User Manual

DNAKE Cloud Platform

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American data center: (https://us-cloud.dnake.com) 75

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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.

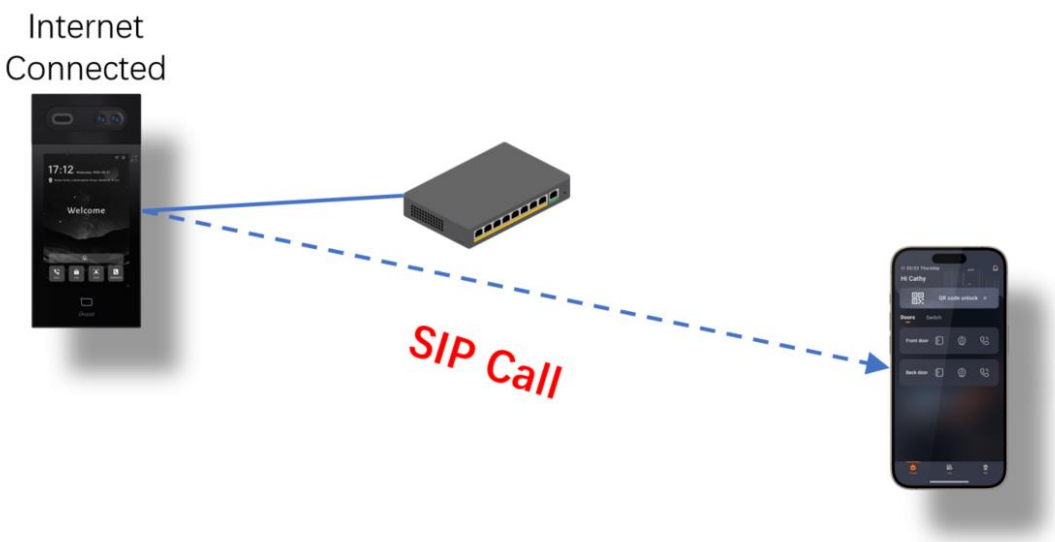
	Edit		Hide search
	Delete		Refresh
	Details		Synchronize All Residents data
	Resent Email		Resident Details
	Device		Edit Value-added Services
	License Management		Renew
	Sync again		Set as Owner
	Replace Device		All activated
	Access Device Webserver		Reminder
	Introduction		

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 the table below for the supported models:

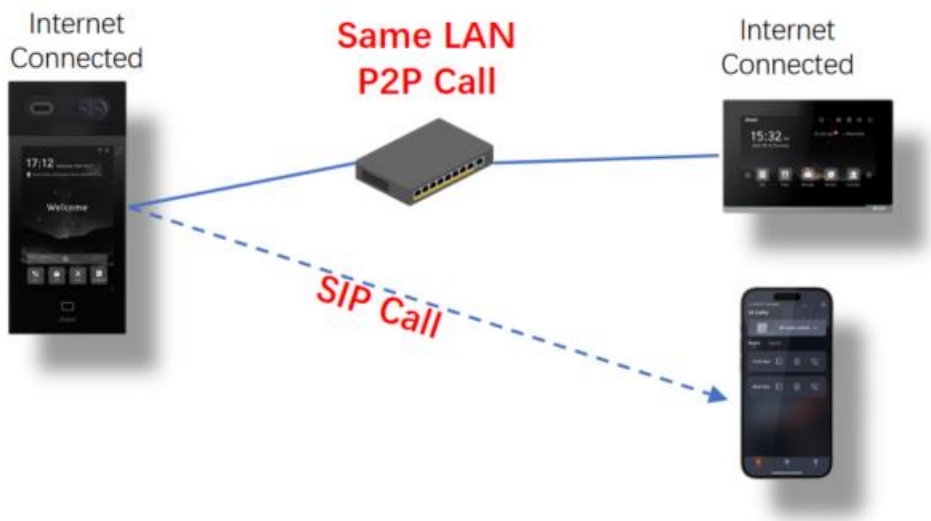
(1) Door Station SIP Call (No Indoor Monitor)

- 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.).



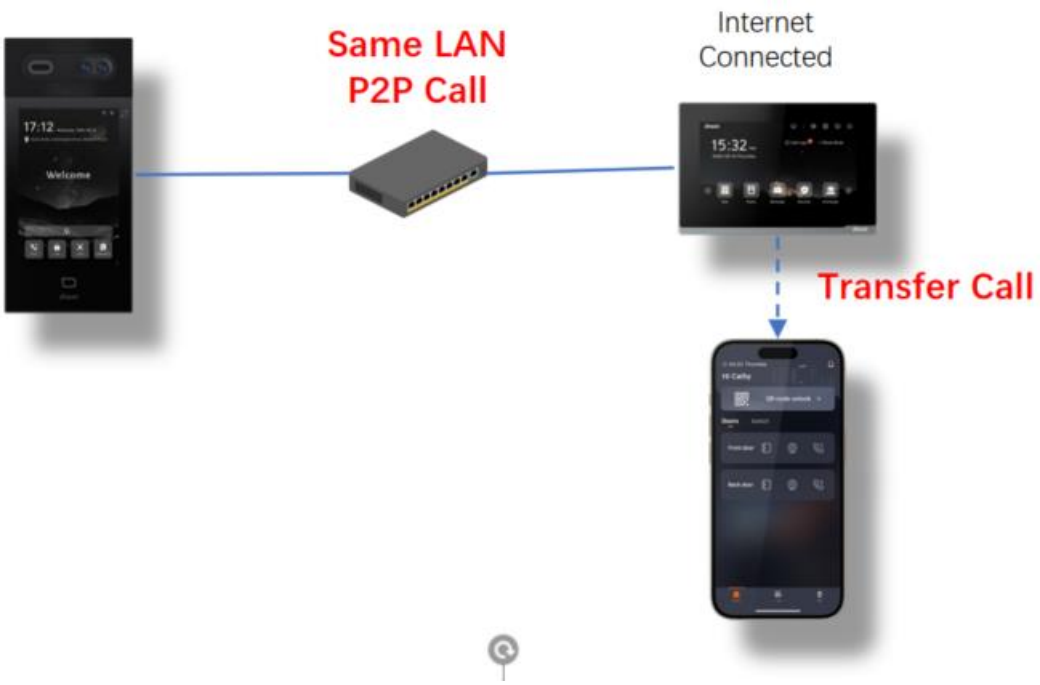
(2) Door Station SIP Call (With Indoor Monitor)

- 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.



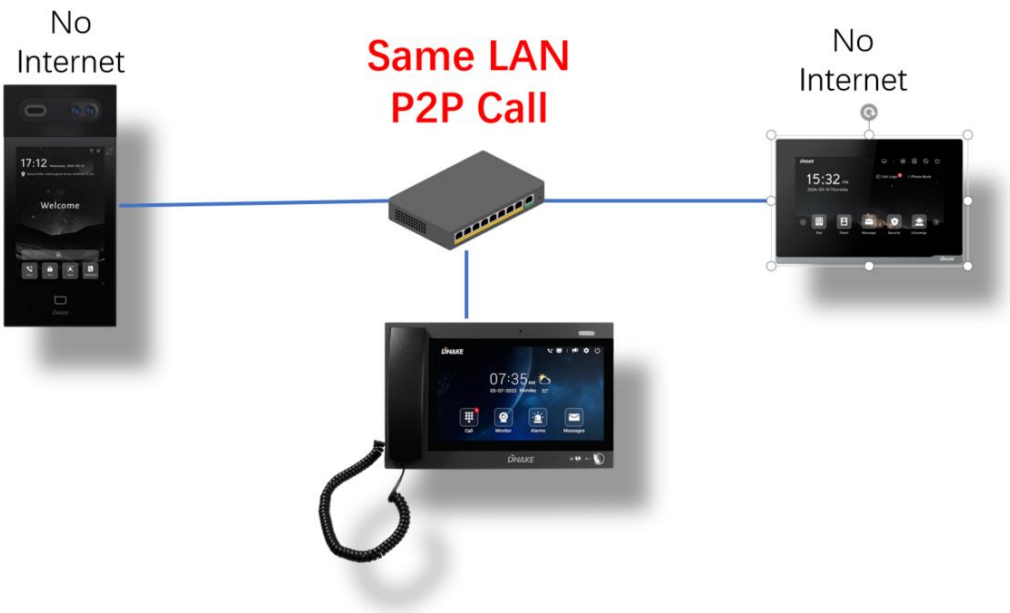
(3) Indoor Monitor Transfer Call (With Indoor Monitor)

- 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.



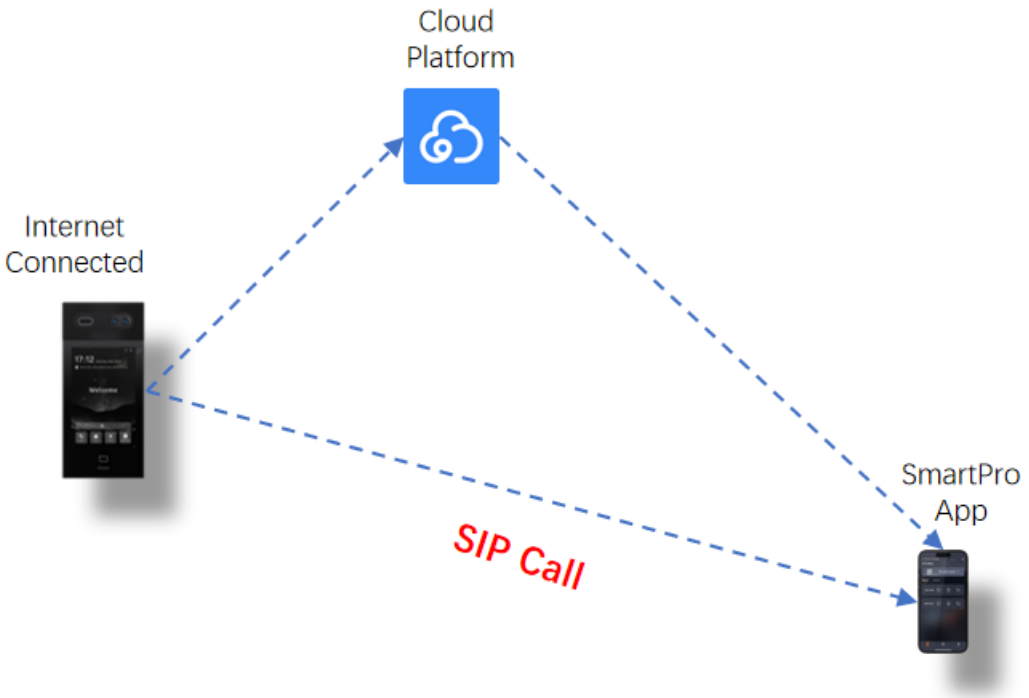
(4) Local Network Call (With Indoor Monitor)

- 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.



(5) Public Network Calling (With Indoor Monitor)

- Cloud Connectivity: The door station and indoor monitor connects to its designated network and registers to the cloud.
- Seamless Communication: Once both devices are connected to the cloud, they can establish calls without the need to be in the same LAN environment.
- Flexibility: Devices can operate across different networks, providing greater deployment options.



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

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.

- Remote Management:

Enables property managers to use the Smart Pro, ensuring they stay connected

while on patrol. With this functionality, security personnel no longer need to worry about missing calls. This enhances communication and allows property managers to provide better services to residents.

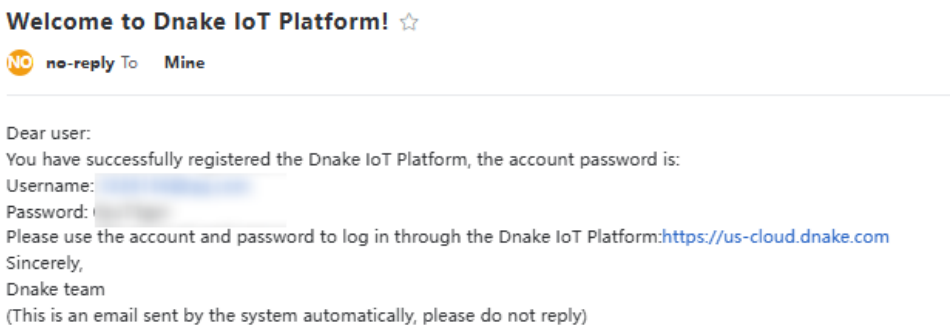
2. Login and Logout

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.



Welcome to Dnake IoT Platform!

no-reply To **Mine**

Dear user:
You have successfully registered the Dnake IoT Platform, the account password is:
Username:
Password:
Please use the account and password to log in through the Dnake IoT Platform:https://us-cloud.dnake.com
Sincerely,
Dnake team
(This is an email sent by the system automatically, please do not reply)

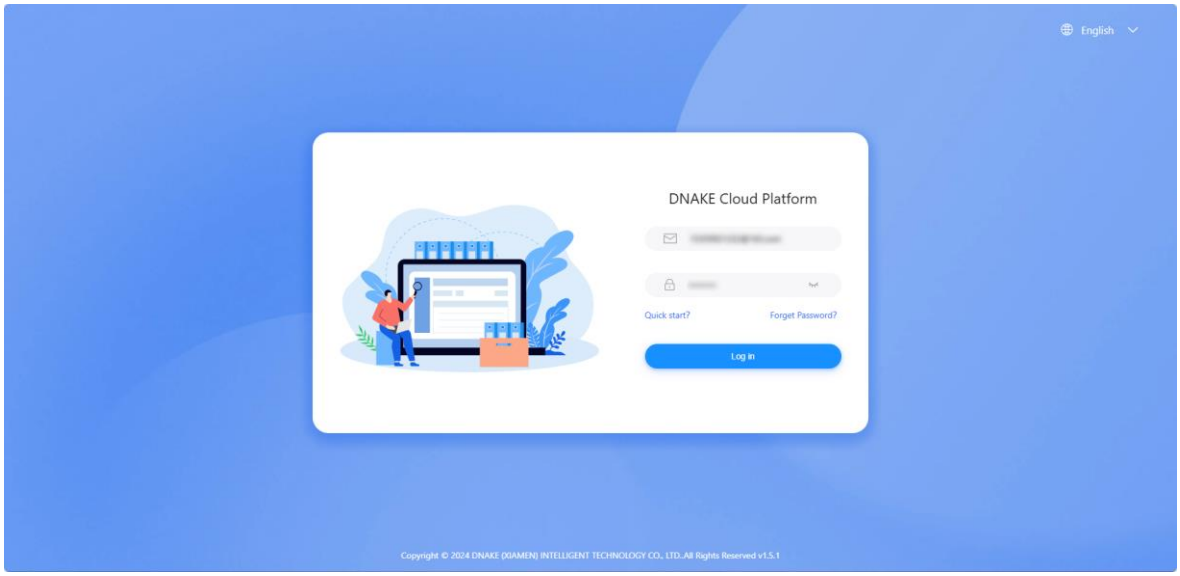
◆ Step 2: Please enter the platform website and log in with your account.

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.

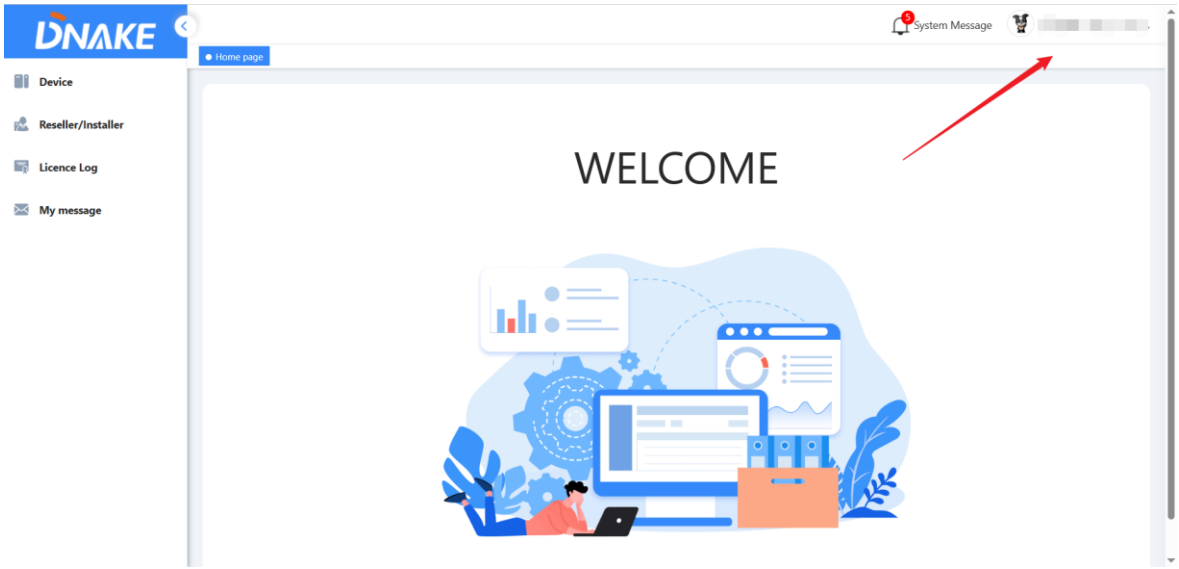
Indian data center: https://ind-cloud.dnake.com

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



2.1.2Logout

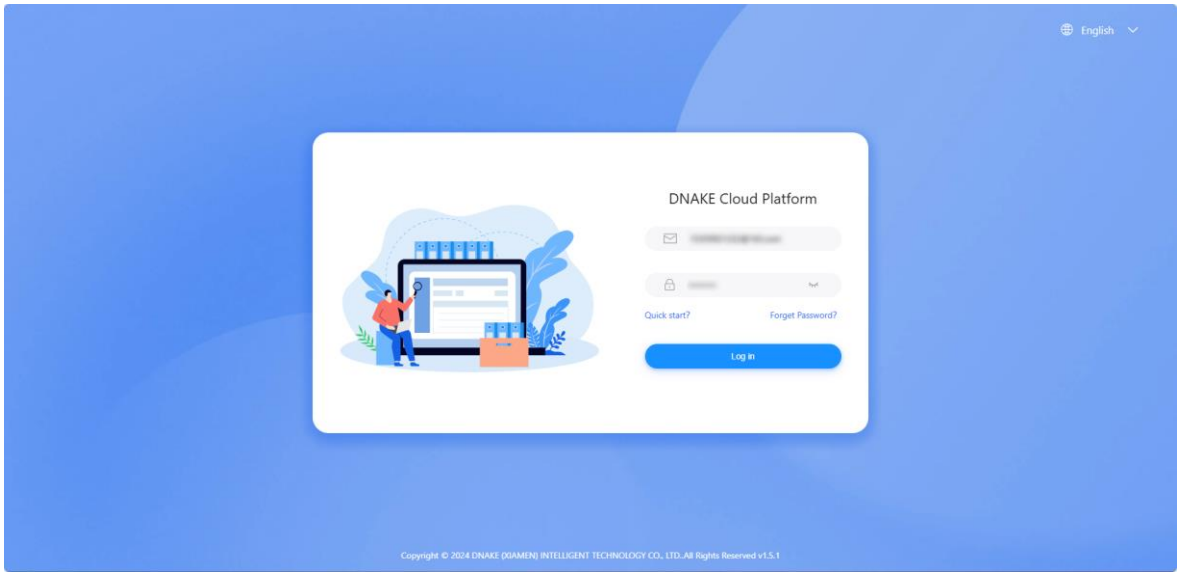
Click your personal account on the right upper corner and log out.



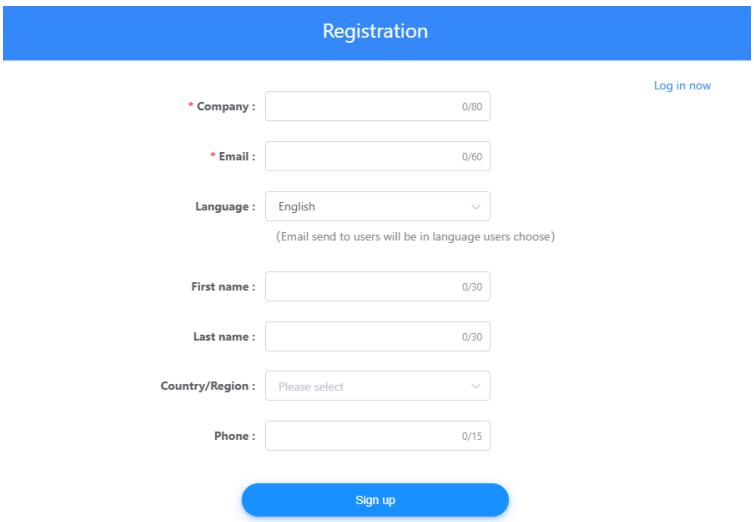
2.2 Quick Start

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

◆ Step 1: Click Quick Start on login page.



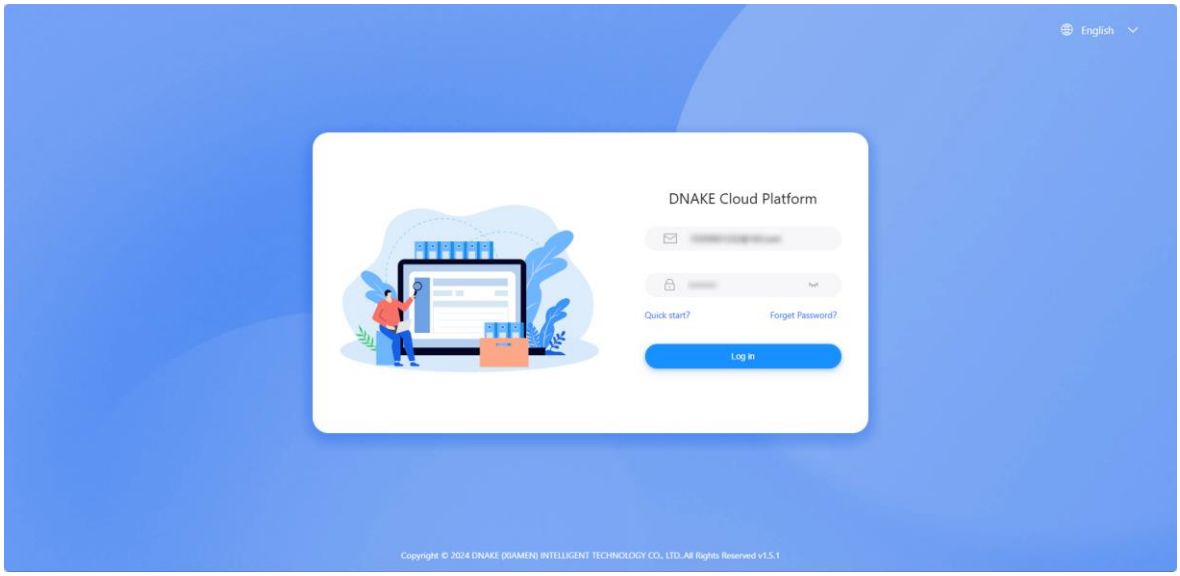
- Step 2: Fill in the information about this account. And then you will receive an email including password,



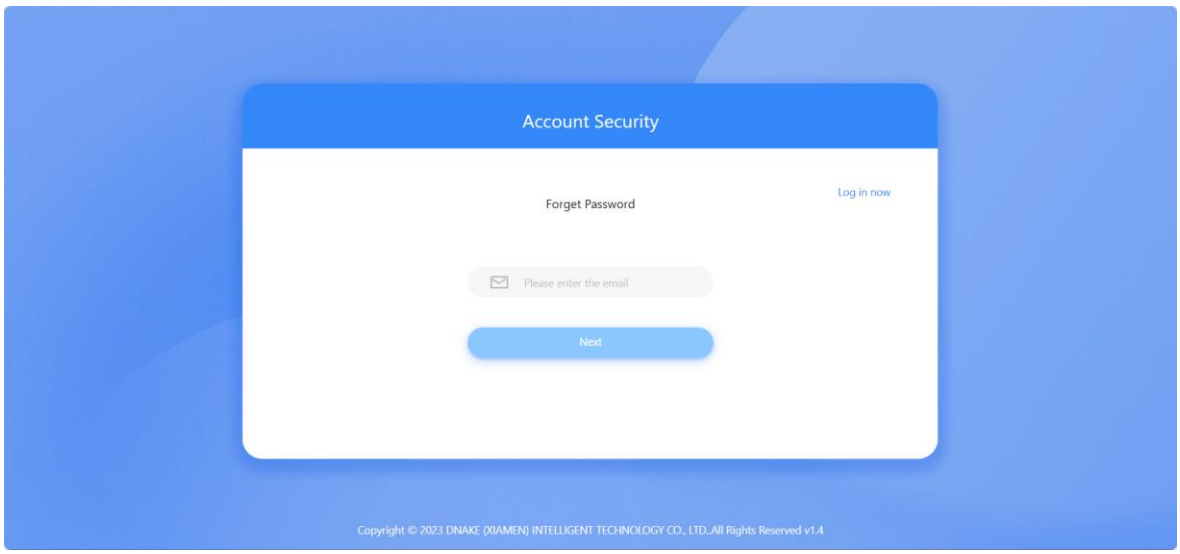
2.3 Forget password

1. Recover your password

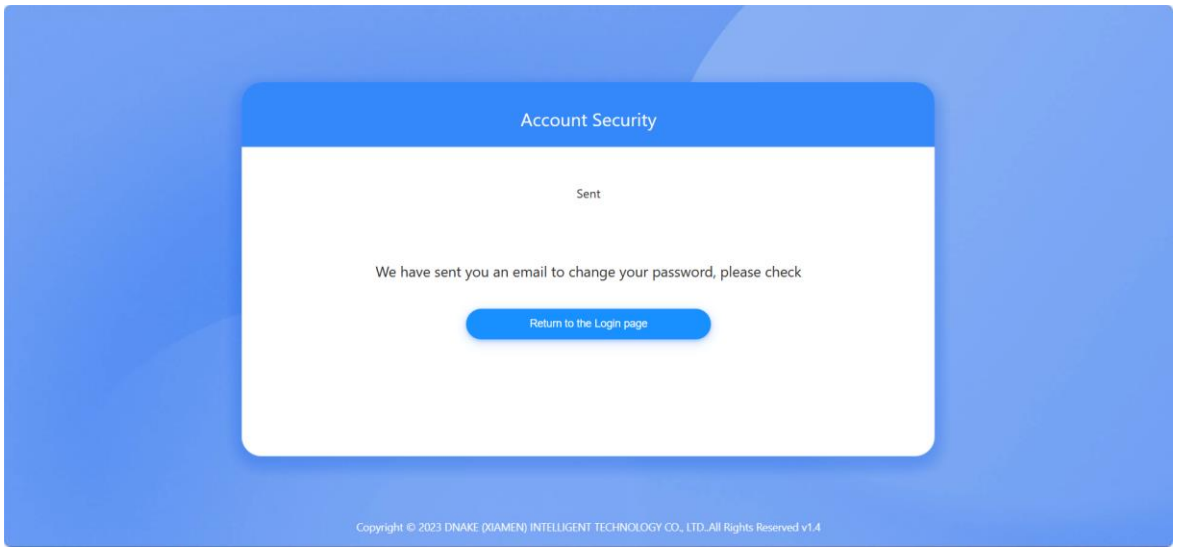
- Step 1: Click Forget Password?

