

Quick Start Guide for Dnake Cloud

Catalog

1. Distributor	1
1.1 Add installer	1
1.2 Assign the license to your installer	1
2. Reseller/Installer	3
2.1 Add Property Manager account	3
2.2 Add a Site	4
2.3 Device	11
3. Property Manager	14
3.1 Add resident	14
3.2 Access Rule	16
4. How to add the resident?	20
4.1 License Flow(Assign the license)	20
4.2 Add a Site in Community	21
4.3 Add Building or Public Area in Site Management	21
4.4 Add Apartment in Site Management	22
4.5 Add device	23
4.6 Add Resident	24

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.

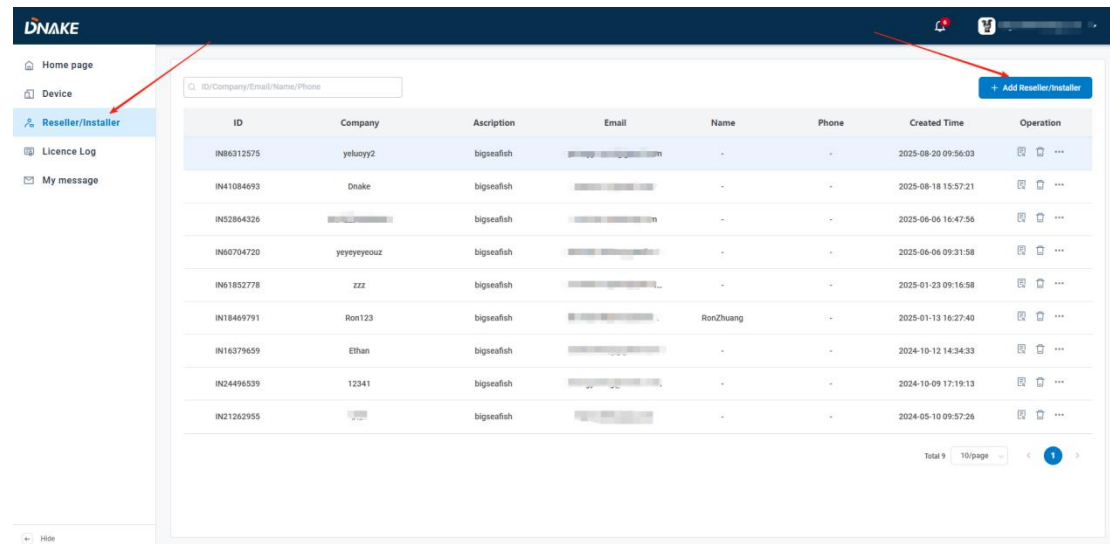
For full functionality, advanced settings, and troubleshooting, please refer to the User Manual.

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.

Home page

Device

Reseller/Installer

Licence Log

My message

10/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	<div><div>...</div><div>Edit</div><div>Resend Email</div><div>Licence Management</div></div>
IN41084693	Dnake	bigseafish		-	-	2025-08-18	<div><div>...</div></div>
IN52864326		bigseafish		-	-	2025-06-06	<div><div>...</div></div>
IN60704720	yeyeyeyouz	bigseafish		-	-	2025-06-05	<div><div>...</div></div>
IN61852778	zzz	bigseafish		-	-	2025-01-23 09:16:58	<div><div>...</div></div>
IN18469791	Ron123	bigseafish		RonZhuang	-	2025-01-13 16:27:40	<div><div>...</div></div>
IN16379659	Ehan	bigseafish		-	-	2024-10-12 14:34:33	<div><div>...</div></div>
IN24496539	12341	bigseafish		-	-	2024-10-09 17:19:13	<div><div>...</div></div>
IN21262955		bigseafish		-	-	2024-05-10 09:57:26	<div><div>...</div></div>

Total 910/page1

Home page

Device

Reseller/Installer

Licence Log

My message

10/Company/Email/Name/Phone

ID	Company	Ascription
IN86312575	yeluoyy2	bigseafish
IN41084693	Dnake	bigseafish
IN52864326	歌诗正式安海商Y	bigseafish
IN60704720	yeyeyeyouz	bigseafish
IN61852778	zzz	bigseafish
IN18469791	Ron123	bigseafish
IN16379659	Ehan	bigseafish
IN24496539	12341	bigseafish
IN21262955	研发	bigseafish

Licence Management

Licence amount that you keep now

2

With Indoor Monitor

0

Without Indoor Monitor

24

Value-added Services

0

Remote Management

Licence 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

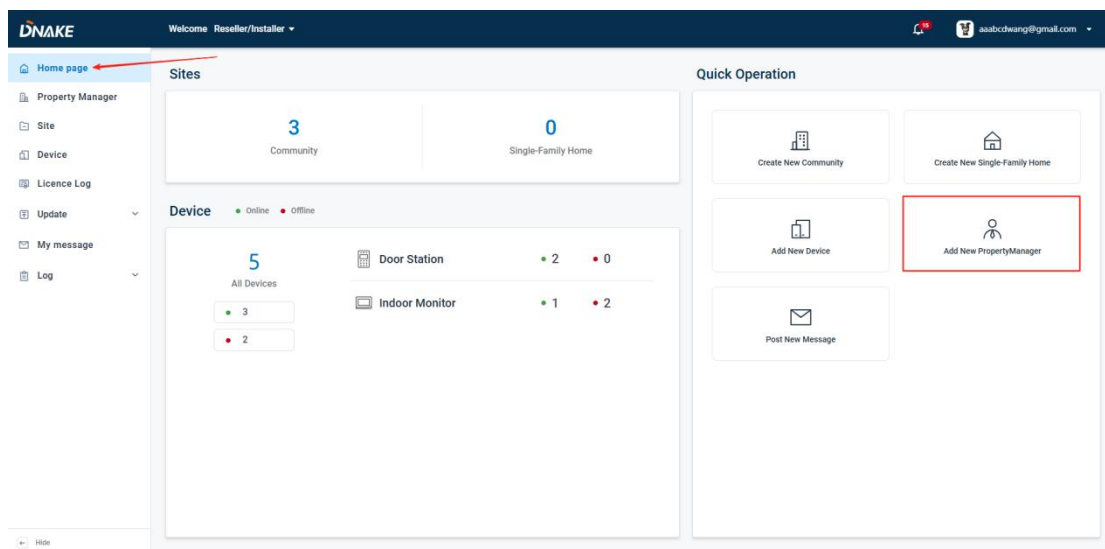
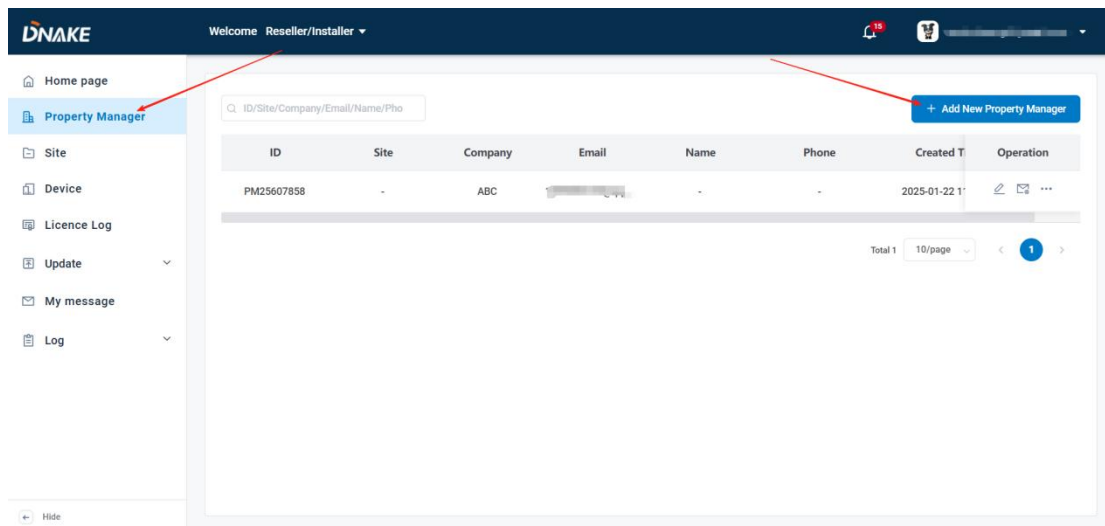
Cancel

OK

2. Reseller/Installer

2.1 Add Property Manager account

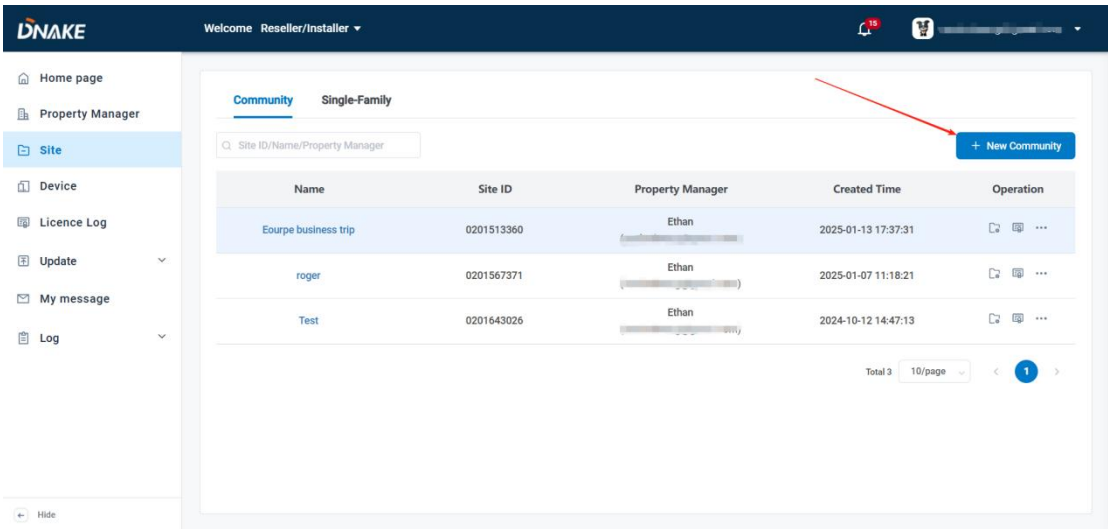
Add the Property Manager in the menu or Quick Operation.



