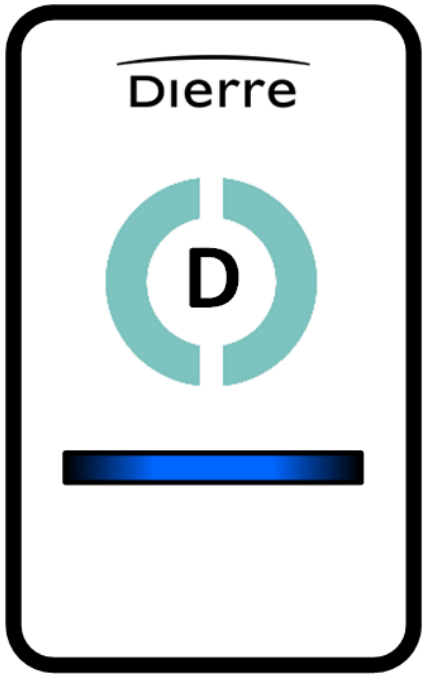
THE ITALIAN STYLE DOOR

Dierre

YOUR HOME, YOUR LIFE

hibry5



User and configuration manual of the door
with Extra GD9

Bluetooth®

Ver. 01

Preface

Congratulations on choosing a Dierre security door, leading company in the technology of security systems and devices.

Dierre reserve their right to make improvements to this manual, at any time and without notice, due to printing errors, inaccuracies in the content or enhancements of programs and/or equipment.

These changes will nevertheless be included in later editions of this manual.

This use and programming manual describes the operations, functioning, options and some warnings necessary to ensure the optimal use of your DIERRE door.

Read this manual and keep it at hand for consultation.

Please contact the DIERRE Technical Service Department in case a technical intervention is needed.

In case some doubts arise on the product operation or some clarifications are need on the matter, please contact your local dealer or distributor where you purchased your Dierre product.

Intended use: entrance doors both in the private and public sectors.

Do not dispose of the product packaging in the environment.

Table of contents

Management and opening systems

Management takes place via the **myDOOR** App and the "Easy-Key-Fob" and "Key-Fob" Bluetooth radio controls.
In any case, traditional manual unlocking is possible through the use of an actual mechanical key called Easy-Key-Fob.
The system boasts the security of encrypted Bluetooth communication and implements state-of-the-art cryptographic schemes that guarantee high security standards against DoS (Denial-of-Service) e MitM (Main-in-the-Middle) attacks.
The Firmware is OtA (Over-the-Air) upgradeable.

The myDOOR App, in addition to unlocking and/or locking the door, can also:

- Give information concerning the secure locking (turns performed) with the text “bolts closed” or with the text “bolts open” (door closed with the latch but without turns).
- Give system information
- Give notifications
- Change the automatic/semi-automatic locking mode
- Store radio controls (Key-Fob, Easy- Key-Fob and Remote- Key-Fob)
- Archive entries made via App, Key-Fob and Easy-Key-Fob and Remote Key-Fob (without timetables)
- Manage the Master and Guest via smartphone

The **MASTER** profile allows to lock and unlock and can also fully manage the lock configuration as well as accessing information on transits. The **GUEST** profile (max. 99) allows the user to lock and unlock the door only, therefore it is a service profile that can be deleted/disabled at any time from the **MASTER** profile (see System configuration using the myDOOR APP at page 20).

The locking and unlocking of the lock are controlled by:

- Using the myDOOR app using a compatible smartphone[1], Key-Fob, Easy-Key-Fob, Remote- Key-Fob and accessories such as the fingerprint reader and the numeric keypad mounted on the door. A total of 99 Key-Fobs, Easy- Key-Fob and Remote-Key-Fob can be stored.
- Manually by means of mechanical keys Easy-Key-Fob or fixed key D-Up (not supplied as standard).

A remote opening button can also be connected to the electronic board mounted on the frame if the door needs to be controlled remotely (e.g. for opening from rooms far from the door). This button can also be enabled or disabled by changing the setting with the levers (see Door operation configuration at page 10).

[1] Android version 9.0 or higher, iOS version 11.0 or higher.

Key-Fob

Key-Fob is a service radio control that can be deleted/disabled at any time from the MASTER profile, it has a single button with different functions and an information LED. Battery life approximately 15,000 cycles.

Easy-Key-Fob

Easy-Key-Fob is a master radio control that can be deleted/disabled at any time from the MASTER profile but which in any case is equipped with a “Scatto” key (car type) to be able to mechanically open the lock at any time, it has a single button with different functions and an information LED. Battery life approximately 15,000 cycles.

Remote-Key-Fob

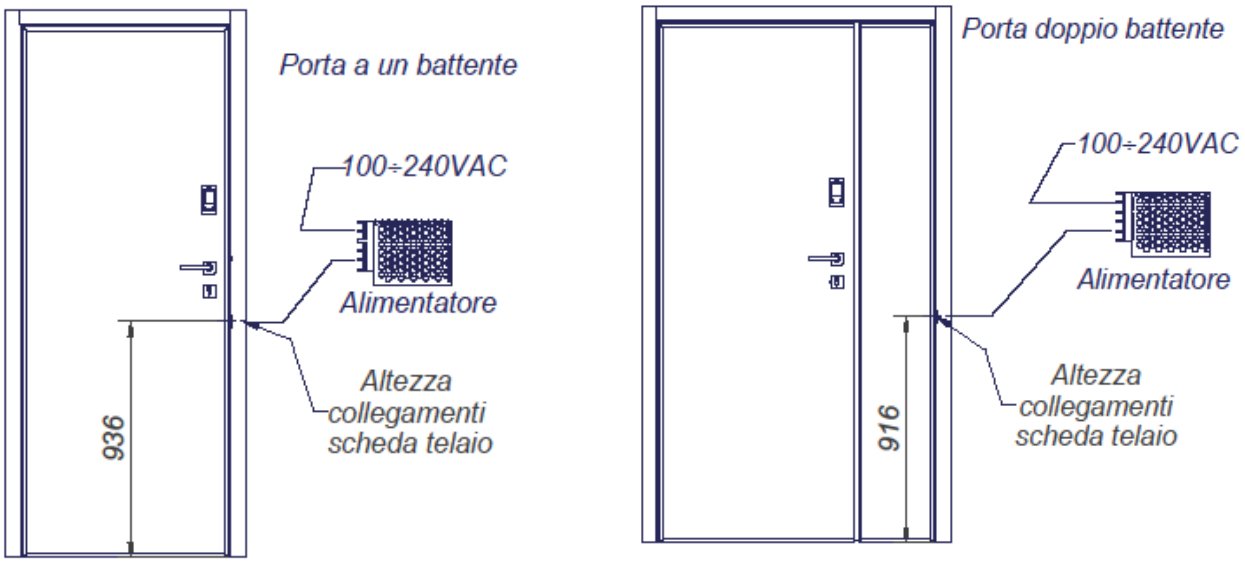
Remote-Key-Fob is a device that provides all the characteristics of the Key-Fob. It can be powered from a battery (15,000 cycles) or from the mains via a common 5V/DC power supply. Communicating via Bluetooth, it must always be installed near the door, testing in advance the operation with respect to the distance from the door itself.

If installed on the wall, it can be used as a normal internal button. With this application it can also be managed by connecting any object that can close a dry contact, for example: - intercom - home automation system - etc. This management can also be performed if choosing to install the Remote-Key-Fob out of view inside the wall, inside an electrical box for example.

It can also be installed directly on the door, but in this case it cannot be activated by any external object and will be limited to operate as an internal battery powered button.

Information on door installation

Fit the door and mechanically adjust it through the cylinder
Provide an electric power system by means of a DC power supply (200 - 240VAC primary and 12VDC secondary) placed on the outside of the door **not on the frame** (provided as standard).

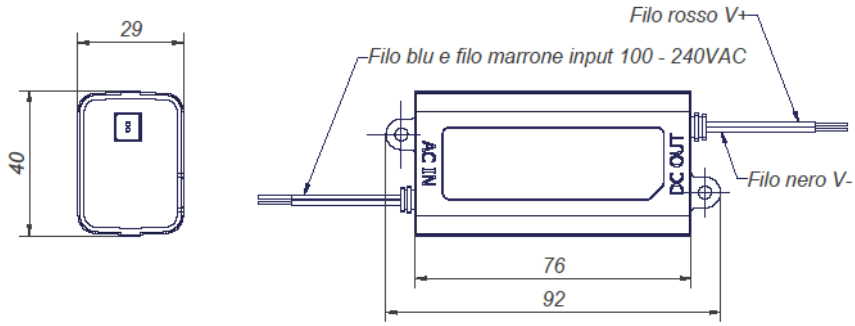


The section of the cables that connect the power supply from the door to the transformer must be appropriate to ensure the best system performance, as follow:

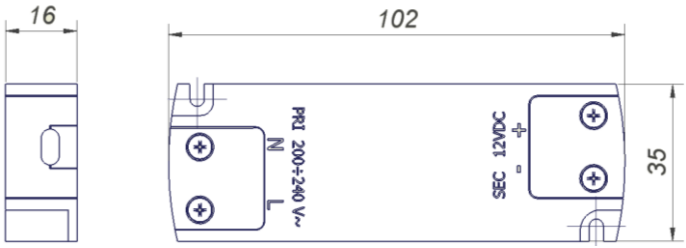
Distance	*Wire section area*
Up to 50 m	1 mm^2
from 50m to 100 m	1,5 mm^2
from 100m to 200 m	2 mm^2

There are 2 types of power supplies:

Type 1 power supply

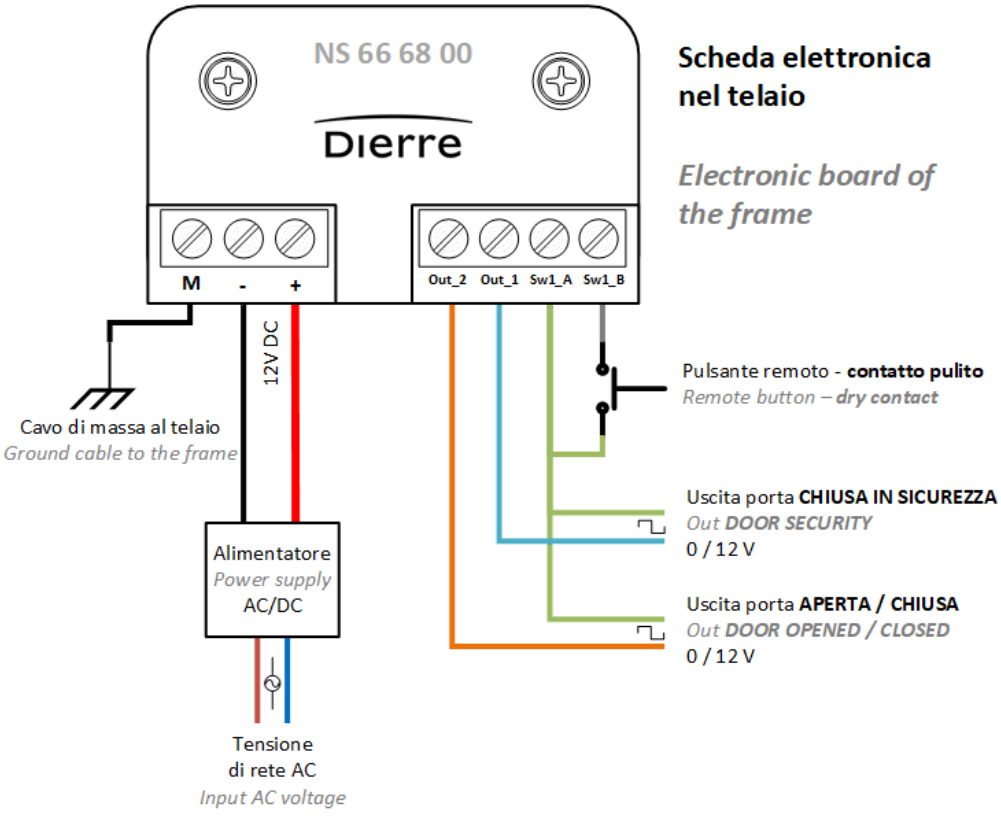


Type 2 power supply



As regards the purchase and installation of the electrical equipment necessary to complete the door installation, please contact licensed companies, who must perform state of the art installations and issue the due Declaration of Conformity as required by Law 46/90 and subsequent amendments.

Power supply unit and frame connection



The connection to the power supply always requires the use of 3 cables.
The positive and negative coming from the power supply unit and the earth connected to the frame.

Connect the cables from the power supply unit to the card connector located in the frame, considering the + and – poles. Connect the earth wire already screwed to the frame.

NB: failure to connect the earth wire disables all door operations.

Connect the possible remote button. This allows the door to be unlocked remotely via a **dry contact**. *Dry contact definition: contact without any voltage on it.*

The consent to unlock via the dry contact can come from any electronic device outside the door: telephone dialler, fingerprint reader etc.

The frame control system also gives indication on the overall system status, including:

- Door opened/closed
- Latch (bolts) status

The status of these outputs changes as the lock status changes. The bolts status signal is updated in real time, while the door status indication can have a maximum delay of 9 seconds.

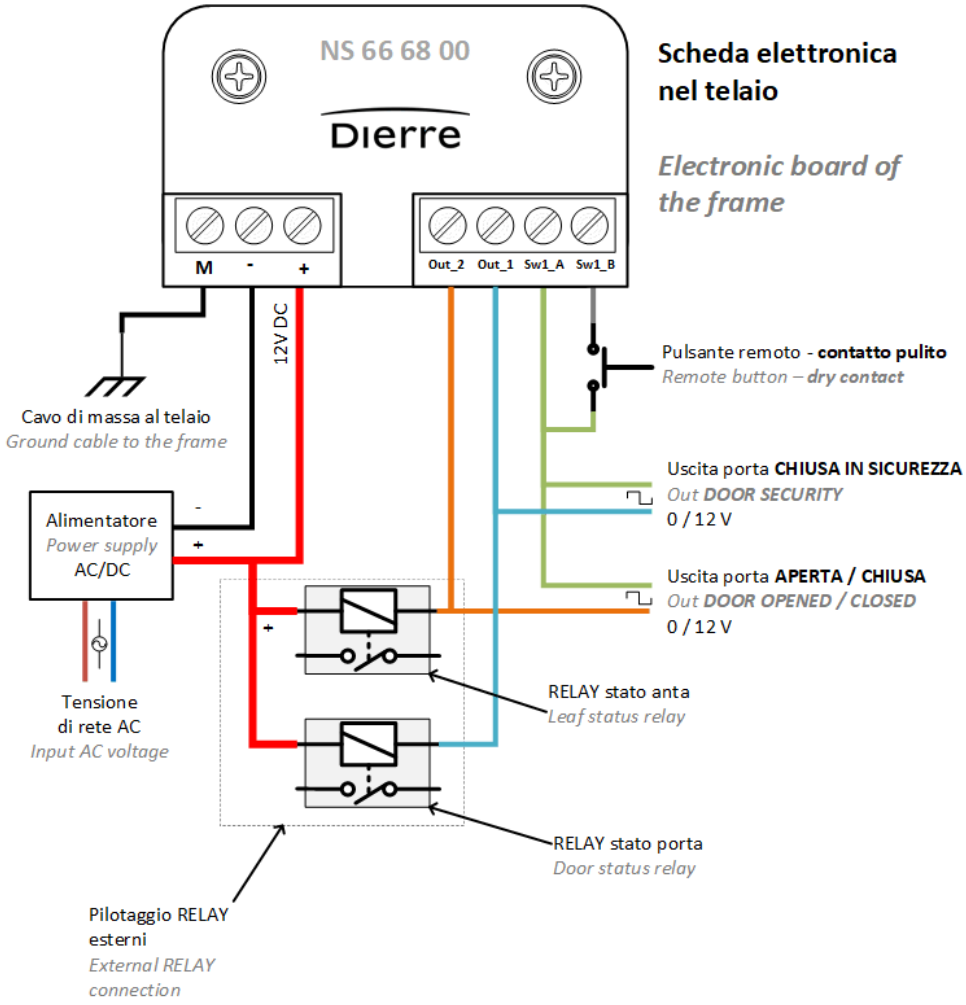
The outputs are to be considered as status signals, and are not able to directly drive external electrical loads. For this purpose, an external relay must be used, as described below.

The voltage of the output status signals can be configured in two modes: driving a “low” voltage (close to 0V) or driving a “high” voltage (close to 12V).

It is important to remember that the lock does not have an internal battery. In the event of power surges or power failures, the status signals may show incorrect values compared to the actual status of the lock.

Use of an external relay

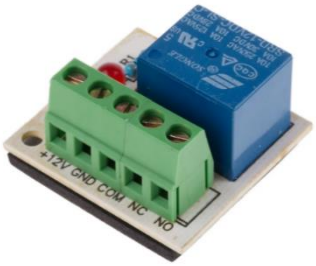
To drive external electrical loads with the output signals, a relay must be connected for each desired output. In this case, the relay input must be connected between the 12V supply and the desired signal.



The relay must have the following characteristics:

- actuation coil voltage of 12V DC;
- actuation current less than 30 mA.

NB: use relays that have the flyback diode inside them, or insert a diode externally.



Example of a relay board to be used for external loads driving (RS PRO Output Relay RS 870-0708).

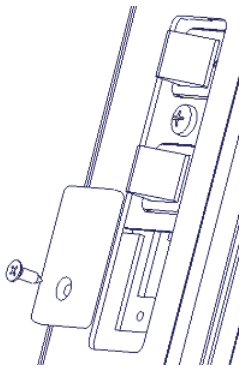
The steps to be taken to connect the external relay correctly are therefore the following:

1. Check for the presence of the flyback diode in the relay or relay board, or insert one manually.
2. Connect the positive terminal of the relay coil to the 12V power supply.
3. Connect the negative terminal of the coil to the output of the frame control unit you want to use (Out1 or Out2).

Furthermore, through the options described in the table below, it is possible to set the behaviour of the system (normally open or normally closed) by setting the appropriate output voltage.

Door operation configuration

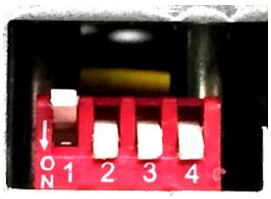
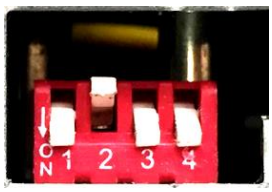
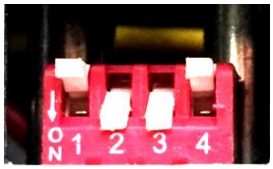
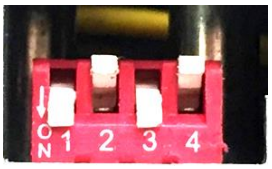
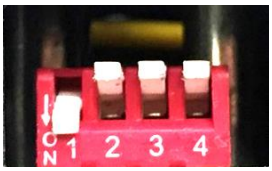
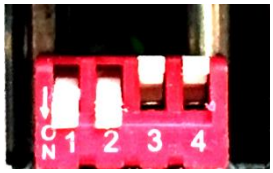
To carry out this operation, remove the cover located under the mobile contacts of the door. A series of 4 numbered levers are present.
They must be set to the desired configuration. The possible configurations are in the table below.



WARNING: enabling the internal button command is essential when the fingerprint reader or numeric keypad is used.

The “Output voltage” value refers to the indications on the status of the door given by frame control unit, described in the previous section (door status and bolt status).