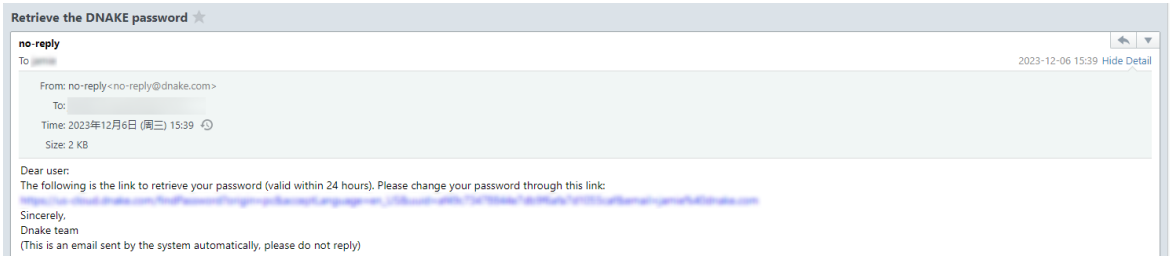


◆ Step 2: Enter your email and click Next.

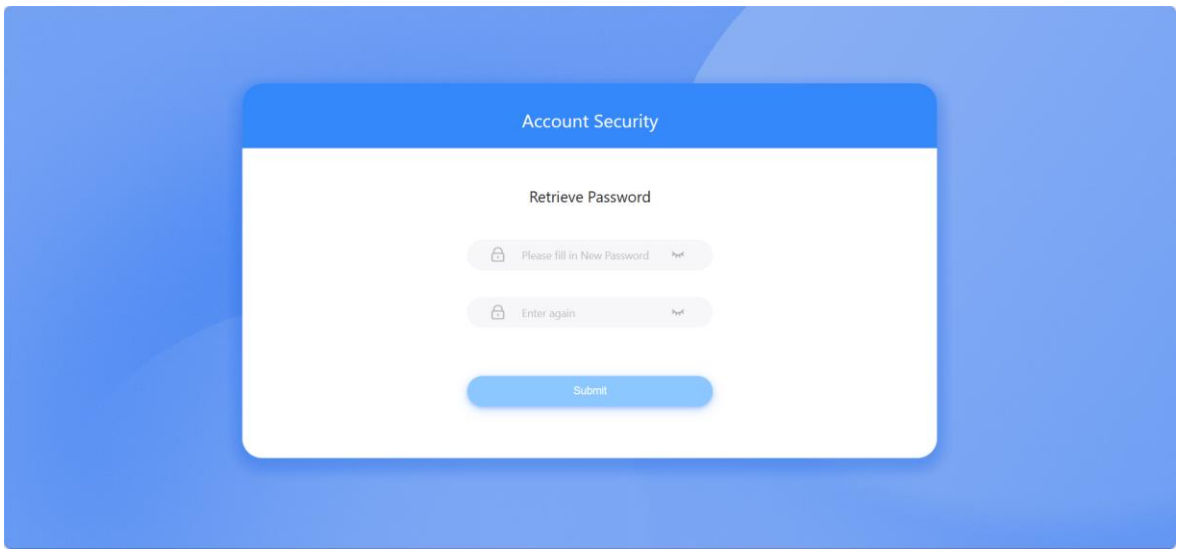


◆ Step 3: The platform will send you an email to change your password. Please check your email inbox.





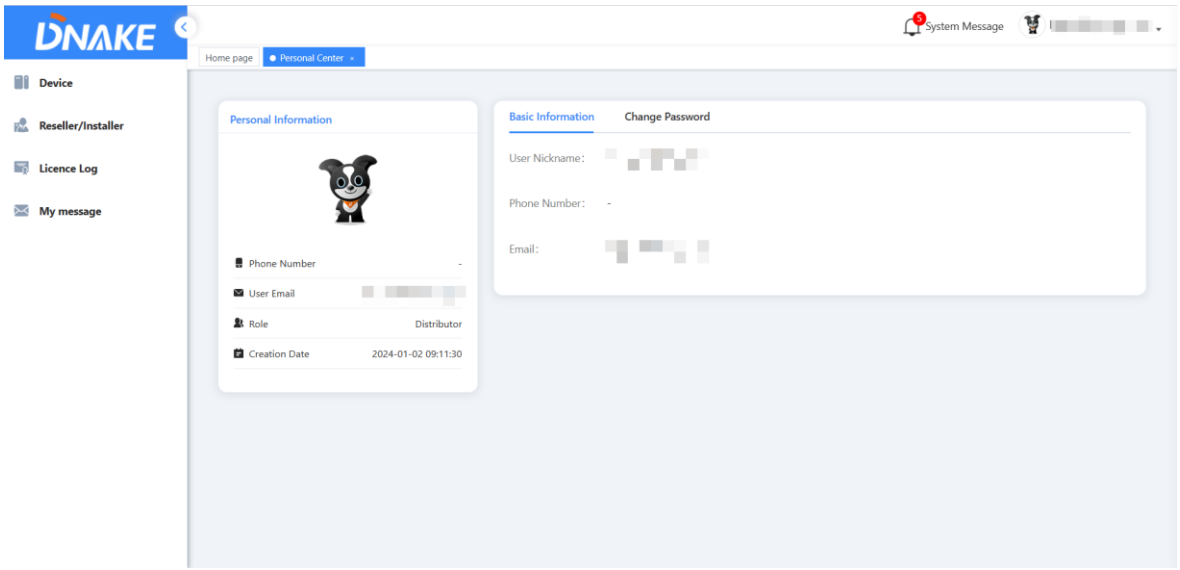
◆ Step 4: Please set a new password according to the rule and try to log in with new password.



3. Personal Center and System Messages

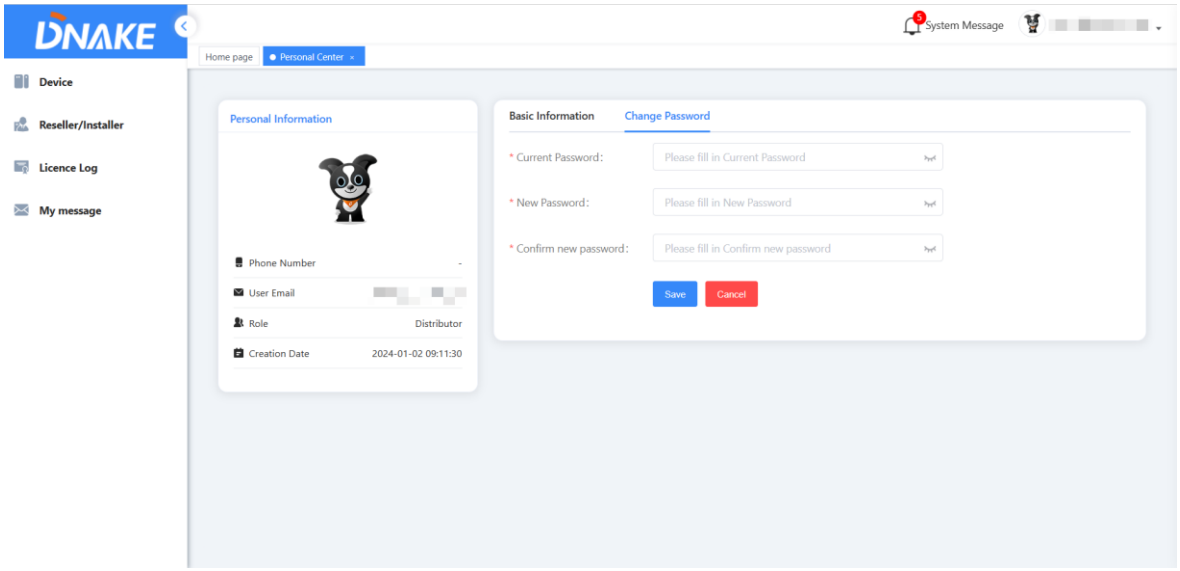
3.1 Basic information

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.



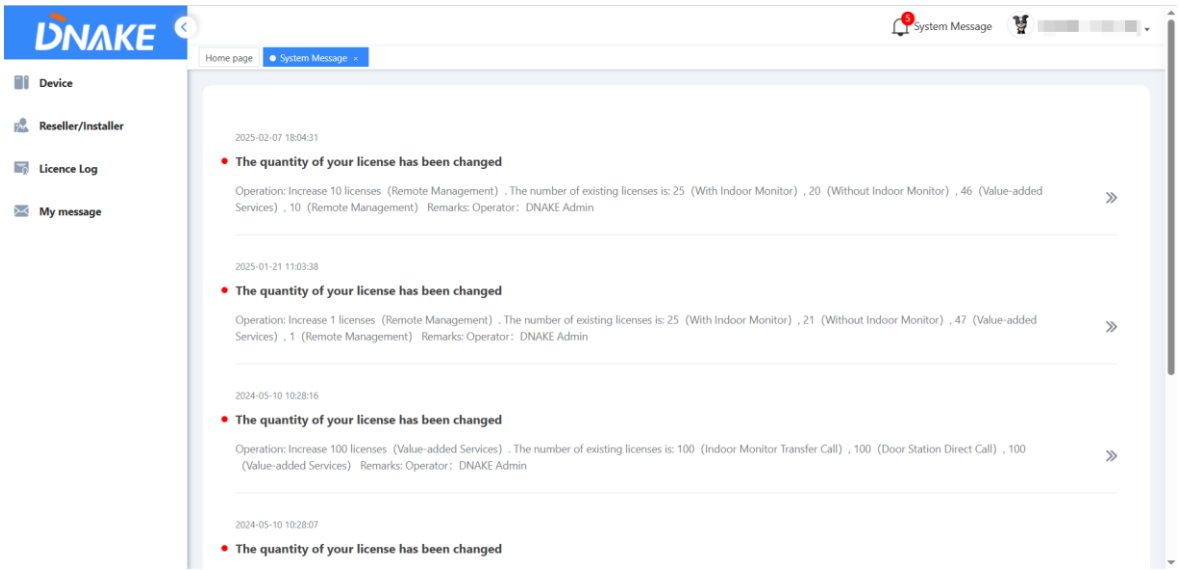
3.2 Change Password

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.



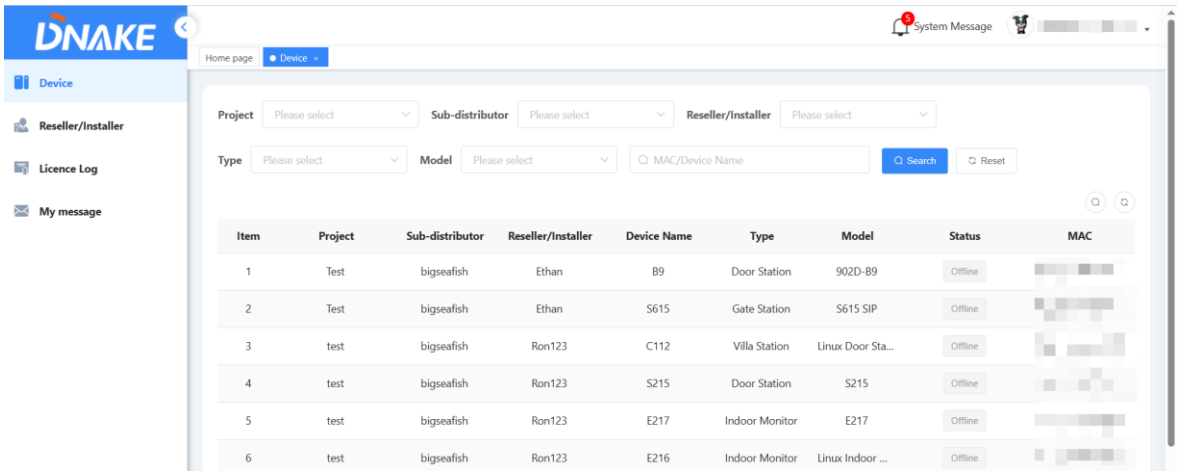
4. Distributor

4.1 Manage the device

Distributors can now access the Device menu to view devices added by their associated resellers or installers. This feature provides visibility into device distribution while maintaining hierarchical management.

The **Device** menu includes the following details:

- **Project**: The project associated with the device.
- **Reseller/Installer**: The reseller or installer that imported the device.
- Device Name
- MAC Address
- Model
- Type
- Sub-distributor

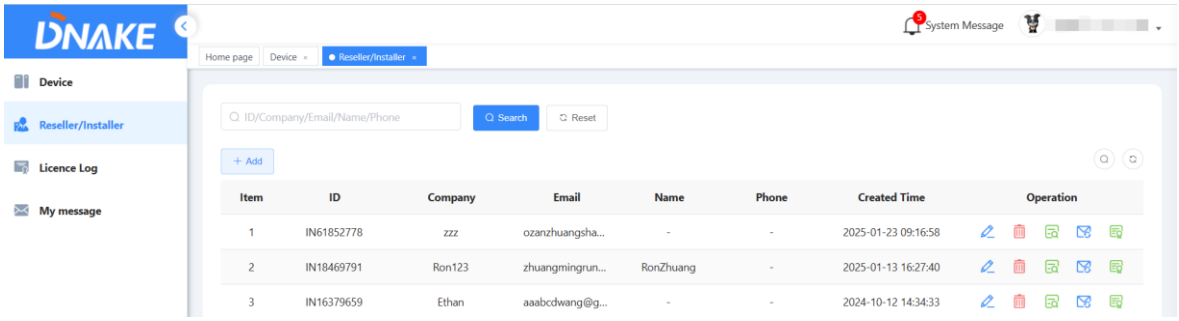


4.2 Reseller/installer

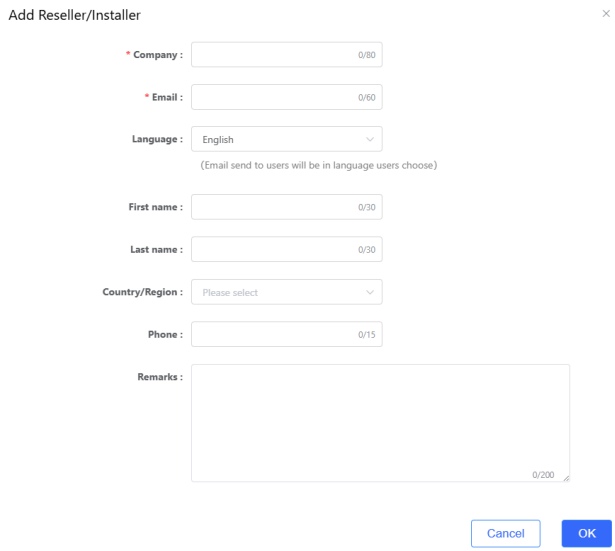
4.2.1Add a reseller/installer account

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.

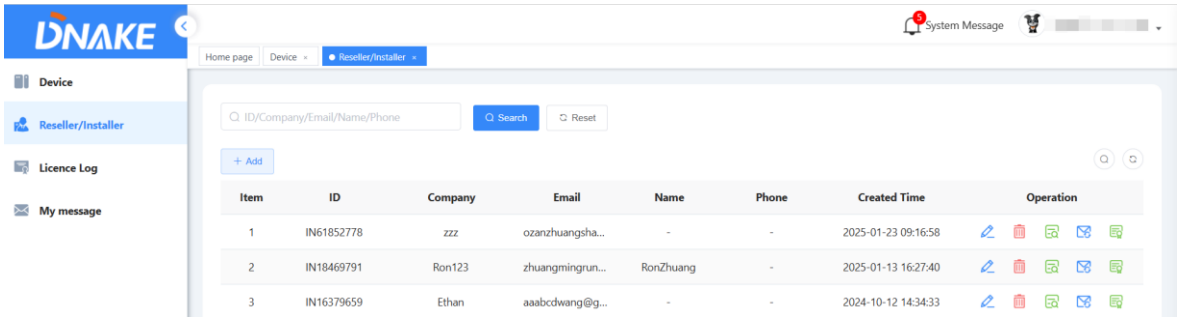


- Step 2: Fill in reseller/installer’s information. Company name, Email and language are necessary. Please make sure email is right because Email will be reseller/installer’s account. And Password will be sent to this email address.



4.2.2 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.



4.2.3 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 with904D_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:

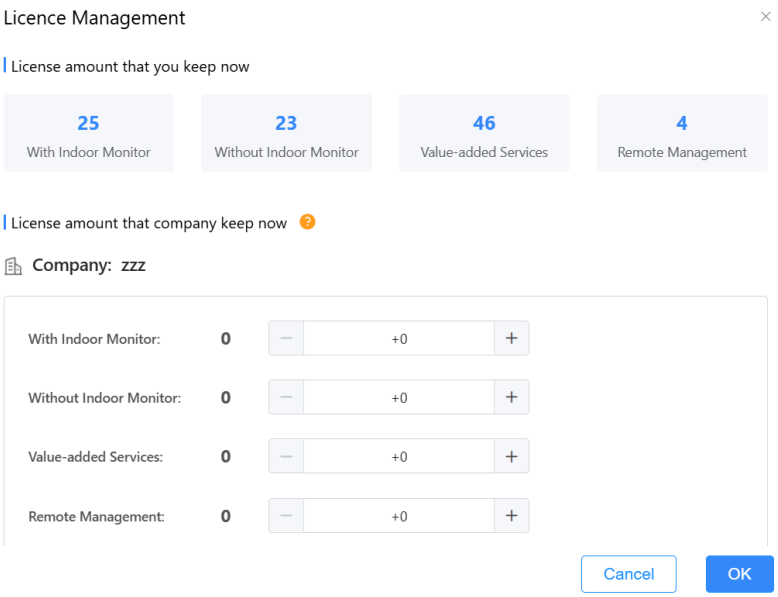
Refers to some premium services like SIP call and landline feature. This service is based on Door Station Direct Call SIP solution.

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

- Remote Management:

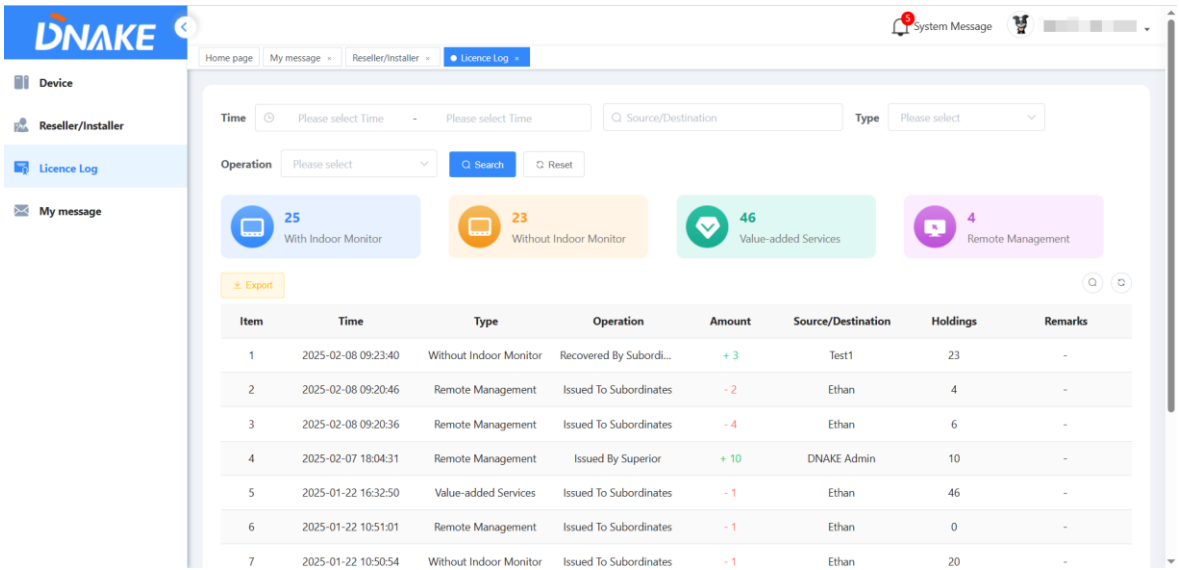
Enables property managers to use the Smart Pro, ensuring they stay connected while on patrol. With this functionality, security personnel no longer need to worry about missing calls. This enhances communication and allows property managers to provide better services to residents.

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



4.3 License Log

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

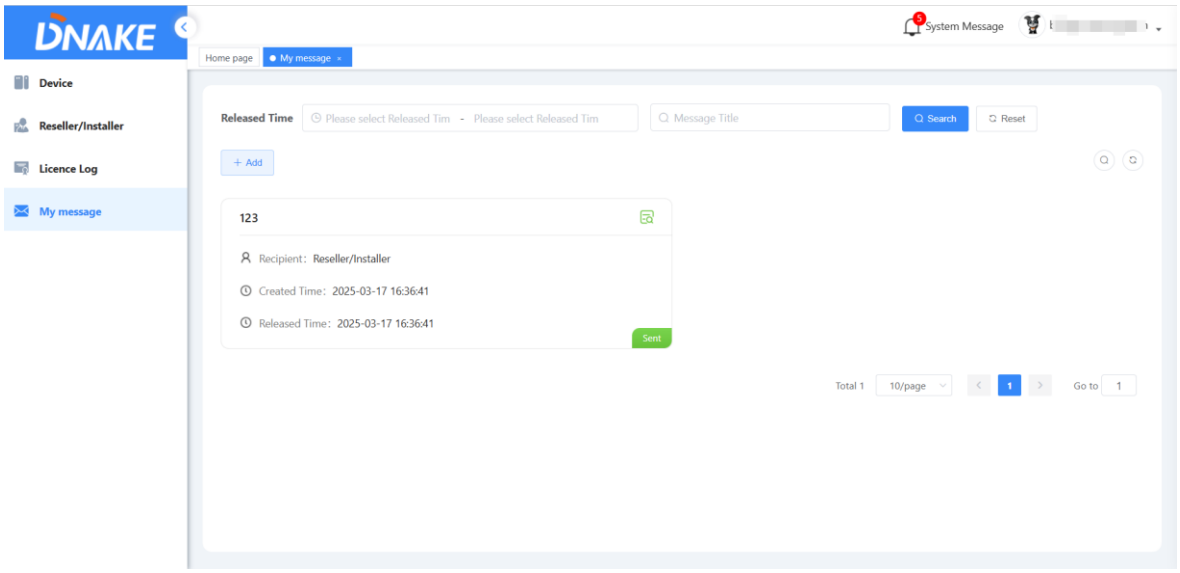


4.4 My message

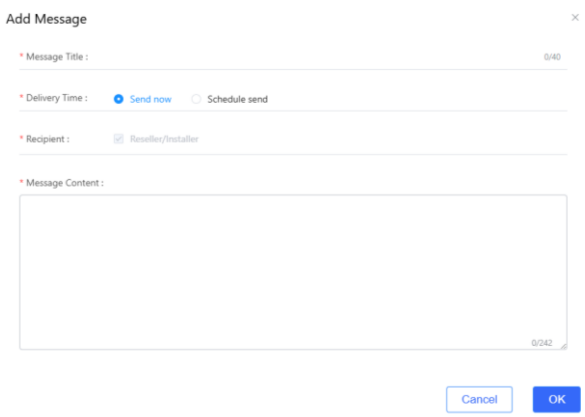
4.4.1 Send messages to reseller/installer

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

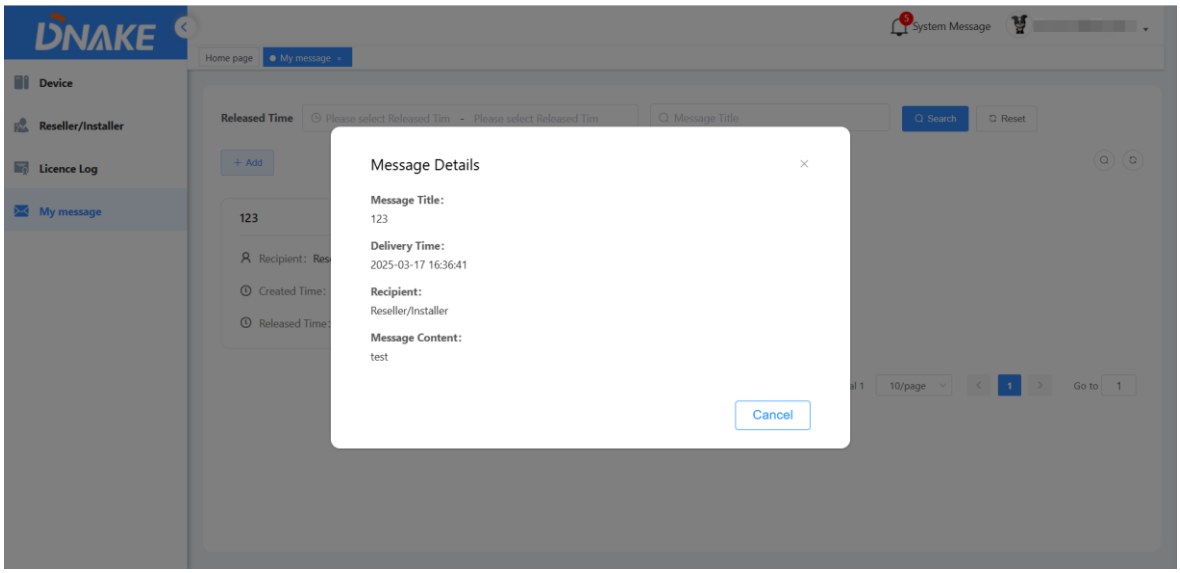
- Step 1: Go to My message column and click Add to edit a message.