2.2 Add a Site

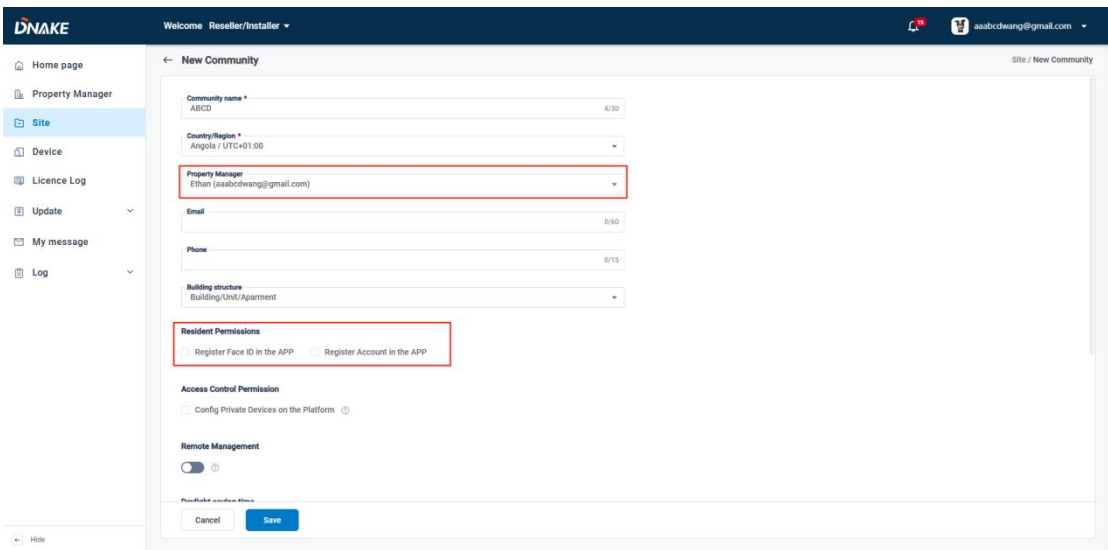
2.2.1 Community

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

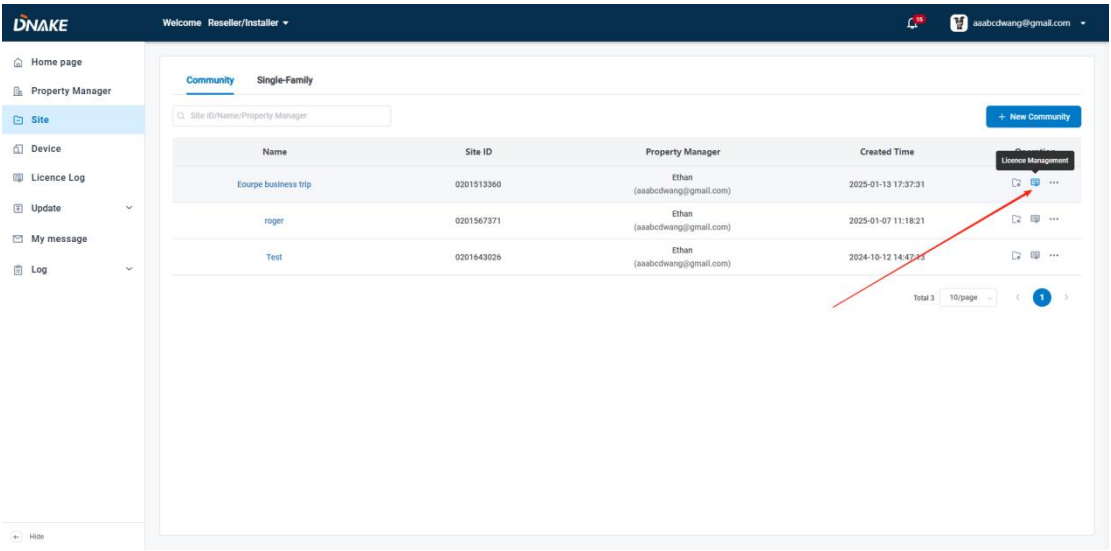


Note

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” .

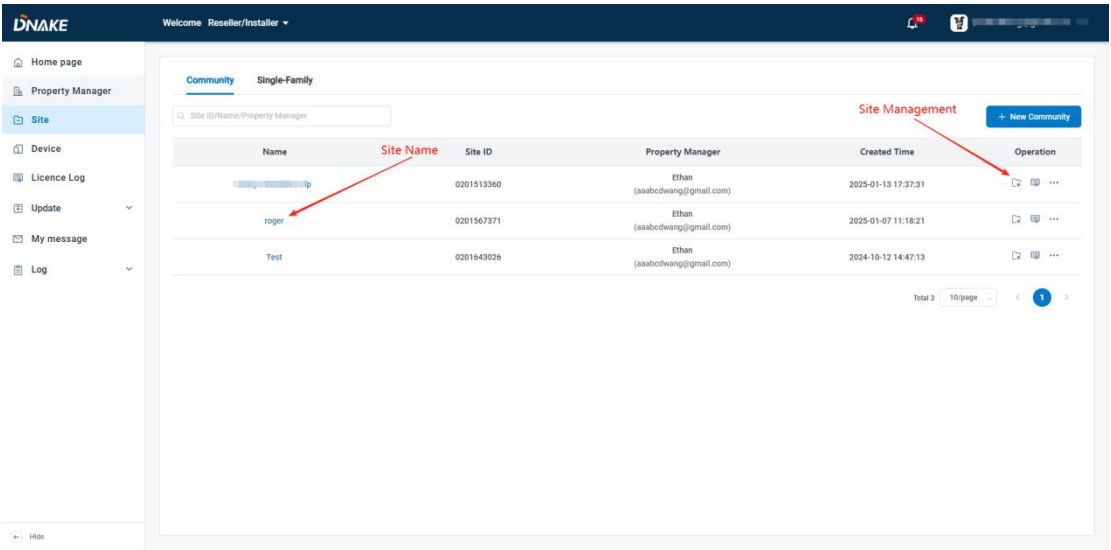


2.2.1.1 Assign license to each community.(Property Manager)



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.

The screenshot shows the 'New Device' form in the DVAKE system. The left sidebar contains navigation links: Home page, Property Manager, Site (selected), Device, Licence Log, Update, My message, and Log. The main content area is titled 'New Device' and contains the following fields and controls:

- Device Type ***: A dropdown menu with the text 'Please select'.
- MAC ***: A text input field with a character count of 0/17.
- Device Name ***: A text input field with a character count of 0/16.
- Network ***: A section with two radio buttons: **DHCP** (selected) and **IP Address**.
- Daylight saving time**: A toggle switch currently turned off.
- Buttons**: 'Cancel' and 'Save' buttons at the bottom.

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

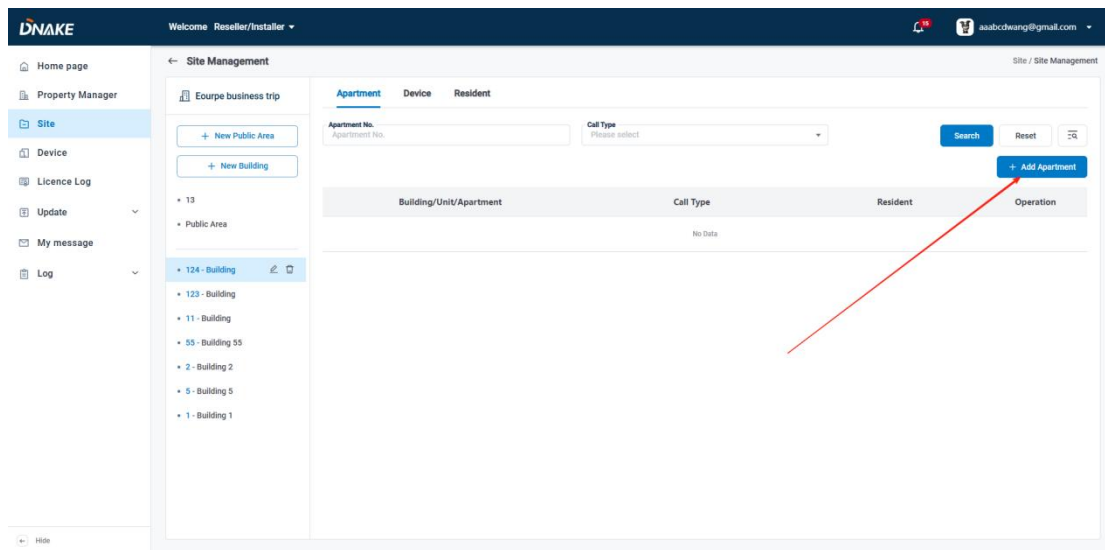
You can add apartments, devices, and residents here for quick resident registration.

