

A faint, light gray world map is visible in the background, centered behind the text.

User Manual

DNAKE Cloud Platform

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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

1.3 Supported devices and solutions

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

Solution \ Device	Door Station	Villa Station	Indoor Monitor	Master Station
Indoor Monitor Transfer Call	S215	S212	A416	902C-A
	S615	S213M	E416	/
		S213K	E216	/
	/	280SD-R2	E217	/
	/	280SD-C12	H618	/
Door Station Direct Call	S615	/	/	/
Value-added Services	S615 SIP	/	/	/

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. Otherwise, the platform will choose to go P2P solution.

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.

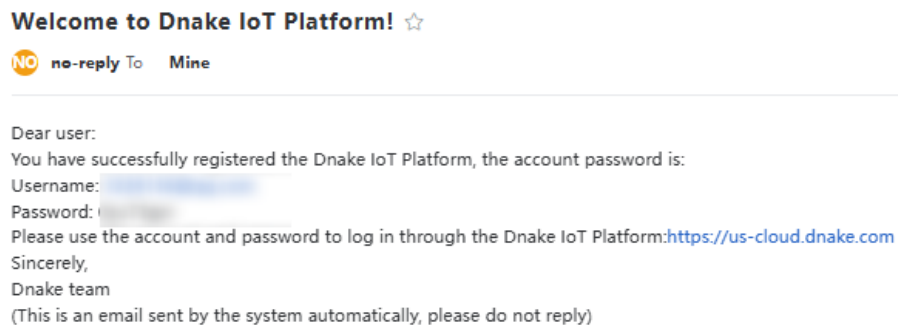
2 Login and Logout

2.1 Login and Logout

2.1.1 Login

1. log in your account in web browser

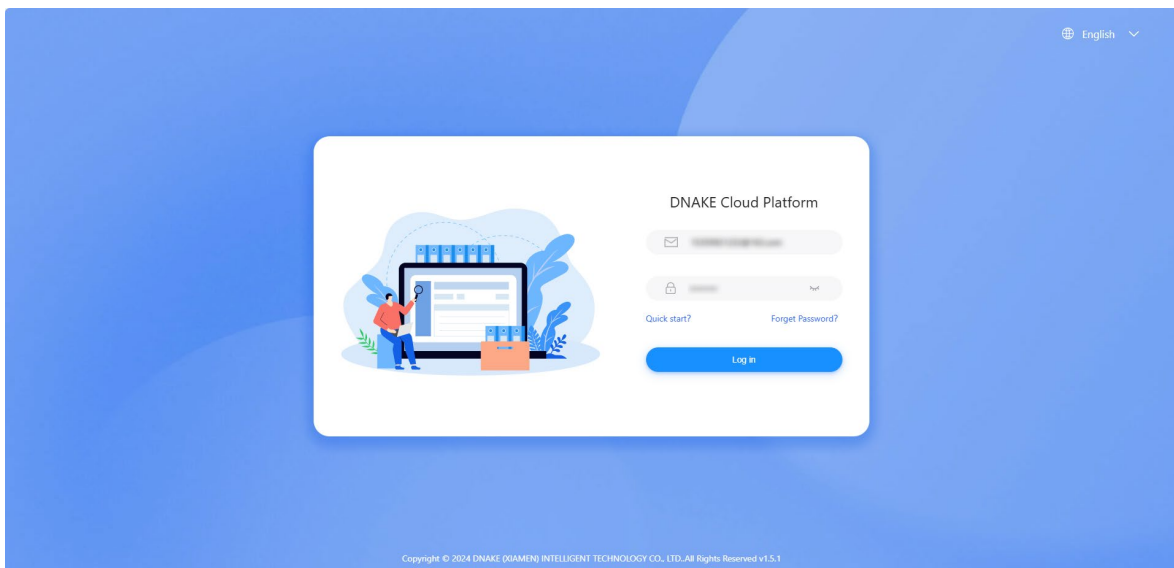
- ◆ Step 1: Provide your email and information to DNAKE or DNAKE partners to register an account. You will receive account password in your email inbox.



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

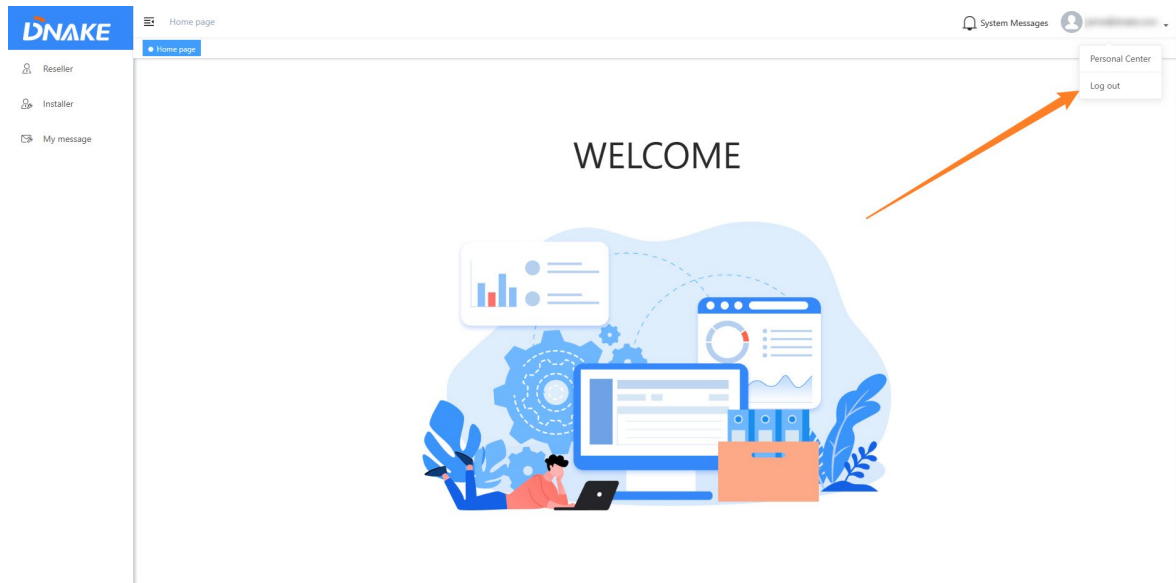
American data center: <https://us-cloud.dnake.com>.

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



2.1.2 Logout

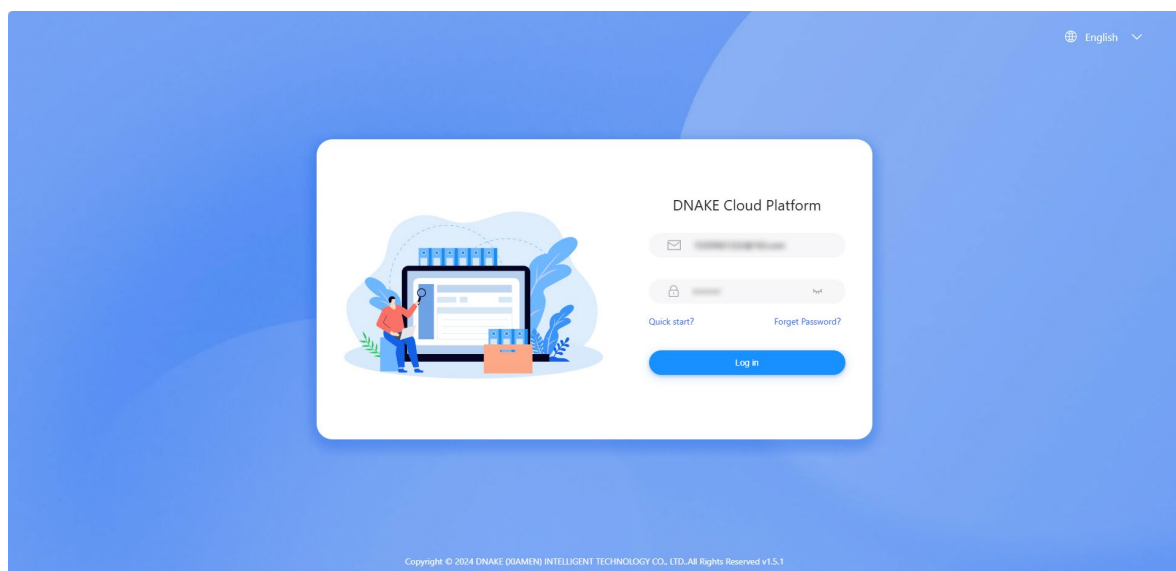
Click your personal account on the right upper corner and log out.



2.2 Quick Start

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

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



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

Registration

[Log in now](#)

* **Company :** 0/80

* **Email :** 0/60

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

First name : 0/30

Last name : 0/30

Country/Region : ▼

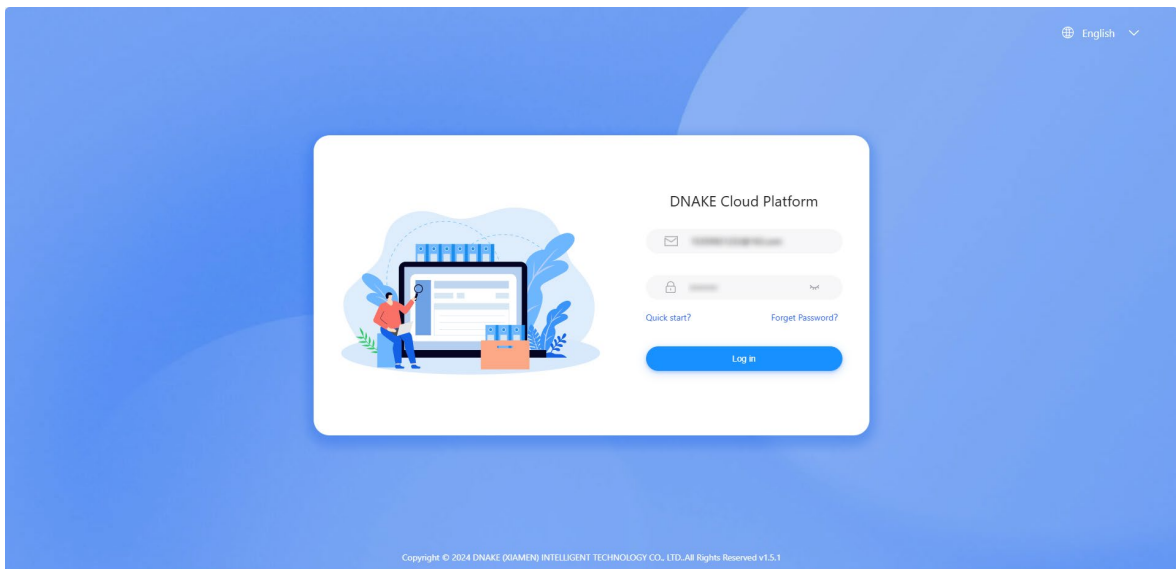
Phone : 0/15

[Sign up](#)