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



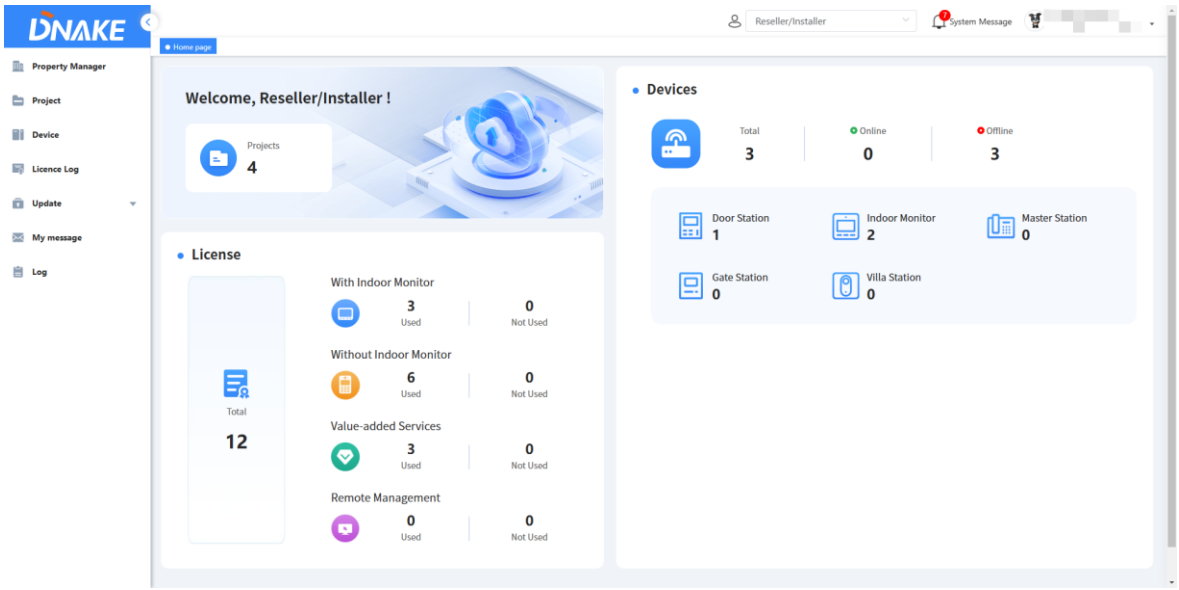
◆ Step 3: Click the green Details icon. You can check the message detail.



5. Reseller/Installer

5.1 Home page

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

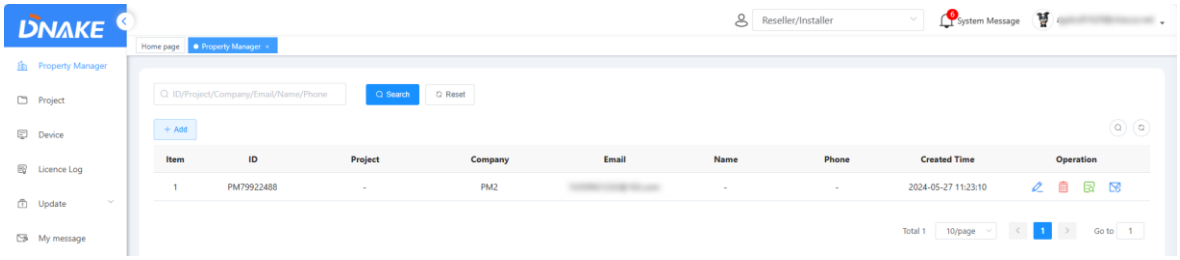


5.2 Property Manager

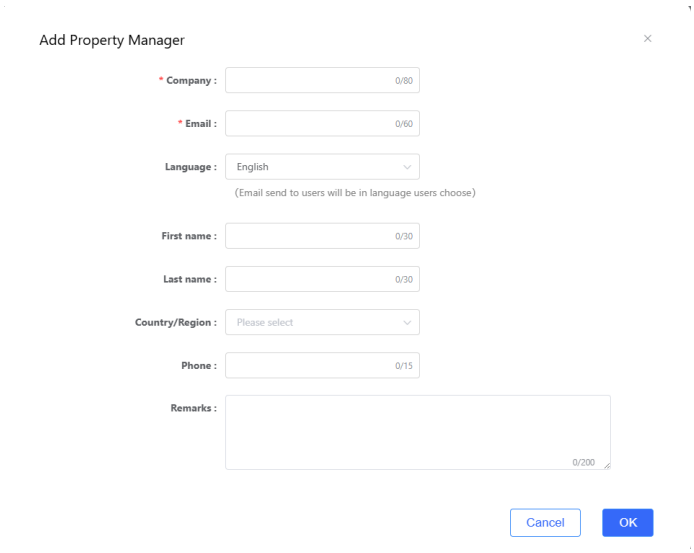
5.2.1 Add a property manager account

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.

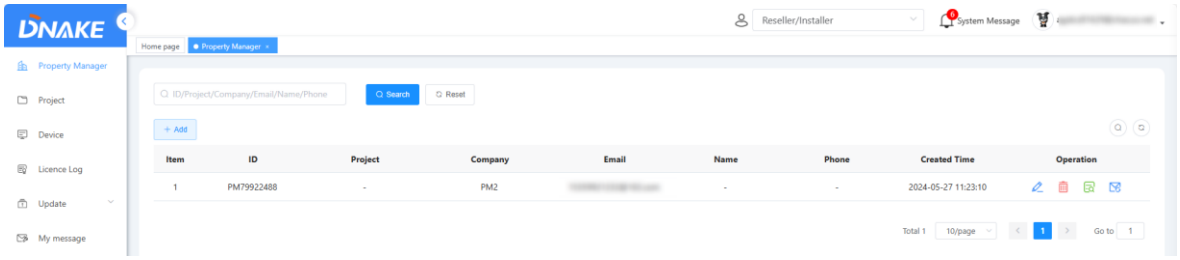


◆ Step 2: Fill in property manager’s information. Company name, Email and language are necessary. Please make sure email is right because Email will be property manager’s account. And Password will be sent to this email address.



5.2.2 Manage Property Manager account

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

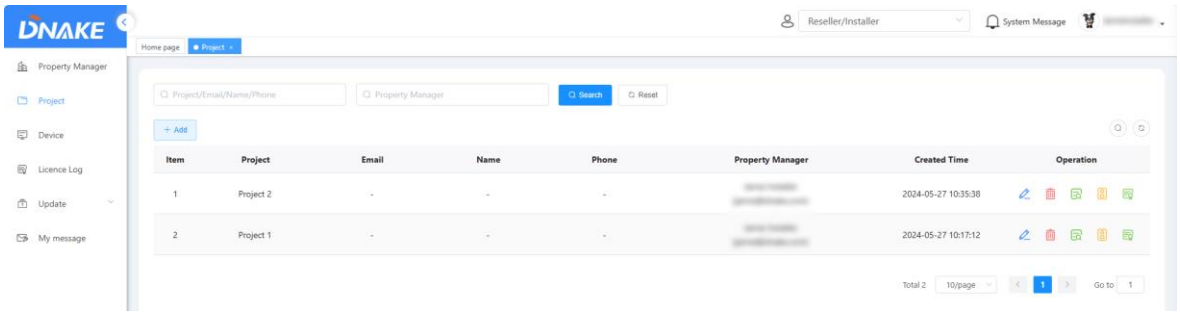


5.3 Project

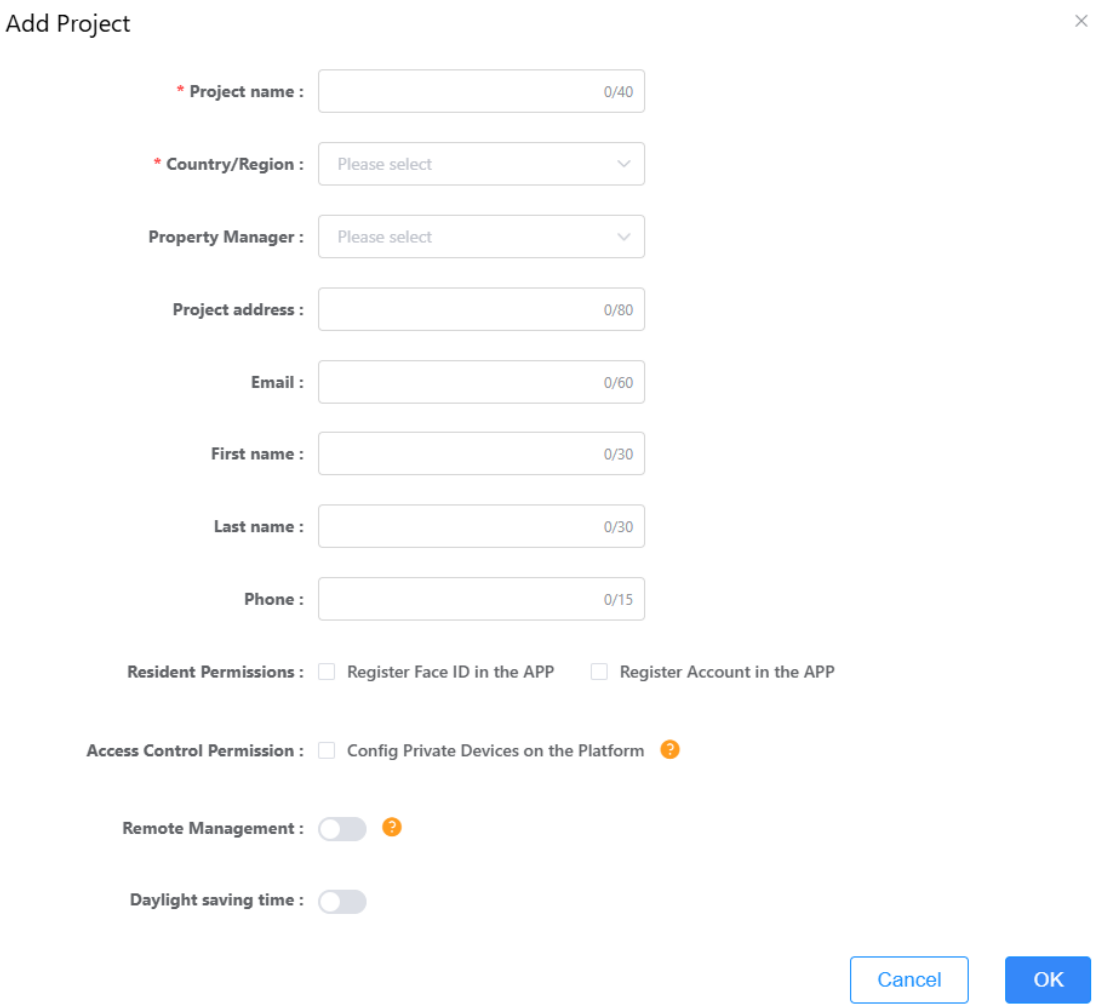
5.3.1 Add a project

1. Here are the steps to add a project

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

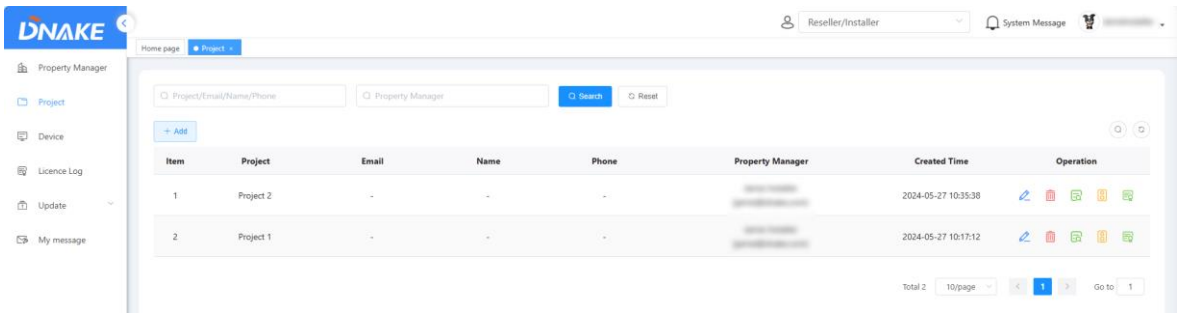


◆ Step 2: Fill in project information. Project name and Country/Region are necessary. Allow Residents Register Face is the face recognition function. If you have Door Station with face recognition function, you can enable it for app users to upload their face data via app.



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.



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.

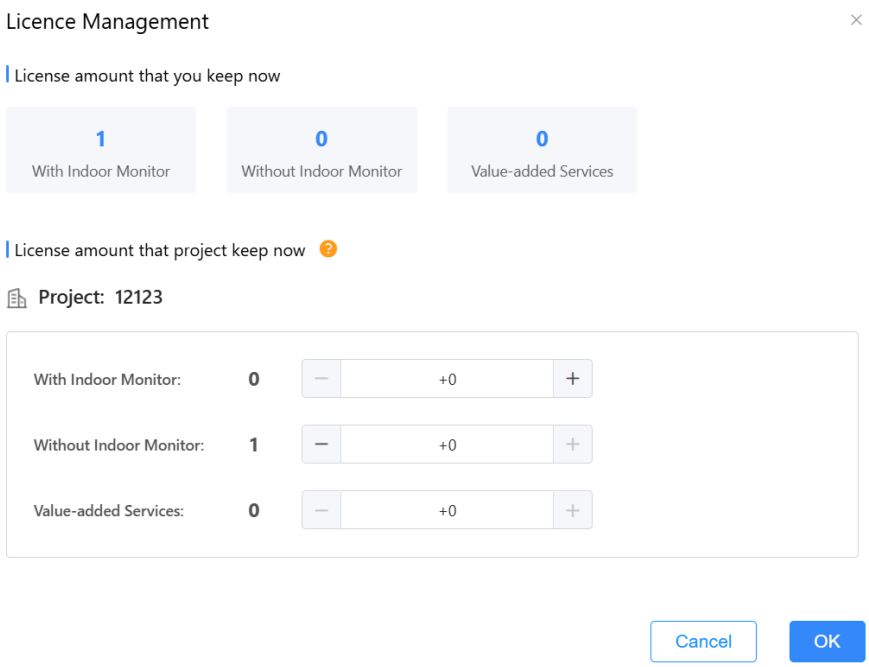
  Please refer to **Appendix A: SIP or landline supported countries and regions** for SIP-supported countries

- 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.



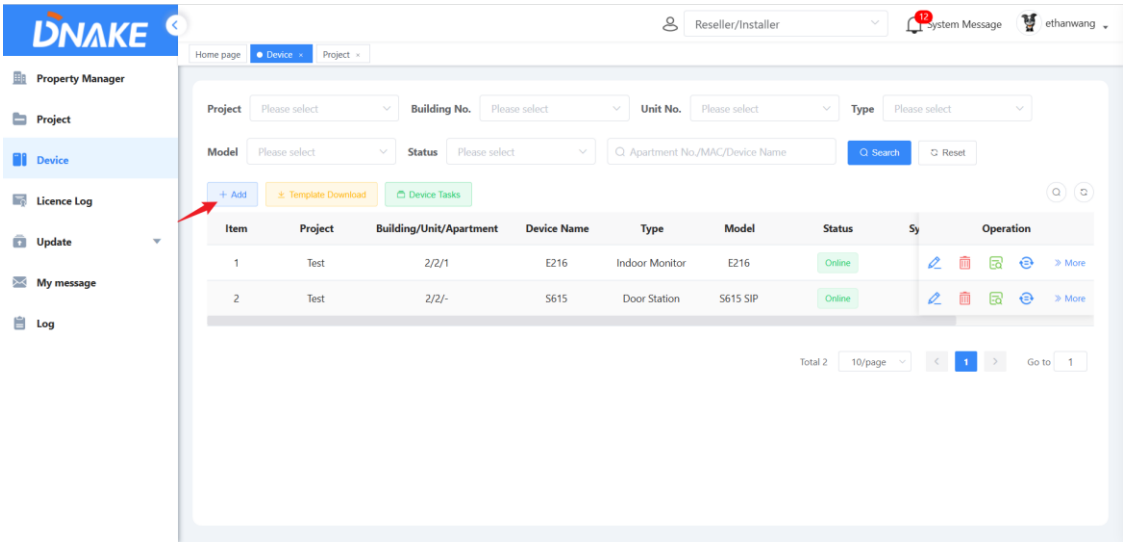
5.4 Device

5.4.1 Add Device

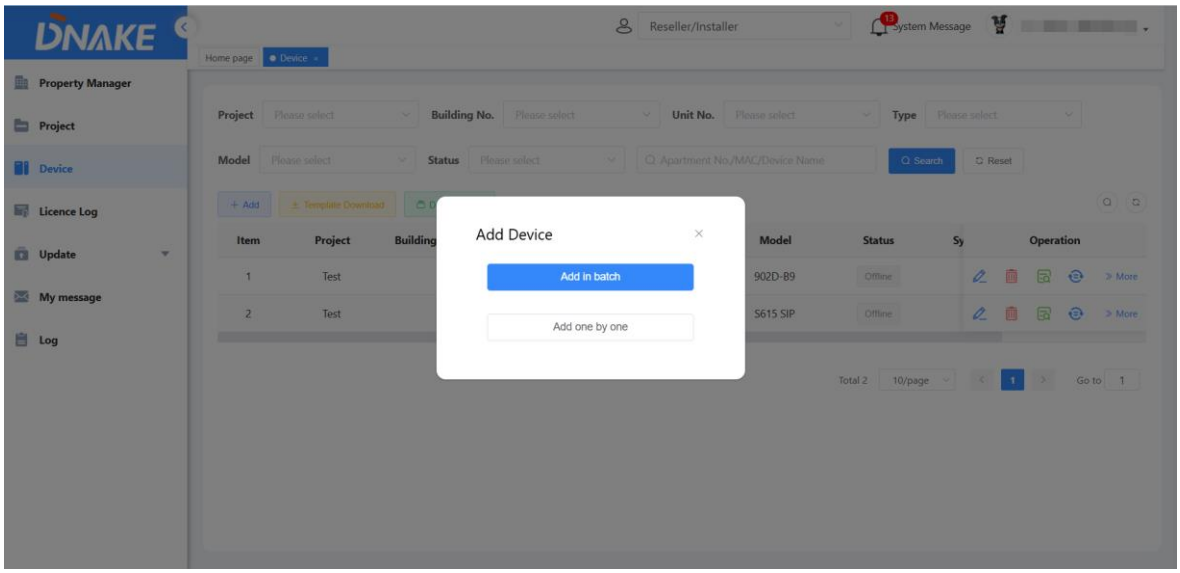
5.4.1.1 Add Indoor Monitor one by one

1. Here are the steps to add a device

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

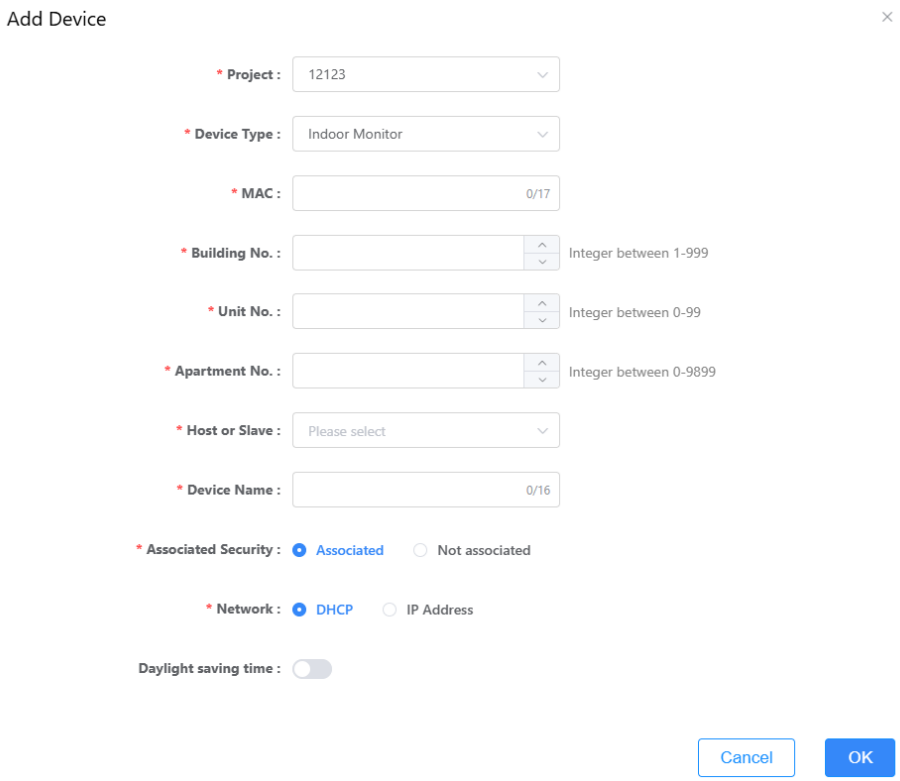


◆ Step 2: Click Add one by one.



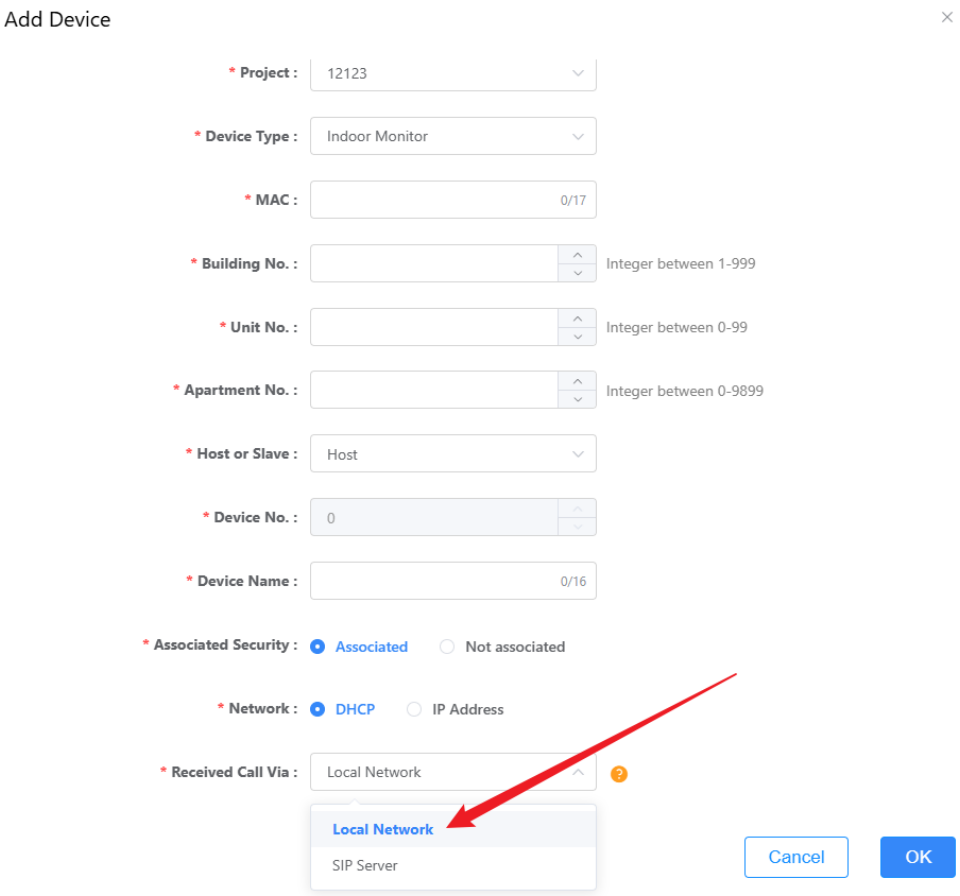
◆ Step 3: Fill in device’s information. MAC address, Device Type and Project should be filled in or chosen according to your device and needs. All of the other settings will be synced to your device. Associated Security here is a feature to associate Indoor Monitor security alarm with the Platform. Only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

When configuring multiple indoor monitors in the same system, assign one as the Host and others as Slaves to ensure proper communication and synchronization.



