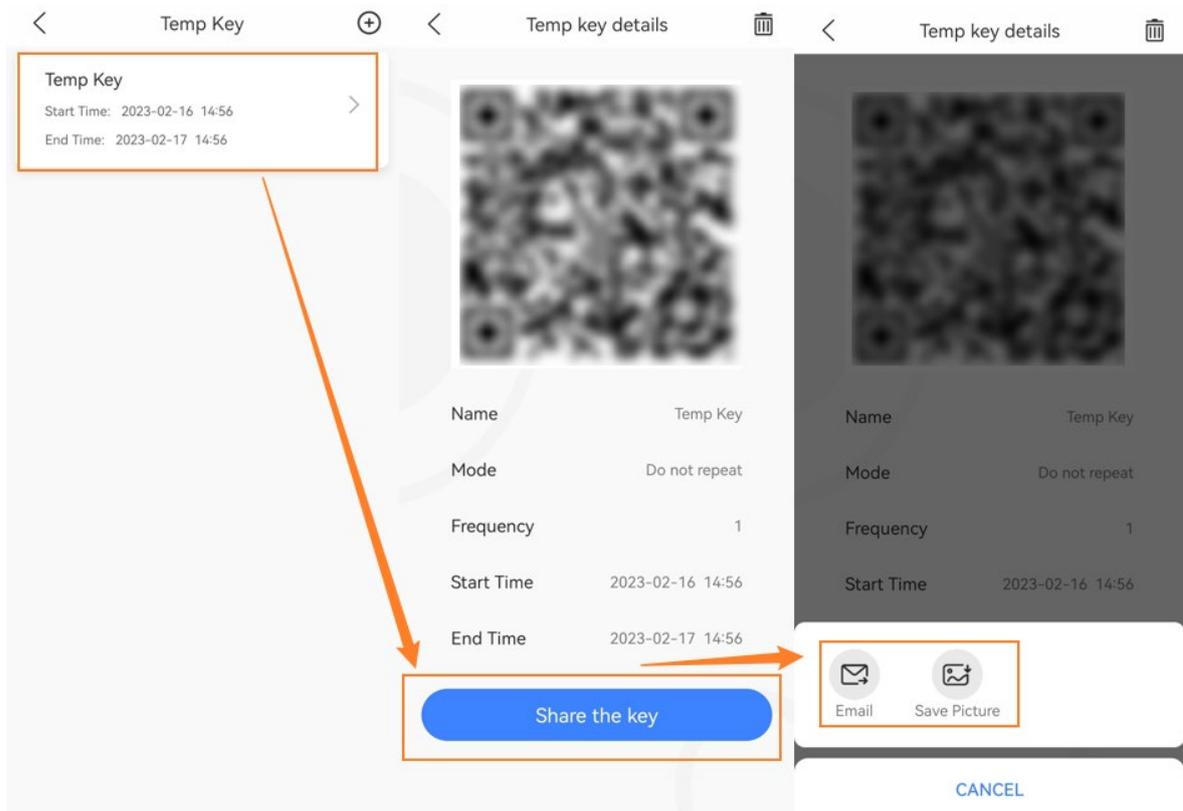
4.4 Temp Key unlock

1. Here are the steps to create Temp keys and use it to unlock.

- ◆ Step 1: Go to Home page and click the Key icon below.
- ◆ Step 2: Click CREATE TEMPORARY KEY to create one.
- ◆ Step 3: Edit Name, Mode (Do not repeat, Every Day, Weekly), Frequency (1-10)/Date (Mon.-Sun.), Start Time and End Time for temp key.
- ◆ Step 4: Submit and create. If you want to have more, just click the plus icon above to create. There is no upper limit.



◆ Step 5: Click Temp Key details to share the key via email or picture.



5 Security

5.1 Alarm ON/OFF

1. Go to Security page and choose modes to enable or disable alarms. Please make sure your installer associated Security with your Indoor Monitor when adding Indoor Monitor on DNAKE Cloud Platform. Otherwise, you can't use this Security function on DNAKE Smart Pro.