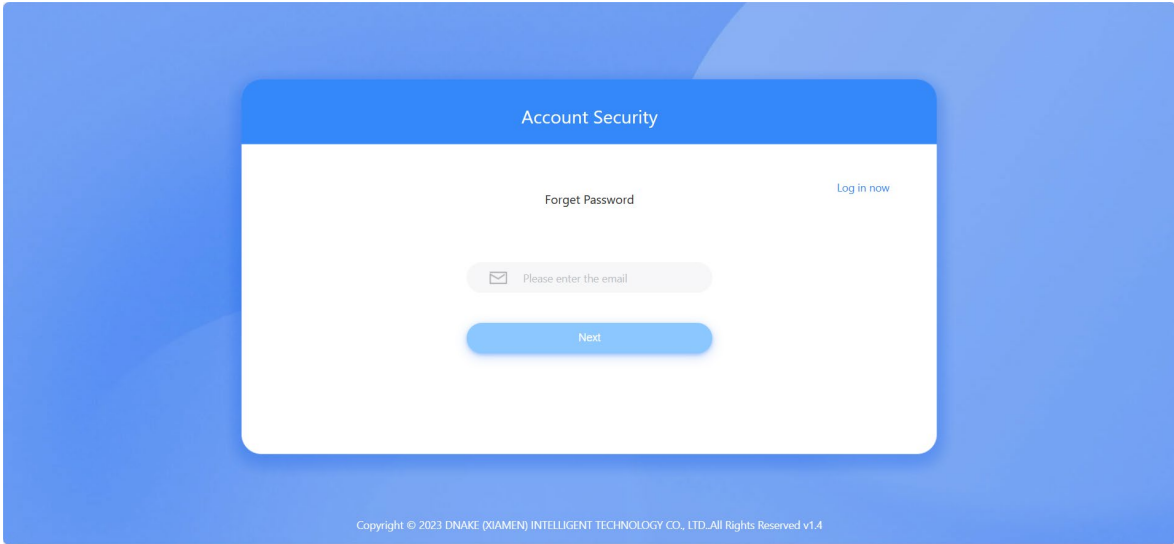
2.3 Forget password

1. Recover your password

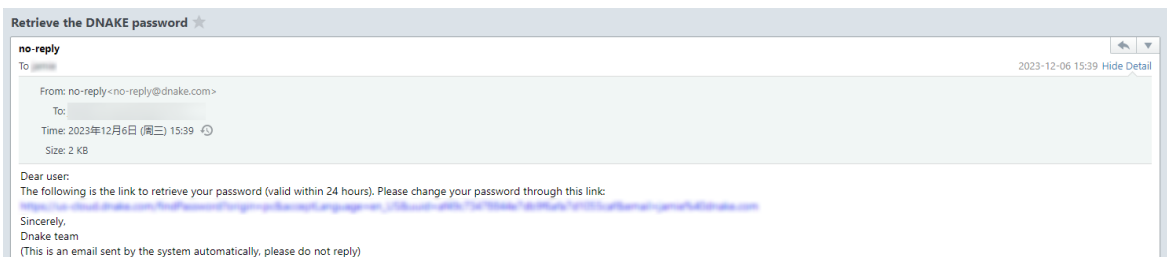
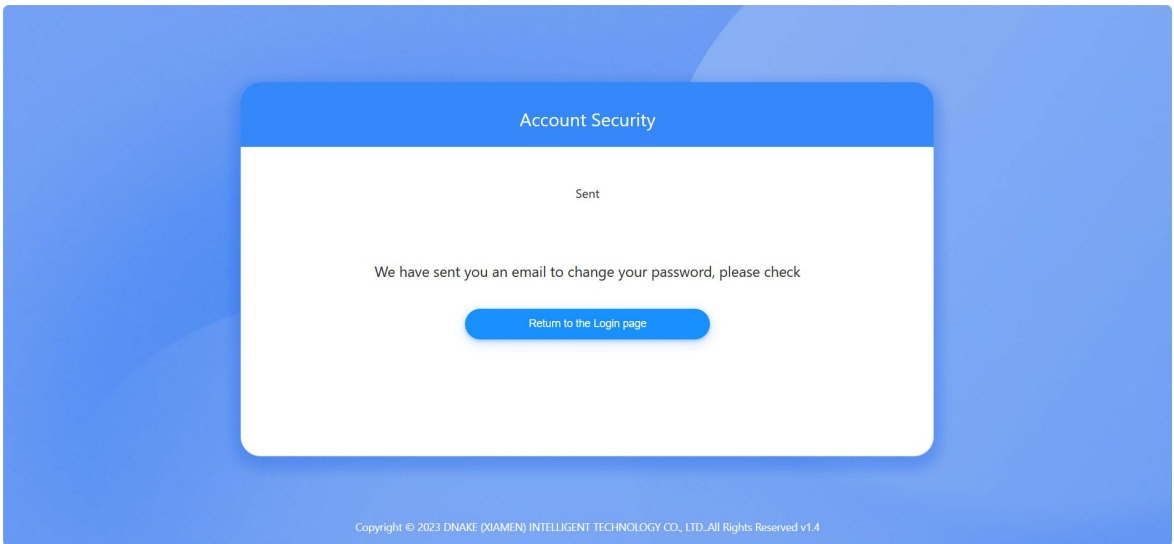
- ◆ Step 1: Click Forget Password?



- ◆ Step 2: Enter your email and click Next.



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



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

Account Security

Retrieve Password

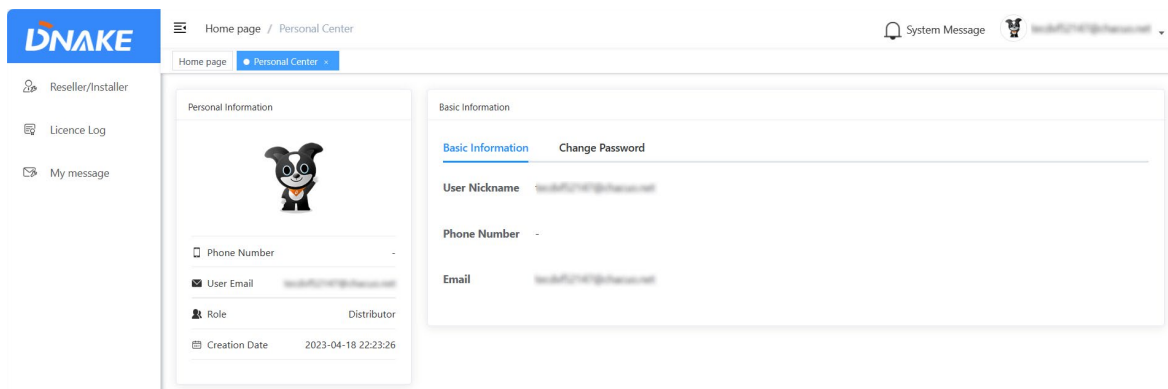
Please fill in New Password eye

Enter again eye

3 Personal Center and System Messages

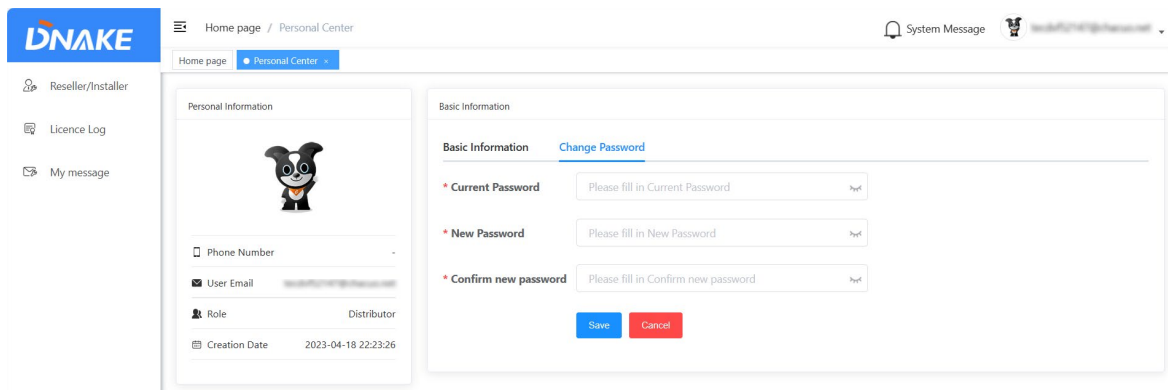
3.1 Basic information

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.

The screenshot displays the DNAKE user interface. At the top left is the DNAKE logo. The main header shows the navigation path: Home page / System Message. On the right, there is a notification bell icon labeled 'System Message' and a user profile icon. Below the header, a breadcrumb trail includes 'Home page', 'Personal Center', and 'System Message'. A left sidebar contains three menu items: 'Reseller/Installer', 'Licence Log', and 'My message'. The main content area lists four system messages, each with a timestamp and a title: 'The quantity of your license has been changed'. The messages provide details on license operations, such as 'Increase 5 licenses (With Indoor Monitor)', and the resulting counts for different license types. Each message ends with a double arrow icon (»).

2023-12-04 16:38:40
The quantity of your license has been changed
Operation: Increase 5 licenses (With Indoor Monitor) . The number of existing licenses is: 0 (With Indoor Monitor) , 3 (No Indoor Monitor) , 1 (Value-added Services) Remarks: Operator: DNAKE Admin »

2023-11-23 16:15:01
The quantity of your license has been changed
Operation: Increase 1 licenses (Value-added Services) . The number of existing licenses is: 3 (With Indoor Monitor) , 3 (No Indoor Monitor) , 1 (Value-added Services) Remarks: Operator: DNAKE Admin »

2023-11-23 16:14:56
The quantity of your license has been changed
Operation: Increase 3 licenses (No Indoor Monitor) . The number of existing licenses is: 3 (With Indoor Monitor) , 3 (No Indoor Monitor) , 0 (Value-added Services) Remarks: Operator: DNAKE Admin »

2023-11-23 16:14:51

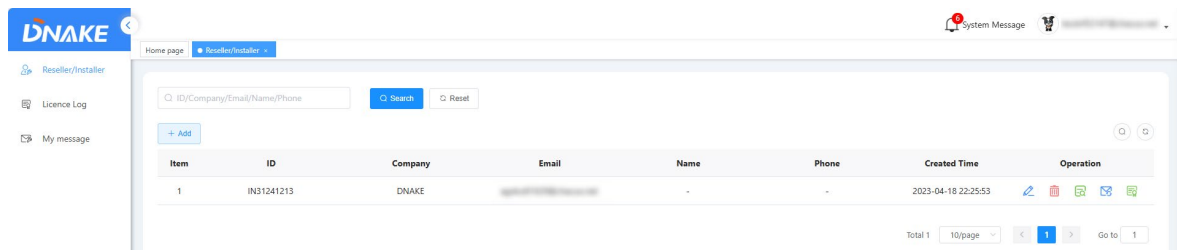
4 Distributor

4.1 Reseller/installer

4.1.1 Add a reseller/installer account

1. Here are the steps to add a reseller/installer account

- ◆ Step 1: Go to Reseller/installer column and click Add to add a reseller/installer account.



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

Add Reseller/Installer ×

* Company : 0/80

* Email : 0/60

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

First name : 0/30

Last name : 0/30

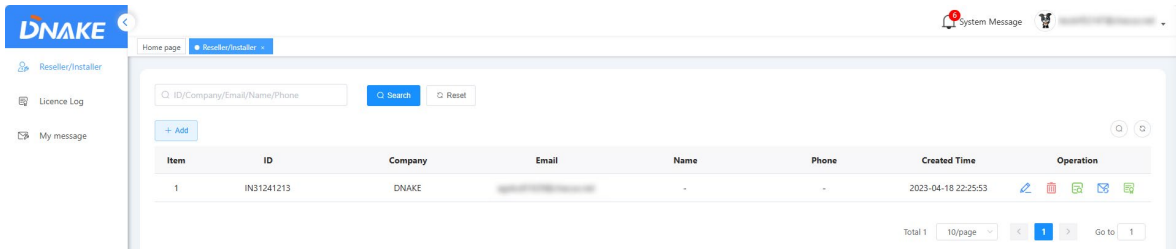
Country/Region :

Phone : 0/15

Remarks : 0/200

4.1.2 Manage reseller/installer account

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



4.1.3 License Management

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

- **Indoor Monitor Transfer Call:**

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

- **Door Station Direct Call:**

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

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.

