

User Manual

DNAKE Smart Pro App

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1 Introduction

1.1 Introduction

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

2. Landline feature is only available when you subscribe to value-added service. The county or region, the device you use should also support landline feature.

1.2 Introduction of some icons

1. The icons you may see in the app.

	System information		Unlock remotely
	Shortcut unlock		Answer the call
	Monitor Door Station		Hang up
	Call Door Station		Take a screenshot
	Details		Mute/Unmute
			Extend to full screen

1.3 Language

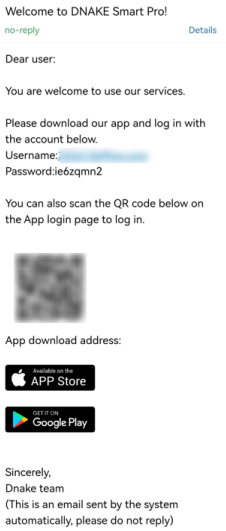
1. DNAKE Smart Pro app will change its language according to your system language.

Language	English
	Russian
	Thailand
	Turkish
	Italian
	Arabian
	French
	Polish
	Spanish
	Portuguese

2 App Download, Login and Forget Password

2.1 App download

1. Please download DNAKE Smart Pro from the email download link or search for it in APP Store or Google Play.


Welcome to DNAKE Smart Pro!

no-reply Details

Dear user:

You are welcome to use our services.

Please download our app and log in with the account below.
Username:
Password:ie6zqmn2

You can also scan the QR code below on the App login page to log in.

App download address:

Available on the APP Store

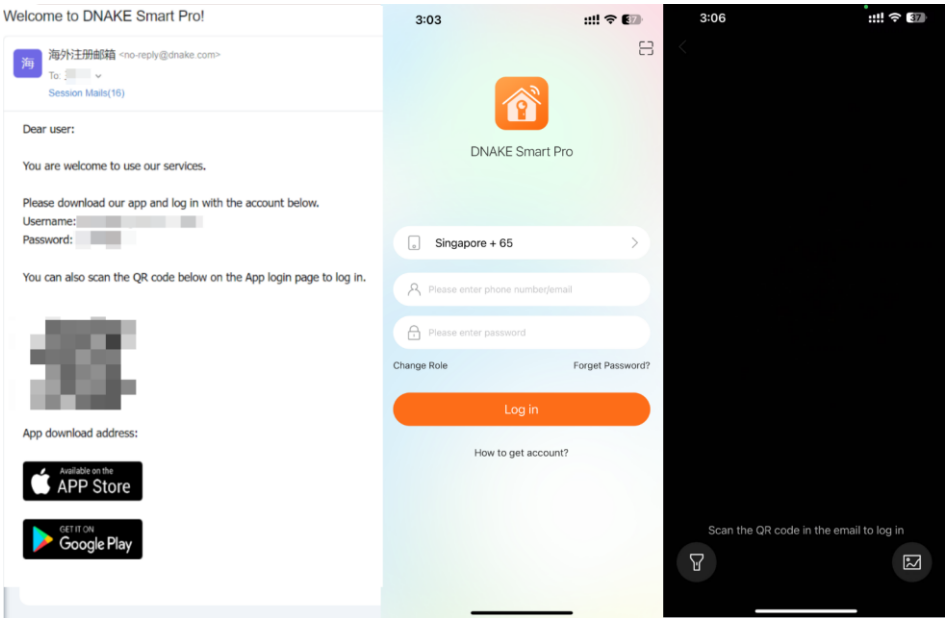
GET IT ON Google Play

Sincerely,
Dnake team
(This is an email sent by the system automatically, please do not reply)

2.2 Login

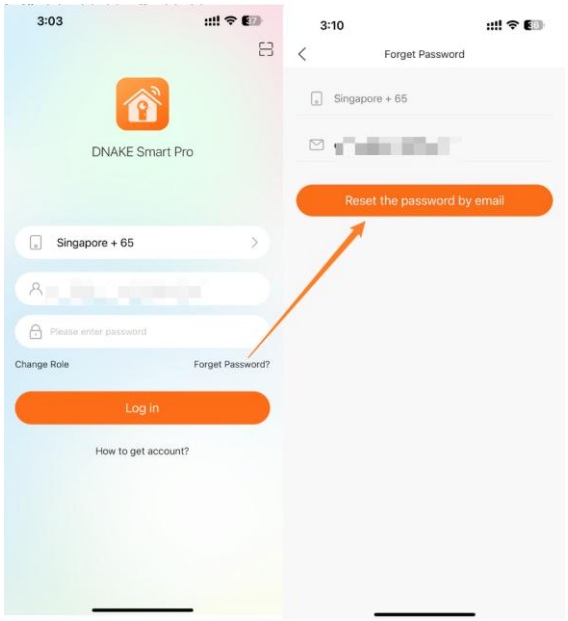
1. Please provide your information, such as email address, for your Property Manager to help you register your DNAKE Smart Pro app account on the DNAKE Cloud Platform. If you have an Indoor Monitor, it will be associated with your account.

2. Password and QR code will be sent to your email. You can log in with your email address and password or just scan the QR code to log in.



2.3 Forget password

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



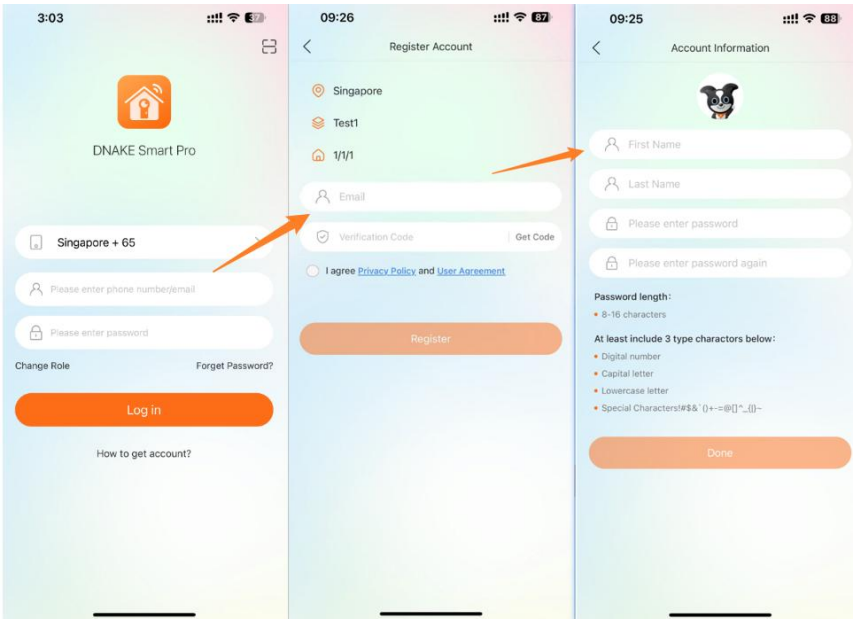
2.4 Register by scan the QR code

To use QR code registration, first ensure that Indoor Monitor are registered on the cloud platform.

Step 1: Use Smart Pro scan the QR code from the indoor monitor

Step 2: Fill in the email address

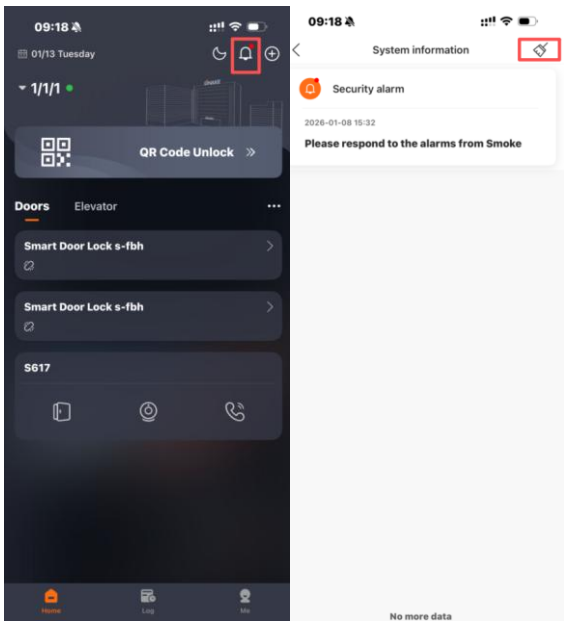
Step 3: Complete the account information, and registration will then be successful.



3 Home

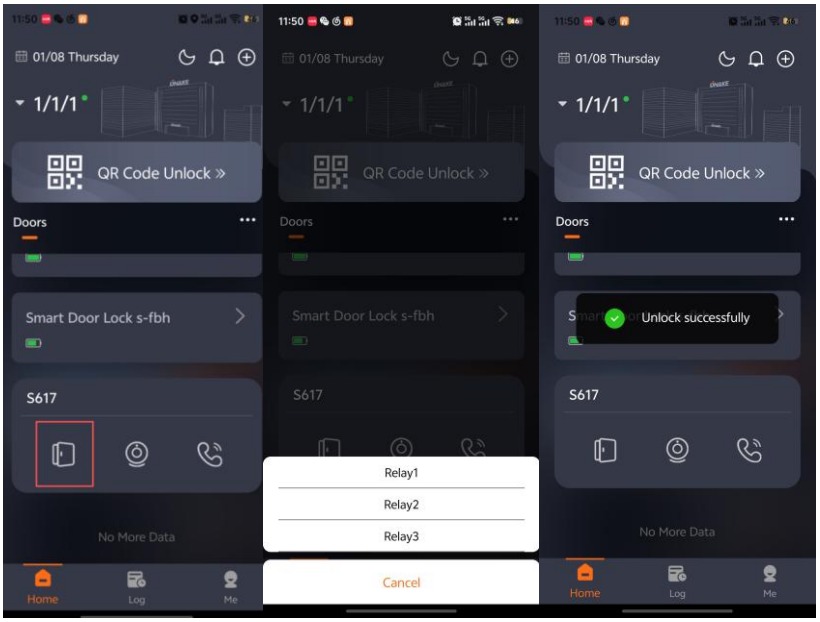
3.1 System Information

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



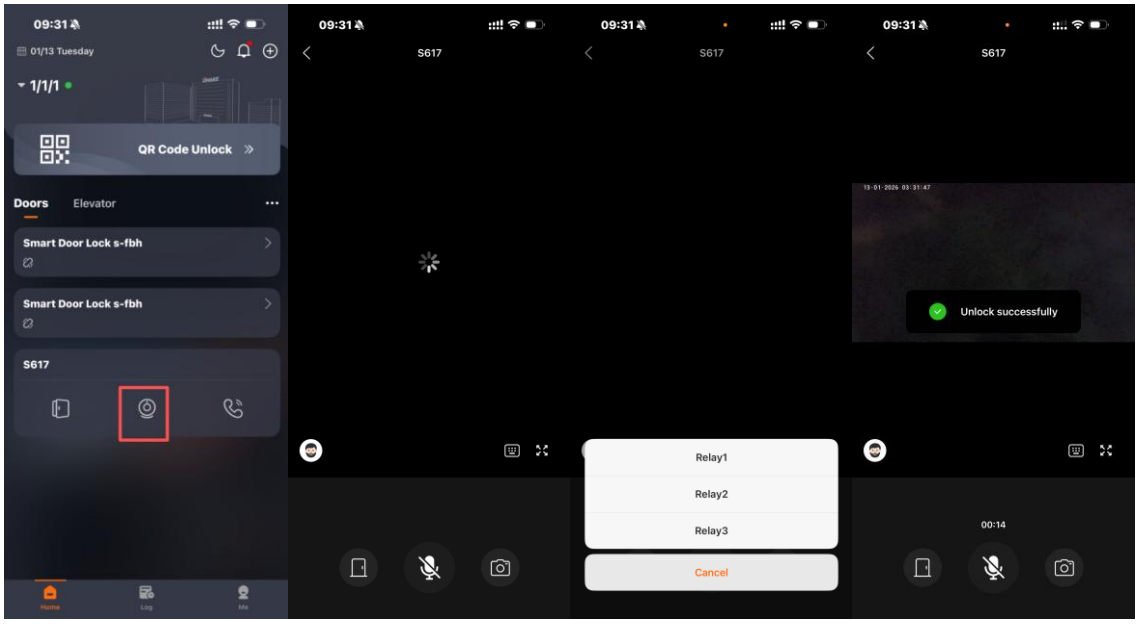
3.2 Unlock Door Station

1. On the Home page of the app, you can directly tap the shortcut unlock button to unlock the Door Station. Relays with inactive status in the relay list will be hidden. When there is only one relay in an "active" state on the entrance device, clicking the unlocking button will skip the relay list selection and directly unlock the door.

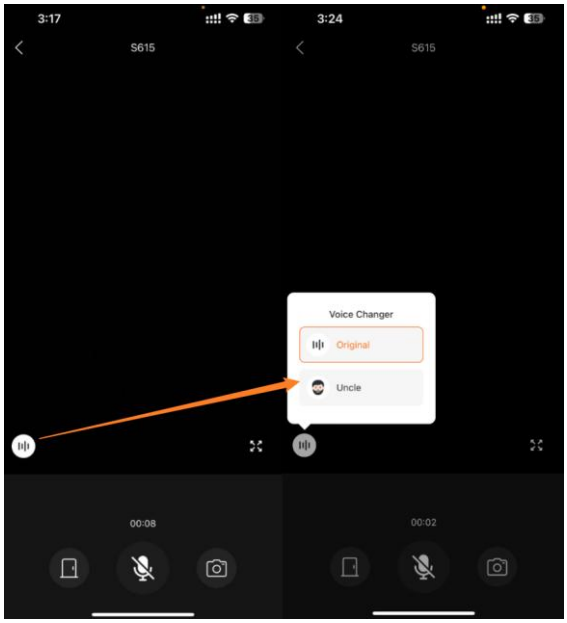


3.3 Monitor Door Station

1. On the Home page of the app, you can tap the monitor icon to monitor the Door Station. You'll be muted by default to monitor the Door Station. You can also unmute, unlock, take some screenshots, and make it full screen. After taking screenshots, you can find them saved in the log page.

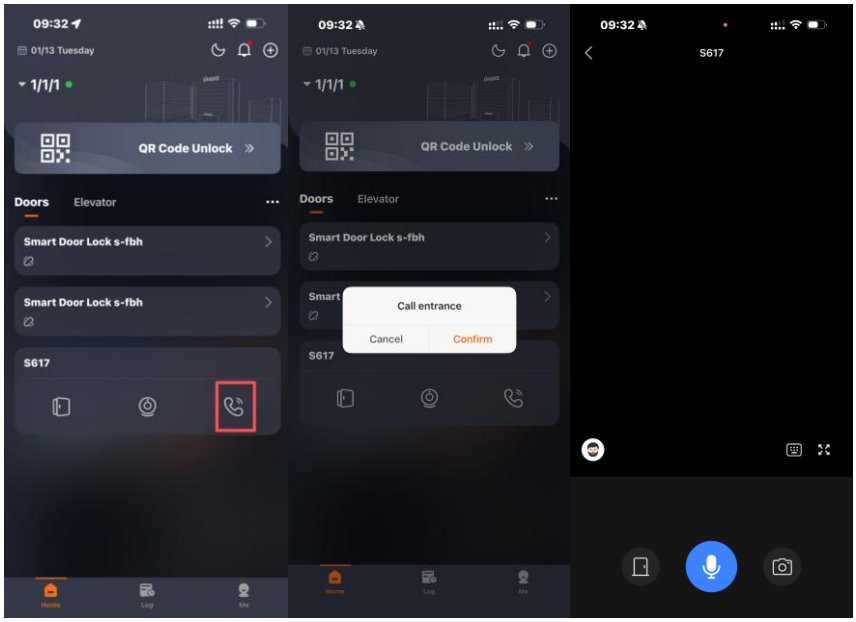


2. For enhanced security during monitoring, the app includes a **Voice Changer feature**. This allows users to alter their voice, providing an additional layer of privacy. Currently, the feature supports changing the voice to an "uncle" tone.

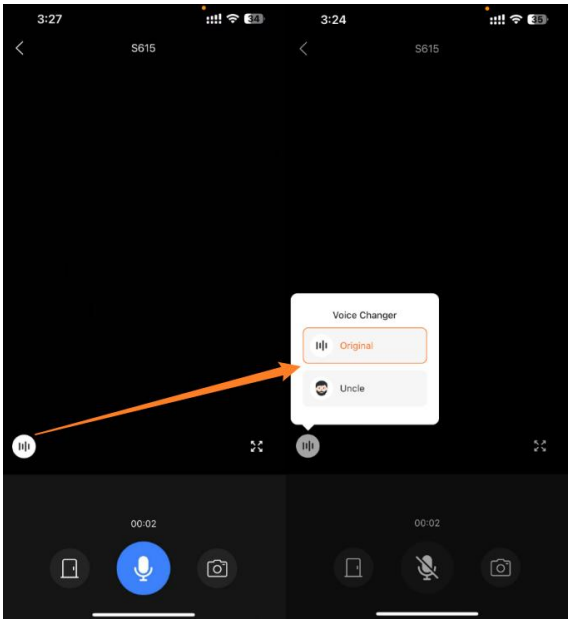


3.4 Call Door Station

1. On the Home page of the app, you can tap the call icon to monitor the Door Station. You are not muted as default so you can directly talk with the one who is using Door Station. You can also mute, unlock, take some screenshots, make it full screen. After taking screenshots, you can find them saved in the log page.



