Manuals+ — User Manuals Simplified.

DNAKE Smart Pro App User Manual

Contents
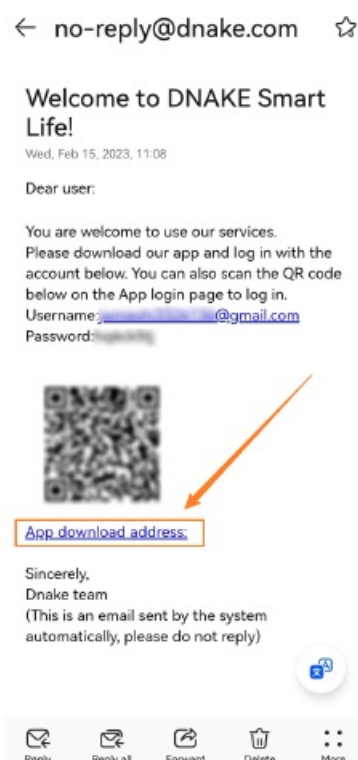
DNAKE Smart Pro App

Introduction

The DNAKE Smart Pro app is designed to work with the DNAKE Cloud Platform. Currently, the app can be downloaded and used on Android phones only. The iOS version will be supported in the near future. The app account needs to be registered on the DNAKE Cloud Platform by the Property Manager, and the app service should be enabled when adding residents to the DNAKE Cloud Platform.

App Download, Login and Forget Password

App download
Download the DNAKE Smart Pro app from the email download link, which is sent from the DNAKE Cloud Platform or the Google Play Store.

Login

Please contact your Property Manager to help you register your DNAKE Smart Pro app account on DNAKE Cloud Platform. The Indoor Monitor will be associated with your account. Please provide your information such as email address. Please make sure email is right because email will be resident's account. Password and QR code will be sent to your email inbox. You can log in with account and password or just scan QR code to log in.
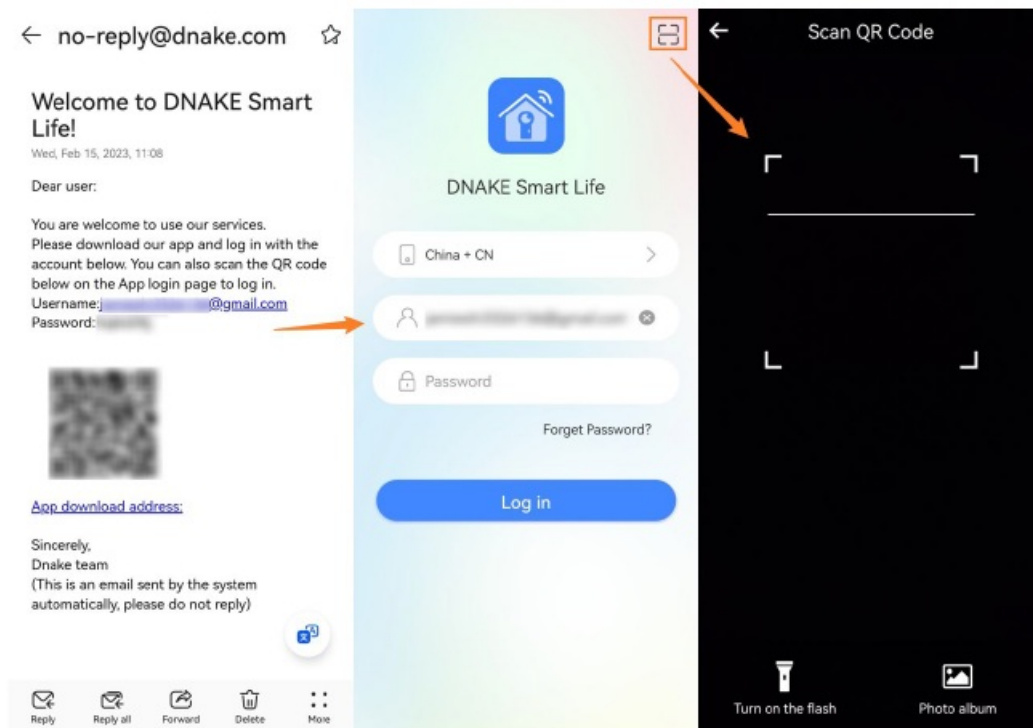
1. Contact your Property Manager to help you register your DNAKE Smart Pro app account on the DNAKE Cloud Platform. The Indoor Monitor will be associated with your account.

2. Provide your information, such as email address. Please make sure that the email is correct because the email will be the resident's account.

3. Password and QR code will be sent to your email inbox.

4. You can log in with your account and password or just scan the QR code to log in.

Forget password

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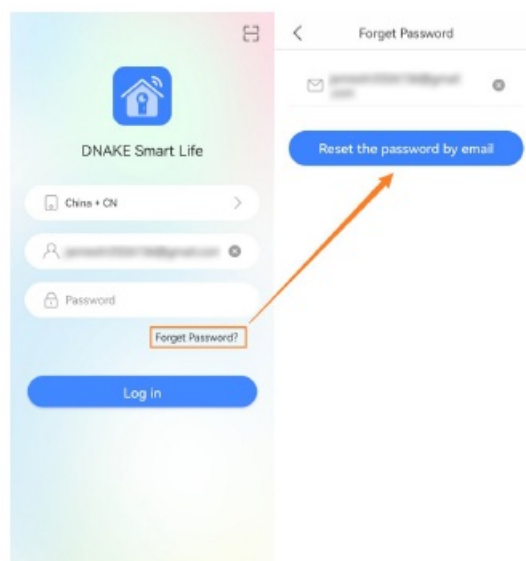
Home

The Home page provides access to all of the app's features and functions.

Introduction of some icons
The icons you may see on the app.

|	
🔔	System information
♂	Temp Key
🎤	Mute/Unmute
🚪	Unlock remotely
📷	Take a screenshot
⛶	Switch to full screen
📞	Hang up
🎤	Mute/Unmute