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

Licence Management ×

Company: DNAKE

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

Amount:

* Operation: Increase Reduce

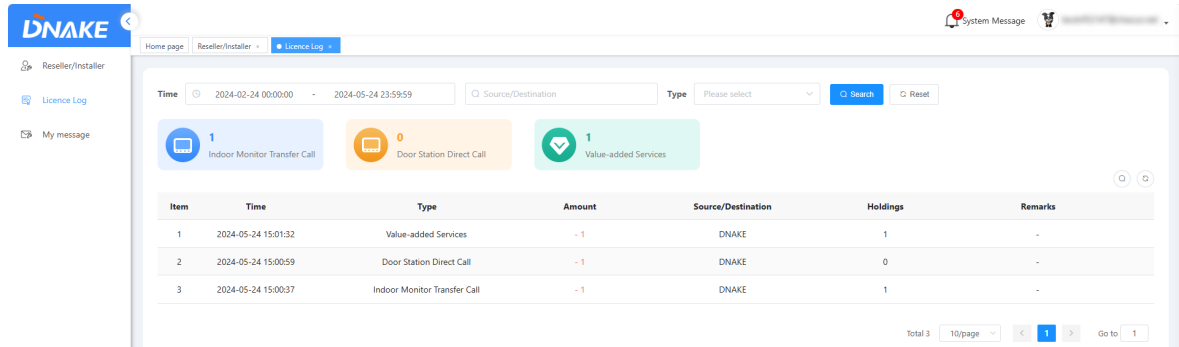
* Amount:

Remarks:

0/120

4.2 License Log

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

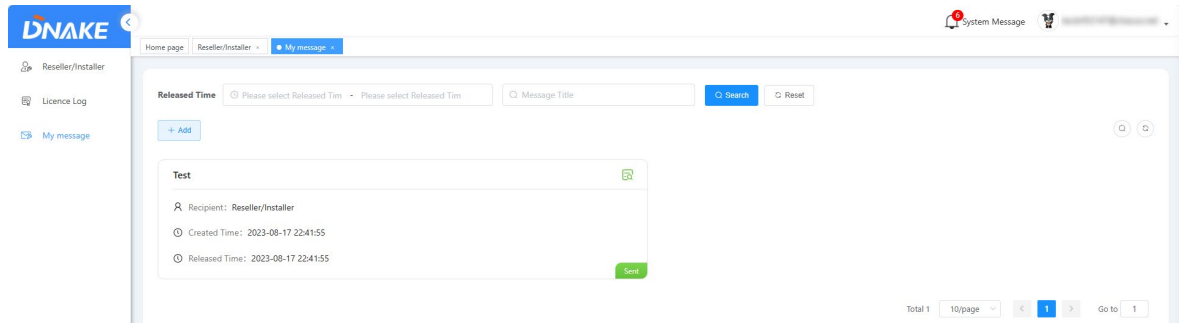


4.3 My message

4.1.1 Send messages to reseller/installer

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

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



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

Add Message ✕

* Message Title :

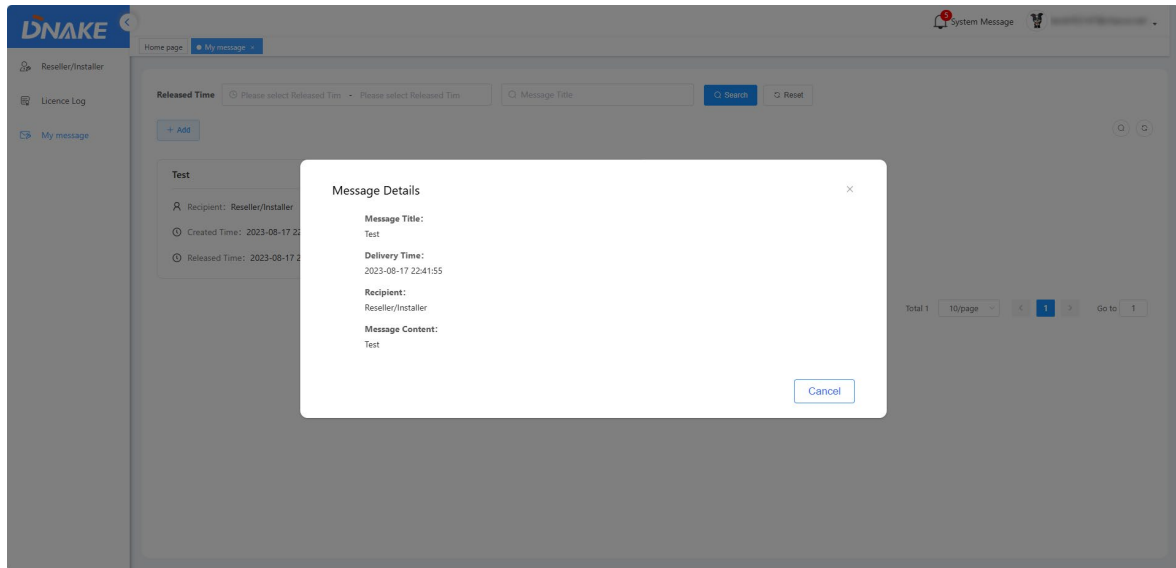
* Delivery Time : Send now Schedule send

* Recipient : Reseller/Installer

* Message Content :

0/242

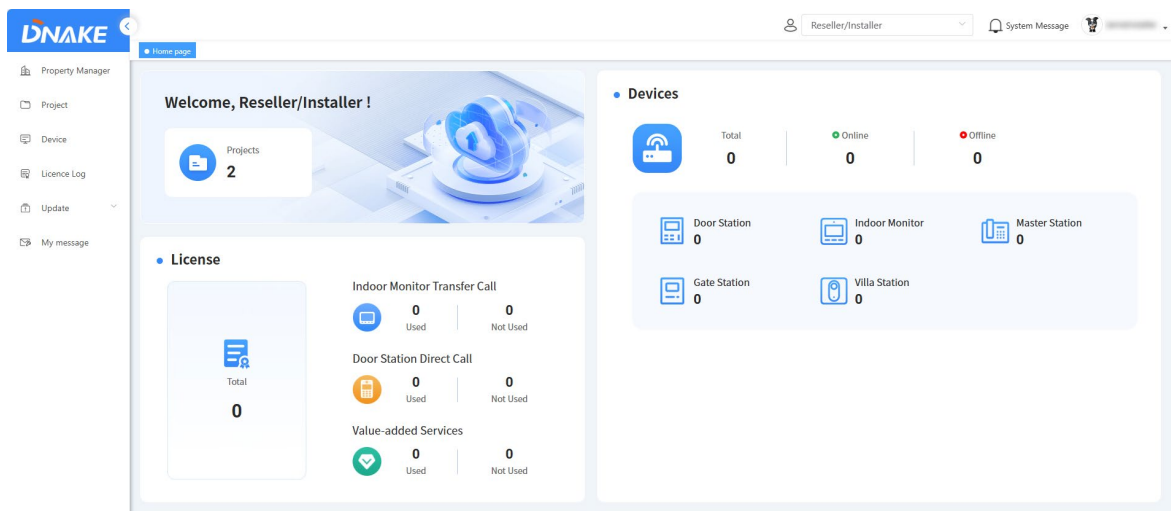
◆ Step 3: Click the green Details icon. You can check the message detail.



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).

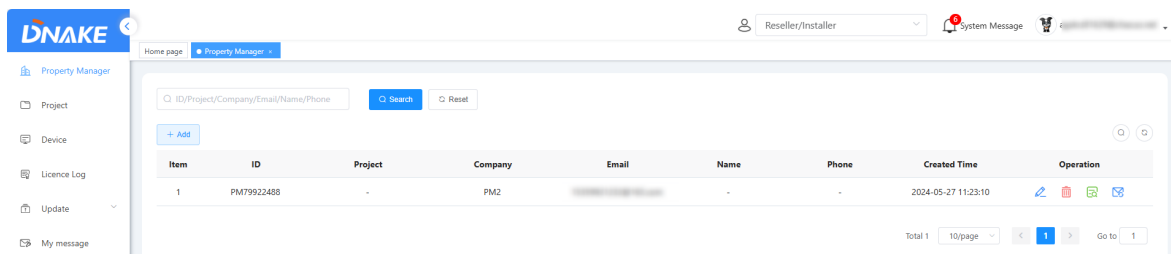


5.2 Property Manager

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.

Add Property Manager ✕

* **Company :** 0/80

* **Email :** 0/60

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

First name : 0/30

Last name : 0/30

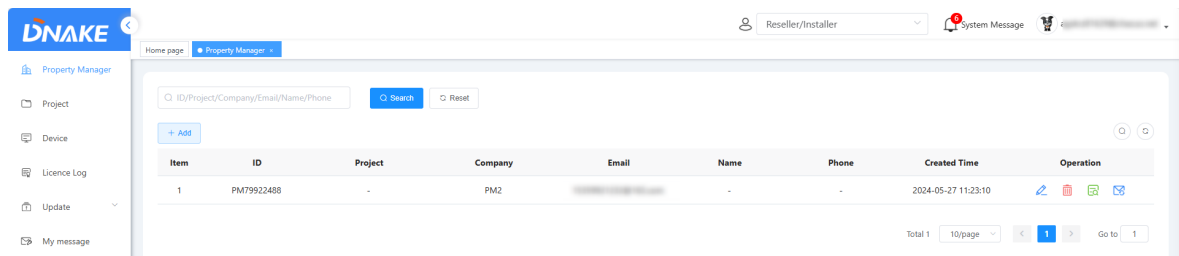
Country/Region : Please select ▼

Phone : 0/15

Remarks : 0/200

5.2.2 Manage Property Manager account

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

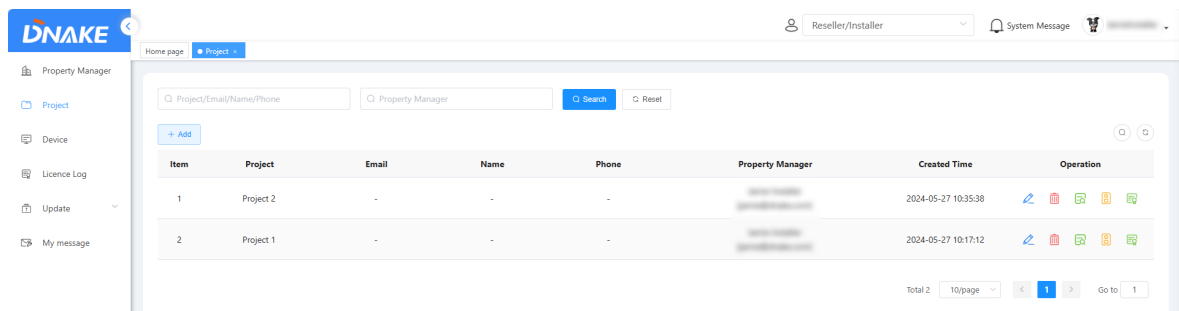


5.3 Project

5.3.1 Add a project

1. Here are the steps to add a project

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



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

Add Project ×

* Project name : 0/40

* Country/Region : ▾

Property Manager : ▾

Project address : 0/80

Email : 0/60

First name : 0/30

Last name : 0/30

Phone : 0/15

Allow Residents Register Face :

Remarks : 0/200

5.3.2 Manage project

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

The screenshot shows the DNAKE web interface with a sidebar on the left containing navigation options: Property Manager, Project, Device, Licence Log, Update, and My message. The main content area displays a table of projects. At the top of the table, there are search filters for 'Project/Email/Name/Phone' and 'Property Manager', along with 'Search' and 'Reset' buttons. The table has columns for Item, Project, Email, Name, Phone, Property Manager, Created Time, and Operation. Two project entries are visible:

Item	Project	Email	Name	Phone	Property Manager	Created Time	Operation
1	Project 2	-	-	-	[blurred]	2024-05-27 10:35:38	[edit] [delete] [check] [door station]
2	Project 1	-	-	-	[blurred]	2024-05-27 10:17:12	[edit] [delete] [check] [door station]

At the bottom right of the table, there is a summary: Total 2, 10/page, and a pagination control showing page 1 of 1.

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:**

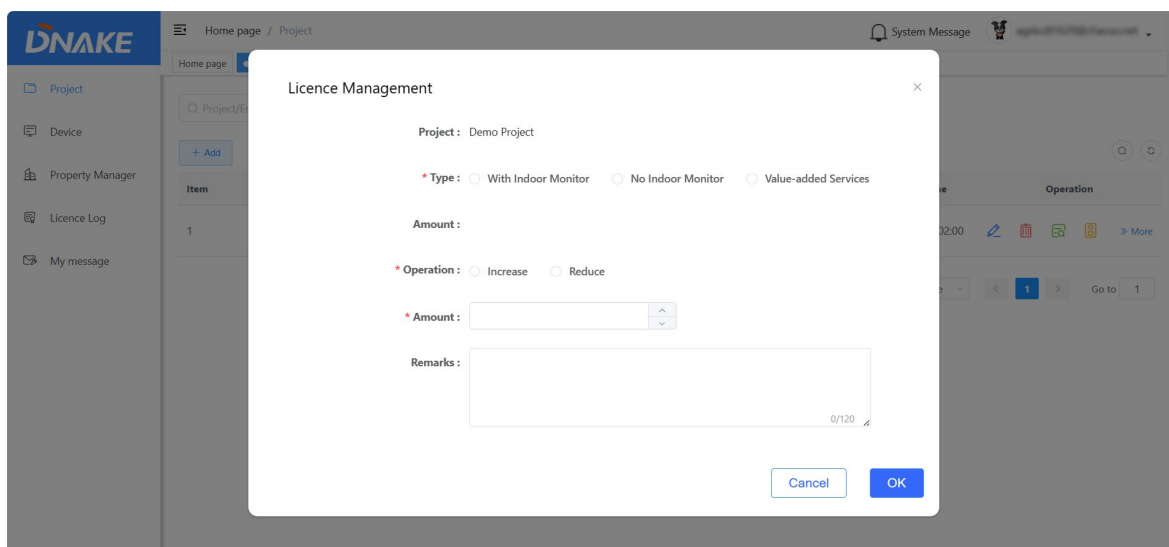
refers to the P2P or SIP solution without Indoor Monitor. If you are among the SIP-supported countries and the device you use support SIP solution (e.g., S615 SIP updated with 904D_0_1_1_40_SIPV1_4_21_GA_20231123), the platform will choose SIP solution automatically. Otherwise, the platform will choose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

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.

