**Manuals+** — User Manuals Simplified.

# DNAKE Cloud Based Intercom App User Manual

**User Manual**
**DNAKE Smart Pro App**

## 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 |
|  | Shortcut unlock |
|  | Monitor Door Station |
|  | Call Door Station |
|  | Details |
|  | Unlock remotely |
|  | Answer the call |
|  | Hang up |
|  | Take a screenshot |
|  | Mute/Unmute |
|  | Switch to full screen |

**1.3 Language**

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

| | |
|---|---|
| | English |
| | Russian |
| | Thailand |
| | Turkish |
| Language | Italian |
| | Arabian |
| | French |
| | Polish |
| | Spanish |

# 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.



**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 DNAKE Cloud Platform. If you have 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 email address and password or just scan QR code to log in.
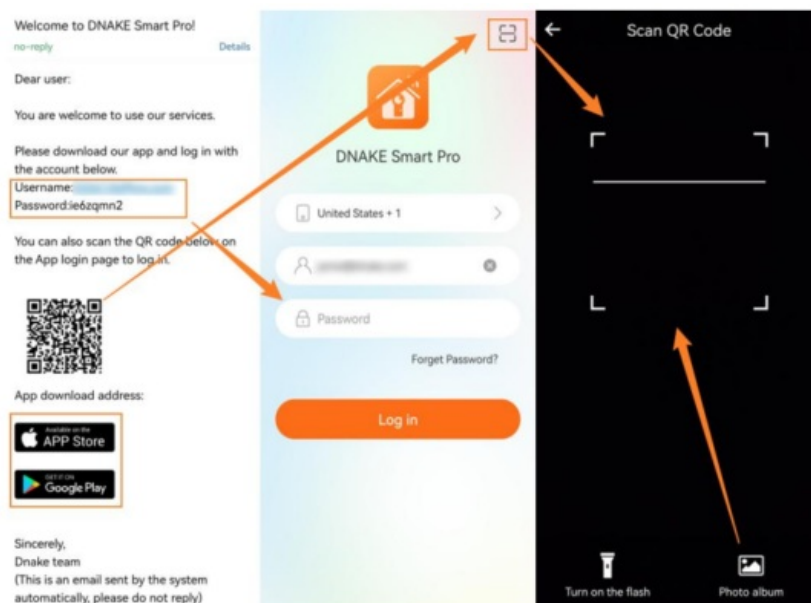
**2.3 Forget password**

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**

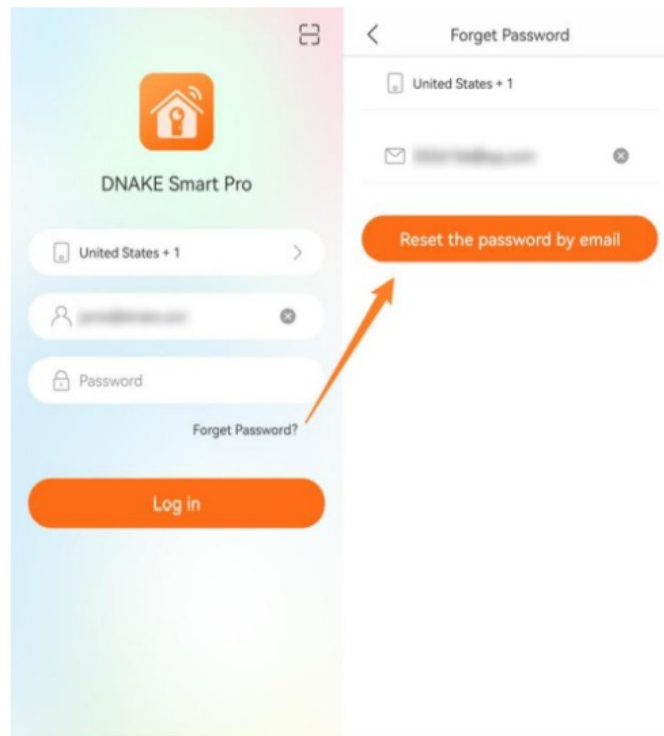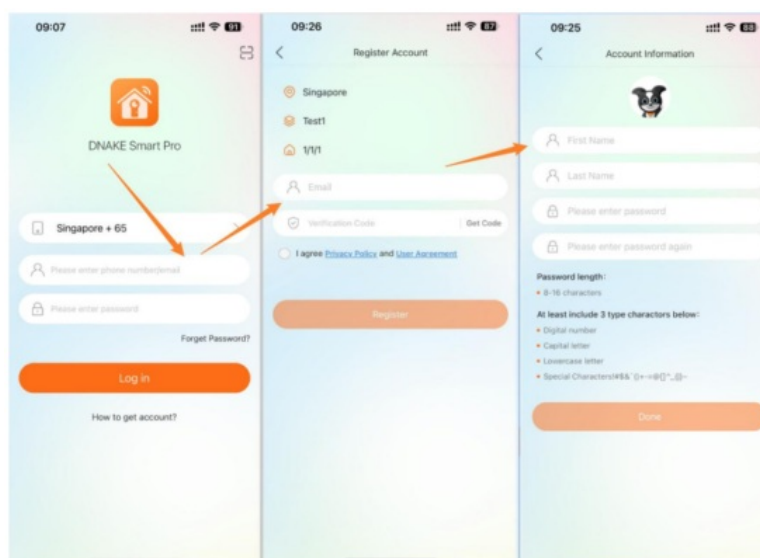To use QR code registration, first ensure that both the Door Station and Indoor Monitor are registered on the cloud platform.

Step1:Use Smartpro scan the QR code from indoor monitor

Step2:Fill the email address

Step3:Complete the account information then registration will then be successful.



**Home**

**3.1 System information**

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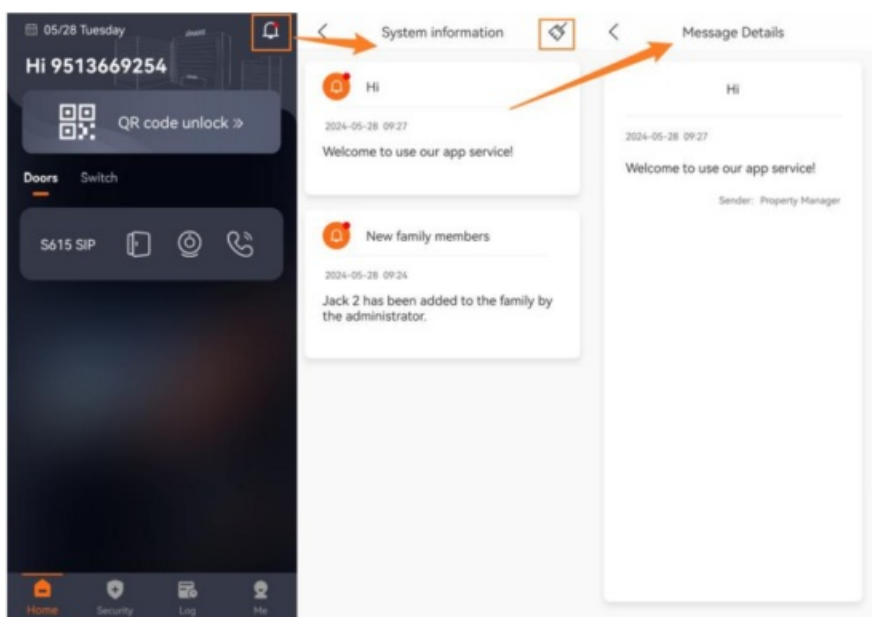