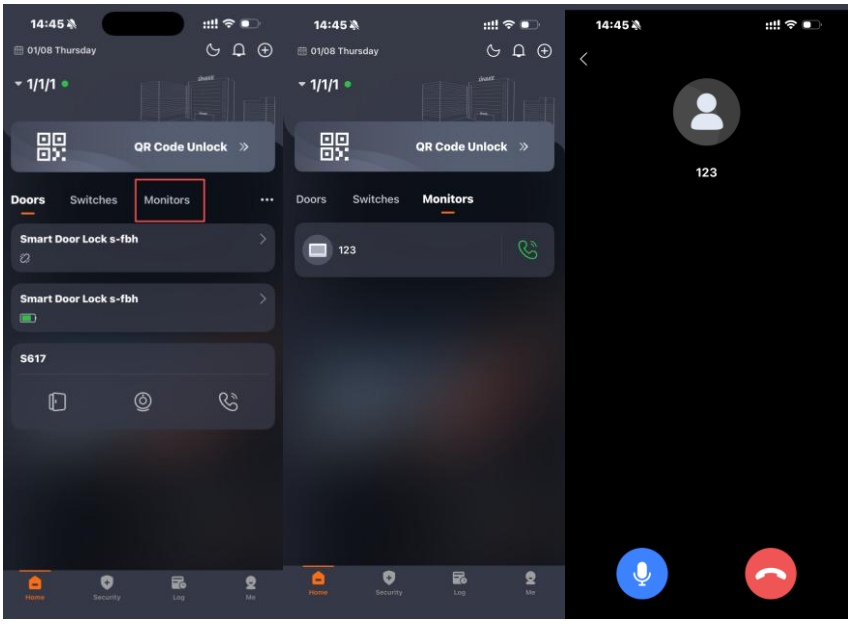
2. For enhanced security during monitoring, the app includes a **Voice Changer Feature**. This allows users to alter their voice, providing an additional layer of privacy. Currently, the feature supports changing the voice to an "uncle" tone.



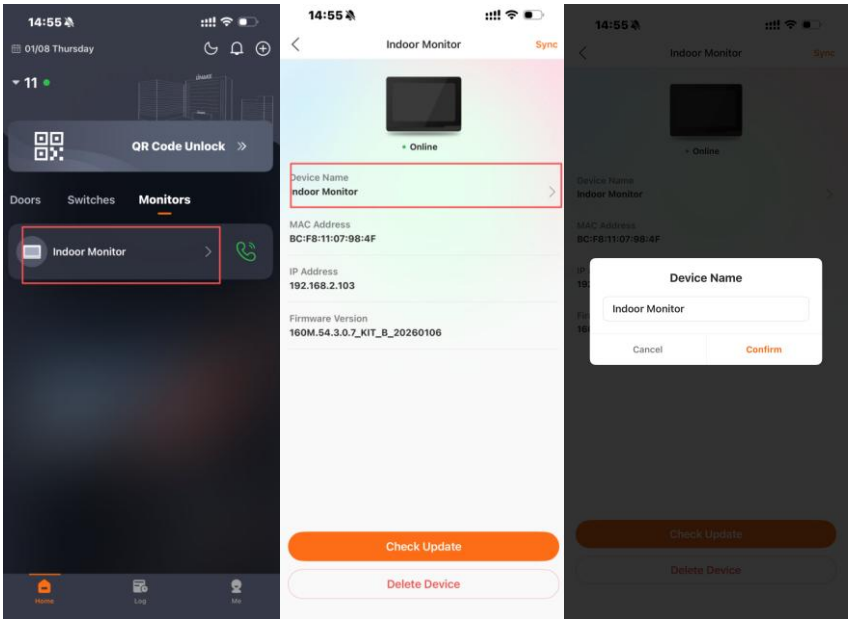
3.5 Call Indoor Monitor （Kits Only)

1. On the Home page of the app, you can switch to the Monitors column and

tap the call icon to call the Indoor Monitor. You are not muted by default, so you can directly talk with the one who is using the Indoor Monitor. You can also mute.

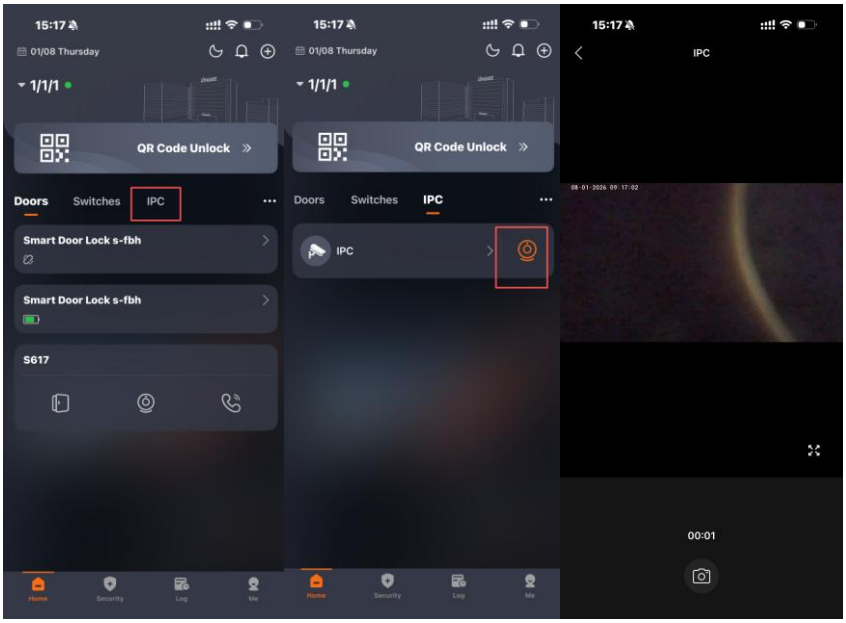


2. You can edit the name of Indoor Monitor and check the update too.



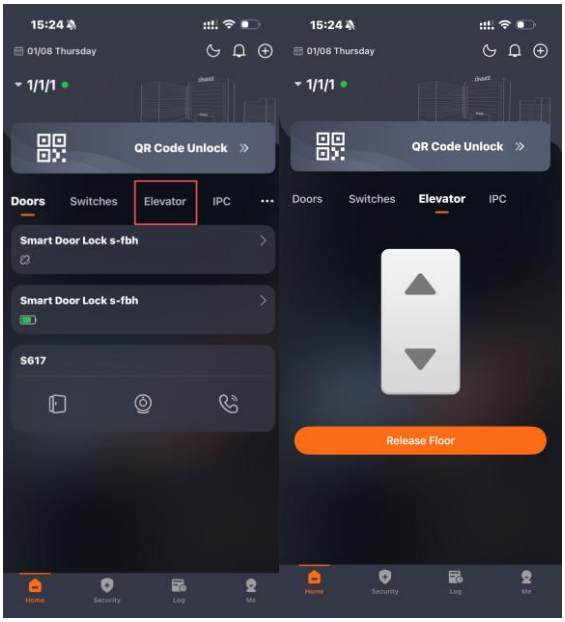
3.6 Monitor IPC (E217 Only)

1. On the Home page of the app, you can switch to the IPC column and tap the monitor icon to monitor the Indoor Monitor. You can take some screenshots, make them full screen. After taking screenshots, you can find them saved on your mobile phone.



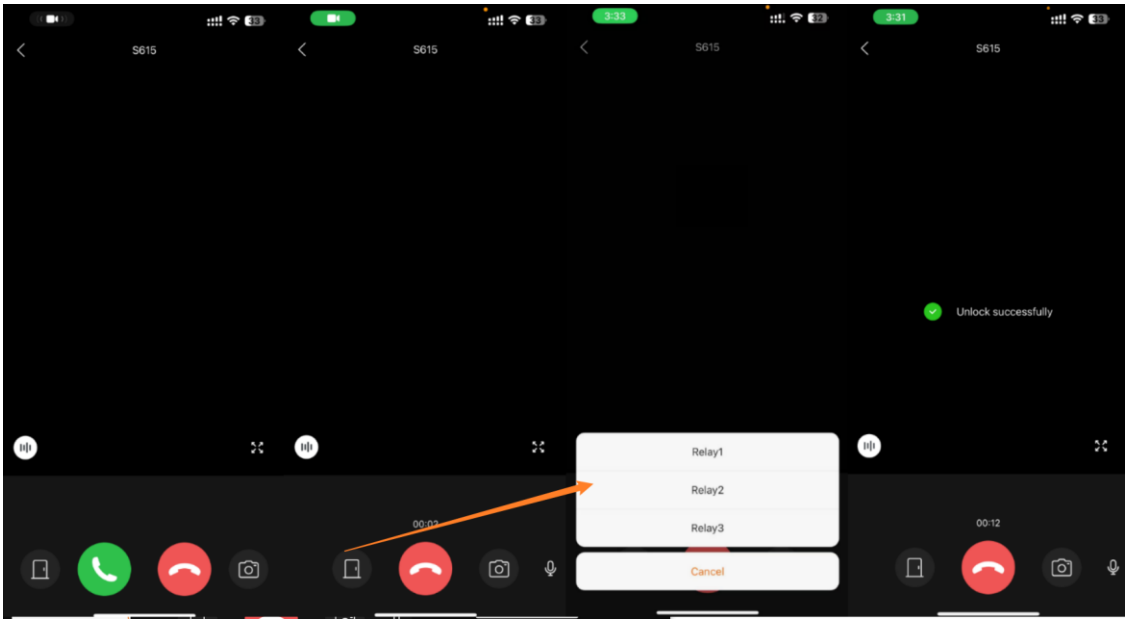
3.7 Elevator Control

1. On the Home page of the app, you can switch to the Elevator column and tap the Up, Down, and Release Floor icons to control the elevator.

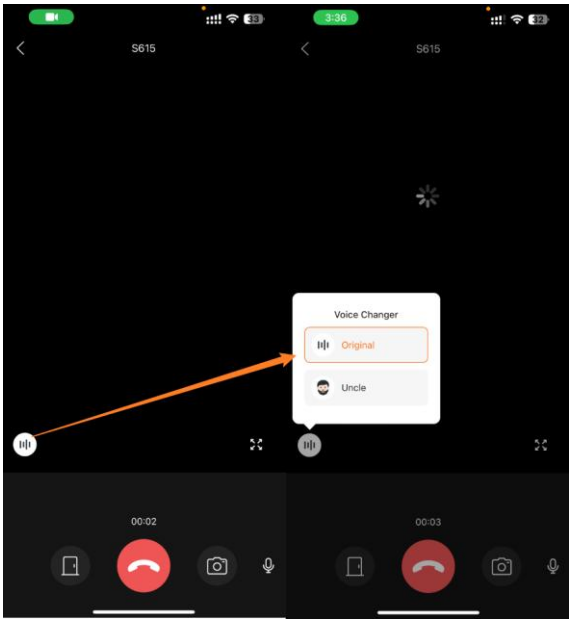


3.8 Answer Calls from Door Station

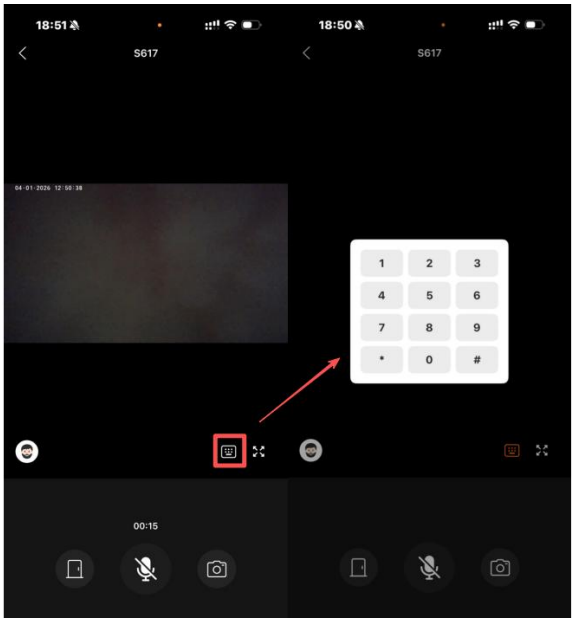
1. You'll receive a call when someone calls you at the Door Station. Tap the pop-out notification to answer. You can also mute, unlock, take some screenshots, and make it full screen. After taking screenshots, you can find them saved in the log page.



2. For enhanced security during monitoring, the app includes a **Voice Changer feature**. This allows users to alter their voice, providing an additional layer of privacy. Currently, the feature supports changing the voice to an "uncle" tone.

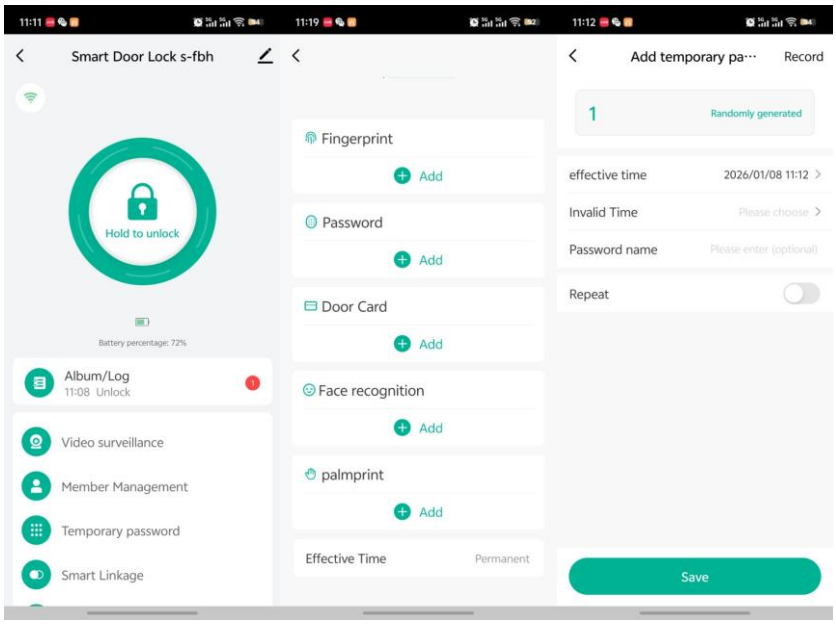


3. Once you've added the RTSP stream to your door station, use the keypad to toggle the viewing angle between the door station and IP cameras. Just press 2 for IPC1, 3 for IPC2, 4 for IPC3, 5 for IPC4 — and hit 1 to switch back to the door stations view anytime.



3.9 Smart Lock

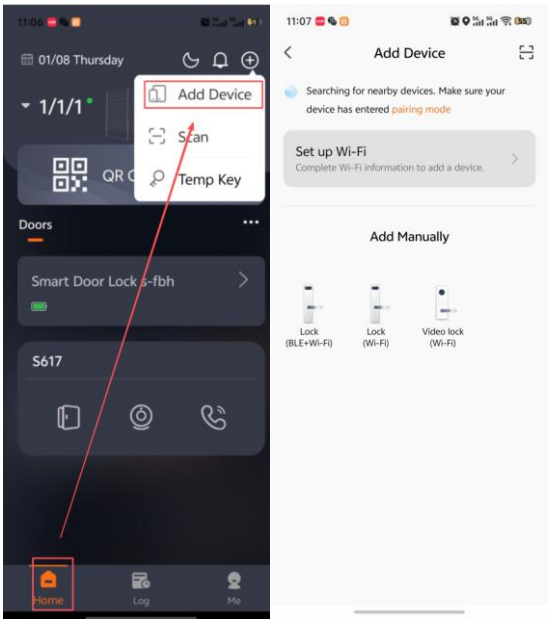
You can receive calls, unlock the door, add a family member, and add a variety of unlocking methods(Fingerprint, Password, Door Card, Face, palm vein) directly via the Dnake Smart Pro app. You can follow the following steps to configure it



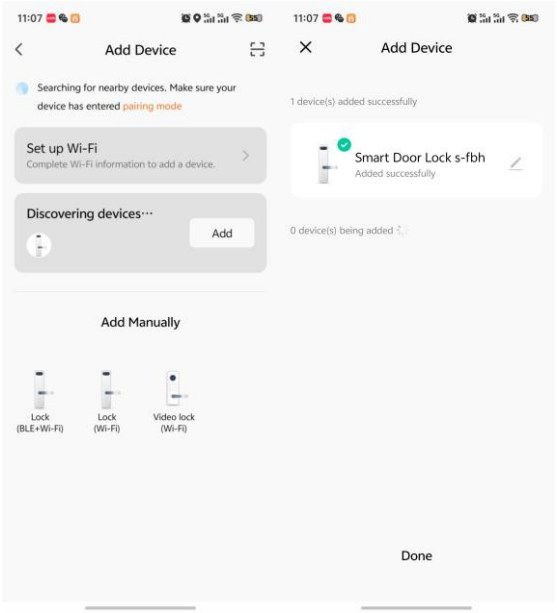
Step 1. Enable phone **WiFi & Bluetooth**, and place the smart lock close to your phone

Step 2. Make sure your smart lock is in pairing mode. For detailed instructions, refer to the smart lock's user manual

Step 3. Open the app and go to **Home > Add Device** to search for the smart lock