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

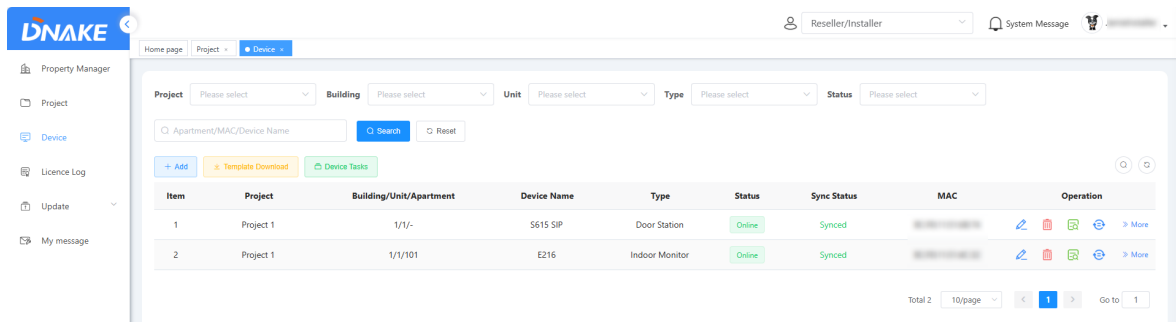


5.4 Device

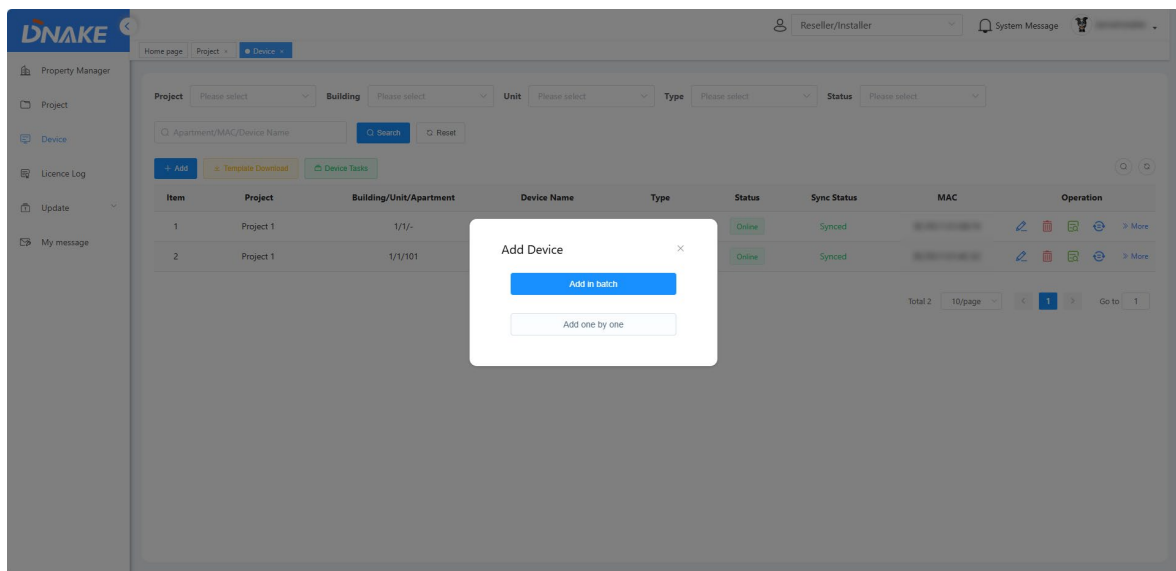
5.4.1 Add Indoor Monitor one by one

1. Here are the steps to add a device

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



◆ Step 2: Click Add one by one.



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

×

Add Device

* MAC: 17/17

* Device Type:

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

* Project:

* Building: Integer between 1-999

* Unit: Integer between 0-99

* Apartment: Integer between 0-9899

* Device Name: 4/16

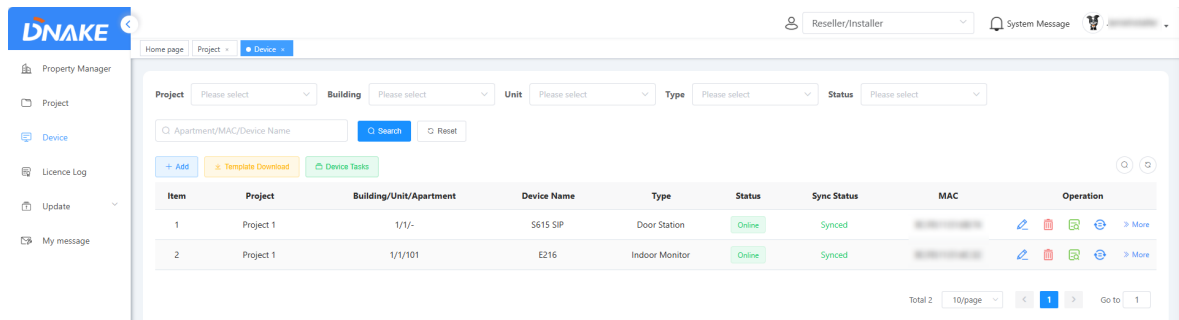
* Associated Security: Associated Not associated

* Network: DHCP IP Address

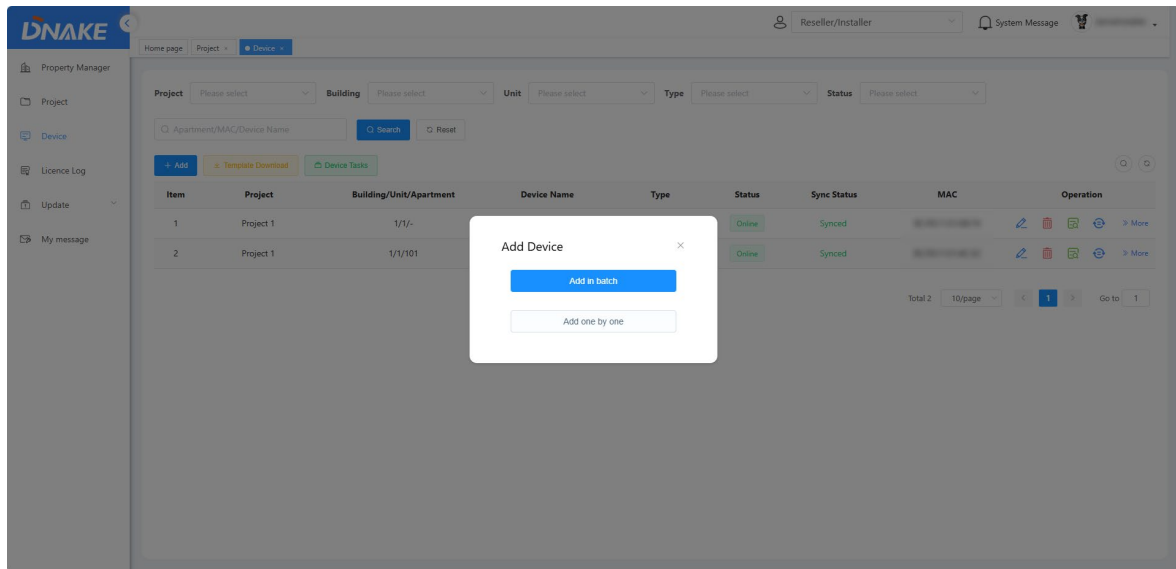
5.4.2 Add Indoor Monitor in batch

1. Here are the steps to add devices in batch

- ◆ Step 1: Go to Device column and click Template Download to download a Template. Please fill in the blanks in template to upload.



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



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

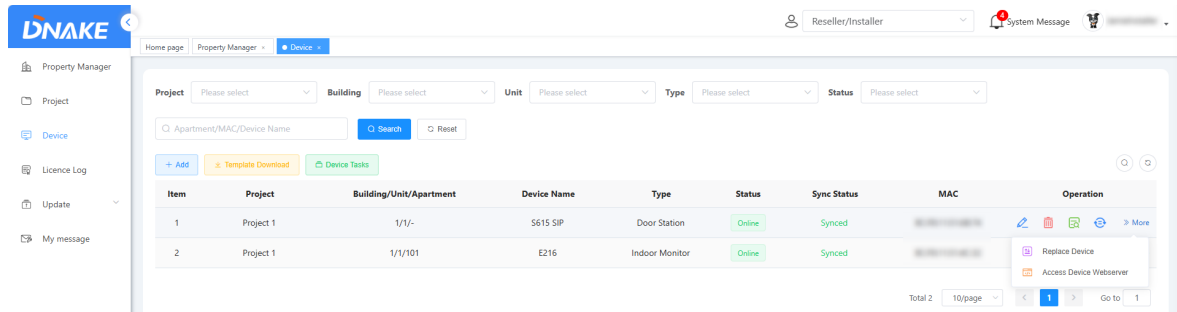
✖ Failed to add, download the document to check the reason

OK

5.4.3 Replace Indoor Monitor

1. Here are the steps to replace a device

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



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

Replace Device ×

1 Add New Device
2 Transfer Data

* MAC:

* Device Type:

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

* Project:

* Building: Integer between 1-999

* Unit: Integer between 0-99

* Apartment: Integer between 0-9899

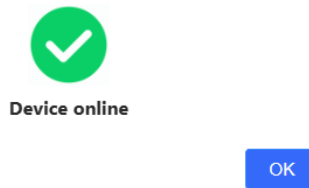
* Device Name:

* Associated Security: Associated Not associated

* Network: DHCP IP Address

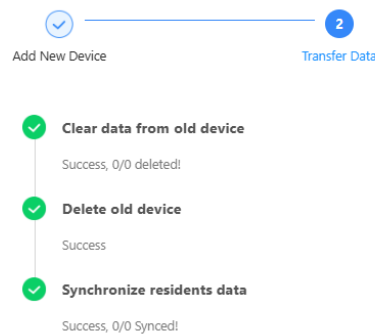
- ◆ Step 3: The platform will check the status of the device.