## 3.2 Unlock Door Station

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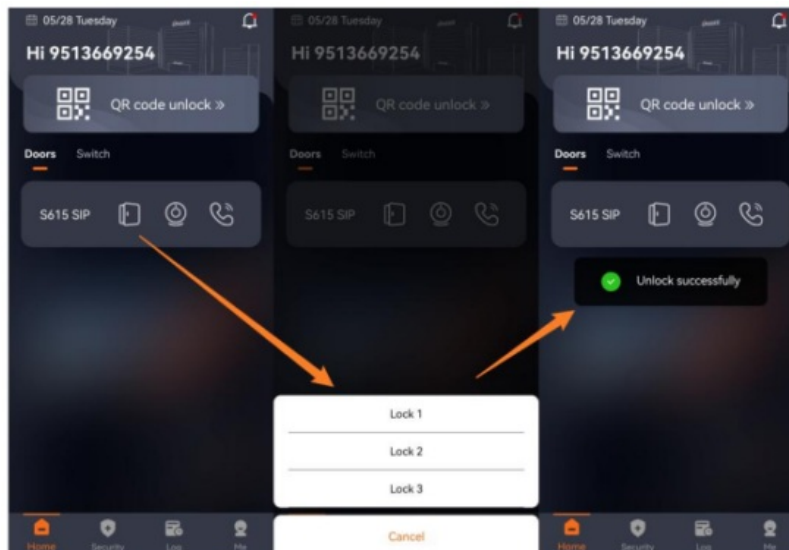


## 3.3 Monitor Door Station

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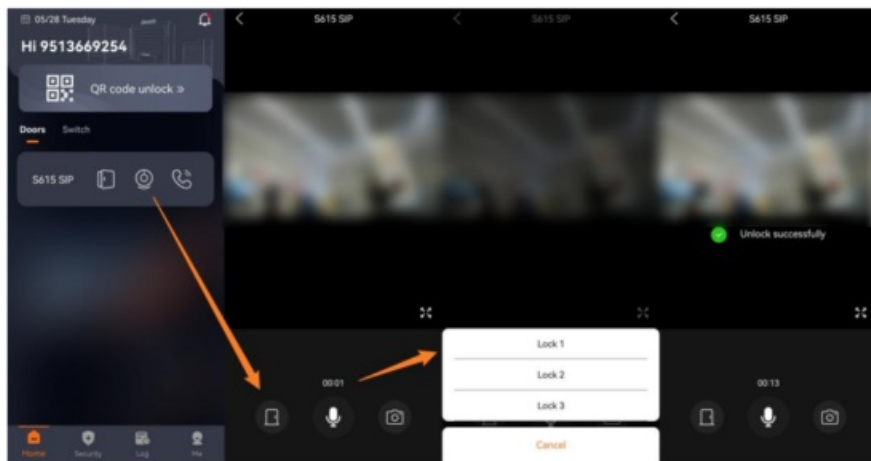
**3.4 Call Door Station**

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, or zoom in/out with two fingers. After taking screenshots, you can find them saved in the log page.



**3.5 Answer calls from Door Station**

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, or zoom in/out with two fingers. After taking screenshots, you can find them saved in the log page.
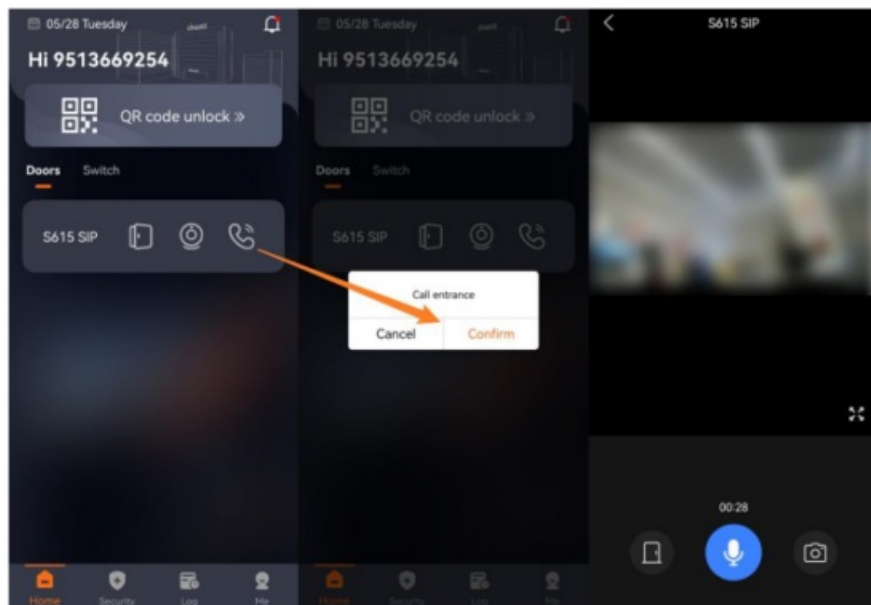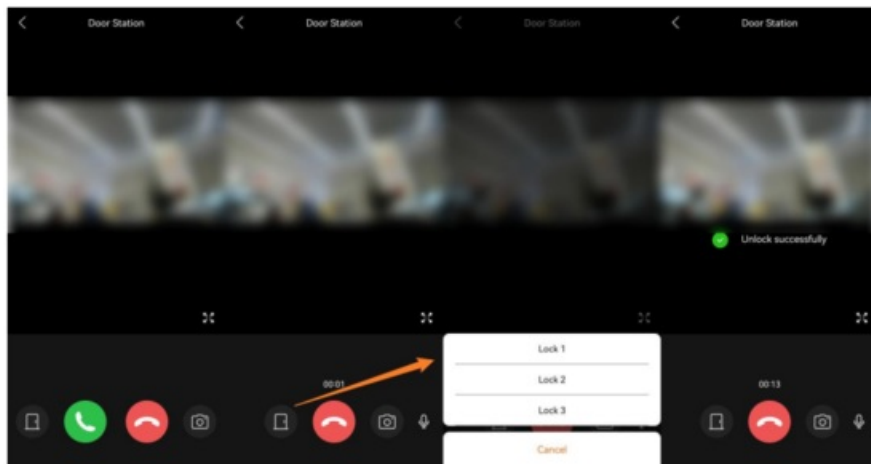
## Unlock Methods

### 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, or zoom in/out with two fingers. After taking screenshots, you can find them saved in the log page.
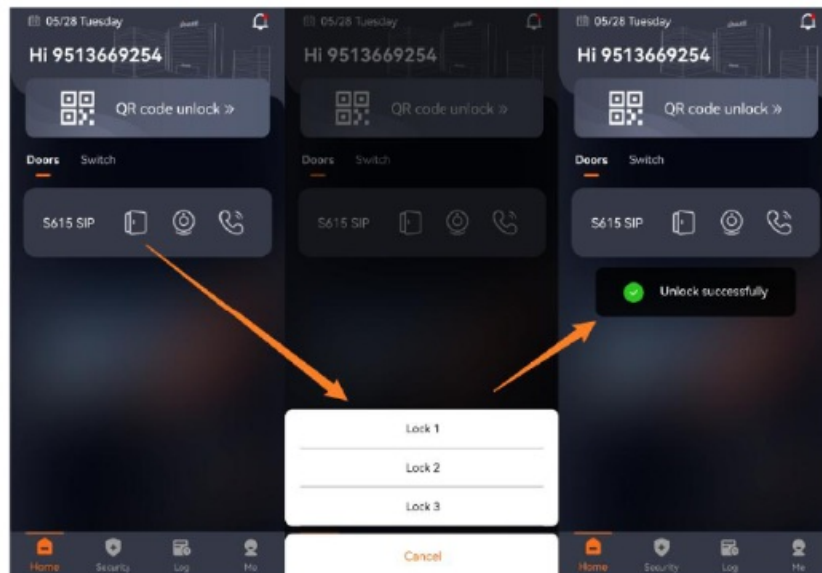
**4.3 Unlock while answering the call**