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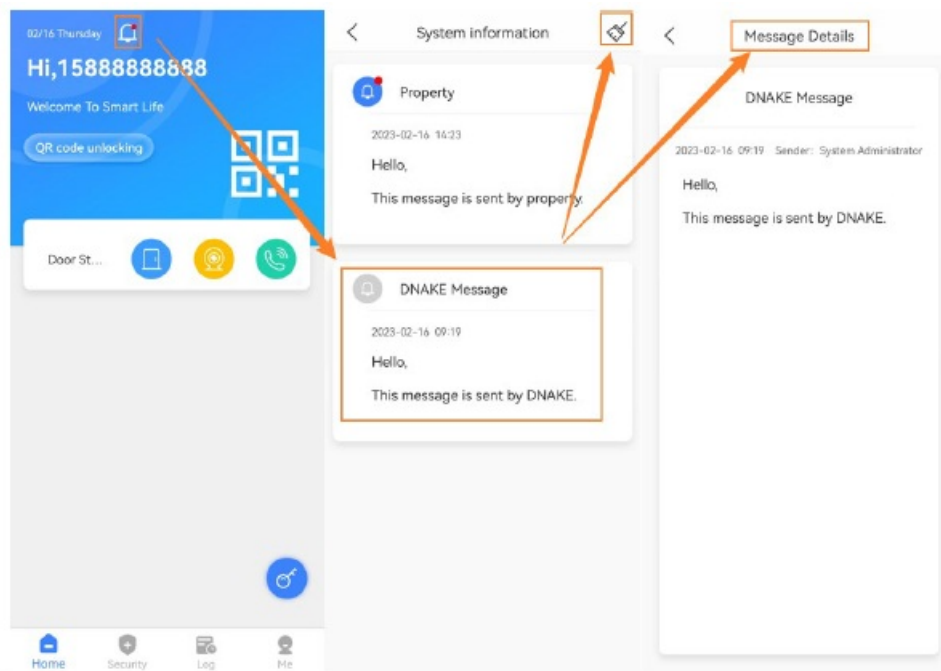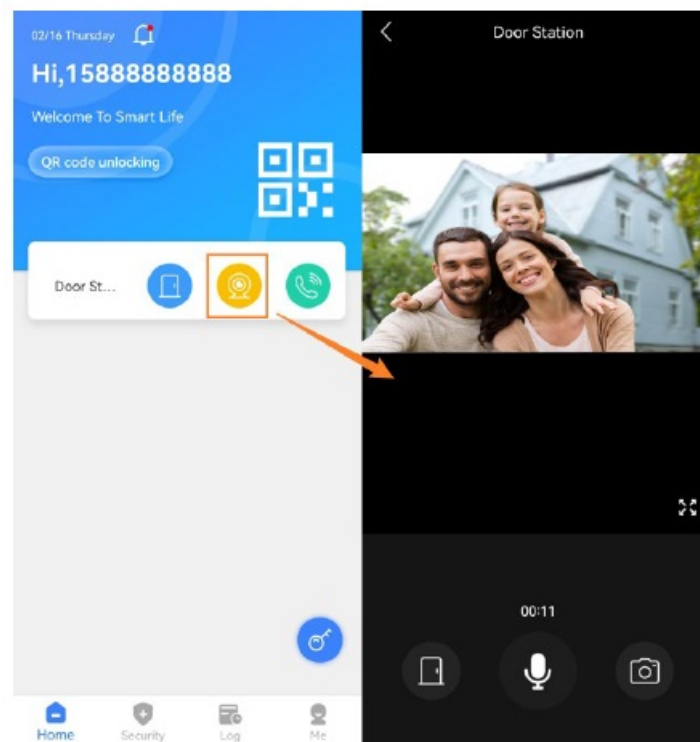

Unlock Door Station
On the Home page of the app, you can directly click the unlock button to unlock the Door Station.
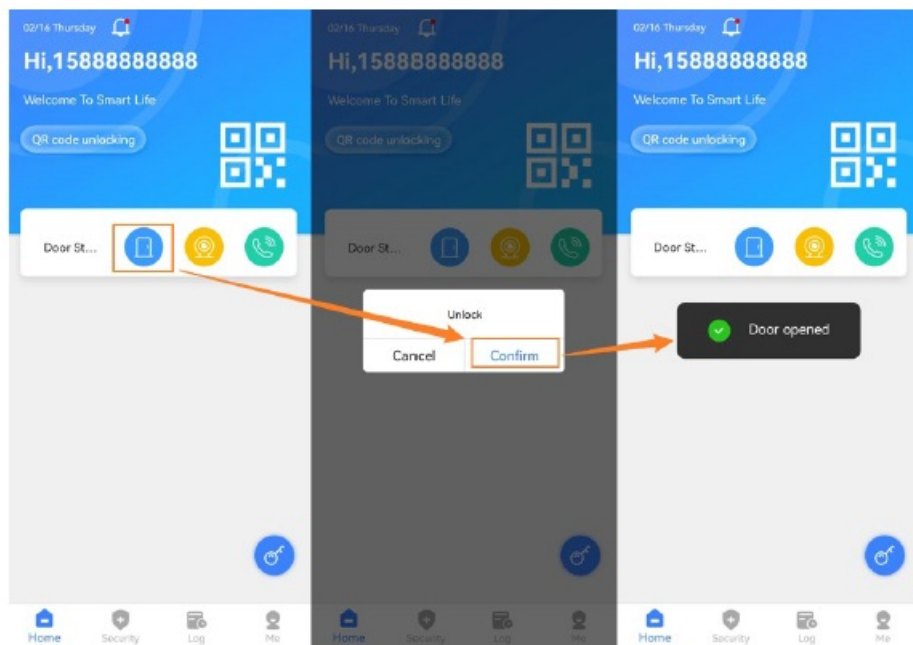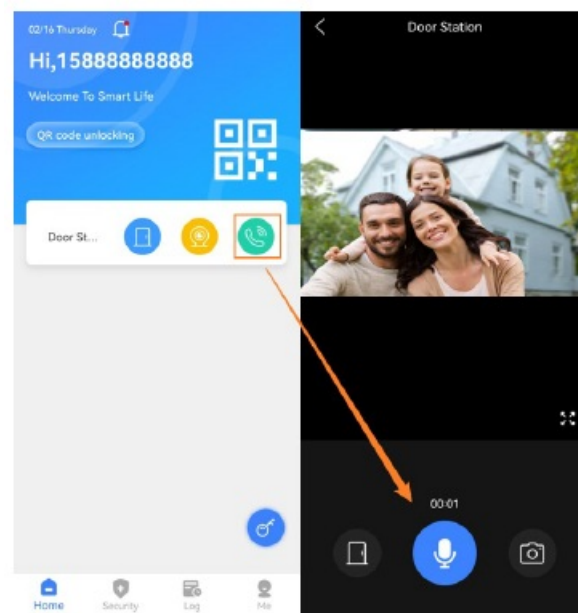
Monitor Door Station

On the Home page of the app, you can click the monitor button to monitor the Door Station. You'll be muted to monitor Door Station without worrying being listened. You can also unmute, unlock, take a screenshot or make it full screen. Screenshot will be saved on Log page and gallery on your phone.


Call Door Station

On the Home page of the app, you can click the call button to call the Door Station. You can talk right away because it'll be unmuted. You can also mute, unlock, take a screenshot or make it full screen. Screenshot will be saved on Log page and gallery on your phone.

