

DNAKE



User Manual

DNAKE 902C-A

REMARK

Please follow the user manual for correct installation and testing. If there is any doubt please call our tech-supporting and customer center.

Our company applies ourselves to reformation and innovation of our products. No extra notice for any change. The illustration shown here is only for reference. If there is any difference, please take the actual product as the standard.

The product and batteries must be handled separately from household waste. When the product reaches the end of service life and needs to be discarded, please contact the local administrative department and put it in the designated collection points in order to avoid the damage to the environment and human health caused by any disposal. We encourage recycling and reusing the material resources.

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PRODUCT FEATURE

1. 10.1-inch capacitive touch screen
2. Android System
3. Alarm/Call logs
4. Message Sending/Receiving
5. Powered by PoE or power adapter (DC12V/2A)
6. Support SIP 2.0 protocol, easy integration with other SIP devices
7. Support monitoring 16 IP cameras

TECHNICAL PARAMETER

Power Supply: PoE (802.3af) or DC 12V/2A

Standby Power: 3 W

Rated Power: 10 W

Resolution: 1024 x 600

Working Temperature: -40°C to +55°C

Storage Temperature: -40°C to +70°C

Working Humidity: 10% to 90% (non-condensing)

PACKAGE CONTENT

MODEL: 902C-A (Desktop Mounting)



902C-A



Handset



Desktop Bracket



Desktop Stand



Quick Start Guide

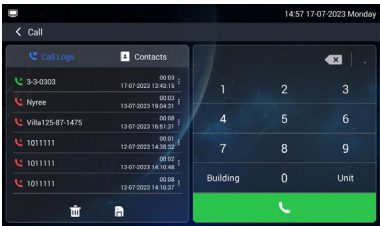
OVERVIEW



BASIC OPERATION

1. Call

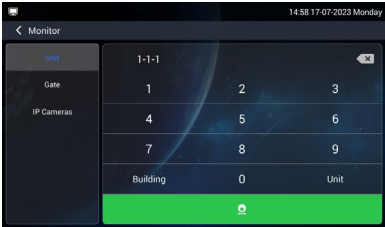
Click Call icon on Master Station's homepage to call Indoor Monitor. Enter Building number + Building + Unit number + Unit + Room number + dial icon to call Indoor Monitor (such as 1 + Building + 1 + Unit + 1111 + Dial button).



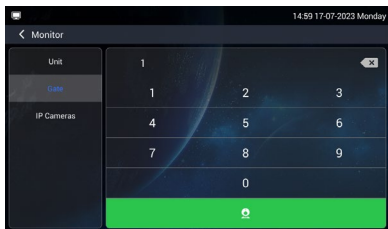
2. Monitor

Click Monitor icon on Master Station's homepage to monitor Door Station, Gate Station and IP camera.

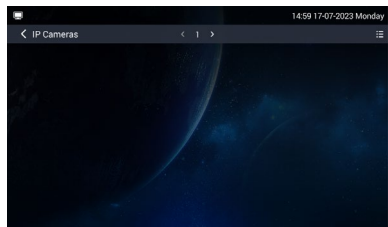
In Unit call page, please press building number, building, unit number, unit and then device no to monitor Door Station. The format is “Building No. + Building + Unit No. +Unit + Device No.” such as 1-1-1.



In Gate call page, please press Device No of Gate Station to monitor Gate Station.

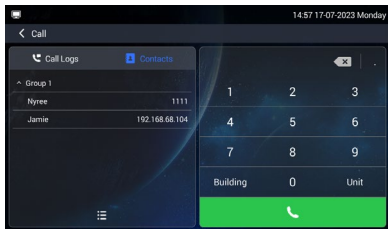


In IP Cameras page, you can click the arrows above to switch to other IP cameras (16 Max). The menu on the right is for adding or deleting IP cameras.



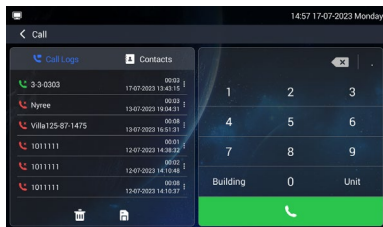
3. Contacts

Click Call icon on Master Station's homepage to find Contacts on the left. Unfold Groups and press to call. You can dial any residents in this phonebook.