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, or zoom in/out with two fingers. After taking screenshots, you can find them saved in the log page.
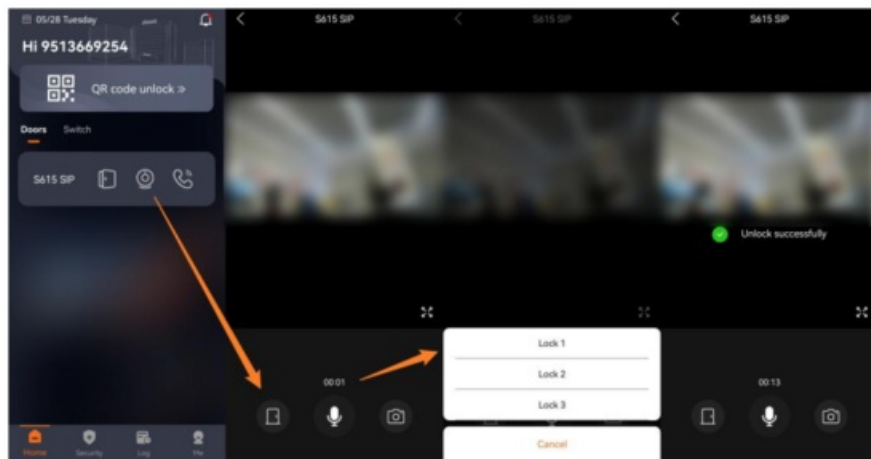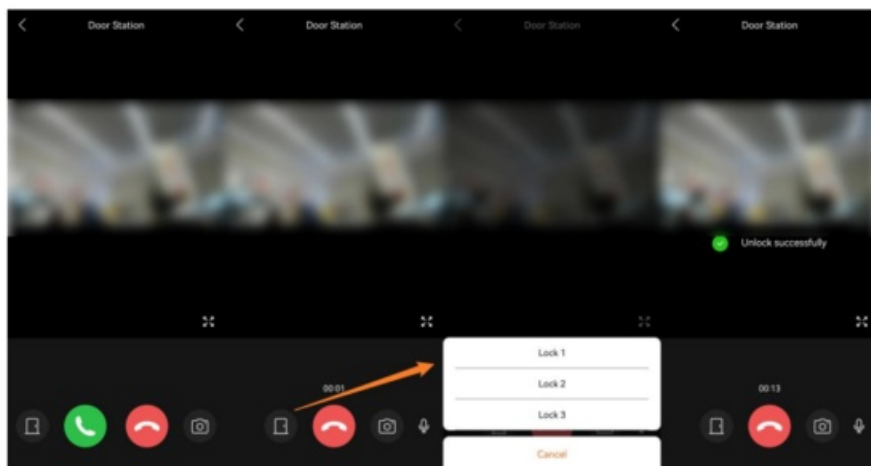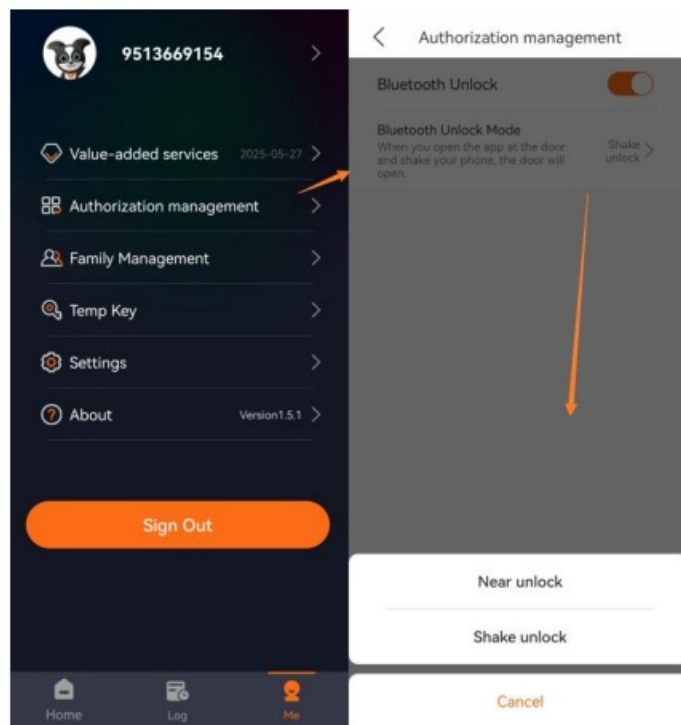


**4.4 Bluetooth unlock**
4.4.1 Bluetooth Unlock (Near unlock)

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

◆ Step 1: Go to Me page and tap Authorization management.

◆ Step 2: Enable Bluetooth Unlock.

◆ Step 3: You can find Bluetooth Unlock Mode and choose Near unlock.

◆ Step 4: When you are within one meter of the door, open the app and the door will be unlocked automatically.
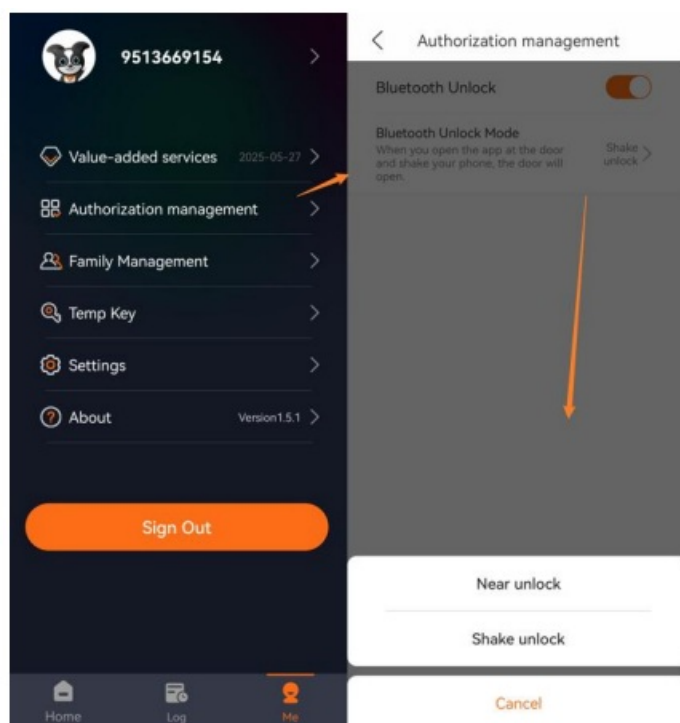
### 4.4.2 Bluetooth Unlock (Shake unlock)

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

   ◆ Step 1: Go to Me page and tap Authorization management.

   ◆ Step 2: Enable Bluetooth Unlock.

