Quick Start Guide for Dnake Cloud

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Overview

The DNAKE cloud platform uses a **three-level structure** to manage licenses and sites:

Distributor: Holds the top-level authority. Manage the device, create the installer and issues licenses to installers.

Installer: Uses licenses from the distributor. Manages devices, sites and single family.

Property Manager: Uses licenses from the installer. Adds residents and manages buildings.

The license flow is: Distributor → Installer → Property Manager.

Important Note

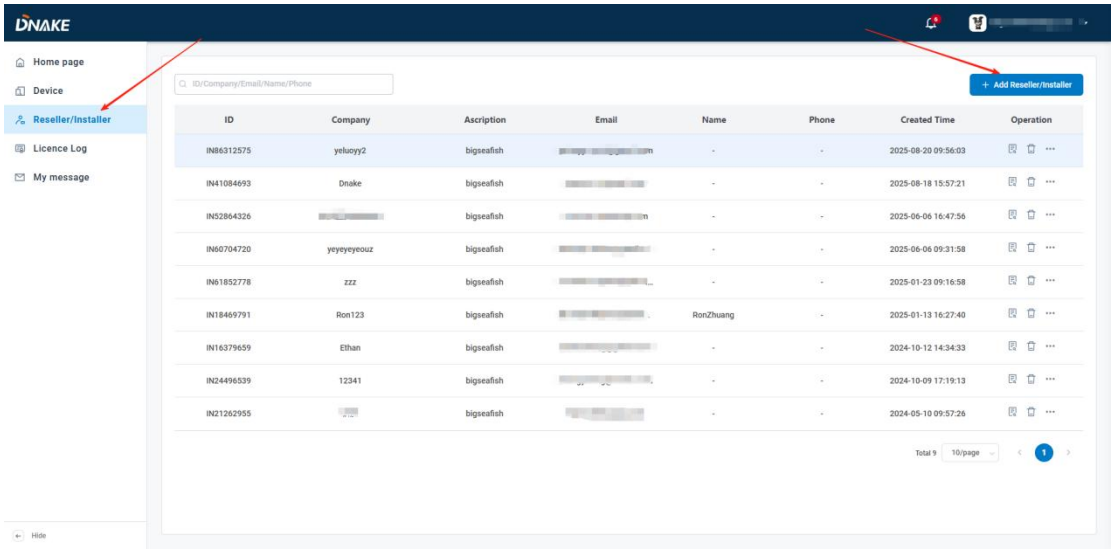
This quick guide highlights only the key features and basic operations. For full functionality, advanced settings, and troubleshooting, please refer to the User Manual.

Section 4 *"How to add the resident"* provides only a brief overview of the steps. For detailed instructions, please see Sections 1 to 3.

1. Distributor

1.1 Add installer

Go to distributor account to create a installer account.



1.2 Assign the license to your installer

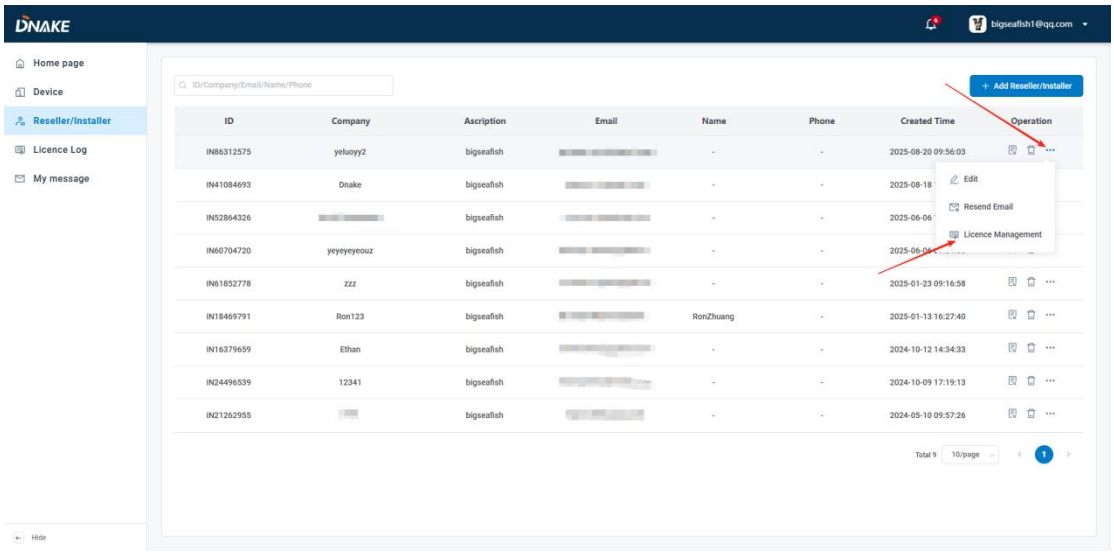
It has 4 types of license:

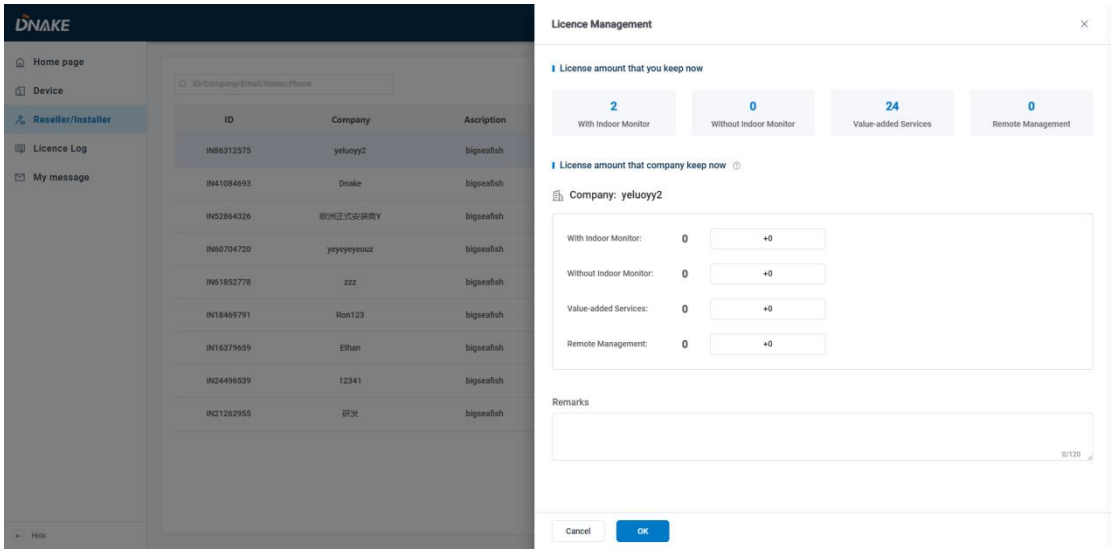
(1) With indoor monitor: The resident uses an indoor monitor.

(2) Without indoor monitor: The resident does not use an indoor monitor. In this case, no indoor monitor is added on the cloud platform, and **the door station calls the mobile app directly**.

(3) Value add service: Landline.It is similar to GSM number.

(4)Remote Management: Enables property managers or security guys to receive the call via the Smart Pro, ensuring they stay connected while on patrol.

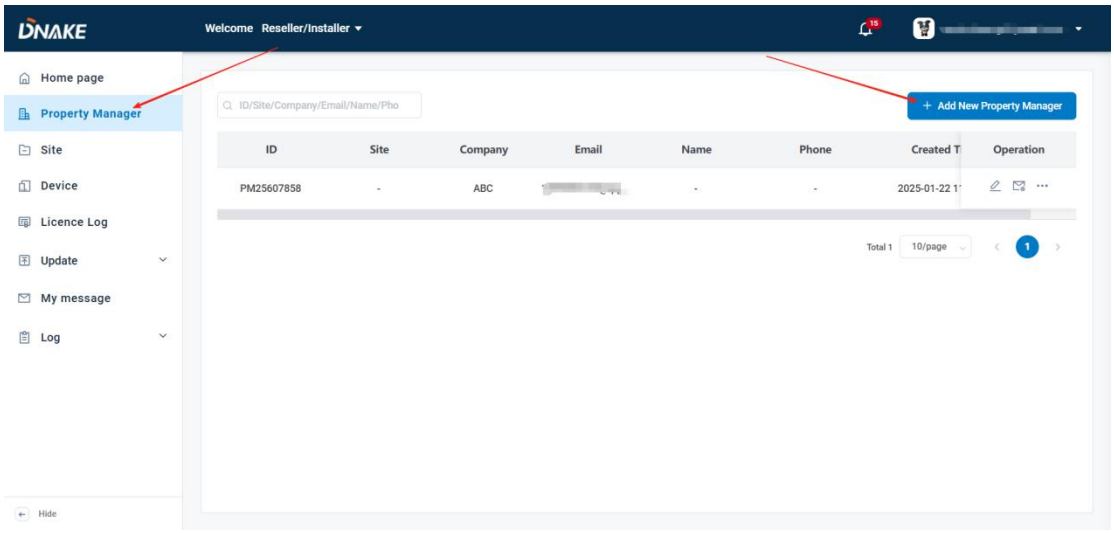

DNAKE
bigseafish1@qq.com
Home page
Device
Reseller/Installer
Licence Log
My message
Hide
ID/Company/Email/Name/Phone
+ Add Reseller/Installer
ID
Company
Ascription
Email
Name
Phone
Created Time
Operation
IN86312575 yeluoyy2 bigseafish - - 2025-08-20 09:56:03
IN41084693 Dnake bigseafish - - 2025-08-18
IN52864326 bigseafish - - 2025-06-06
IN60704720 yeyeyeyeouz bigseafish - - 2025-06-05
IN61852778 zzz bigseafish - - 2025-01-23 09:16:58
IN18469791 Ron123 bigseafish RonZhuang - 2025-01-13 16:27:40
IN16379659 Ethan bigseafish - - 2024-10-12 14:34:33
IN24496539 12341 bigseafish - - 2024-10-09 17:19:13
IN21262955 bigseafish - - 2024-05-10 09:57:26
Edit
Resend Email
Licence Management
Total 9
10/page
1

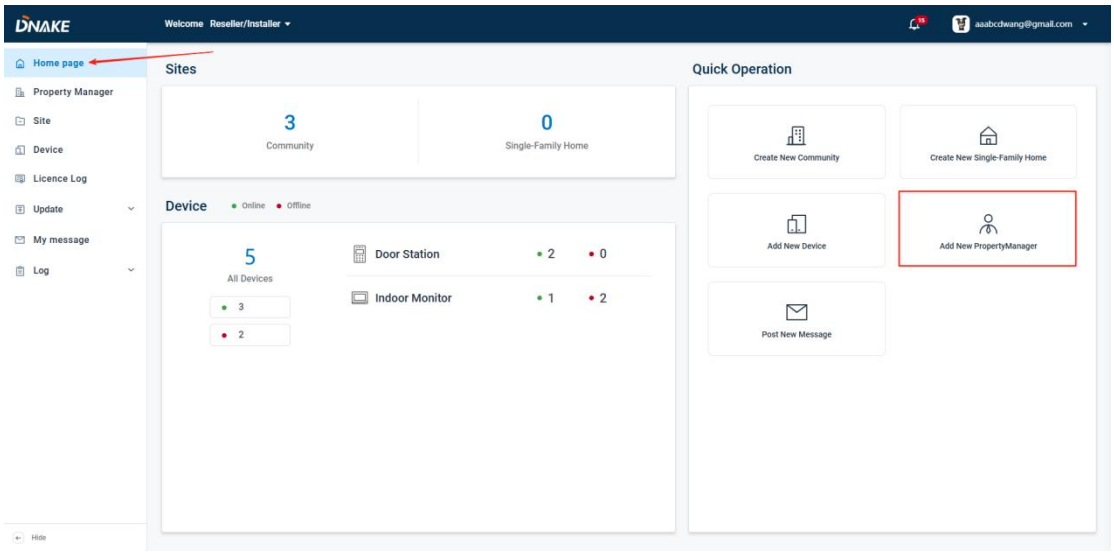

DNAKE
Home page
Device
Reseller/Installer
Licence Log
My message
Hide
Licence Management
License amount that you keep now
2
With Indoor Monitor
0
Without Indoor Monitor
24
Value-added Services
0
Remote Management
License amount that company keep now
Company: yeluoyy2
With Indoor Monitor: 0 +0
Without Indoor Monitor: 0 +0
Value-added Services: 0 +0
Remote Management: 0 +0
Remarks
0/120
Cancel
OK

2. Reseller/Installer

2.1 Add Property Manager account

Add the Property Manager in the menu or Quick Operation.