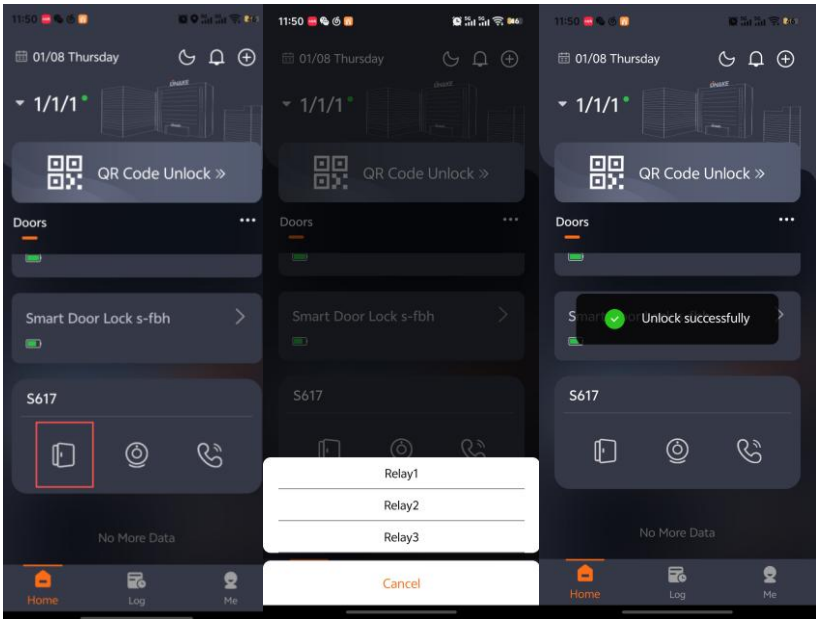
Step 4. Tap Add, enter your WiFi password to connect the lock to the network


11:07
Add Device
Searching for nearby devices. Make sure your device has entered pairing mode
Set up Wi-Fi
Complete Wi-Fi information to add a device.
Discovering devices···
Add
Add Manually
Lock (BLE+Wi-Fi)
Lock (Wi-Fi)
Video lock (Wi-Fi)
11:07
Add Device
1 device(s) added successfully
Smart Door Lock s-fbh
Added successfully
0 device(s) being added
Done

4 Unlock Methods

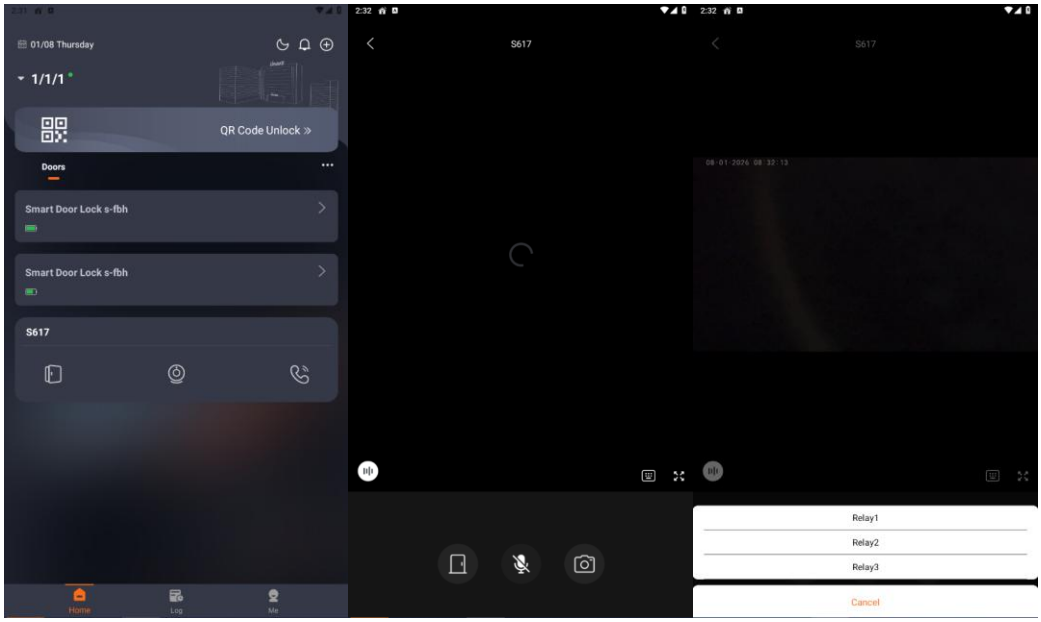
4.1 Unlock Button

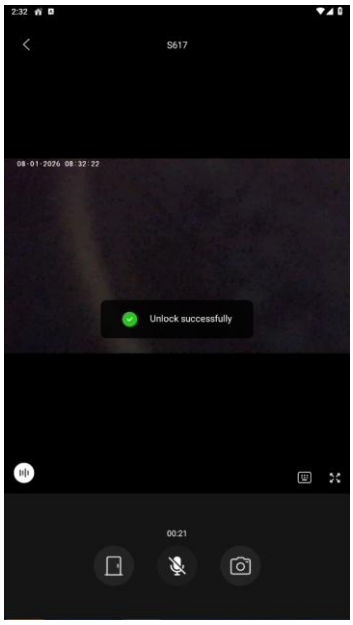
1. On the Home page of the app, you can directly tap the shortcut unlock button to unlock the Door Station.



4.2 Unlock While Monitoring

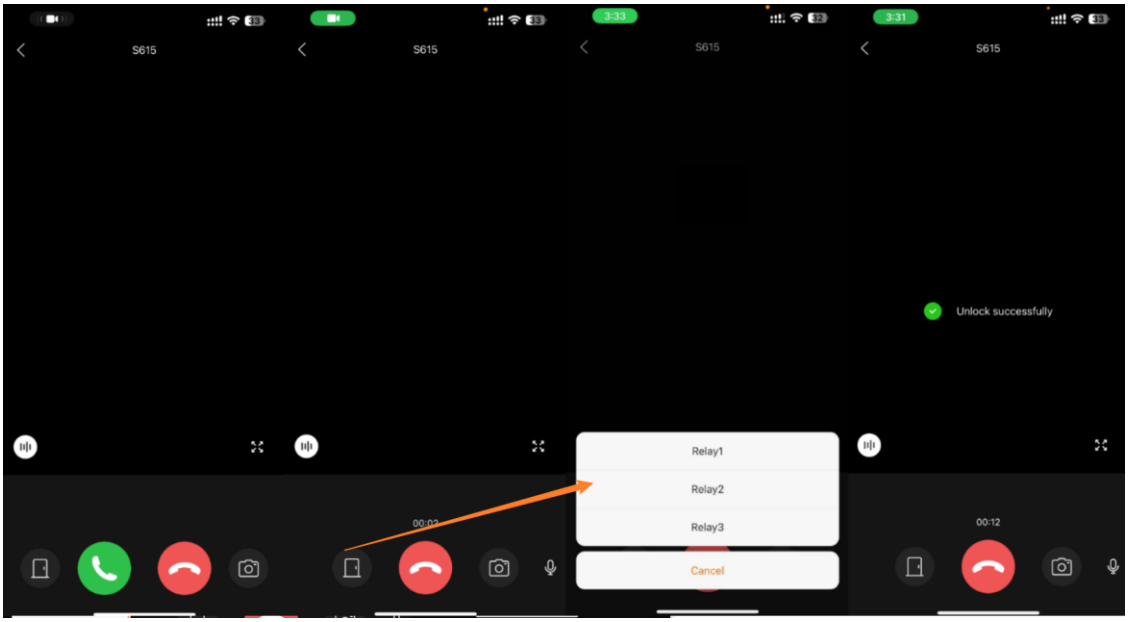
1. On the Home page of the app, you can tap the monitor icon to monitor the Door Station. You'll be muted as default to monitor Door Station. You can also unmute, unlock, take some screenshots, make it full screen. After taking screenshots, you can find them saved in the log page.





4.3 Unlock While Answering Call

1. You'll receive a call when someone call you by Door Station. Tap the pop-out notification to answer. You can also mute, unlock, take some screenshots, make it full screen. After taking screenshots, you can find them saved in the log page.

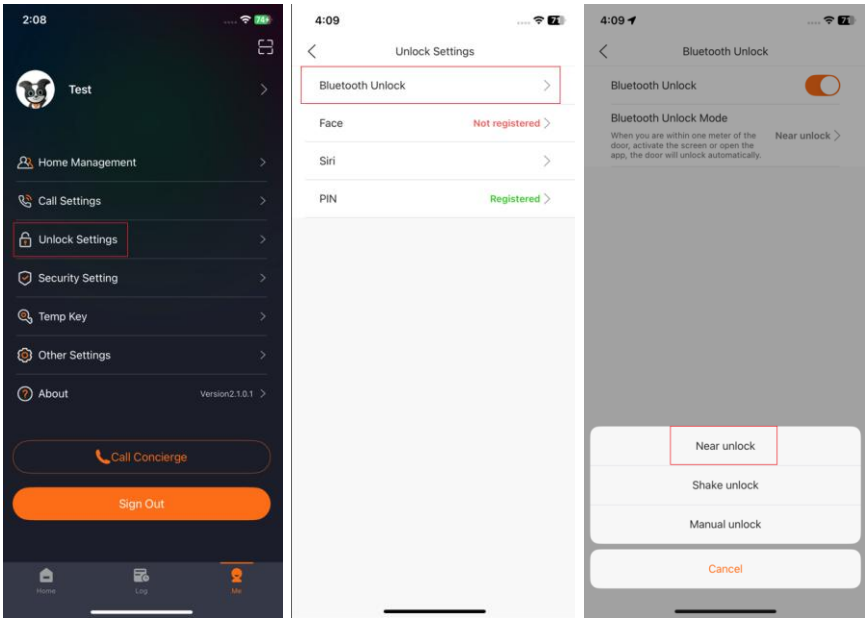


4.4 Bluetooth Unlock

4.4.1 Bluetooth Unlock (Near Unlock)

1. Here are the steps to enable Bluetooth Unlock (Near unlock).

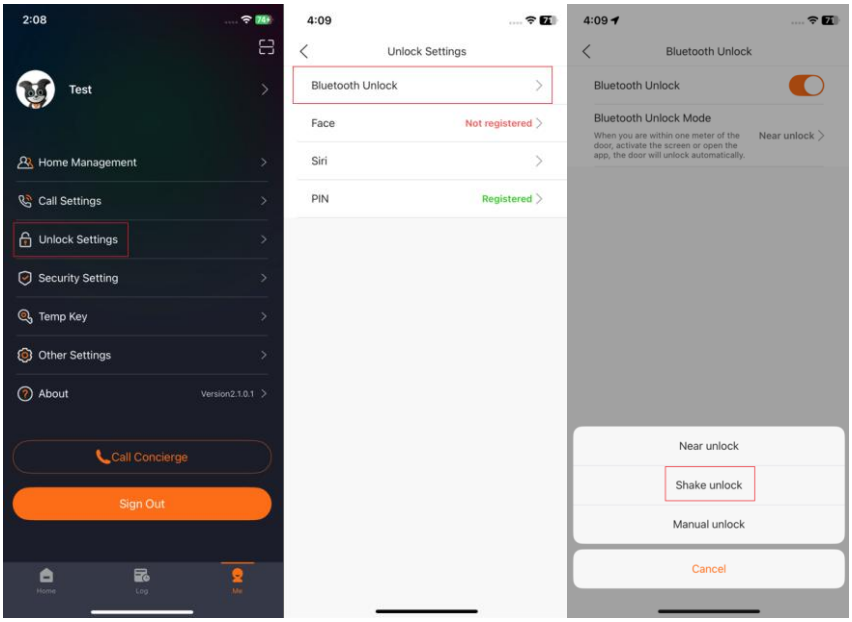
- Step 1: Go to Me page and click Unlock setting.
- Step 2: Go to Bluetooth Unlock.
- Step 3: Enable Bluetooth Unlock.
- Step 4: You can find Bluetooth Unlock Mode and choose Near unlock.
- Step 5: When you are within one meter of the door, open the app and the door will be unlocked automatically.



4.4.2 Bluetooth Unlock (Shake Unlock)

1. Here are the steps to enable Bluetooth Unlock (Shake unlock).

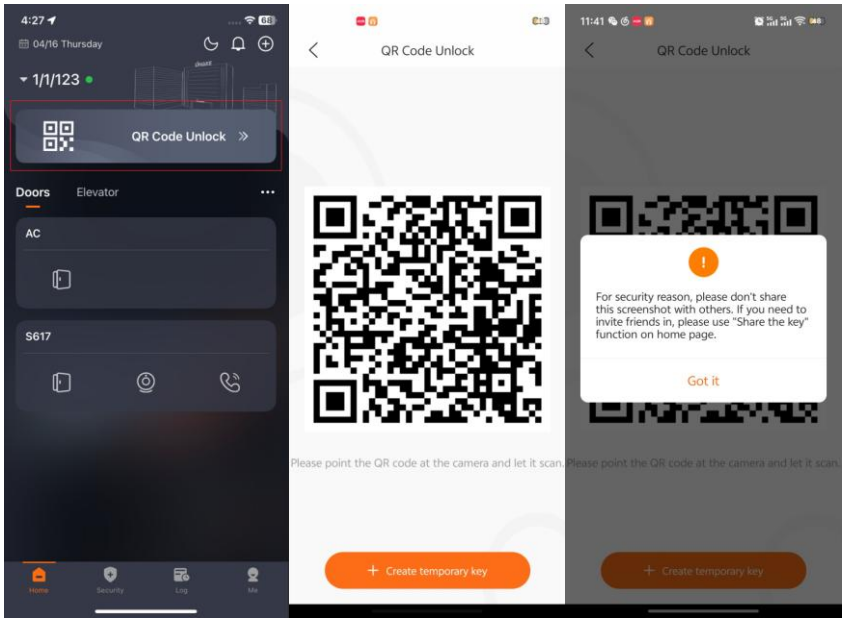
- Step 1: Go to Me page and click Unlock setting.
- Step 2: Go to Bluetooth Unlock.
- Step 3: Enable Bluetooth Unlock.
- Step 4: You can find Bluetooth Unlock Mode and choose Shake unlock.
- Step 5: When you are within one meter of the door, open the app and shake your phone, the door will be unlocked.



4.5 QR Code Unlock

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

- Step 1: Go to Home page and tap QR code unlock.
- Step 2: Get QR code close and face to Door Station's camera.
- Step 3: The door will be unlocked after QR code got scanned successfully. QR code will be refreshed automatically after 30s. It's not suggested to share this QR code with others. Temp Key is available for visitors to use.

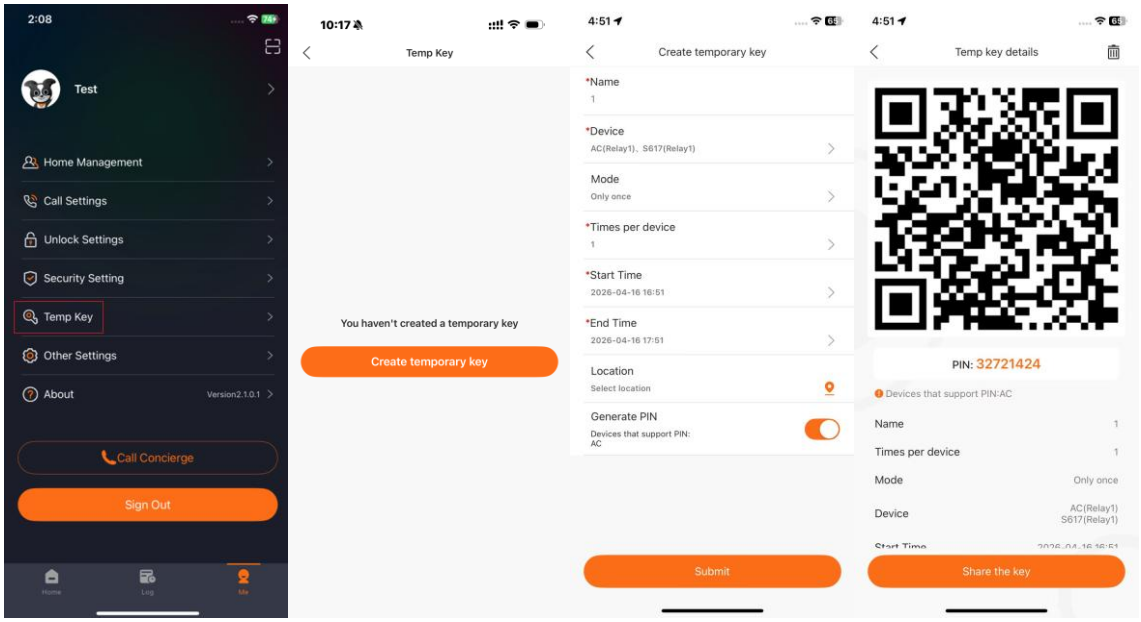


4.6 Temp Key Unlock

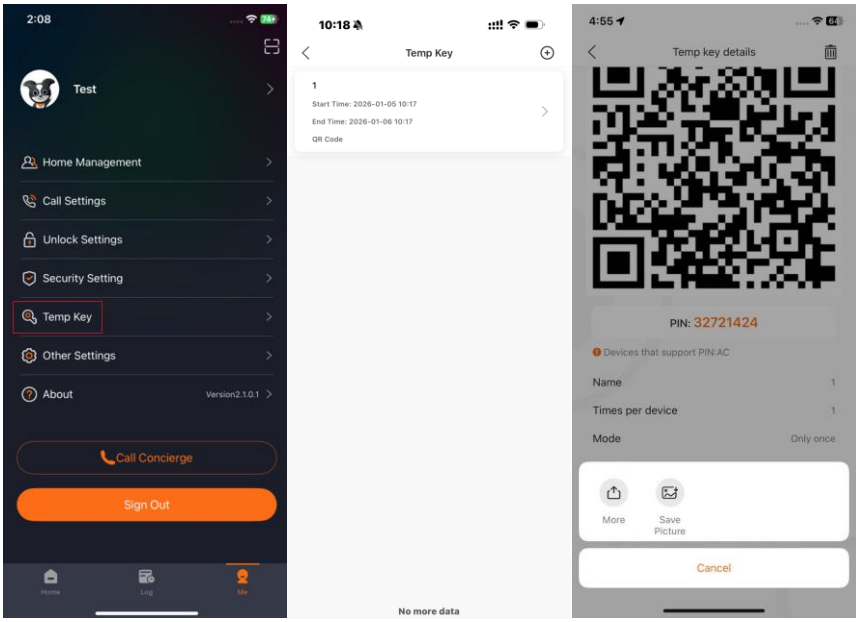
There are three types of Temp Keys: the first is created directly, and the second is generated through a QR code; both of these are intended for visitor access. The third type, the Delivery Temp Key, is specifically designed for couriers to facilitate deliveries.