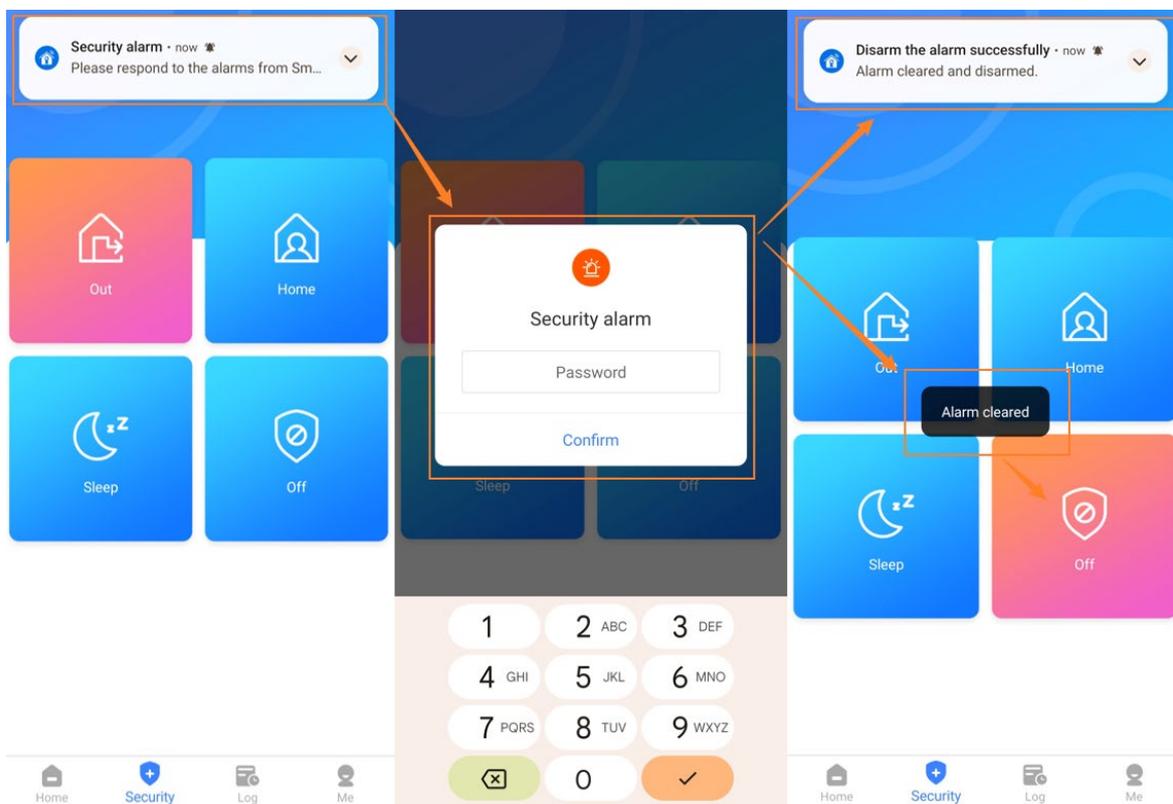
5.2 Alarm receiving and removing

1. Here are the steps to remove alarm notification when receiving alarms.

- ◆ Step 1: You will receive the notification of the alarm when the alarm is triggered.
Click the notification.
- ◆ Step 2: Security alarm window will show up and security password is needed to cancel

the alarm. The default security password is 1234.