   ◆ Step 3: You can find Bluetooth Unlock Mode and choose Shake unlock.

   ◆ Step 4: 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.
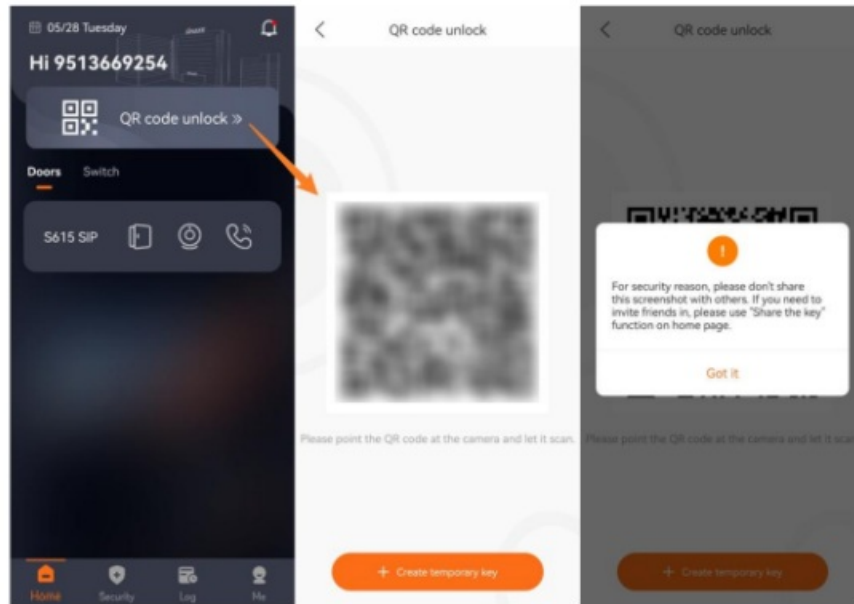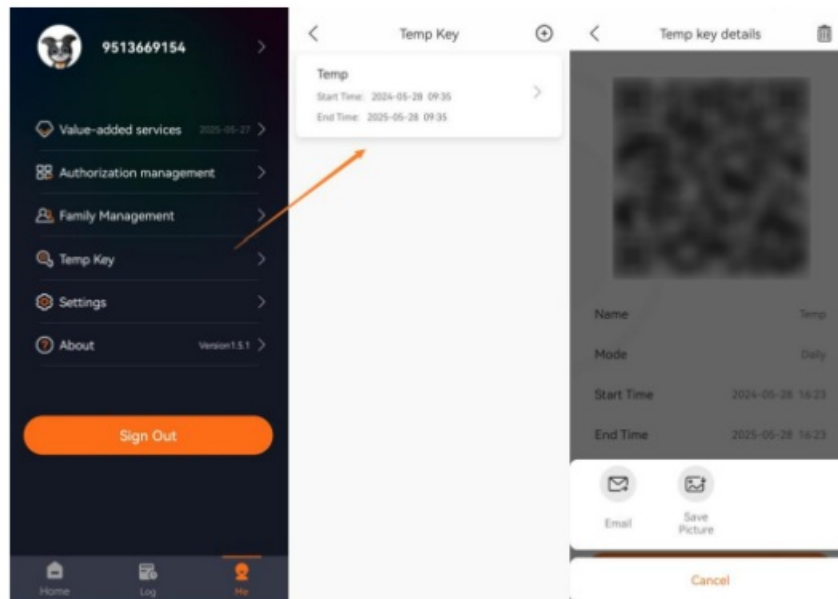


**4.6 Temp Key unlock**
There are three types of Temp Keys: the first is created directly, and the second is generated through a QR code; both of these are intended for visitor access. The third type, the Delivery Temp Key, is specifically designed for couriers to facilitate deliveries.

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, Mode (Only once, Daily, Weekly), Frequency (1-10)/Date (Mon.- Sun.), Start Time and End Time for temp key.

 ◆ Step 4: Submit and create. You tap the plus icon above to create more. There is no upper limit.
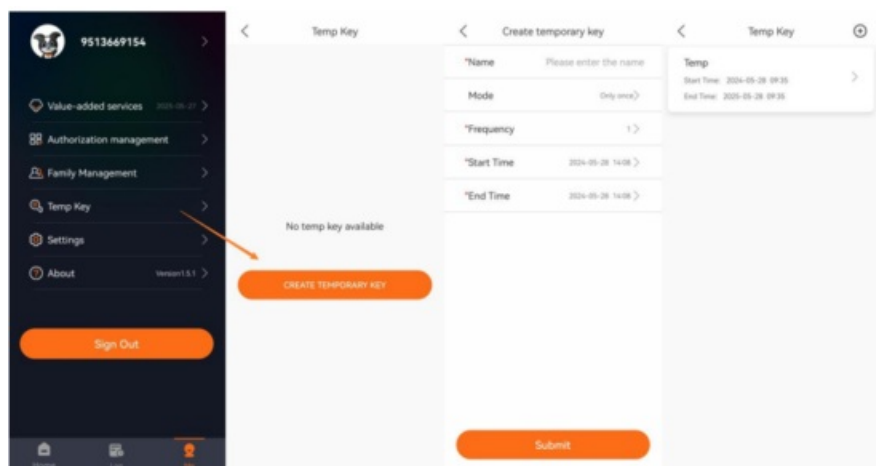
◆ Step 5: Tap Temp Key details to use or share the key via email or picture.
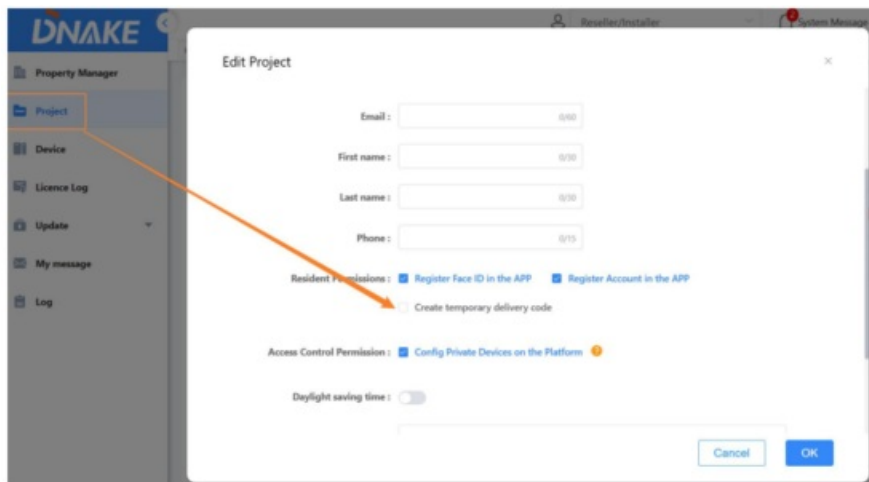


Here is another way to create and use Temp key through a QR code. You can find this function in QR code unlock.
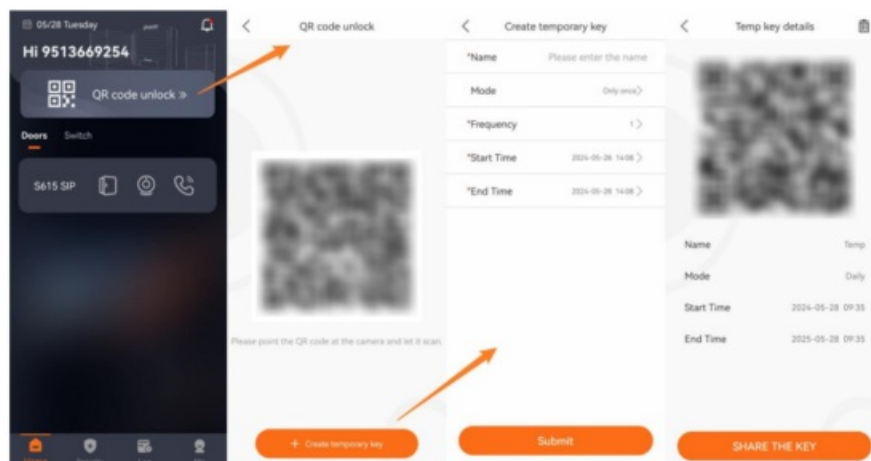


This Delivery Temp Key allows couriers temporary access to complete deliveries efficiently. Creating a Temp Key Unlock in the app generates a one-time password.