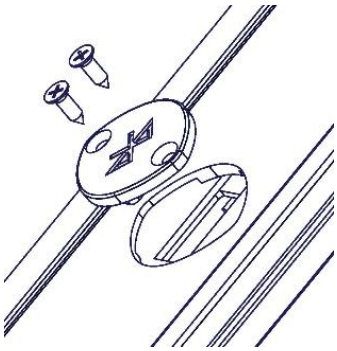
Door configuration using DIP switches

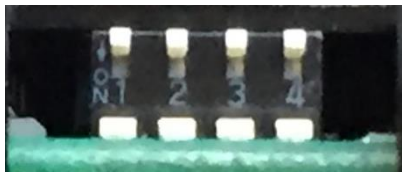
	Switches ON	Internal button	Remote button	Output voltage [V]	Note
	**2 – 3 – 4**	**YES**	**NO**	**0**	*This is the default configuration*
	**1 – 3 – 4**	**YES**	**NO**	**12**	
	**2 – 3**	**NO**	**YES**	**0**	
	**1 – 3**	**NO**	**YES**	**12**	
	**1**	**YES**	**YES**	**0**	
	**1 – 2**	**YES**	**YES**	**12**	

Bluetooth® system operation configuration

To carry out this operation, remove the cover with the Bluetooth symbol imprinted on it. A series of 4 numbered levers are present.

In normal operation they must all be OFF.

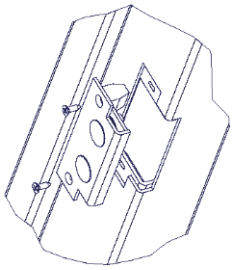




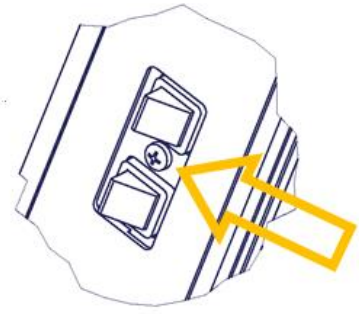
Set them to the desired configuration according to the operation to be performed. **Close the door and wait 10 seconds**.

There are three possible configurations, described in the table below.

After connecting the wires, mount the card contact unit by screwing it onto the frame.
Close the door.

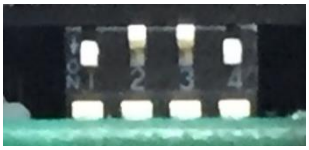
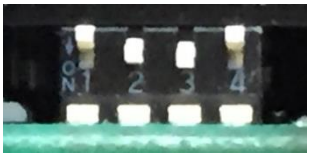
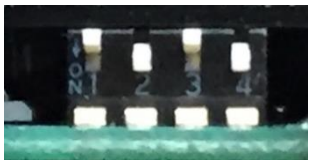


In the **manual adjustment** operation, pay attention to the **adjustment of the latch**, because, if the latch does not come out completely when the door is closed, the movement of the lock is inhibited.



Make sure that the leaf contacts are in contact with those of the frame, otherwise adjust them using the screw located between the two contacts of the door leaf

Bluetooth command list using the 4 DIP switches

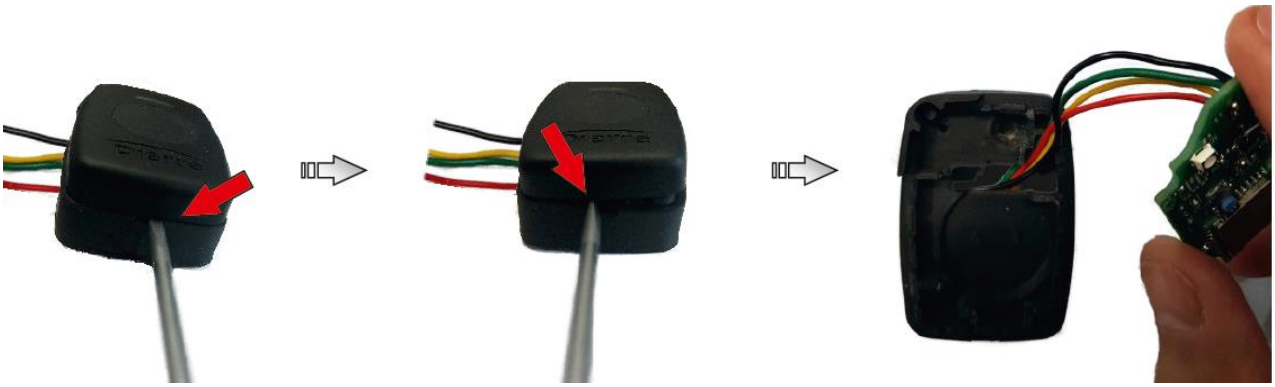
	Switches ON	Action
	**1 – 4**	***Memory reset*** Configured in this way a total reset of the memory is performed. The door returns to the factory settings. The following are excluded from this reset: the pairing and master passwords and the access archive.
	**2 – 3**	***Master and pairing passwords reset*** Configured in this way a reset of the pairing and master passwords is performed.
	**2 – 4**	***Firmware update*** Configured in this way the card prepares to receive a firmware update. To be used if the direct update via the myDOOR App does not work.

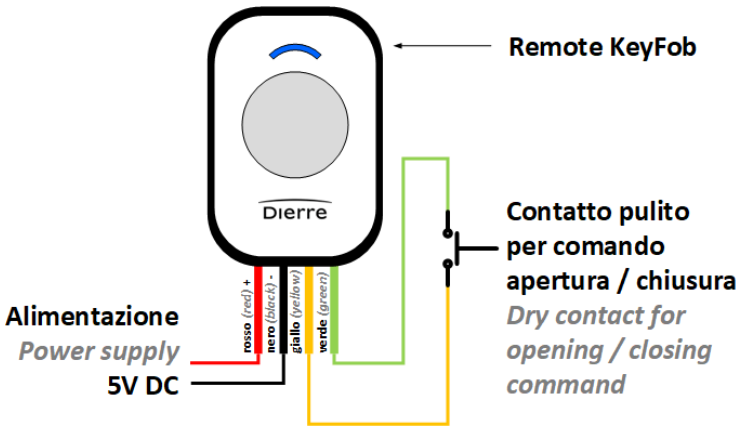
Remote-Key-Fob installation

The actual version of the Remote-Key-Fob has **4 wires** for the connection with the external components. **The previous one has only 3 wires**. If you have the 3-wires version, follow the procedure described in the next section.
The main difference between the two versions is that the 4-wires Remote-Key-Fob can be powered by an external source even if the battery is inserted, so that it can work even in case of loss of external power.
When powered from the external source the LED stays always on with blue colour in order to easily localize the button.

On the opposite side of the remote-control button there is a cover held by 2 screws, unscrew the 2 screws with a screwdriver. Then locate the notch on the perimeter of the remote control, insert a flat-head screwdriver into the notch and after turning it 90 ° proceed manually to separate the 2 shells and remove the card, taking care not to damage the cables.

If the device for connection to a remote button is present, it is necessary to carry out the installation by placing it close the door.



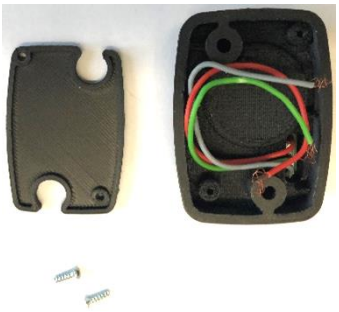


Wires 2 (yellow) and 3 (green) are used to control the card from an external device with a simple dry contact. Cable 4 (black -) and cable 1 (red +) are used to power the board with any 5V / DC power supply.

In principle, any 5V DC power supply can work. On request it is possible to order a dedicated power supply that has the suitable characteristics and has been tested with the Remote Key Fob.

Depending on the use you want to make of the Remote-Key-Fob, you need to proceed in a different way. There are 3 possibilities: door button not powered, wall button powered, or remote button powered and controlled by an external device.

Remote-Key-Fob: 3-wires version



Compared to the 4-wire version, the fundamental difference is that **if the board is powered by the cables, the battery must be removed**.

To control the opening without using a power supply unit, use the green cable and the red cable, these send the signal using a dry contact from an external device.

To control the opening using a 5V DC power supply unit, use the black cable (-) and the red cable (+) to power the card.

If opening has to be controlled from another device, use the green cable and the red cable, these send the signal using a dry contact.

Installation on the door

The Remote-Key-Fob installed directly on the leaf acts as an internal opening button, its operation takes place via the battery located inside the device.

To fit it, remove the cover by inserting a screwdriver in the slot of the lower part.
Turn the screwdriver to disconnect it from the base.

Wall installation with external power source

Insert the battery in the appropriate housing (**4-wire version only**), and through a terminal connect the Remote-Key-Fob cables (passed through the hole on the base of the button) to the power supply. Then fix the base in the defined position and after having placed the card close with the front shell.

Remote installation, command driven by switch and with external power source

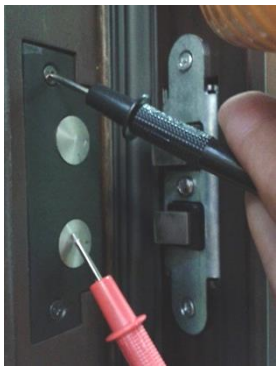
Make sure there is a battery on the board (**4 wire version only**), and through a mammoth connect the Remote-Key-Fob cables (passed through the hole on the base of the button) to the power supply and to the external device. Then fix the base in the defined position and after having placed the card close with the front shell.

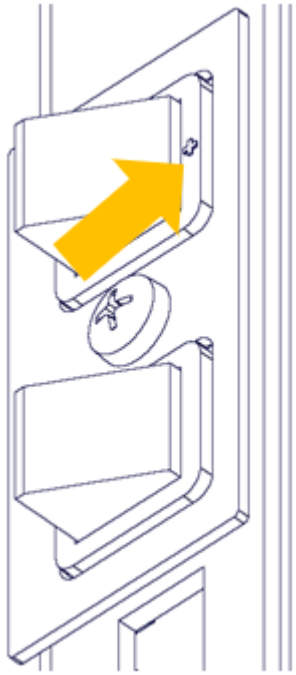
Checking the power supply

The reading of the power from the power supply unit is performed by means of contacts located on the frame. Follow the instructions below:

Using a multimeter, touch the **positive** contact of the frame with the **red** terminal and touch the contact holder fixing screw with the black terminal.