Step1: Add Building

The screenshot shows the 'Site Management' page in the DVAKE system. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Site Management' and has three tabs: **Apartment** (selected), **Device**, and **Resident**. The 'Apartment' tab contains the following elements:

- Buttons**: '+ New Public Area' and '+ New Building' (highlighted with a red arrow).
- Form Fields**: 'Apartment No.' (text input), 'Call Type' (dropdown with 'Please select'), 'Search' button, 'Reset' button, and '+ Add Apartment' button.
- Table**: A table with columns 'Building/Unit/Apartment', 'Call Type', 'Resident', and 'Operation'. The table is currently empty, showing 'No Data'.
- Building List**: A list of buildings on the left side of the table:
 - 13
 - Public Area
 - 124 - Building (highlighted with a blue bar)
 - 123 - Building
 - 11 - Building
 - 55 - Building 55
 - 2 - Building 2
 - 5 - Building 5
 - 1 - Building 1

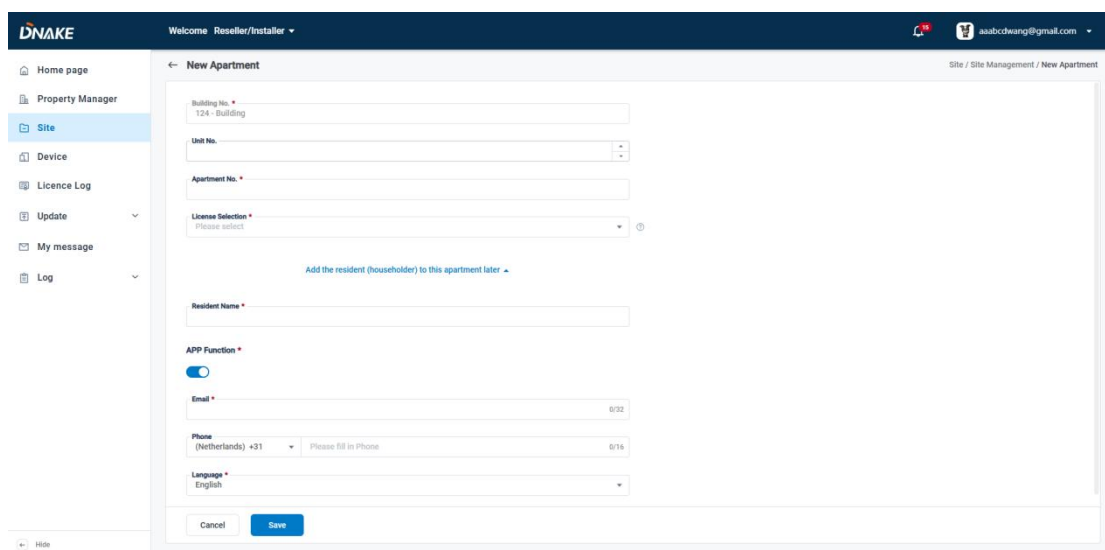
Step2: Add Apartment



When adding an apartment, select the license type:

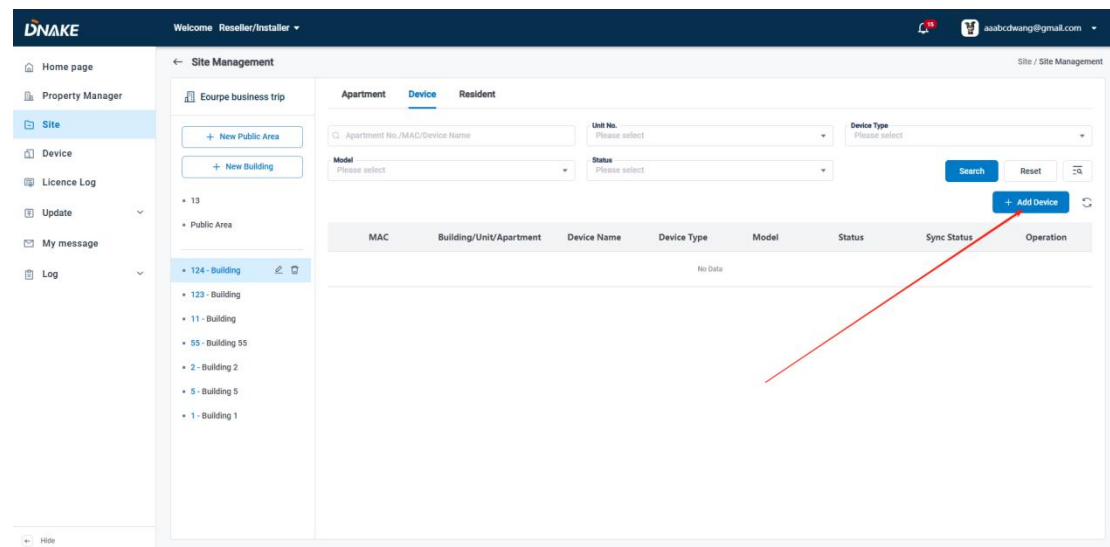
- If the apartment is only for access control, choose No Use License.
- If the apartment includes an indoor monitor, select the corresponding license type.

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.



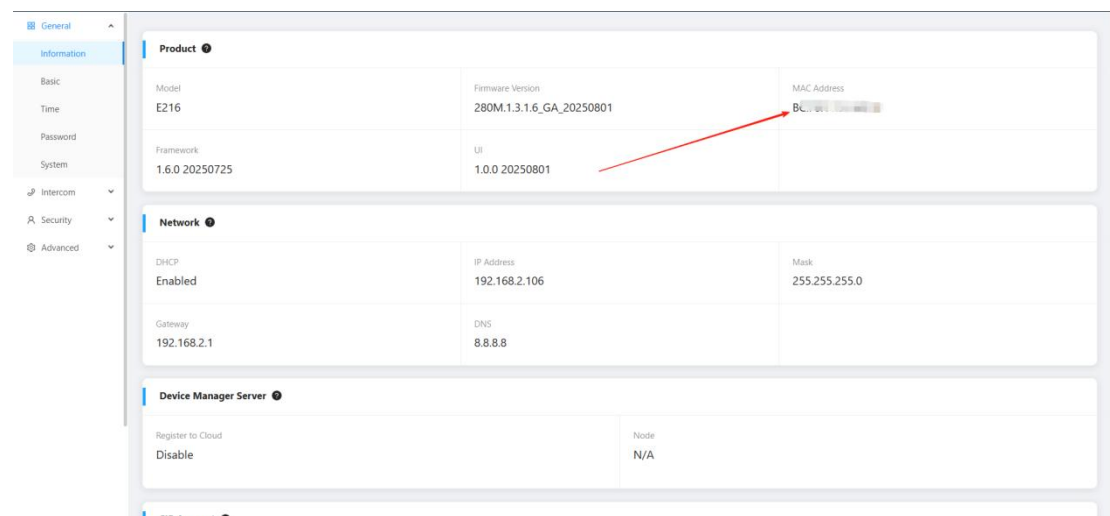
Note:

(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.)

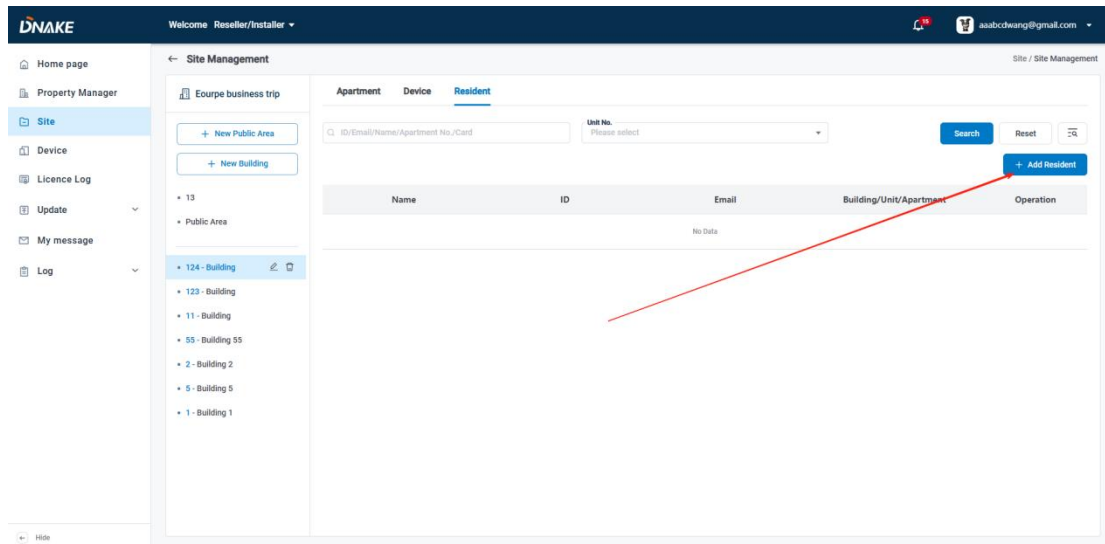
Web Username: admin

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.