1. Here are the steps to create and use Temp key directly.

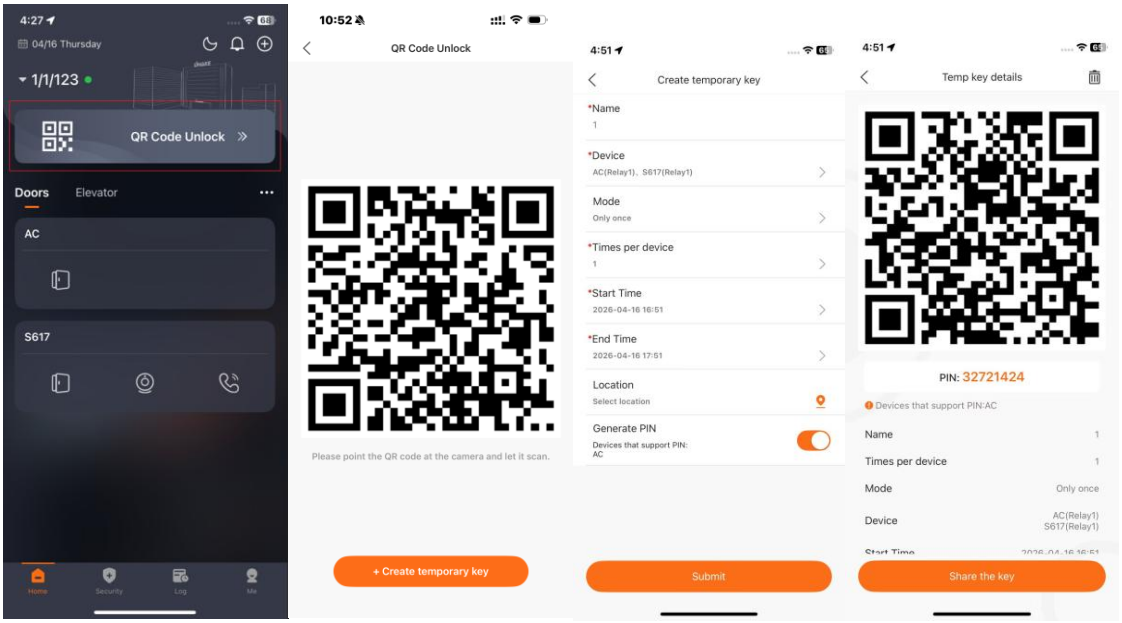
- Step 1: Go to Me page > Temp Key.
- Step 2: Tap CREATE TEMPORARY KEY to create one.
- Step 3: Edit Name, select Device, Mode (Only once, Daily, Weekly), Time per Device, Start Time and End Time for temp key, Location, Generate PIN
- Step 4: Submit and create. You tap the plus icon above to create more. There is no upper limit.



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



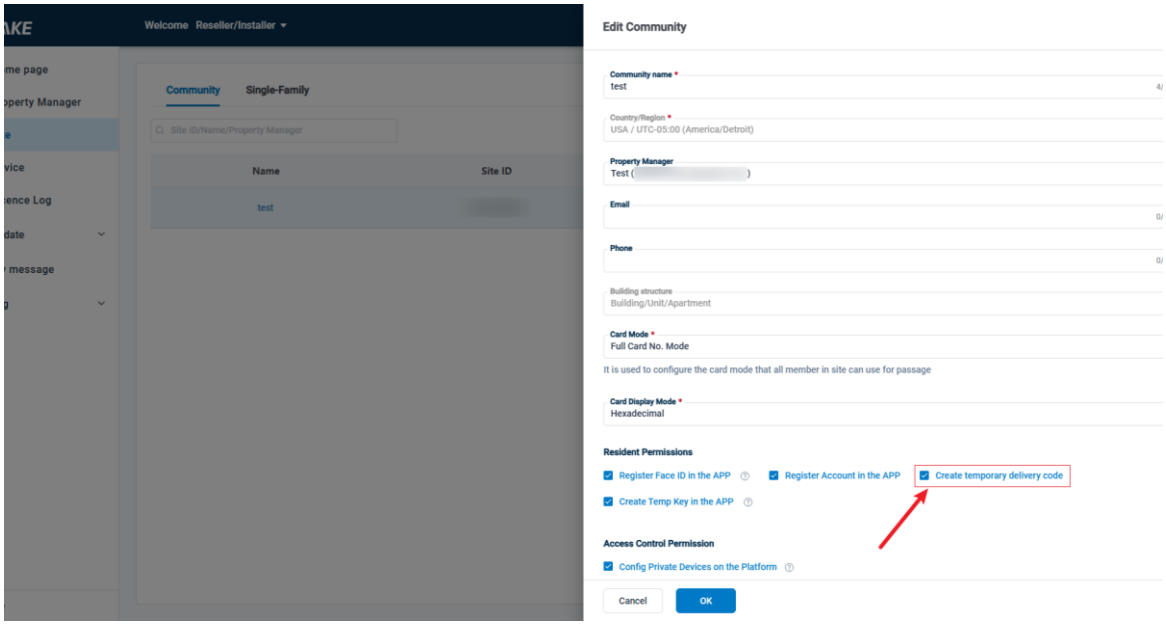
2. Here is another way to create and use Temp key through a QR code. You can find this function in QR code unlock.



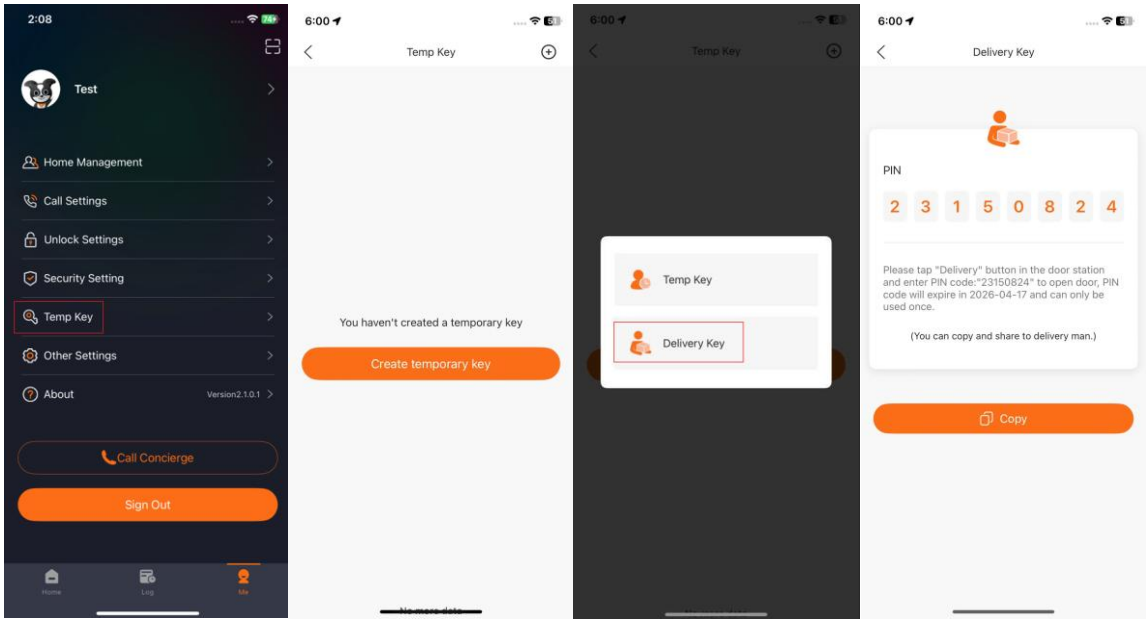
3. This Delivery Temp Key allows couriers temporary access to complete deliveries efficiently. Creating a Temp Key Unlock in the app generates a one-time password.

- Step 1: Ensure that the Delivery feature on the cloud platform is enabled. For detailed instructions, refer to section 6.3.3 of the cloud platform user manual.

- Step 2: Go to Site under Installer on the cloud platform and click Edit of corresponding site to enable Create Temporary Delivery Code.

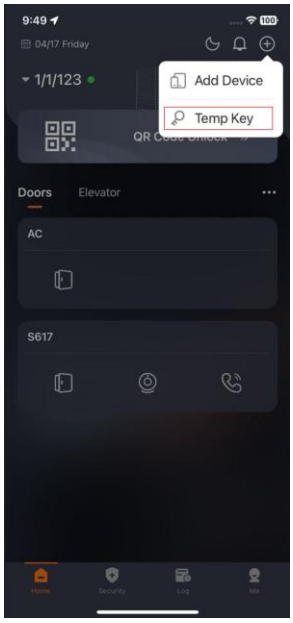


- Step 3: Go to Me page > Temp Key.
- Step 4: Tap Create Temporary Key to create one.
- Step 5: Choose the Delivery Key
- Step 6: It will generate a Delivery Key automatically.



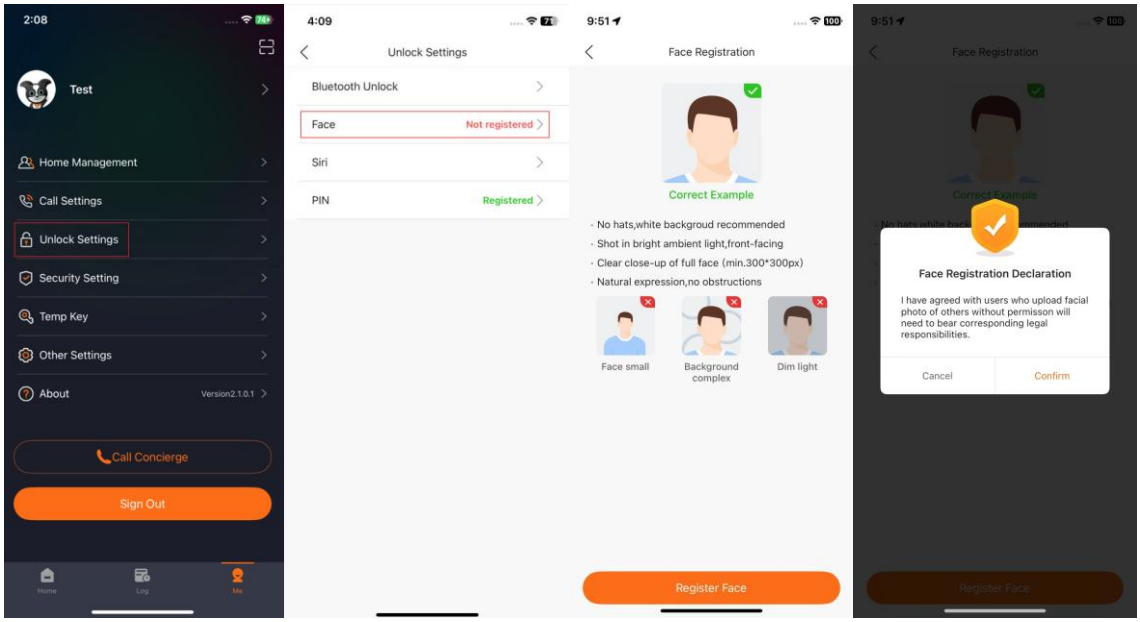
- **Note:** Another way to quickly create a Temporary Key is also available. You

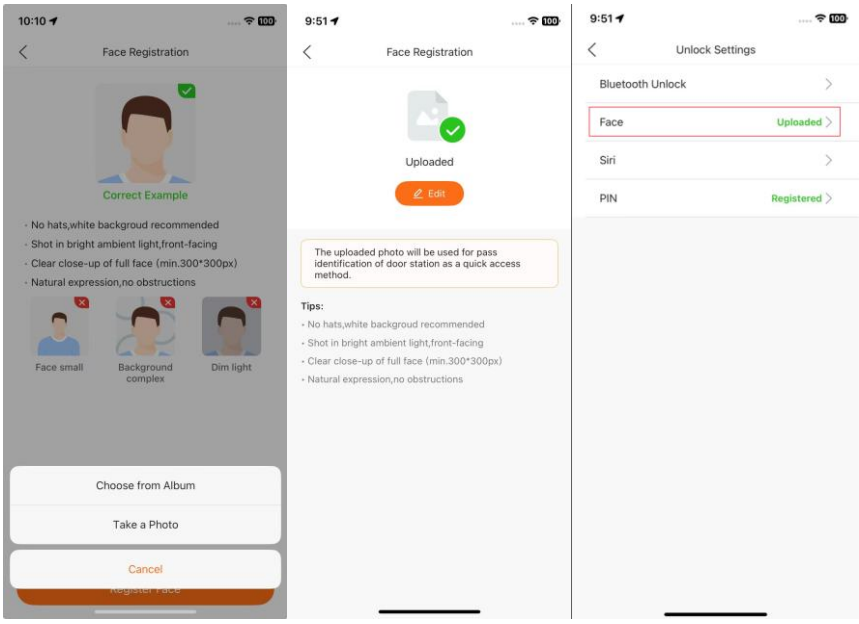
also can create Temporary Key in home page.



4.7 Face Recognition Unlock

1. On Me page > Unlocking Settings > Face, you can upload or take a selfie to use face recognition. The photo can be edited or deleted. The device should support face recognition function and Reseller/Installer need to enable this feature.



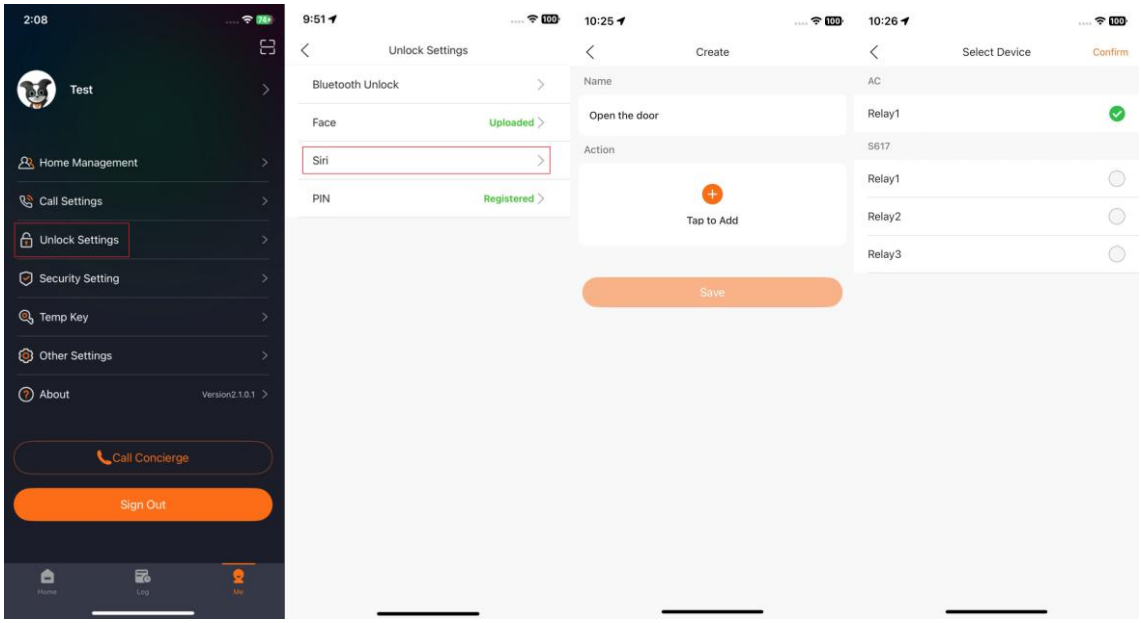


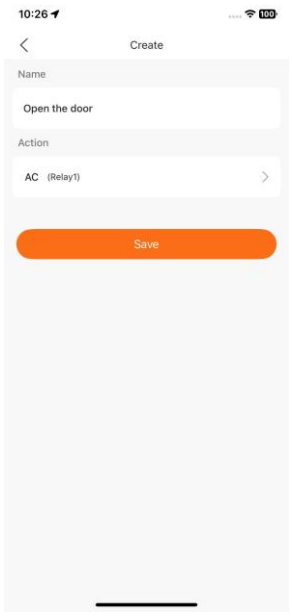
4.8 Siri Unlock (iOS Smart Phone Only)

The app supports unlocking via Siri by creating a custom shortcut. Users can add an unlock command and activate it by yourselves, like "Hey Siri, open the door." This feature is currently available only on iOS devices.