Answer calls from Door Station

You'll receive a call when someone call you by Door Station. Click the pop-out notification to answer and unlock the door on the monitoring page. You can also mute yourself, hang up, unlock, take a screenshot or make it full screen. Screenshot will be saved on Log page and gallery on your phone.
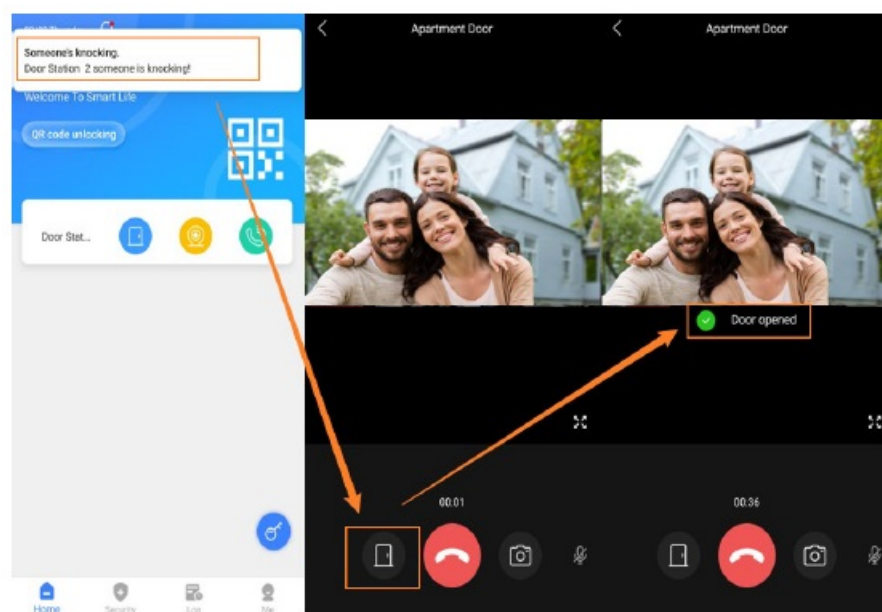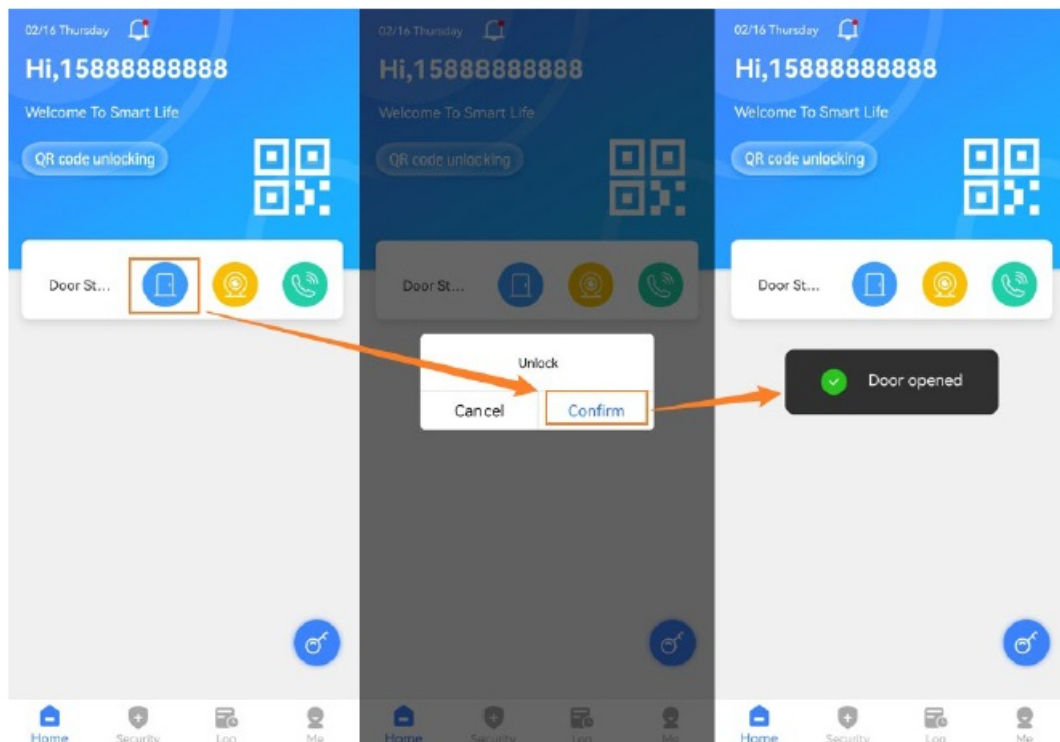

Unlock Methods

Conventional unlock

The Conventional unlock method allows you to unlock the door by entering a password on the Indoor Monitor.
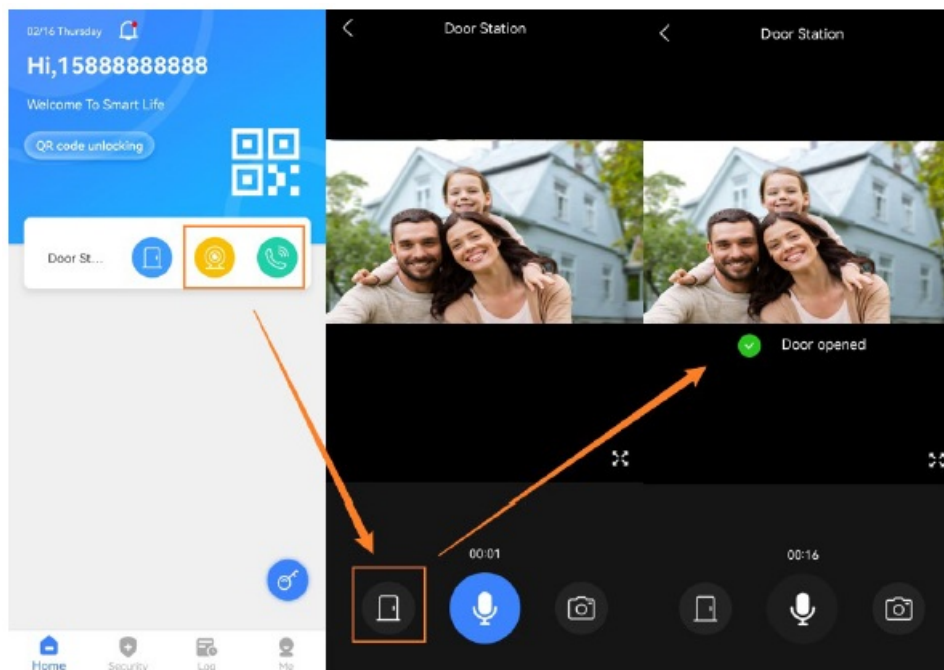
1. **Unlock button**