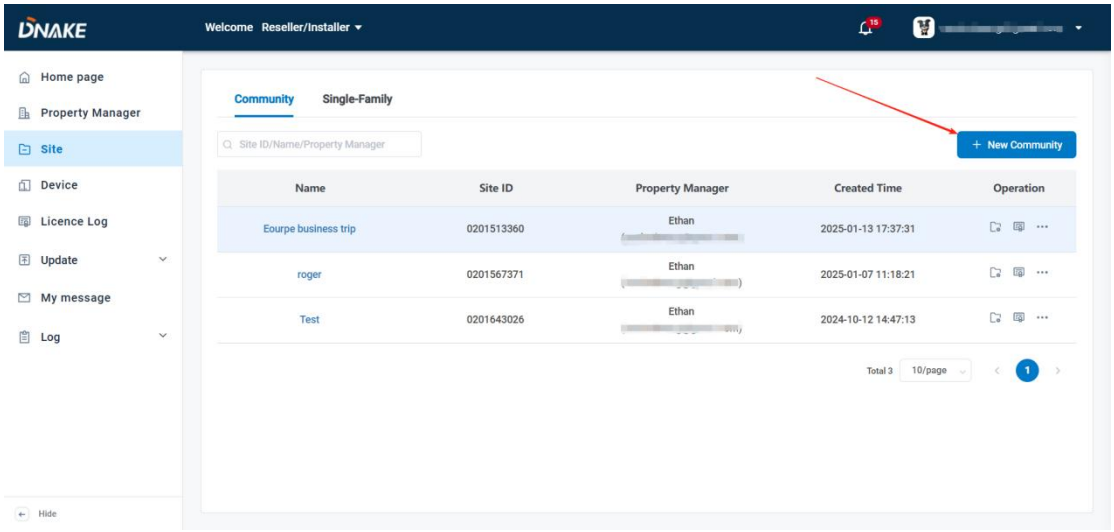




2.2 Add a Site

2.2.1 Community

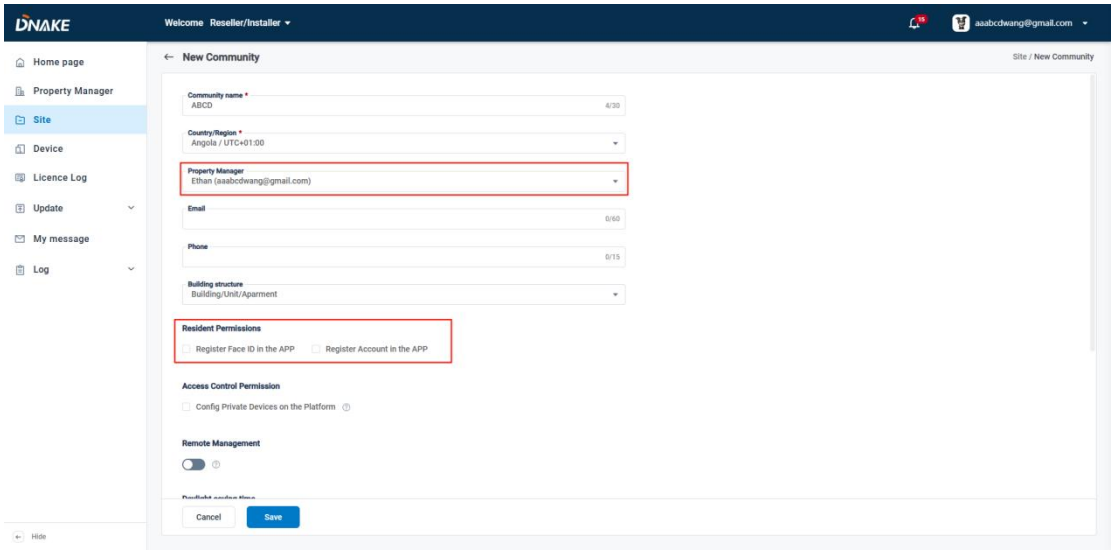
Add a new community to cloud. Each community means each project.



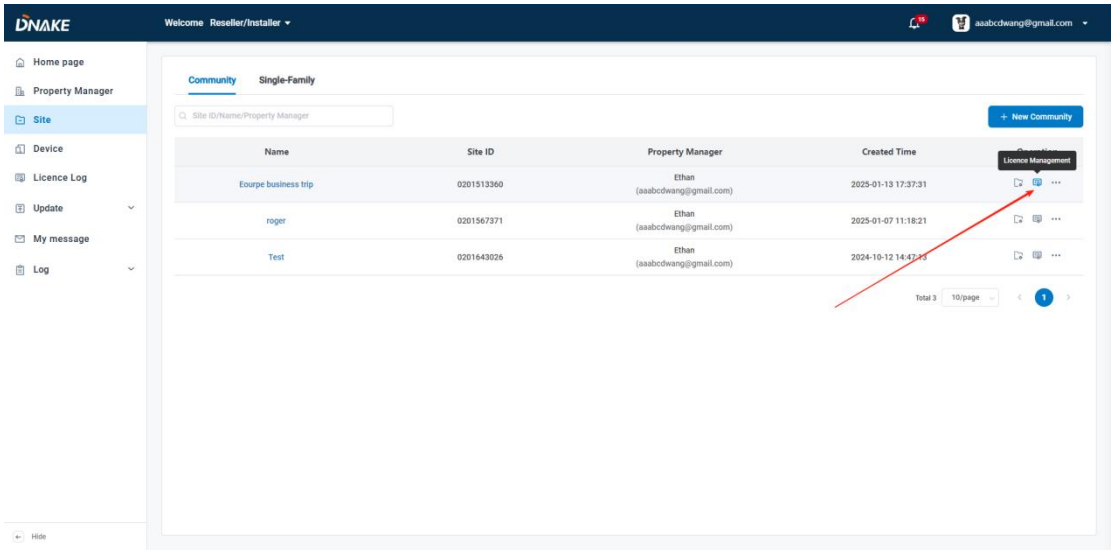
Note

1. You can assign an Installer to act as the property manager or select a Property Manager that was created in the previous step.

2. Please click the “Register Face ID in the APP” and “Register Account in the APP”.

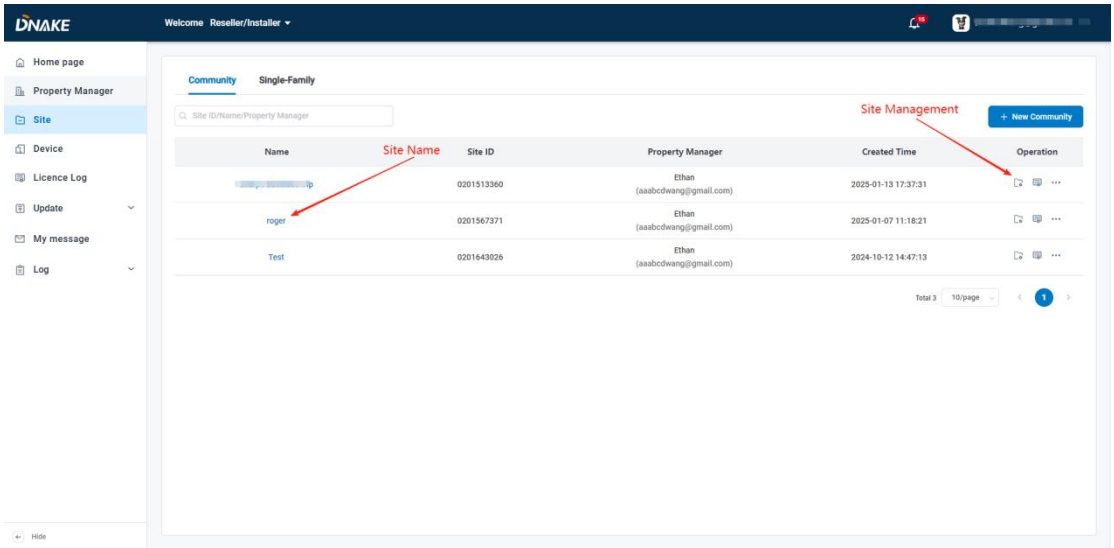


2.2.1.1 Assign license to each community.(Property Manager)



2.2.1.2 Site management

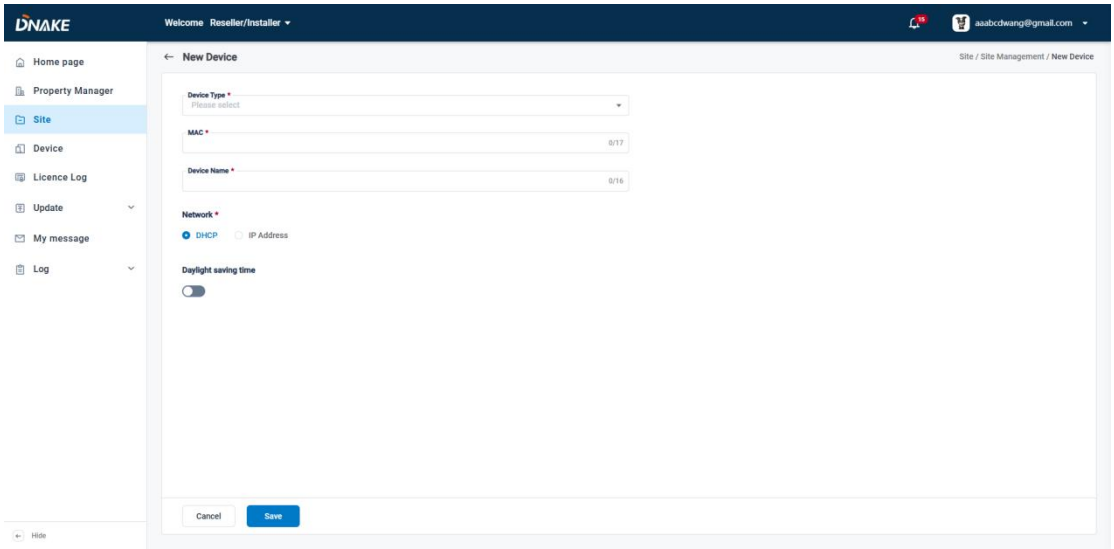
Click “Site name” or “Site Management” to go to site management.



1.Public Area: Shared facilities such as swimming pools or gyms.

- Devices added here (like gate, gym) will show up in the app of all residents in the same community.

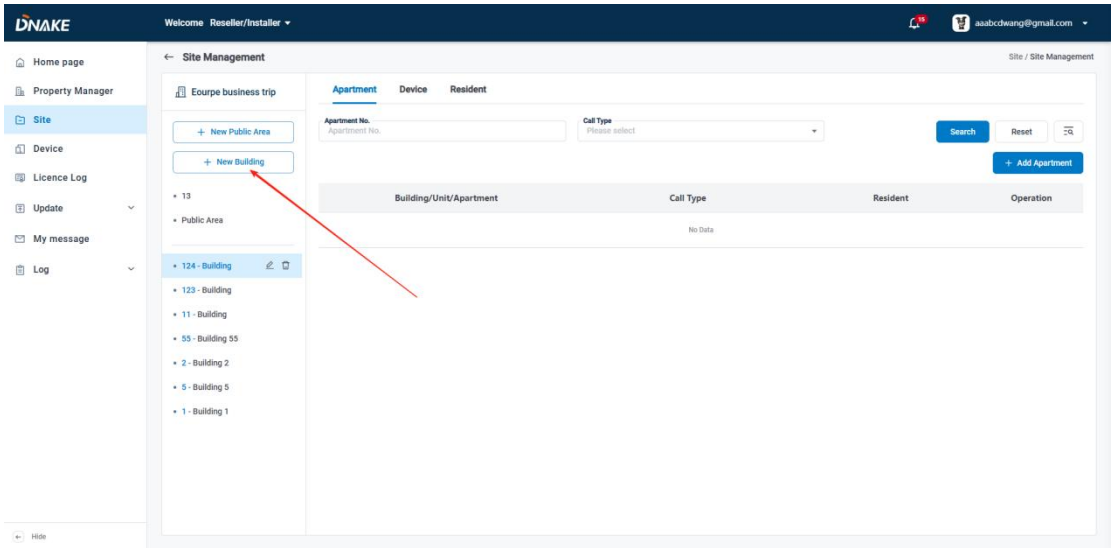
- In the public area only supports add master station, gate station and access control.
- Add device via mac address.