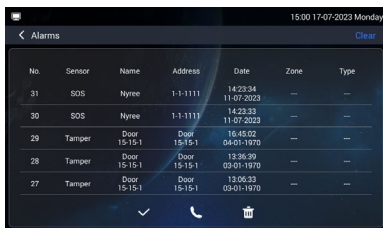
4. Call Logs

Click Call icon on Master Station's homepage to find Call Logs on the left. You can press the log and dial button to call back. You can also press the menu behind to check details including screenshot.



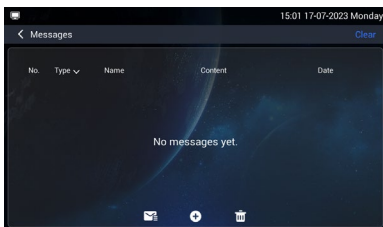
5. Alarms

Click Alarms icon on Master Station's homepage to check alarm logs. Tick icon is for canceling alarm, dial icon is for calling back, and the trash can is used to delete the log. Clear icon on the right upper icon is used for clearing up all logs.



6. Messages

Click Messages icon to check messages from others, edit and send messages to Indoor Monitors.



7. Broadcast

Click the speaker icon on the right upper corner to broadcast to all Door Stations.



8. Turn off Screen

Click the off icon on the right upper corner to turn off the display.

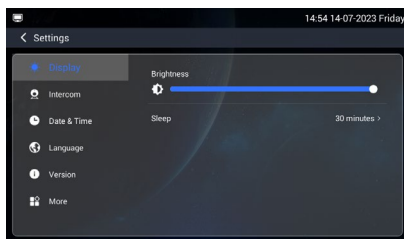


DEVICE SETTING

Connect Master Station and other devices to a network switch in the same LAN.
Go to Settings to configure the device.

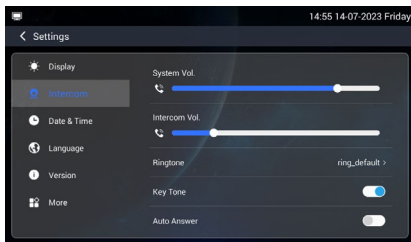


1. Display



Brightness level:	Screen brightness adjustment;
Sleep:	Screen sleep time (15s, 30s, 1min, 2mins, 5mins, 20mins, 30mins);

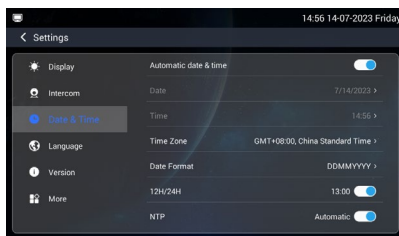
2. Intercom



System Vol:	Volume of System can be set from 1 to 6. Volume 6 is the maximum volume (Key tone);
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Intercom Vol:	Volume of Intercom can be set from 1 to 6. Volume 6 is the maximum volume (Call volume);
Ringtone:	The ringing sound (Ringtone 01-04);
Key Tone:	The keytone (Enable or disable);
Auto Answer:	Pick up automatically when receiving a call;

3. Date & Time



Automatic date & time:	Enable to synchronize computer time;
Time Zone:	A region that observes a uniform standard time;
Date Format:	3 time formats supported (YYYY-MM-DD, DD-MM-YYYY, MM-DD-YYYY);
12H/24H:	Select 12H or 24H format to display on the device;
NTP:	Network Time Protocol (NTP) is a protocol used to synchronize computer time;

4. Language



Language:	16 languages supported (简体中文, English, 繁體中文, עברית, Deutsch, Español, Türk, Tiếng Việt, Nederlands, Português, Polski, Русский, عربي, Français, Italiano, slovenský);
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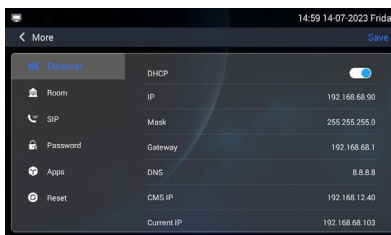
5. Version



Firmware:	Firmware version of the device;
IP:	Current IP address of the device;
MAC:	MAC address of the device;
SIP:	Status of SIP registration of the device;

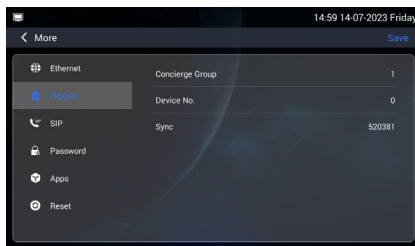
6. More > Ethernet

The device network can be set to either DHCP or a static IP address. CMS parameters should be configured here when you try to register this device to CMS.