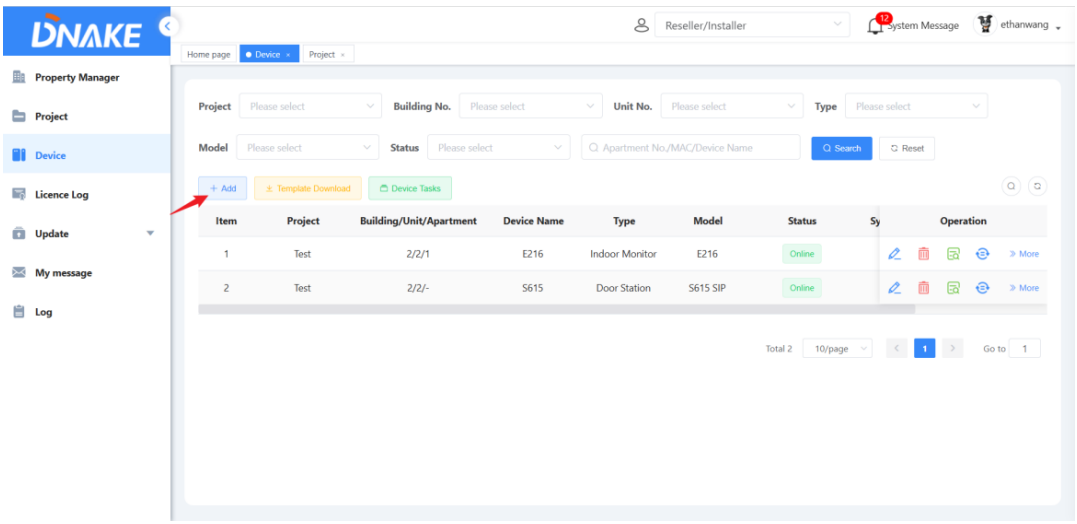
Noted: Indoor Monitor can received call via SIP Server

The indoor monitor support received the call via local network and SIP server. The benefit of SIP Server is that door station and indoor monitor support public network calling, allowing communication between devices even when they are not within the same local area network (LAN). Devices can operate across different networks, providing greater deployment options.

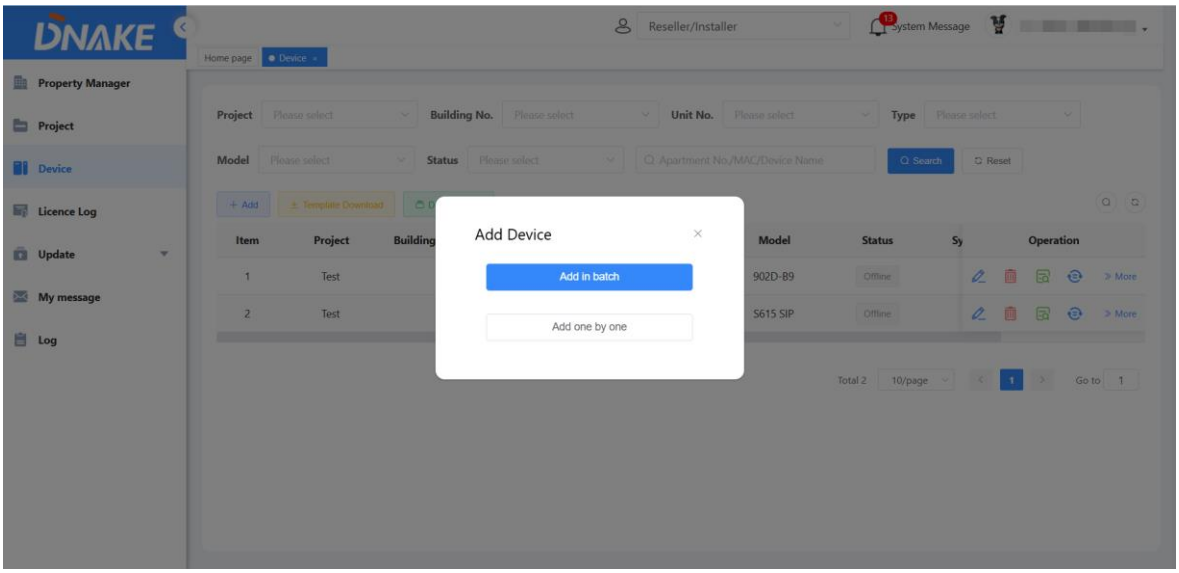


5.4.1.2 Add Villa station one by one

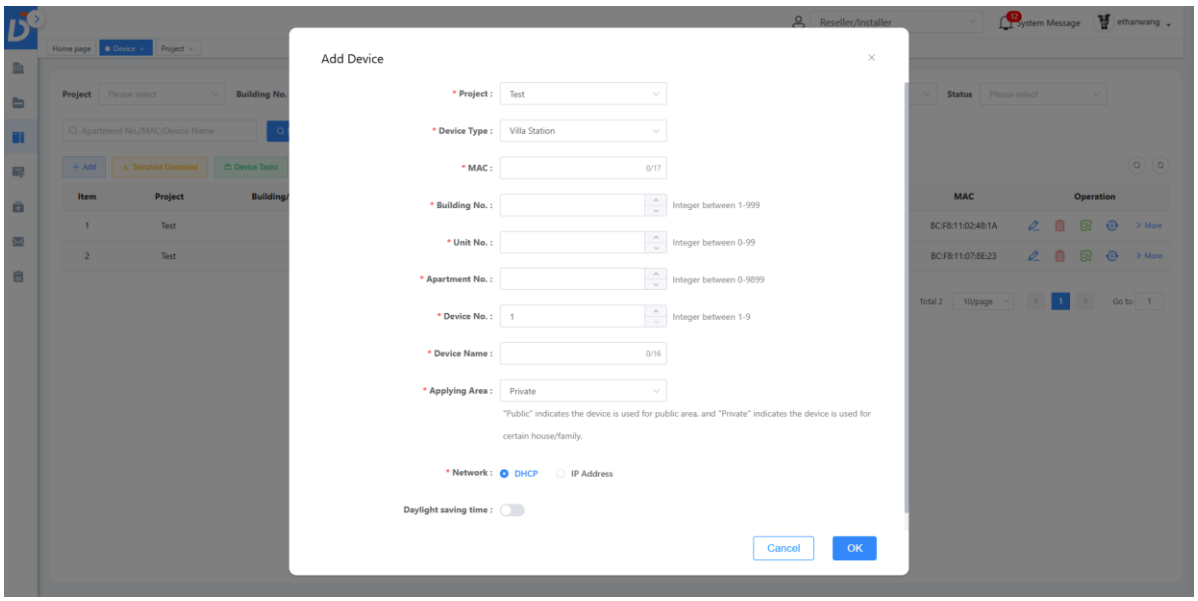
◆ Step 1: Step 1: Go to Device column and click Add to add a device.



◆ 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.



Noted: When adding a **Villa Station**, the **Applying Area** option allows you to

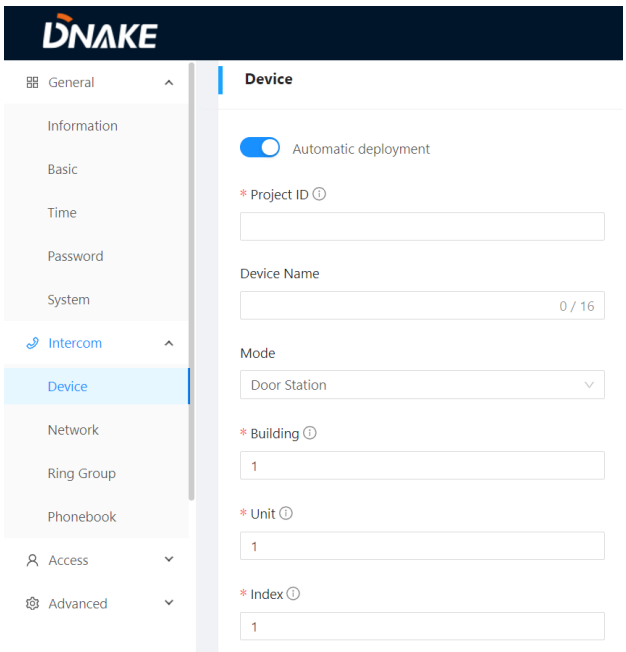
specify whether the device is **Private** or **Public**.

- **Private**: The device cannot be added to the **Access Rule** by the property manager. It will not appear in the device list under **Access Rule**.
- **Public**: Vice versa.

5.4.1.3 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.

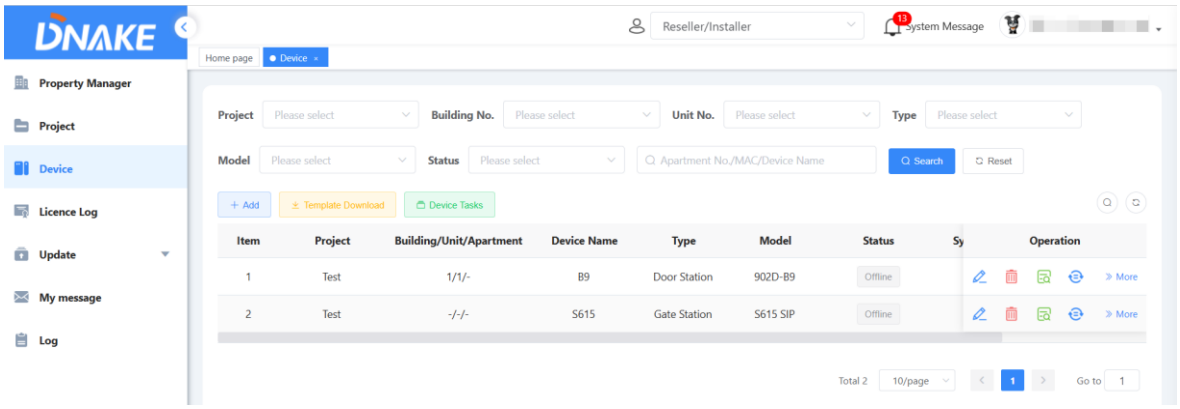
◆ Step 2: Enter the Project ID in the designated field and enable "Automatic Deployment" by toggling the switch. Then, fill in the Building No, Unit No, and Room No fields accordingly.



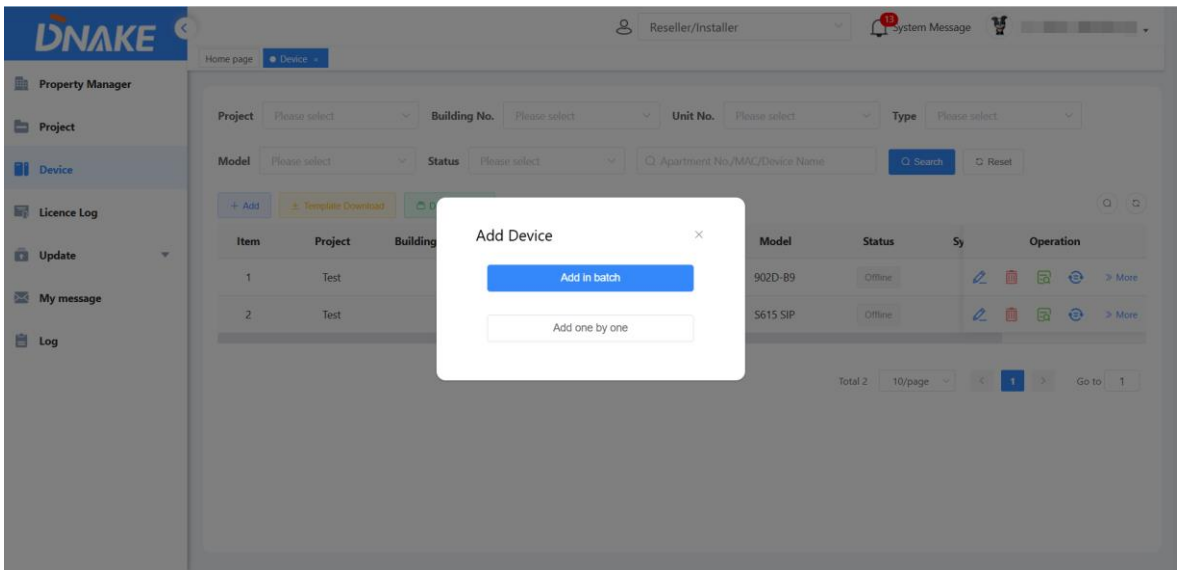
5.4.2 Add Indoor Monitor in batch

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.



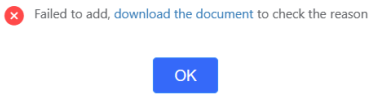
◆ Step 2: Click Add and choose Add in batch to add devices in batch



◆ 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.

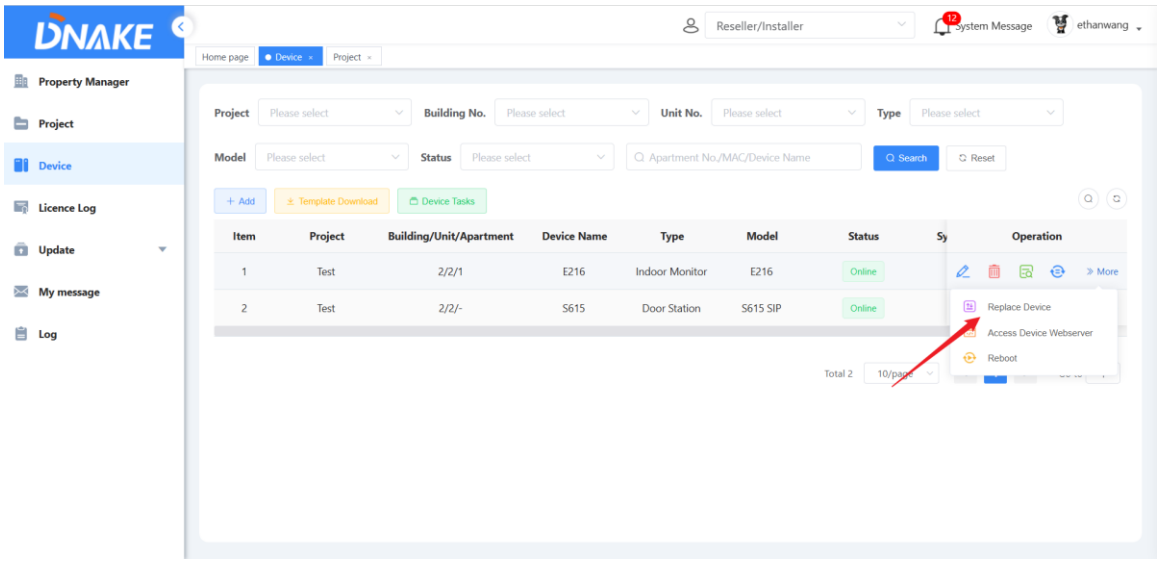
- Step 4: If failed, please download the document to check the reason. Please modify it accordingly and try again.



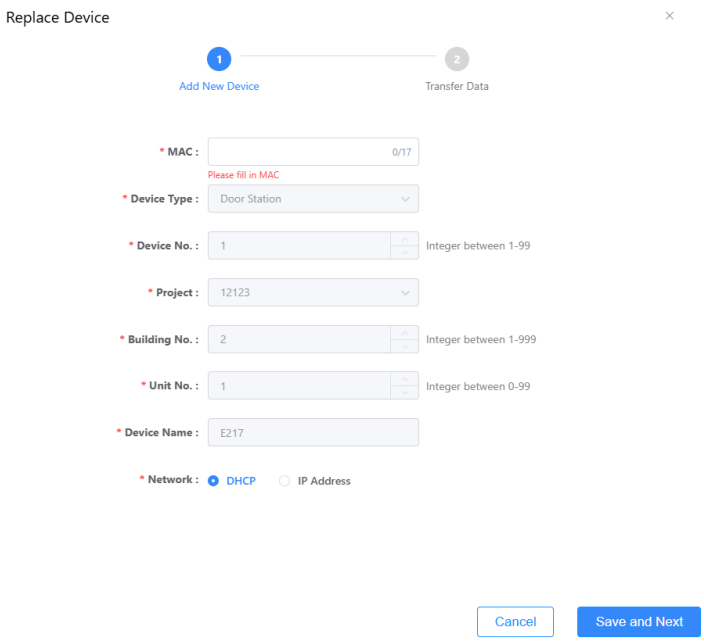
5.4.3 Replace Indoor Monitor

1. Here are the steps to replace a device

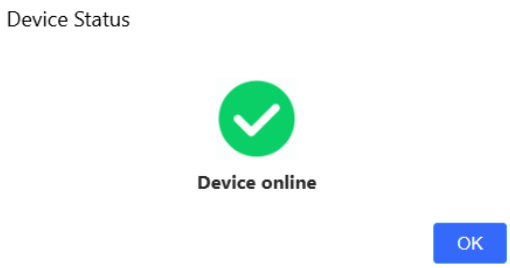
- Step 1: Go to Device column and click More > Replace Device behind the device to replace this device.



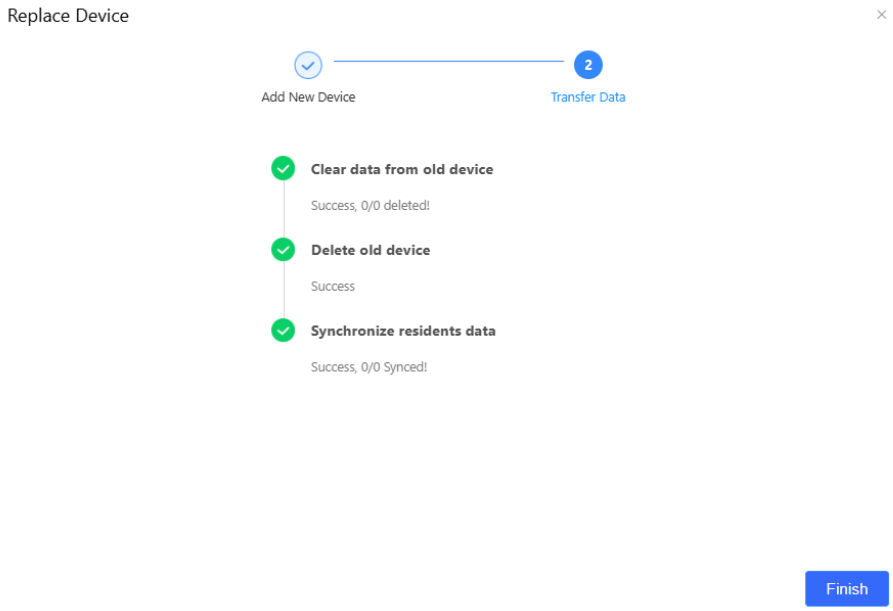
- Step 2: Fill in MAC address of the new same-model device. You can also change its network.



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



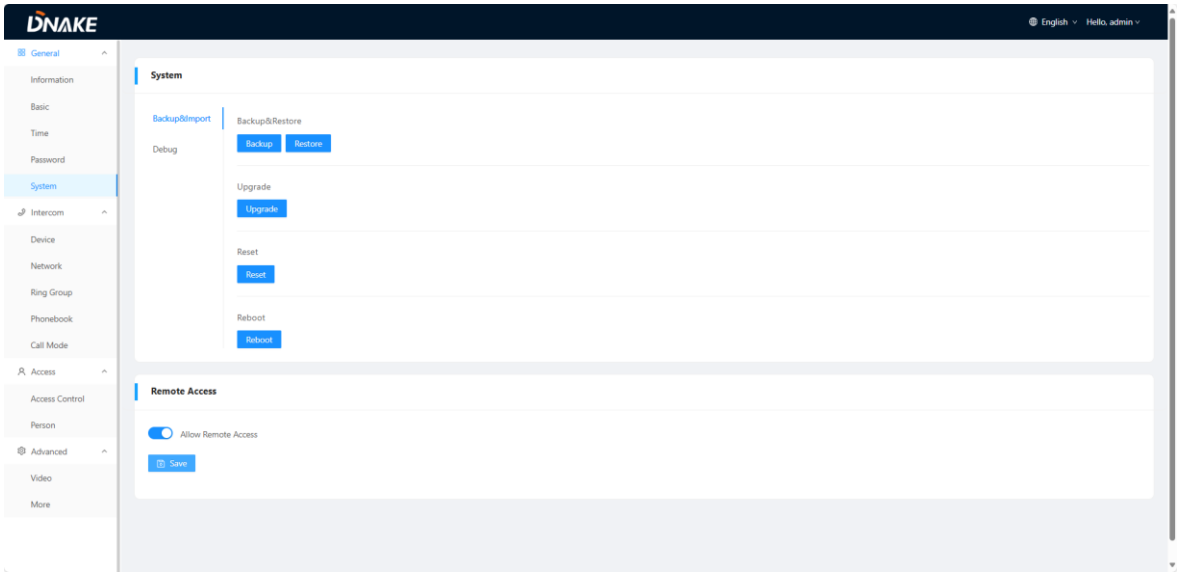
◆ Step 4: After that, the data will be transferred to the new one.



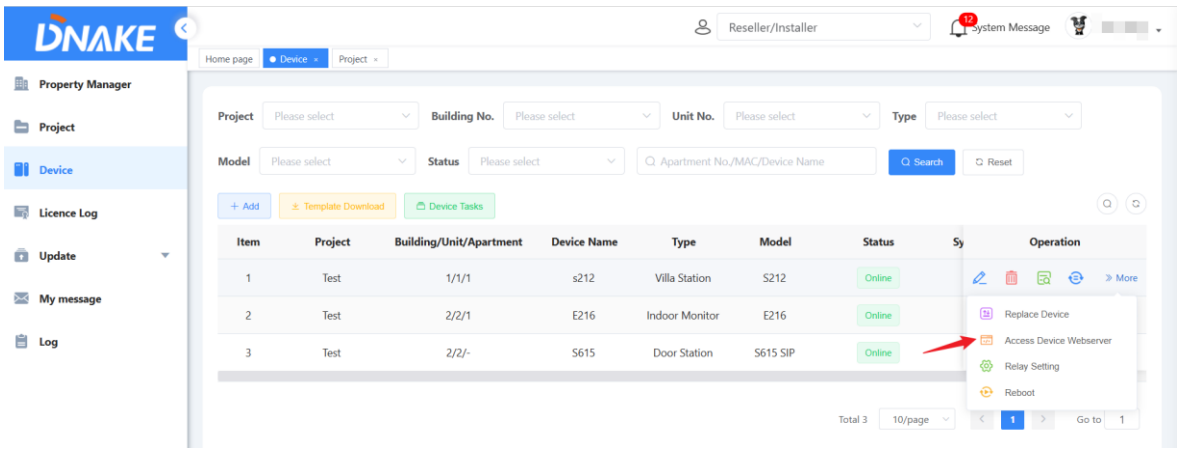
5.4.4 Access device webserver

1. Here are the steps to access device webserver

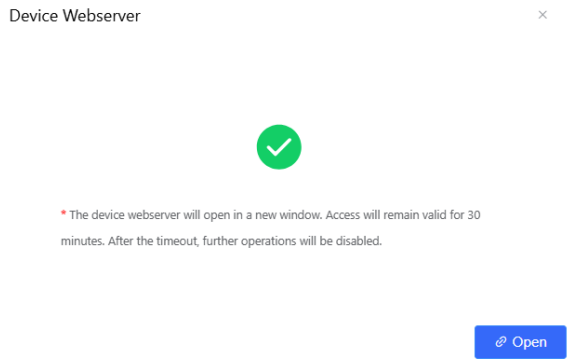
- Step 1: Make sure the device firmware is the latest with FRP service.
- Step 2: Visit device’ s config page with its IP address locally. The default account is admin and password is 123456.
- Step 3: Go to System > Remote Access to allow this feature.



◆ 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.