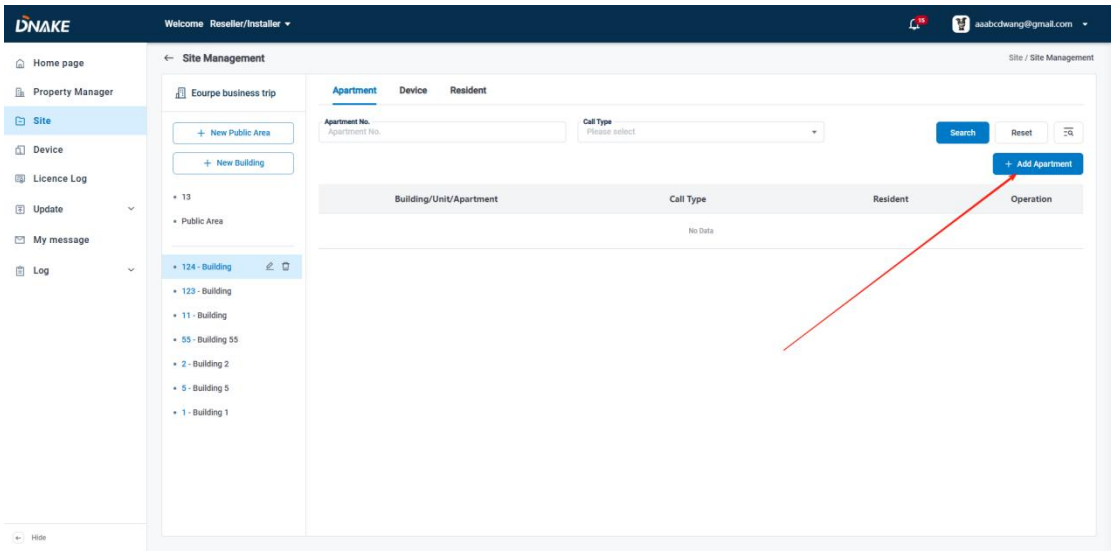
2.Building (Private Area): Represents residential buildings.

You can add apartments, devices, and residents here for quick resident registration.

Step1: Add Building



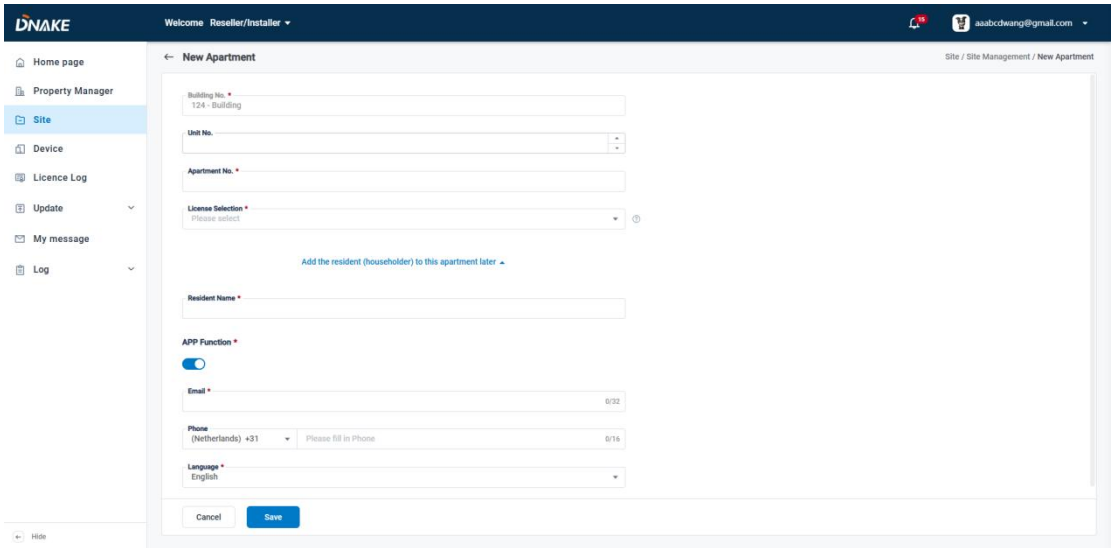
Step2: Add Apartment



When adding an apartment, select the license type:

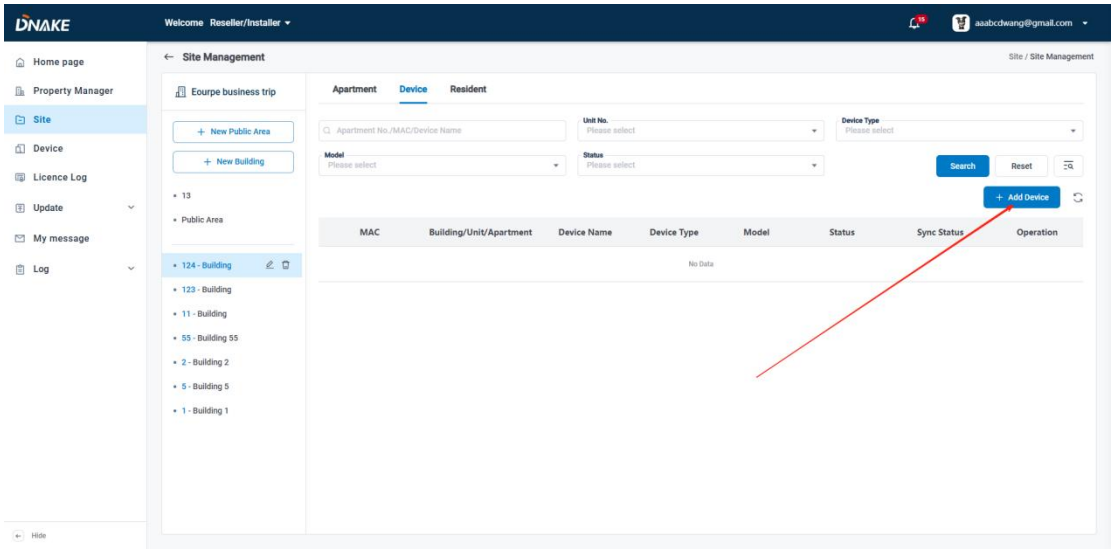
- If the apartment is only for access control, choose No Use License.
- If the apartment includes an indoor monitor, select the corresponding license type.

At the same time, you can also add a resident to the apartment for quick registration.



Step3: Add device via mac address.

Supports add the door station,indoor monitor,villa station,access control.



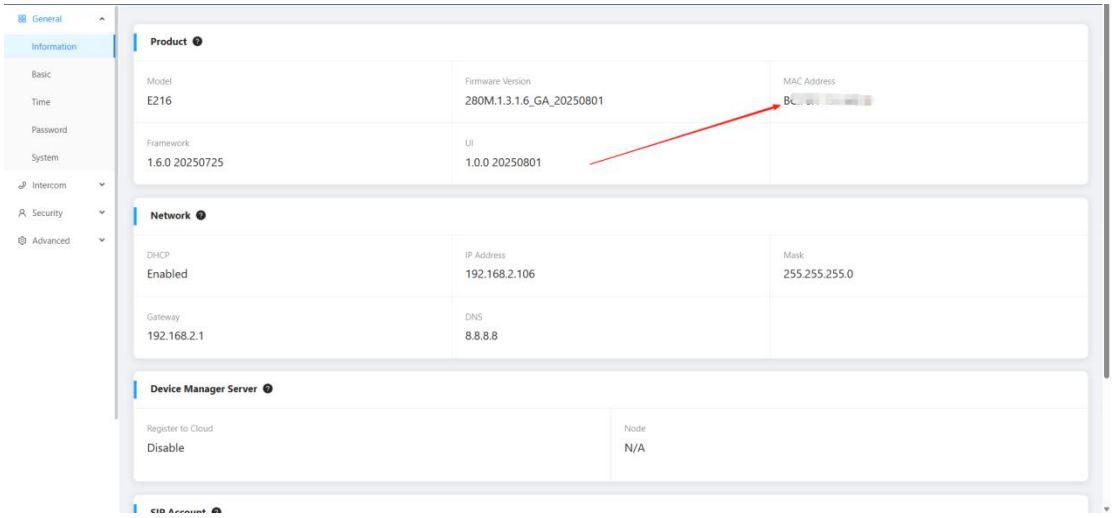
Note:

(1)For the villa station---**C112,S212,S213M.Please add it as villa station.**

(2)You can get the device mac address in the box or in the web.(Enter the device ip address to go to web.)

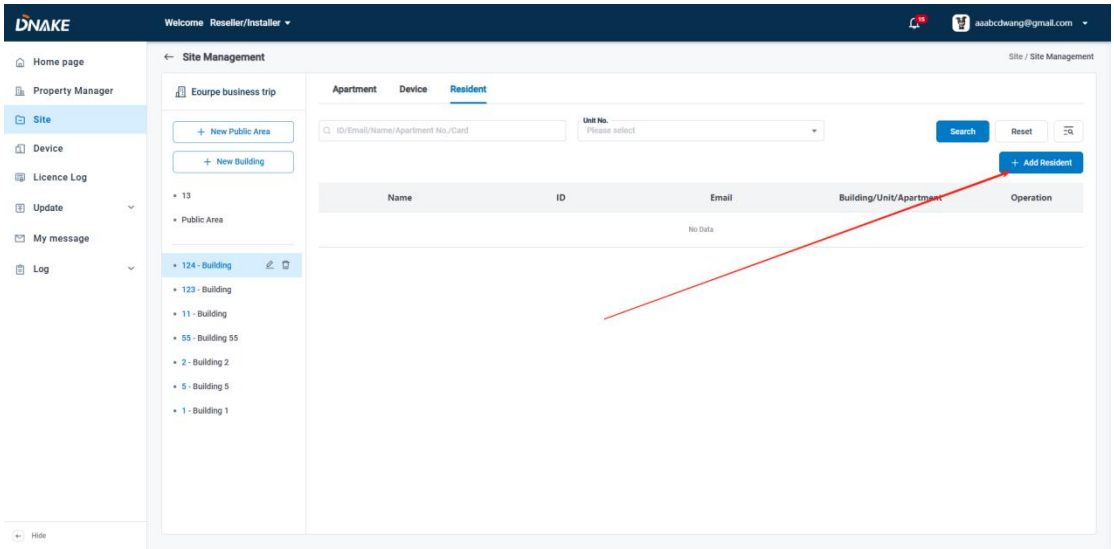
Web Username: admin

Web Password: 123456



Step4: Add residents.

You can add residents here or in the step2.



Step5: Log in

The end user will receive a email that include the user name and password or registration QR code of SmartPro will be shown in the email.

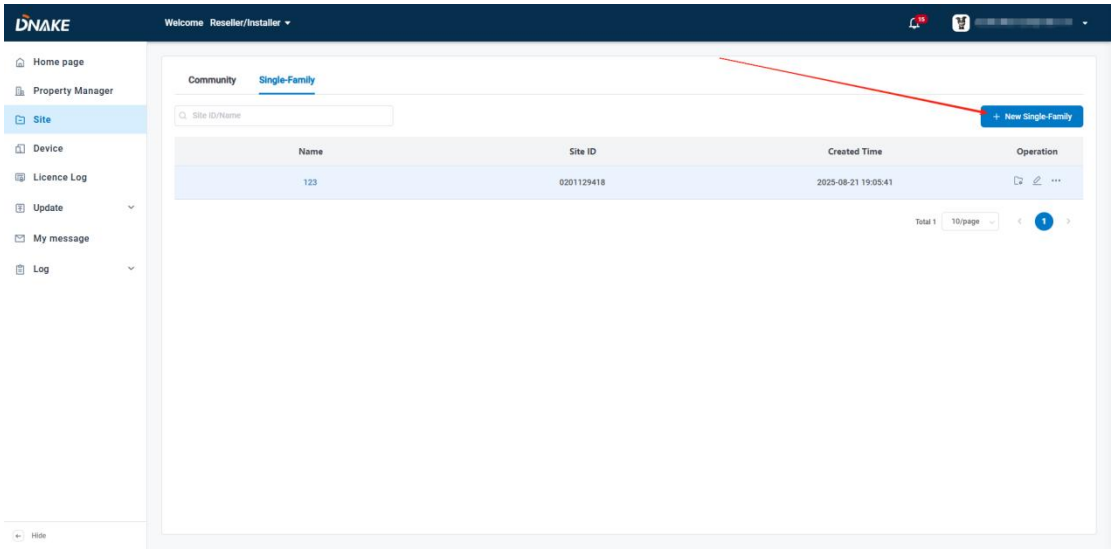
2.2.2 Single-family

The Single Family mode is designed for villa or standalone house scenarios where each house is managed directly by the installer.