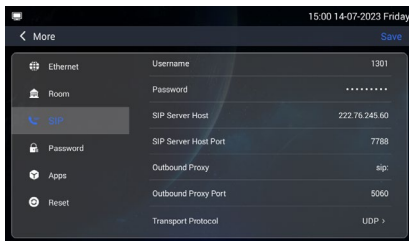
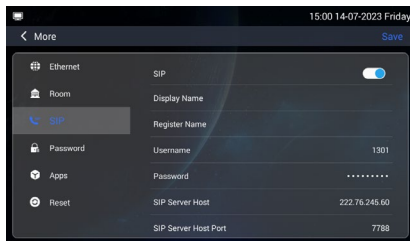
DHCP:	Enable DHCP (Dynamic Host Configuration Protocol) to dynamically distributing network configuration parameters;
IP:	Configure Static IP address to manually distributing network configuration parameters;
Mask:	Subnet mask;
Gateway:	A component that is part of two networks, which use different protocols;
DNS:	Domain Name Server of the device;
CMS IP:	Server address of CMS;
Current IP:	Current IP address of the device;

7. More > Room



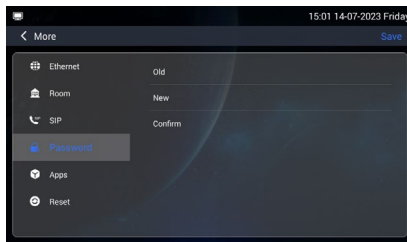
Concierge Group:	Master Station will ring according to the concierge number. No.1 Master Station will ring first. If it's not answered, No.2 will ring... (Range: 1-5);
Device No:	Number of the device (Range: 0-9);
Sync:	A number used to synchronize to other Master Stations;

8. More > SIP



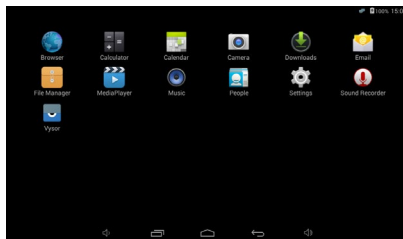
SIP:	Enable to use SIP;
Display Name:	Display name of SIP account;
Register Name:	Register Name of SIP account;
Username:	Username of SIP account;
Password:	Password of SIP account;
SIP Server Host:	SIP Server domain or IP address;
SIP Server Host Port:	The default port is 5060;
Outbound Proxy:	Outbound Proxy of SIP;
Outbound Proxy Port:	the default port is 5060;
Transport Protocol:	Transfer Protocol (UDP, TCP, TLS);

9. More > Password



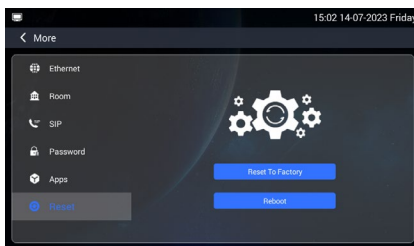
Old:	Current administrator password of the Device (Default 123456);
New:	New administrator password of the Device;
Confirm:	Confirm administrator password of the Device;

10. More > Apps



Apps:	3rd party apps can be managed here;
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11. More > Reset



Reset to Factory:	Reset to factory settings;
Reboot:	Reboot the device;

WEB SETTING

Connect Master Station and PC to a network switch in the same LAN. You can enter the IP address of Master Station in the web browser search bar and log in with the default account (admin) and password (123456). This is where you can configure the device.

For getting the IP address, you can search by DNAKE Remote Upgrade Tool which is installed in the same LAN with the devices.

Sign in to access this site

Authorisation required by http://192.168.68.103
Your connection to this site is not secure

Username

Password

Sign in

Cancel

1. Main

When you first log in to the web interface, you can find basic information displayed in this dashboard.

Streaming Media Solution

Main

Network

Device

VOIP

Advanced

Webkit

Phonebook

Others

Debug

Logout

Concierge Centre

Firmware Version: 902C.1.2.0.17_GA_20230629

Framework: 1.9.0 20230504

MCU: 1.6.3

SIP: ERR

Model: 902C-A

Firmware Version:	Firmware version of the device;
Framework:	Framework of the device;
MCU:	MCU of the device;
SIP:	Status of SIP registration of the device;
Model:	Model of the device;

2. Network

The device network can be set to either DHCP or a static IP address. CMS parameters should be configured here when you try to register this device to CMS.

