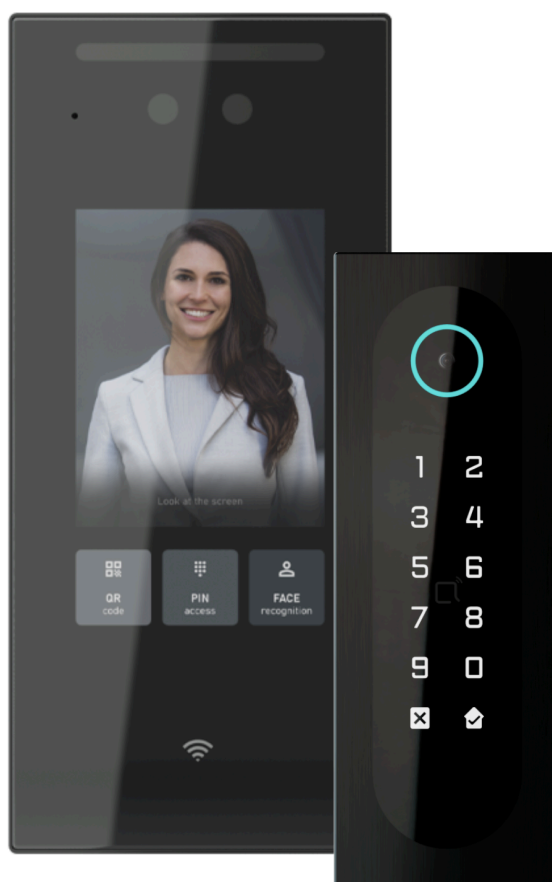




DICO app configuration guide



DICO EK-5DP-VI

Video intercom with face recognition

ACCÉDO KEY EK-ACC-KEY-IP

Slim IP Access Control Reader

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Version	Changes	Data	Author
1.0	Initial version regarding only the access control functionality	31/03/2025	C. Caldera
1.1	Added more general information about the configuration and usage Added the chapter regarding the multiple lock management	30/5/2025	C. Caldera
1.2	Corrected the number of external relays that can be managed with the bridge (4 instead of 5) Added reference for the integration of the cloud calls with Ekinex Studio	15/04/2026	C. Caldera

1. Introduction

1.1 Purpose of this document

This manual contains the instructions for the configuration and use of the DICO app, in order to setup a building - equipped with DICO intercom(s) and ACCÉDO KEY device(s) - and let the customer(s) receive calls and open the locks with their mobile phone.

The manual covers also the following specific functionalities:

- Access control with QR code and PIN with the DICO app
- Multiple locks management in the DICO app

A good knowledge of the following manuals is assumed:

MANUAL	PRODUCT	VERSION
USER MANUAL FISPEK5DPVIEXXXX	DICO	3.0 or higher
INSTALLATION MANUAL FISPEKACCKEYIPXX	ACCÉDO KEY	2.0 or higher