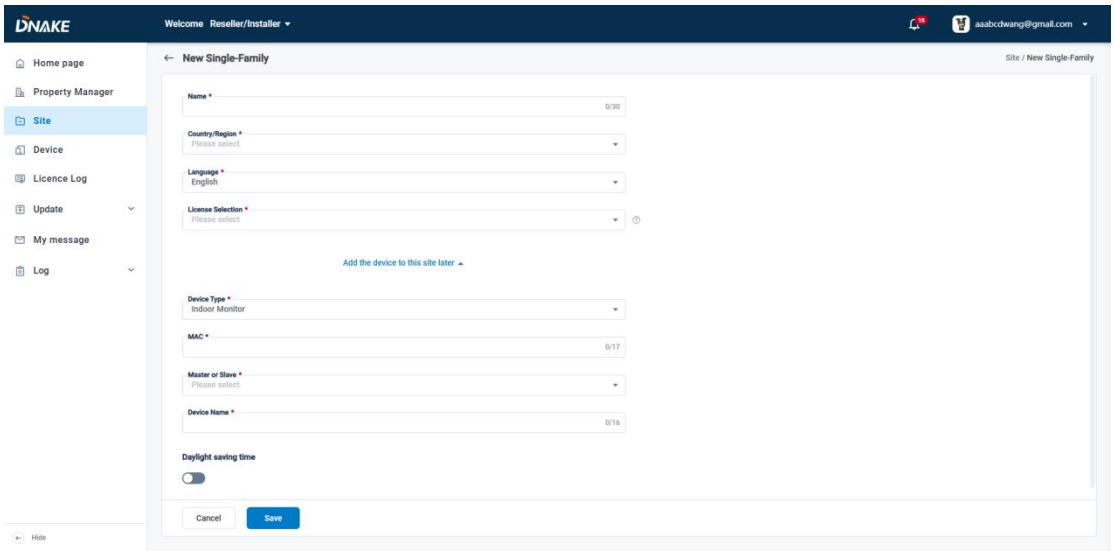
- In this case, there is no Property Manager to manage the community.
- The Installer installs the devices for the residents and continues to manage them afterward.

Support List: IPK Kit/ TWK kit or villa station(S213k,C112,S414,S212)

Step1: Add a new single family.

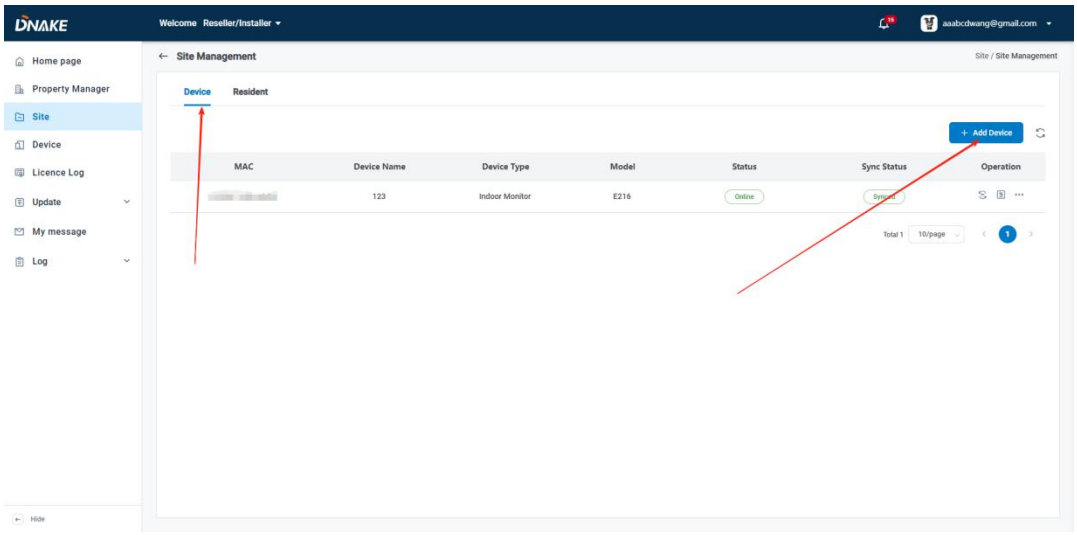


Step2: Select the corresponding license type and add the first device (e.g., door station).

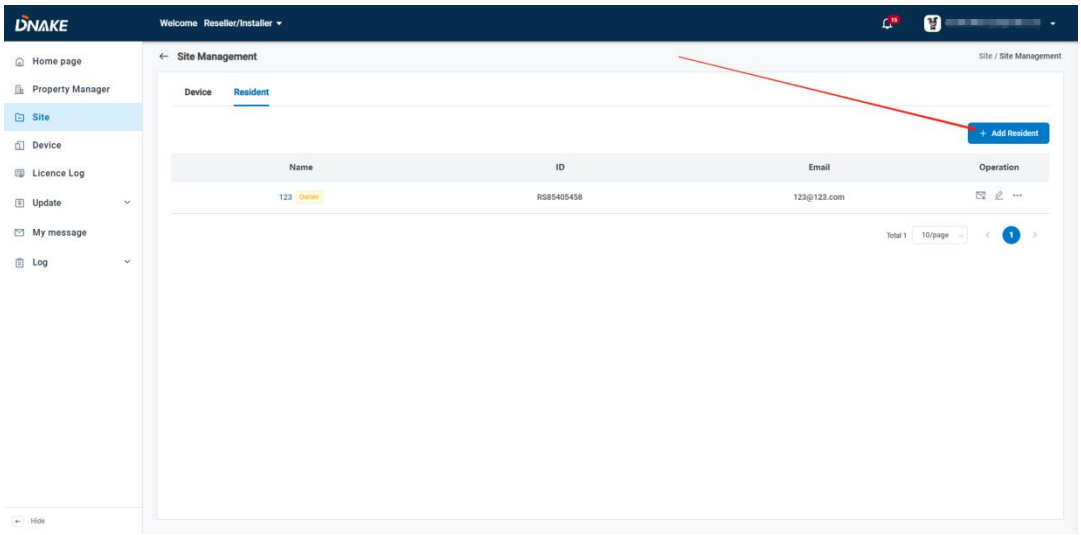


Step3:Add Additional Devices (if needed)

For example, if the first step adds a door station and the solution includes an indoor monitor, add the indoor monitor here.



Step4: Register the resident and it will link them to the devices automatically.



2.3 Device

Devices can be added in two ways:

- From a Site (Public Area or Building,Site Management).
- From the Device menu directly.

No matter where a device is added, the Installer can view all devices under the Device menu.Devices support add, edit, delete, and search functions for easy management,etc.

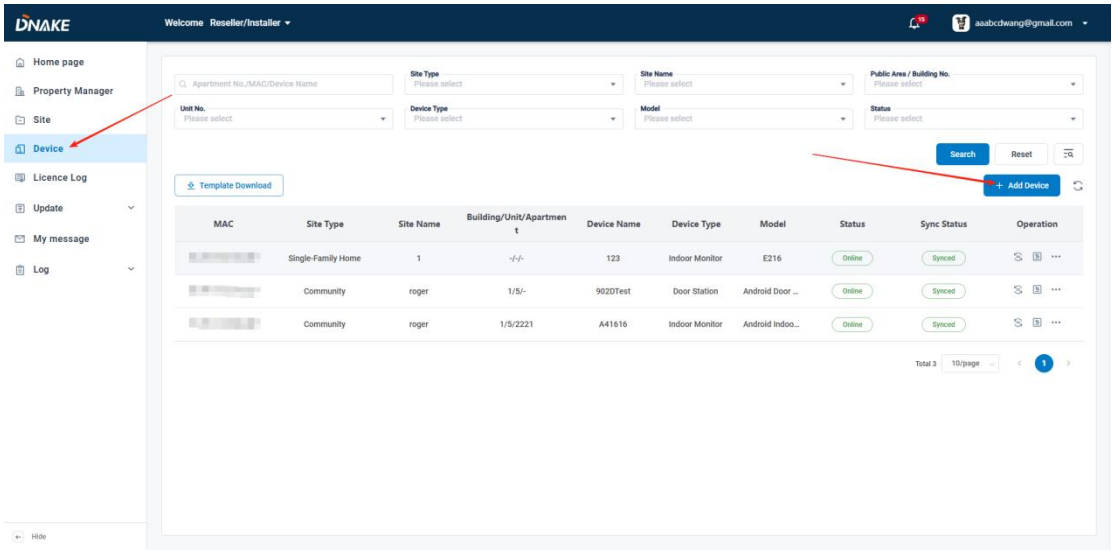
2.3.1 Add device

Two methods:

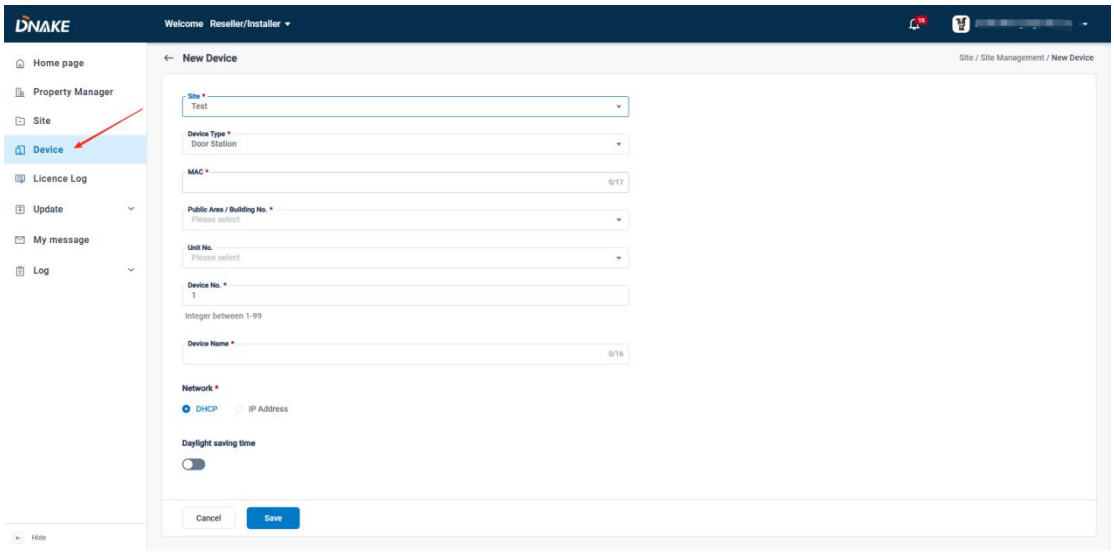
- Add One by One
- Add in Batch (export the template → fill required fields → upload the file)

Example: **Add One by One**

Step 1: Go to Device > Add Device, select **Add One by One.**



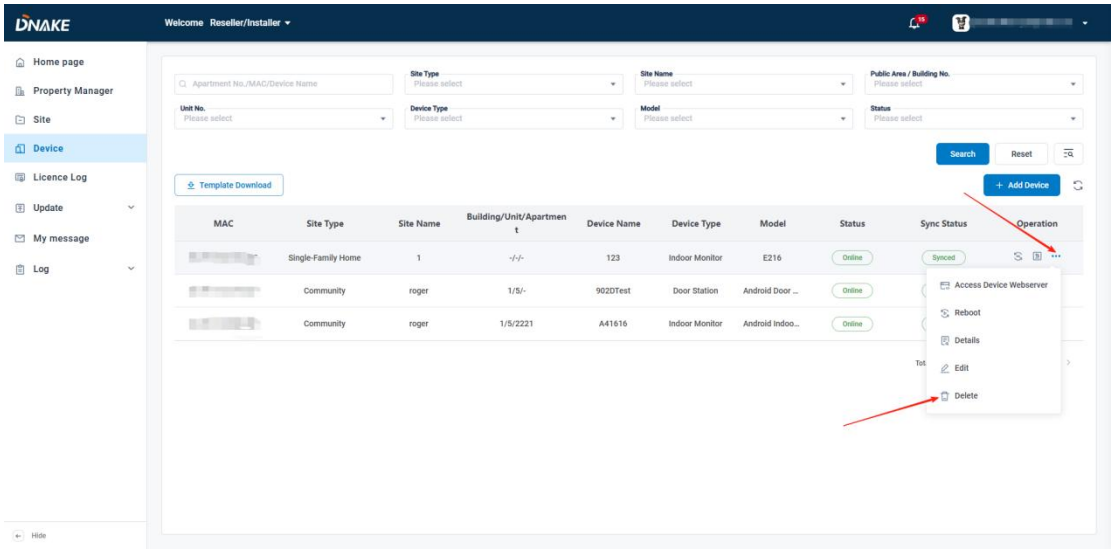
Step2:Choose the target Site, then enter the device MAC address and related information, such as Public Area or Building (created in the Community).