Streaming Media Solution

Network Settings

DHCP enabled: ☒

IP:

Mask:

Gateway:

DNS:

eth & wifi: ☐

CMS IP:

DHCP:	Enable DHCP (Dynamic Host Configuration Protocol) to dynamically distribute network configuration parameters;
IP Address:	Configure Static IP address to manually distribute network configuration parameters;
Mask:	Subnet mask;
Gateway:	A component that is part of two networks, which use different protocols;
DNS:	Domain Name Server of the device;
Eth & wifi:	Switch to activate network port and Wi-Fi of the device to work simultaneously;
CMS IP:	Server address of CMS;

3. Device

Numbers here are basic settings for grouping Master Station.

Device Settings

Concierge Group:

Device No.:

Sync:

No Unit: ☐

Concierge Group:	Master Station will ring according to the concierge number. No.1 Master Station will ring first. If it's not answered, No.2 will ring... (Range: 1-5);
Device No:	Number of the device (Range: 0-9);
Sync:	A number used to synchronize to other Master Stations;
No Unit:	After enabling, Unit number is not needed when pressing numbers to call;

4. VOIP

The SIP column concerns SIP registration.

SIP Settings

SIP enabled: ☒

Proxy:

Realm:

Outbound:

STUN IP:

STUN Port:

User:

Password:

Timeout:

multicast:

SIP enabled:	Enable to use SIP;
Proxy:	SIP Server Host of SIP; the default port is 5060;
Outbound:	Outbound Proxy of SIP; the default port is 5060;
User:	Username of SIP;
Password:	Password of SIP;
Timeout:	The call will be ended automatically after a period of time (120s, 300s, 600s, 1200s, 1800s);
Multicast:	Fill in voice gateway to receive voice broadcast;

5. Advanced

Relays, IPC and other features can be configured here.

Advanced Settings

Ex Phone:
 URL:
 URL:
 URL:
 URL:

Auto Pickup: ☐
 ONU Pass: ☐
 Deaf Mode: ☐

Quick Call: ☐
 URL:

Unlock Button 1:
 Name:
 Type:

Unlock Button 2:

Unlock Button 3:

RTSP Feed:
 URL:

Ex Phone 1-4:	Extend to more Master Stations by filling in sip:IP address (4 Max) such as sip:192.168.68.90 (4 Max);
Auto Pickup:	Pick up automatically when receiving a call;
ONU Pass:	Enable to prevent ONU from banning multicast;
Deaf Mode:	The lamp connecting to Indoor Monitor will be turned on when receiving a call;
Quick Call & URL:	Not available now;
Unlock Button 1-3:	Enable or disable unlock buttons;
Name:	Customize the name of unlock buttons;
Type:	Dual-tone multi-frequency signaling (Relay1: #, Relay2:0, relay3: *);
RTSP Feed:	4 IP cameras supported to switch while talking on Indoor Monitor;
URL:	IP camera's URL;

6. Webkit

Webkit column is for advertise.

' and 'Url:

Advertising & Url:	Enable to advertise on the screen saver of the device;
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7. Phonebook

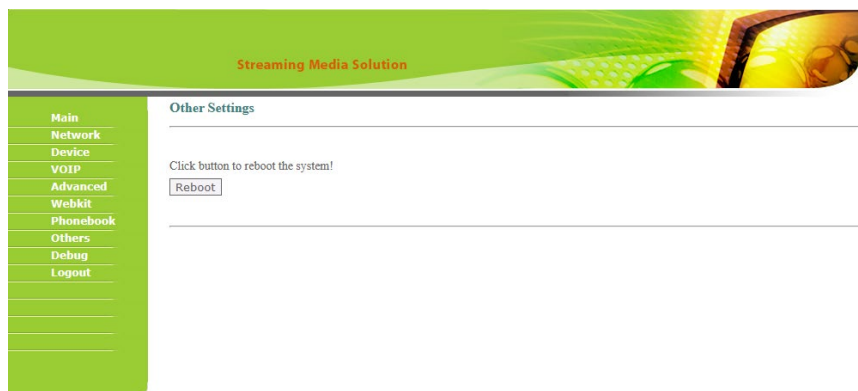
All contacts on Master Station can be edited here.