◆ Step 1: Ensure that the Delivery feature on the cloud platform is enabled. For detailed instructions, refer to section 6.4.3 of the cloud platform user manual.

◆ Step 2:Go to Project under Installer on the cloud platform and 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.
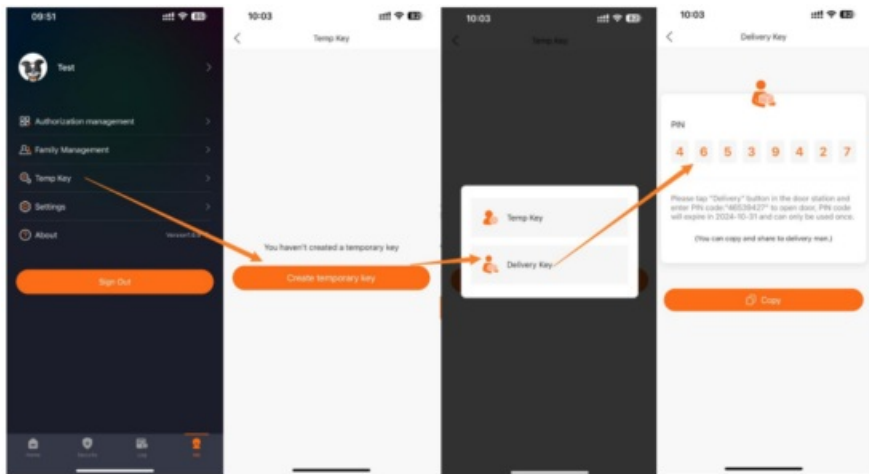


**Note:** Another way to quickly create a Temporary Key is also available. You also can create Temporary Key in home page.
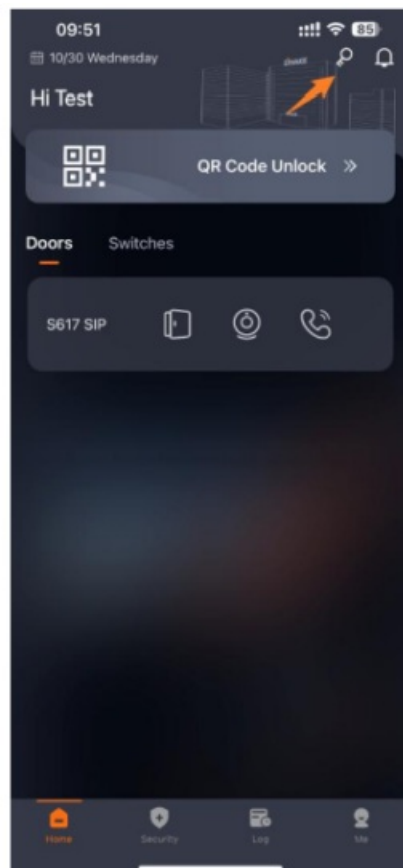
**4.7 Face recognition unlock**

1. On Me page > Profile > 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.
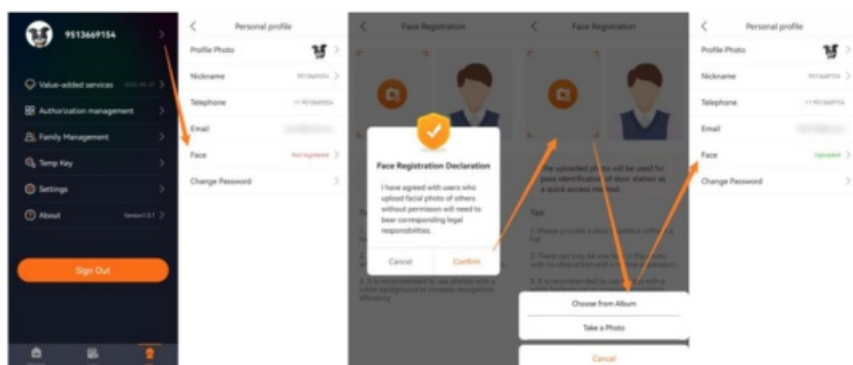


## Security

### 5.1 Alarm 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.
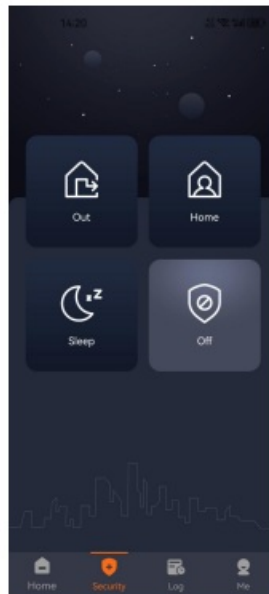
**5.2 Alarm receiving and removing**

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.
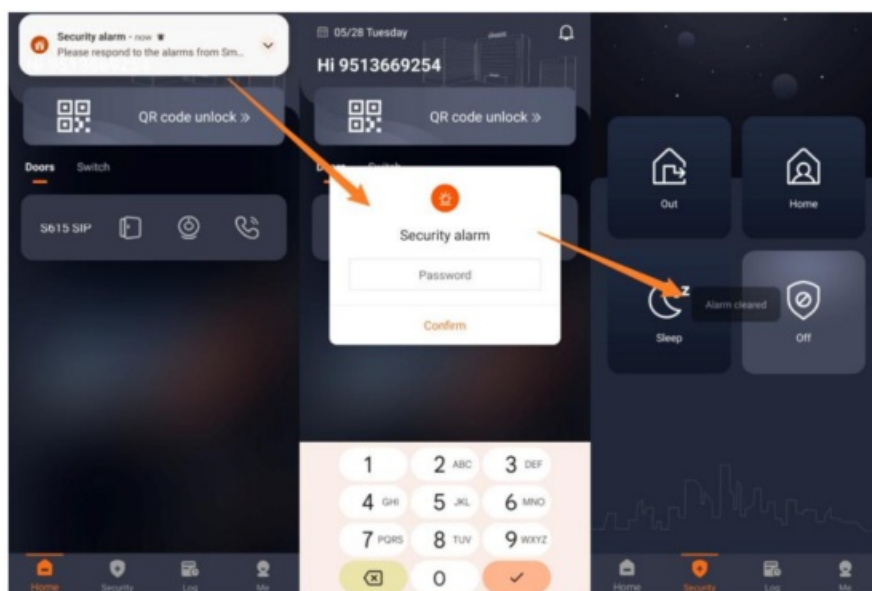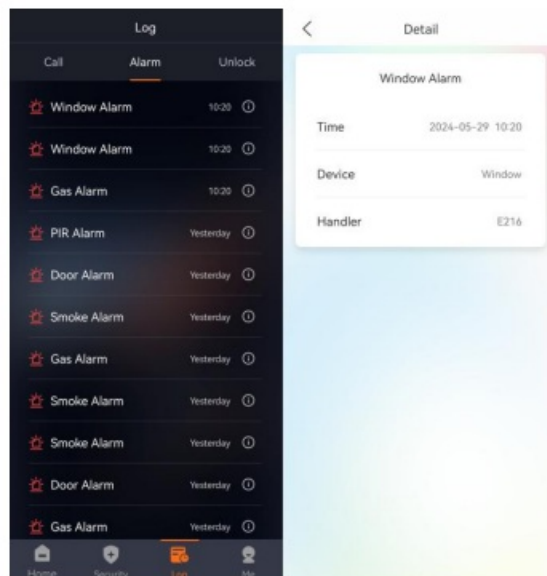