   On the Home page of the app, you can directly click the unlock button to unlock the Door Station.
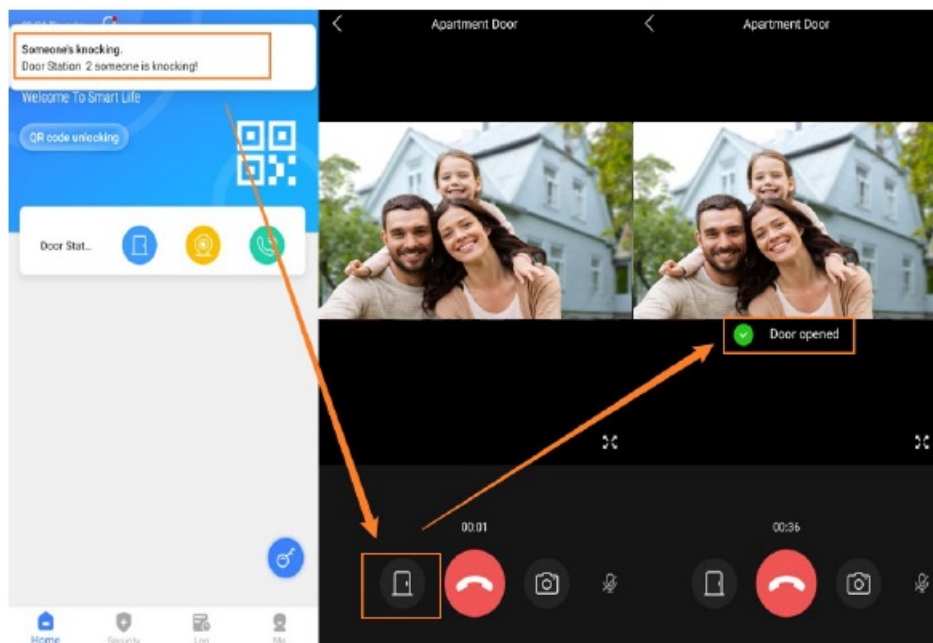
2. **Unlock while monitoring**

   On the Home page of the app, you can click the call or monitor button to unlock the Door Station.

3. **Unlock while answering the call**

   You'll receive a call when someone call you by Door Station. Click the pop-out notification to answer and unlock the door on the monitoring page.
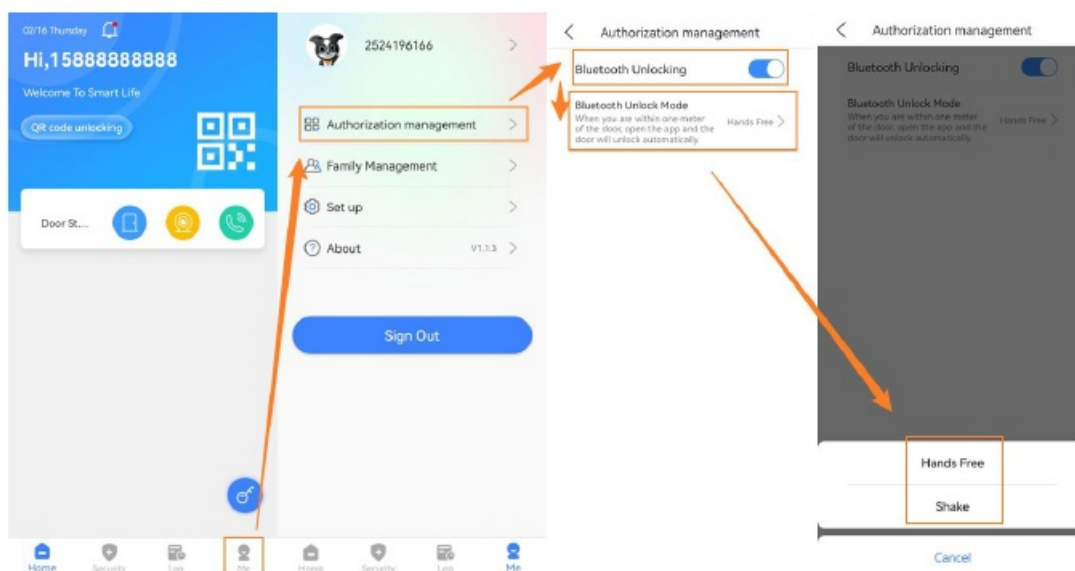
Bluetooth unlock
The Bluetooth unlock method allows you to unlock the door by connecting your smartphone to the Indoor Monitor via Bluetooth.

- **Bluetooth Unlock Hands Free Mode**

  Here are the steps to enable Bluetooth Unlock Hands Free Mode.

  1. **Step 1:** Go to Me page and click Authorization management.
  2. **Step 2:** Enable Bluetooth Unlocking.
  3. **Step 3:** You can find Bluetooth Unlock Mode and choose Hands Free Mode.
  4. **Step 4:** When you are within one meter of the door, open the app and the door will unlock automatically.

- **Bluetooth Unlock Shake Mode**

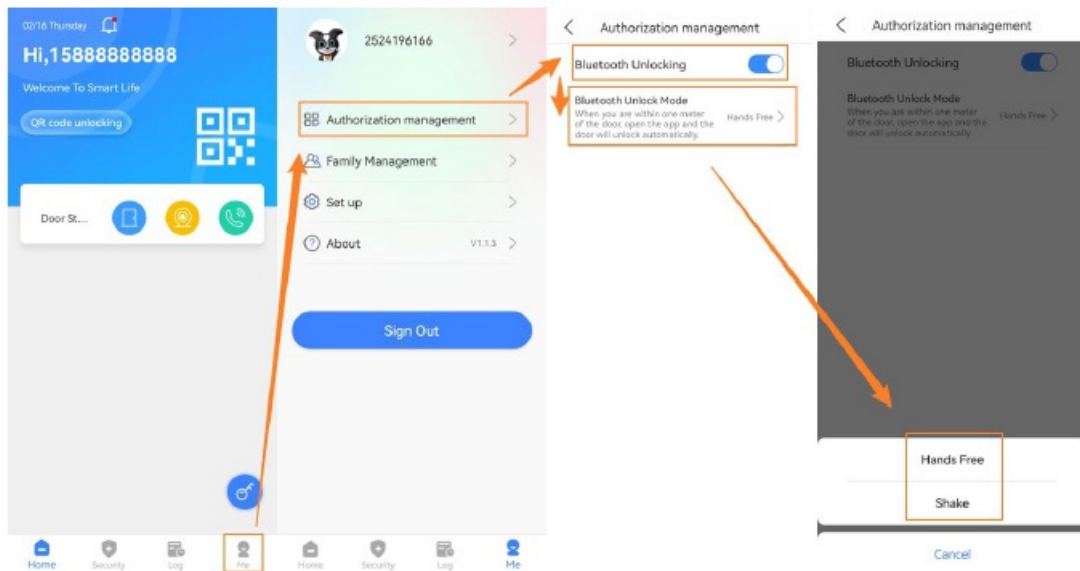 Here are the steps to enable Bluetooth Unlock Shake Mode.