◆ Step 1: Navigate to **Me >Unlock Settings** in the app.

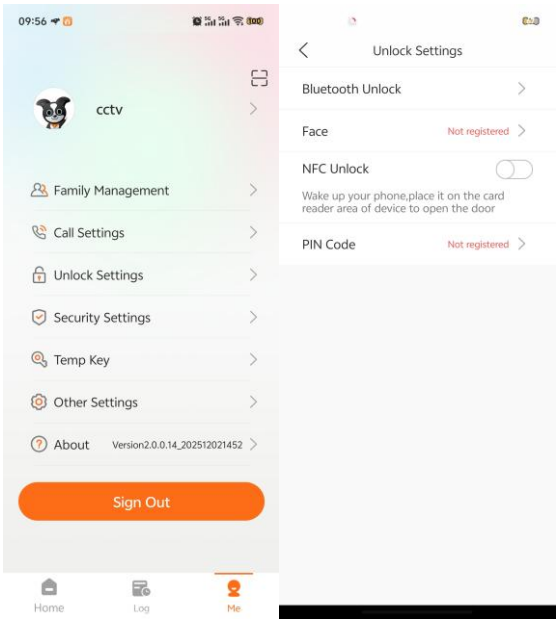
- Step2: Tap on Siri.
- Step 3: Enter the name.
- Step 4: Click Action, select the required device for the command, click Confirm
- Step 5: Click Save





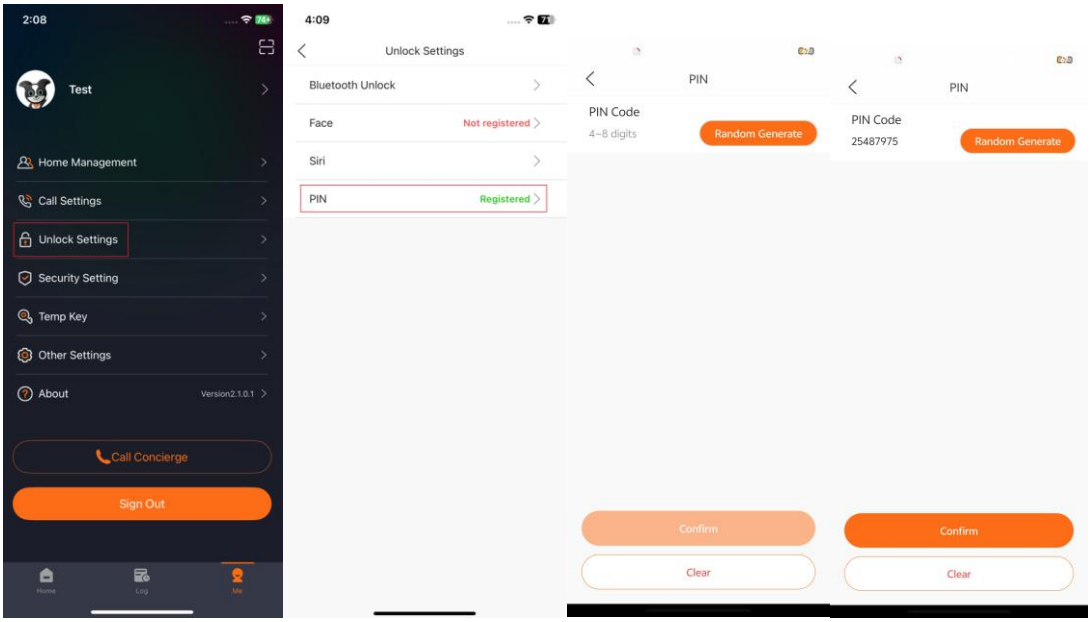
4.9 NFC Unlock (Android Smart Phone Only)

On **Me > Unlock Settings > NFC Unlock**, After enable this function, wake up your phone and place it on the card reader area of device to unlock



4.10 PIN Code

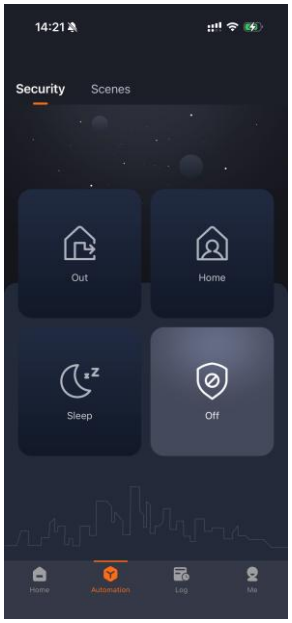
On **Me > Unlock Settings > PIN Code**, press “Random Generate” to generate a PIN Code, after enable this function, each resident can unlock the door station with their own PIN Code.


2:08
Test
Home Management
Call Settings
Unlock Settings
Security Setting
Temp Key
Other Settings
About
Version2.1.0.1
Call Concierge
Sign Out
4:09
Unlock Settings
Bluetooth Unlock
Face
Not registered
Siri
PIN
Registered
PIN
PIN Code
4~8 digits
Random Generate
Confirm
Clear
PIN
PIN Code
25487975
Random Generate
Confirm
Clear

5 Automation

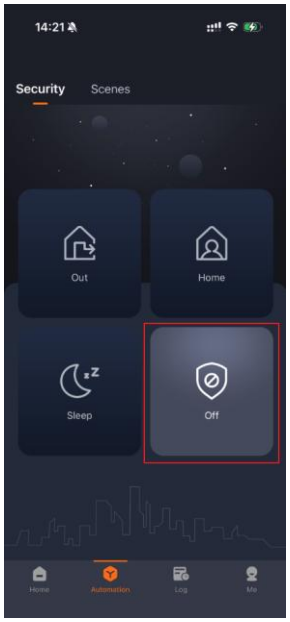
5.1 Security

On this page, you can configure the security mode status, including Out, Home, Sleep, and Disarmed modes.



5.1.1Alarm ON/OFF

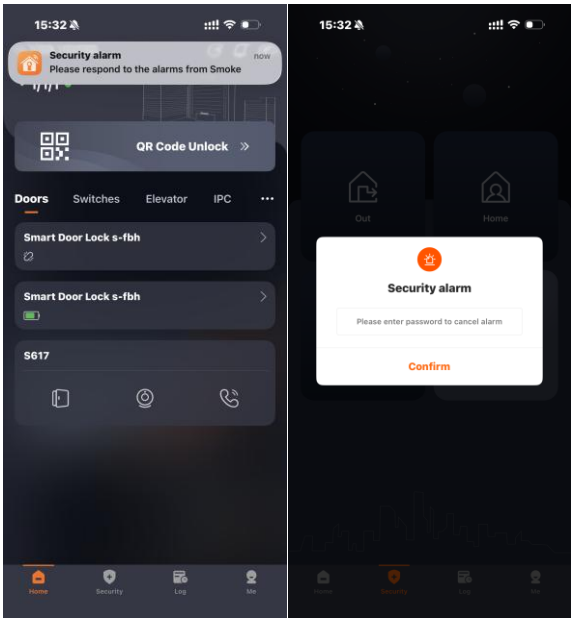
1. Go to Security page and choose modes to enable or disable alarms. Please make sure your installer associated Security with your Indoor Monitor when adding Indoor Monitor on DNAKE Cloud Platform. Otherwise, you can’t use this Security function on DNAKE Smart Pro.



5.1.2 Alarm Receiving and Removing

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

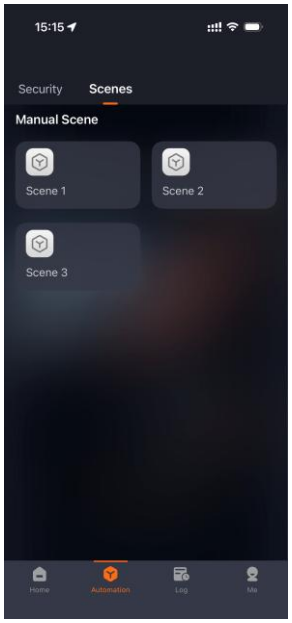
- Step 1: You will receive the notification of the alarm when the alarm is triggered. Tap the notification.
- Step 2: Security alarm pop-up will show up and security password is needed to cancel the alarm. The default security password is 1234.
- Step 3: After confirming, you will find the alarm is removed and shut off. To check details about this alarm, please go to Log page to check.



5.2 Scenes

5.2.1 Manual Scene

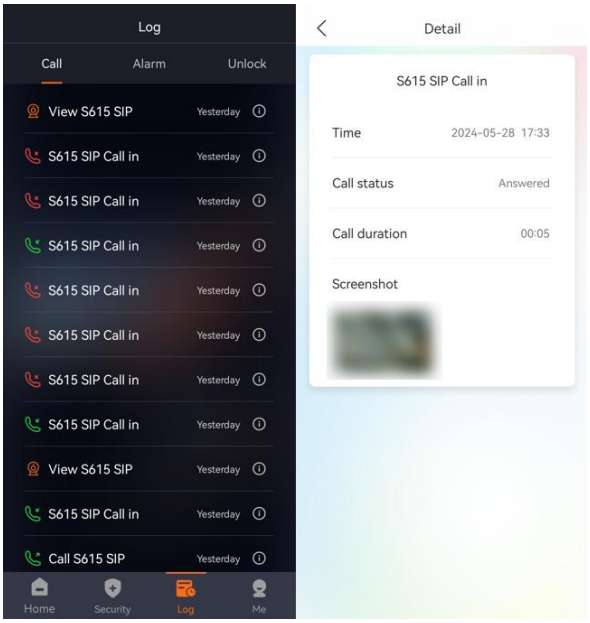
When the Indoor Monitor supports the Manual Scene feature, the corresponding scenes will be displayed in the Manual Scene group.



6 Log

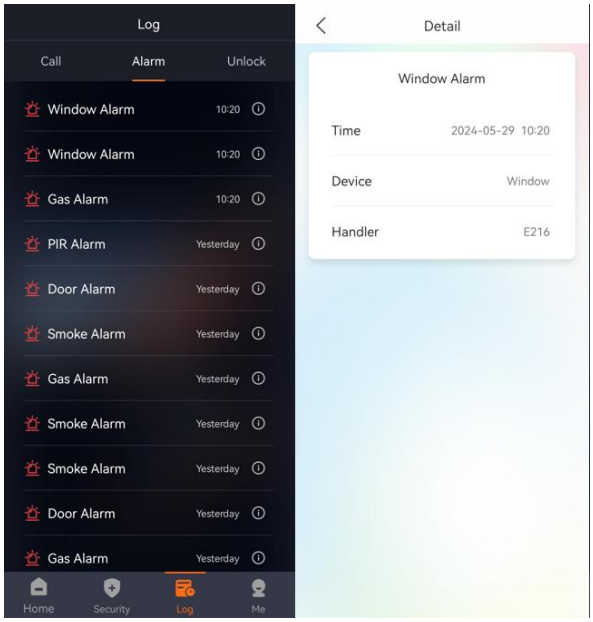
6.1 Call Log

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



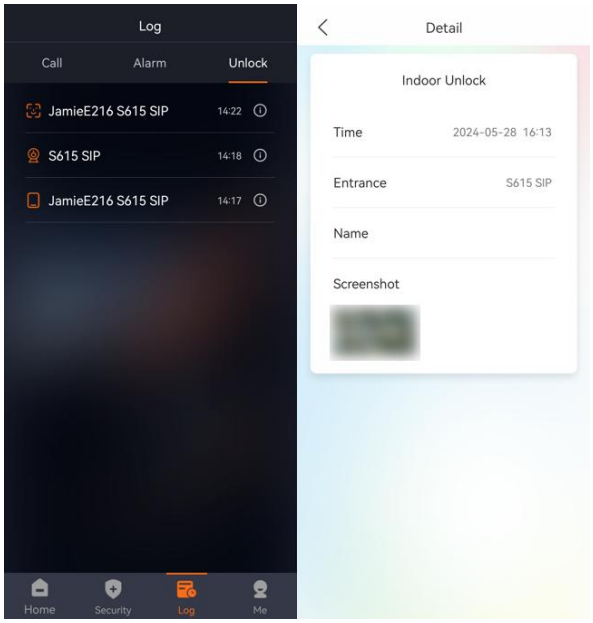
6.2 Alarm Log

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



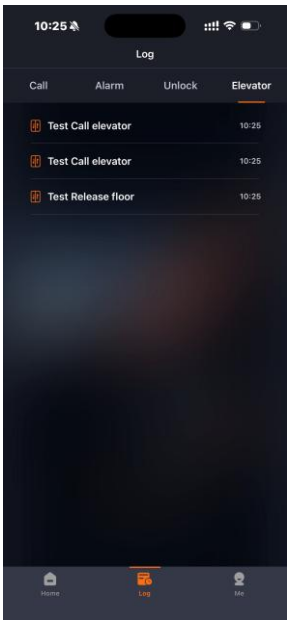
6.3 Unlock Log

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



6.4 Elevator Log

1. On Log page > elevator logs, You can view two types of elevator logs here : call elevator and release floor, along with their corresponding time stamps . You can view the records for recent 3 months (100 items).

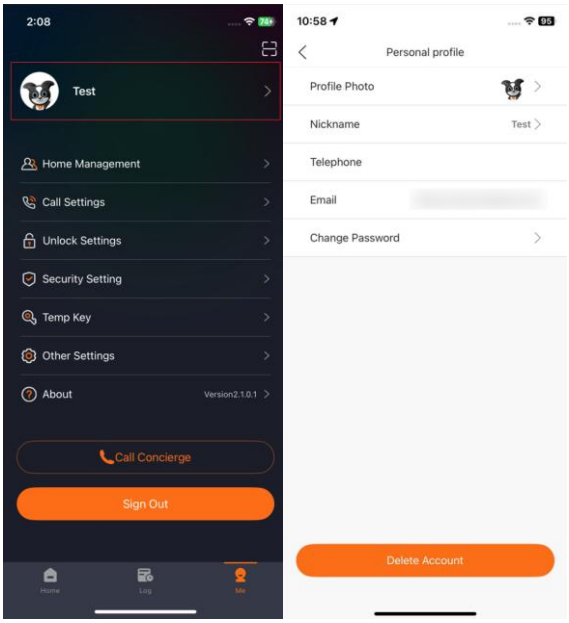


7 Me

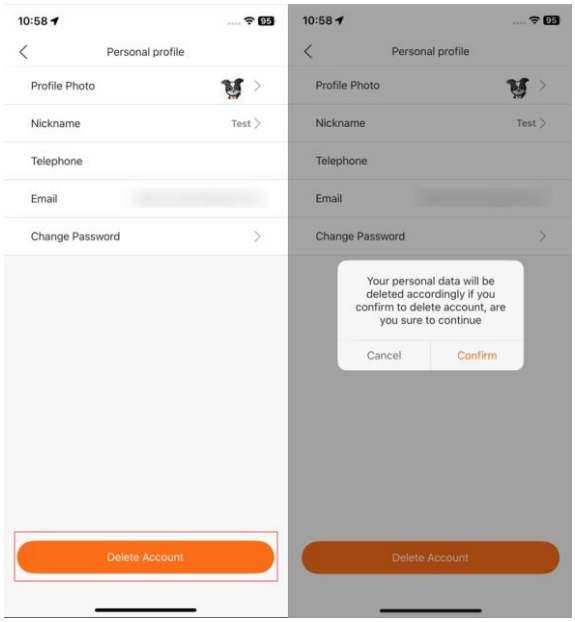
7.1 Personal Profile

7.1.1 Change Profile

1. On **Me page > Profile,** you can tap your account to change your profile photo, nickname or password.



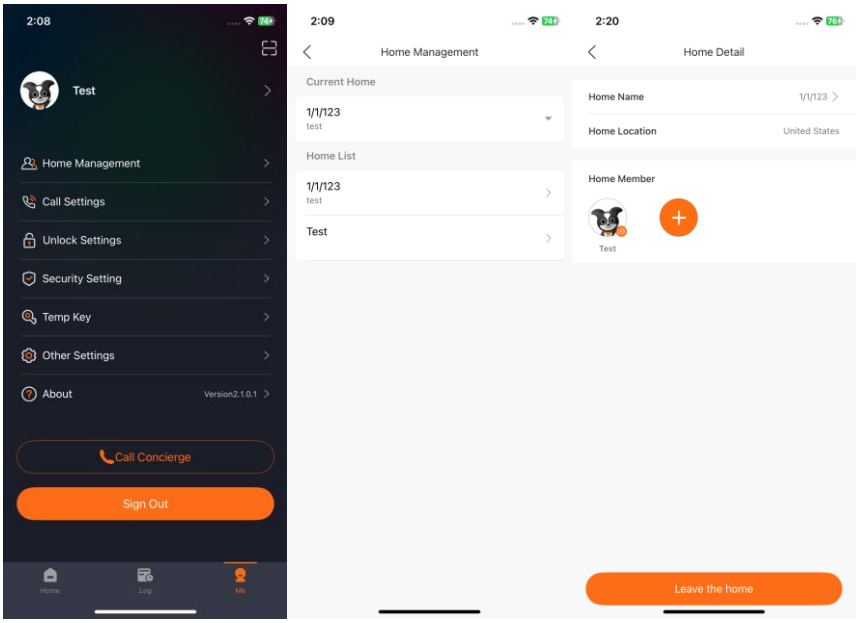
2. On this page, you can delete your current account