## Log

**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).
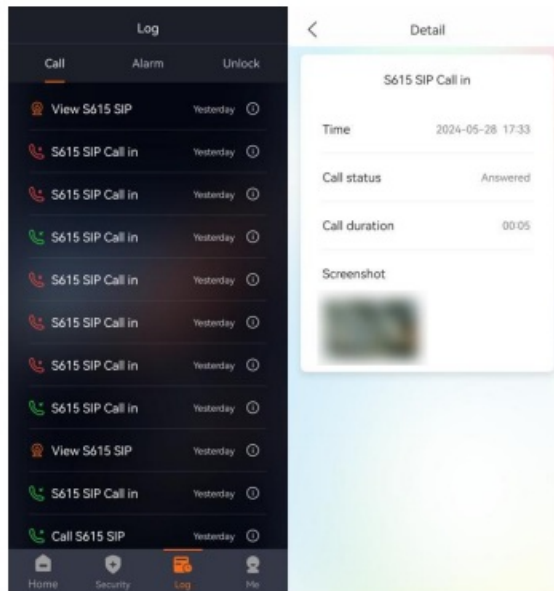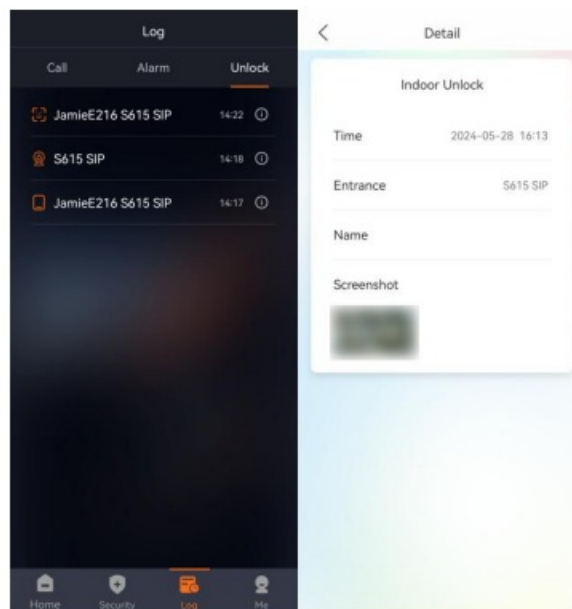
**6.2 Alarm Log**

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).
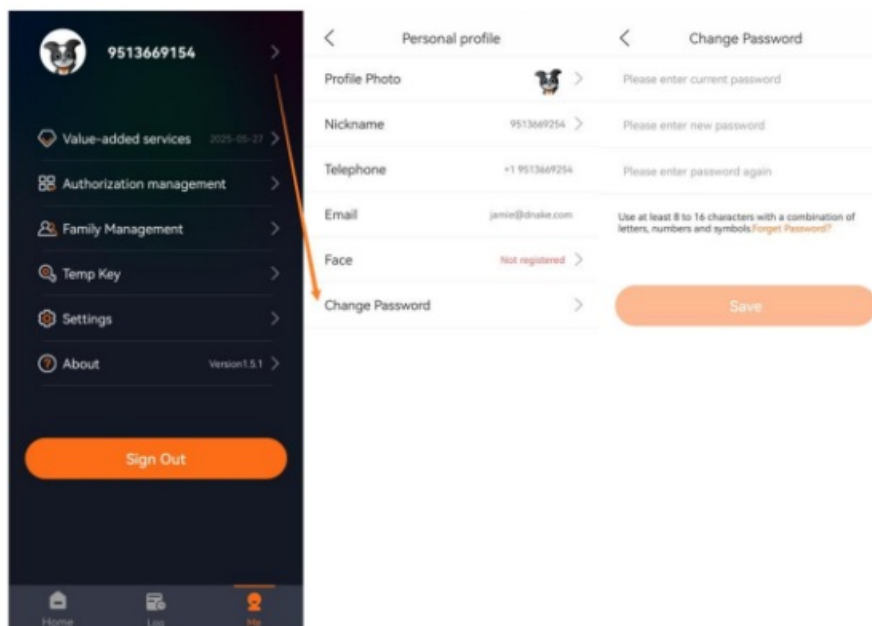
**Me**

7.1 Personal profile (Change Profile /Nickname/Password/Face)
7.1.1 Change Profile /Nickname/Password

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



**7.1.2 Upload photo for face recognition**

1. On Me page > Profile > 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.
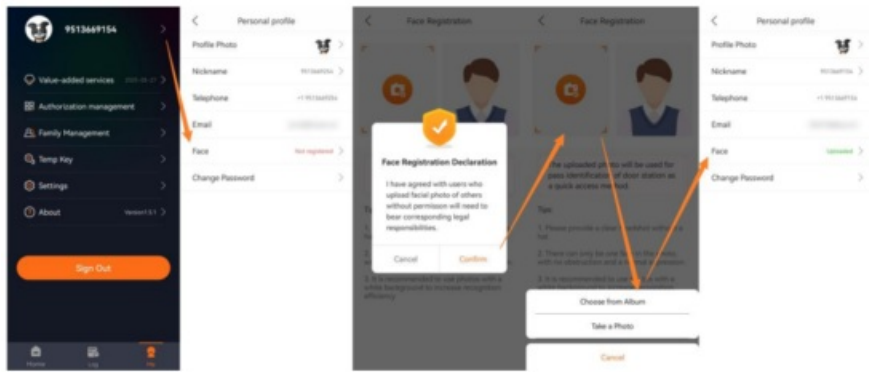
## 7.2 Value-added services (Landline)