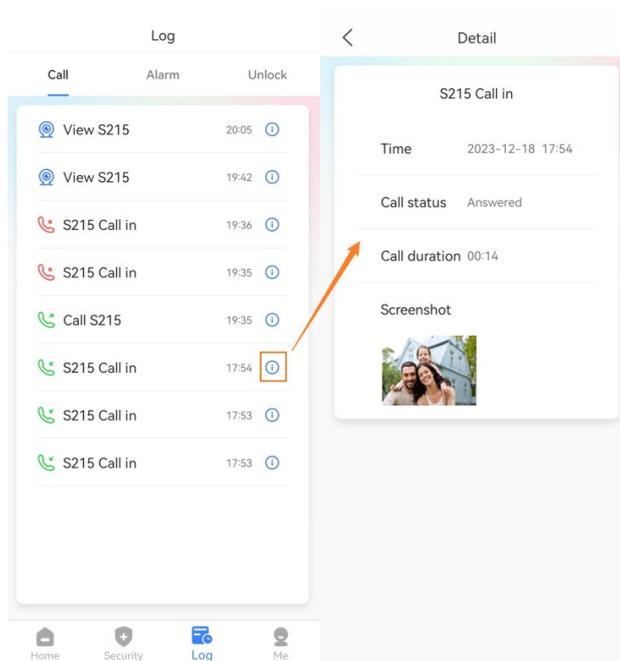
- ◆ Step 3: After confirming, the alarm will be removed and alarm will be closed. If you want to have more details about this alarm, please go to Log page to check alarm time, alarm-striking device and handler.



6 Log

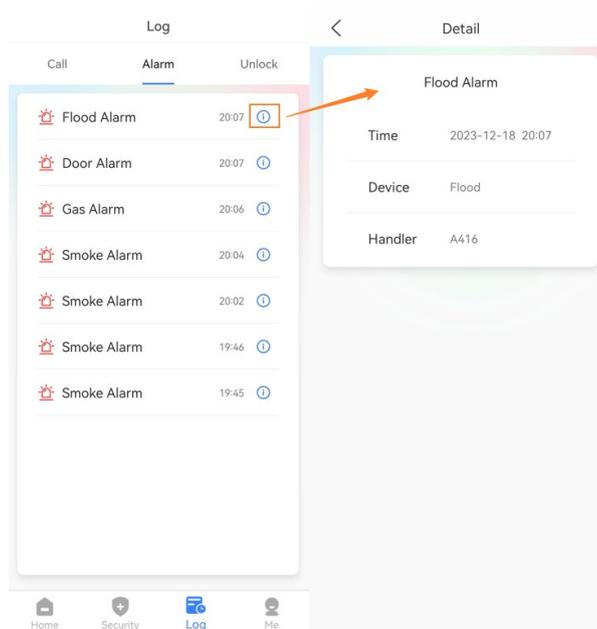
6.1 Call Log

1. On Log page, you will find call logs. Click the exclamation point icon behind. You can check details of each log such as screenshot and so on. You can view the records for recent 3 months (100 items).



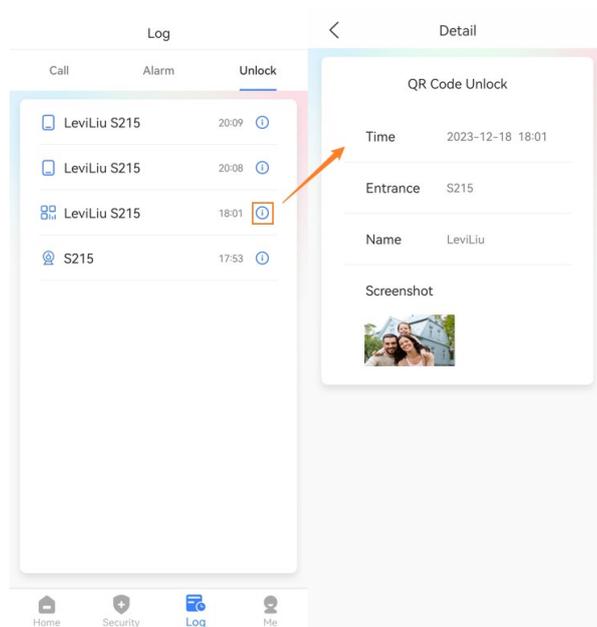
6.2 Alarm Log

1. On Log page, you will find alarm logs. Click the exclamation point icon behind. You can check details of each log. You can view the records for recent 3 months (100 items).