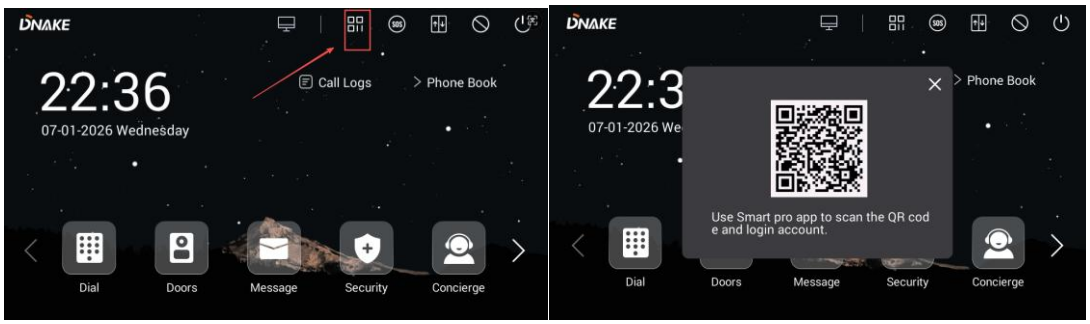
7.2 Home Management (Share Device)

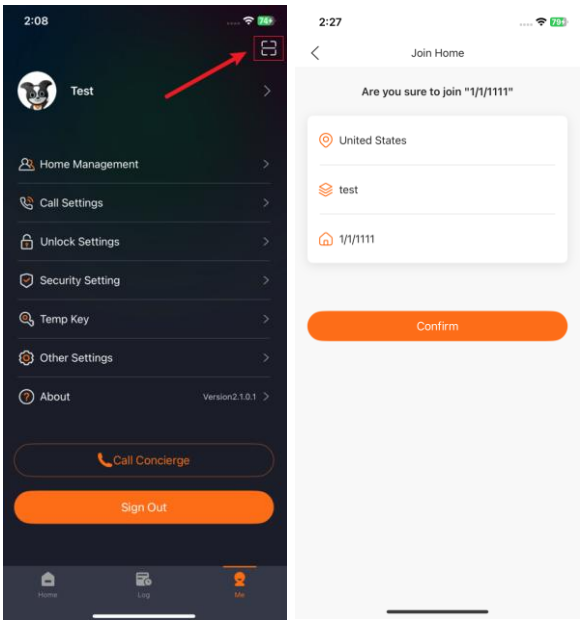
7.2.1 Share with Home Member

1. On **Me page > Home Management**, One account is allowed to create and manage up to 10 Homes. You can switch between these Homes and manage each one independently.

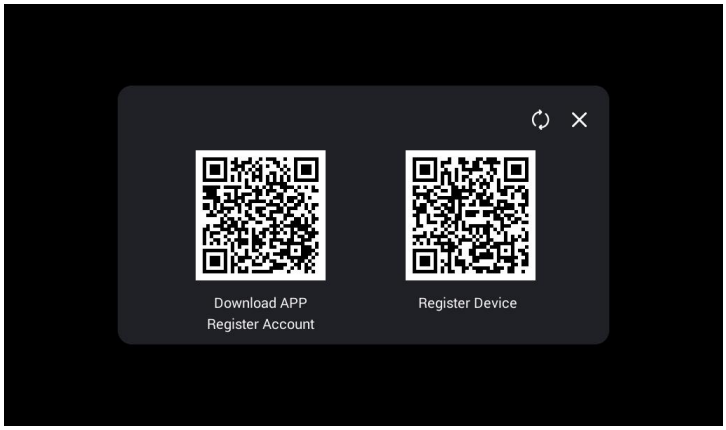


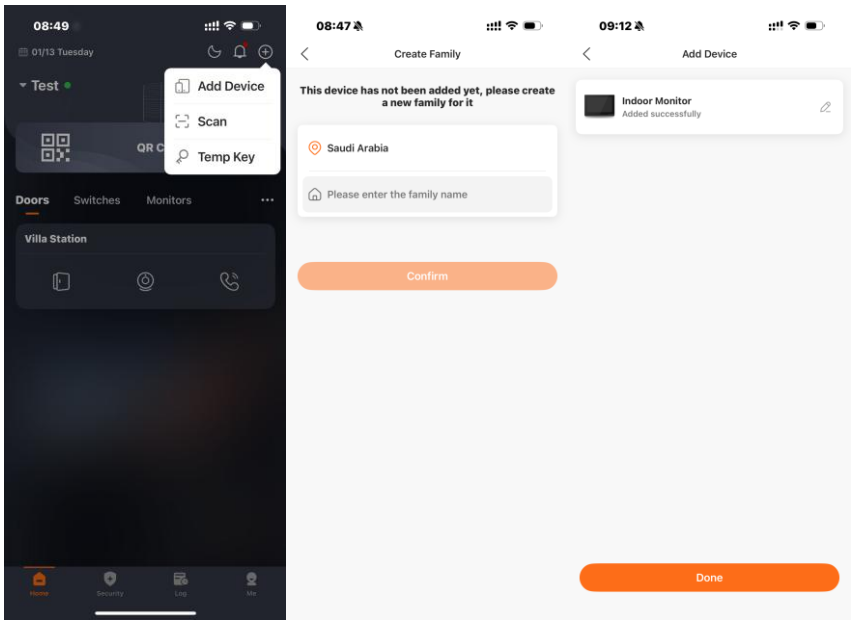
2. Once the device is online on the Cloud, generate a QR code the indoor monitor and scan it with your mobile phone to join the home





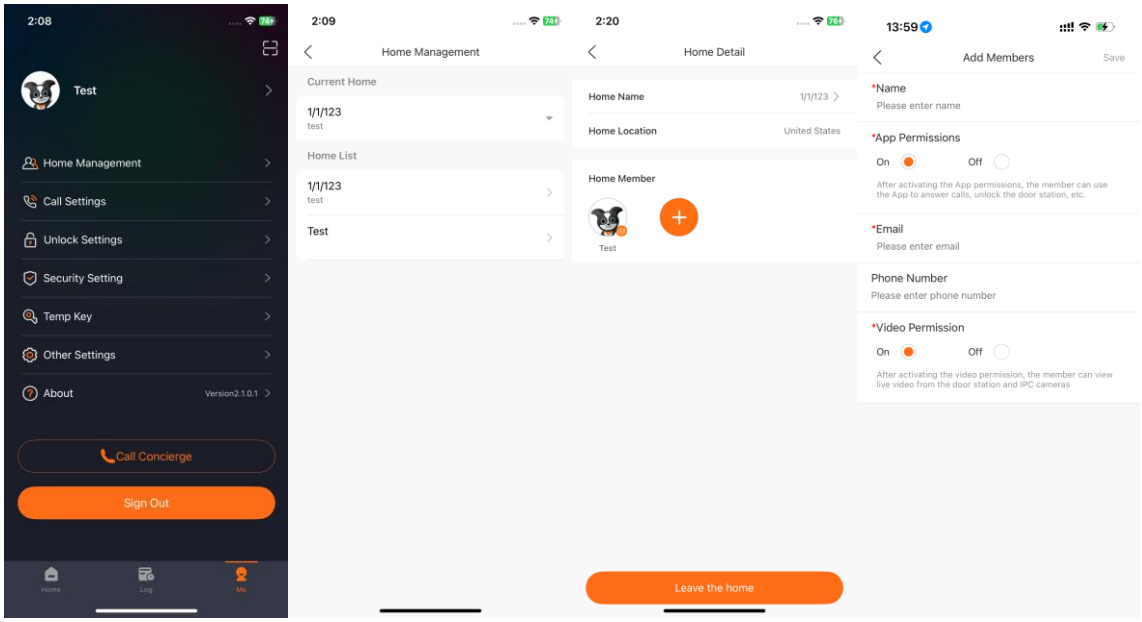
If your indoor monitor is of the IPK type, you need to first scan the left QR code to create a home, then scan the right QR code in the newly created home to add the device.



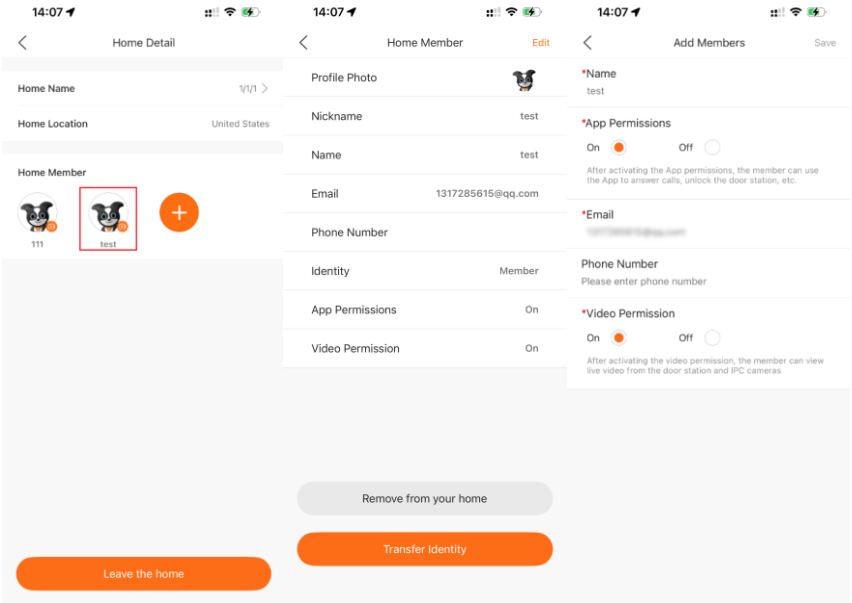


7.2.2 Manage Home Member

1. On **Me page > Home Management > Select Home**, as the owner of the family group, you can add new family member, assign app and video permission, and remove members anytime.



2. Tap a member's avatar to view and edit their information, remove them from your home, or transfer ownership of their identity.

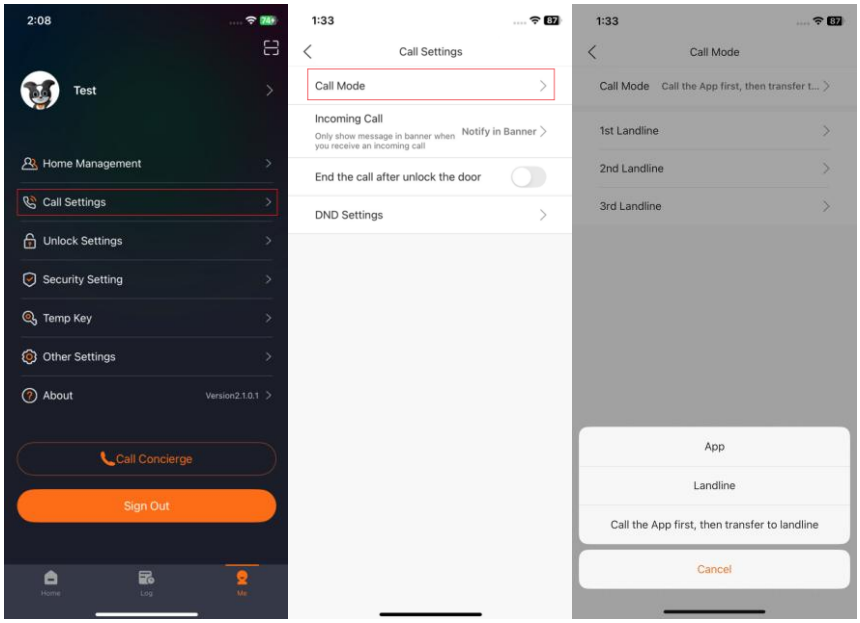


7.3 Call Settings

7.3.1 Call Mode

Once Value-added services are activated, you can choose your preferred call

mode, including door station to app, door station to landline, or door station call to app first then transfer to landline. You can go to Call Settings>Call Mode to choose your prefer call mode.

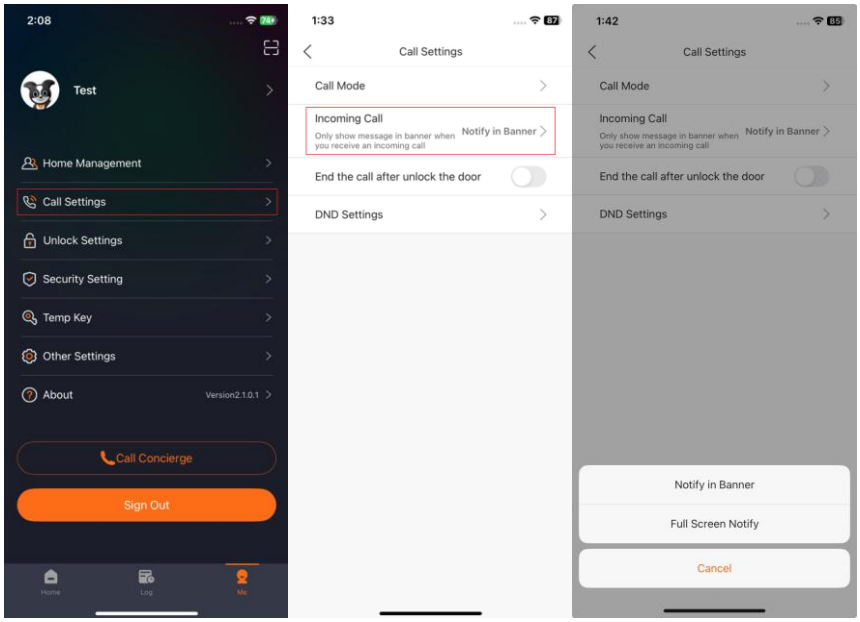


7.3.2 Incoming call

On **Me page > Call Settings**, the app support 2 kinds of incoming call settings.

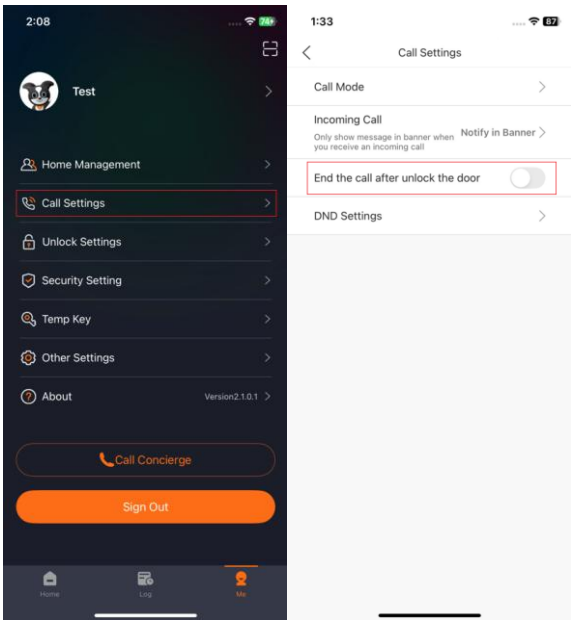
1. Notify in Banner: When a call is received, a notification appears only in the banner at the top of the screen.

2. Full-Screen Notify: This option allows incoming call notifications to display on the full screen, even when the app is closed, locked, or running in the background.



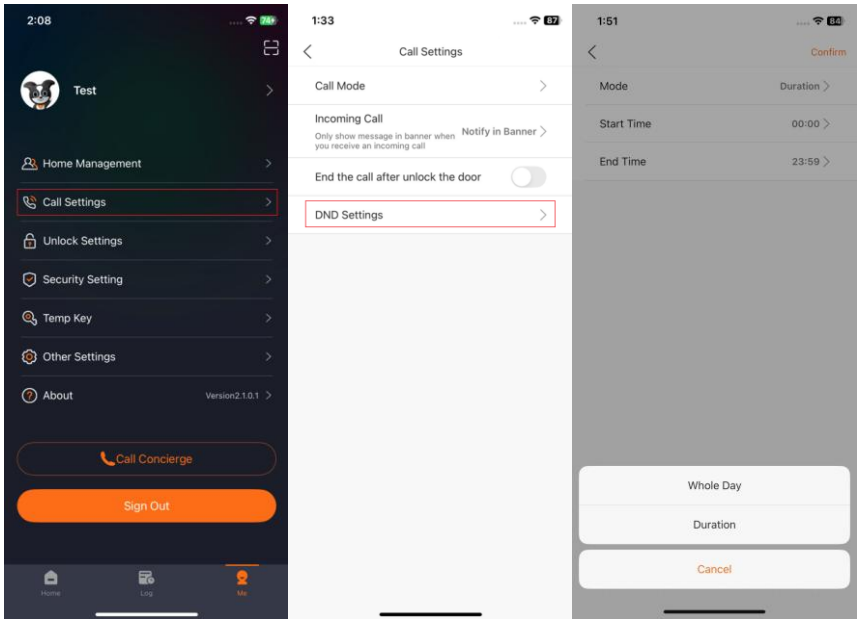
7.3.3 End The Call After Unlock The Door

If this option is enabled, when a call comes in and the unlock button is pressed, the call will automatically end after unlocking the door. You can go to Me page>Call Settings to enable it.