1. On Me page > Value-added services, you can check validity period (Expired time) of value-added service and the call transfer remaining times. If you want to enjoy this service, please purchase the supported product and subscribe to value-added services.
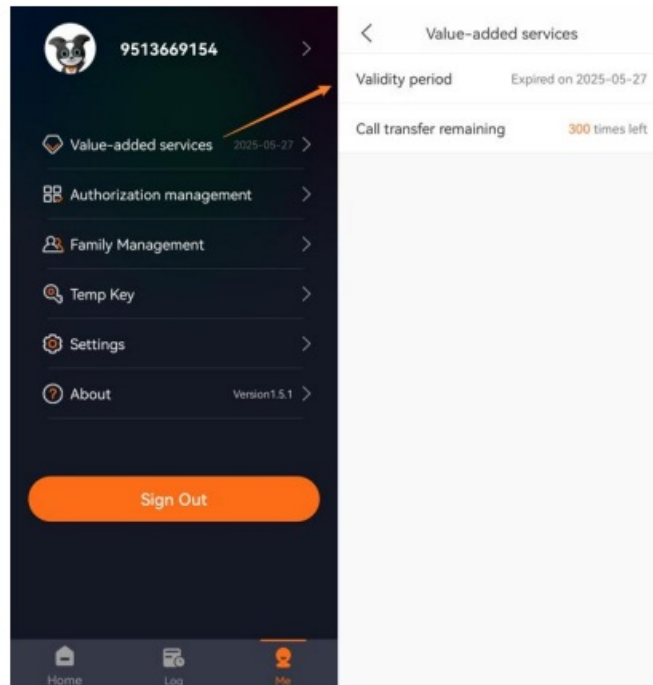


## 7.3 Authorization management (Bluetooth unlock)

1. On Me page > Authorization management, you need to enable Bluetooth Unlock and choose mode for it to use Bluetooth to unlock. Please refer to Bluetooth unlock for more details.
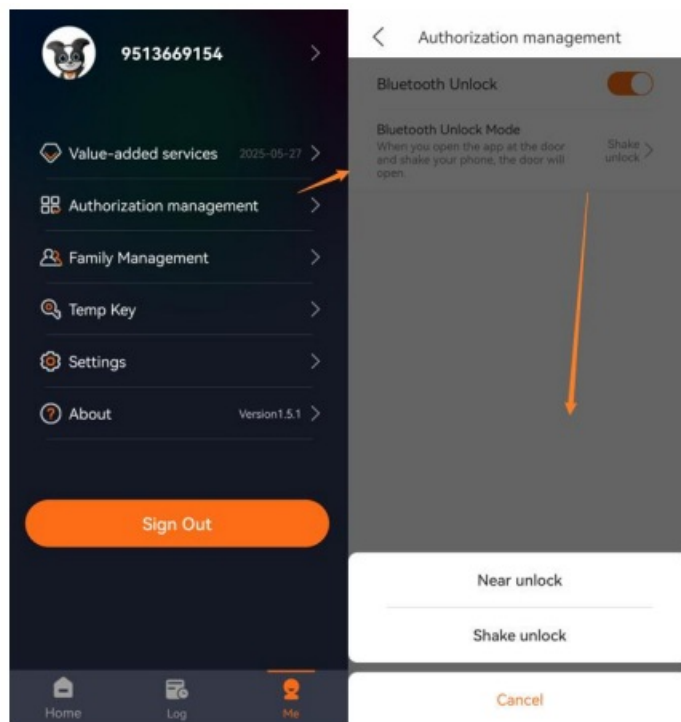
**7.4 Family Management (Share device)**
**7.4.1 Share with your family member**

1. On Me page > Family Management, you can share your devices with the other 4 users. 5 users including you can all receive calls or unlock the door. They can, of course, leave the family group.
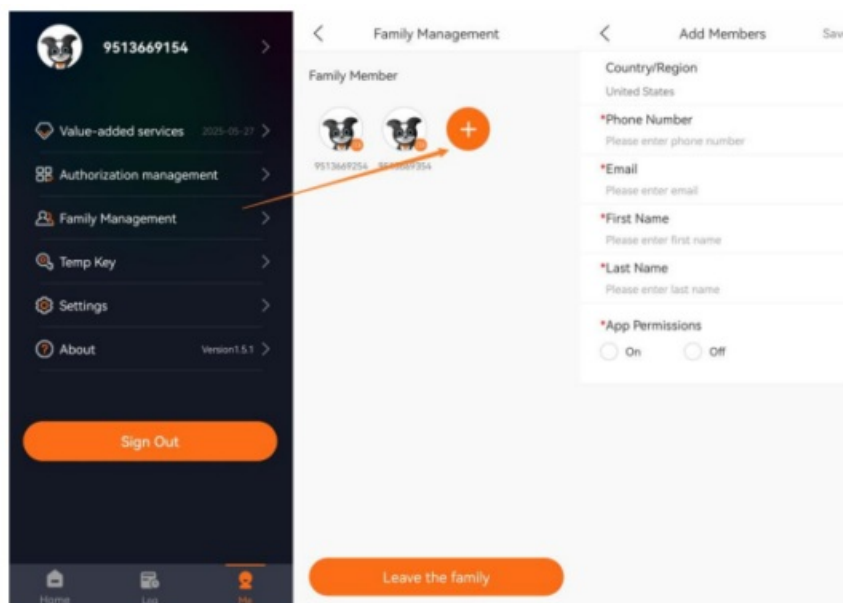


**7.4.2 Manage Family member**

1. On Me page > Family Management, as the owner of the family group, you can tap family members to check details, remove them, or transfer your ownership.
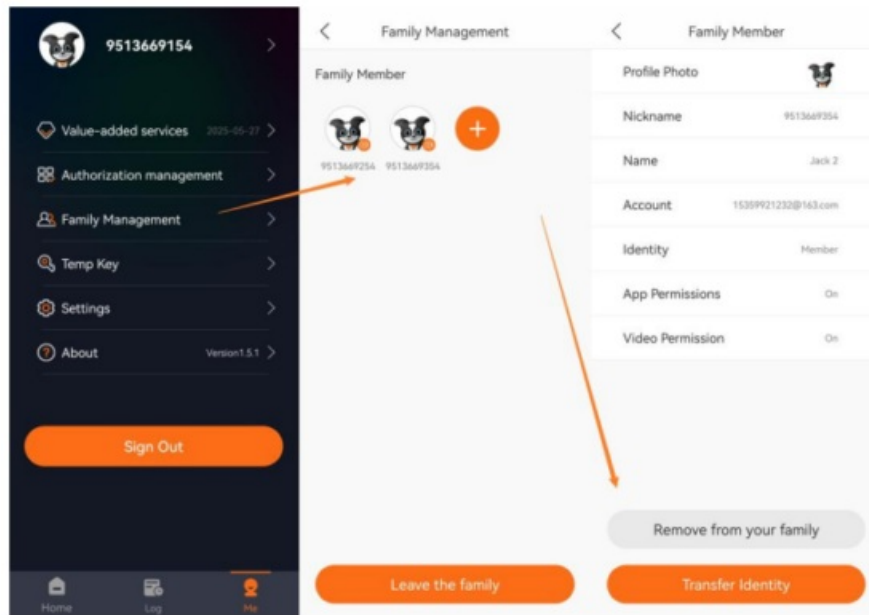
**7.5 Settings (Landline/Motion Detection Notification)**
**7.5.1 .Motion Detection Notification**