6.3 Unlock Log

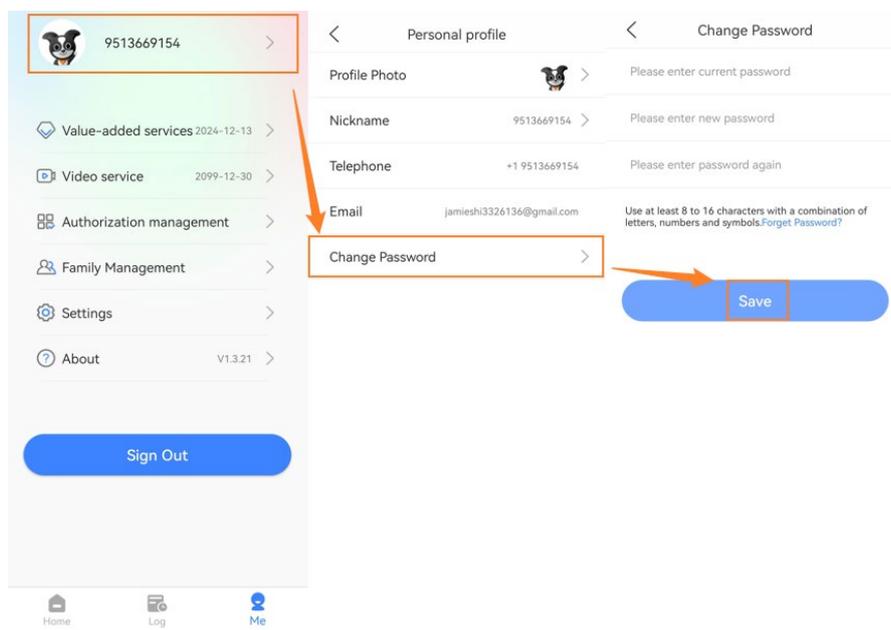
1. On Log page, you will find unlock logs. Click the exclamation point icon behind. You can check details of each log such as screenshot and so on. You can view the records for recent 3 months (100 items).



7 Me

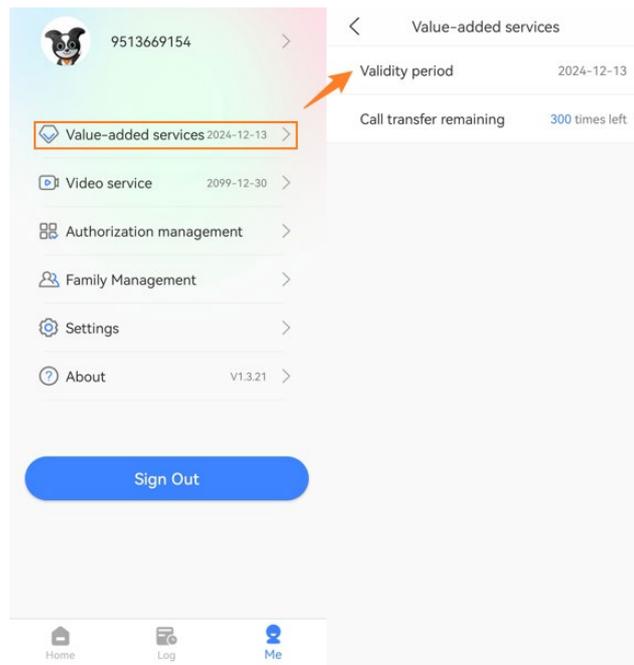
7.1 Personal profile (Change password)