Device Status



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

Replace Device

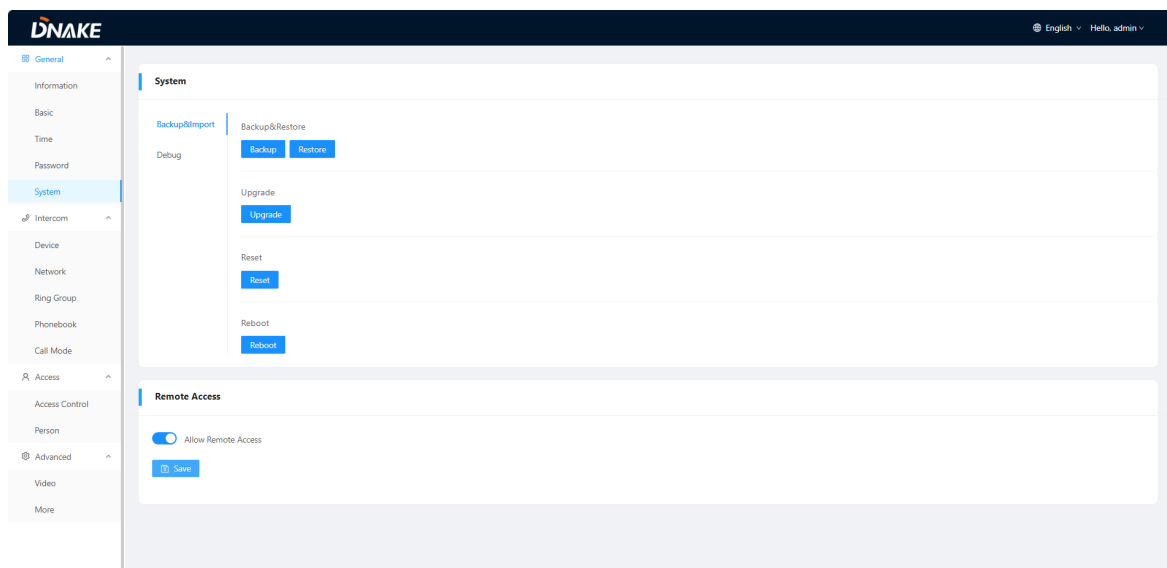


Finish

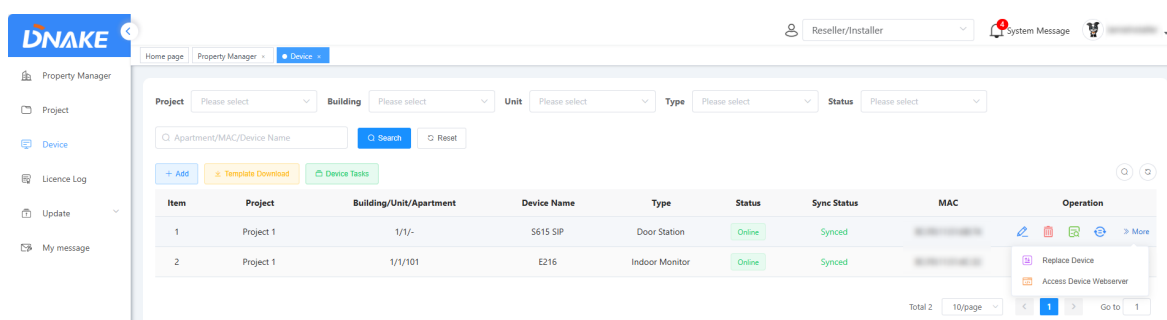
5.4.4 Access device webserver

1. Here are the steps to access device webserver

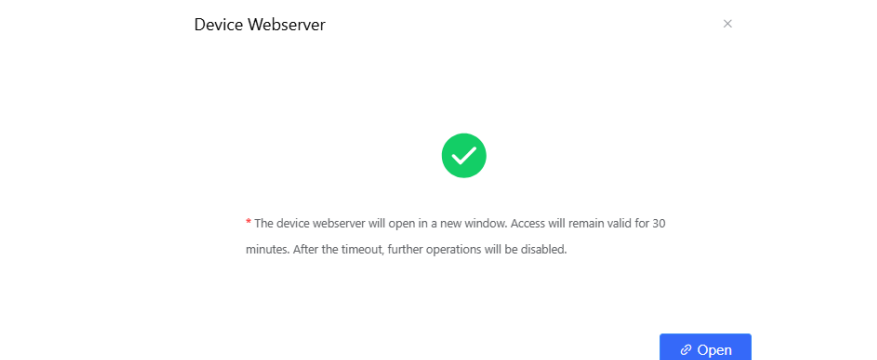
- ◆ Step 1: Make sure the device firmware is the latest with FRP service.
- ◆ Step 2: Visit device's config page with its IP address locally. The default account is admin and password is 123456.
- ◆ Step 3: Go to System > Remote Access to allow this feature.



◆ 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.

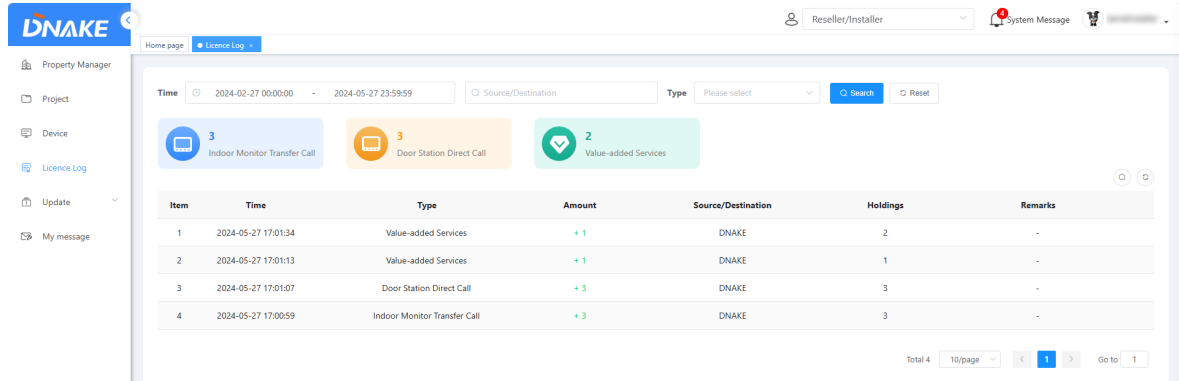


5.4.5 Add other devices to Platform

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.

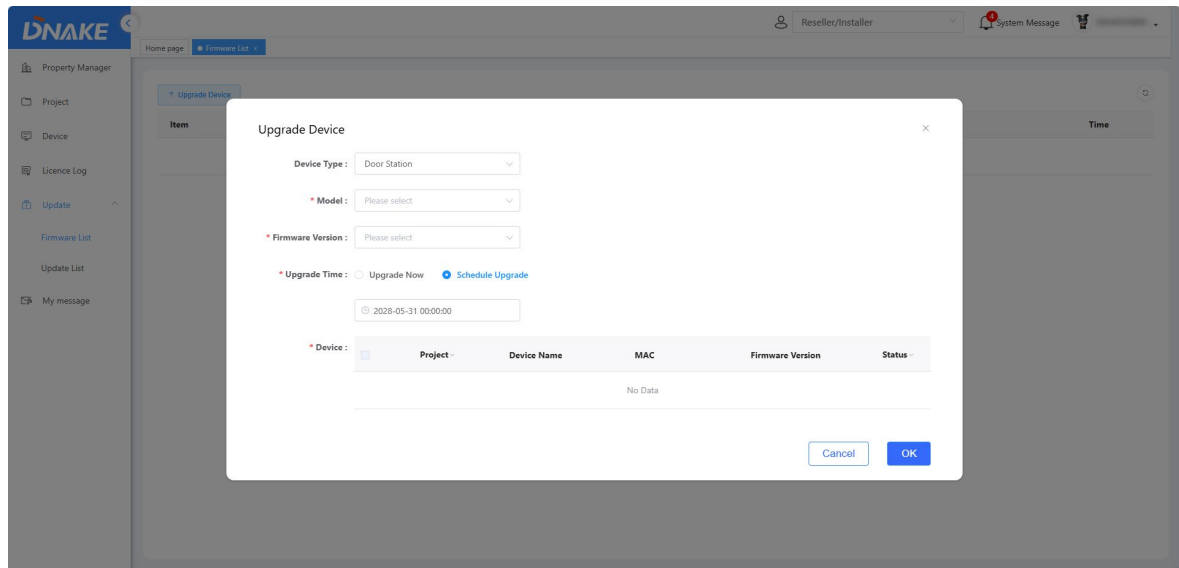
5.5 License Log

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



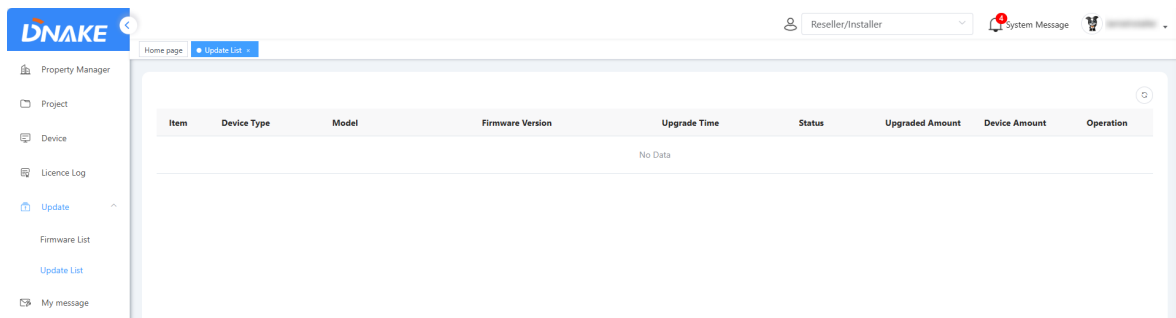
5.6 Update-Firmware List (OTA)