7.3.4 DND Settings

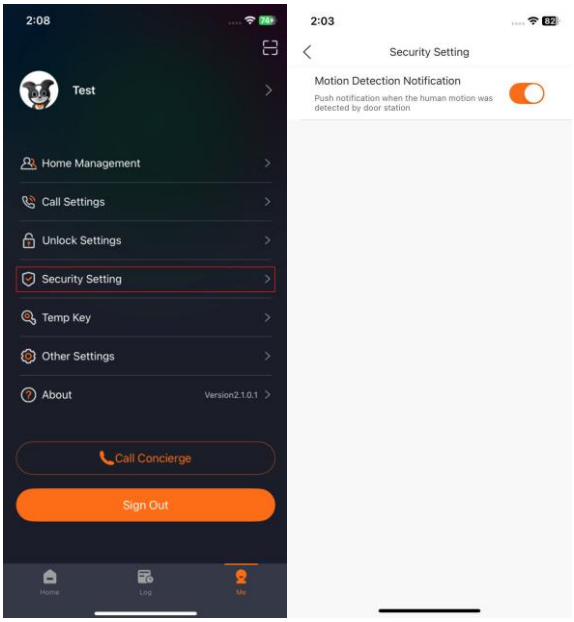
On this page, you can enable or disable the app's DND (Do Not Disturb) function. You can choose between Whole Day and Duration modes. When "Duration" is selected, you can set the start and end times for DND. Finally, click Confirm to save the settings.



7.4 Security Settings

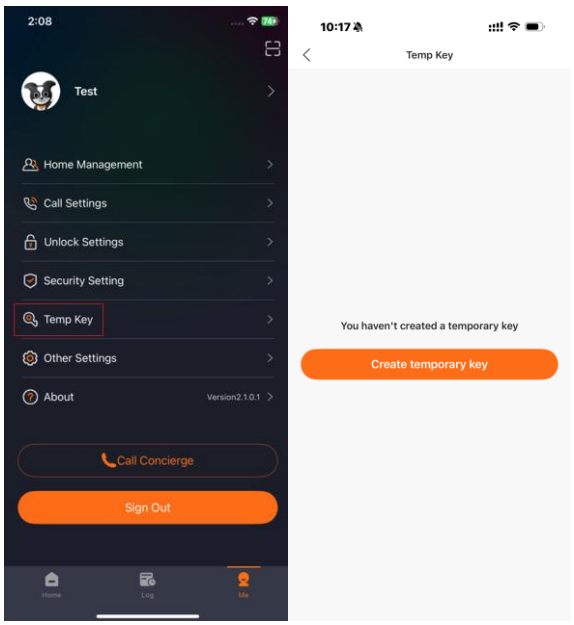
7.4.1 Motion Detection Notification

1. On **Me page > Security Settings>Enable the Motion Detection Notification**, if the Door Station support motion detection function, you can enable this feature to receive notification when the human motion was detected by Door Station.



7.5 Temp Key

Go to Me pages to create the Temp Key. Please refer to Temp key unlock for more details.

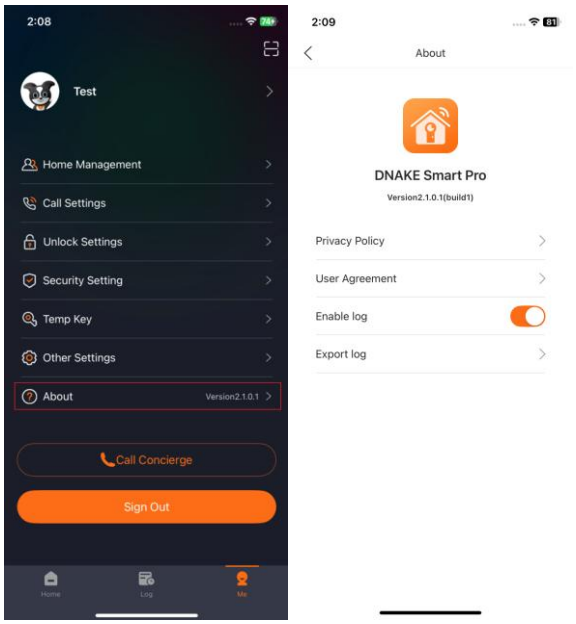


Note: If the property manager disables the Temp Key function for a resident on the cloud platform, it will no longer be available in the resident's app.

7.6 About

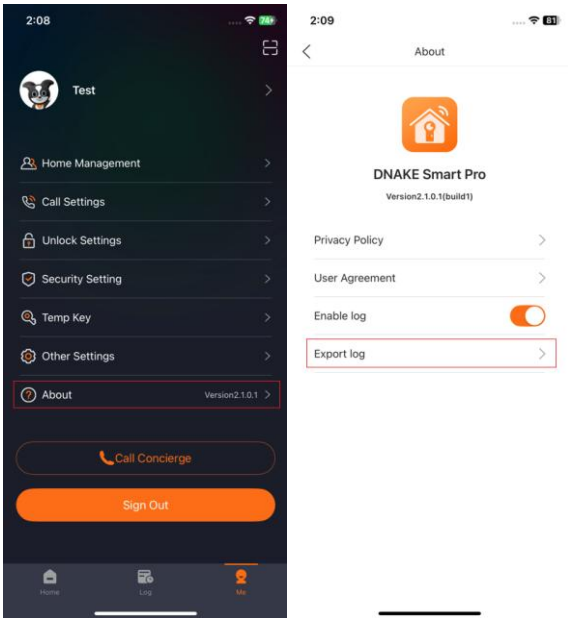
7.6.1 Information of App

1. On **Me page > About**, you can check the version, Privacy Policy, User Agreement of the app, Enable log and Export log.



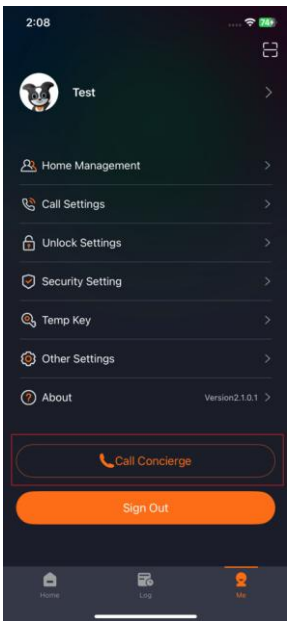
7.6.2 App Log

1. On **Me page > About**, if you encounter any problems, you can enable log to capture logs (Within 3 days) and export log.



7.7 Call Concierge

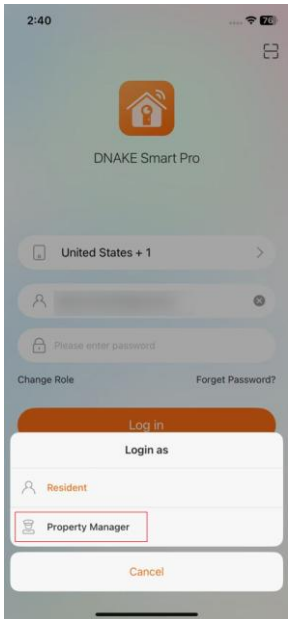
You can tap **Call Concierge** to contact the Master Station or the Property Manager app.



8 Property Manager Log In

8.1 Log In

To switch roles, tap **Change Role**, then select **Property Manager** to log in. Account credentials will be sent to the corresponding email. The login steps are the same as for the **Resident** role. Upon first login, you will be required to change the password. For instructions on how to create a Property Manager app account, please refer to section 6.10 **Remote Management** in the **Cloud Platform** user manual.

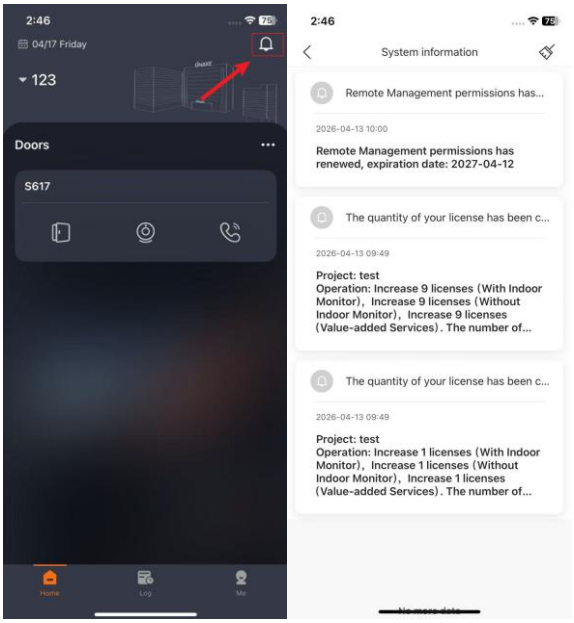


8.2 Home Page

8.2.1 System information

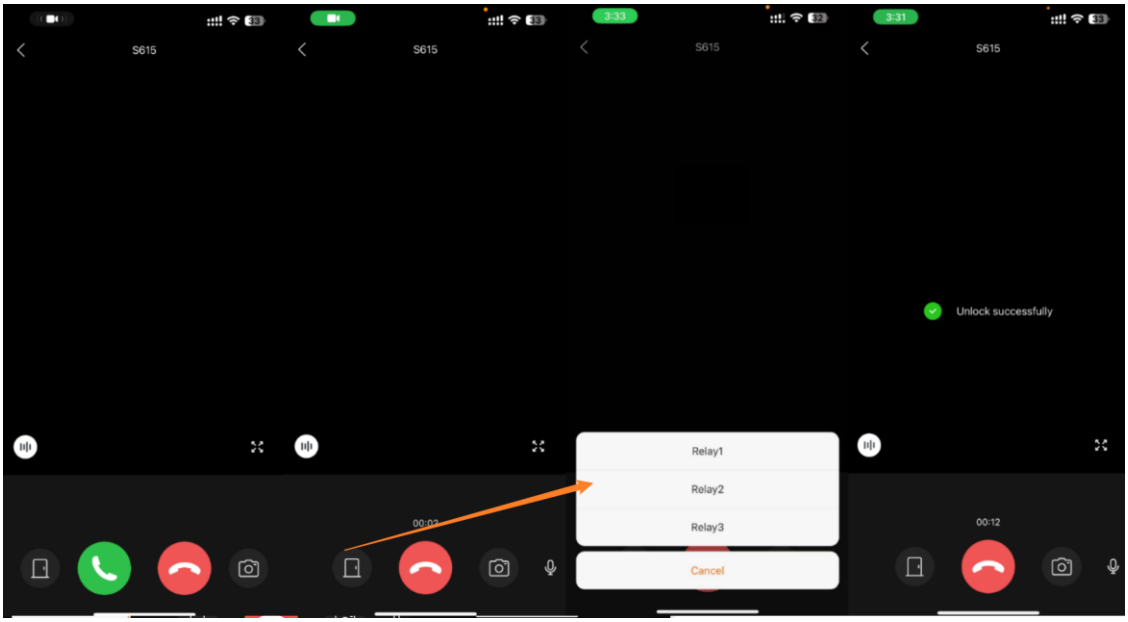
On the Home page of the app, any unread messages will be accompanied by red dot. Tap the little bell above to check System information sent by Installer

or administrator. Tap message to check more details or tap the little broom icon above to make all messages read.

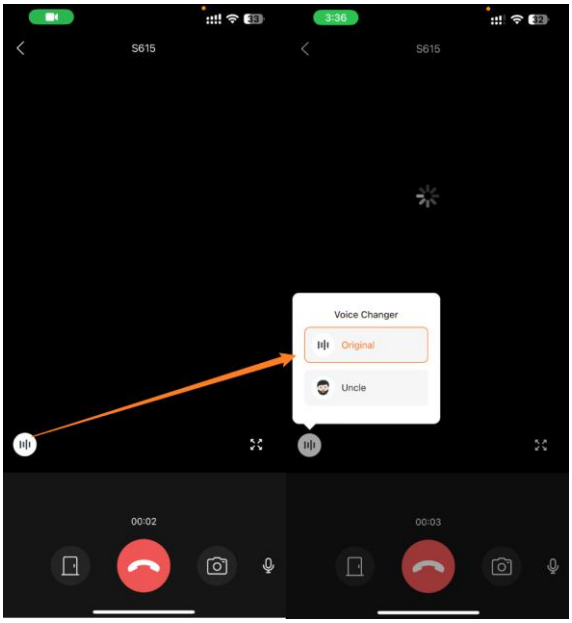


8.2.2 Answer Calls from Door Station

You'll receive a call when someone calls you via the Door Station. Tap the pop-out notification to answer. You can also mute, unlock, take screenshots, or make the screen full size. After taking screenshots, you can find them saved on the log page. To call the property manager, press the **Concierge Button**.



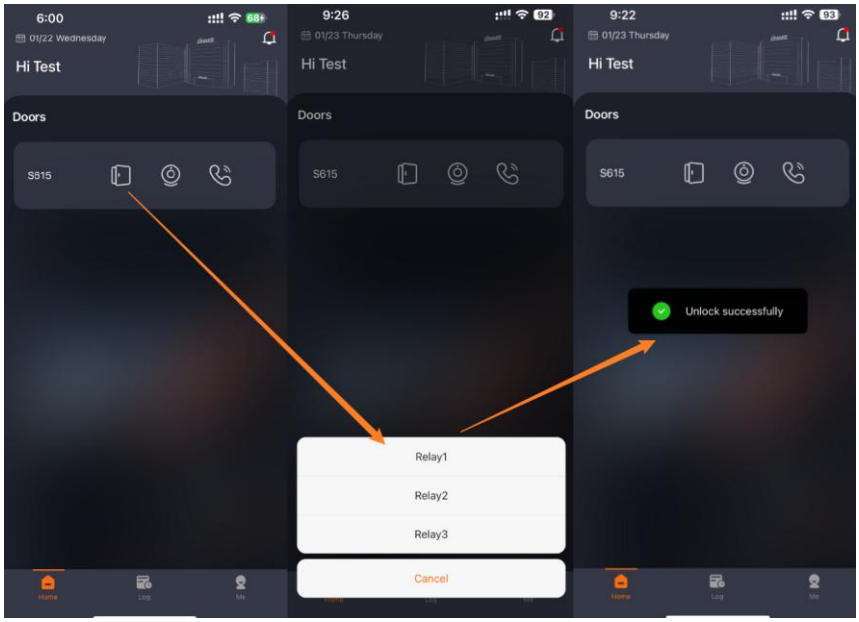
2. For enhanced security during monitoring, the app includes a **Voice Changer Feature**. This allows users to alter their voice, providing an additional layer of privacy. Currently, the feature supports changing the voice to an "uncle" tone.



8.2.3 Unlock button

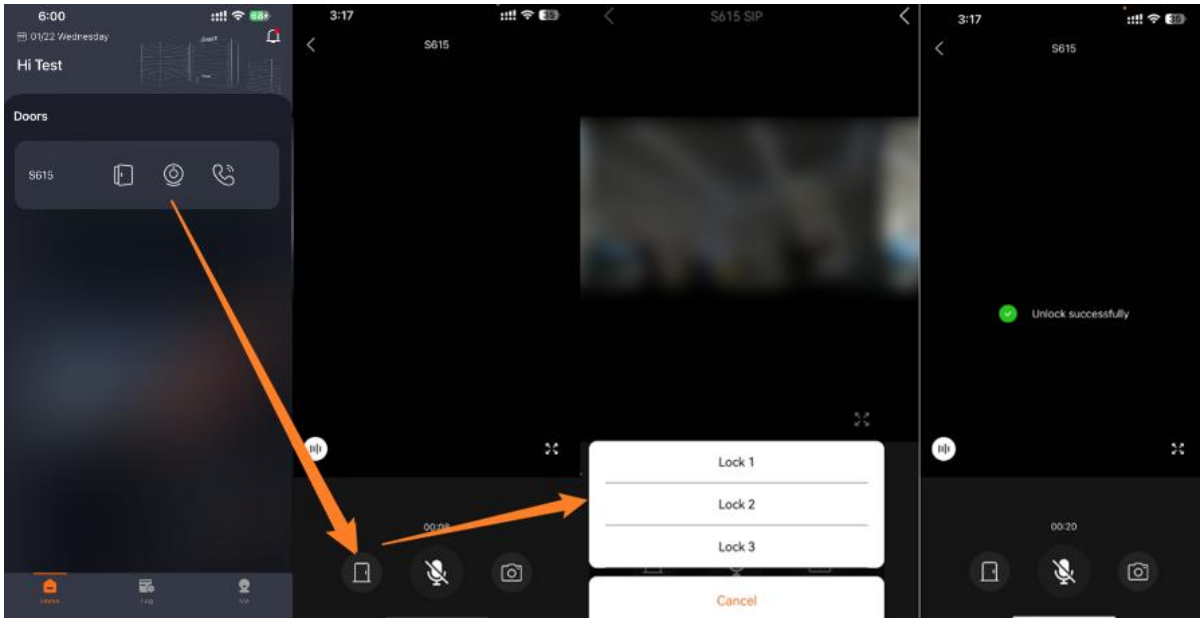
On the Home page of the app, you can directly tap the shortcut unlock button

to unlock the Door Station.