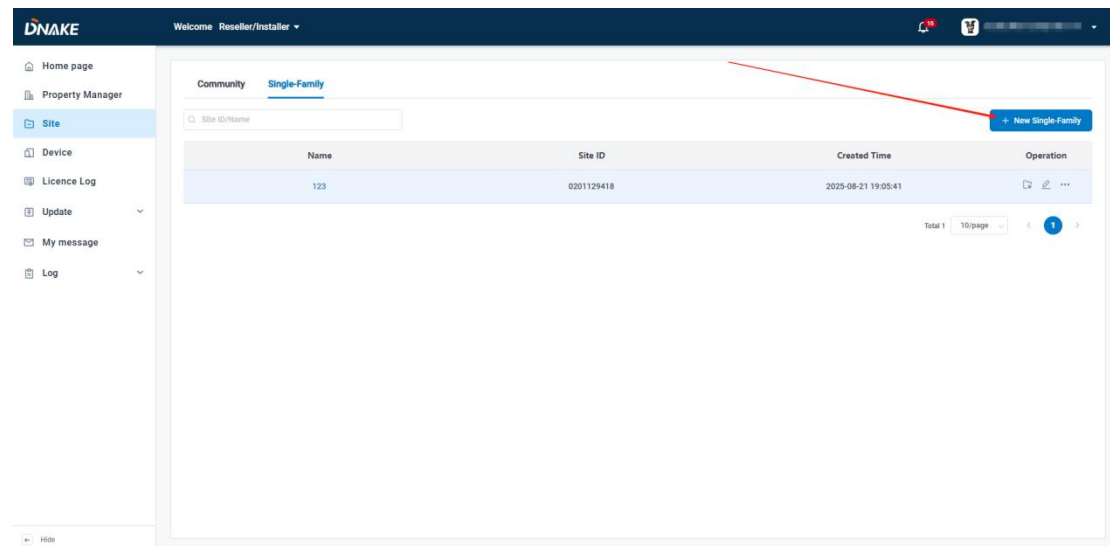
2.2.2 Single-family

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

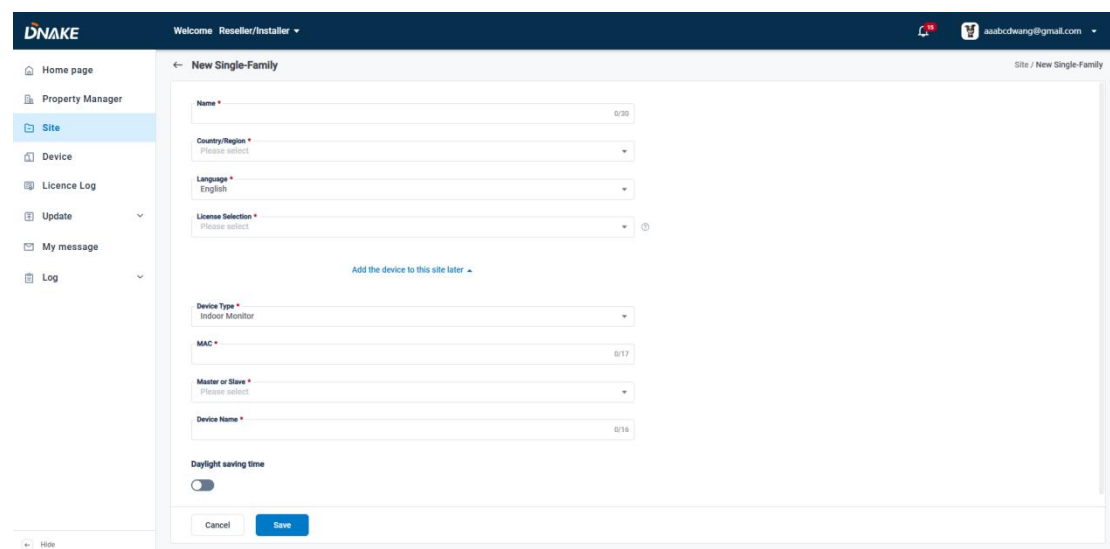
- In this case, there is no Property Manager to manage the community.
- The Installer installs the devices for the residents and continues to manage them afterward.

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

Step1: Add a new single family.

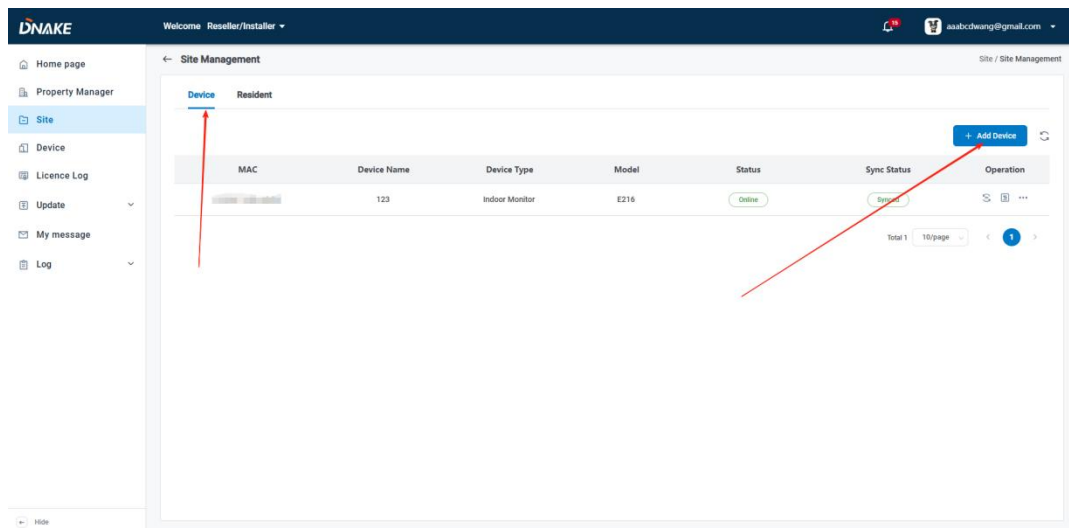


Step2: Select the corresponding license type and add the first device (e.g., door station).

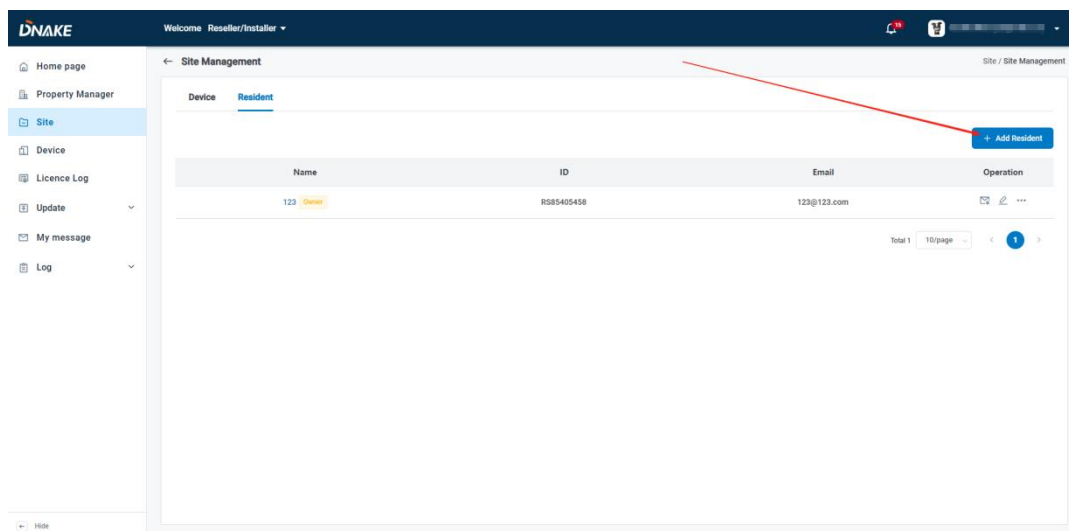


Step3: Add Additional Devices (if needed)

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.