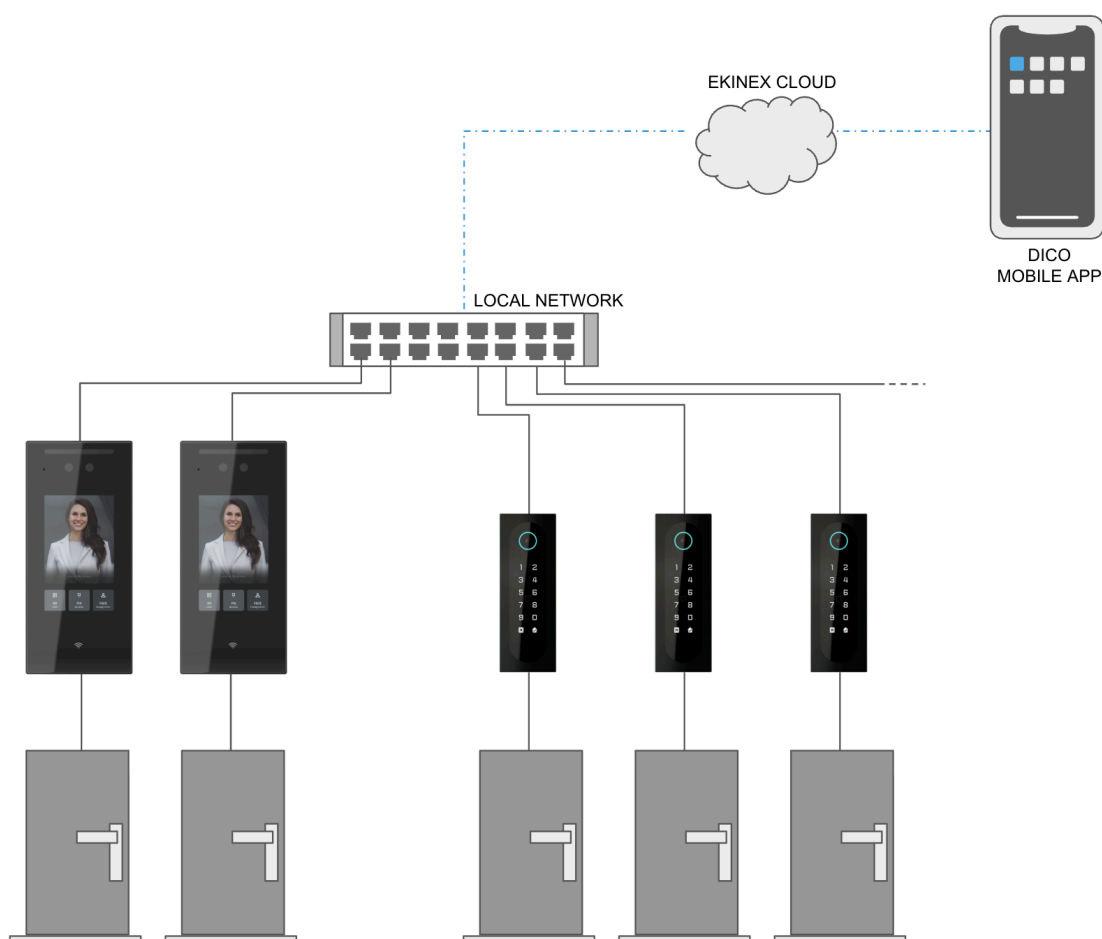
For the local operation of DICO and the DELEGO PANELS for intercom applications, please refer to the documentation of EKINEX STUDIO available on our website.

Feel free to contact our contact technical support at the following email address: support@ekinex.com for any further information or to request the latest firmware version.

1.1 Solution overview

It is possible to receive calls from the DICO door phones when not at home with the DICO app installed on a smartphone; up to 4 mobile phones can receive calls in mobility for each apartment, as better explained in the prosecution of the manual.

The DICO door phones and the ACCÉDO KEY keypads can be used, besides managing video conversation with the guests accessing the building, to achieve simple access control applications, without additional local controllers and entirely managed via the mobile app:



Being a simplified access control solution, the following constraints must be taken into account:

- Each door / gate to be opened must be connected to a different device (DICO or ACCÉDO KEY). No possibility to control more than one gate with a single device
- Only the integrated relay of DICO / ACCÉDO KEY can be used. No possibility to expand the solution with the DICO SECURITY RELAY or any other additional connected relay (example KNX actuators).
- The local network - where the devices are connected - must have an internet access, being the solution described in this document based on the EKINEX CLOUD

The first two limits (on the number of relays) can be solved with the solution called “BRIDGE” explained in the dedicated chapter along this document; in this case at least one DELÉGO PANEL must be installed.