The same goes for the double leaf version.





According to the door opening direction, the ***positive*** contact can be placed both on the upper contact and on the lower one.
To determine which is the ***positive*** contact, see the relative contacts on the leaf where the + sign is indicated

The direct current reading must be about 12V DC

If the voltage reading is discontinuous or absent, check:
- for the network power to get to the power supply unit;
- for the contacts of the leaf to touch those of the frame. Using the appropriate screw inserted between the contacts adjust if necessary;
- for the connections with the power supply unit to be as indicated in chapter Power supply unit and frame connection at page 7.

Accessories

Digital fingerprint reader and numeric keypad

The product is an access system with a biometric or mnemonic identification feature (fingerprint or PIN code).
The system includes a detection unit and a control unit.

The fingerprint access system detects the characteristics of the lines of the fingers, compares them with the stored image of the finger and opens the door if they correspond.
The mnemonic access system detects the PIN code entered, compares it with the stored reference codes and opens the door if they correspond.

The power supply of this device takes place inside the door directly from the lock.

Prior to using the device, if there is at least one stored key, **remember to enable the internal button via the menu** (see Door operation configuration at page 10).

Configuration

The operation of the fingerprint reader can be tested as follows:
Within 10 min after powering the system and with the door closed (bolts out), touch the sensor for at least 3 seconds (and no more than 8 seconds) to trigger the relay and then open the lock.

The fingerprint reading system can work via a smartphone with Android and IOS operating system via a Bluetooth connection or directly on the system integrated in the door. When used with smartphones, the "**ekey home**" App must be downloaded from the "PLAY STORE" or from the "APP STORE".

This allows the registration of the fingerprints and the management of the system. The App includes two use options, one usable for system management, and another named DEMO, useful for demonstrating all the functions of the system without actually connecting with the Bluetooth reader.
Otherwise, the "administrator fingers" are set which allow the system to be programmed and managed. In this regard, refer to the manual supplied. This manual also applies to doors with the numeric keypad.

System configuration using the myDOOR APP

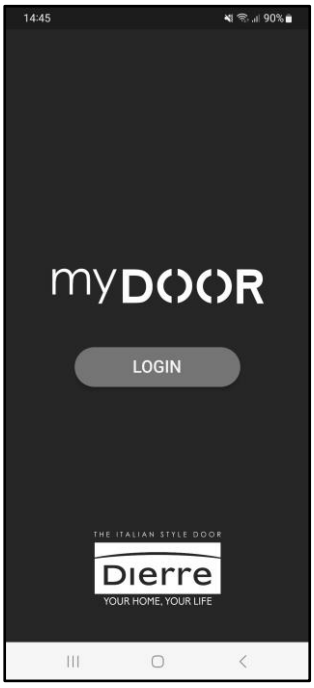
Download of the MyDOOR App

The configuration and management of the system is done entirely through the myDOOR App which can be downloaded from the App Store for iOS systems or from the Play Store for Android systems.

Search for the Dierre myDOOR and download it.

First connection

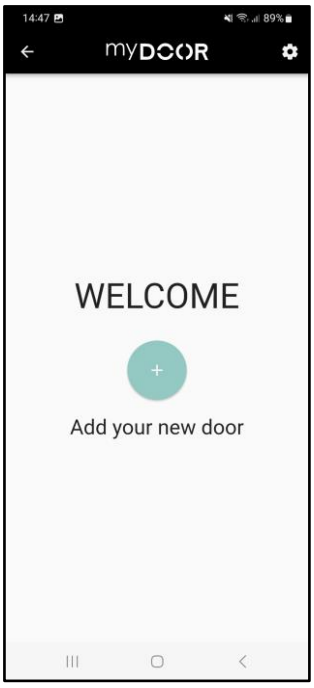
Enable the Bluetooth connection on your smartphone.
Open the App and proceed to search for the device that from the factory settings is named: "**DRL-BLE Lock01**".

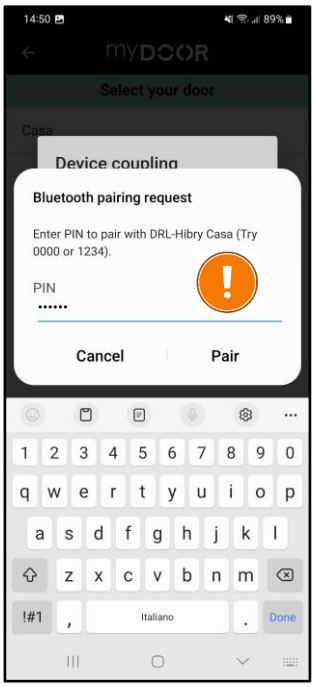


The alphanumeric password is then requested to access the management of the lock as a MASTER profile, the default password is ***master***

The smartphone then requests the PIN for Bluetooth pairing, the default value is ***987654***

Always carefully read the App messages where it is indicated which password you need to enter at that moment.





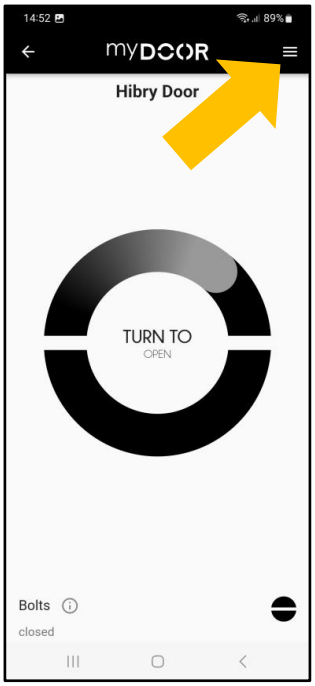
In some cases, operating systems suggest incorrect PINs for Bluetooth pairing (e.g. 0000 or 1234): proceed by entering the factory pin (987654) or the one already modified.

The App independently requests the modification of the passwords for security reasons, and once changed they must be noted by the user since, in the event they are forgotten, the system would have to be reset.
6 numbers for pairing, 6 alphanumeric characters for the master.
In order to change the passwords, simply follow to the letter the instructions given by the App through a pop-up.

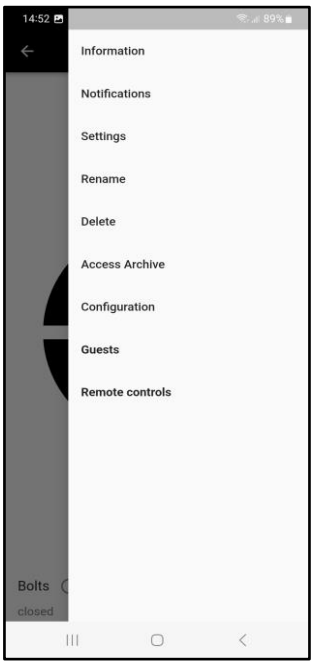
WARNING: after changing the PAIRING password, it is necessary to unpair the "DRL-BLE Lock" from the native Bluetooth menu of the device being used and then pair it with the new password.

After changing the various passwords, you can start browsing within the lock menu.

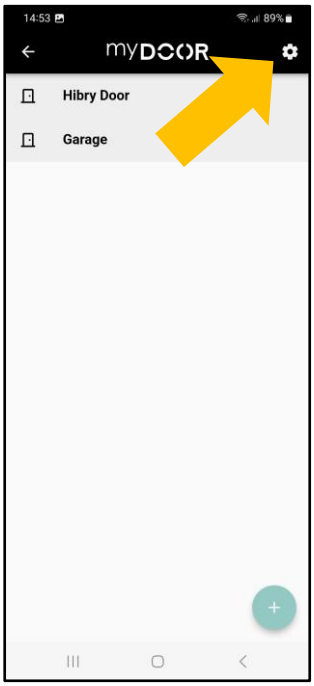
The MASTER password is unique and can be used by multiple devices to access the lock configuration, therefore it is recommended to distribute this authorization to a reduced number of users, preferably just 1.



Now you can proceed with the various settings.
Simply access the menu by pressing the button with the 3 dots at the top right of the App Home Page.