'. Below this are 'Submit', 'Delete', and 'Delete all' buttons. Further down is a file upload section with 'Choose File' (No file chosen), 'Upload', and 'Export file template' buttons. A table titled 'Group 1' is shown with columns 'Name', 'Type', and 'Number'. The table contains three rows: 'Nyree' with 'RoomNo.', 'Jamie' with 'IP Address', and an empty row."/>

Group Name:	Fill in text inputs to add or delete group;
Choose File & upload:	Choose and upload after template is edited for phonebook;
Export file template:	Download template here for phonebook;

8. Others

The system column is designed for rebooting the device.



Reboot:	Reboot the device;
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9. Debug

The system column is designed for packet capture and logs capture.



Tcpdump:	Capturing packets can help developers reproduce positioning problems;
Logcat:	Device logs;

10. Logout

The logout column is designed for logging out the web.

[Main](#)
[Network](#)
[Device](#)
[VOIP](#)
[Advanced](#)
[Webkit](#)
[Phonebook](#)
[Others](#)
[Debug](#)
[Logout](#)

User Logout

Please click [Submit] to logout user!

User Logout:	Click to log out;
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11. IPC

You can enter the IP address of Indoor Monitor in the web browser search bar and log in with the default account (user) and password (1234). This is where you can add IPC.

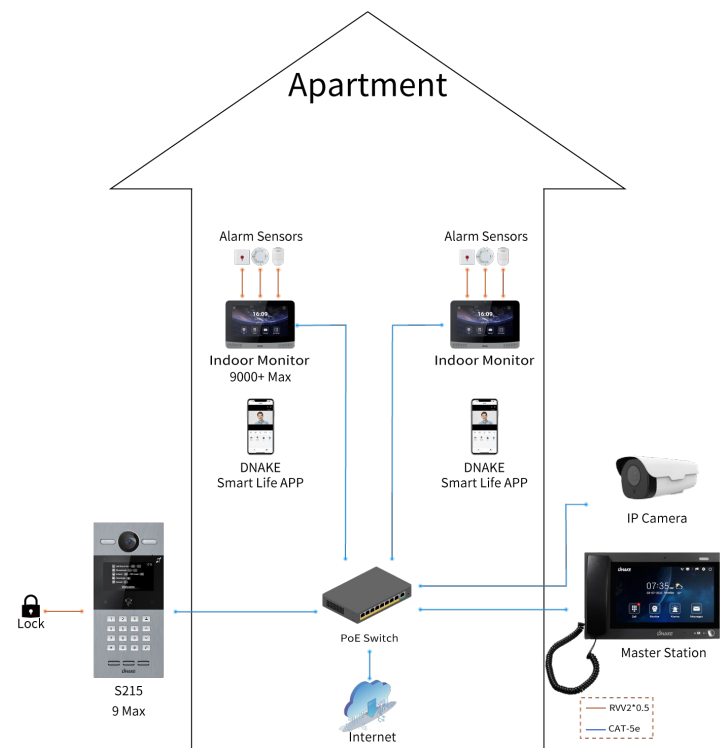
Streaming Media Solution

[Main](#)
[IPC](#)
[Logout](#)

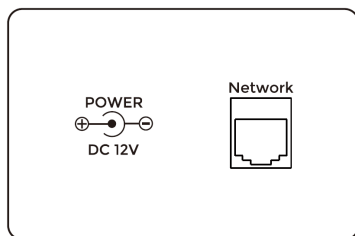
IP Camera Settings

Camera 1:	
URL:	
Camera 2:	
URL:	
Camera 3:	
URL:	
Camera 4:	
URL:	
Camera 5:	
URL:	
Camera 6:	
URL:	
Camera 7:	
URL:	
Camera 8:	
URL:	
Camera 9:	
URL:	
Camera 10:	
URL:	
Camera 11:	
URL:	
Camera 12:	
URL:	
Camera 13:	
URL:	
Camera 14:	
URL:	
Camera 15:	
URL:	
Camera 16:	
URL:	

SYSTEM DIAGRAM



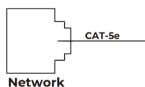
DEVICE WIRING



1. Network (PoE)

Standard RJ45 interface used to connect to the Master Station, Indoor Monitor, and/or other network equipment via a network switch.

PSE shall comply with IEEE 802.3at (PoE+) and its output power not less than 30W and its output voltage not be less than 50V.