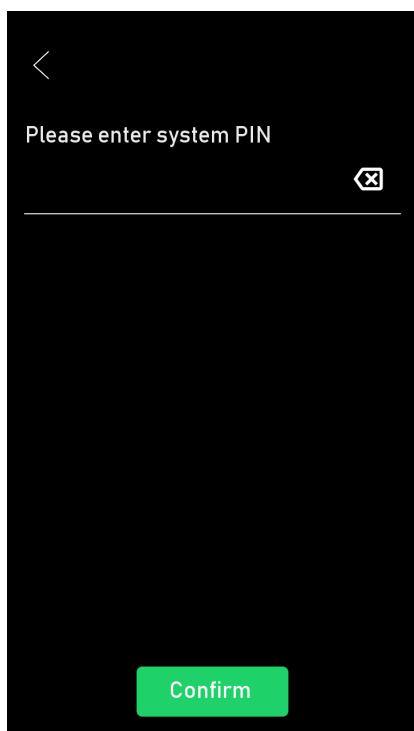
Where there is a need for a more flexible, powerful and reliable solution (that does not depend solely on the cloud) and/or where there is a KNX automation, we recommend adopting the DELÉGO SERVER access control.

1.1 Preliminary operations

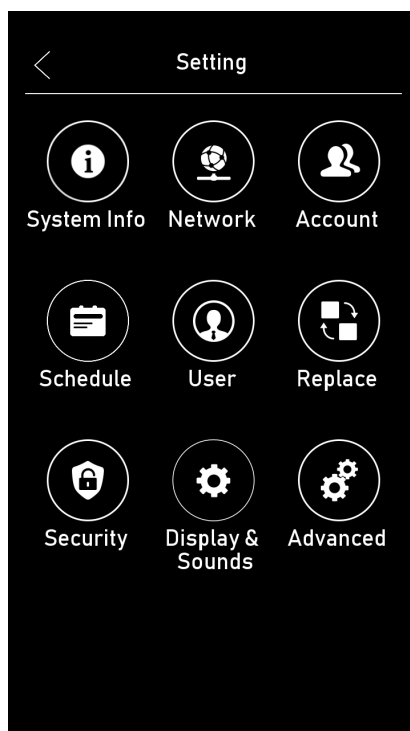
All the DICO and ACCÉDO KEY devices must be installed and connected to the local network before proceeding with the instructions contained in this manual.

Even though **it is not strictly necessary** for the access control solution, it is strongly recommended to change the password of the admin user, by doing the following operations.

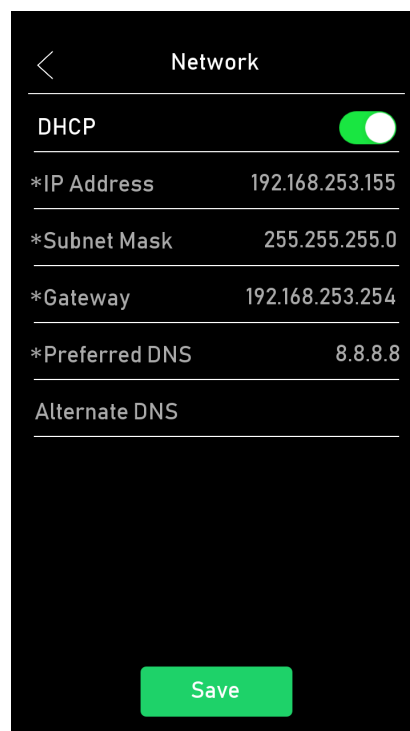
DICO



Press anywhere on the screen and hold your finger down for more than 10 seconds until you are asked for a password
Enter *admin* and press Confirm