1. On Me page, you can click your account to change your name or password.



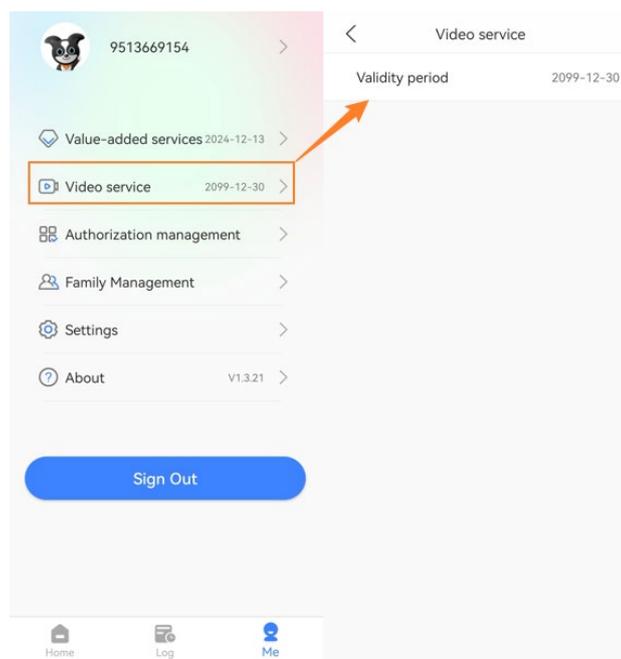
7.2 Value-added services (Landline)

1. On Me page, you can click Value-added services to check validity period (Expired time) of value-added service and the call transfer remaining times. If you want to enjoy this service, please purchase the supported product and subscribe to value-added services.



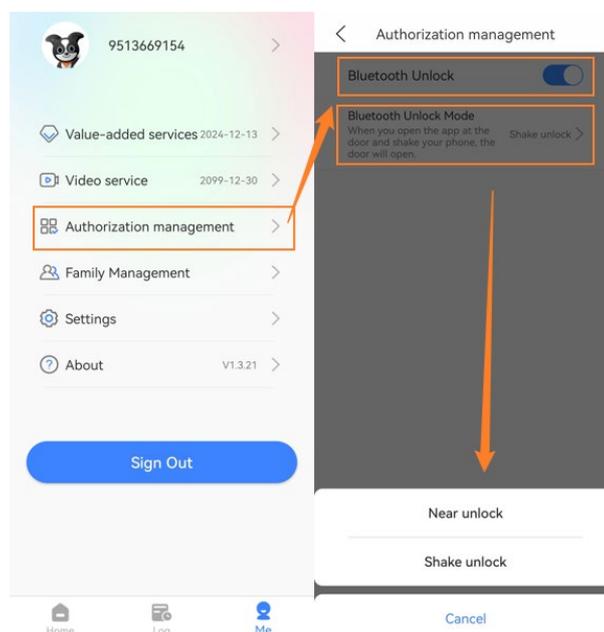
7.3 Video service

1. On Me page, you can click Video service to check validity period (Expired time) of video service.



7.4 Authorization management (Bluetooth unlock)

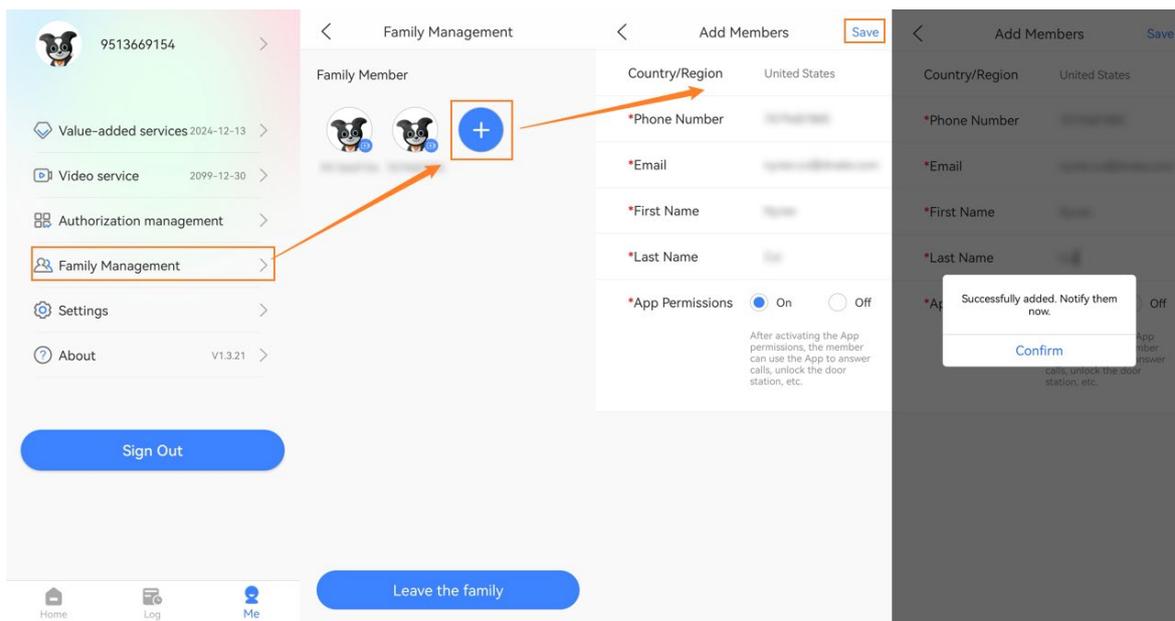
1. On Me page, you need to enable Bluetooth Unlocking and choose mode for it to use Bluetooth to unlock. Please refer to Bluetooth unlock for more details.