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



5.7 Update-Update List (OTA)

1. You can check the upgrade log here.

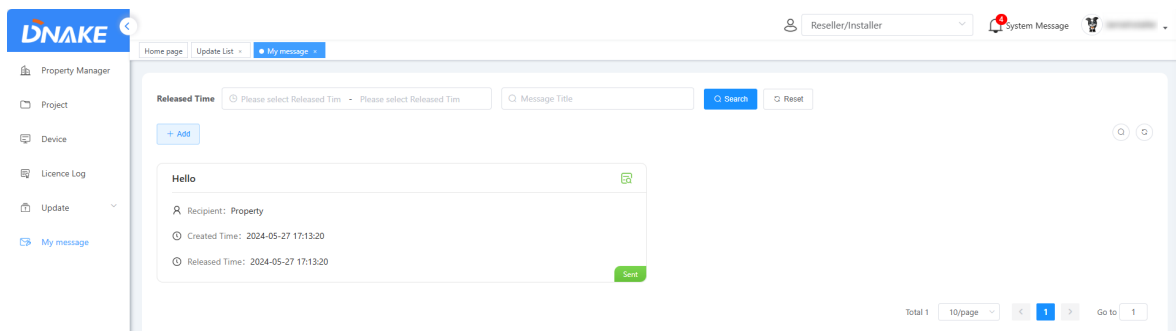


5.8 My message

5.8.1 Send messages to property manager

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

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



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

Add Message ×

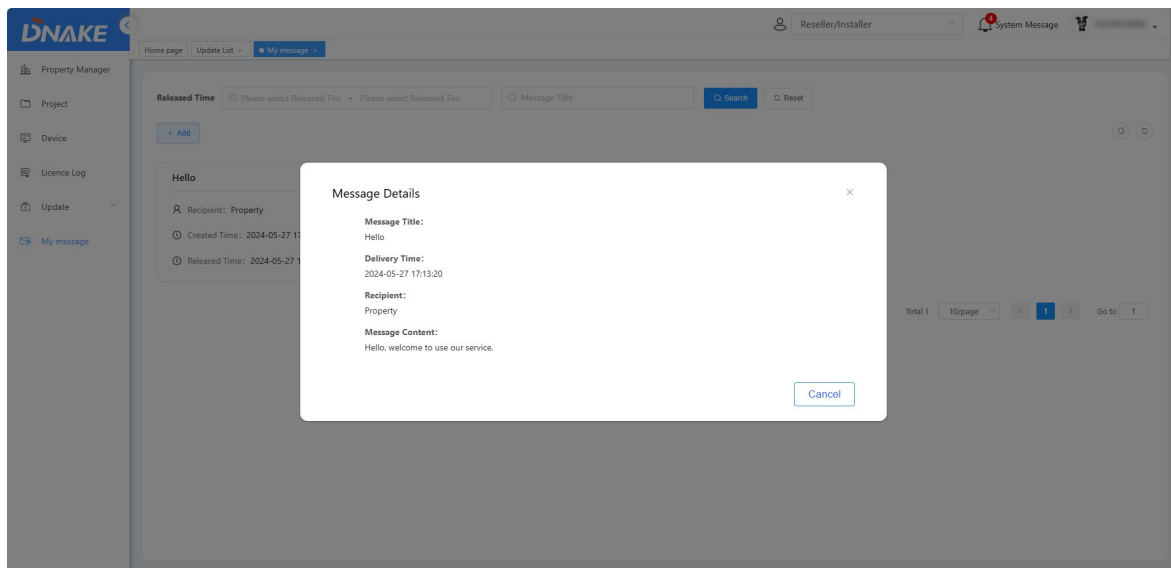
* Message Title : 0/40

* Delivery Time : Send now Schedule send

* Recipient : Property

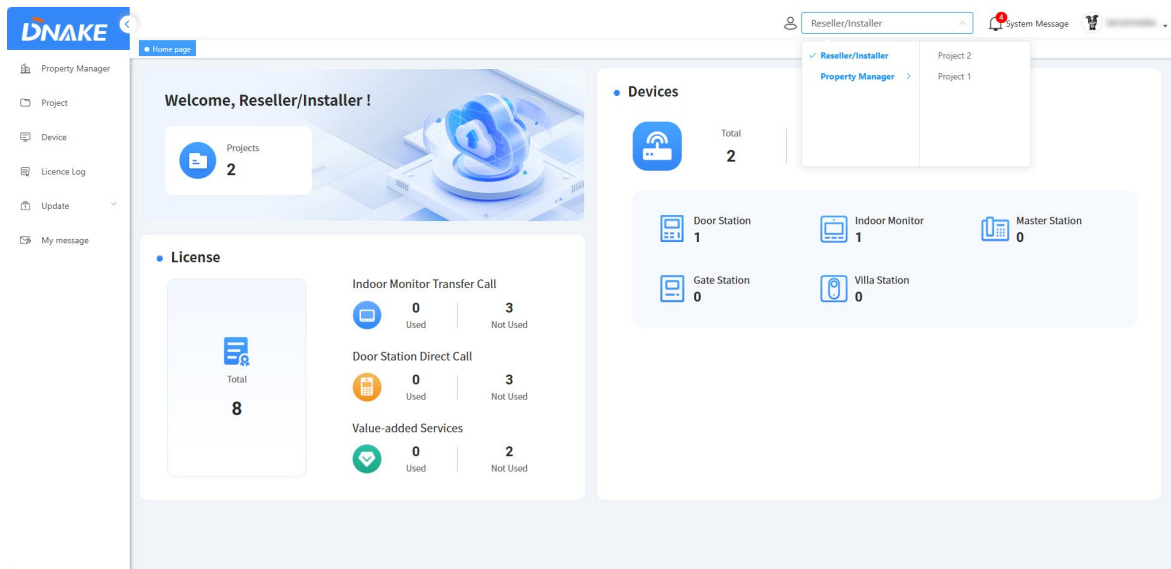
* Message Content :
 0/242

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



5.9 Switch to Property Manager

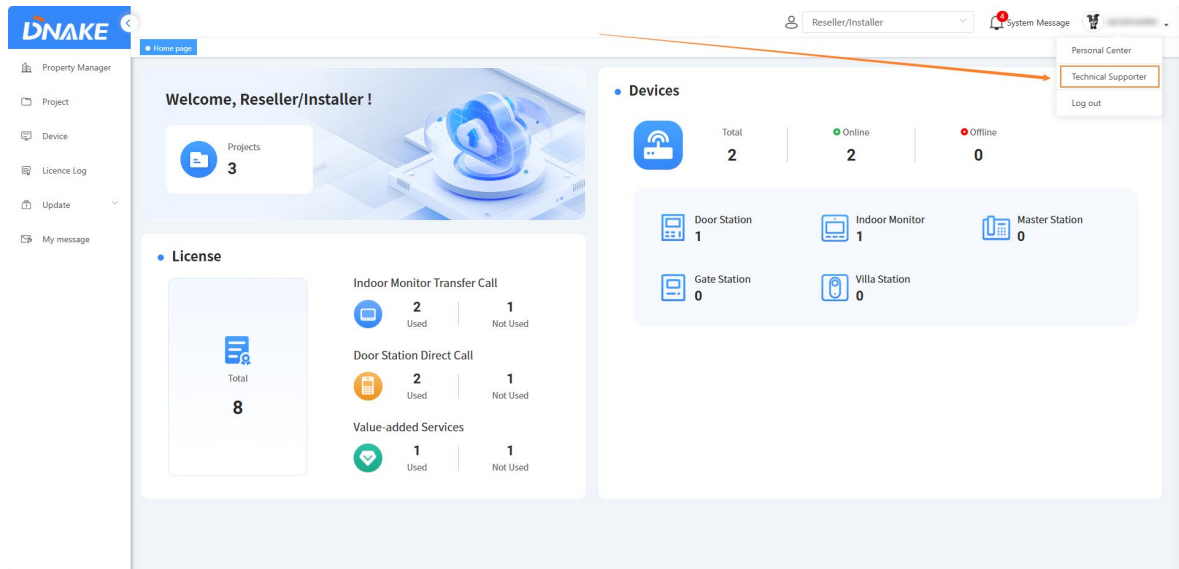
1. Please make sure you linked the project to this Reseller/Installer account when creating it. After doing so, you may find you can switch to manage the project on the upper right corner. You can also switch back to Reseller/Installer.



5.10 Technical Supporter

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

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



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

Technical Supporter ×

💡 Leave contact information to property managers for technical support

Name : 0/30

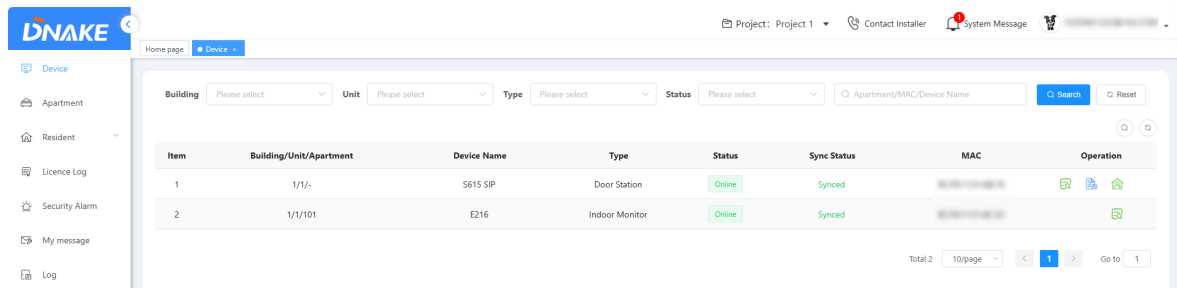
Phone Number : 0/15

Email : 0/60

6 Property Manager

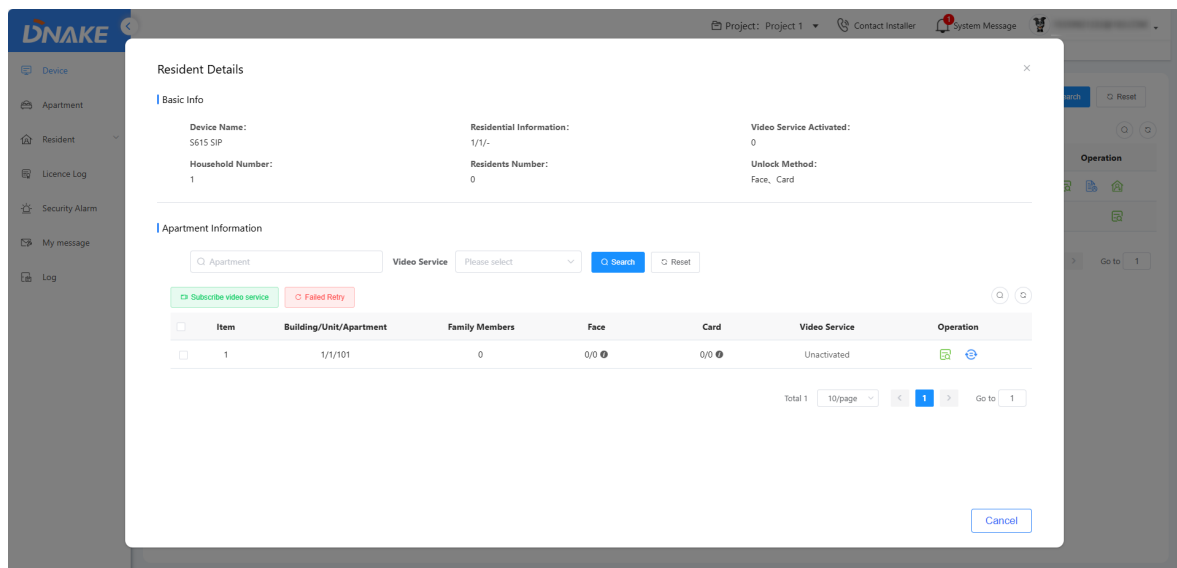
6.1 Device

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



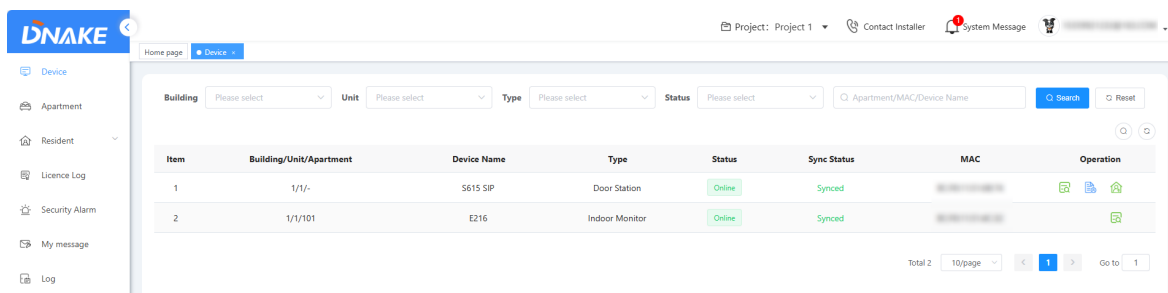
6.1.1 Resident Details

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



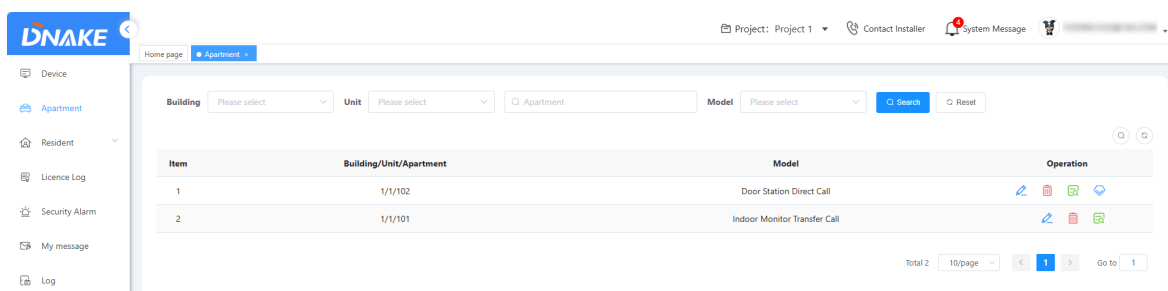
6.1.2 Synchronize all residents data

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

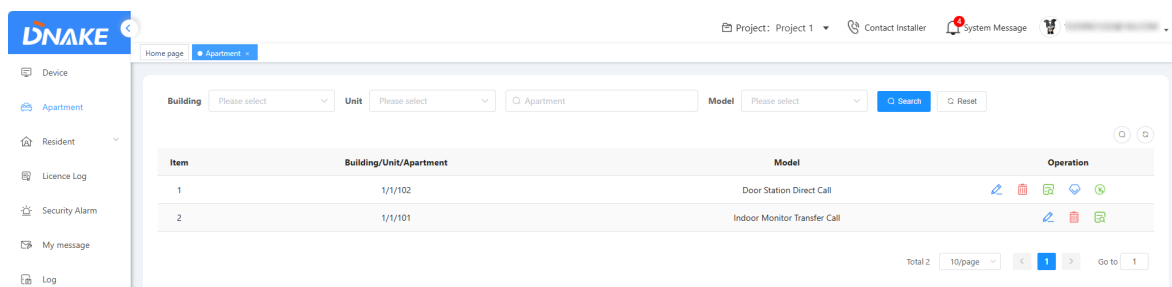
1. As a property manager, you are allowed to enable or disable app permissions and video permission for residents and set a validity period of video permission by clicking the edit icon.



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.