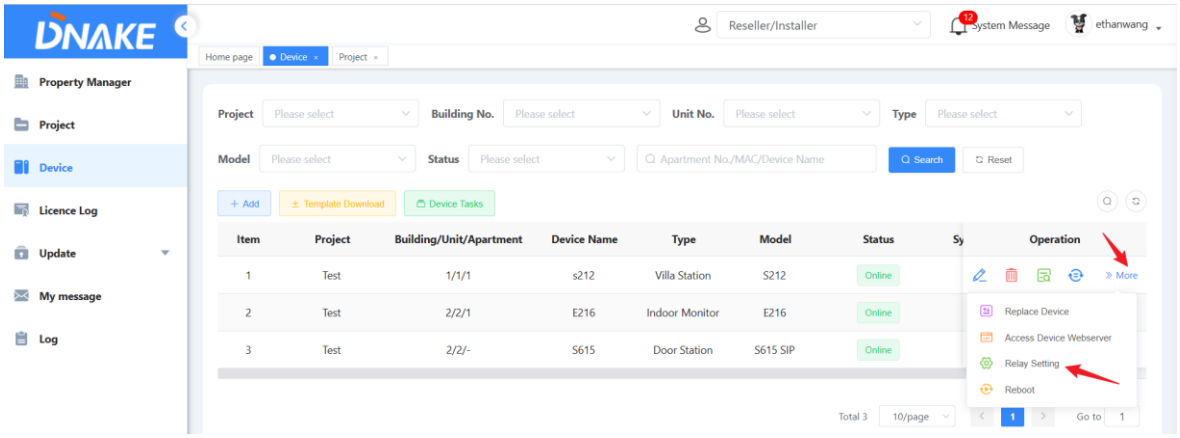


5.4.5 Add other devices to Platform

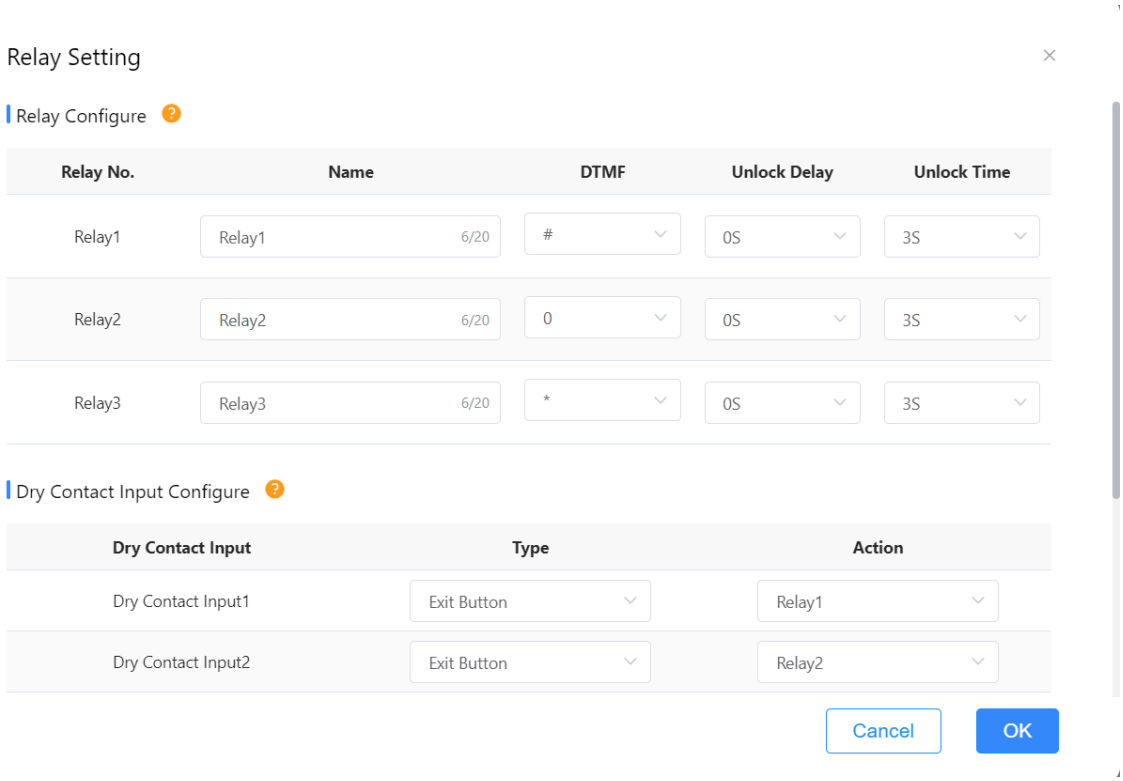
1. The way to add Door Station, Villa Station, Gate Station and Master Station is similar to Indoor Monitor’ s. Please refer to the previous instruction to add them to the Platform.

5.4.6 Device Relay Setting

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

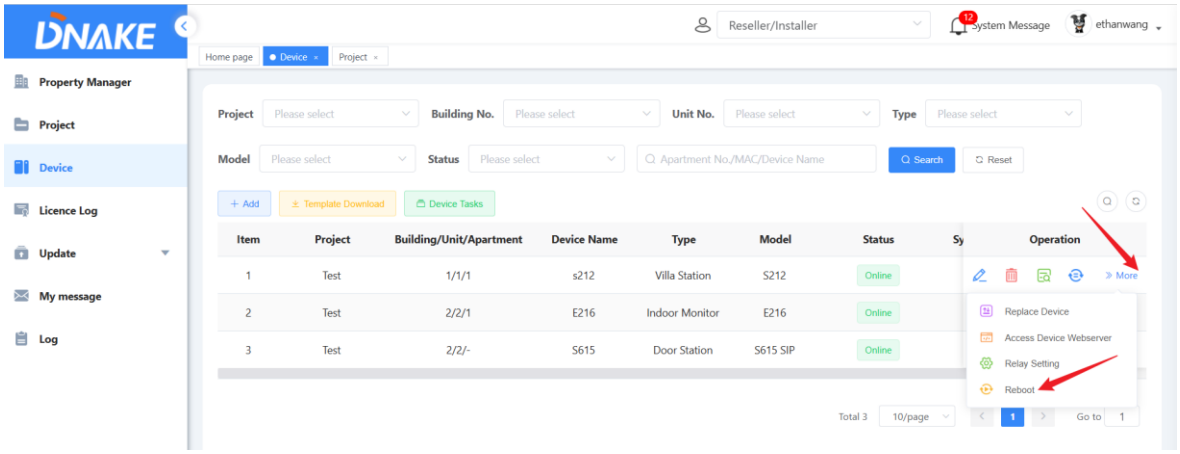


- Step 2: Configure the relay and dry contact by yourself.



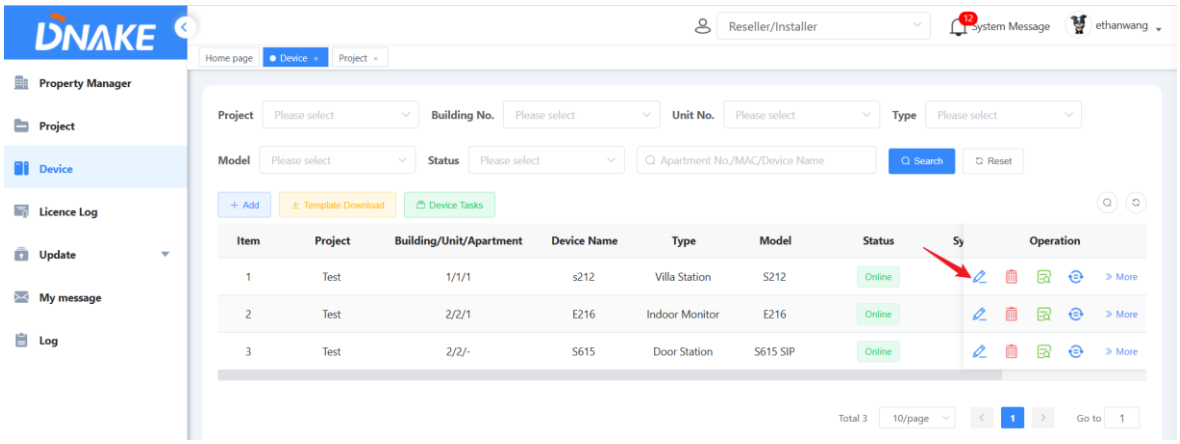
5.4.6 Reboot the device.

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

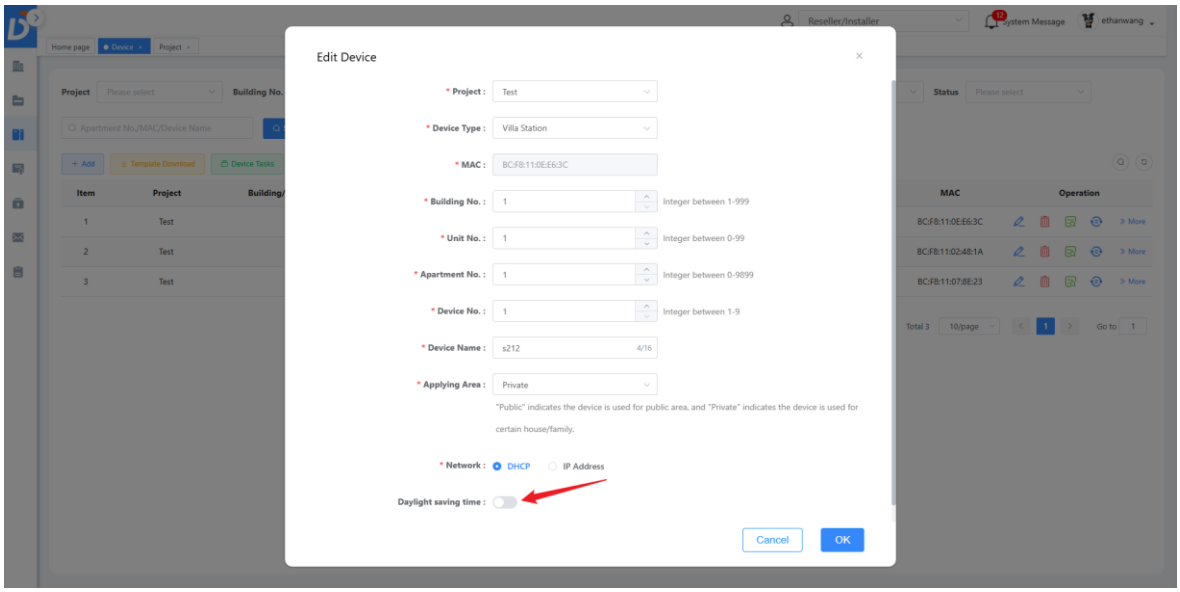


5.4.7 Enable Daylight Saving Time

◆ Step 1: Click edit

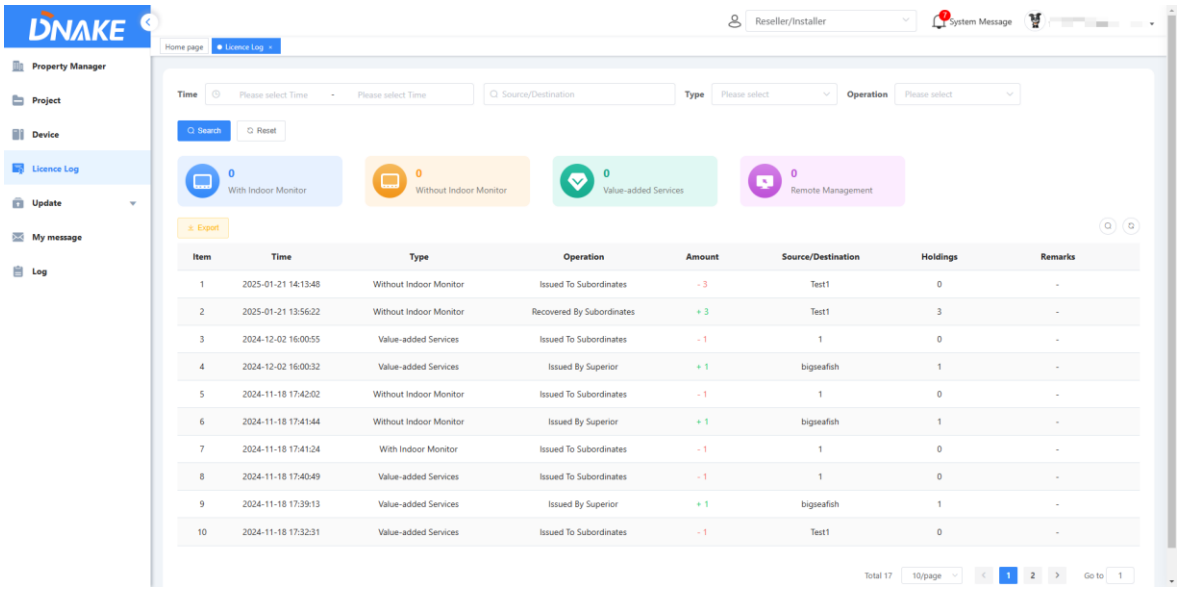


◆ Step 2: Enable daylight saving time



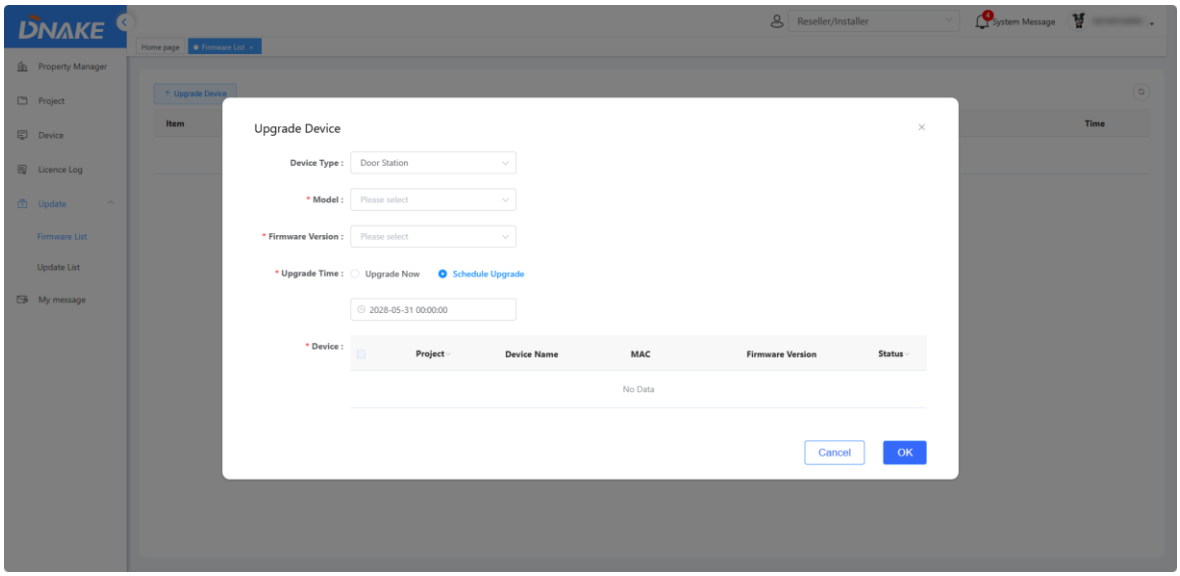
5.5 License Log

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



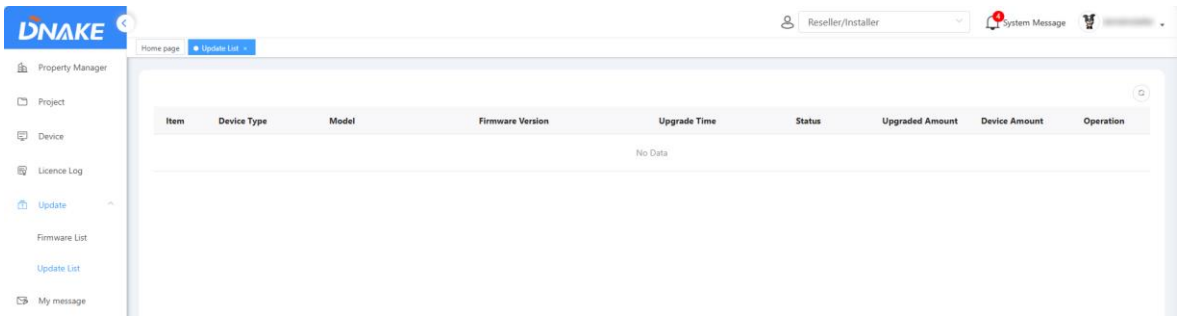
5.6 Update-Firmware List (OTA)

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.

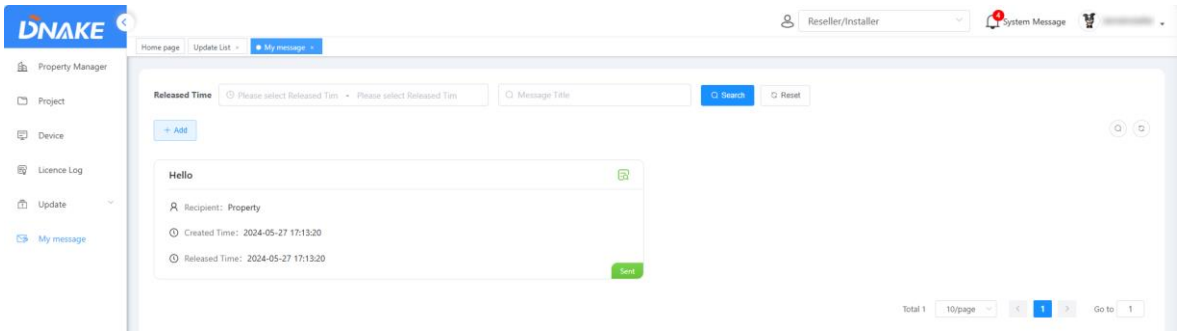


5.8 My message

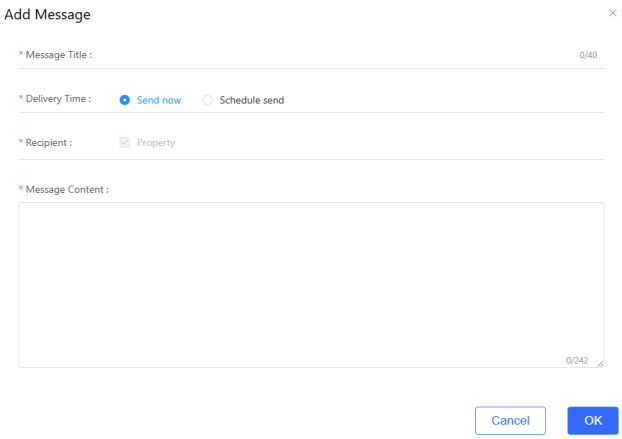
5.8.1 Send messages to property manager

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

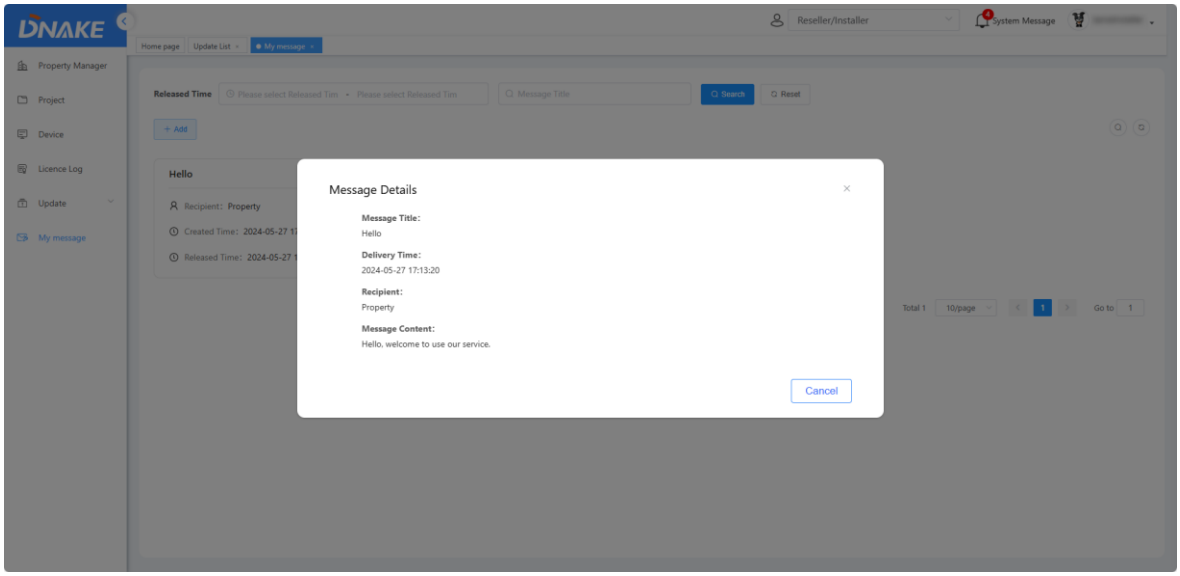
- Step 1: Go to My message column and click Add to edit a message.



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

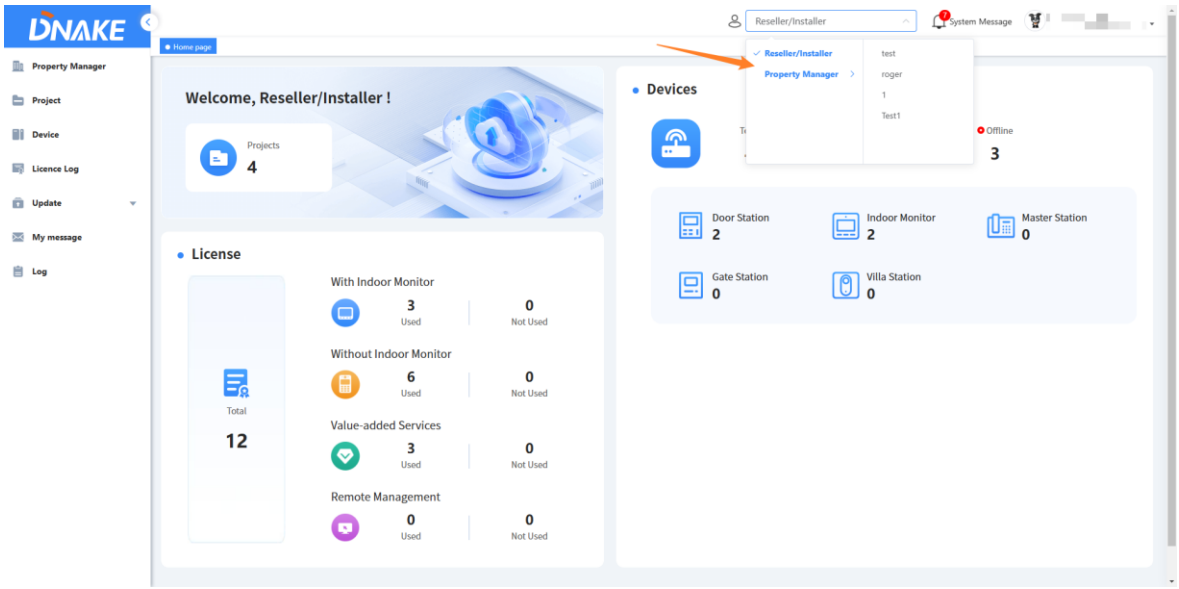


◆ Step 3: Click the green Details icon. You can check the message detail.



5.9 Switch to Property Manager

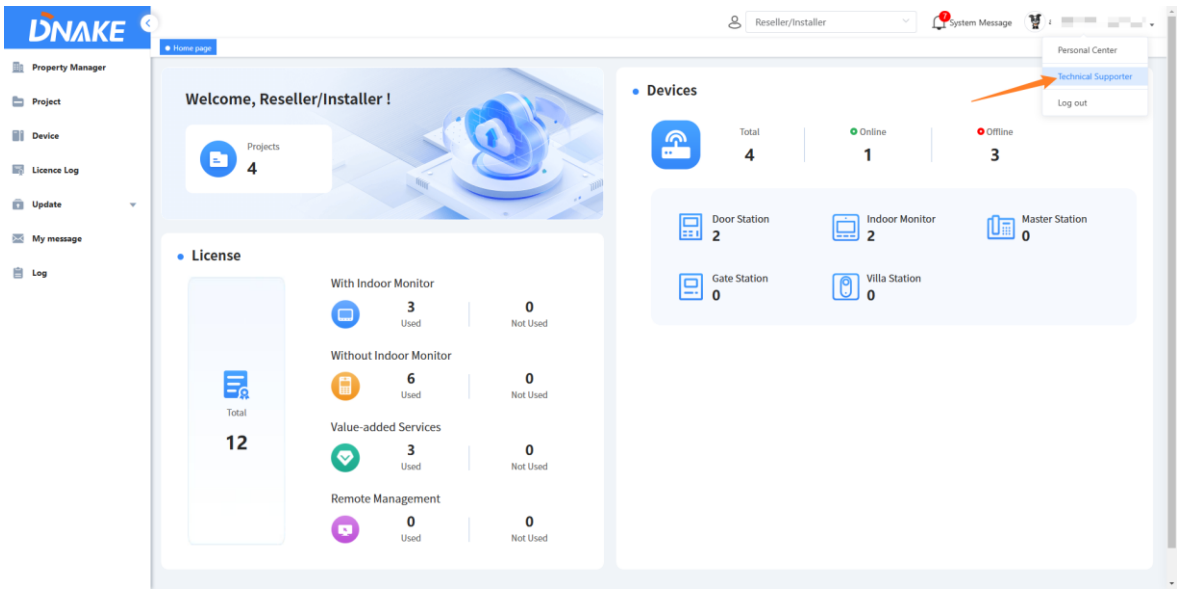
1. Please make sure you linked the project to this Reseller/Installer account when creating it. After doing so, you may find you can switch to manage the project on the upper right corner. You can also switch back to Reseller/Installer.



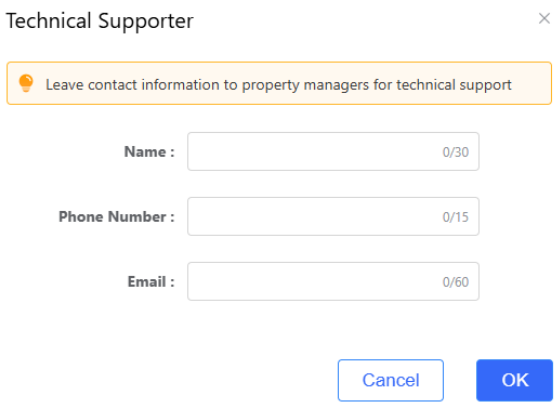
5.10 Technical Supporter

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

◆ Step 1: Go to Account > Technical Supporter.



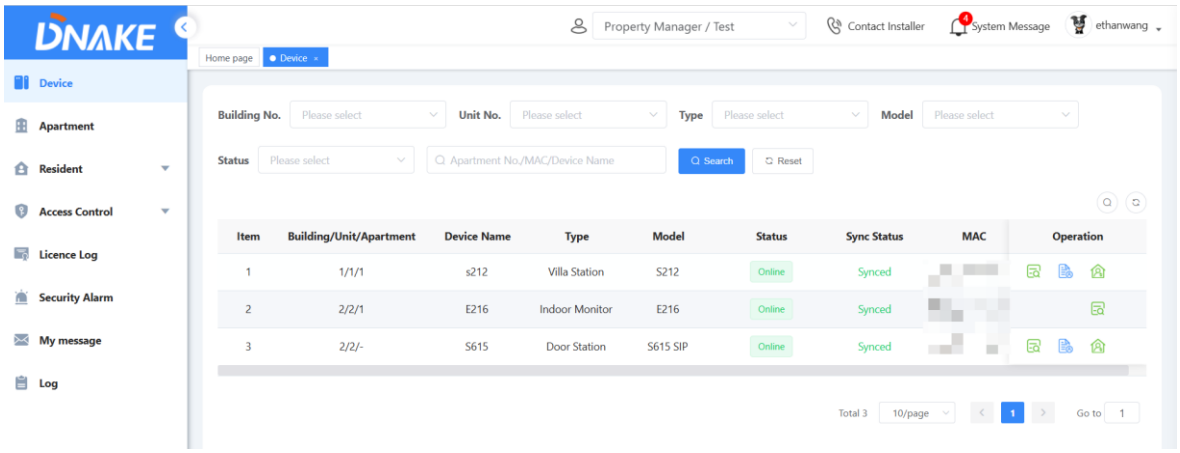
◆ Step 1: Fill in the information about the technical support.