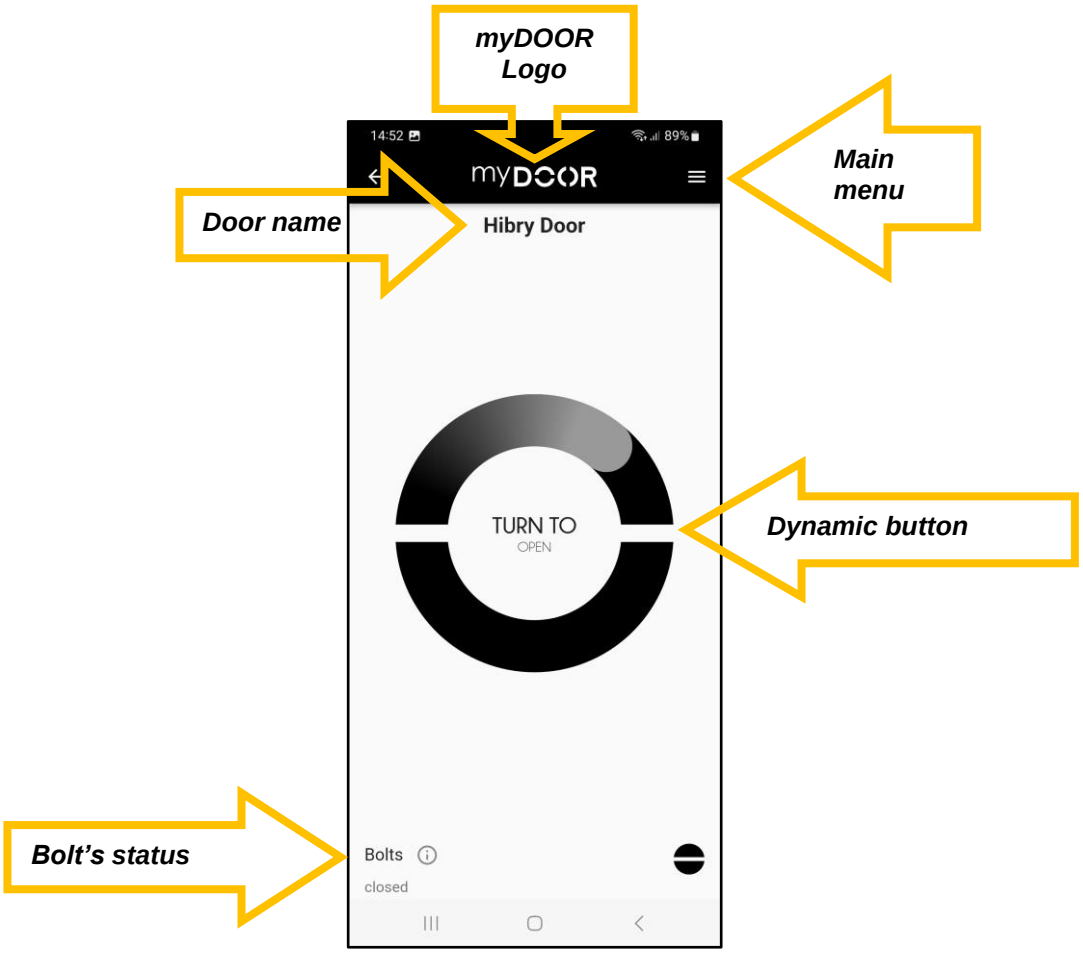
Security level and App navigation



The first action to be performed is to select the door you want to connect to, via the “My doors” screen.

The setting of the security level of access to myDOOR can be done by clicking on the main menu of the App. Enabling the **Secure access** allows you to access myDOOR only after further authentication with default for access method to the smartphone (PIN, fingerprint, etc.).

Once you have entered the menu of the selected door, the main screen appears, as in the image below.

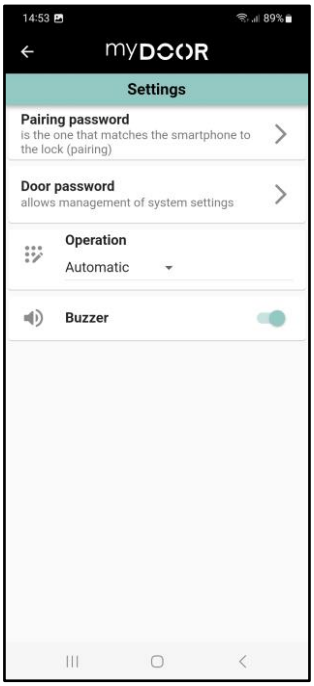


Fields on the home page screen:

- Dynamic button (for bolts locking/unlocking management)
- Door name
- Bolts status (locked/unlocked)
- Access to the menu
- myDOOR Logo

Settings menu

The following operations can be performed in this menu:



- ***Matching password***. This is the pairing password between the smartphone and the door. It can be changed by touching it. The old password is requested and the new one must be entered twice. At this point, the smartphones and the various key fobs must be paired again.

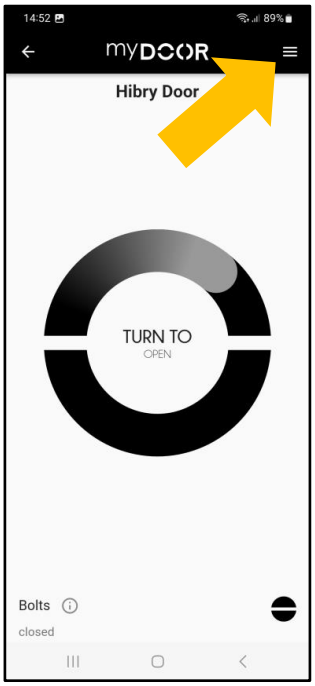
- ***Door password***. This is the personal password of the door and can be changed by touching it. The old password is requested and the new one must be entered twice. By modifying it, all the associated smartphones will be excluded from the system.

- ***Operation***. There are 2 different operating modes that can be set from the menu:
    - **AUTOMATIC mode -** The lock automatically locks each time the door is closed, in this way you are sure to always be secure. If the lock is locked, upon receipt of an opening impulse it performs the complete cycle, if the door leaf is not opened within 20 seconds, it locks automatically. With the door closed, by connecting, the information “bolts locked” and "TURN TO OPEN" is given, and to open simply turn the icon clockwise.
    - **SEMI-AUTOMATIC mode -** The lock does not lock automatically and a locking impulse is required, in this way the door can be opened and closed without having to turn the lock every time, in fact simply operate the latch manually and give an impulse to lock the lock only when needed. With the door closed, by connecting, the information “bolts locked” and "TURN TO OPEN" is given, and to open simply turn the icon clockwise.

- ***Buzzer.*** Used to enable or disable the audible command reception signal

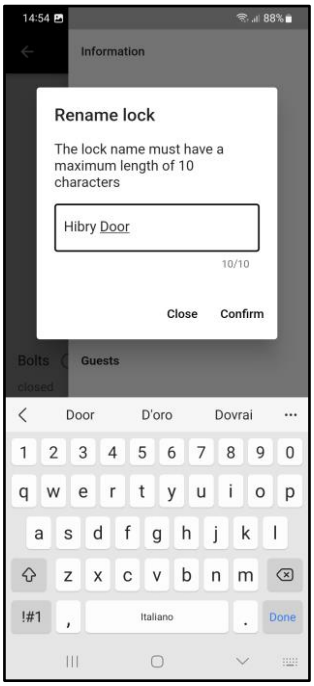
Change the Door name

It is advisable to change the name of the door so that it can be identified in the future, the name can be alphanumeric with a maximum of 10 characters.



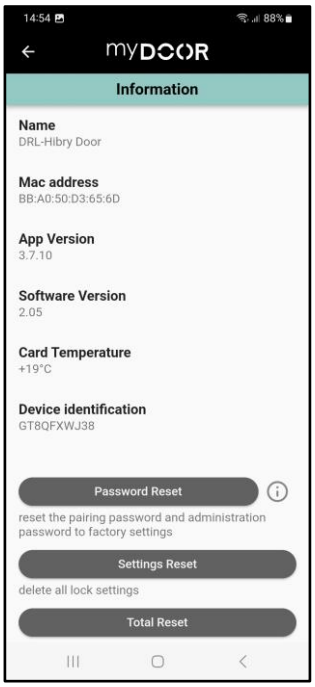
Simply access the menu by pressing the button with the 3 dots at the top right of the App Home Page

Then select "Rename" and enter the name in the dedicated space and pressing "OK" at the end of the operation. At this point the myDOOR device has been renamed and this name will be the reference for the external devices searching for it.



System information

The system information is shown in this screen.



With **Reset Password** you can reset all the passwords of the profile, which then returns to the factory one.

With **Reset Settings** we can bring the door to factory conditions. The settings of the system (the passwords are not deleted).

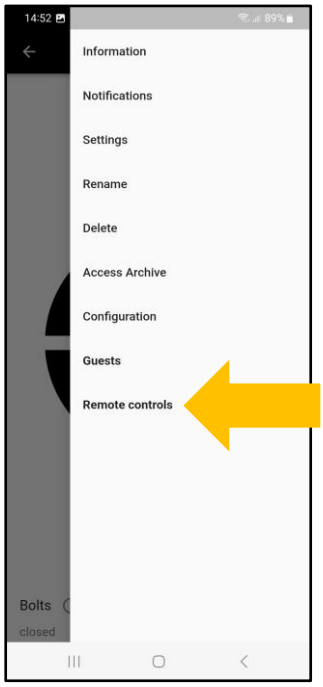
With the **Update System** button it is possible update the electronic board management program. The version currently loaded on the card is indicated in "Software Version" field.

Use of the dynamic button for locking/unlocking

The dynamic button on the App Home Page is easy and intuitive to use. Regardless of the opening mode set, simply turn the button clockwise to disengage the bolts and anticlockwise to engage them, both in "Automatic" and "Semi-automatic" mode.

Usage of remote controls/buttons

(Key-Fob, Easy-Key-Fob and Remote-Key-Fob)

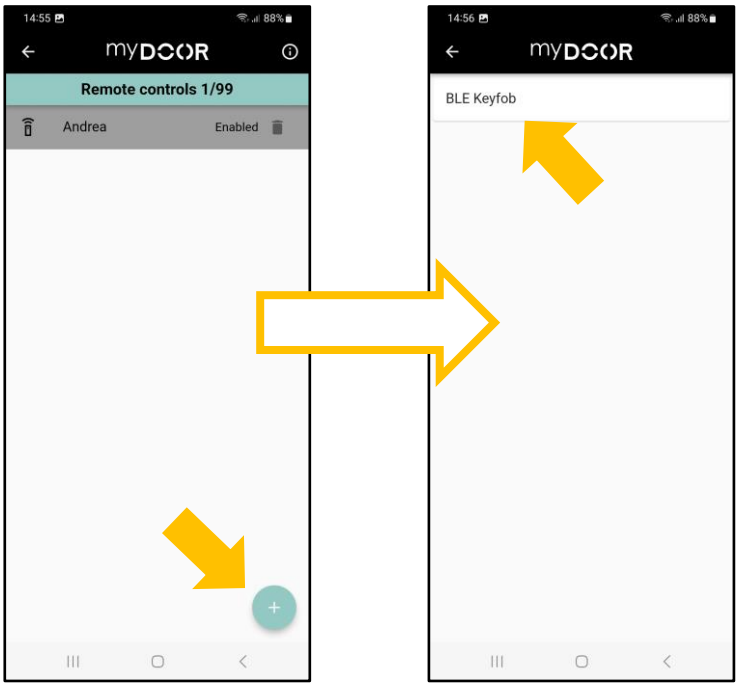


Simply access the menu by pressing the button with the 3 dots at the top right of the Home Page of the App and select **Remote Controls**.