Step3:Save to complete. The device will appear both under Device and in the selected Site.

2.3.2 Delete device

Find the target device and click “…” (More) then click Delete to remove the device.

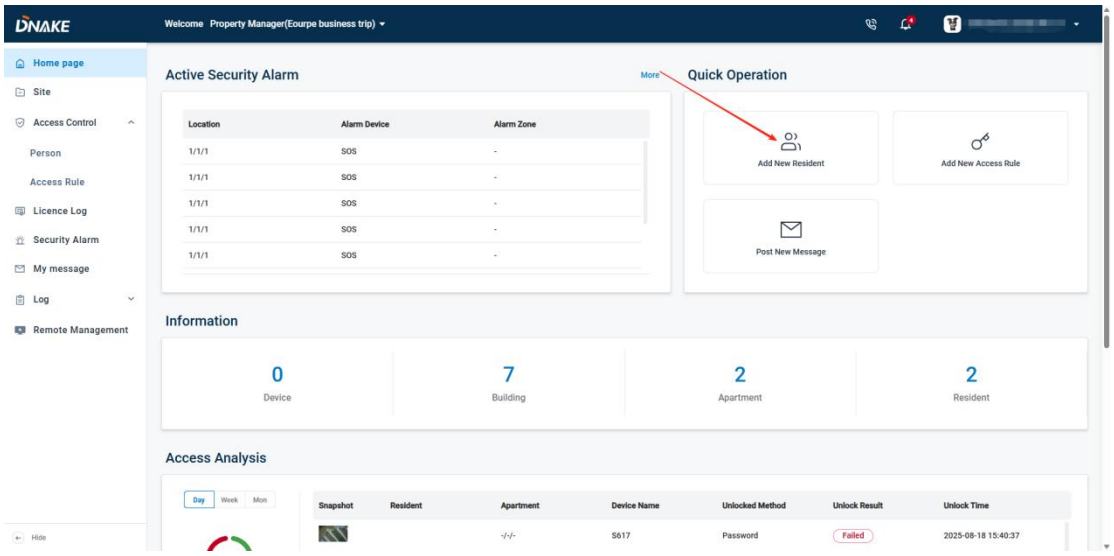


3. Property Manager

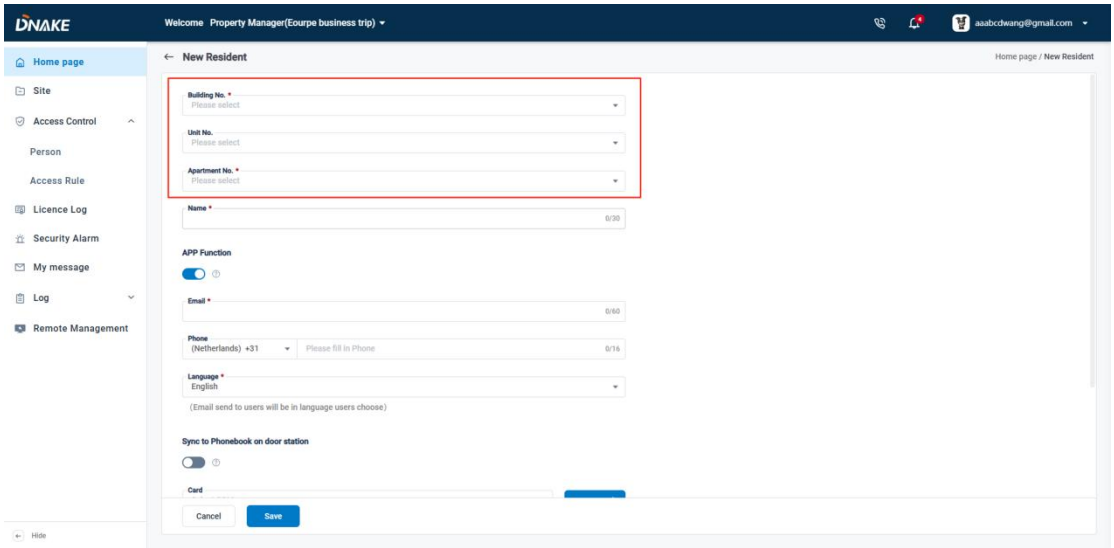
3.1 Add resident

Residents can be added in two ways: Quick Operation or Site.

3.1.1 Add residents via Quick Operation

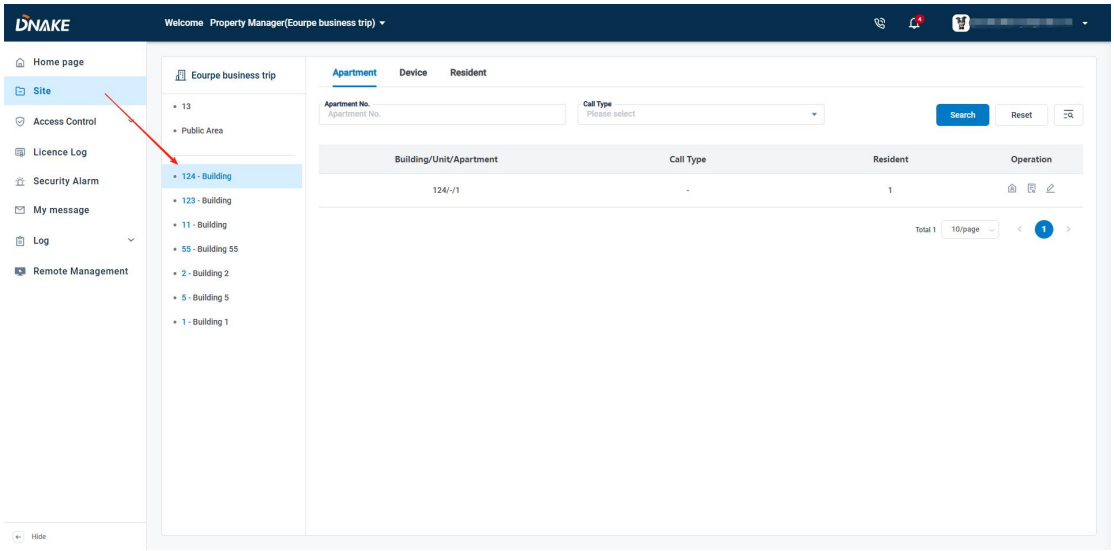


Fill in the correspond information of residents. **Please note that the Building No and Apartment No is added in the Site of Installer.**

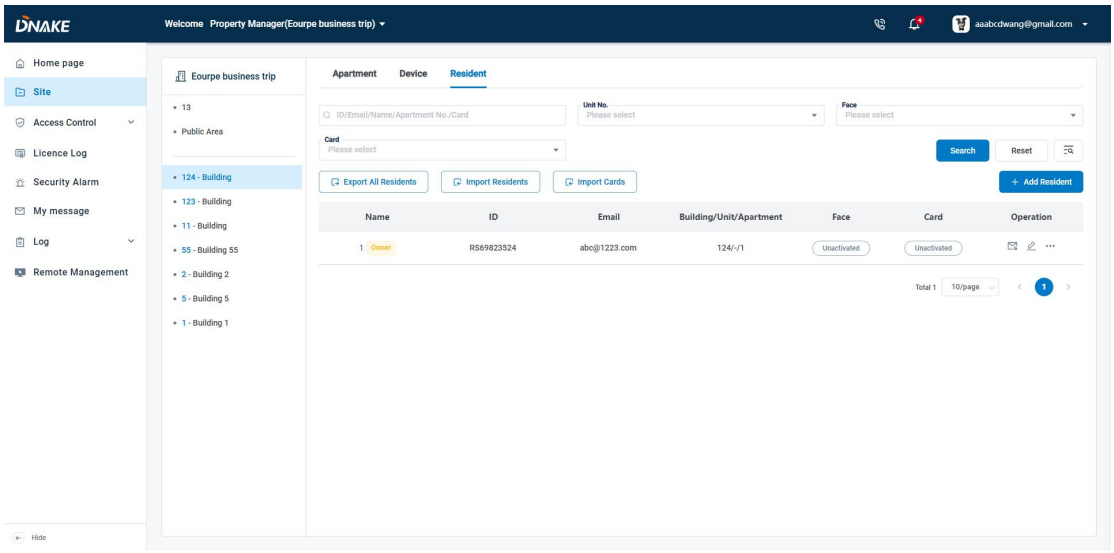


3.1.2 Add residents in Site of Property Manager

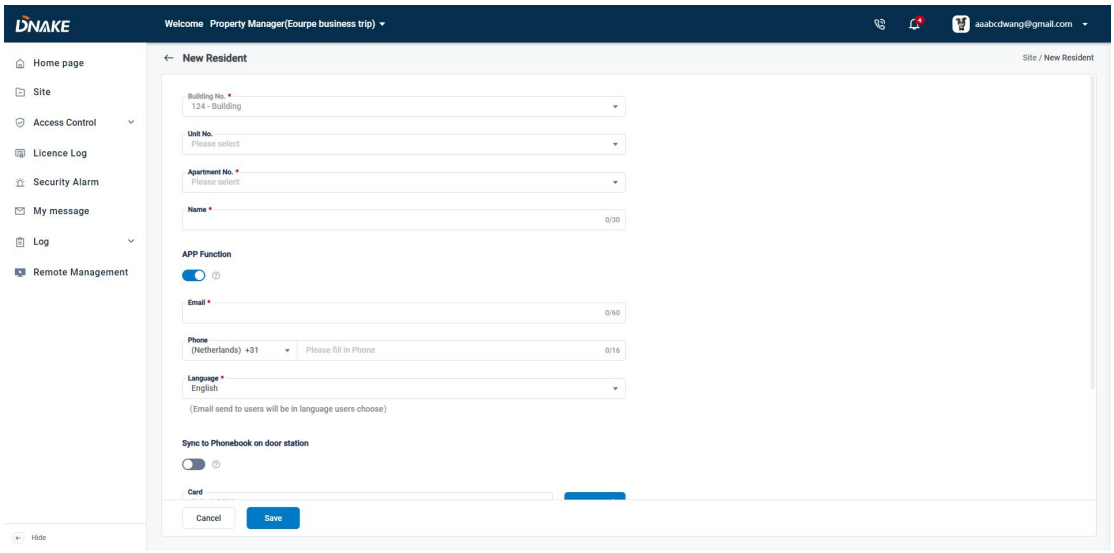
Step 1. Go to Site, then select the target Building.



Step 2. Switch to the Resident tab.



Step 3. Click + Add Resident, fill in the resident information, and save.



3.2 Access Rule

With Access Rules, the Property Manager can easily control **who can access which area, and at what time**.

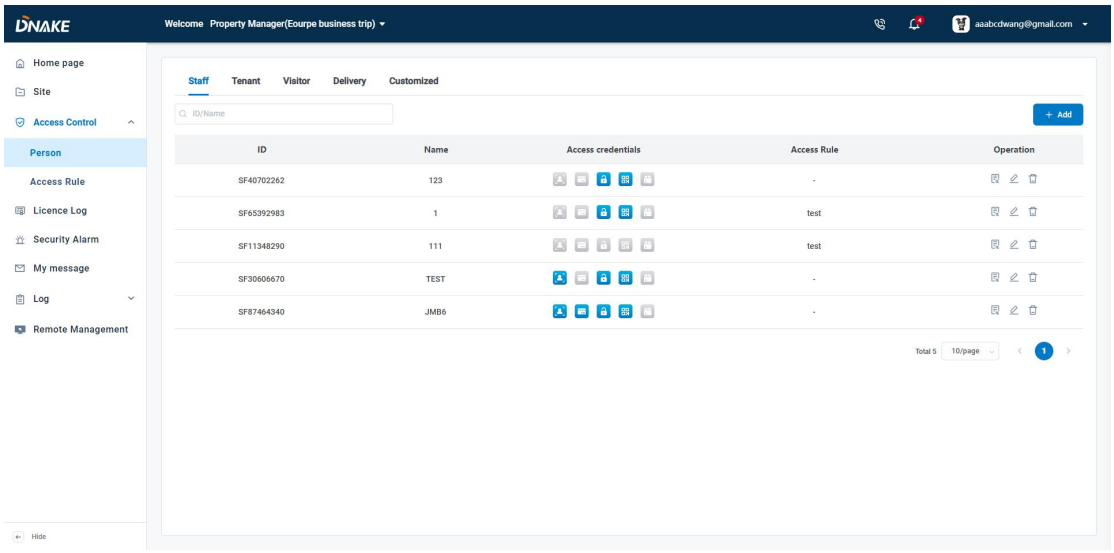
In a community, besides Residents, there may also be Staff, Tenants, Visitors, etc.