The screenshot shows the DINAKE web interface. The left sidebar has a menu with 'Device' highlighted. The main area displays a form for adding a device. The form includes fields for 'Apartment No./MAC/Device Name', 'Site Type', 'Site Name', 'Public Area / Building No.', 'Unit No.', 'Device Type', 'Model', and 'Status'. Below the form is a table with columns: MAC, Site Type, Site Name, Building/Unit/Apartmen t, Device Name, Device Type, Model, Status, Sync Status, and Operation. The table contains three rows of data. A red arrow points to the 'Add Device' button in the top right corner.

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

The screenshot shows the DINAKE web interface. The left sidebar has a menu with 'Device' highlighted. The main area displays a form for adding a device. The form includes fields for 'Site', 'Device Type', 'MAC', 'Public Area / Building No.', 'Unit No.', 'Device No.', 'Device Name', 'Network', and 'Daylight saving time'. A red arrow points to the 'Device' menu item in the sidebar.

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.

The screenshot shows the DVAKE web interface. On the left is a sidebar with navigation links: Home page, Property Manager, Site, Device (selected), Licence Log, Update, My message, and Log. The main content area has a header with 'Welcome Reseller/Installer' and a search bar. Below the search bar are several filter dropdowns: Apartment No./MAC/Device Name, Site Type, Site Name, Public Area / Building No., Unit No., Device Type, Model, and Status. A 'Template Download' button and an 'Add Device' button are also present. A table lists devices with columns: MAC, Site Type, Site Name, Building/Unit/Apartment, Device Name, Device Type, Model, Status, Sync Status, and Operation. The first row shows a device with MAC '...', Site Type 'Single-Family Home', Site Name '1', Building/Unit/Apartment '-', Device Name '123', Device Type 'Indoor Monitor', Model 'E216', Status 'Online', and Sync Status 'Synced'. The 'Operation' column for this row has a dropdown menu open, showing options: 'Access Device Webserver', 'Reboot', 'Details', 'Edit', and 'Delete'. A red arrow points to the 'Delete' option.

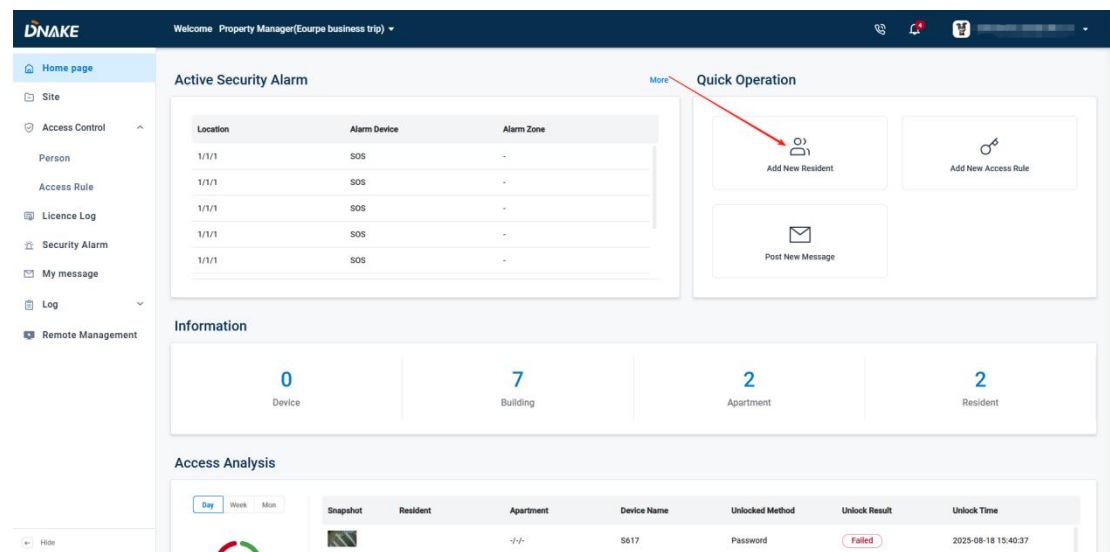
MAC	Site Type	Site Name	Building/Unit/Apartment	Device Name	Device Type	Model	Status	Sync Status	Operation
...	Single-Family Home	1	-/-	123	Indoor Monitor	E216	Online	Synced	...
...	Community	roger	1/5/-	9020Test	Door Station	Android Door ...	Online		
...	Community	roger	1/5/2221	A41616	Indoor Monitor	Android Indoo...	Online		

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



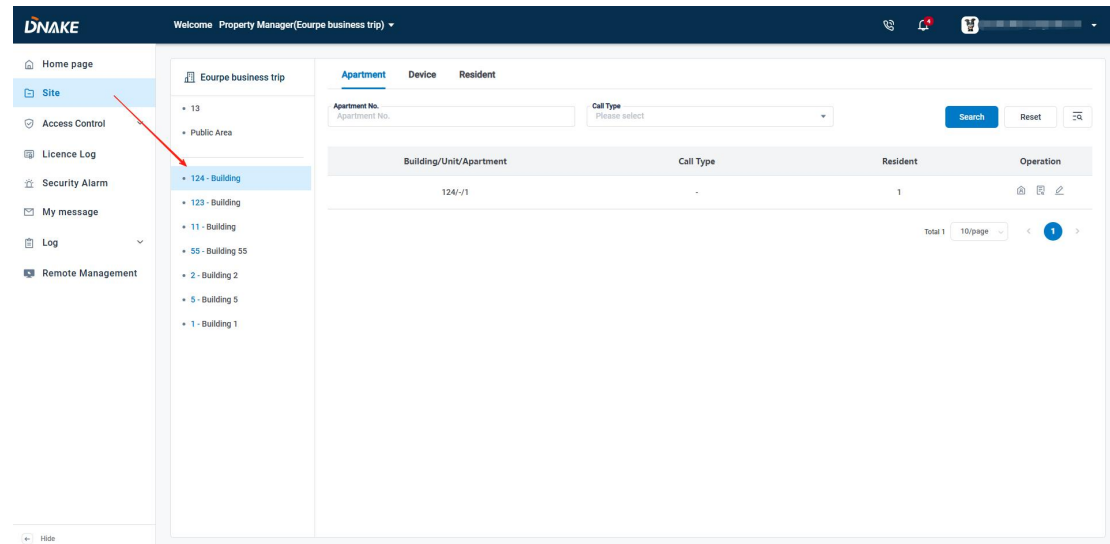
Fill in the correspond information of residents. Please note that the Building No and Apartment No is added in the Site of Installer.

The screenshot shows the 'New Resident' form in the DVAKE Property Manager interface. The form includes the following fields and options:

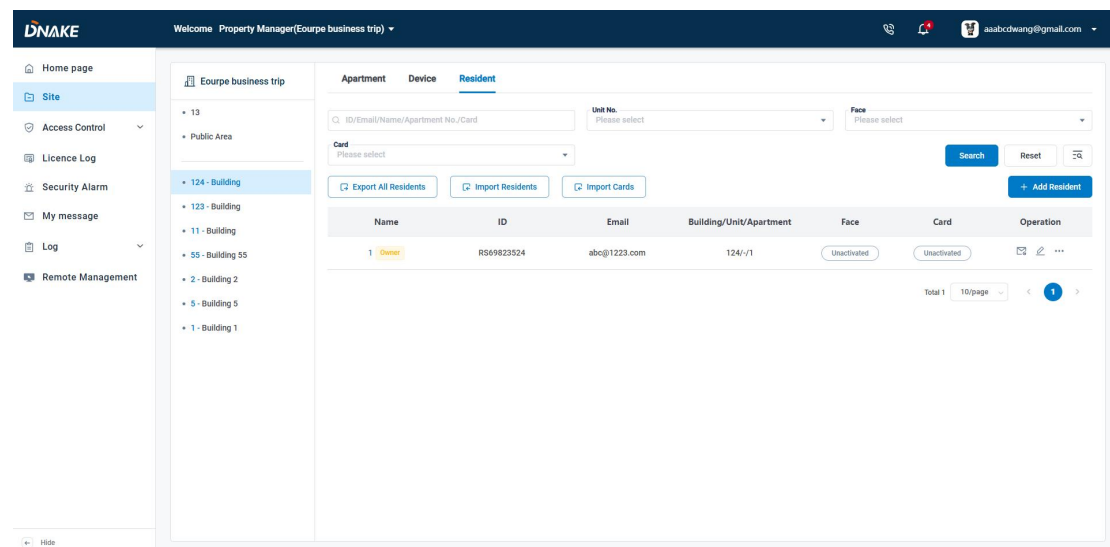
- Building No. ***: A dropdown menu with the text 'Please select'.
- Unit No. ***: A dropdown menu with the text 'Please select'.
- Apartment No. ***: A dropdown menu with the text 'Please select'.
- Name ***: A text input field with a character count of 0/20.
- APP Function**: A toggle switch that is currently turned on.
- Email ***: A text input field with a character count of 0/60.
- Phone**: A dropdown menu for the country code (currently set to '(Netherlands) +31') and a text input field for the phone number with a character count of 0/16.
- Language ***: A dropdown menu with the text 'English' selected. A note below states: '(Email send to users will be in language users choose)'. There is also a 'Sync to Phonebook on door station' toggle switch.
- Card**: A section for adding a card, currently empty.
- Buttons**: 'Cancel' and 'Save' buttons at the bottom.