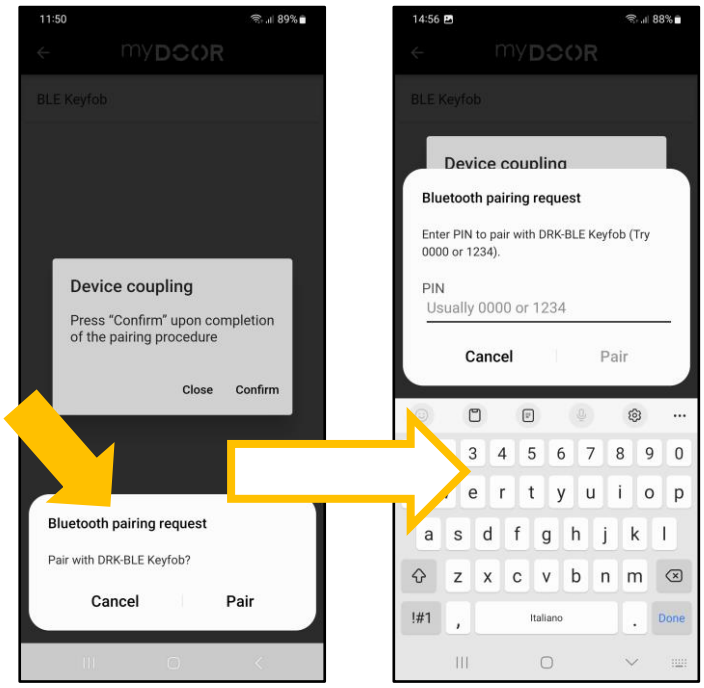
Up to 99 remote controls/buttons can be entered, each of them is identified with its own name so that it can be easily recognized.

To add a remote control, you need to have it with you, then proceed as follows:

1. **press the remote-control button for at least 5 seconds**;
2. releasing the button, the remote-control green LED will start flashing;
3. press the (+) button at the bottom right of the App and wait to search for the device;
4. the search result is then shown;
5. if the remote control is configured with the factory settings, it is identified with the name "DRK_BLE Keyfob" (otherwise with the name that has been assigned to it);
6. select the remote control to access the specific Key-Fob menu (once the connection is established the green LED will flash much faster);



7. the pairing password must be entered via a pop-up window to pair the smartphone with the Key-Fob, the default password is **987654**;
8. save the settings: **now the pairing password of the remote control is set as that of the lock;**

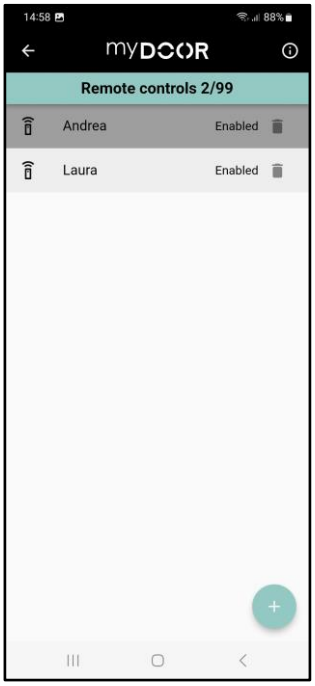


WARNING: after changing the PAIRING password, it is necessary to unpair the "DRK_BLE Keyfob" key fob from the native Bluetooth menu of the device being used and then pair it with the new password corresponding to the pairing password of the lock

9. press the button for at least 5 seconds, the Key-Fob green LED will start flashing again and it will therefore be possible to select it from the list in order to enter the settings.

Remote controls settings

Through the Key-Fob menu it is possible to:



- change the name (maximum 10 characters);
- enable and disable the remote control by voice Time slot;
- change the power with which the remote control communicates with the lock;
- update the firmware;
- reset the Key-Fob to factory settings (name and password, at the end of the reset the Key-Fob will also be deleted from the list).

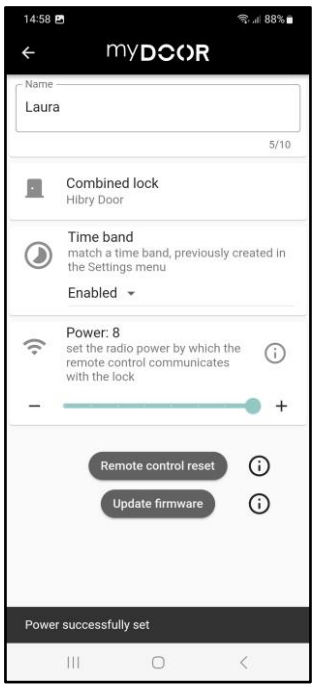
After the Key-Fobs are entered, the report will be shown in the list, specifically indicating the number of Key-Fobs present compared to the maximum number possible, and the list of names of the Key-Fobs.

In order to identify a Key-Fob in the list, simply press the Key-Fob button for at least 5 seconds, releasing it, the green LED will start to flash, and the corresponding name will be identified in the list passing from semi-transparent to bold.

You can delete a Key-Fob directly from the list (by pressing the Bin icon or by dragging it to the lef). When a Key-Fob is deleted, it is no longer authorized to open the lock while no setting is lost (pairing name and password).

It is also possible to set the **radio power level** with which the remote control communicates with the port from lowest (-18 dBm) to highest (3 dBm). It is suggested to carry out empirical tests and set the minimum power that allows correct communication in the installation environment and with the actual actuation distances towards the desired port[2].

It is possible to enable and disable the remote control using the **Time band** menu.

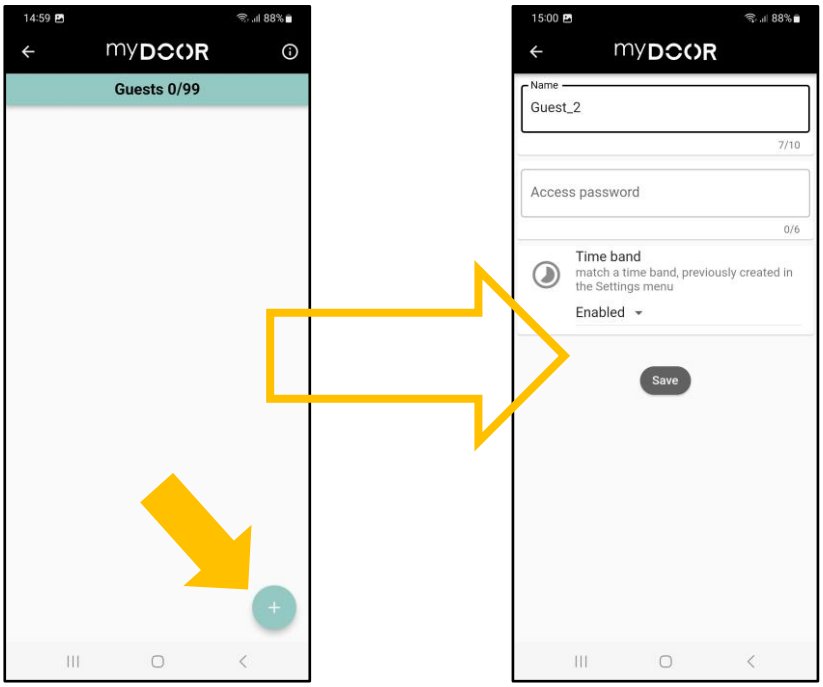


[2] Setting a power higher than needed has the effect of unnecessarily consuming the remote-control battery

Guest profiles settings

Up to 99 Guest profiles can be created, each identified with its own name so that it can be easily recognized. Simply access the menu by pressing the button with the 3 dots at the top right of the App Home Page and select **Guests**.

To add a GUEST, press the (+) button, change the name of the guest by pressing on the default name, then define the access password of the guest in question (6 alphanumeric characters), define the type of authorization setting and save the settings.



Once setting is completed, the report will be shown in the list of guests, specifically indicating the number of guests present compared to the maximum possible number, the name of the guest and the type of authorization, press on it for details on the guest.

You can delete a guest directly from the list (by pressing the Bin icon or by dragging it to the left).

FW update

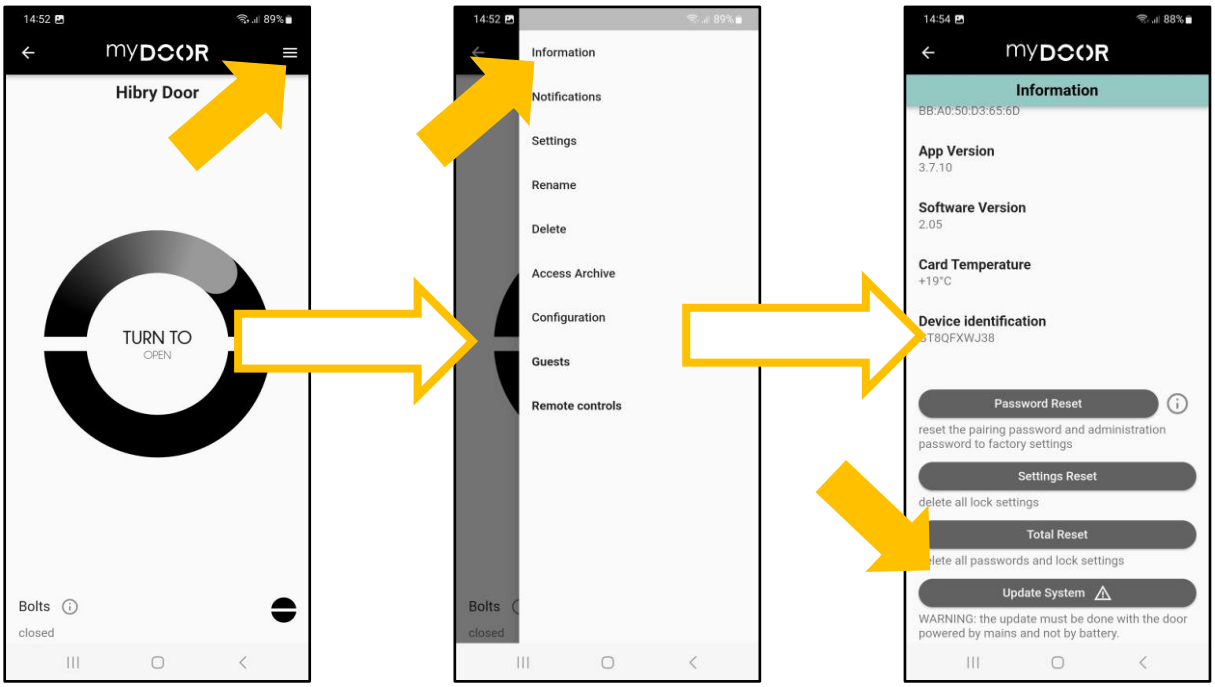
It is possible to update the Firmware (FW) of the lock and to do this there are 2 methods, in in both cases, no data is removed from the lock. The FW is made up of two “package” elements that can be loaded into the board door electronics:

A. “Stack” contains the basic and low-level functionality of the door card;
B. “Application” contains the high-level and functional management functions of the door.