- Access Rules allow these roles to have the right permissions to enter public or private areas.
- Access Rules also link residents (and other persons,like staff) with the devices they can use.

3.2.1Add Person

Currently supported roles:

- Staff
- Tenant
- Visitor
- Delivery (only supported on S617 and S414 door stations)
- Customized(users can create customized roles based on project needs.)

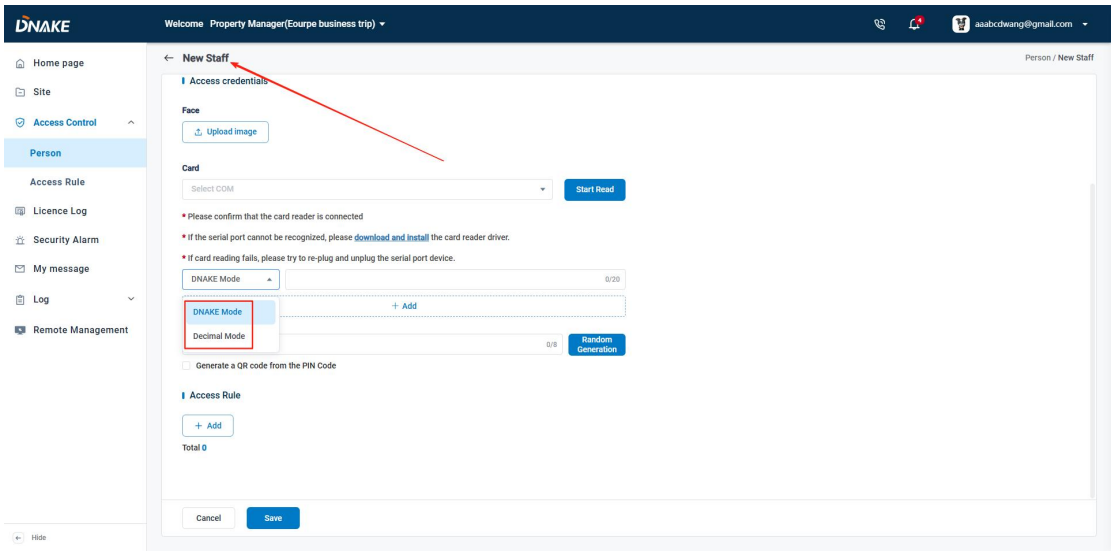


Note:

1.The Person(Staff,Visitor,etc) must be linked to an Access Rule to be enabled.

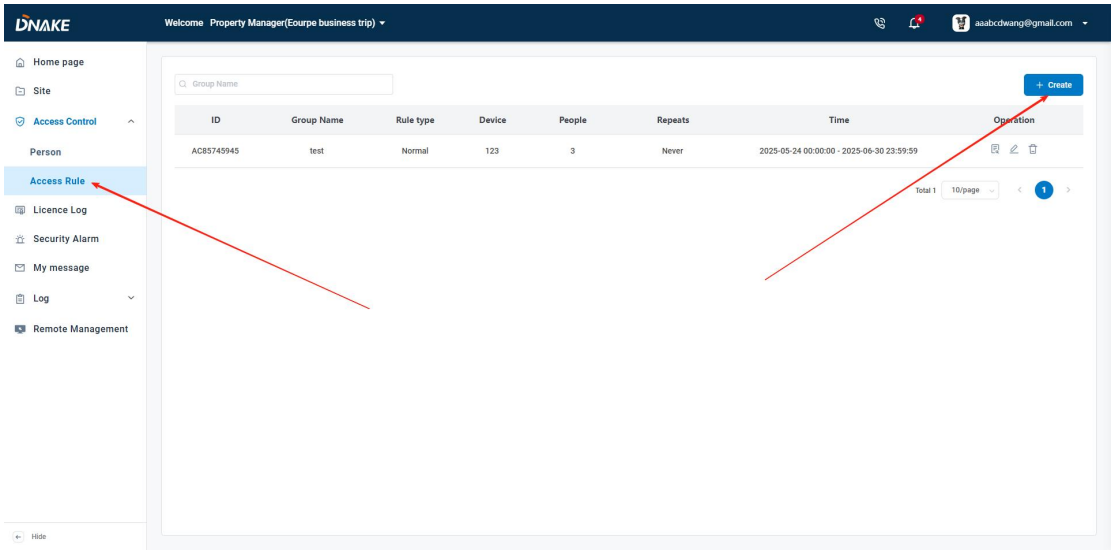
2.When adding a person, you can configure a card:

- DNAKE Mode → for reading cards using a DNAKE card reader.
- Decimal Mode → for manually entering the card number (card reader is not supported in this mode).



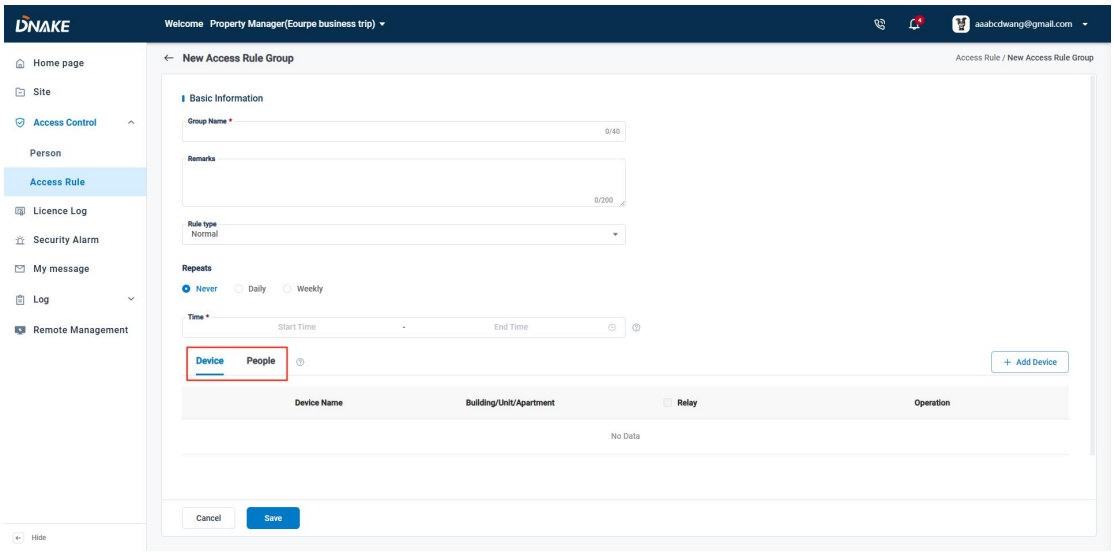
3.2.2 Access Rule

Step 1. Go to Access Control > Access Rule > Add Rule.



Step 2. Select the devices that this rule will apply to.

Step 3. Add the persons or residents who can use these devices.



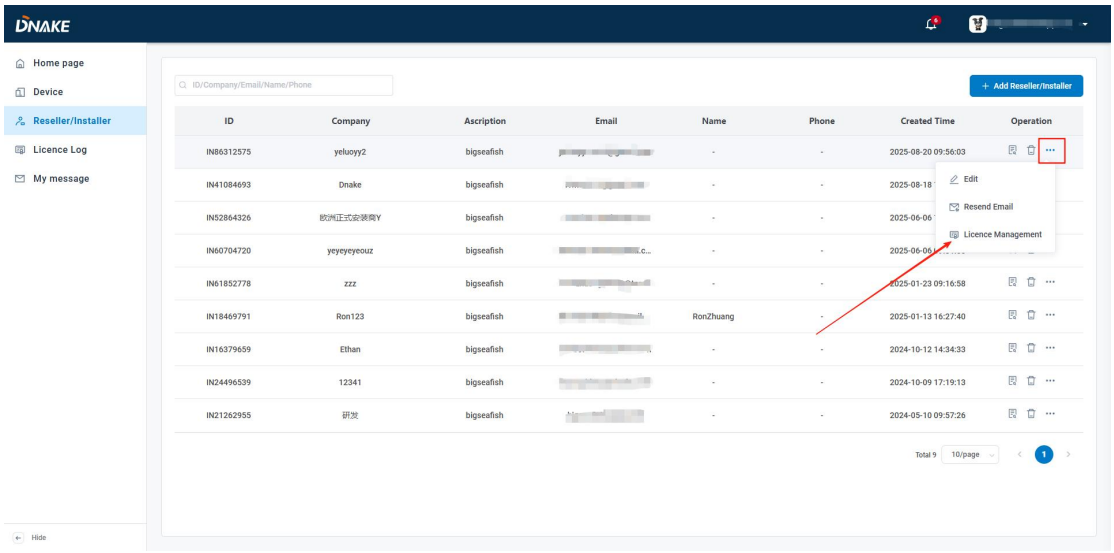
Step 4. Save the rule.

Note: All Persons (e.g., staff, visitors, tenants, delivery) must be linked to an Access Rule to work properly.

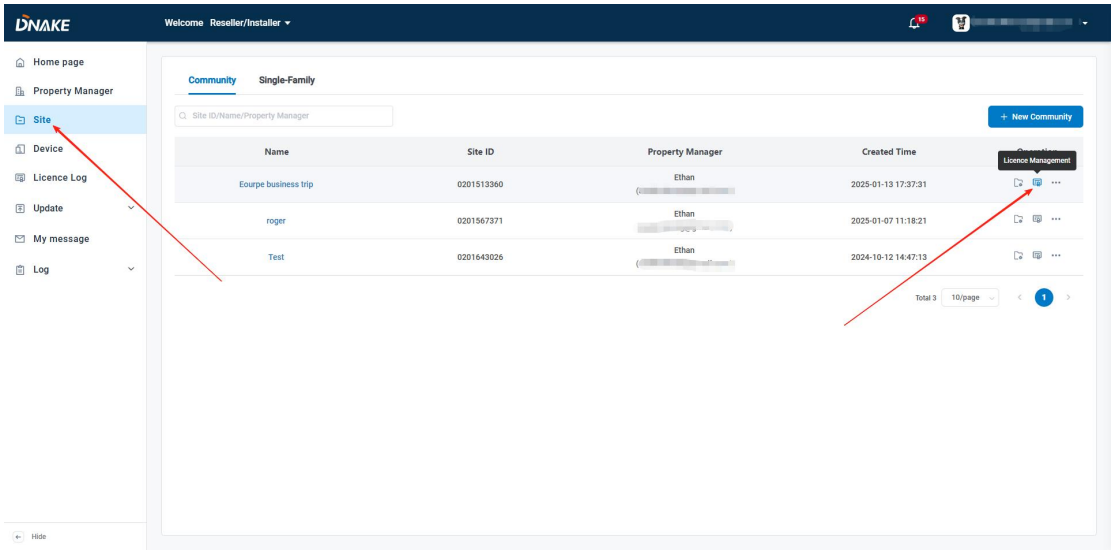
4. How to add the resident?

4.1 License Flow(Assign the license)

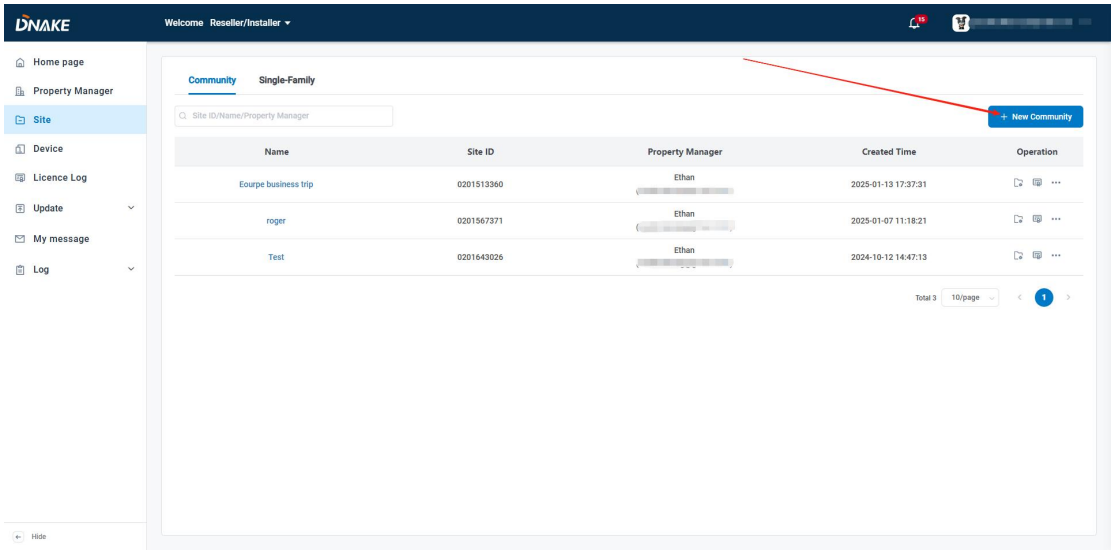
Step1: Assign license to installer account in distributor account.