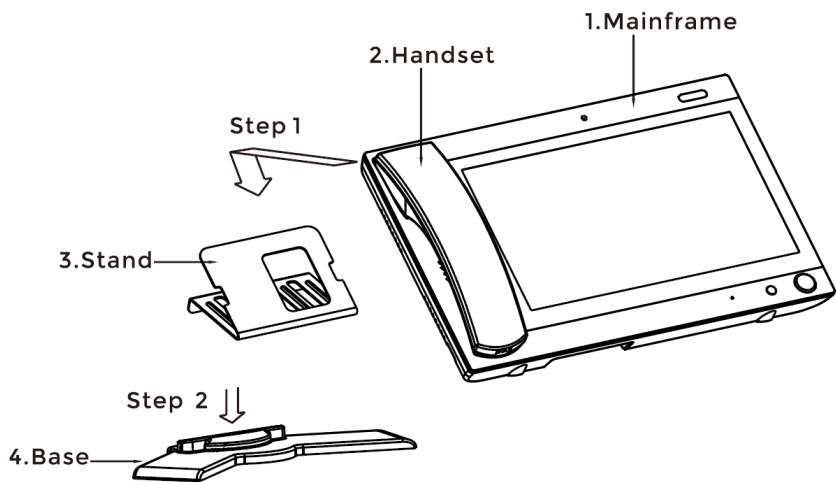
2. Power

The power interface of Master Station connects to 12V DC power.



INSTALLATION

Desktop



Product size: 303 × 195 × 35 mm

TROUBLESHOOTING

The Indoor Monitor cannot start up or power off automatically.

- Check whether it has power-failure, and power it on again

The Indoor Monitor display screen is too dim.

- Check whether the brightness and contrast settings of screen are correct.

No sound during the communication.

- Check whether the Indoor Monitor is set as mute mode, or the volume is set to the lowest.

The Indoor Monitor cannot monitor the Door Station.

- Other user is using the system, so you can use it once he/she finished the operation.

Multimedia files cannot be played normally.

- Check whether the system supports the file format. Please refer to the multimedia setting for details.

No response when clicking Indoor Monitor display screen.

- Press "Unlock" button for 5s, or slowly slide horizontally or vertically on the LCD to make touchscreen calibration. It needs to be calibrated.

Touchscreen responses slowly or cannot make calibration.

- Take down any protective paster, since it may affect identification
- and input for device;
- Ensure the finger is dry and clean when clicking touchscreen;
- Restart the device to clear any temporary software error.

The temperature of device is too high.

- Long-term use leads to high temperature. It's normal and will not affect the device's use life and performance.
-

SAFETY INSTRUCTION

In order to protect you and others from harm or your device from damage, please read the following information before using the device.

- Do not install the device in the following places:
- Do not install the device in high-temperature and moist environment or the area close to magnetic field, such as the electric generator, transformer or magnet.
- Do not place the device near the heating products such as electric heater or the fluid container.
- Do not place the device in the sun or near the heat source, which might cause discoloration or deformation of the device.
- Do not install the device in an unstable position to avoid the property losses or personal injury caused by the falling of device.

Guard against electric shock, fire and explosion:

- Do not use damaged power cord, plug or loose outlet.
- Do not touch the power cord with wet hand or unplug the power cord by pulling.
- Do not bend or damage the power cord.
- Do not touch the device with wet hand.
- Do not make the power supply slip or cause the impact.
- Do not use the power supply without the manufacturer's approval.
- Do not have the liquids such as water go into the device.

Clean Device Surface

- Clean the device surfaces with soft cloth dipped in some water, and then rub the surface with dry cloth.

Other Tips

- In order to prevent damage to the paint layer or the case, please do not expose the device to chemical products, such as the diluent, gasoline, alcohol, insect-resist agents, opacifying agent and insecticide.
- Do not knock on the device with hard objects.
- Do not press the screen surface. Overexertion might cause flopover or damage to the device.
- Please be careful when standing up from the area under the device.
- Do not disassemble, repair or modify the device at your own discretion.
- The arbitrary modification is not covered under warranty. When any repair required, please contact the customer service center.
- If there is abnormal sound, smell or fume in the device, please unplug the power cord immediately and contact the customer service center.
- When the device isn't used for a long time, the adaptor and memory card can be removed and placed in dry environment.
- When moving, please hand over the manual to new tenant for proper usage of the device.

 **EASY & SMART
INTERCOM SOLUTIONS**