FW Update using a connection with a MASTER profile

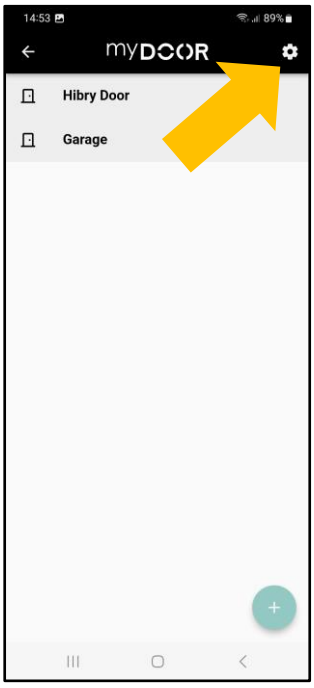
By connecting to the lock with a MASTER profile, simply access the menu by pressing the button with the 3 dots at the top right of the App Home Page and select **Information**.

At the bottom of the screen, press **Update System** and immediately the various FWs are downloaded from the server (make sure you have an internet connection on the device) and select the one of interest (generally the most recent and therefore with the latest version).



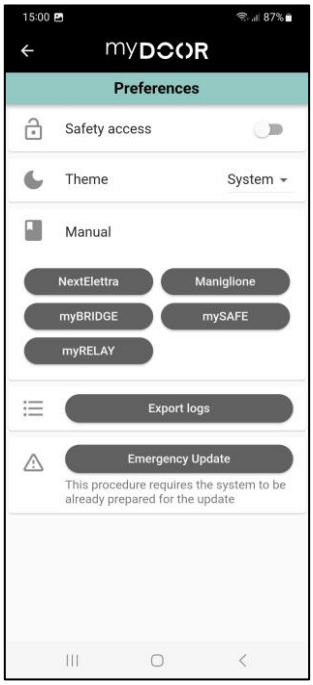
An information pop-up opens in the event that the selected FWs are earlier or the same as the one already installed on the lock. At this point the device starts searching for the lock that enters BOOTLOADER mode for a few minutes, **confirmation of the Bluetooth pairing is requested** and the update begins. The lock automatically exits from the BOOTLOADER mode and as long as it remains in this mode it is not possible to interact with it except to update it.

FW Update using DIP switches



The lock must be in BOOTLOADER mode in order to use this method. In order to force this mode, it is necessary to open the door and act on the DIP levers located on the lock itself (see Bluetooth® system operation configuration at page 12). Once the DIP levers have been found, move levers 2 and 4 to ON the LED behind the levers turns red.

Then open the App and on the locks list page press the "**Emergency Update**" button at the bottom of the screen and select "LOCK" from the drop-down menu that is shown.



The various FWs are then downloaded from the server (make sure you have internet on the device) and select the one of interest (generally the most recent one and therefore with the latest version). Then press the "**UPDATE**" button at the bottom of the screen.

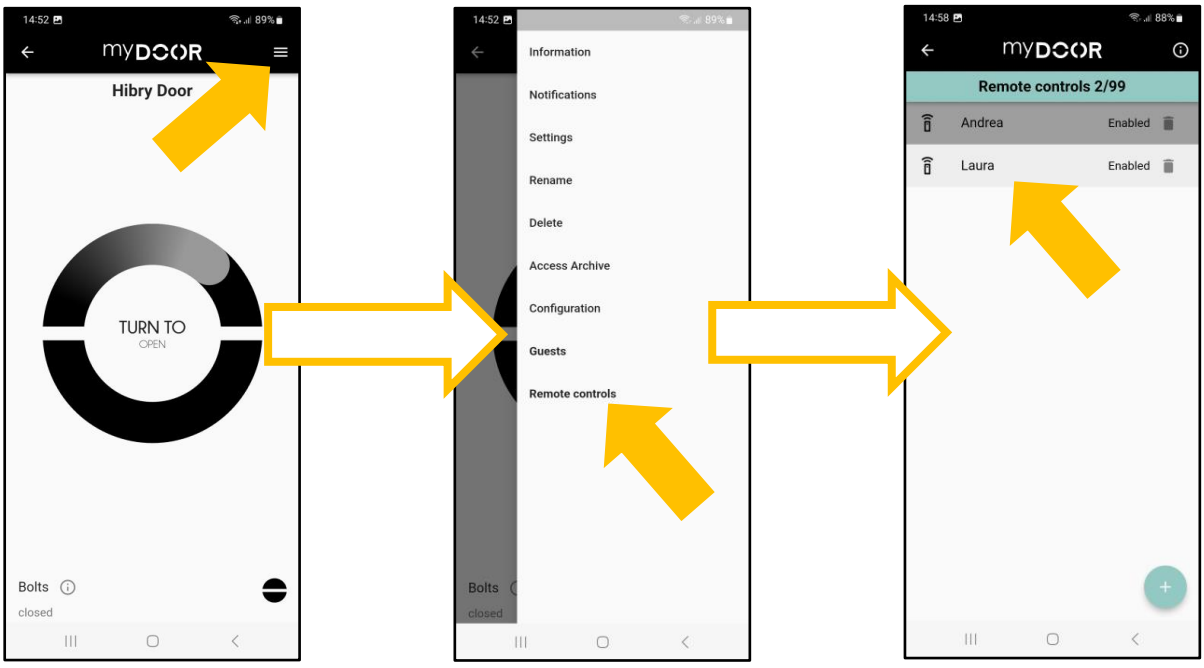
At the end of the update the lock must be **unpaired** from the native Bluetooth menu of the device you are using and only then perform the pairing.

Remote controls FW update

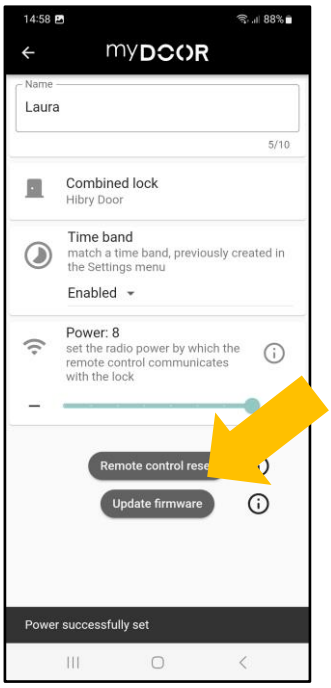
The FW of the remote controls can be updated in 2 ways, in both cases the remote control maintains the link with the lock.

Update of a remote control already connected to the door

This method can only be used if the remote control is linked with a lock. By connecting to the lock with a MASTER profile, simply access the menu by pressing the button with 3 the dots at the top right of the App Home Page and select **Remote controls**.



Press the button of the remote control you want to update for at least 5 seconds and, when released, the LED starts to flash green. The name corresponding to the remote control in question will be identified by changing from semi-transparent to bold.



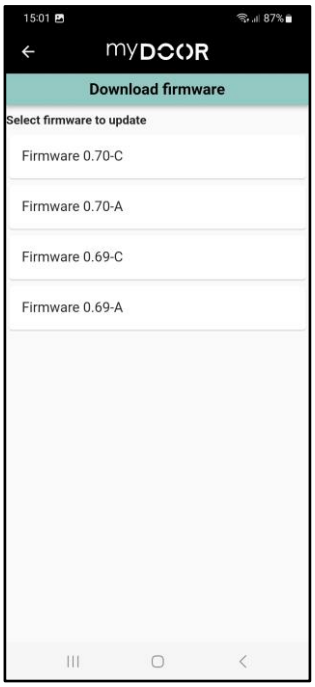
It is therefore necessary to select the remote control in question to connect to it and at this point press the "UPDATE SOFTWARE". The various FWs are then downloaded from the server (make sure you have internet on the device) and select the one of interest (generally the most recent one and therefore with the latest version) by simply clicking on it.

Then press the **UPDATE FIRMWARE** button at the bottom of the screen. An information pop-up opens in the event that the selected FWs are earlier or the same as the one already installed on the lock.

Once the lock has been selected, confirmation is requested for Bluetooth pairing and the update begins.

A confirmation for the Bluetooth pairing is also requested and the update begins.

PLEASE NOTE: “Application” packages that have versions that ending with the suffix “-A.cyacd” program the remote control in order to create an association one-to-one (one-to-one) with the lock. Versions with the suffix "-C.cyacd" allow the association instead simultaneous remote control to different locks.



The remote control exits bootloader mode by itself, and as long as it remains in bootloader mode it does not interact otherwise. During the update the LED remains solid red.