  1. **Step 1:** Go to Me page and click Authorization management.
  2. **Step 2:** Enable Bluetooth Unlocking.
  3. **Step 3:** You can find Bluetooth Unlock Mode and choose Shake Mode.
  4. **Step 4:** When you open the app at the door and shake your phone, the door will open.

- **QR Code unlock**

  Here are the steps to unlock by QR Code.

  1. **Step 1:** Go to Home page and click QR code unlocking.
  2. **Step 2:** Get QR code close and face to Door Station's camera.
  3. **Step 3:** The door will open after scanning QR code successfully. This function is used to open the door. Please don't send the screenshot to others to avoid security problems. If you need to invite others, use the Home-Share the key function. Or the function of Temp Key is suggested to be used to share your temp key with your visitors.
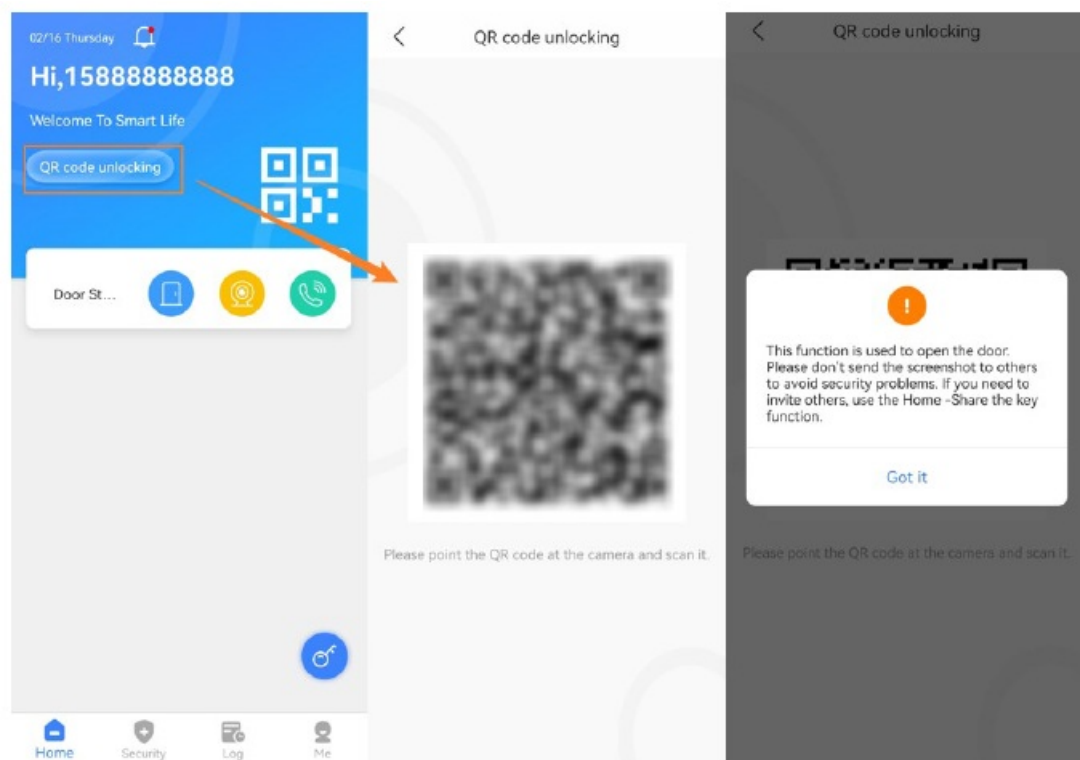

- **Temp Key unlock**

  Here are the steps to create Temp keys and use it to unlock.

  1. **Step 1:** Go to Home page and click the Key icon below.
  2. **Step 2:** Click CREATE TEMPORARY KEY to create one.
  3. **Step 3:** Edit Name, Mode (Do not repeat, Every Day, Weekly), Frequency (1-10)/Date (Mon.-Sun.), Start Time and End Time for temp key.
  4. **Step 4:** Submit and create. If you want to have more, just click the plus icon above to create.
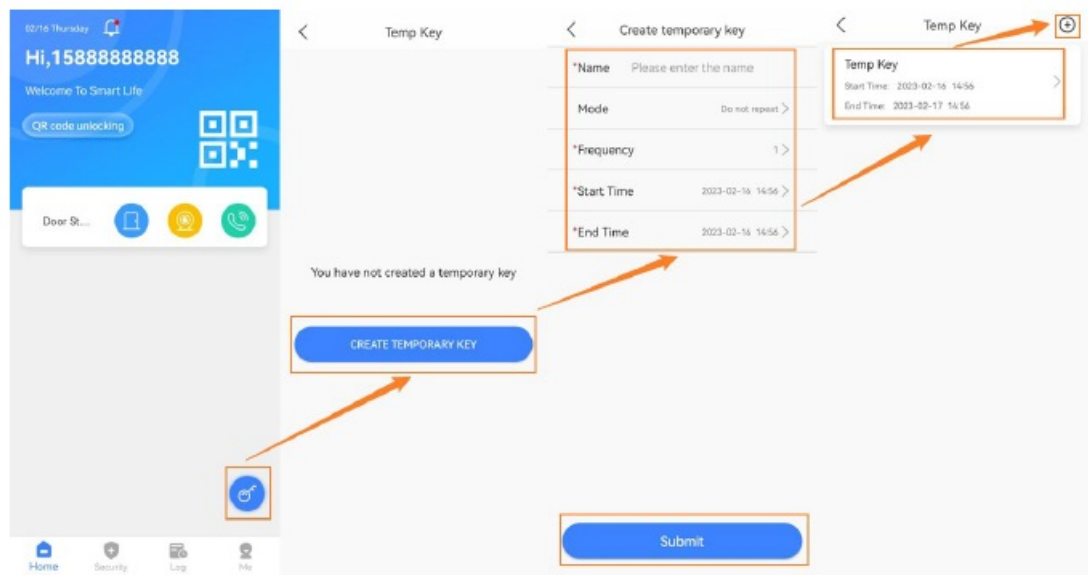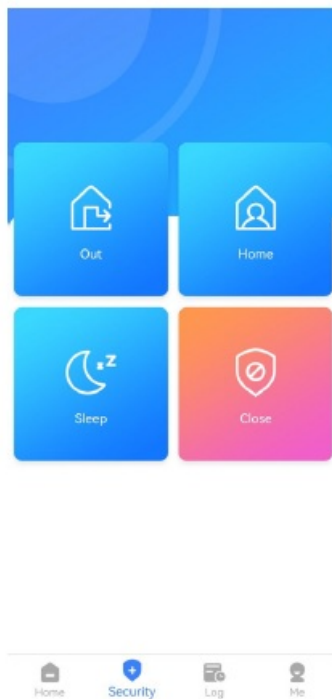
5. **Step 5:** Click Temp Key details to share the key via email or picture.
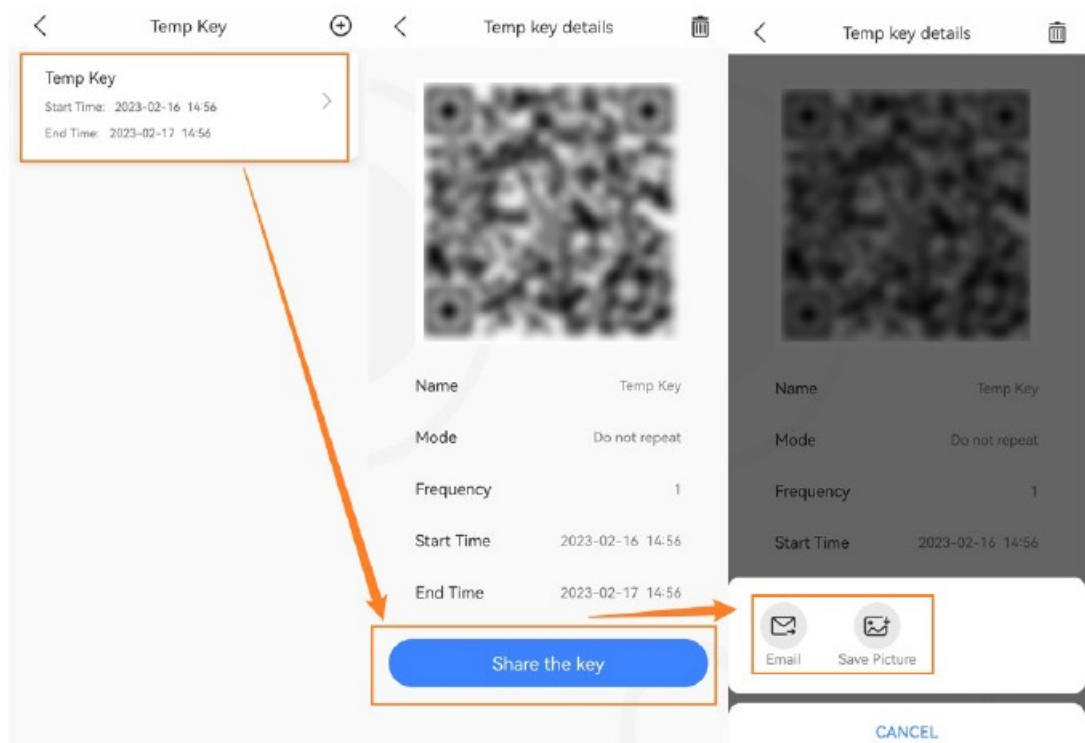
## Security