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.

The screenshot displays the 'New Resident' form within the DINAKE Property Manager application. The form is structured as follows:

- Building No.:** A dropdown menu showing '124 - Building'.
- Unit No.:** A dropdown menu with the placeholder 'Please select'.
- Apartment No.:** A dropdown menu with the placeholder 'Please select'.
- Name:** A text input field with a character count of 0/30.
- APP Function:** A toggle switch that is currently turned on, with an information icon.
- Email:** A text input field with a character count of 0/60.
- Phone:** A dropdown menu showing '(Netherlands) +31' and a text input field with the placeholder 'Please fill in Phone' and a character count of 0/16.
- Language:** A dropdown menu showing 'English'.
- Sync to Phonebook on door station:** A toggle switch that is currently turned off, with an information icon.
- Card:** A text input field.

At the bottom of the form are 'Cancel' and 'Save' buttons. The sidebar on the left contains the following navigation items: Home page, Site, Access Control, Licence Log, Security Alarm, My message, Log, and Remote Management. The top bar indicates the user is logged in as 'aaabcdwang@gmail.com'.

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.)

ID	Name	Access credentials	Access Rule	Operation
SF40702262	123	   	-	  
SF5392983	1	   	test	  
SF11348290	111	   	test	  
SF30606670	TEST	   	-	  
SF87464340	JMB6	   	-	  

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).

New Staff

Access credentials

Face

Upload image

Card

Select COM

Start Read

Please confirm that the card reader is connected

If the serial port cannot be recognized, please download and install the card reader driver.

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

DINAKE Mode

+ Add

Random Generation

Generate a QR code from the PIN Code

Access Rule

+ Add

Total 0

Cancel Save

3.2.2 Access Rule

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

Access Rule

Q. Group Name

+ Create

ID	Group Name	Rule type	Device	People	Repeats	Time	Operation
ACB5745945	test	Normal	123	3	Never	2025-05-24 00:00:00 - 2025-06-30 23:59:59	

total 1 10/page < 1 >

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

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

New Access Rule Group

Basic Information

Group Name 0/40

Remarks 0/200

Rule type: Normal

Repeats: ☒ Never ☐ Daily ☐ Weekly

Time: Start Time End Time

Device **People**

Device Name	Building/Unit/Apartment	Relay	Operation
No Data			

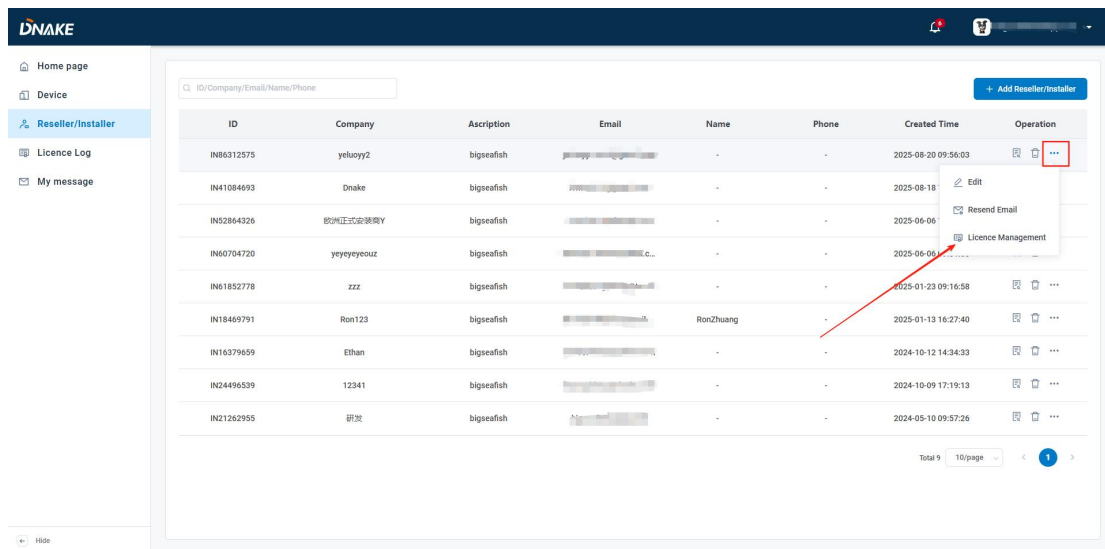
Step 4. Save the rule.

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

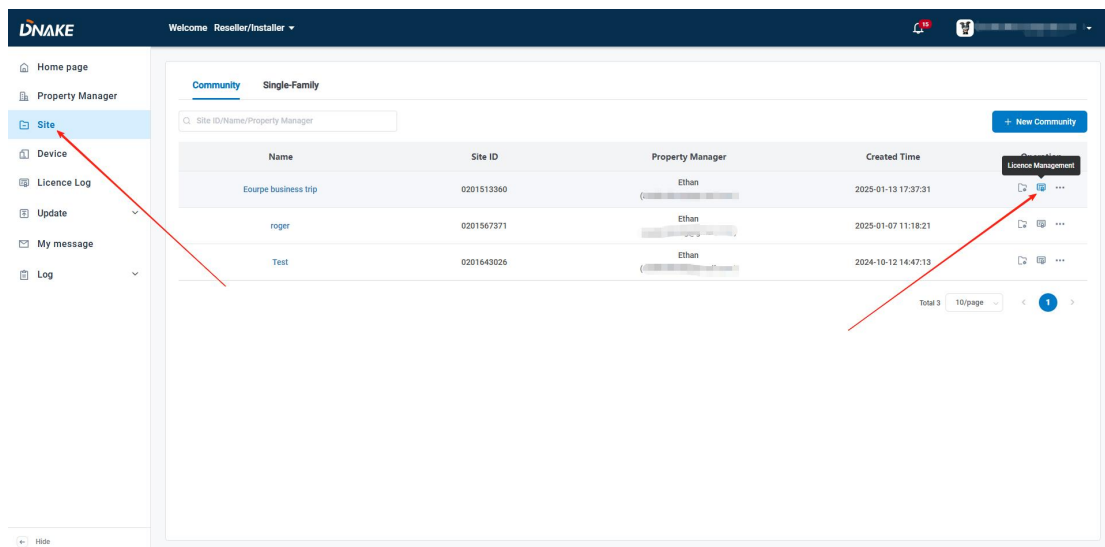
4.How to add the resident?

4.1 License Flow(Assign the license)

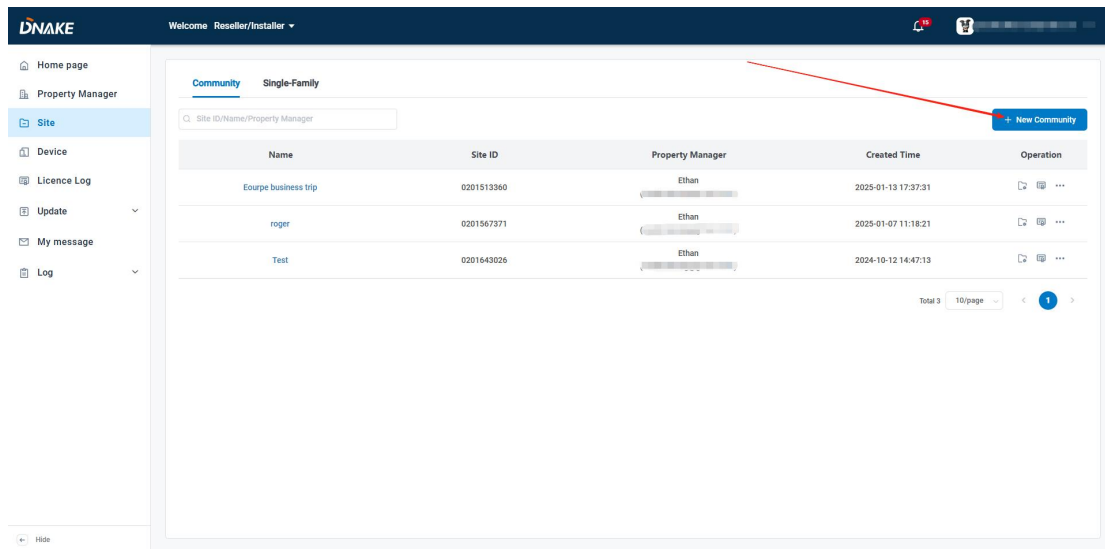
Step1: Assign license to installer account in distributor account.