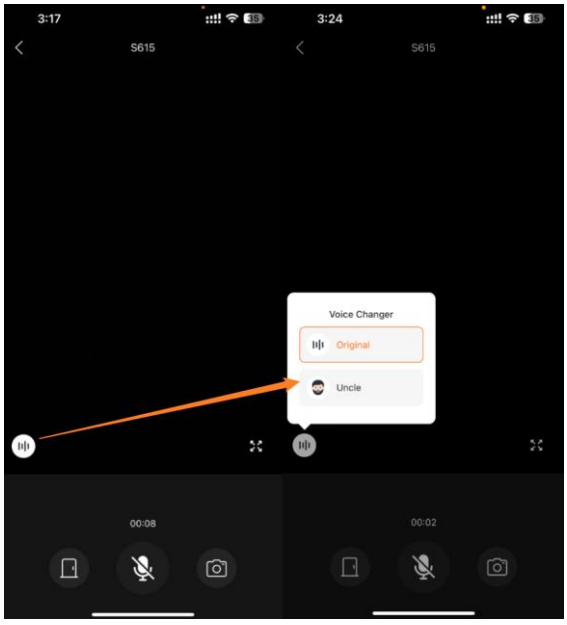


8.2.4 Monitor Door Station

1. On the Home page of the app, you can tap the monitor icon to monitor the Door Station. You'll be muted as default to monitor Door Station. You can also unmute, unlock, take some screenshots, make it full screen. After taking screenshots, you can find them saved in the log page.



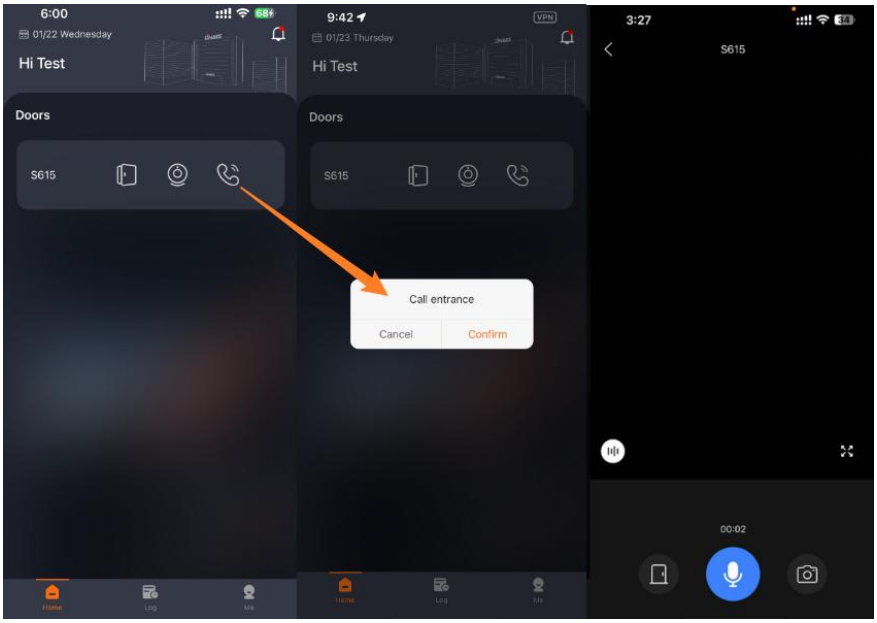
2. For enhanced security during monitoring, the app includes a **Voice Changer feature**. This allows users to alter their voice, providing an additional layer of privacy. Currently, the feature supports changing the voice to an "uncle" tone.



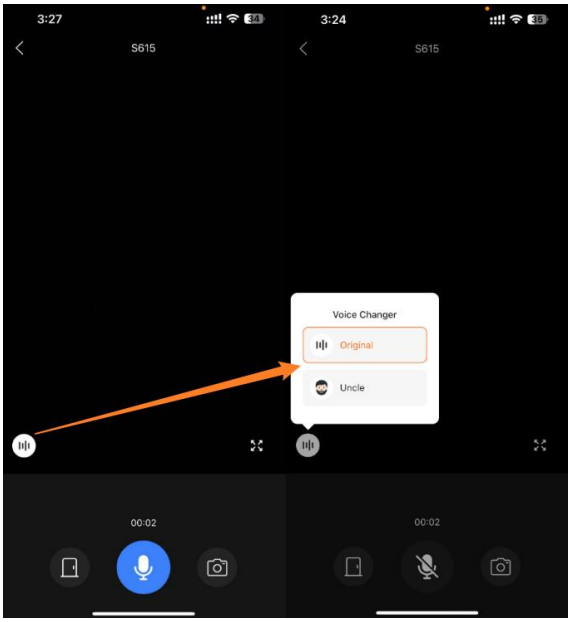
8.2.5 Call Door Station

1. On the Home page of the app, you can tap the call icon to monitor the Door

Station. You are not muted as default so you can directly talk with the one who is using Door Station. You can also mute, unlock, take some screenshots, make it full screen. After taking screenshots, you can find them saved in the log page.



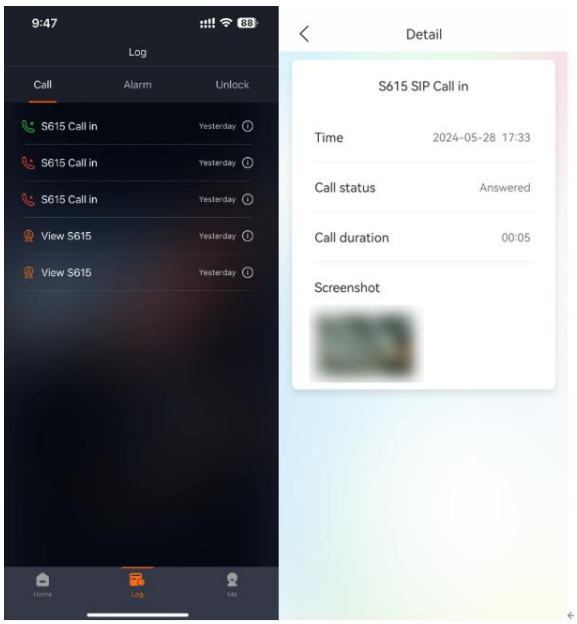
2. For enhanced security during monitoring, the app includes a **Voice Changer feature**. This allows users to alter their voice, providing an additional layer of privacy. Currently, the feature supports changing the voice to an "uncle" tone.



8.3 Log

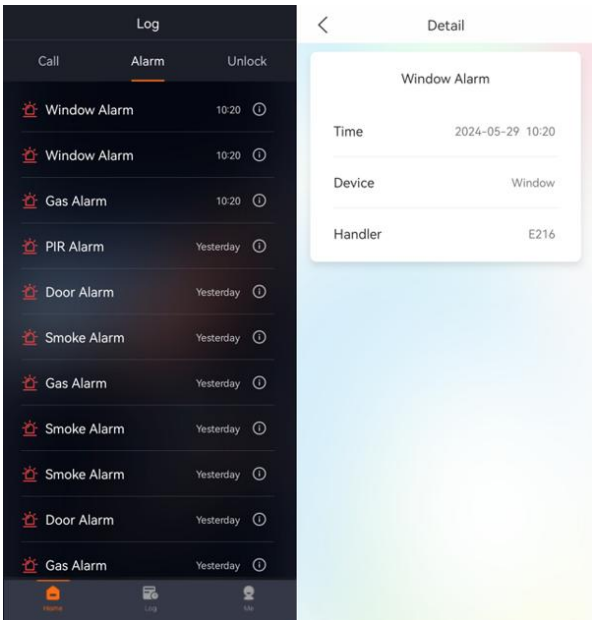
8.3.1 Call Log

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



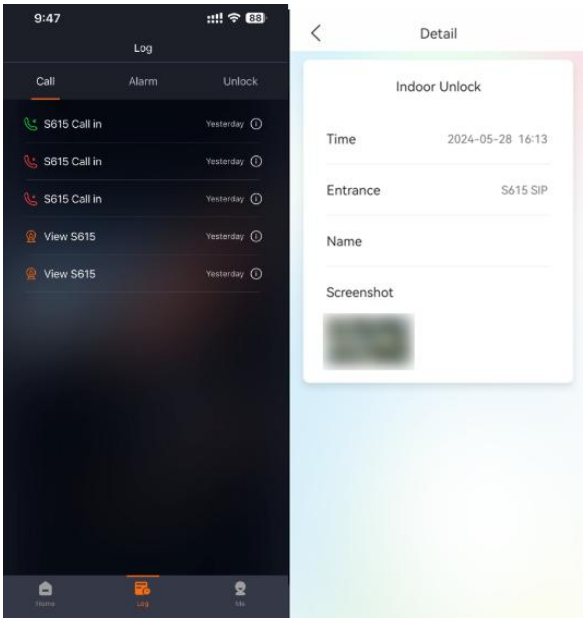
8.3.2 Alarm Log

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



8.3.3 Unlock Log

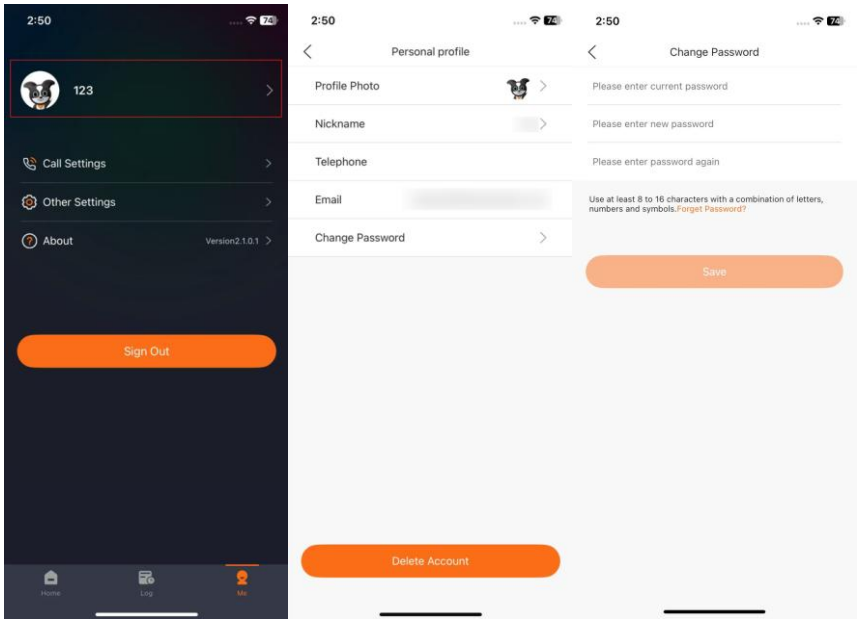
1. On **Log page > unlock logs**, tap the exclamation point icon behind. You can check details of each log such as screenshot and so on. You can view the records for recent 3 months (100 items).



8.4 Me

8.4.1 Change Profile

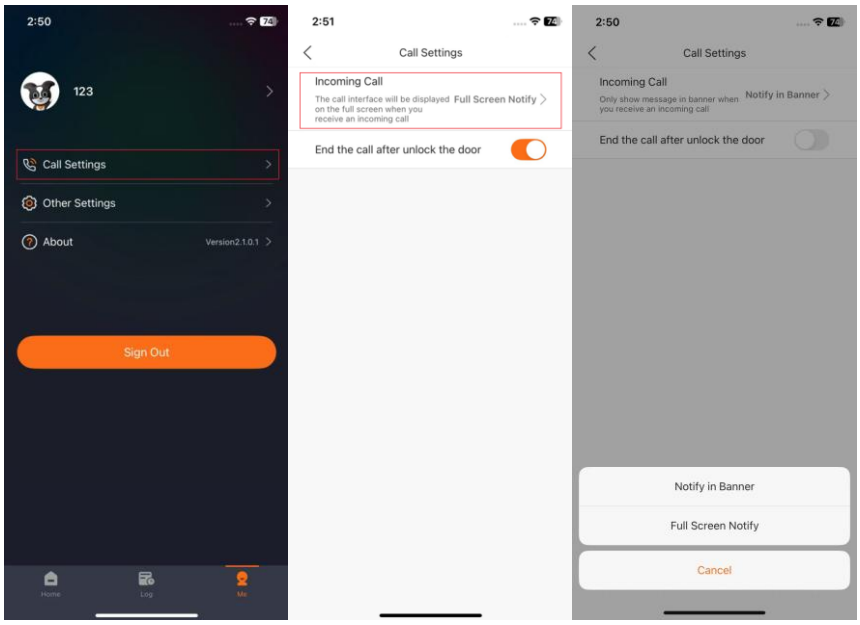
On **Me page > Profile**, you can tap your account to change your profile photo, nickname or password.



8.4.2 Call Settings

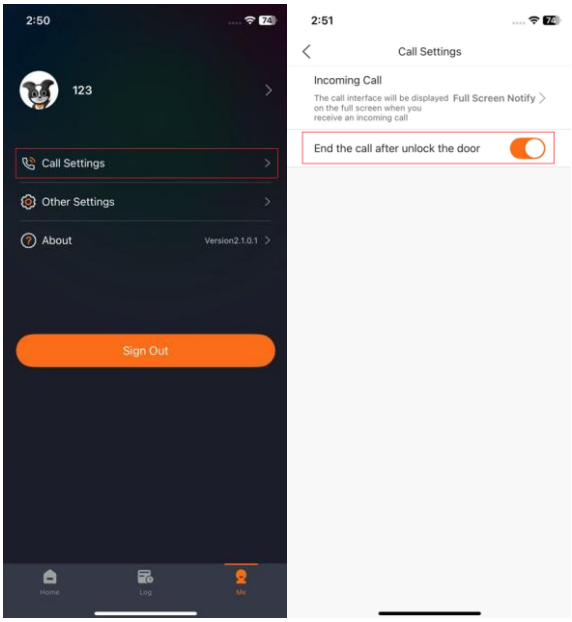
1.On **Me page > Call Settings**, the app support 2 kinds of incoming call settings.

- Notify in Banner: When a call is received, a notification appears only in the banner at the top of the screen.
- Full-Screen Notify: This option allows incoming call notifications to display on the full screen, even when the app is closed, locked, or running in the background.



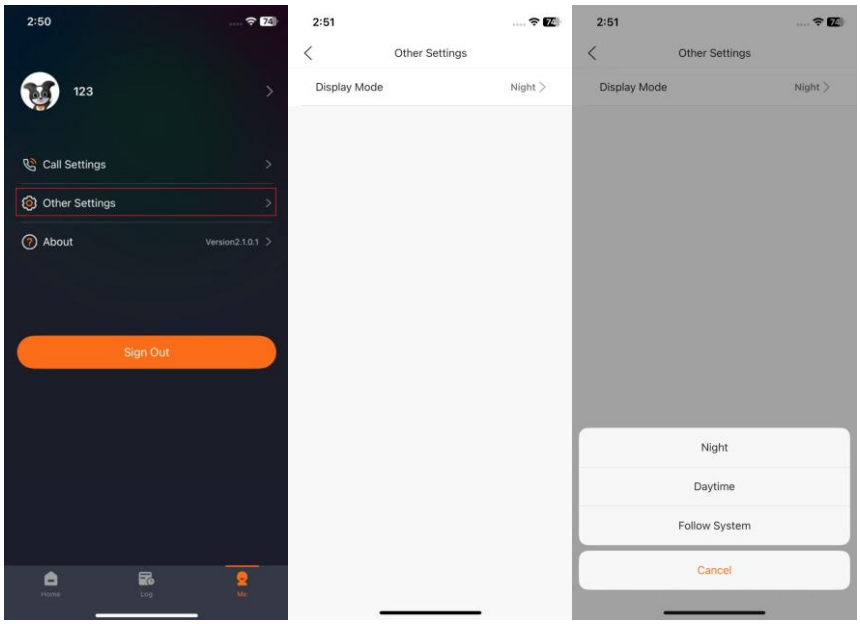
2.End the call after unlock the door

If this option is enabled, when a call comes in and the unlock button is pressed, the call will automatically end after unlocking the door. You can go to **Me page>Call Settings** to enable it.



8.4.3 Other Settings

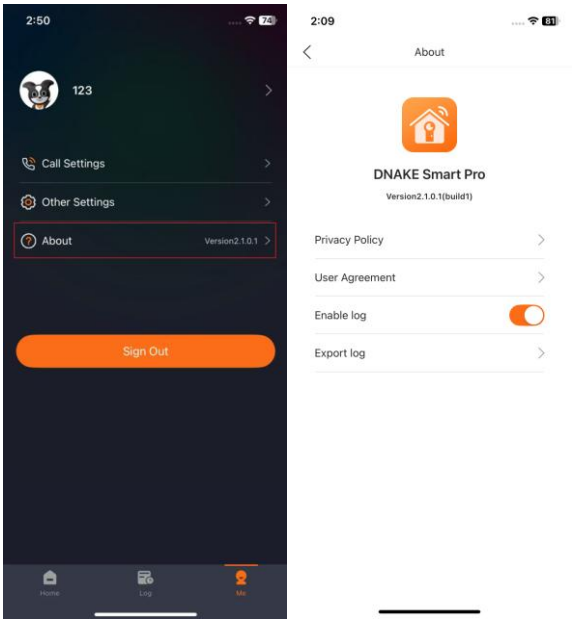
On this page, you can select the display mode. There are three options: Night, Daytime, and Follow System.



8.4.3 About

1. Information of App

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



2. App Log

1. On **Me page > About**, if you encounter any problems, you can enable log to capture logs (Within 3 days) and export log.