6. Property Manager

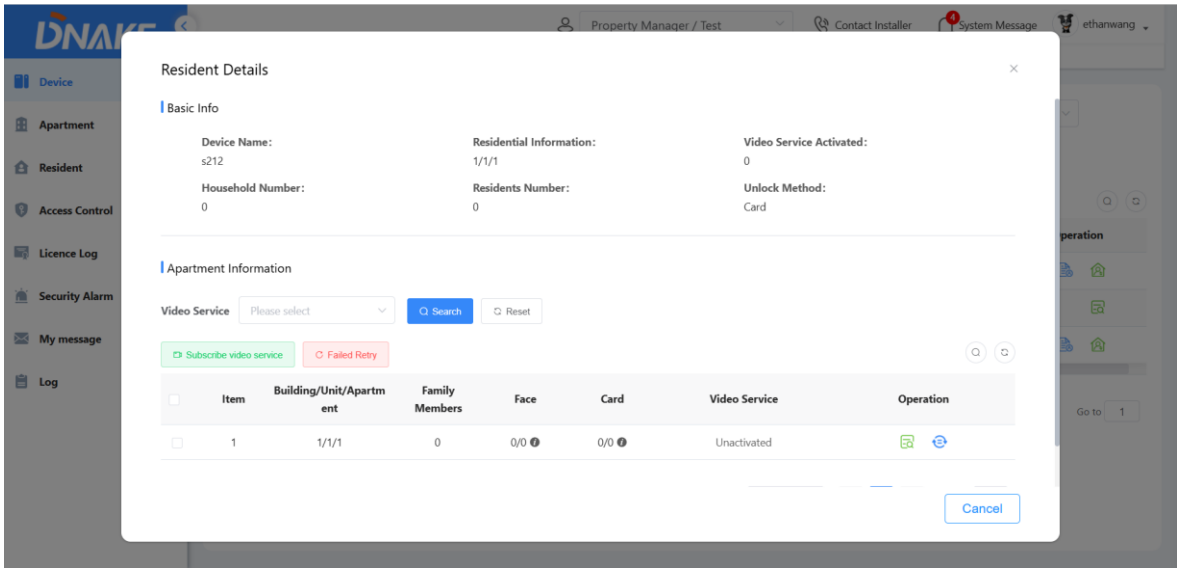
6.1 Device

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



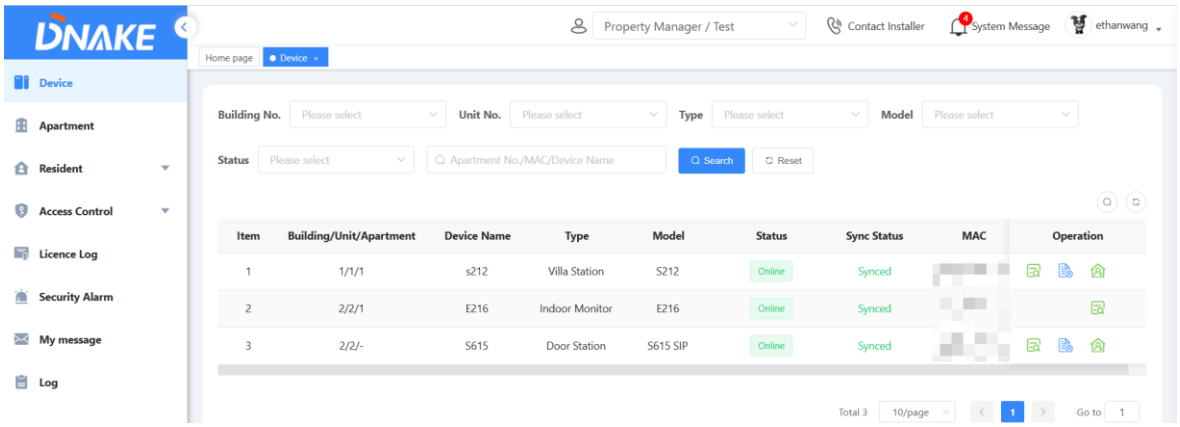
6.1.1 Resident Details

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



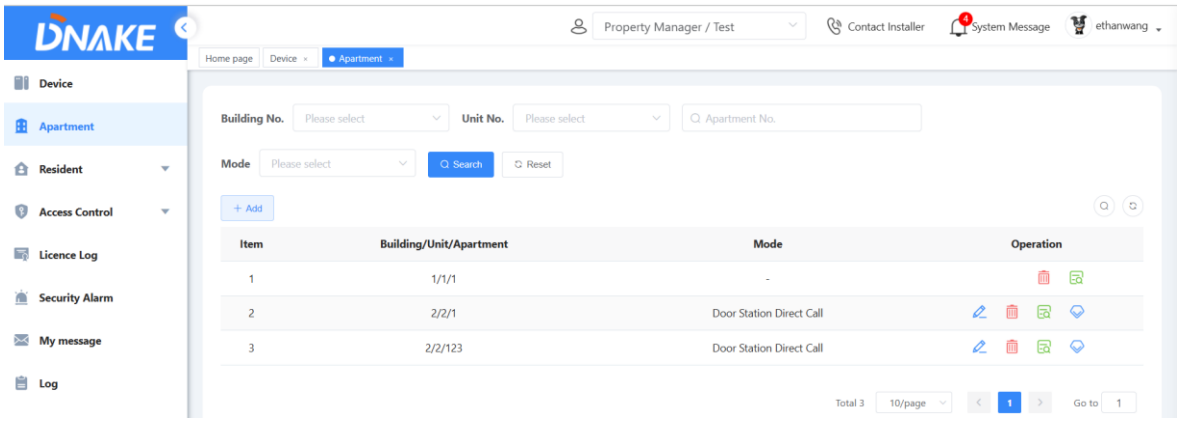
6.1.2 Synchronize all residents data

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



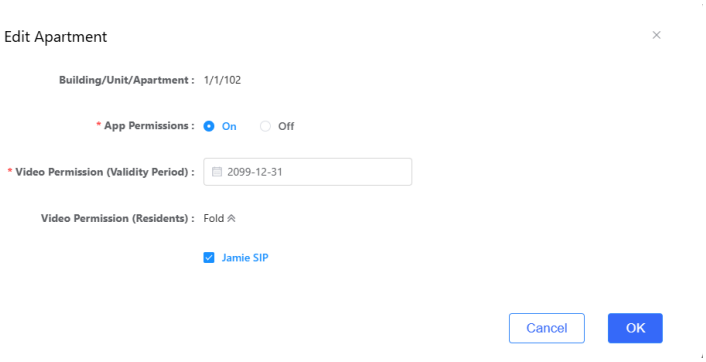
6.2 Apartment

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



6.2.1 App permission

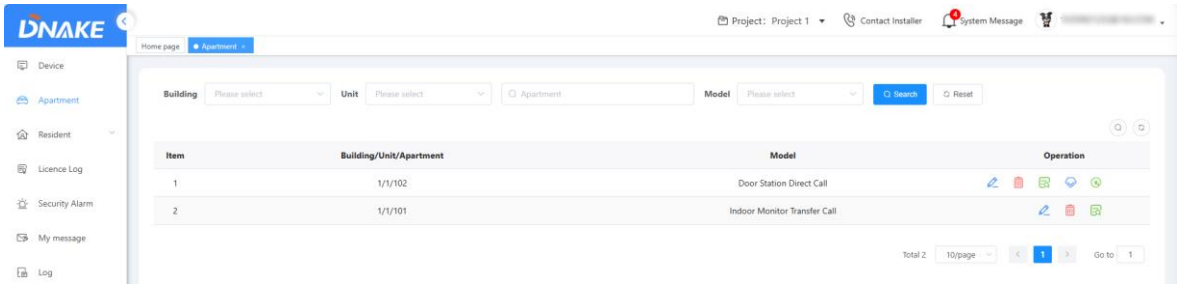
1. As a property manager, you are allowed to enable or disable app permissions and video permission for residents and set a validity period of video permission by clicking the edit icon.



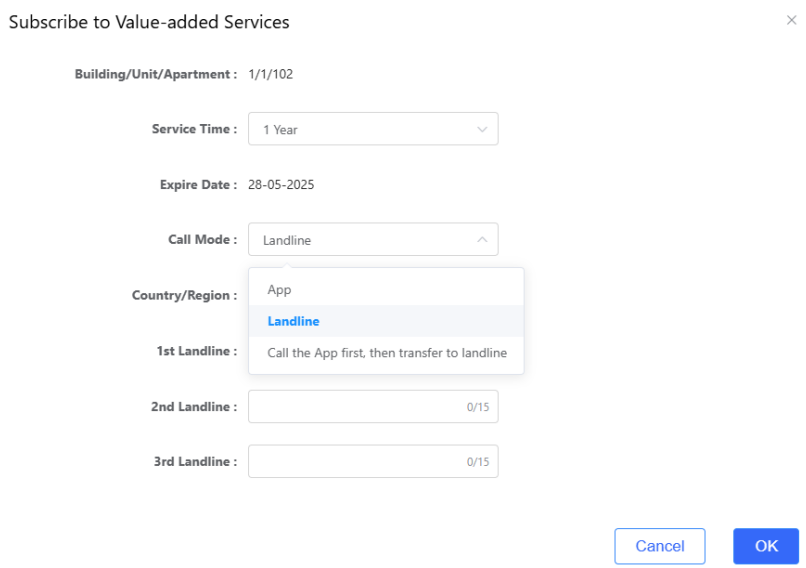
6.2.2 Landline

1. Here are the steps to enable landline feature

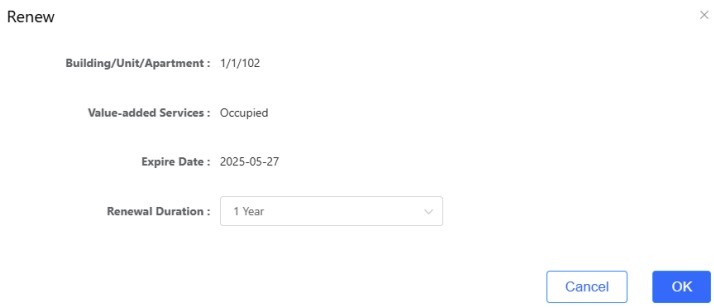
- Step 1: Make sure the device added can support landline feature.
- Step 2: Go to Apartment column to subscribe to Value-added Services.



◆ 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.



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



6.3 Resident

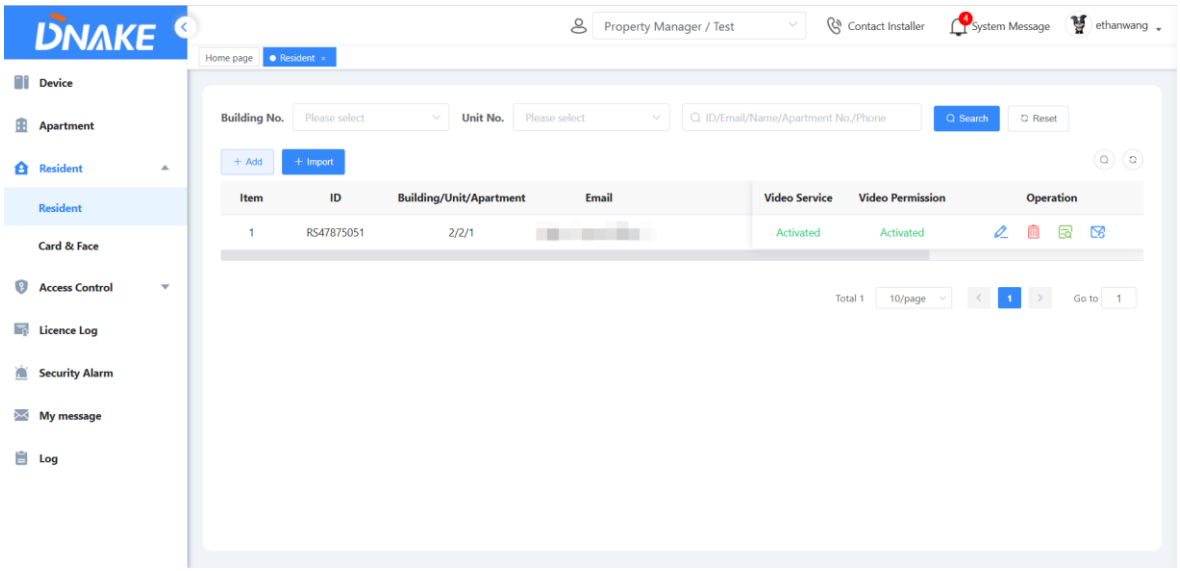
1. If the resident wants to use DNAKE Smart Pro App service, please subscribe to App Service when adding the resident’ s account.

6.3.1 Resident

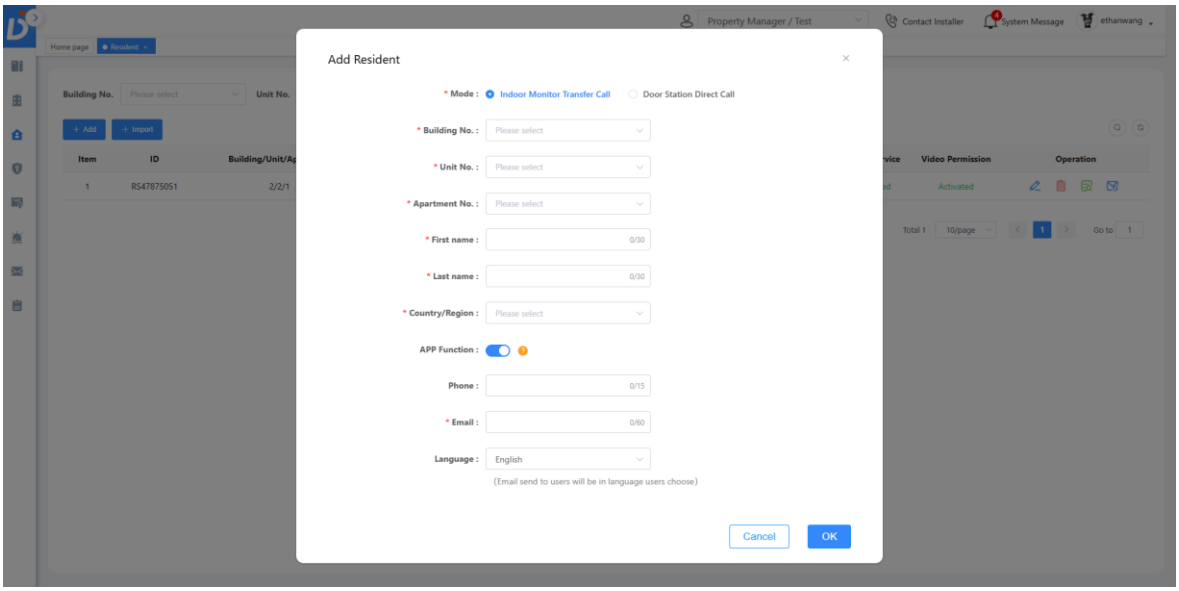
6.3.1.1 Indoor Monitor Transfer Call: Add a resident

1. Here are the steps to add a resident account

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



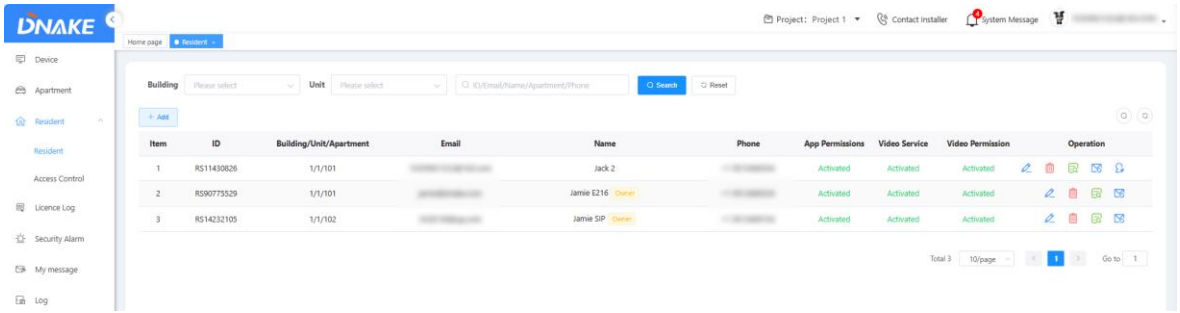
- Step 2: Choose Indoor Monitor Transfer Call. This is the solution with Indoor Monitor.
- Step 3: Choose Building, Unit and Apartment number. The Indoor Monitor will be associated with this account. Fill in resident’ s information. Please make sure your phone and email are right according to the Country/Region 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.



6.3.1.2 Door Station Direct Call: Add a resident

1. Here are the steps to add a resident account

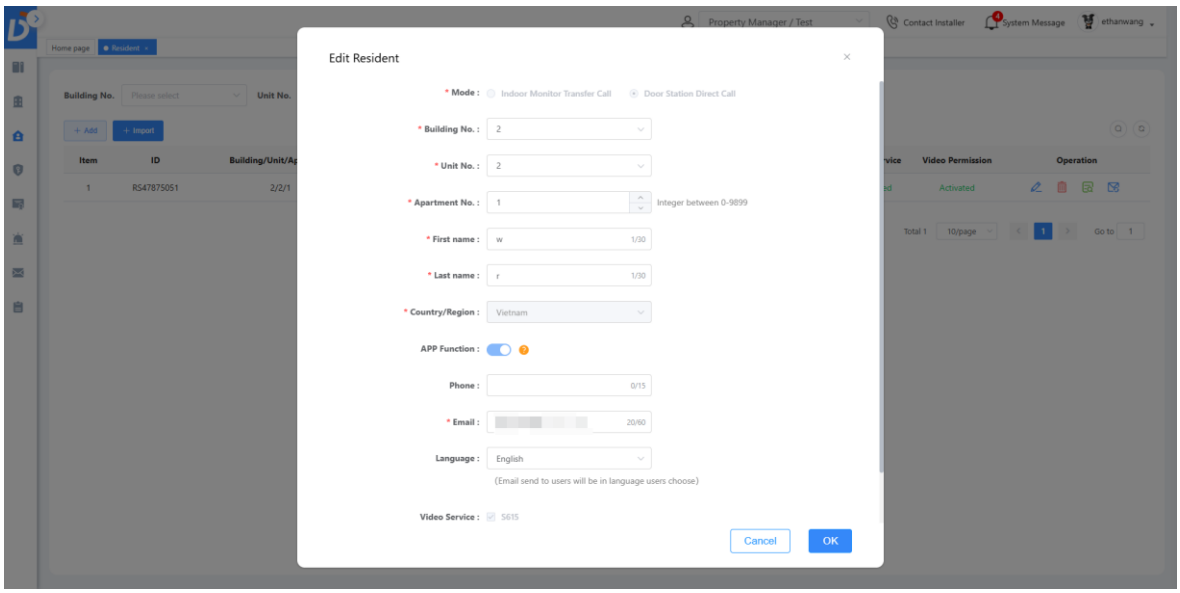
- Step 1: Go to Resident column and click Add to add a resident account.



- Step 2: Choose Door Station Direct Call.

- 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.

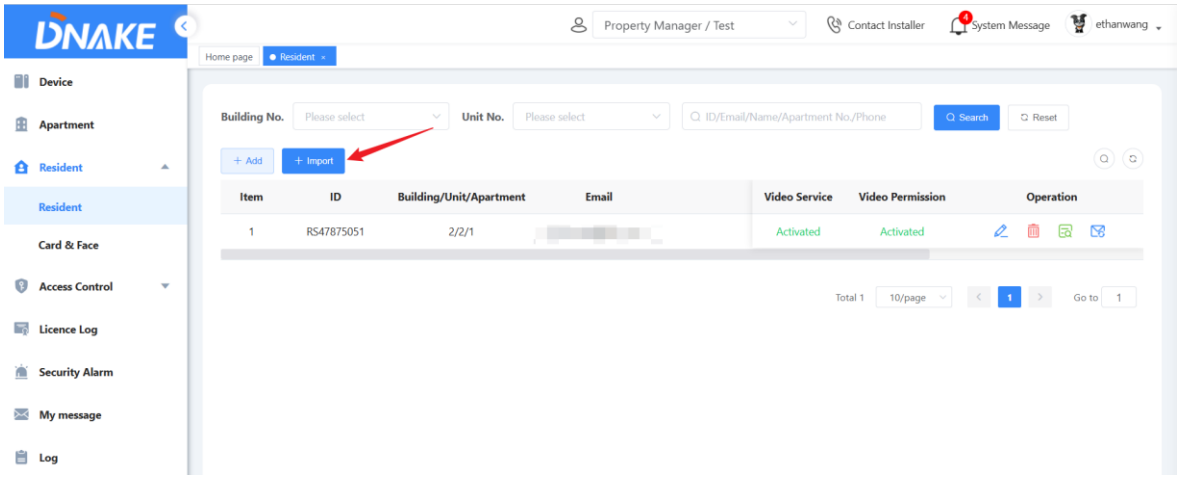
- Step 4: If DNAKE Smart Pro App service is needed, please subscribe to App Permissions and select the Video Service device.



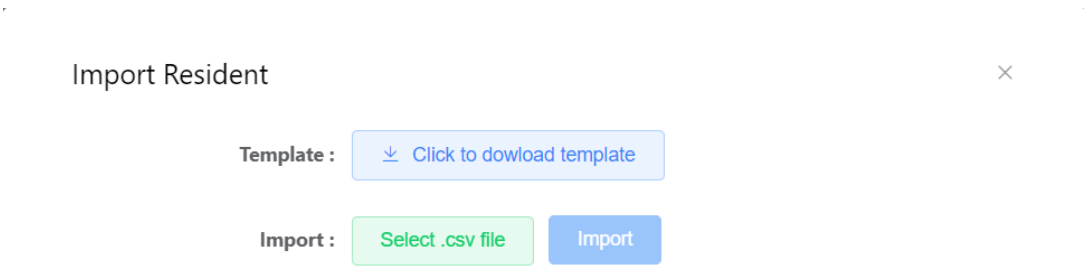
6.3.1.3 Import users in batch

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

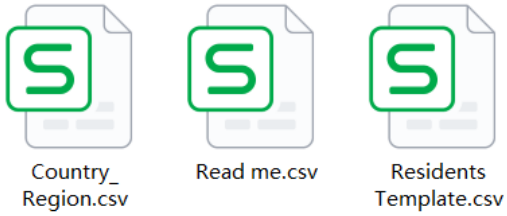
◆ Step 1: Go to Resident column and click Import



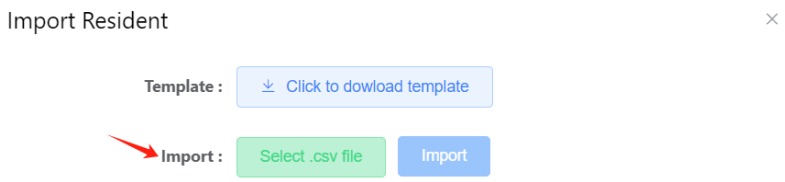
◆ Step 2: Click to download the template



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

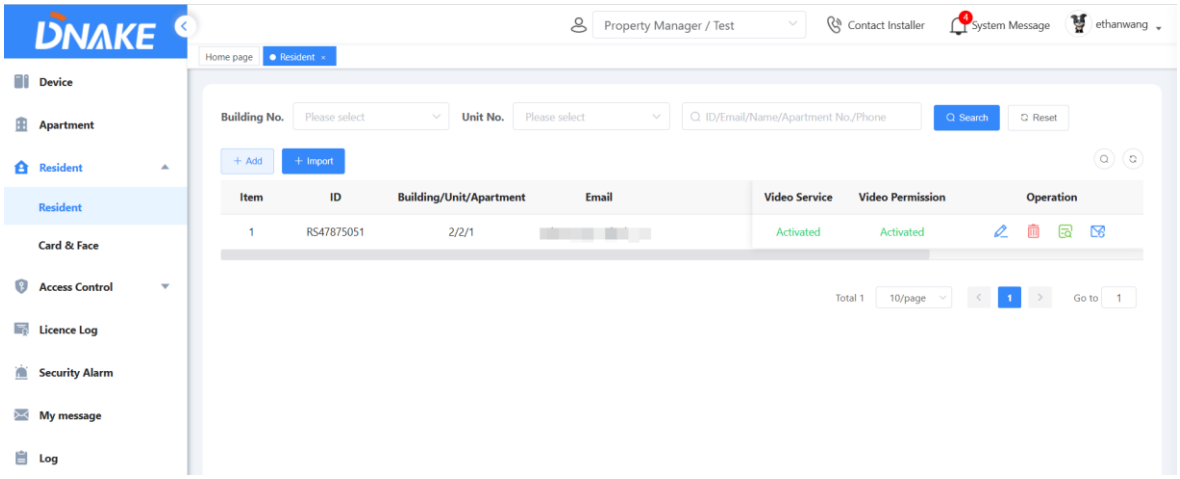


◆ Step 3: Click "Select .csv file" to import the template.