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



4.2 Add a Site in Community



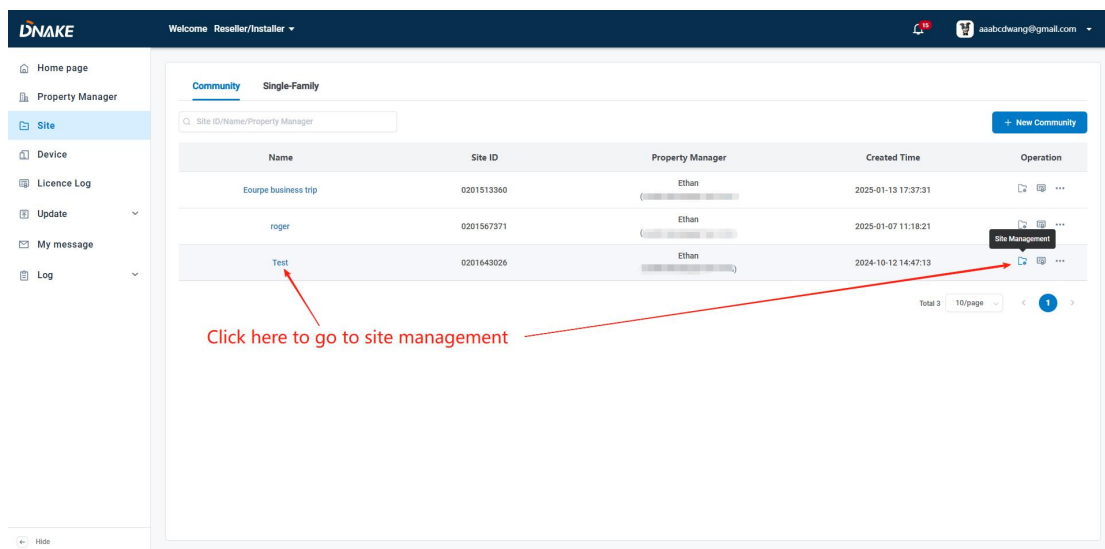
The screenshot shows the DINAKE web application interface. The left sidebar contains navigation links: Home page, Property Manager, Site (highlighted), Device, Licence Log, Update, My message, and Log. The main content area has two tabs: 'Community' (active) and 'Single-Family'. Below the tabs is a search bar labeled 'Site ID/Name/Property Manager'. A table lists three community entries:

Name	Site ID	Property Manager	Created Time	Operation
Eoupe business trip	0201513360	Ethan	2025-01-13 17:37:31	[Add] [Edit] [Delete]
roger	0201567371	Ethan	2025-01-07 11:18:21	[Add] [Edit] [Delete]
Test	0201643026	Ethan	2024-10-12 14:47:13	[Add] [Edit] [Delete]

At the bottom right of the table, it says 'Total 3' and '10/page'. A red arrow points to the '+ New Community' button in the top right corner of the table area.

4.3 Add Building or Public Area in Site Management

Step1:Go to Community→Site Management



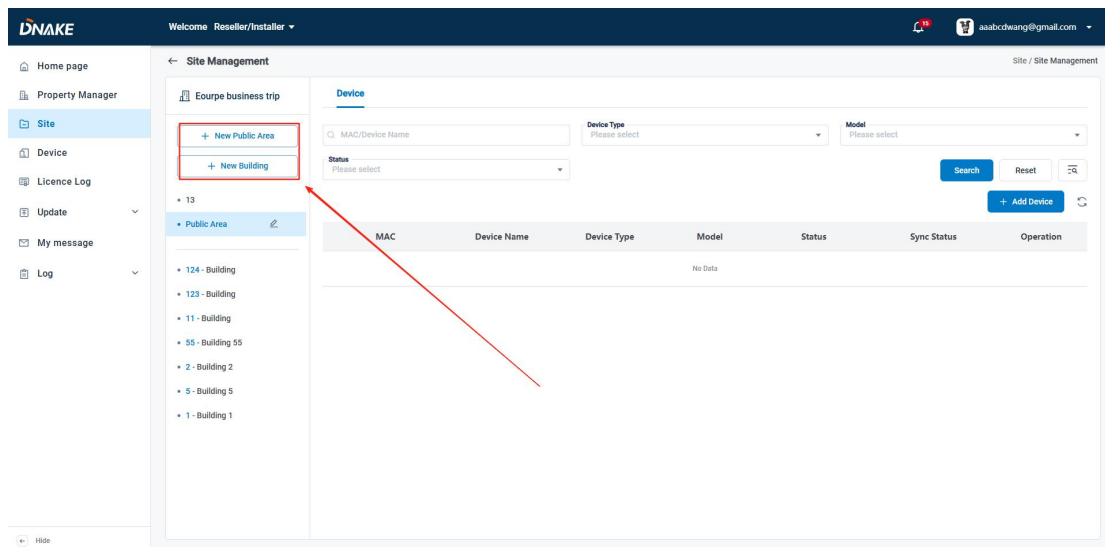
The screenshot shows the DINAKE web application interface. The left sidebar contains navigation links: Home page, Property Manager, Site (highlighted), Device, Licence Log, Update, My message, and Log. The main content area has two tabs: 'Community' (active) and 'Single-Family'. Below the tabs is a search bar labeled 'Site ID/Name/Property Manager'. A table lists three community entries:

Name	Site ID	Property Manager	Created Time	Operation
Eoupe business trip	0201513360	Ethan	2025-01-13 17:37:31	[Add] [Edit] [Delete]
roger	0201567371	Ethan	2025-01-07 11:18:21	[Add] [Edit] [Delete]
Test	0201643026	Ethan	2024-10-12 14:47:13	[Add] [Edit] [Delete]

At the bottom right of the table, it says 'Total 3' and '10/page'. A red arrow points to the 'Test' row in the table, and another red arrow points to the 'Site Management' button in the 'Operation' column.

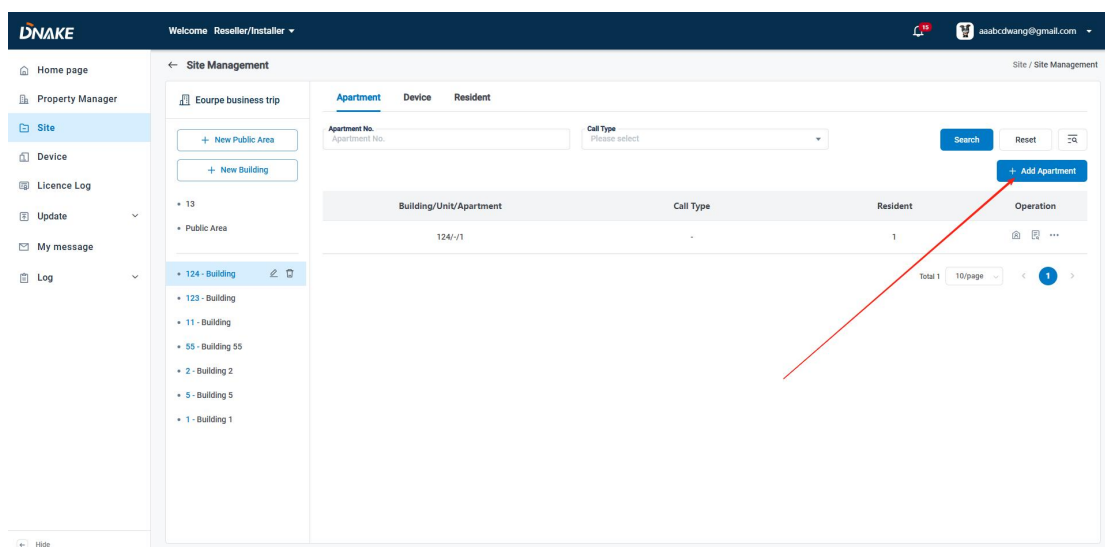
Click here to go to site management

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.

The image displays two screenshots of the DNAME Site Management web application interface, illustrating two methods for adding a device.

Top Screenshot: Adding a device in a Public Area

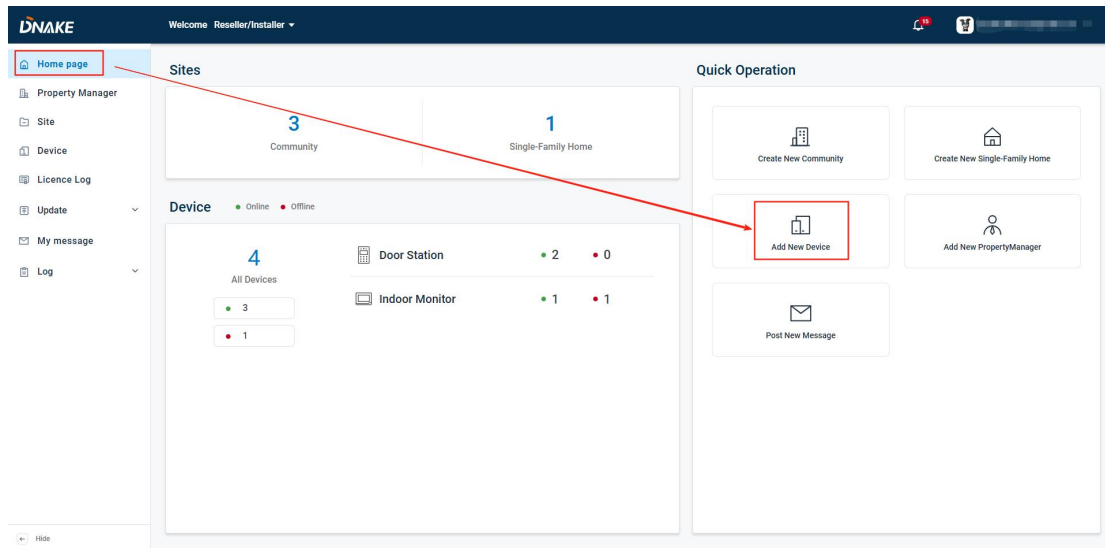
- The interface shows the "Site Management" section with a sidebar on the left containing "Home page", "Property Manager", "Site", "Device", "Licence Log", "Update", "My message", and "Log".
- The "Site" menu is selected, showing a list of sites: "13", "Public Area", "124 - Building", "123 - Building", "11 - Building", "55 - Building 55", "2 - Building 2", "5 - Building 5", and "1 - Building 1".
- The "Public Area" is selected, and the "Device" tab is active.
- The "Device" form includes fields for "MAC/Device Name", "Device Type", "Model", and "Status".
- A red arrow points to the "+ Add Device" button, with the text "Add device in public area" below it.