Alarm ON/OFF

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.

Alarm receiving and removing

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

1. **Step 1:** You will receive the notification of the alarm when the alarm is triggered. Click the notification.
2. **Step 2:** Security alarm window will show up and security password is needed to cancel the alarm. The default security password is 1234.
3. **Step 3:** After confirming, the alarm will be removed and alarm will be closed. If you want to have more details about this alarm, please go to Log page to check alarm time, alarm-striking device and handler.
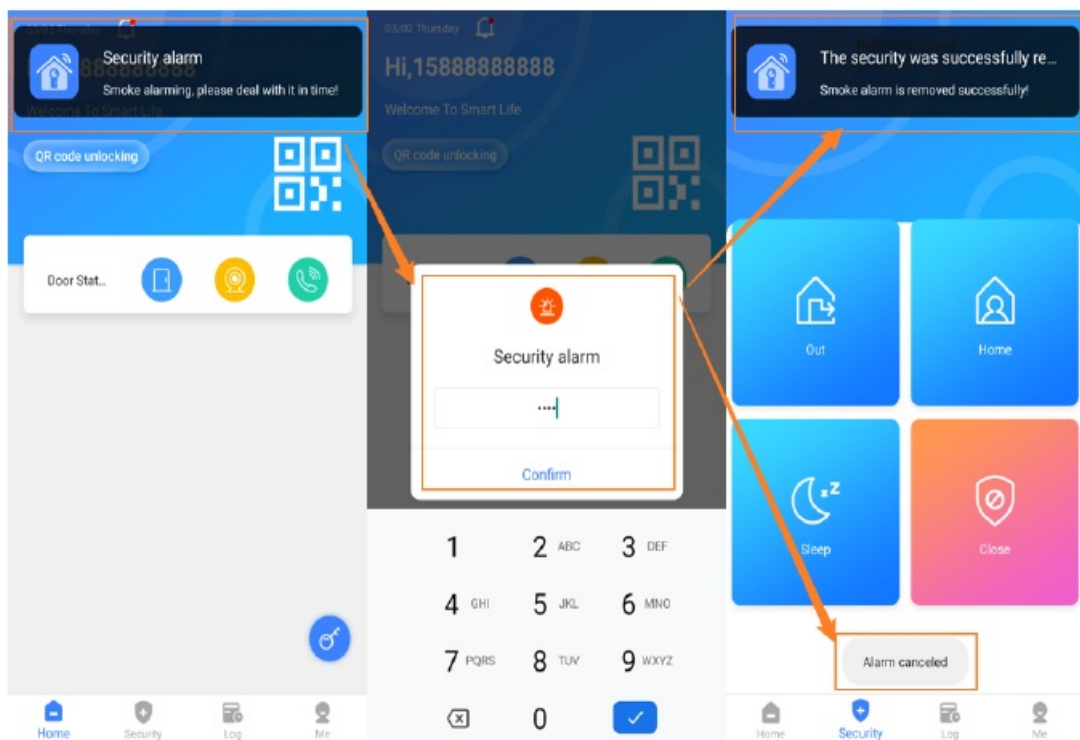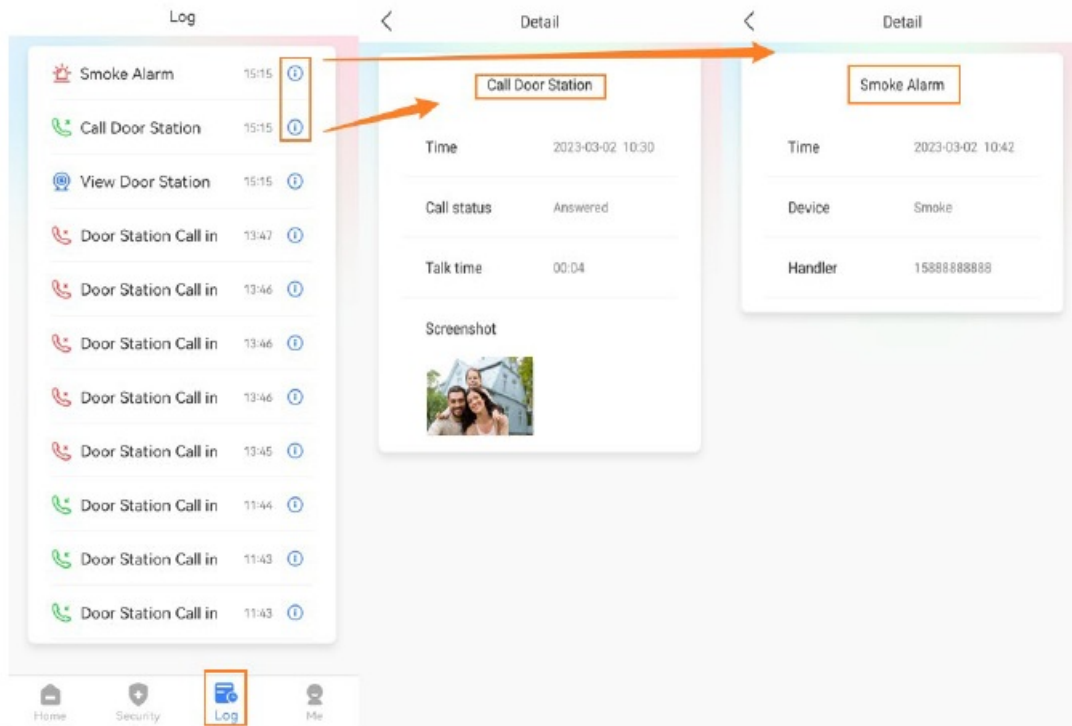