6.3.1.4 Manage residents

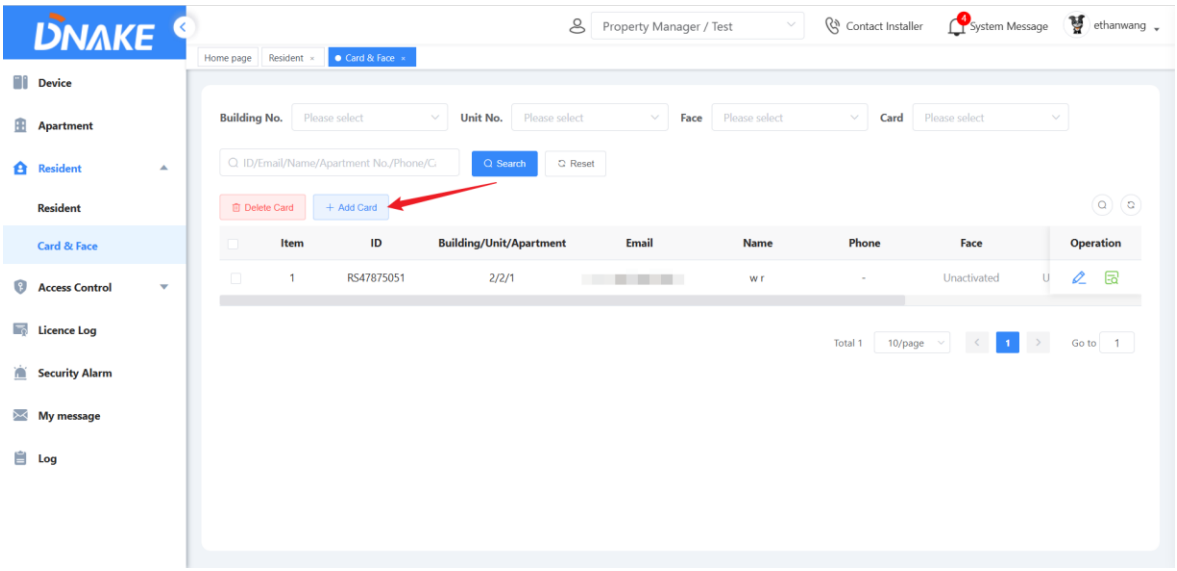
1. You can edit, delete, check details, or resend the registration email. If the resident is not the owner of the apartment, you can also set this resident as apartment owner.



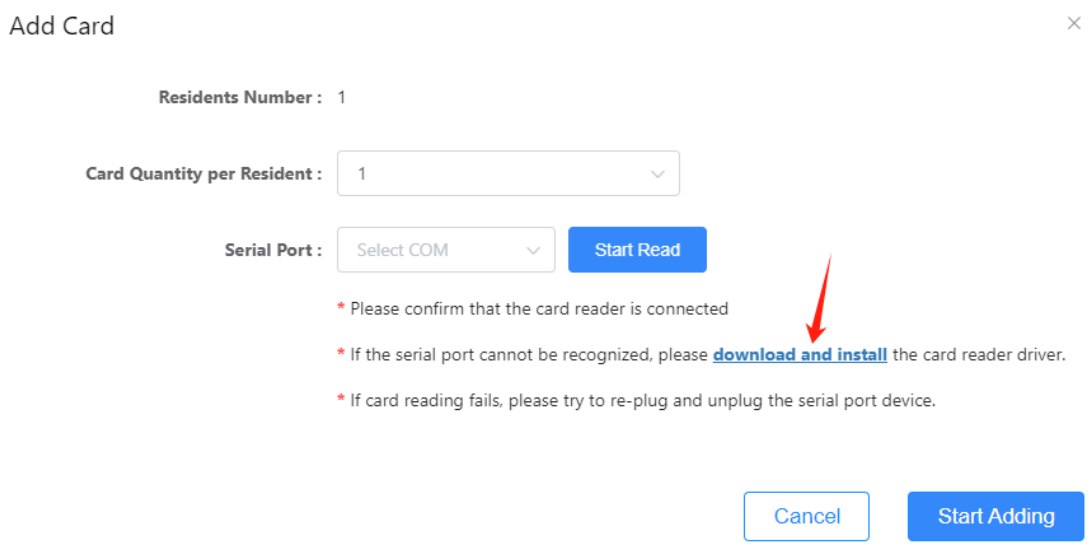
6.3.2 Card & Face

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

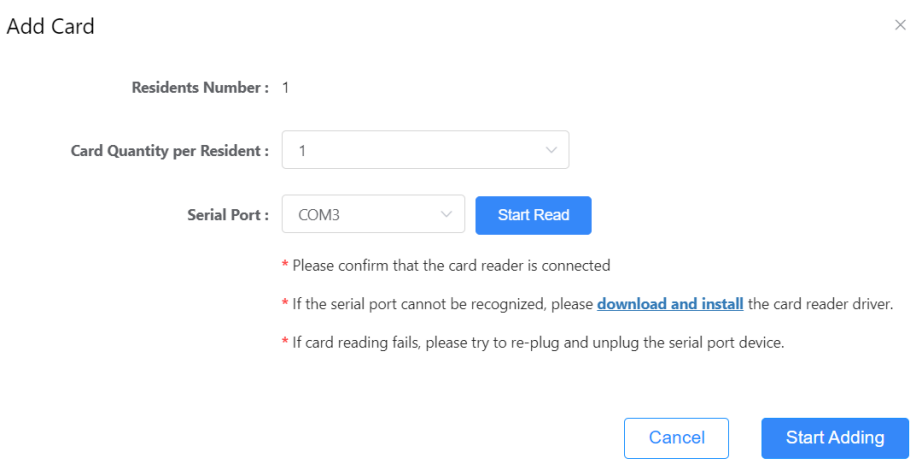
- Step 1: Click Add card.



- 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.



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

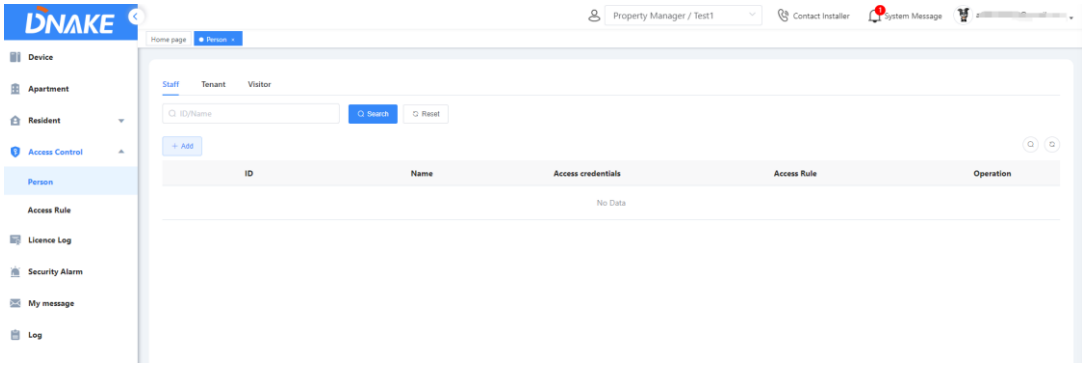


6.4 Access Control

6.4.1 Person

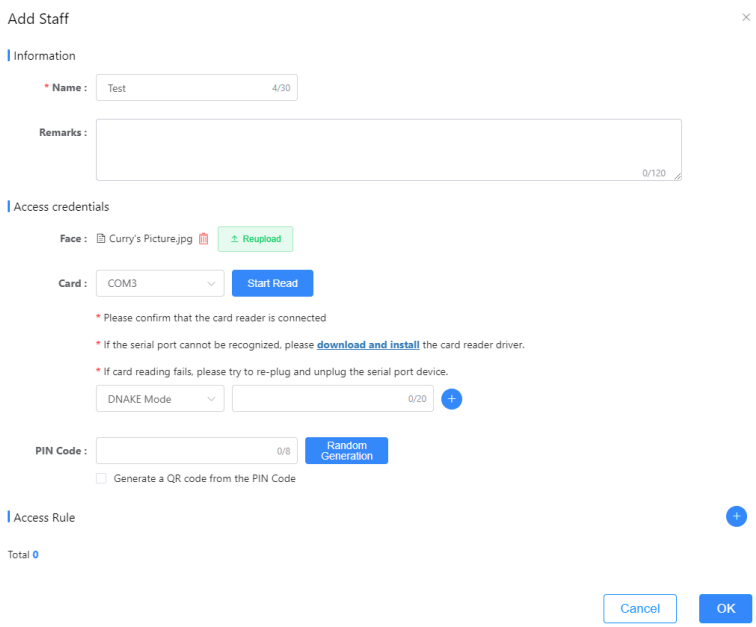
You can add access permissions, such as facial recognition and card access, for different roles on the cloud platform. The three roles are staff, tenant, and visitor.

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.



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 members. 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.

  With the new **Additional Access Rule** feature, you can now associate existing **Access Rules** with the tenant instead of creating a new rule from scratch. This allows for more flexible and efficient access management.

Add Tenant

Information

* Name : 1 1/30

Site : Building No. : 1-999 | Unit No. : 0-99 | Apartment No. : 0-9899

Email : 0/60

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

Cancel | OK

Access Rule

Repeats : Daily

Time : 03:00:00 - 04:59:59

+ Add Device

Device Name	Building/Unit/Apartment	Relay	Operation
No Data			

Total 0

Additional Access Rule

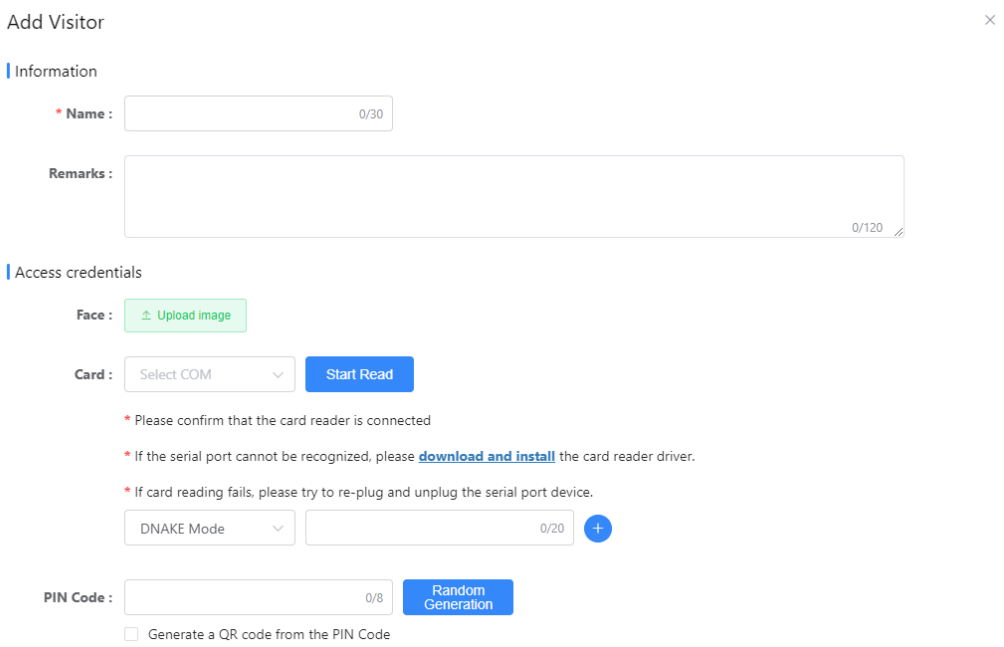
Test ×

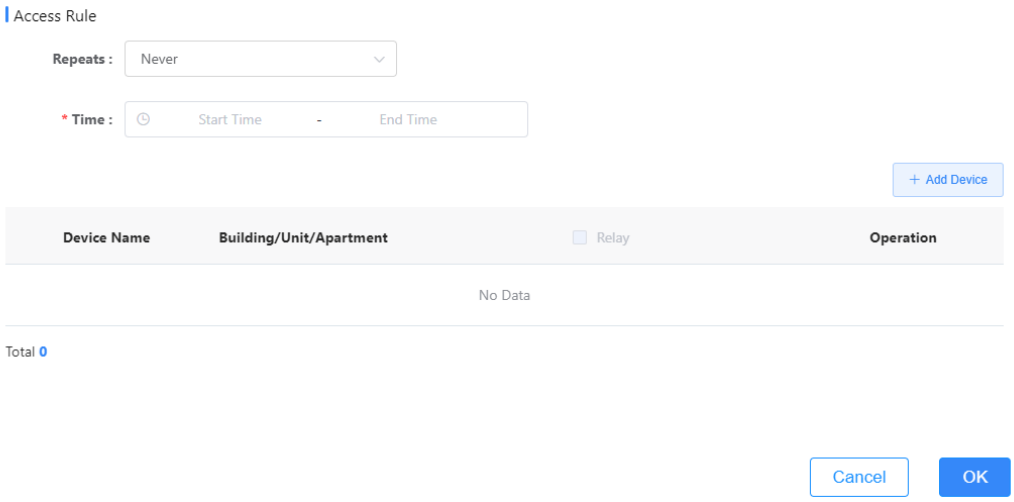
Total 1

Cancel | OK

6.4.1.3 Visitor

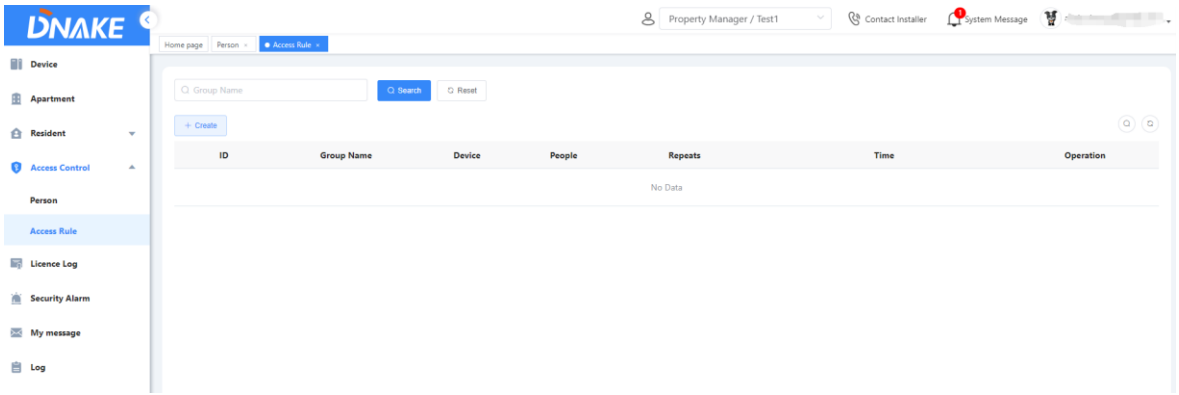
- Step 1: Enter the name and any Remarks in the information section.
- Step 2: Upload their face image, add a card by a card reader or card number and generate a PIN code. You can choose whether to generate a QR code for unlocking.
- Step 3: Set up specific Access Rules for each visitor member. Be sure to specify the validity period for these rules and choose a frequency. The available frequency options are: Never, Daily, Weekly.





6.4.2Access Rule

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

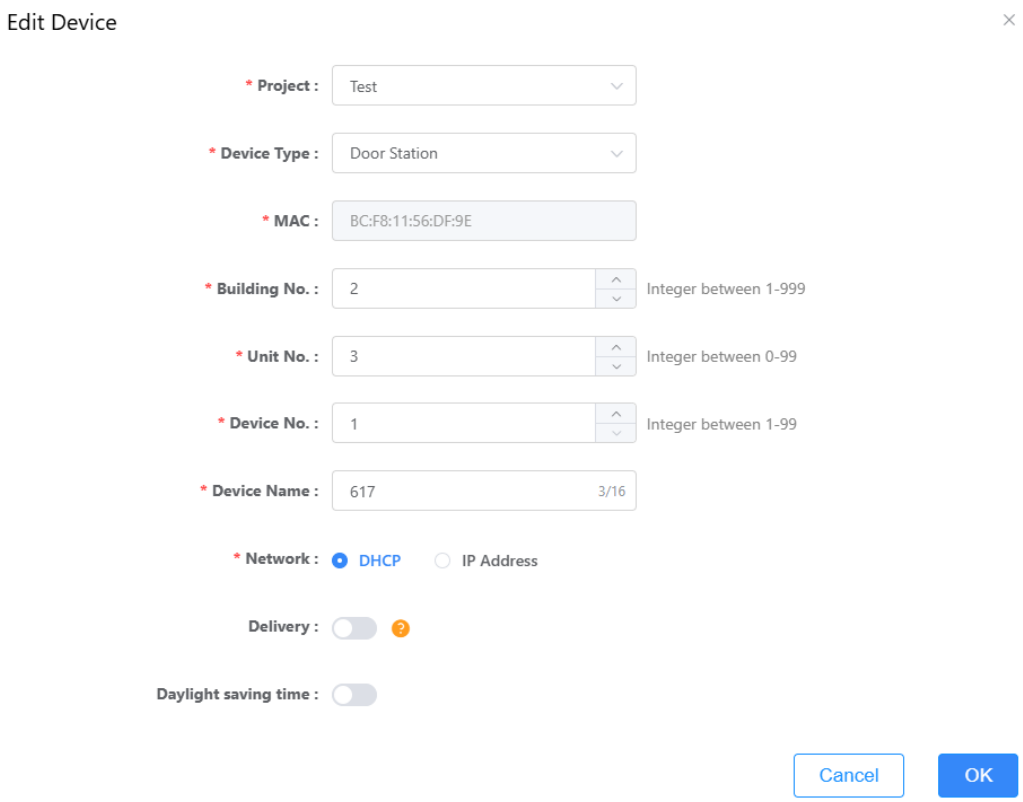


- Step 1: Click Add.
- Step 2: Fill in the group name, select the repeat option (Never, Daily, or Weekly), set the validity period, and link the specified devices and people to the access rule.

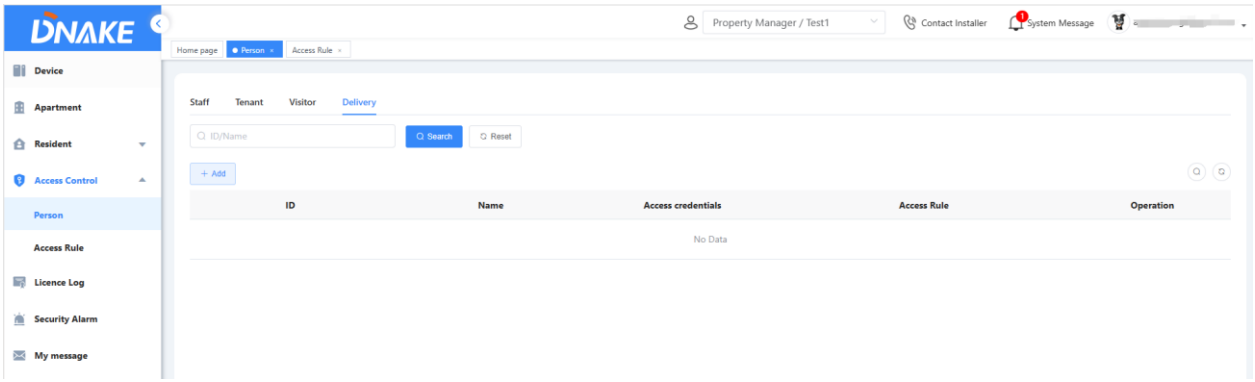
6.4.3 Delivery Passcode

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 support S617 right now and will support more devices in the future.)

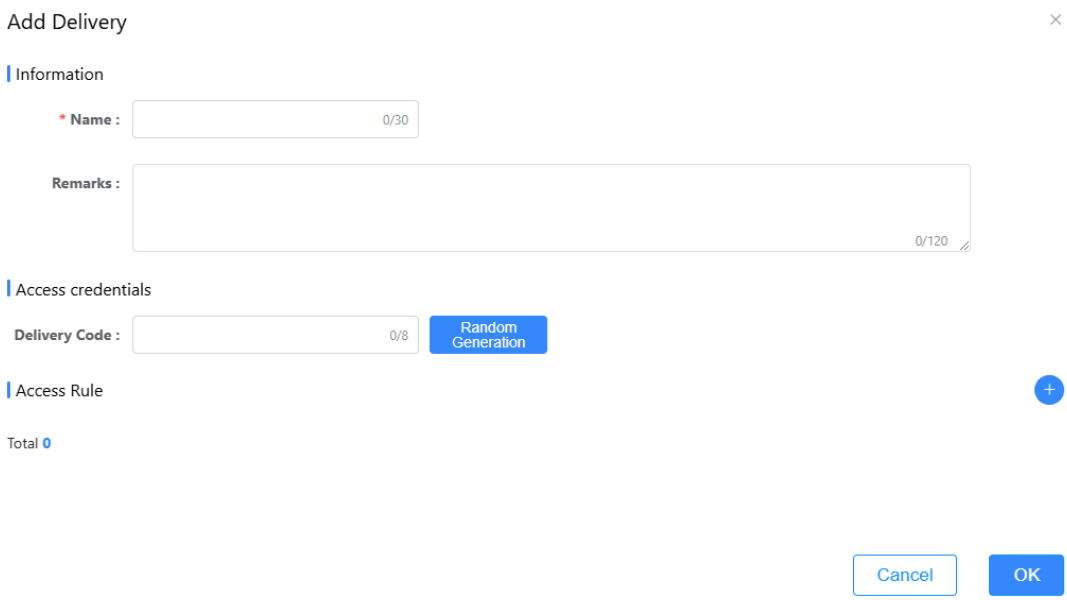
- Step 1: Go to Device under Reseller/Installer and click Edit. Then enable the "Delivery" .



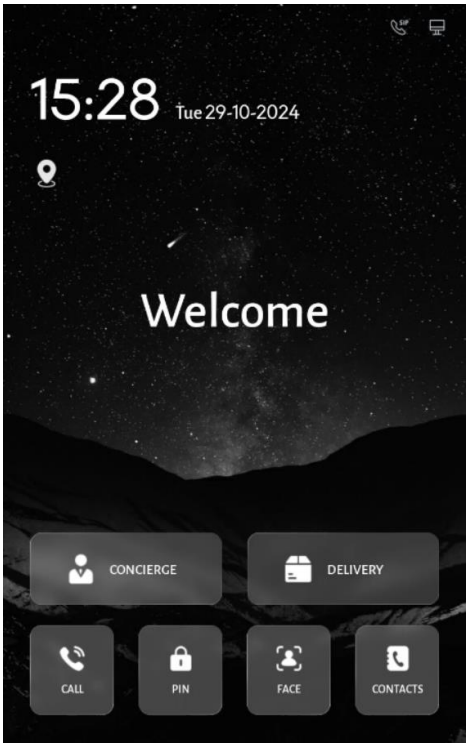
- Step 2: Go to project under the property manager, Click Access Control>Person, click Add to add a delivery code for couriers.



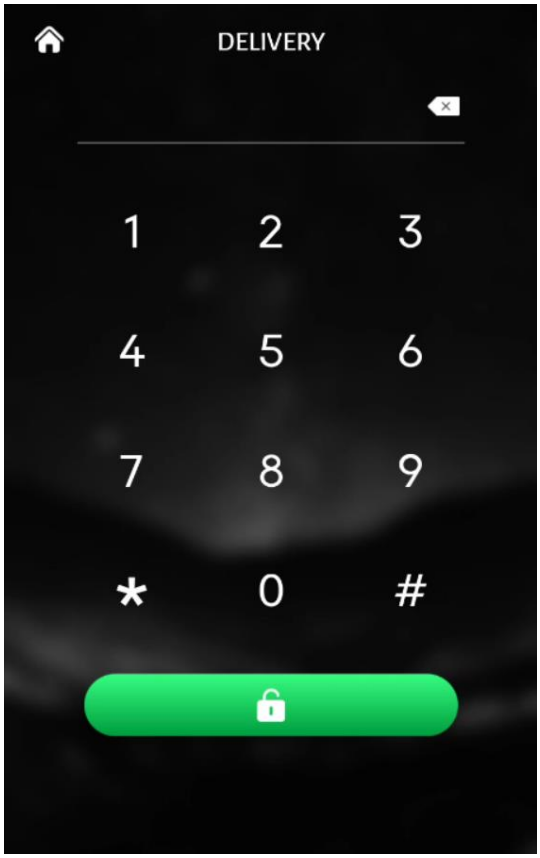
- Step 3: Enter a Delivery Name and generate a Delivery Code for the courier. Then, assign the relevant Access Rule to this delivery.



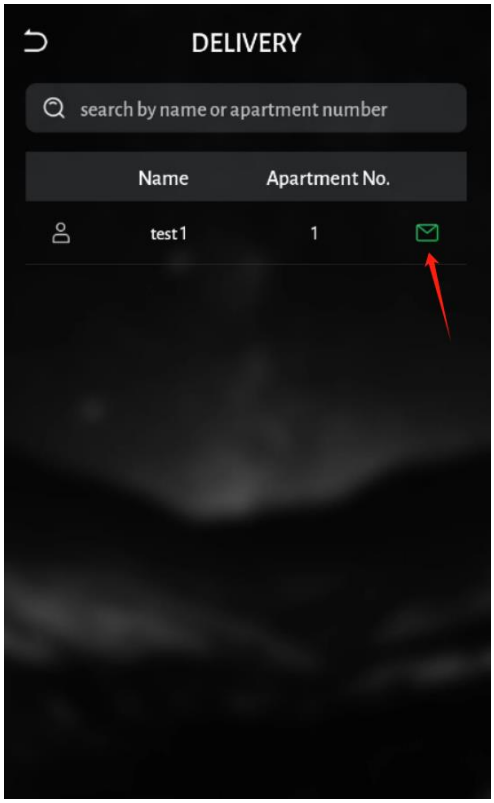
- Step 4: Go to device, then click Delivery



◆ Step 5: Enter the delivery code.