Bottom Screenshot: Adding a device in a Building

- The interface is similar, but the "Building" menu is selected in the sidebar, and the "124 - Building" is highlighted.
- The "Device" tab is active, and the form includes fields for "Apartment No./MAC/Device Name", "Unit No.", "Device Type", "Model", and "Status".
- A red arrow points to the "+ Add Device" button, with the text "Add device in the building" below it.

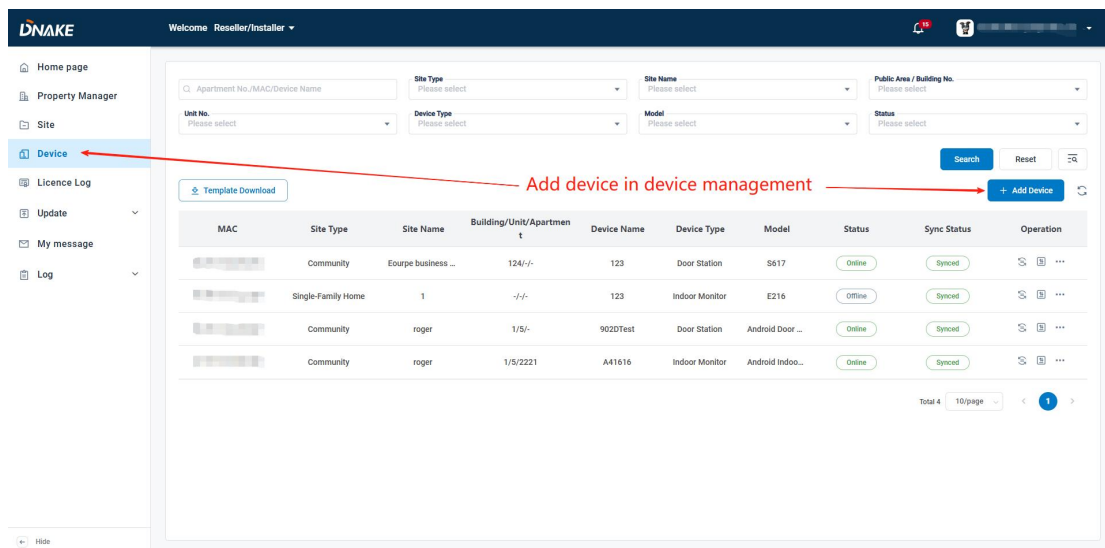
4.5.2 Add device in Quick Operation

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.



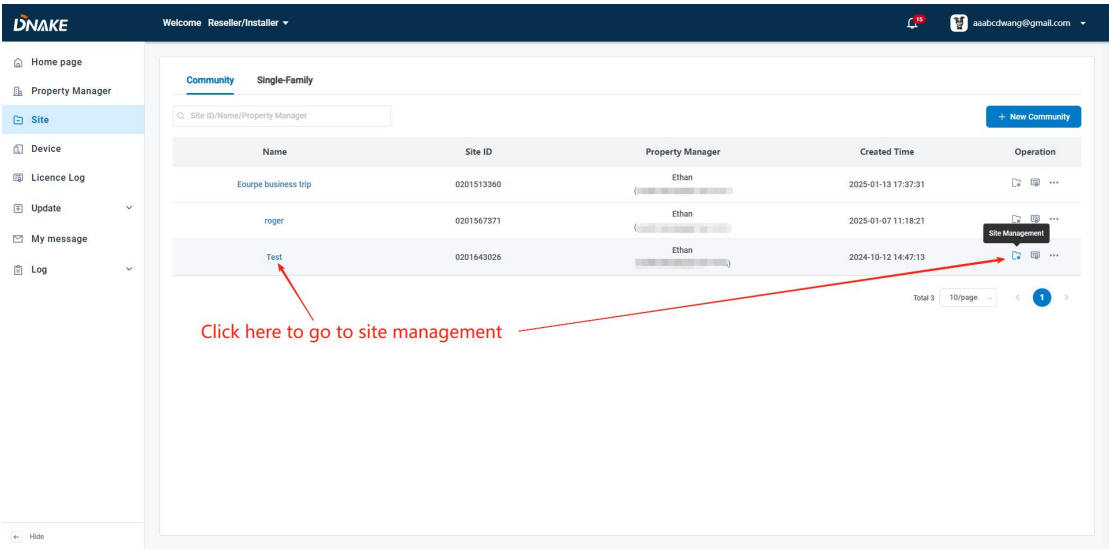
4.6 Add Resident

It has 4 ways to add a new residents.

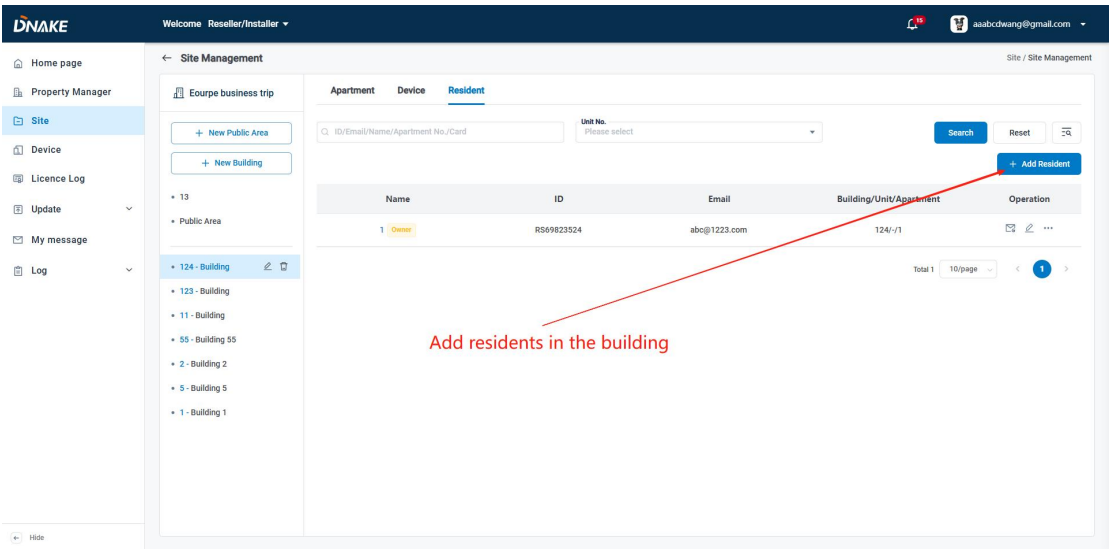
Note:Please add the device,building and apartment first.

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**)

The screenshot shows the DINAKE Property Manager interface. The left sidebar contains navigation options: Home page, Site, Access Control, Licence Log, Security Alarm, My message, Log, and Remote Management. The main content area is titled 'Eourpe business trip' and has tabs for Apartment, Device, and Resident. The Resident tab is active, showing a search bar with fields for ID/Email/Name/Apartment No./Card, Unit No., and Face. Below the search bar are buttons for 'Export All Residents', 'Import Residents', and 'Import Cards'. A table lists residents with columns: Name, ID, Email, Building/Unit/Apartment, Face, Card, and Operation. A red arrow points to the '+ Add Resident' button in the top right corner of the Resident tab.

Add residents in the Property Manager account

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

The screenshot shows the DINAKE Property Manager interface. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Active Security Alarm' and has a 'More' link. Below this is a table with columns: Location, Alarm Device, and Alarm Zone. The table contains five rows of data. To the right of the table is a 'Quick Operation' section with three buttons: 'Add New Resident' (highlighted with a red box and a red arrow), 'Add New Access Rule', and 'Post New Message'. Below the Quick Operation section is an 'Information' section with four cards showing counts: 1 Device, 7 Building, 2 Apartment, and 2 Resident. At the bottom is an 'Access Analysis' section with a 'Day' tab selected and a table showing access logs with columns: Snapshot, Resident, Apartment, Device Name, Unlocked Method, Unlocked Result, and Unlocked Time.

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.