1. On Me page > 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.
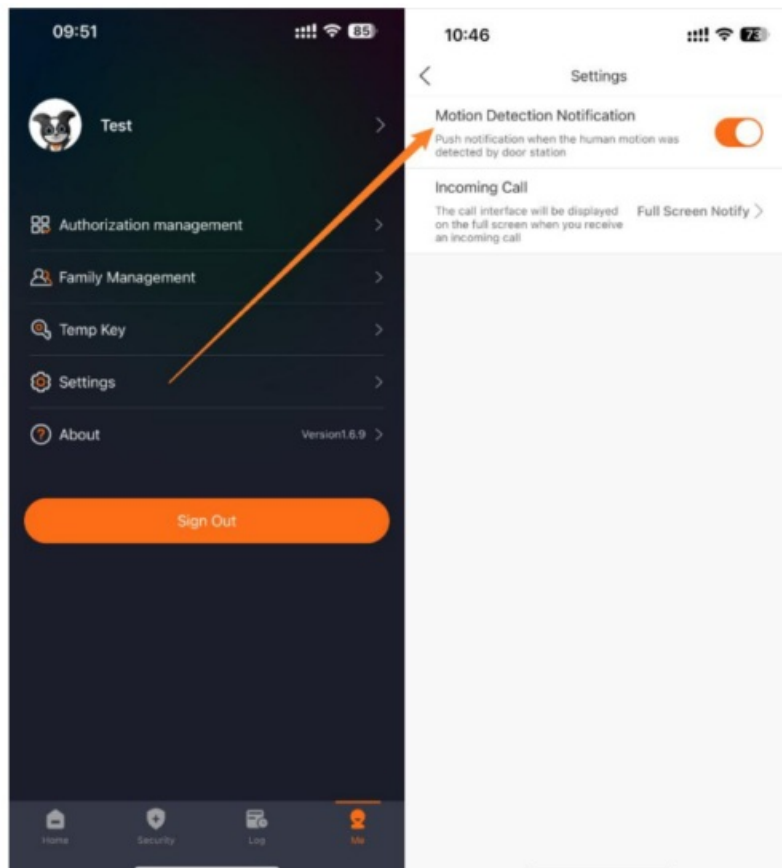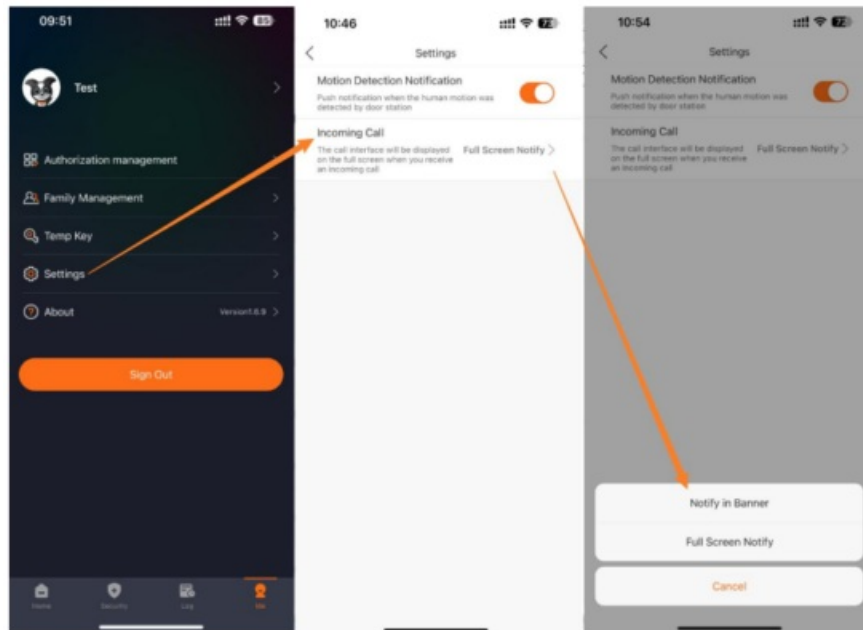


**7.5.2Incoming Call**
On Me page > Settings, the app support 2 kinds of incoming call settings.

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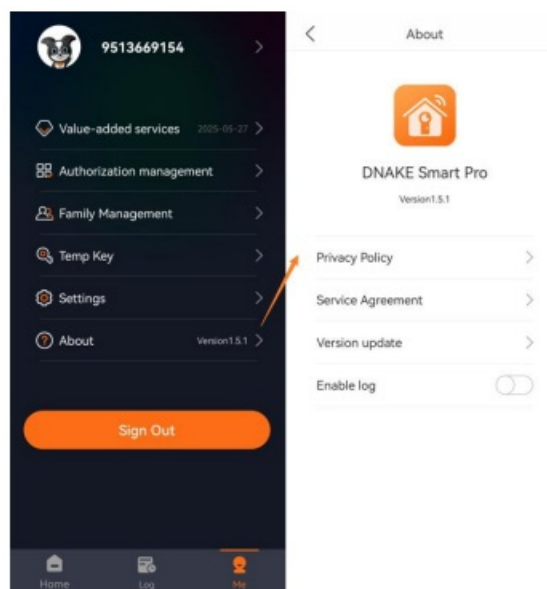
2. Full-Screen Notify: This option allows incoming call notifications to display on the full screen, even when the app is closed, locked, or running in the background.

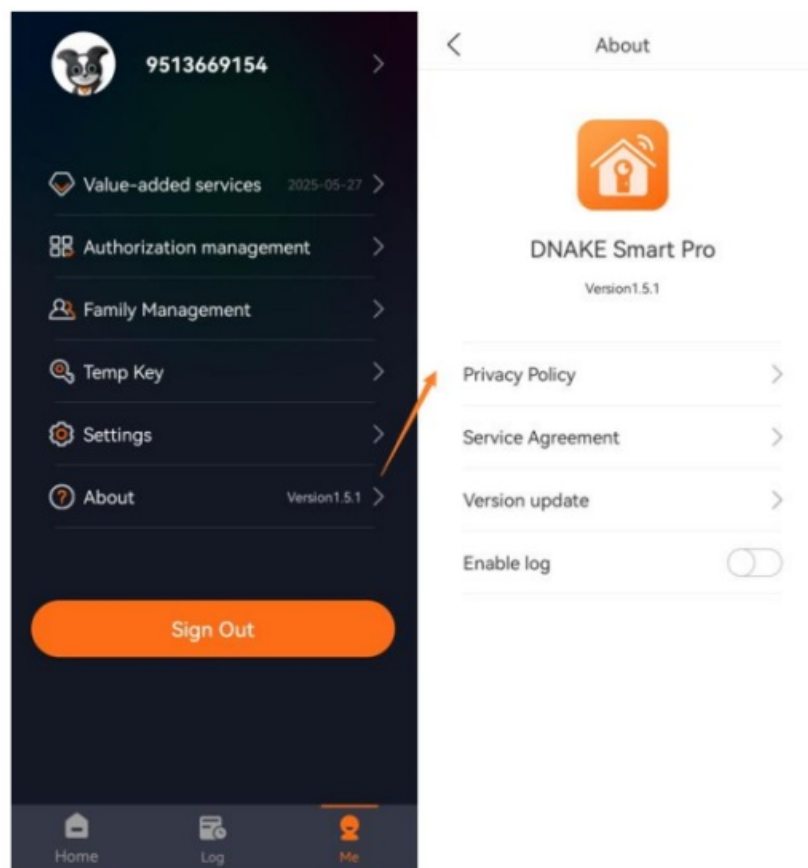

## 7.6 About (Policy/App version/Log capture)
## 7.6.1 Information of App

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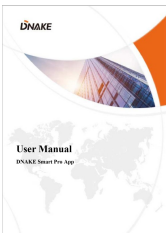


## 7.6.2 App Log

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

# Documents / Resources



**DNAKE Cloud Based Intercom App** [pdf] User Manual
Cloud Based Intercom App, Cloud, Based Intercom App, Intercom App, App

# References

- **User Manual**