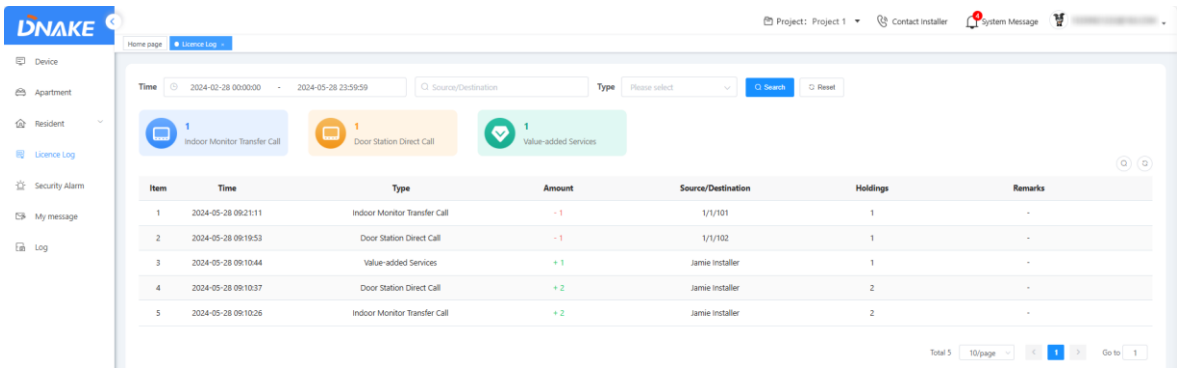


◆ Step 6: Send a message to notify the resident that their package has arrived. The notification will appear in SmartPro.



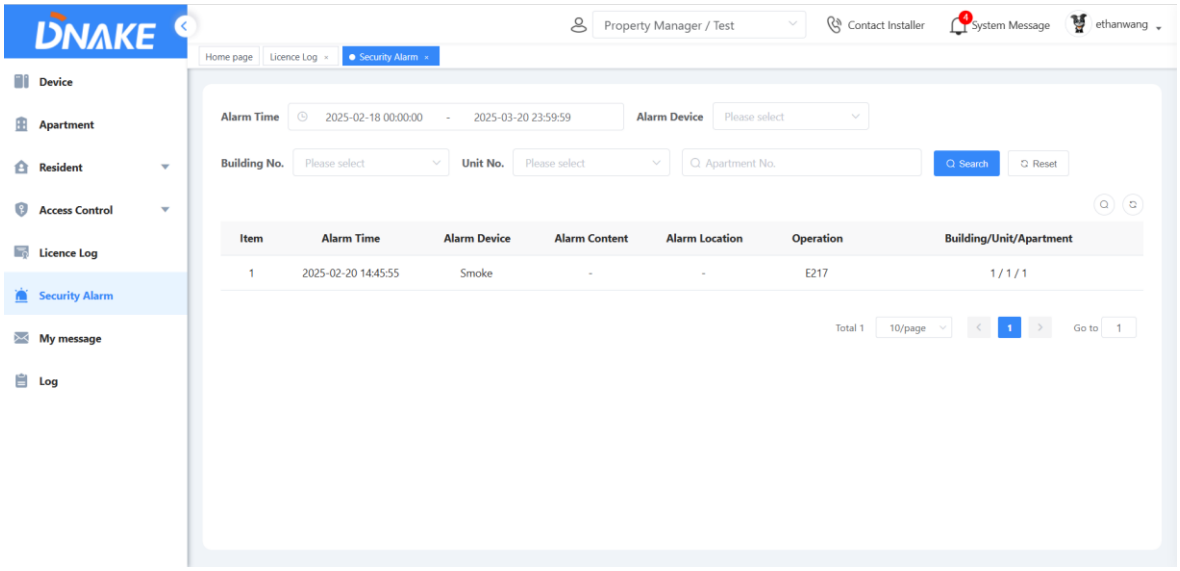
6.5 License Log

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.

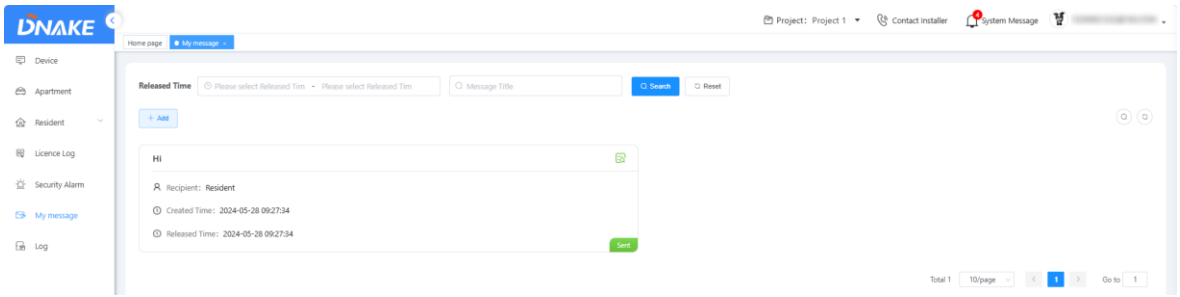


6.7 My message

6.7.1 Send messages to resident

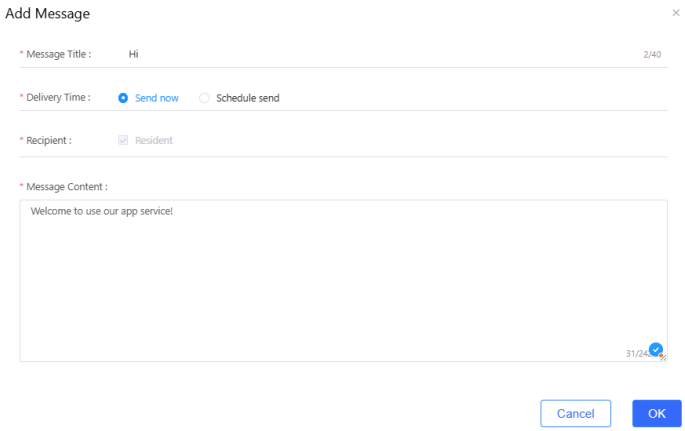
1. Here are the steps to send messages to resident

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

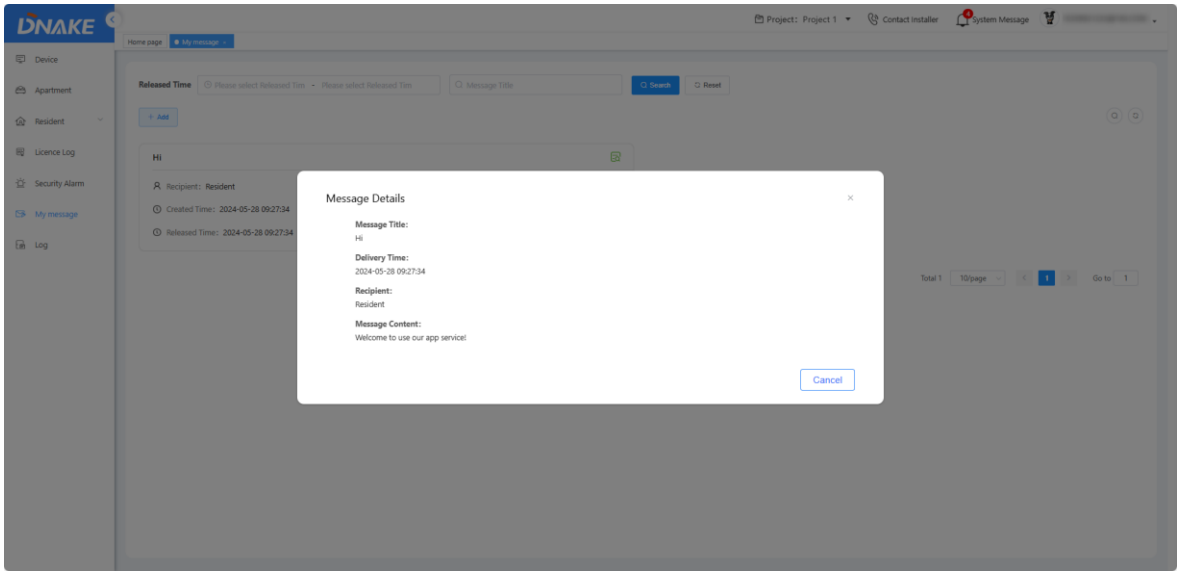


◆ Step 2: Fill in message title and message content. Choose the recipient and the

delivery time.



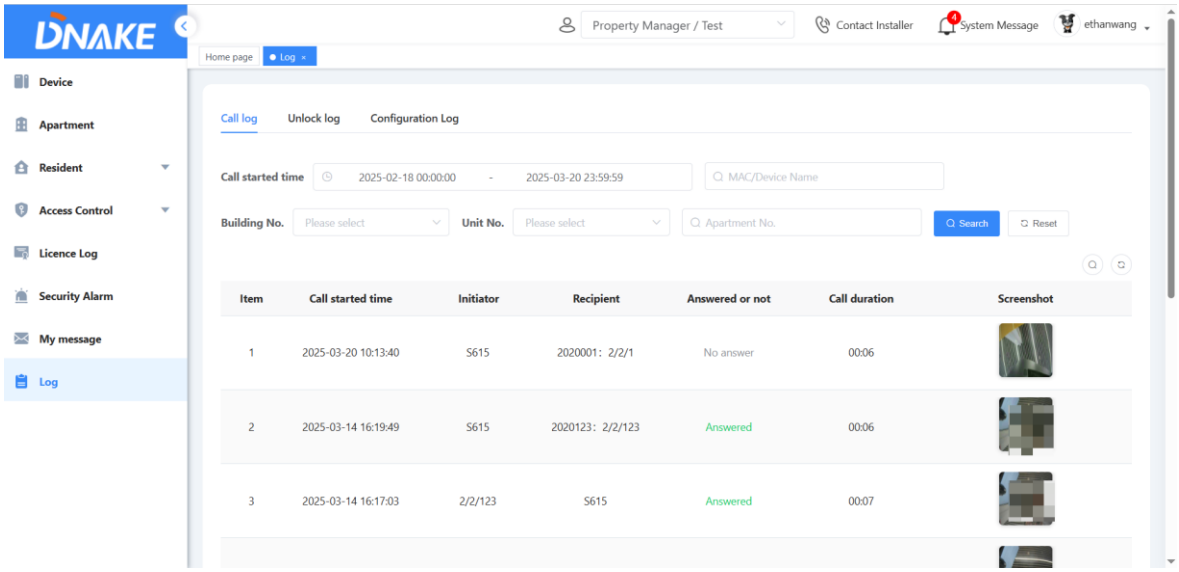
◆ Step 3: Click the green Details icon. You can check the message detail.



6.8 Log

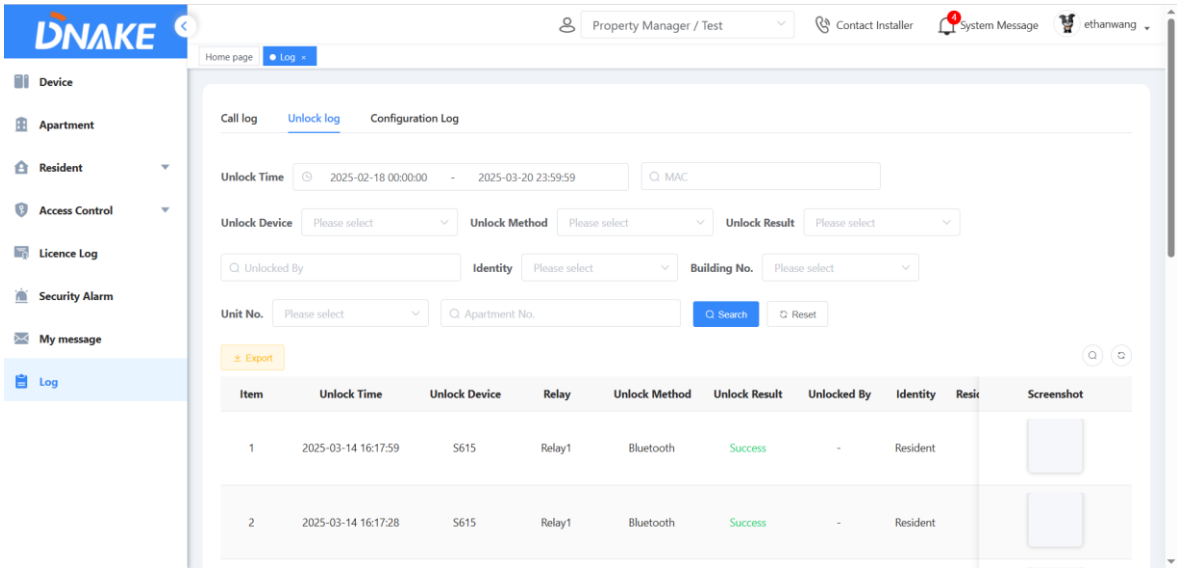
6.8.1 Call log

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

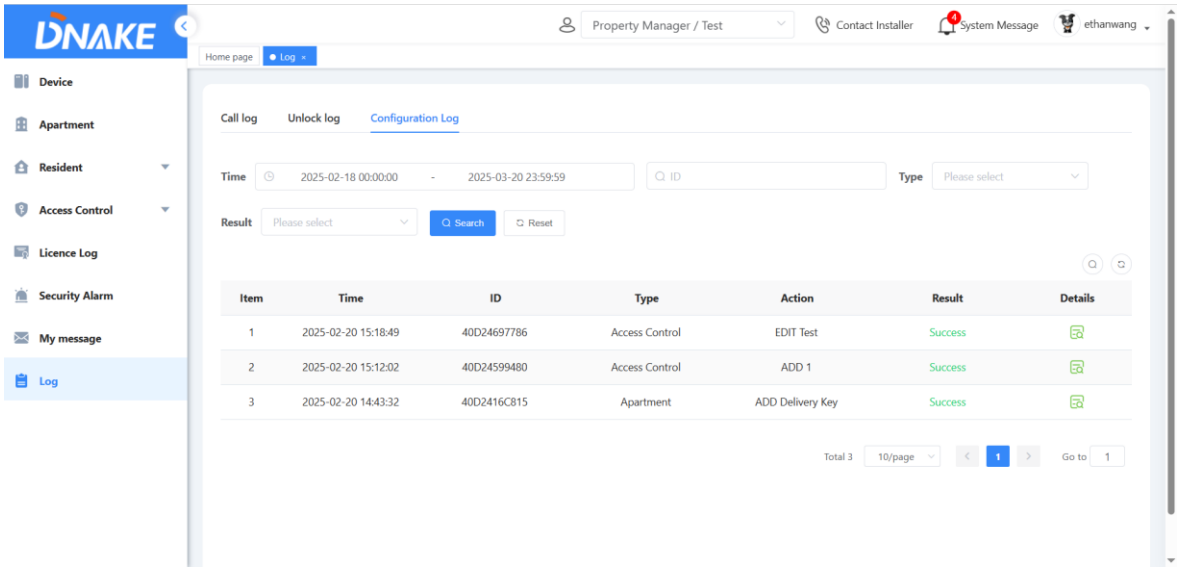
1. You can check unlock logs of this community’ s devices. You can view the records for recent one month.



6.8.3 Configuration log

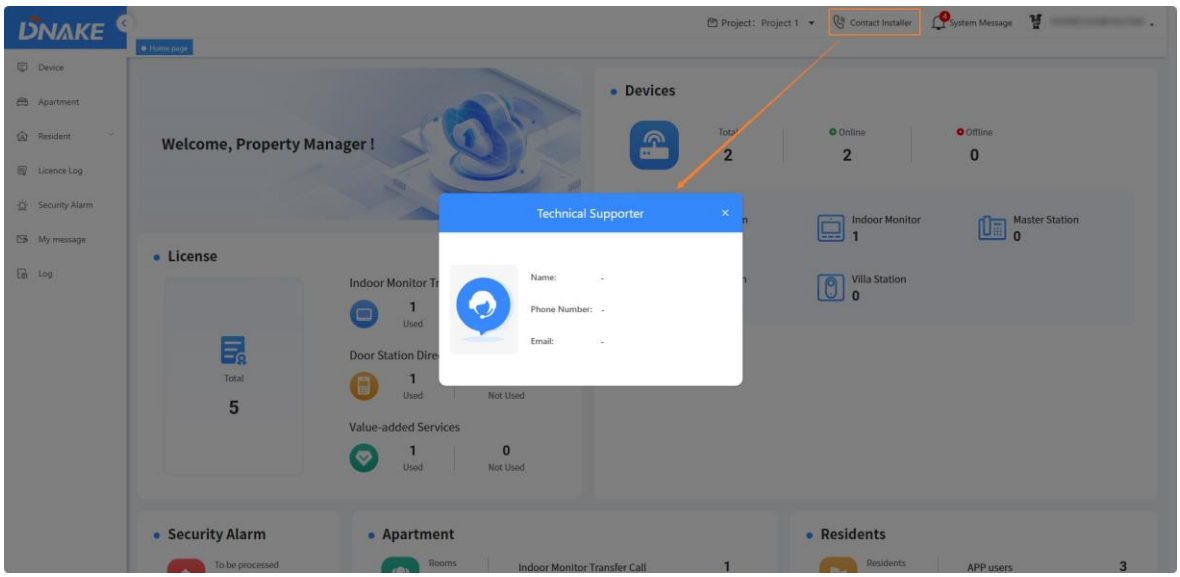
1. You can check configuration logs of this community’ s devices. You can view

the records for recent one month.



6.9 Contact Technical Support

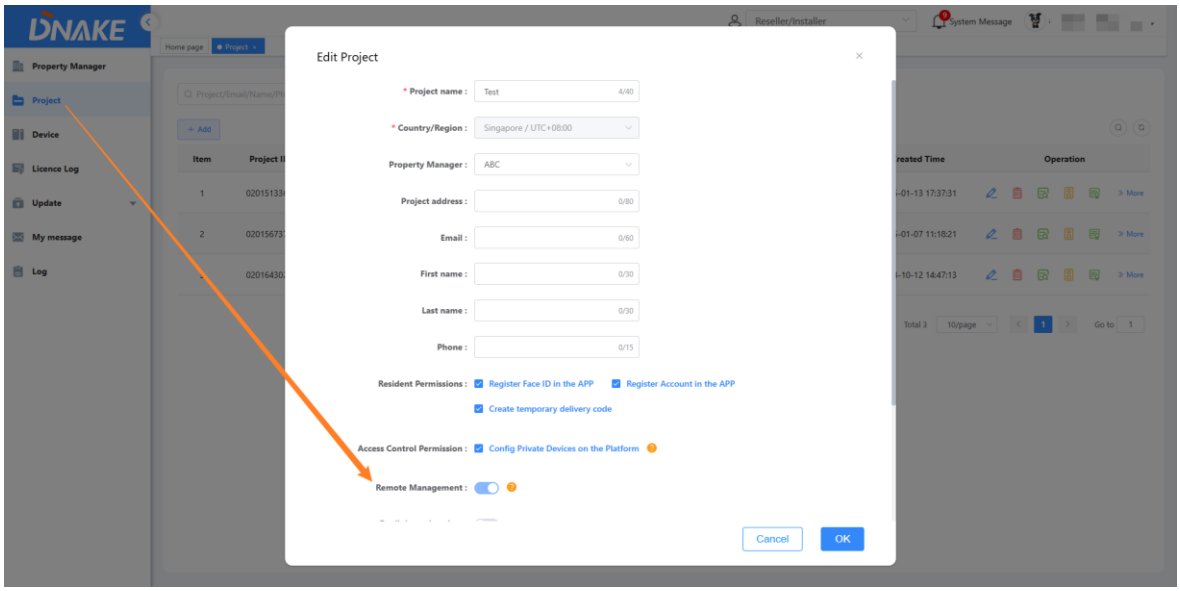
1. Property Manager can click Contact Installer to check the information about the technical support. Please make sure your Reseller/Installer set it up before.



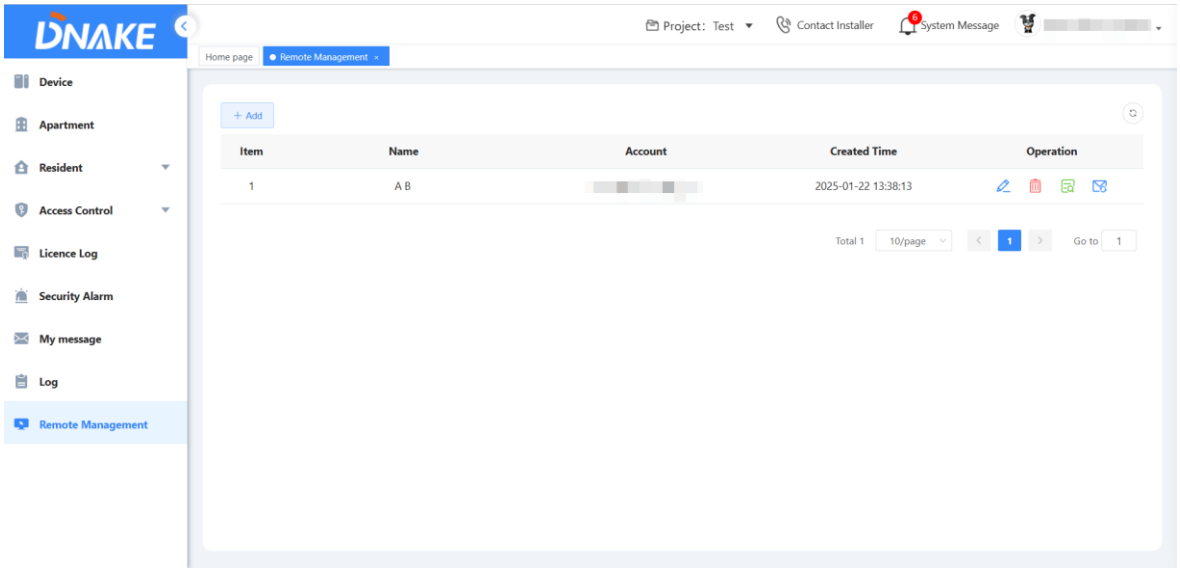
6.10 Remote Management

Enables property managers to use the Smart Pro, ensuring they stay connected while on patrol. With this functionality, security personnel no longer need to worry about missing calls. This enhances communication and allows property managers to provide better services to residents.

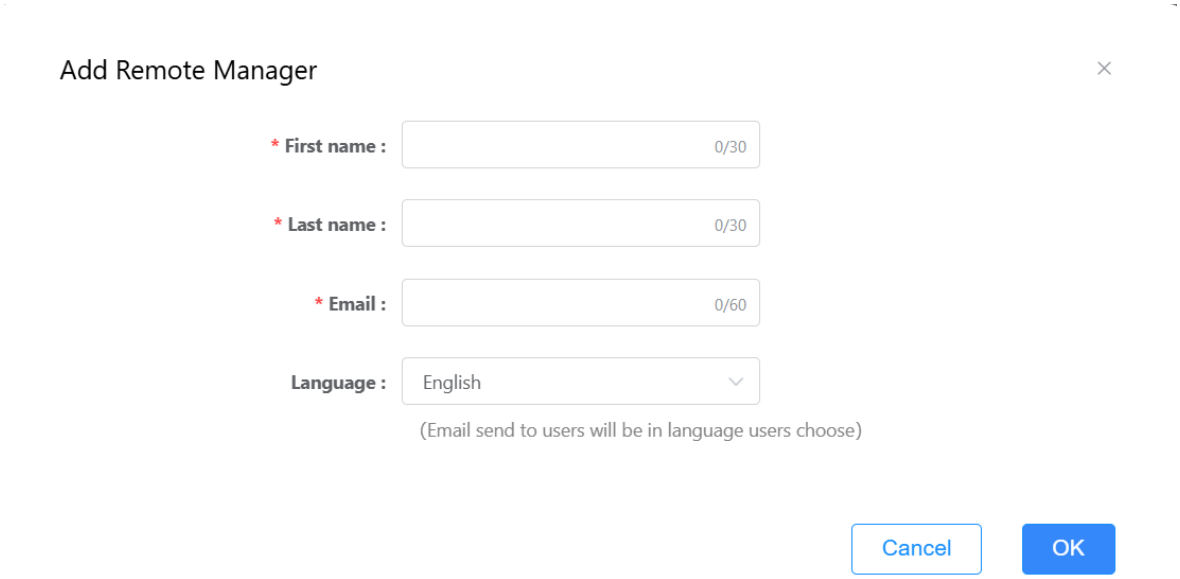
Step1: Log in to the installer account, navigate to the project section, and click **Edit** to enable the Remote Management.



Step2: Log in to the Property Manager account, navigate to the Remote Management section, and click Add to create a Property Manager account for the app.



Step3: Enter the first name, last name, email address, and select the preferred language. You will then receive a registration email.



Noted: The Remote Management feature will not appear in the menu by default. To make it available, log in to the installer account, navigate to the Project, and enable the Remote Management feature. A valid license is required to activate this feature.

7. 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		

Indian data center: (https://ind-cloud.ss-iot.com/login)

Country code	Country or region
91	Indian

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	√	√