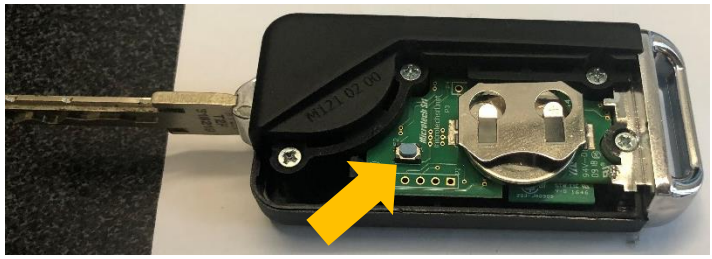
At the end of the update it is necessary to **disassociate the remote control** from the Bluetooth menu native of the device you are using and only then perform the association.

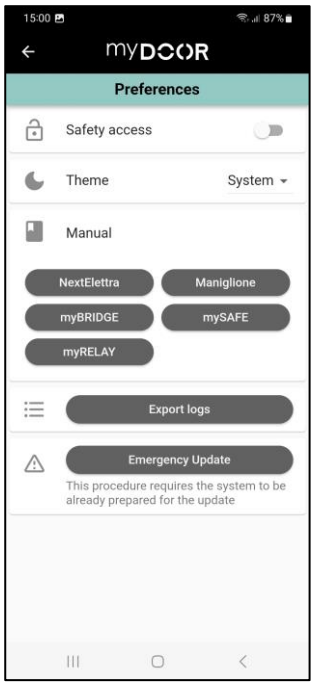
Update of a remote control not connected to the door

In order to use this method, the remote control must be in BOOTLOADER mode. In order to force this mode, it is necessary to access the second button on the remote control by removing the rear cover. See paragraph related to battery replacement to access the rear button.

Press the rear button and keeping it pressed act also on the main button, after no more than 5 seconds release the rear button and then the main button, at this point the LED of the remote control turns RED fixed indicating the BOOTLOADER status.

Then open the App and on the locks list page, press the **Emergency Update** button at the bottom of the screen and select **Remote control** from the drop-down menu that appears.





The various FWs are then downloaded from the server (make sure you have internet on the device) and select the one of interest (generally the most recent one and therefore with the latest version) by simply clicking on the empty spot
Then press the "UPDATE" button at the bottom of the screen.

During the update the Red LED remains on.

WARNING: at the end of the update it is necessary to unpair the remote control from the native Bluetooth menu of the device you are using and only then perform the pairing.

Battery replacement and key-fob reset

Key-Fob, Easy-Key-Fob and Remote-Key-Fob

In order to replace the battery or reset the remote controls, it is necessary to remove the cover to gain access to the back of the card.

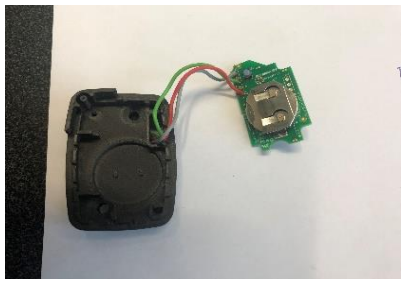
For Key-Fobs, locate the notch on the edge of the remote control, insert a flathead screwdriver in the notch, rotate it 90° and manually separate the 2 covers to access the back of the card.

For Easy Key-Fobs, open the Scatto key and remove the cover retaining screw using a Phillips screwdriver. Locate the notch on the edge of the remote control, insert a flat head screwdriver in the notch, rotate it 90° and manually lift the cover to access the back of the card.



For Remote Key-Fobs, locate the notch on the edge of the remote control, insert a flathead screwdriver in the notch, rotate it 90° and manually separate the 2 covers to access the card. Then lift it from the base of the remote control being careful not to damage the cables, at this point there is excess to the back of the card.

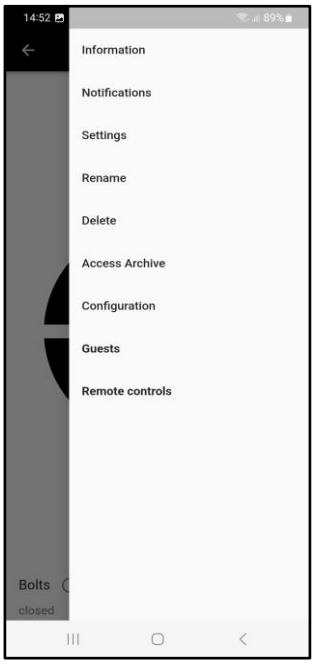




Having accessed the back of the card, proceed with the replacement of the CR2032 battery or with the reset of the remote control.

WARNING The latter operation returns the card to the factory conditions, the default name DRK-Keyfob is set and the pairing password returns to 987654.
In order to perform it, it is necessary to hold down both buttons on the card for 10 seconds, when they are released the blue LED will flash 3 times to confirm the reset.

System Configuration handling



In the main menu, via the **Configuration** item you can save in the App all current door settings (**Save configuration**) including settings and the configurations of users and associated remote controls.
Similarly, a previously saved configuration can be loaded (**Import configuration**) to being able to simply clone settings from a door to another door.

Troubleshooting

The door continuously locks and unlocks
If the door performs a continuous locking and unlocking cycle and locking again after about 30 seconds etc. it means that the remote button has short circuited. Disconnect one of the contacts and try again. If by acting in this way everything returns to normal it is necessary to check the system that sends the unlocking signal.
The remote system must always have the contact open and close it for a short time only to control the unlocking.

The door does not lock through the motorized turns
To ensure that the system locks the door through the turns, the latch must insert into the lock when it meets the frame, but it must subsequently fully exit when the door is fully closed. If it does not fully exit, the system will not allow locking via the motor and the green LED will flash continuously.
Work on the adjustment of the latch by finding the right adjustment on the load of the seals. Pay attention if the adjustment of the latch is slack with little or no compression of the door seals. By banging it, it will gain clearance and the acoustic seal and thermal insulation features will diminish.

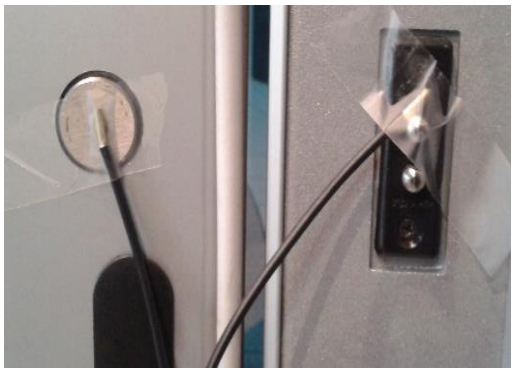
The door locks and unlocks immediately
The system monitors the position of the lock bolts in the closing stage and if in their movement they don’t reach the end of stroke, the unlocking of the door occurs. This happens because the bolts or deviators find an obstacle in their stroke that does not allow them to get to the end.

Check that there are no obstructions in the frame in the passage of both deviators or bolts. Optionally performing a new mechanical adjustment of the leaf.

In these last two cases it is possible, with the ***door unlocked***, to simulate the locking:

For doors with exposed hinges, connect with an electric cable the ***positive*** contacts of door and the frame.
If the lock, with the door open, performs the locking and does not unlock, check if the door is too high or too low or there are obstacles in the holes of the frame (bolts, deviators passage).
If on the other hand the door unlocks, check that the lock deviators connecting rods are fitted with the correct clearance.

For doors with concealed hinges (WALL SECURITY, SLEEK) it is necessary to connect the earth of the leaf with the corresponding contact on the frame to the side of the hinges. Two pins are located on the mobile contact of the frame, only one is earthed to the frame. Check that with the door locked the earthed contact touches the contact of the leaf.



From the lock side connect with an electric cable the **positive** contacts of door and frame.
If the lock, with the door open, performs the locking and does not unlock, check the adjustment of the door, for example if it is too high or too low or there are obstacles in the holes of the frame (bolts, deviators passage).
If on the other hand the door unlocks, check that the lock deviators connecting rods are fitted with the correct clearance.

What to do if you forget your pairing or master passwords?
It would be better to avoid this situation as it is necessary to reset the lock through dip switches 2-3 (see paragraph "Dip switch lever management").
This entails having to reset all the remote controls and then pair them again. Passwords should be kept in a safe place to avoid this situation.

When trying to connect to the lock from the list of search results, the screen for entering the pairing password is not shown?
It is advisable to unpair, pair and unpair again the lock from the phone's Bluetooth menu and then try again with the App. If this doesn’t work try to restart the phone.

How do you know if a Bluetooth remote control is dead?
If at the time of activation with the button, the LED on the remote control no longer gives any signal, it means that the battery needs changing, in fact, from that moment on, there are about a thousand activations left before the remote control stops communicating with the lock.

After updating FW, the door doesn’t exit the bootloader mode?

Warning: when updating both the Stack and Application it is necessary to carry out the procedure twice, the first time the Stack is updated. At the end the card search in bootloader mode is shown again in order to load the Application, if the Application is not also loaded the card remains in bootloader mode.

In the case of a fingerprint reader / numeric keypad, the cycle start-up time of opening after accepting the fingerprint / code is too long
It is necessary to adjust the pulse time given by the device using the specific instructions.

There are pairing problems with the smartphone
Unpair from the list of devices, clear the App cache and try again. If the problem there is to turn the phone off and on again. The problem is not caused by the App and the Dierre device but from the phone itself, for this at worst it is need to restart.

Following a search, the icon continues to spin but the pairing pop-up does not appear
The phone is not automatically showing the pop-up, access the device notifications to confirm to proceed with the pairing. You can generally have access notifications by dragging the phone screen from the top to the bottom.

The door does not respond to the Key-Fob and when connecting with the smartphone it is shown the "Open Door" logo and the battery status 0%
It is necessary to carry out a hardware reset of the board through the use of the DIP switches, see “Door operation configuration” section at page 10.

Thank you for choosing Dierre and

We wish you a good use of *Hibry*.

If you have any questions, please contact the Dierre Partner where you purchased your Dierre products

Dierre is at your disposal for any further clarifications on:
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info@dierre.it
www.dierre.com - Contacts or Reseller Search in Italy