Subscribe to Value-added Services ×

Building/Unit/Apartment : 1/1/102

Service Time : 1 Year

Expire Date : 28-05-2025

Call Mode : Landline

Country/Region : App
Landline

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

2nd Landline :

3rd Landline :

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

Renew ×

Building/Unit/Apartment : 1/1/102

Value-added Services : Occupied

Expire Date : 2025-05-27

Renewal Duration : 1 Year

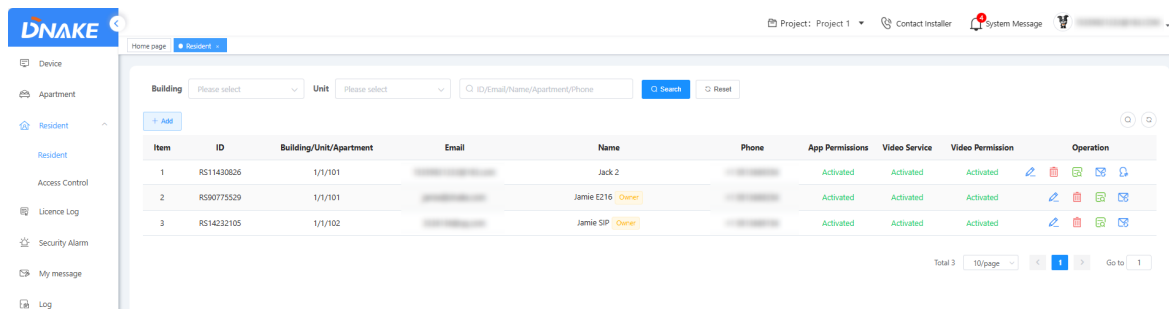
6.3 Resident (Resident)

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 Indoor Monitor Transfer Call: Add a resident

1. Here are the steps to add a resident account

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



- ◆ Step 2: Choose Indoor Monitor Transfer Call. This is the solution with Indoor Monitor.
- ◆ Step 3: Choose Building, Unit and Apartment number. The Indoor Monitor will be associated with this account. Fill in resident’s information. Please make sure your phone and email are right according to the Country/Region you selected because Phone and Email will be resident’s account. And Password will be sent to your email inbox.
- ◆ Step 4: If DNAKE Smart Pro App service is needed, please subscribe to App Permissions and select the Video Service device.

Add Resident ×

* Model: Indoor Monitor Transfer Call Door Station Direct Call

* Building:

* Unit:

* Apartment:

* First name: 5/30

* Last name: 4/30

* Country/Region:

* Phone: 10/15

* Email: 15/60

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

* App Permissions: Subscribed Unsubscribed

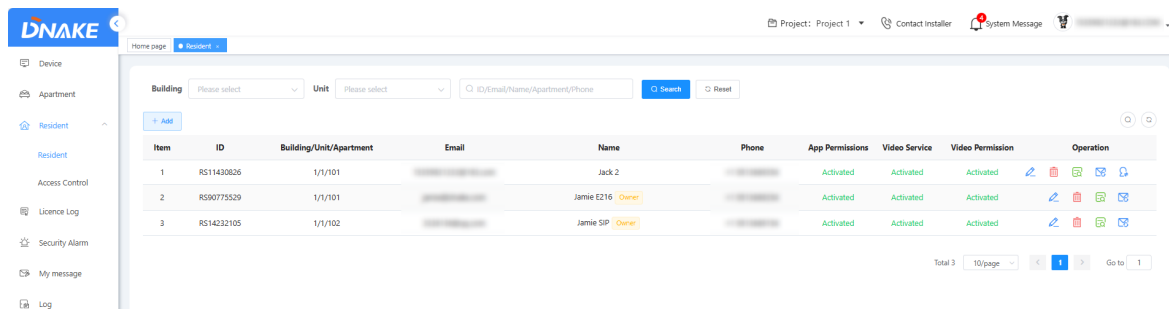
Video Service: E216

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

6.3.2 Door Station Direct Call: Add a resident

1. Here are the steps to add a resident account

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



- ◆ Step 2: Choose Door Station Direct Call. This is the solution without Indoor Monitor.
- ◆ Step 3: Choose Door Station’s Building and Unit number. Fill in Door Station’s Number. The Door Station will be associated with this account. Fill in resident’s information. Please make sure your phone and email are right because Phone and Email will be resident’s account. And Password will be sent to your email inbox.
- ◆ Step 4: If DNAKE Smart Pro App service is needed, please subscribe to App Permissions and select the Video Service device.

Add Resident ×

* Model : Indoor Monitor Transfer Call Door Station Direct Call

* Building :

* Unit :

* Number : Integer between 0-9899

* First name : 5/30

* Last name : 3/30

* Country/Region :

* Phone : 10/15

* Email : 14/60

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

* App Permissions : Subscribed Unsubscribed

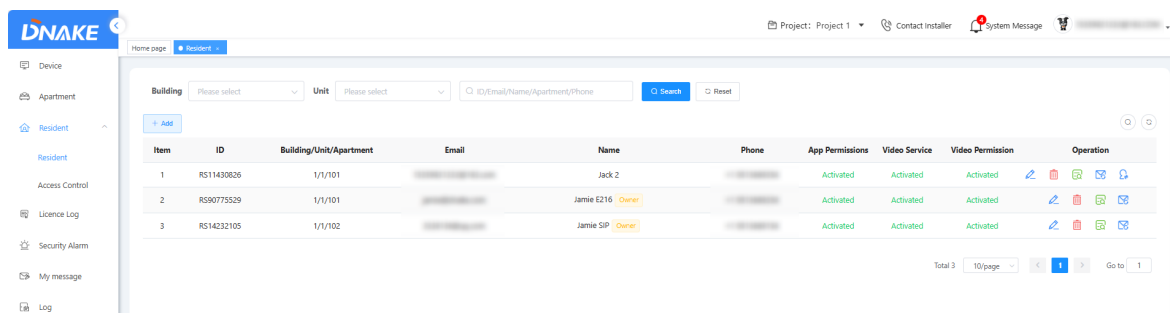
Video Service : S615 SIP

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

6.3.3 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.

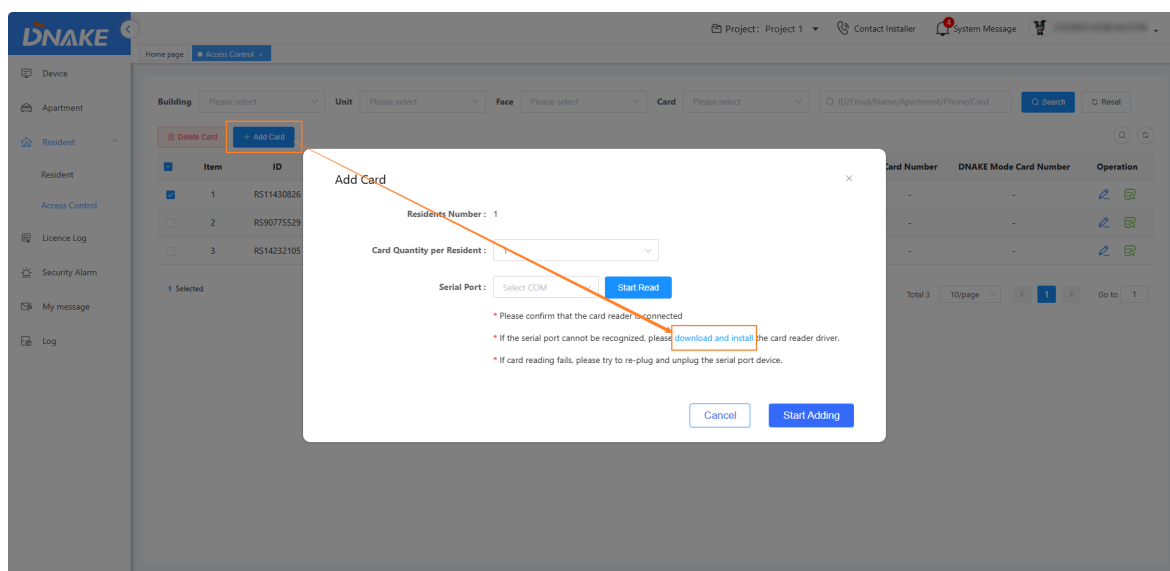


6.4 Resident (Access Control)

6.4.1 Install card reader

1. Here are the steps to get card reader prepared to manage cards

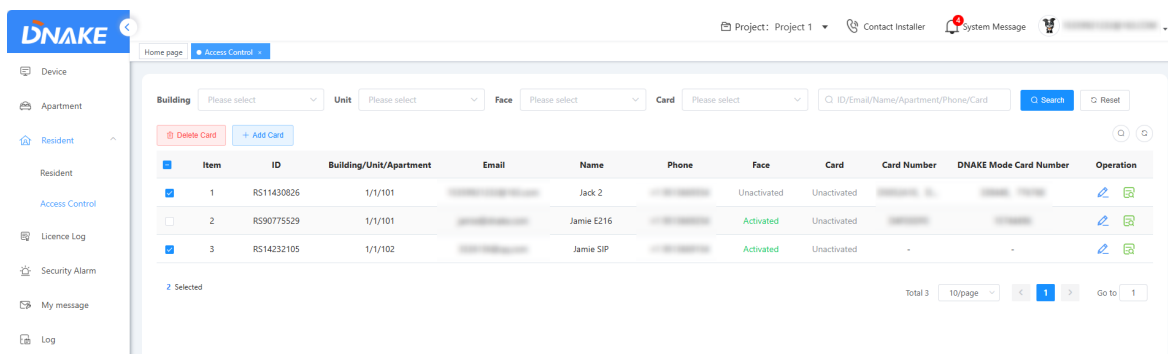
- ◆ Step 1: Please confirm that the card reader is connected to your computer.
- ◆ Step 2: Go to Resident > Access Control > Add Card to download and install the card reader driver, DnkCardReader.exe. If card reading fails, please try to re-plug the serial port device.



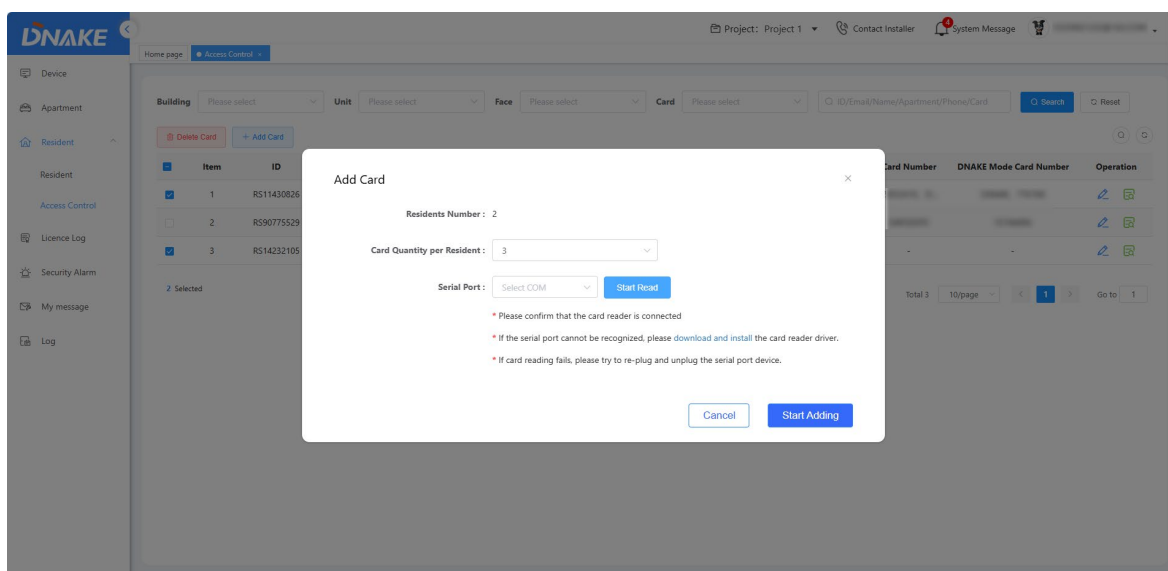
6.4.2 Add or delete cards in batch

1. Here are the steps to add or delete cards of residents

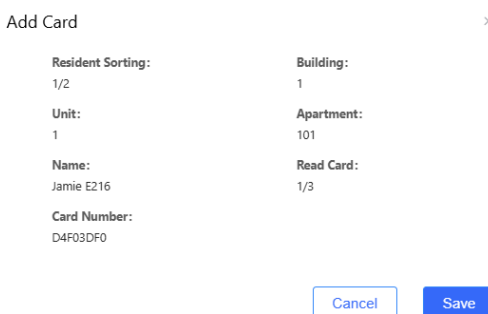
- ◆ Step 1: Select the items to delete or add cards.



◆ Step 2: Choose Serial Port, Start Read and Start Adding.