7.5 Family Management (Share device)

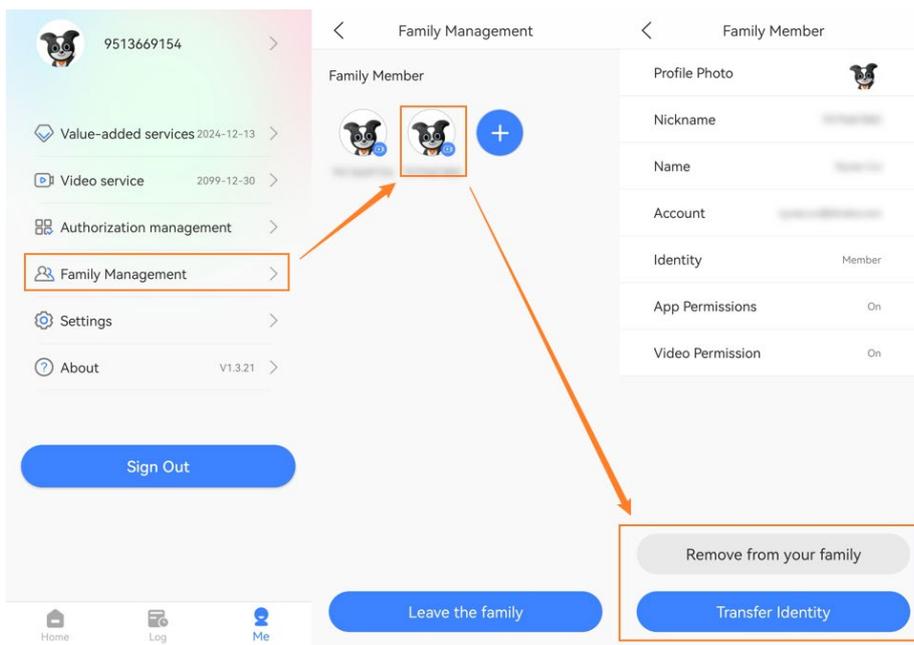
7.5.1 Share with your family member

1. On Me page, you can click Family Management to share your devices with 5 family members (Including your account). Once you invite them to your family group, they can also receive calls or unlock the door. They can, of course, leave the family group.



7.5.2 Manage Family member

1. As the owner of the family group, you can click family members to check details, remove them, or transfer your ownership.