Log

The Log page provides access to logs of calls and alarms.

Logs of call and Alarm

On Log page, you will find logs of call, monitoring and alarm. Click the exclamation point icon behind. You can check details of each log such as time, call status, talk time, screenshot and so on.
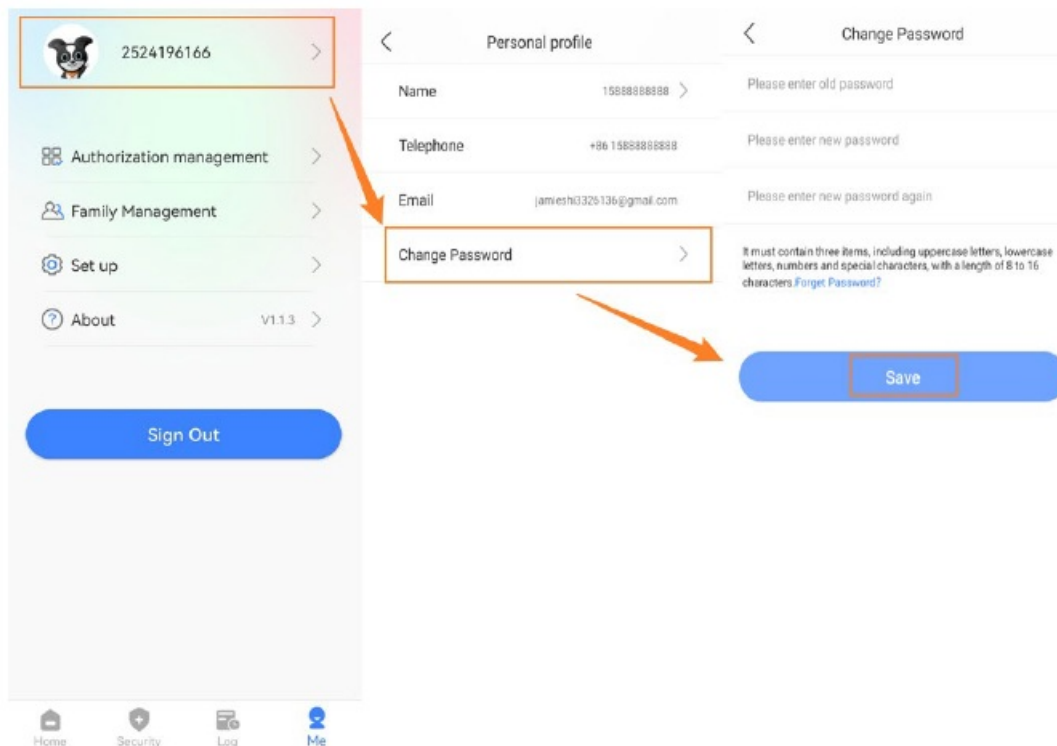

Me

The Me page provides access to your account information, including your email address and password.
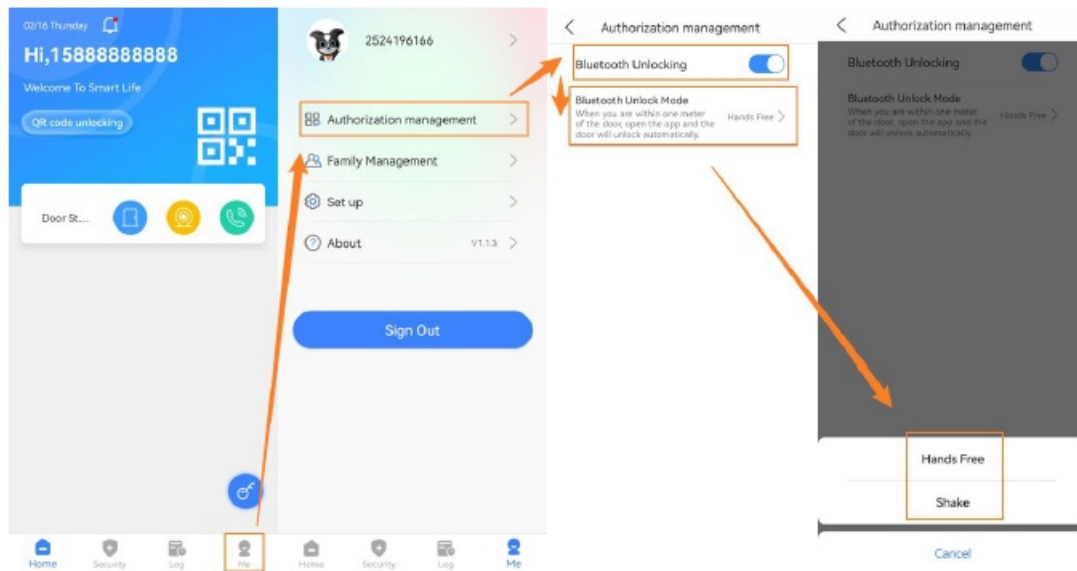
Personal profile (Change password)

On Me page, you can click your account to change your name or password.


Authorization management (Bluetooth unlock)

On Me page, you need to enable Bluetooth Unlocking and choose mode for it to use Bluetooth to unlock. Please refer to Bluetooth unlock for more details.