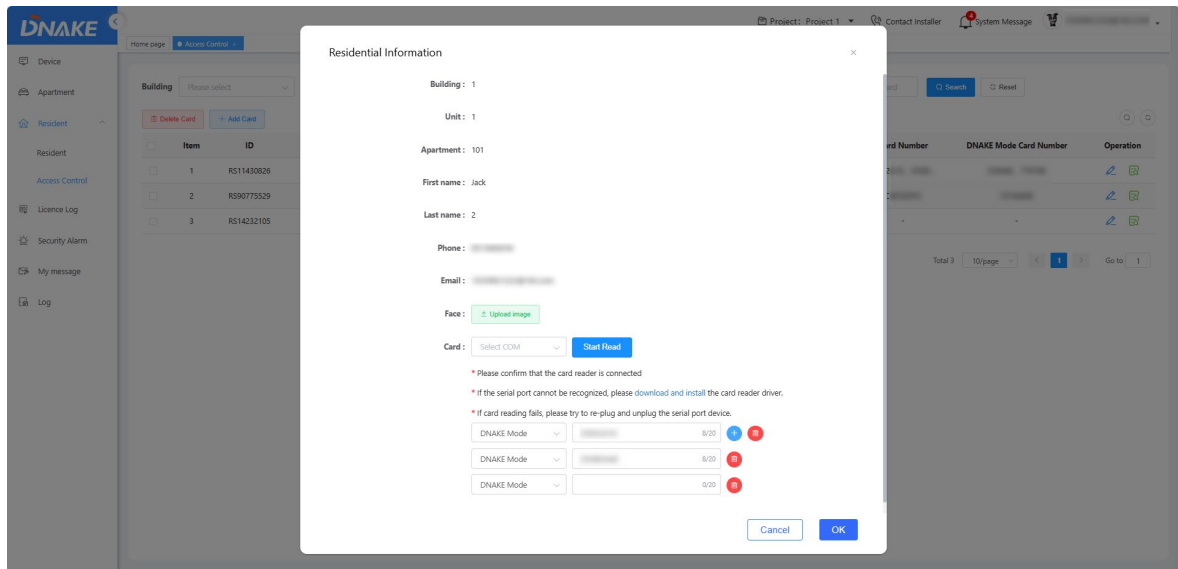
◆ Step 2: Tap your cards one after one according to the Add Card page and save the change.



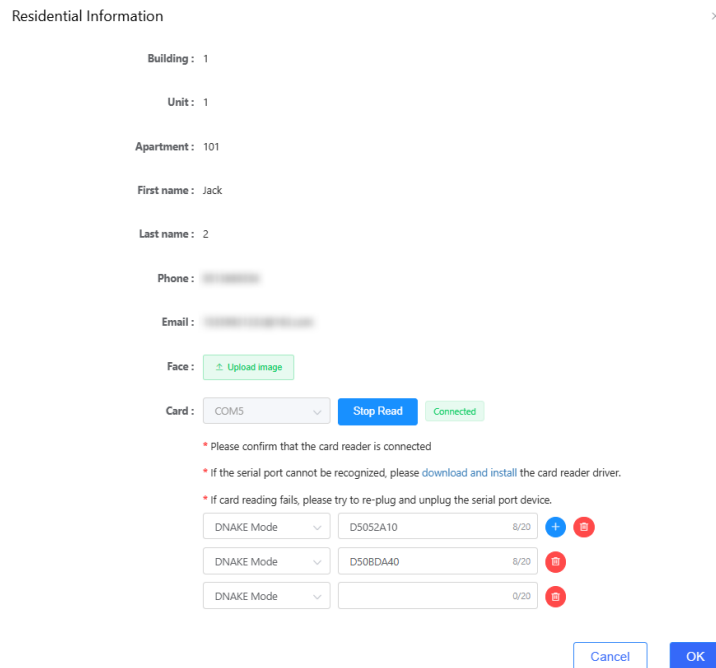
6.4.3 Manage cards and face data of residents

1. Here are the steps to manage cards and face data of residents

◆ Step 1: Go to Resident > Access Control and click edit icon to edit resident.



- ◆ Step 2: Click Upload image to upload face data.
- ◆ Step 3: Choose Serial Port, Start Read to add cards.



- ◆ Step 4: You can also switch from DNAKE Mode to Decimal Mode.

Residential Information

Building : 1

Unit : 1

Apartment : 101

First name : Jack

Last name : 2

Phone : [Redacted]

Email : [Redacted]

Face : [Upload image](#)

Card :

* Please confirm that the card reader is connected

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

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

DNAKE Mode 8/20

DNAKE Mode 8/20

Decimal Mode 9/10

6.5 License Log

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

The screenshot shows the DNAKE License Log interface. At the top, there are filters for Time (2024-02-28 00:00:00 to 2024-05-28 23:59:59) and Source/Destination. Below the filters, there are three summary cards: Indoor Monitor Transfer Call (1), Door Station Direct Call (1), and Value-added Services (1). The main part of the interface is a table with the following data:

Item	Time	Type	Amount	Source/Destination	Holdings	Remarks
1	2024-05-28 09:21:11	Indoor Monitor Transfer Call	-1	1/1/101	1	-
2	2024-05-28 09:19:53	Door Station Direct Call	-1	1/1/102	1	-
3	2024-05-28 09:10:44	Value-added Services	+1	Jamie Installer	1	-
4	2024-05-28 09:10:37	Door Station Direct Call	+2	Jamie Installer	2	-
5	2024-05-28 09:10:26	Indoor Monitor Transfer Call	+2	Jamie Installer	2	-

At the bottom right, there is a pagination control showing 'Total 5', '10/page', and 'Go to 1'.

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.

Item	Alarm Time	Alarm Device	Operation	Building/Unit/Apartment
1	2024-05-29 10:20:55	Window	E216	1 / 1 / 101
2	2024-05-29 10:20:44	Window	E216	1 / 1 / 101
3	2024-05-29 10:20:28	Gas	E216	1 / 1 / 101
4	2024-05-28 17:30:50	PIR	Jamie E216	1 / 1 / 101
5	2024-05-28 17:30:02	Door	E216	1 / 1 / 101
6	2024-05-28 17:29:11	Smoke	Jamie E216	1 / 1 / 101
7	2024-05-28 17:28:00	Gas	-	1 / 1 / 101
8	2024-05-28 17:18:57	Smoke	E216	1 / 1 / 101
9	2024-05-28 17:18:23	Smoke	E216	1 / 1 / 101
10	2024-05-28 17:17:58	Door	E216	1 / 1 / 101

6.7 My message

6.7.1 Send messages to resident

1. Here are the steps to send messages to resident

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

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

Add Message ×

* Message Title: 2/40

* Delivery Time: Send now Schedule send

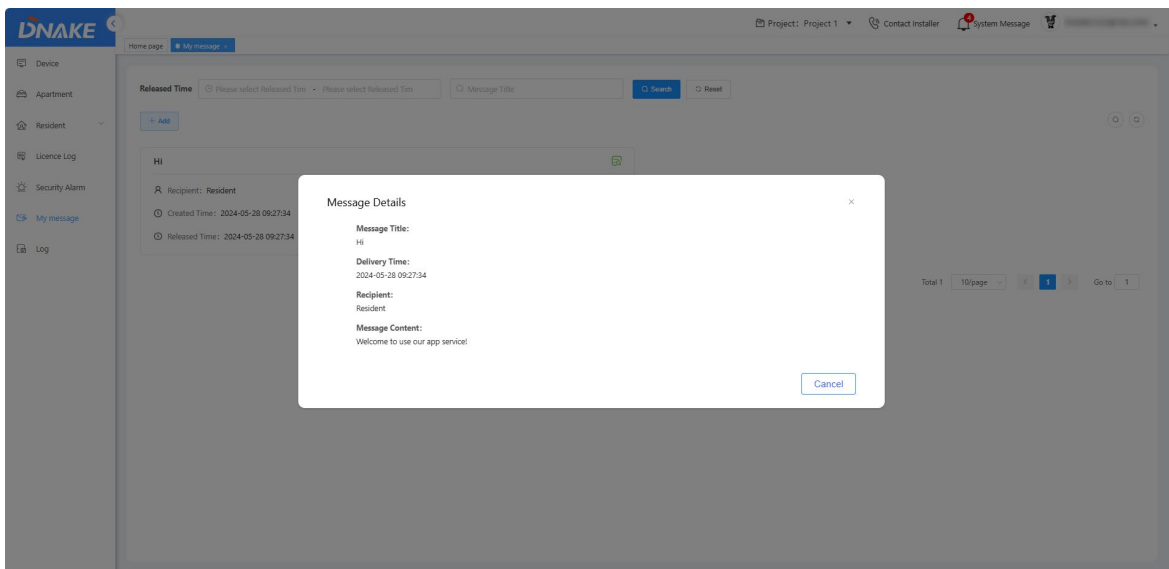
* Recipient: Resident

* Message Content:

Welcome to use our app service!

31/24

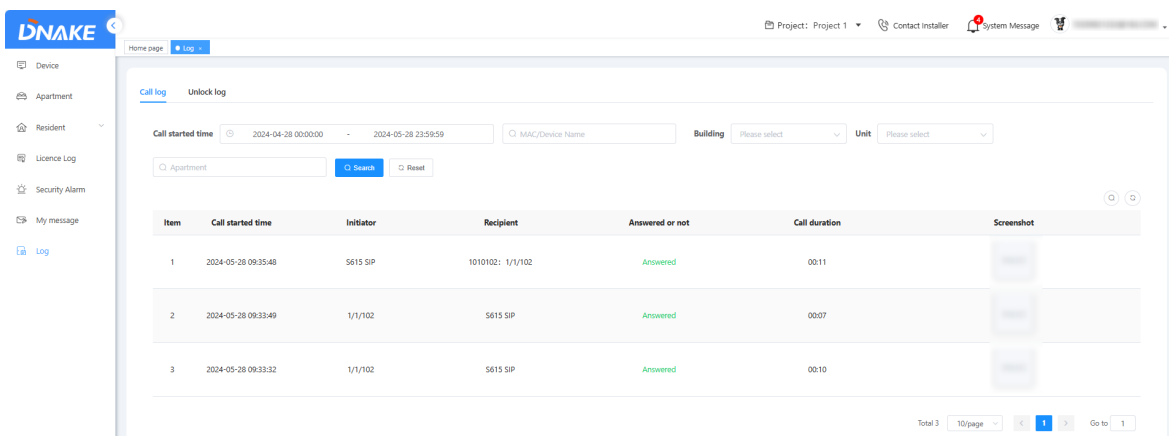
◆ Step 3: Click the green Details icon. You can check the message detail.



6.8 Log

6.8.1 Call log

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



6.8.2 Unlock log

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

Item	Unlock Time	Unlock Device	Unlock Method	Unlock Result	Unlocked By	Identity	Residential Information	Screenshot
1	2024-05-28 09:36:02	5615 SIP	App	Success	JamieSP	Resident	1/1/102	
2	2024-05-28 09:35:58	5615 SIP	App	Success	JamieSP	Resident	1/1/102	
3	2024-05-28 09:35:37	5615 SIP	Temp Key	Success	Temp	Visitor	1/1/102	
4	2024-05-28 09:34:06	5615 SIP	QR Code	Success	JamieSP	Resident	1/1/102	
5	2024-05-28 09:33:54	5615 SIP	App	Success	JamieSP	Resident	1/1/102	
6	2024-05-28 09:33:41	5615 SIP	App	Success	JamieSP	Resident	1/1/102	
7	2024-05-28 09:33:24	5615 SIP	App	Success	JamieSP	Resident	1/1/102	

6.9 Contact Technical Support

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

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

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

The background dashboard shows various metrics and sections like 'Welcome, Property Manager!', 'License' (Total 5), 'Devices' (Total 2, Online 2, Offline 0), 'Indoor Monitor' (1 Used), 'Door Station Direct' (1 Used), 'Value-added Services' (1 Used, 0 Not Used), 'Security Alarm' (To be processed), 'Apartment' (Rooms), 'Residents' (Residents, APP users 3), and 'Indoor Monitor Transfer Call' (1).

7 Appendix A:

SIP or landline supported countries and regions:

Server node	Country code	Country or region	SIP server	Value-added services (Landline)
United States	1	United States	✓	✓
	1	Canada	✓	✓
	52	Mexico	✓	
Germany	31	Netherlands	✓	
	32	Belgium	✓	
	33	France	✓	✓
	34	Spain	✓	✓
	39	Italy	✓	✓
	41	Switzerland	✓	
	43	Austria	✓	
	44	United Kingdom	✓	✓
	45	Denmark	✓	
	48	Poland	✓	✓
	49	Germany	✓	✓
	352	Luxembourg	✓	
	420	Czech Republic	✓	
Australia	61	Australia	✓	✓
Singapore	66	Thailand	✓	✓
	84	Vietnam	✓	✓
	852	Hong Kong	✓	✓
	853	Macao	✓	✓
	886	Taiwan	✓	✓

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		