Step2: Assign license to property manager in installer account on Site.

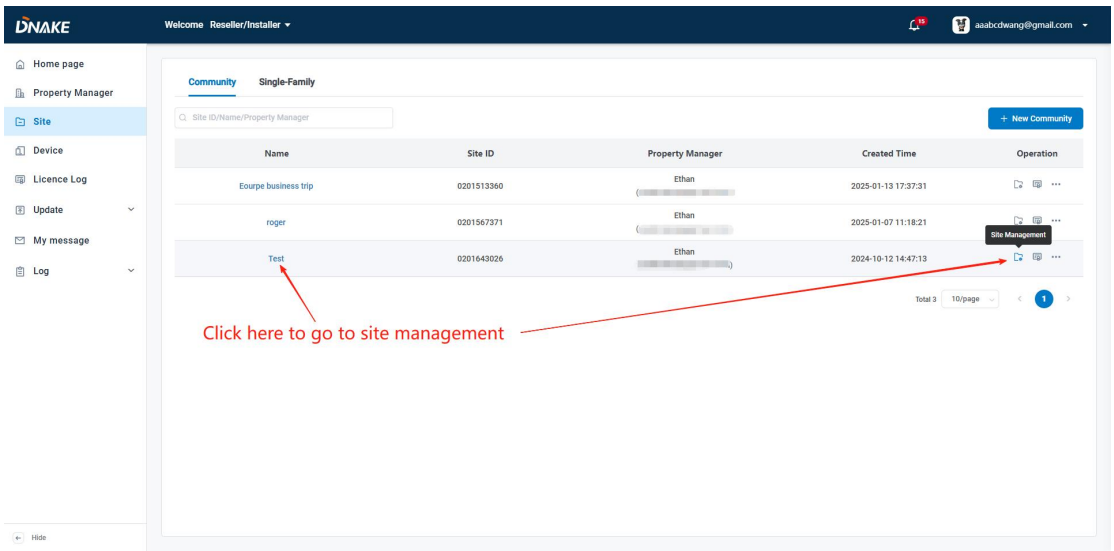


4.2 Add a Site in Community

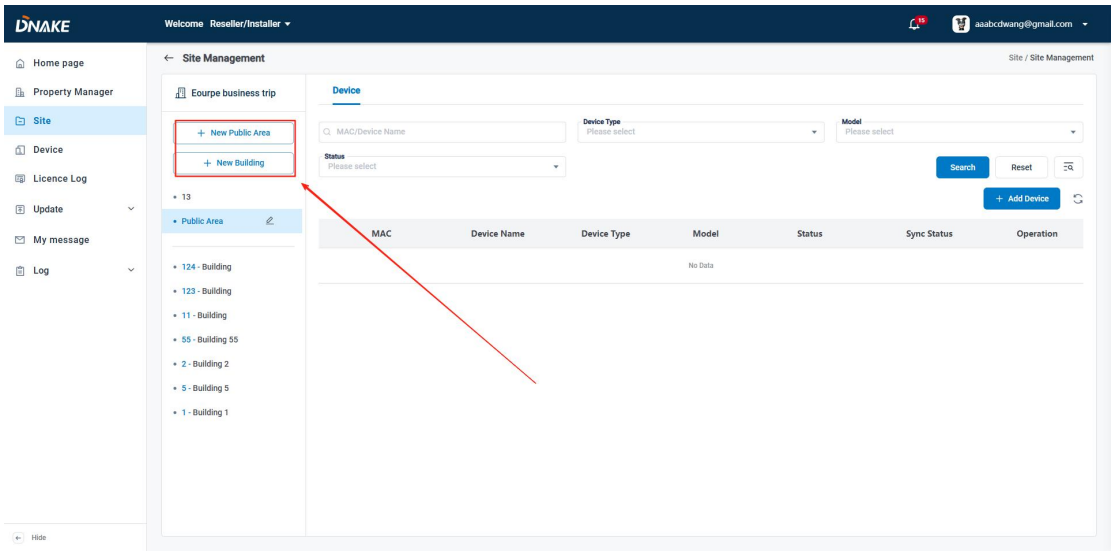


4.3 Add Building or Public Area in Site Management

Step1:Go to Community→Site Management

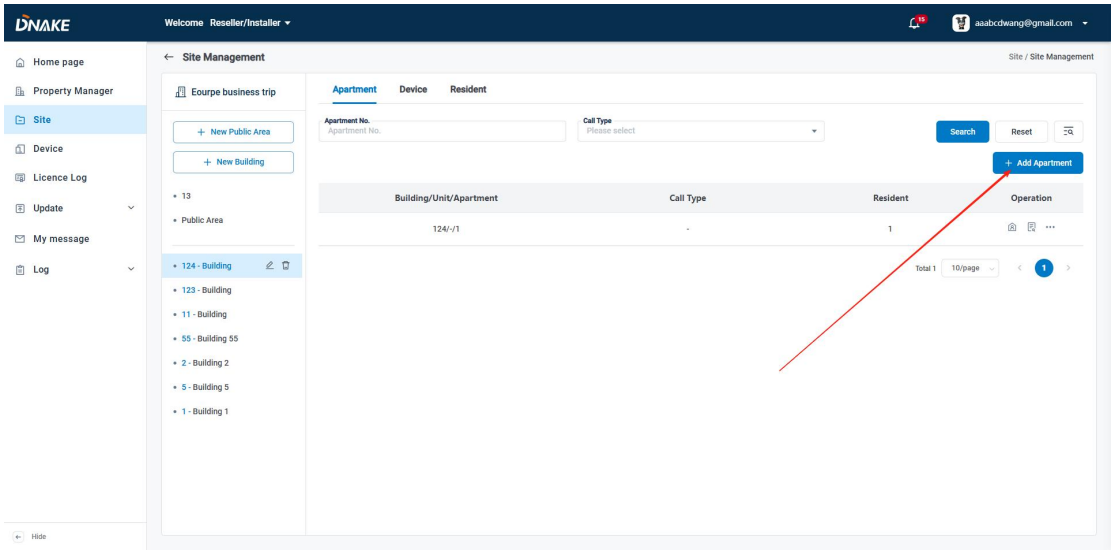


Step2:**Add the building or public area.**



4.4 Add Apartment in Site Management

Add the apartment number in the building.

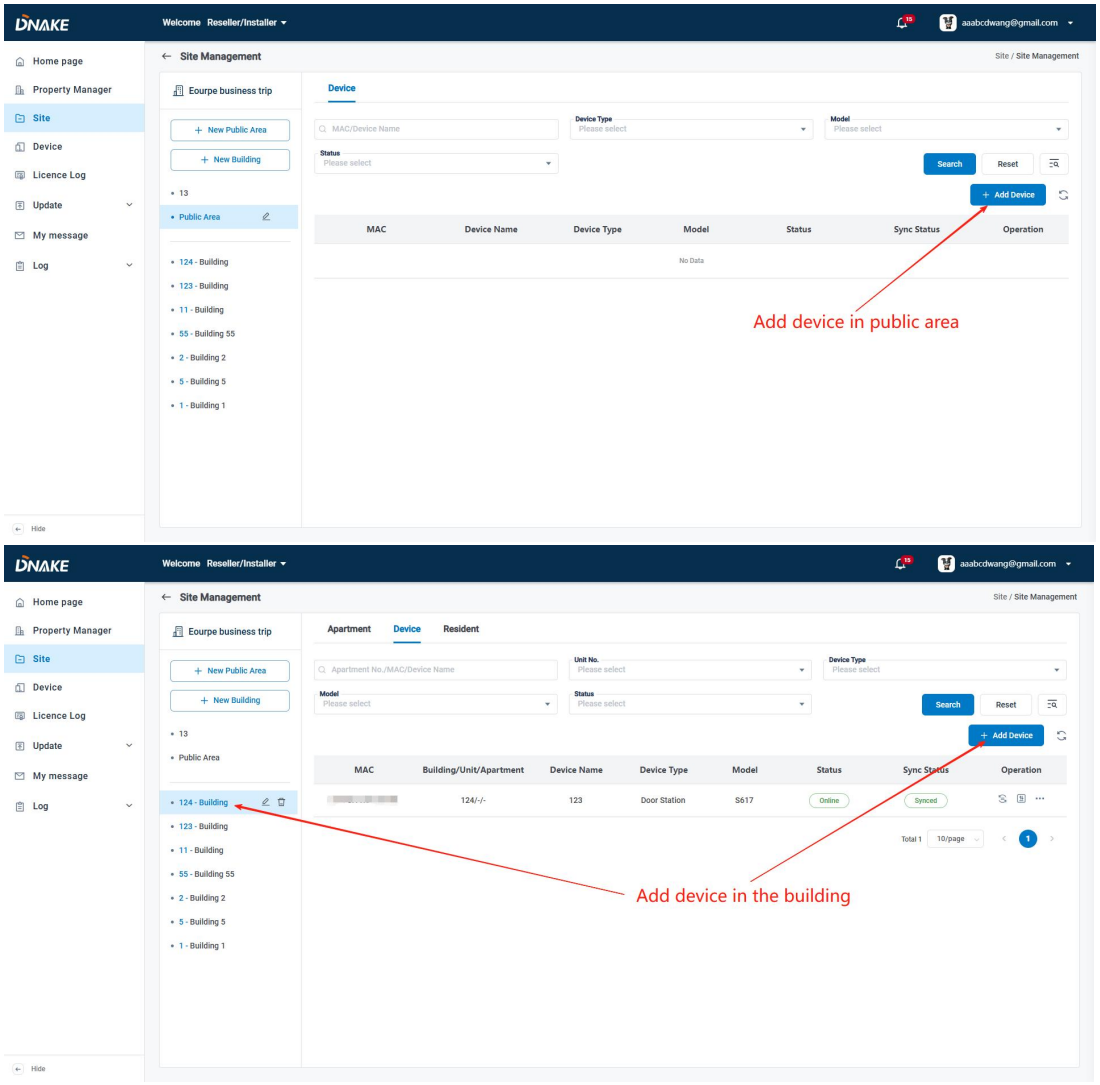


4.5 Add device

3 methods for adding the devices

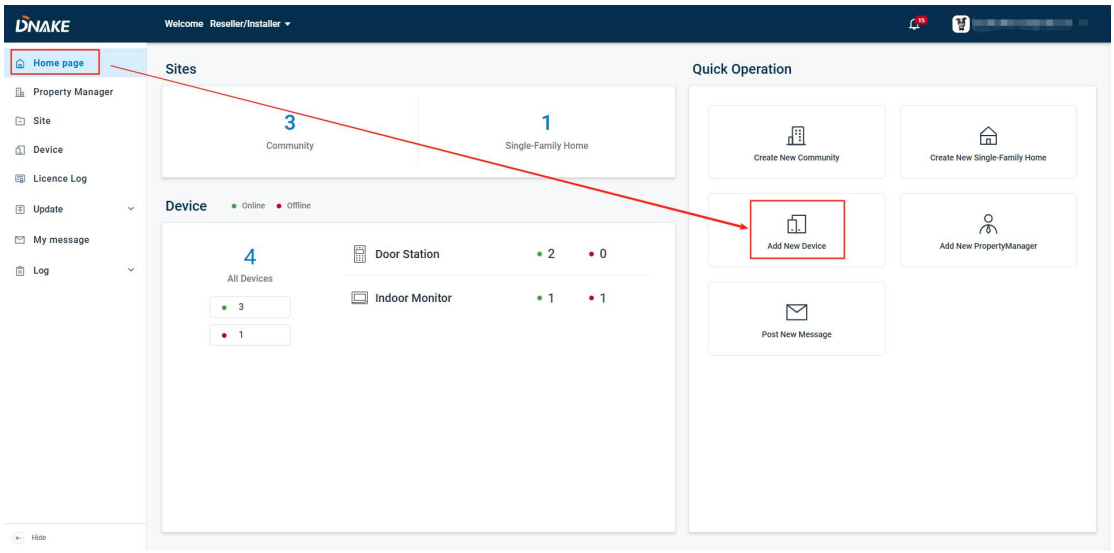
4.5.1 Add device in Site Management

Add device in Public Area or Building.