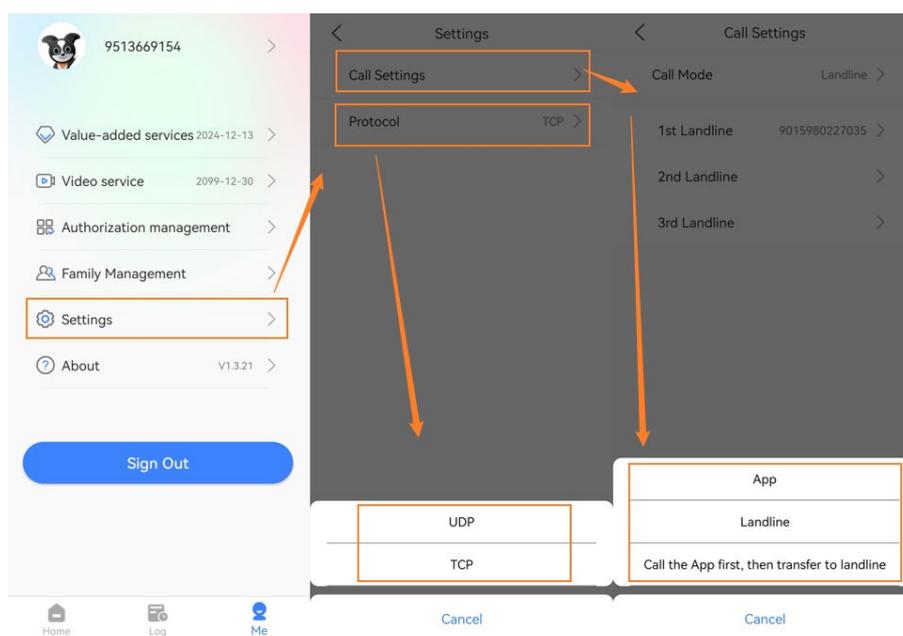
7.6 Settings (Landline)

1. On Me page, you can click Settings to choose Call Settings (App, Landline, Call the App

first, then transfer to landline) and protocol (UDP, TCP) for the app.

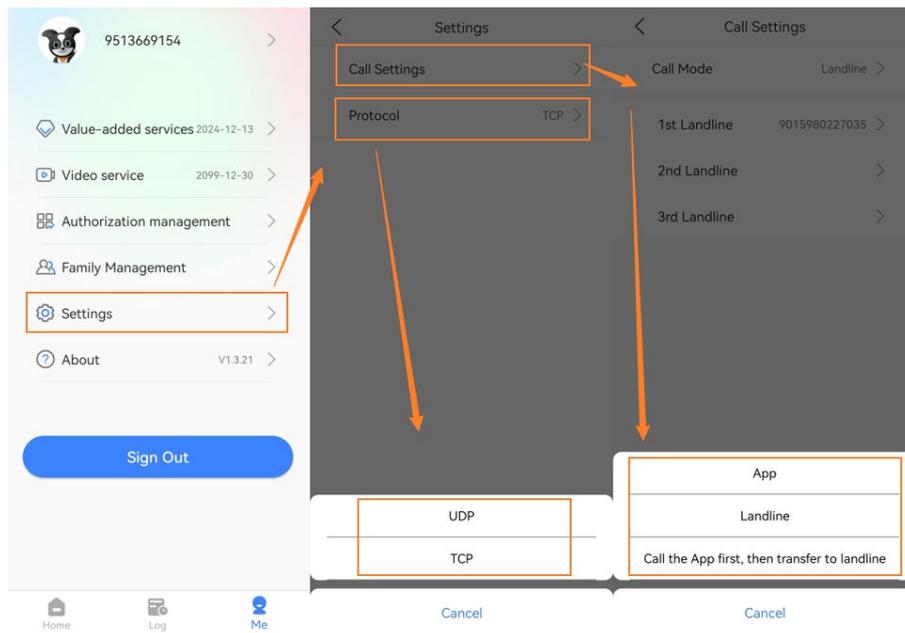
7.6.1 Call Settings

1. The app support 3 kinds of call settings, App, Landline, Call the App first, then transfer to landline. If you choose App, the call will only go to this app. If you choose Landline, the call will only go to landlines you filled in one after one. If you choose Call the App first, the call will be forwarded to the app first and then go to landlines one after one.



7.6.2 Protocol

1. The app support 2 kinds of protocols, UDP and TCP. When you use SIP call, you can switch between these protocols.



7.7 About (App version)

7.7.1 Information of App

1. On Me page, you can click About to check the version, Privacy Policy, Service Agreement of the app and check Version update.

7.7.2 App Log

1. On Me page, if you find any problems of the app, you can enable log in About to capture logs (Within 3 days) and export log.