Family Management (Share device)

1. **Share with your family member**

   On Me page, you can click Family Management to share your devices with 2 family members (20 will be supported soon). Once you add them to your family group, they can also receive calls or unlock the door. They can, of course, exit the family group as they want.
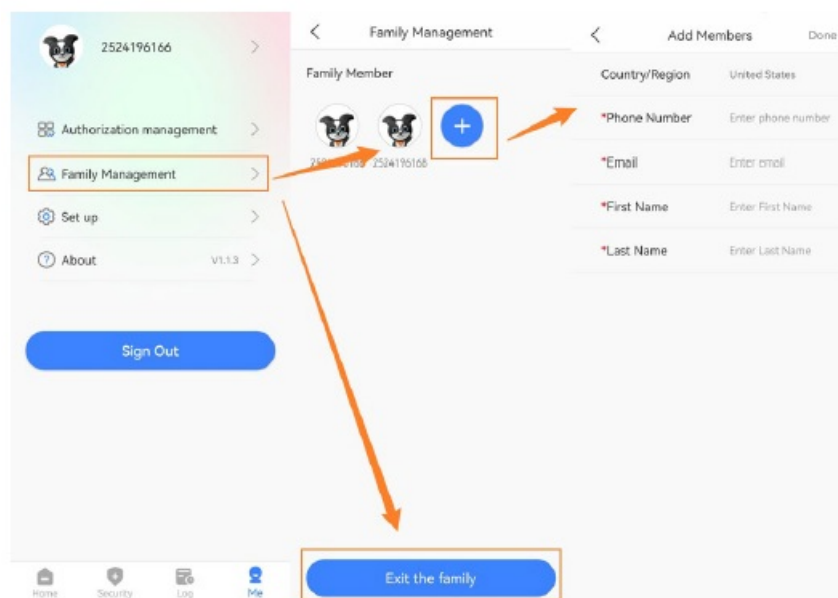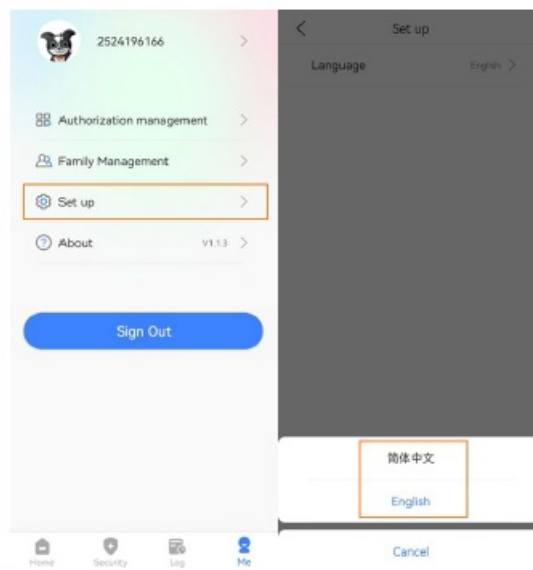

2. **Manage Family member**

   As the owner of the family group, you can click family members to check details, remove them, or transfer your ownership.
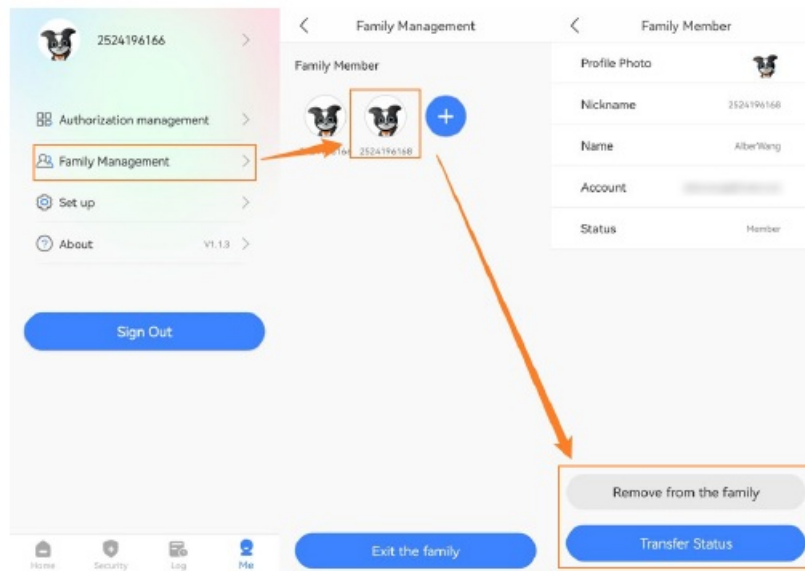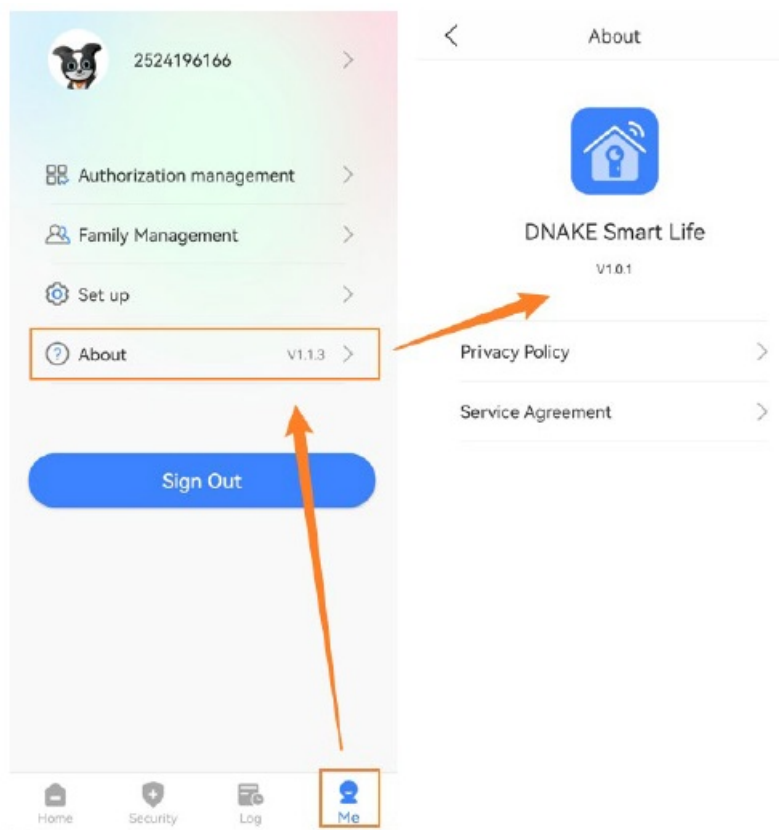
3. **Set up (Language)**

   On Me page, you can click Set up to choose simplified Chinese or English for the app.
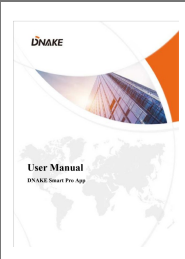

4. **About (App version)**

   On Me page, you can click About to check the version, Privacy Policy and Service Agreement of the app.

Documents / Resources

DNAKE Smart Pro App [pdf] User Manual
Smart Pro App, App