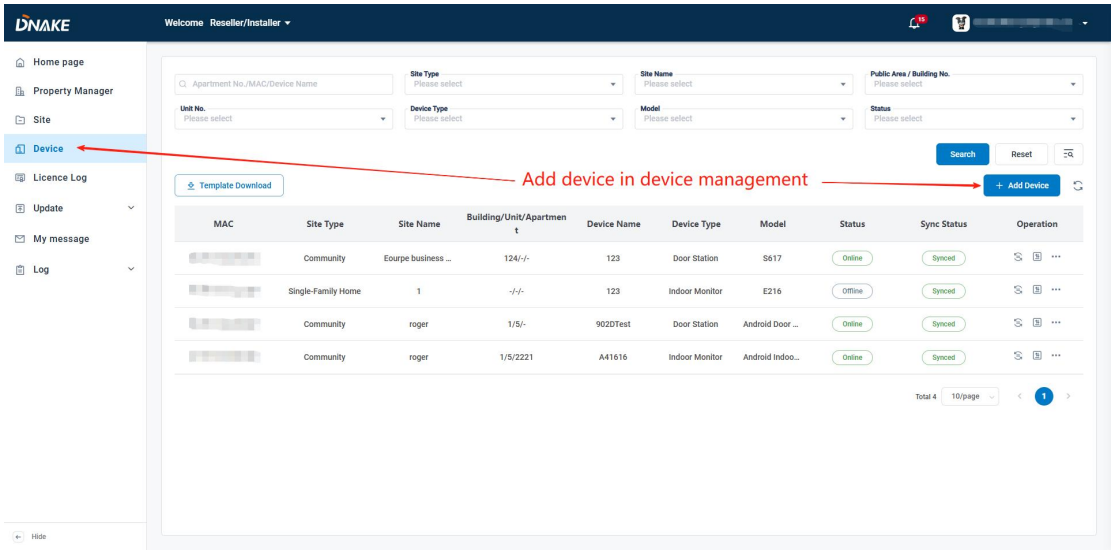
4.5.2 Add device in Quick Operation

It need to create a community first.



4.5.3 Add device in Device management

Add it one by one or add it in batch.



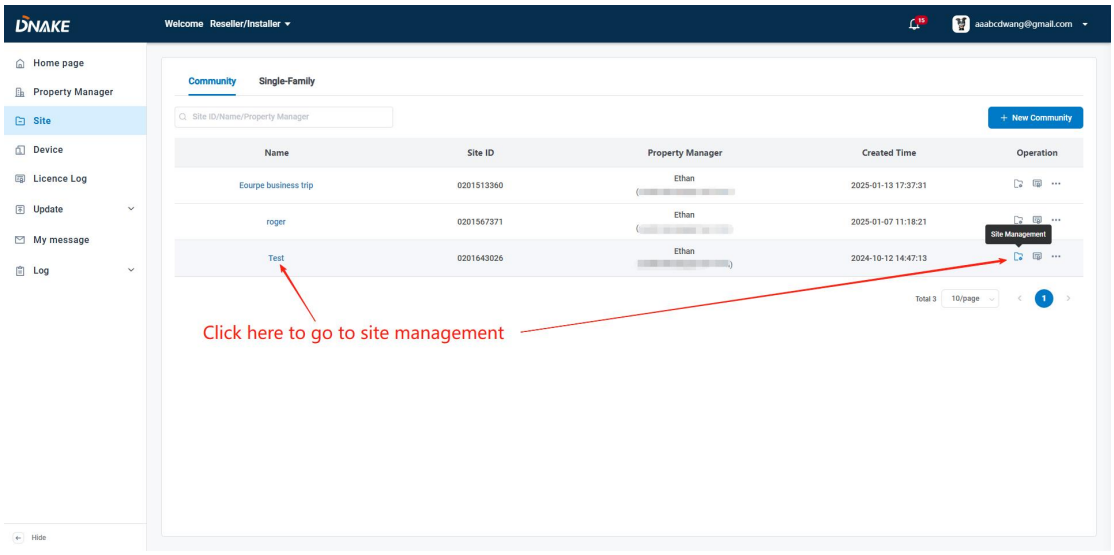
4.6 Add Resident

It has 4 ways to add a new residents.

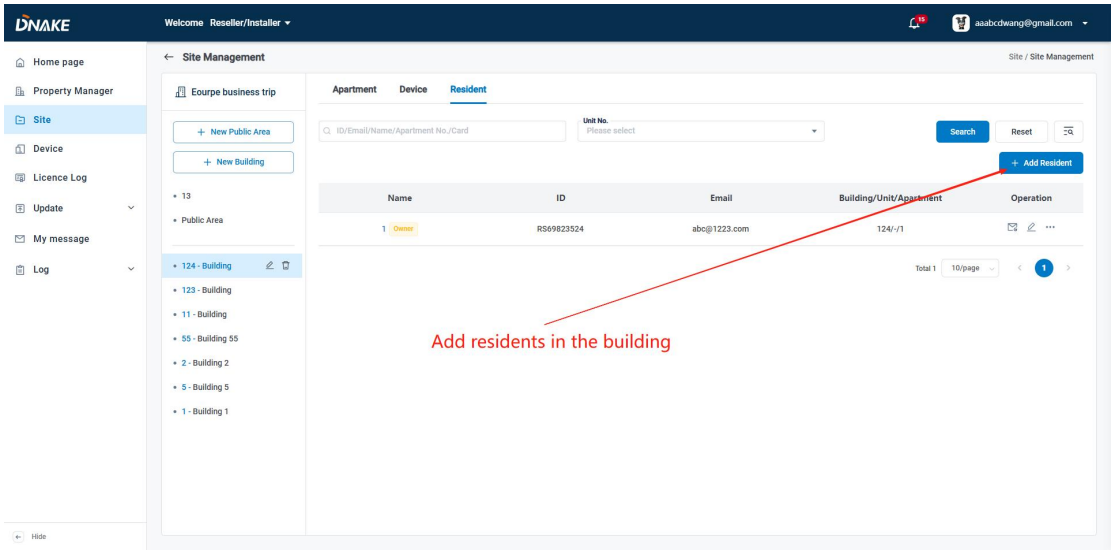
Note:Please add the device,building and apartment first.

4.6.1 Add resident in the Site Management(Installer/Reseller account)

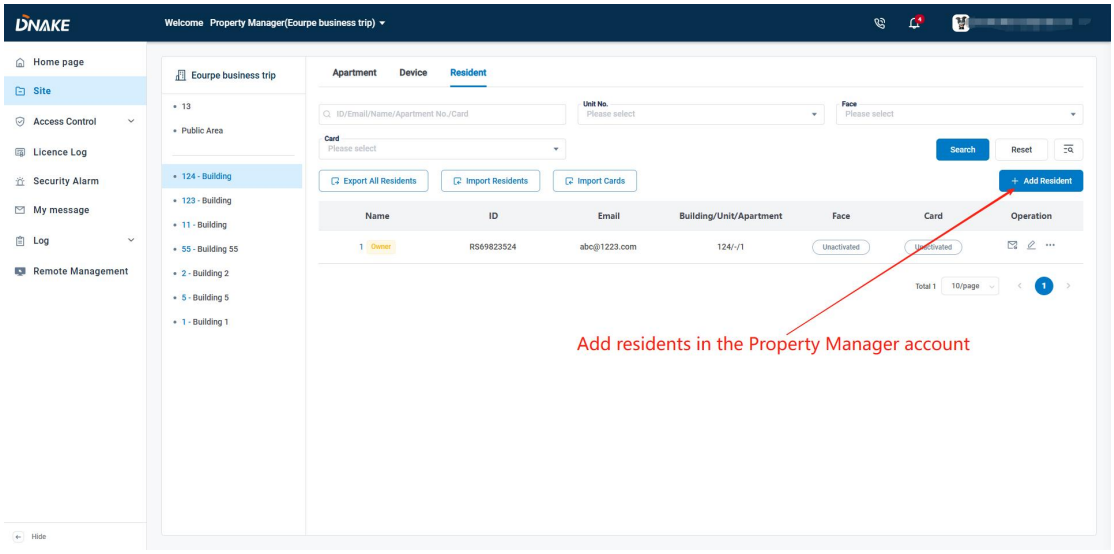
Step1:Go to Community→Site management



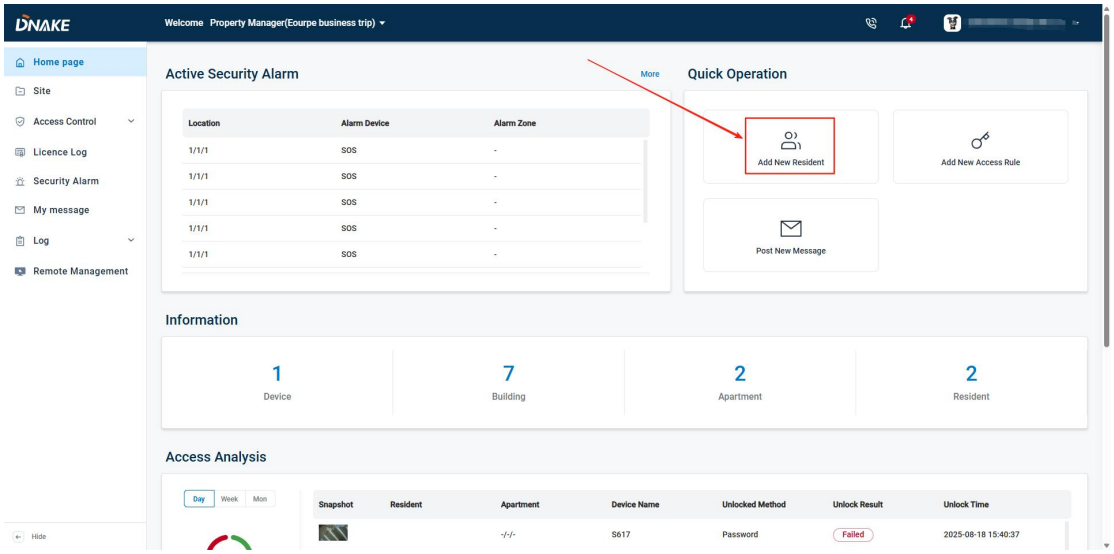
Step2: Add residents in the site management.



4.6.2 Add resident in the Site Management(Property Manager account)

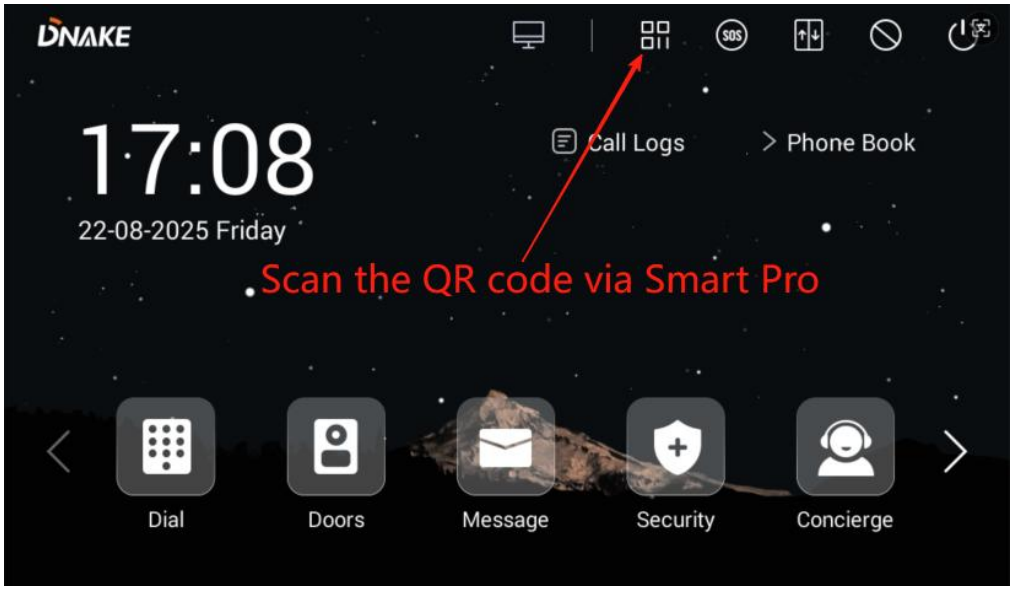


4.6.3 Add resident in the Quick Operation (Property Manager account)



4.6.4 Add resident via QR code

Note: Only with indoor monitor solutions supports this features.

Step1: Add the door station and indoor monitor to cloud.

Step2:Scan the QR code in the indoor monitor via Smart Pro.