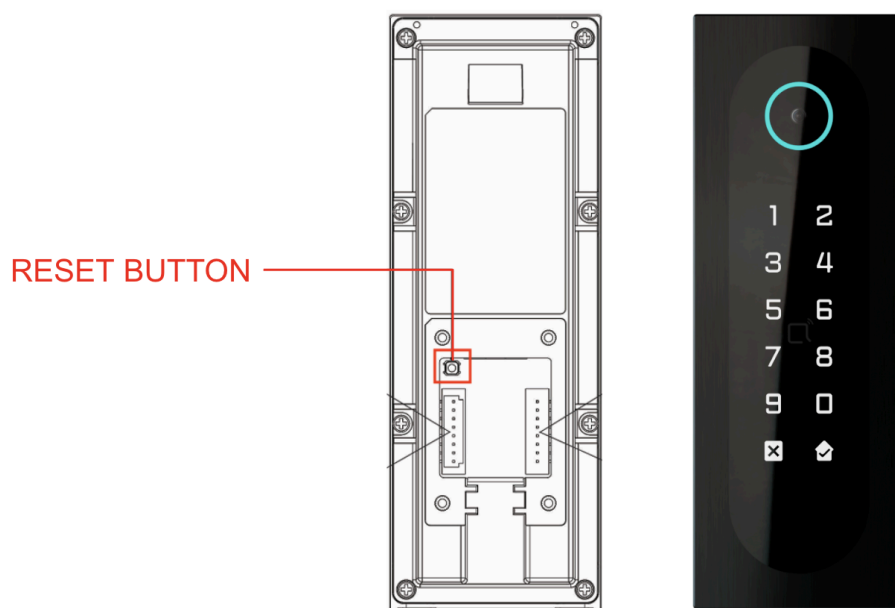
Press *Network*



Take note of the IP Address of the Outdoor Unit

ACCÉDO KEY

Press the RESET button on the backside of the product; a voice will say the IP address.



Once obtained the IP address, do the following steps:

1. Open a web browser (Google Chrome suggested) and enter the device's IP address
2. Enter "admin" as username and "admin" as password
3. If requested, enter a new password matching the security requirements
4. If not, open manually the maintenance web page containing the admin credentials, and change the default password with a new secure one

2. Configuration

2.1 System architecture

Each building equipped with DICO and/or ACCÉDO KEY devices must be configured as a separate BUILDING in DICO app.

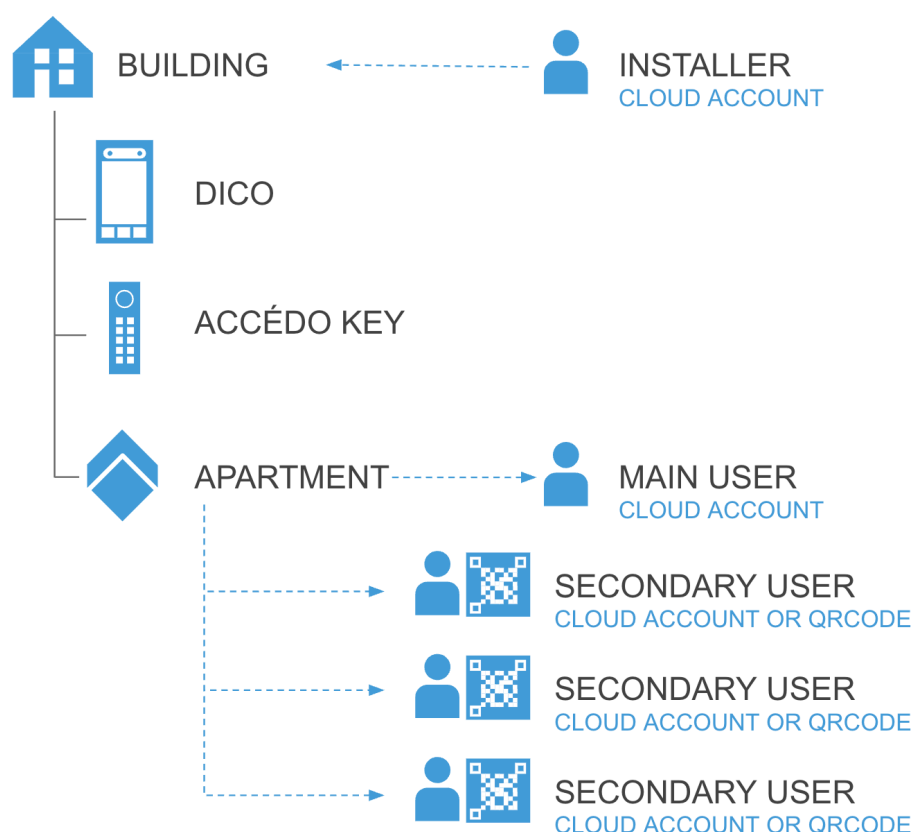
Each BUILDING can contain:

- One or more DICO
- One or more ACCÉDO KEY
- One or more APARTMENTS

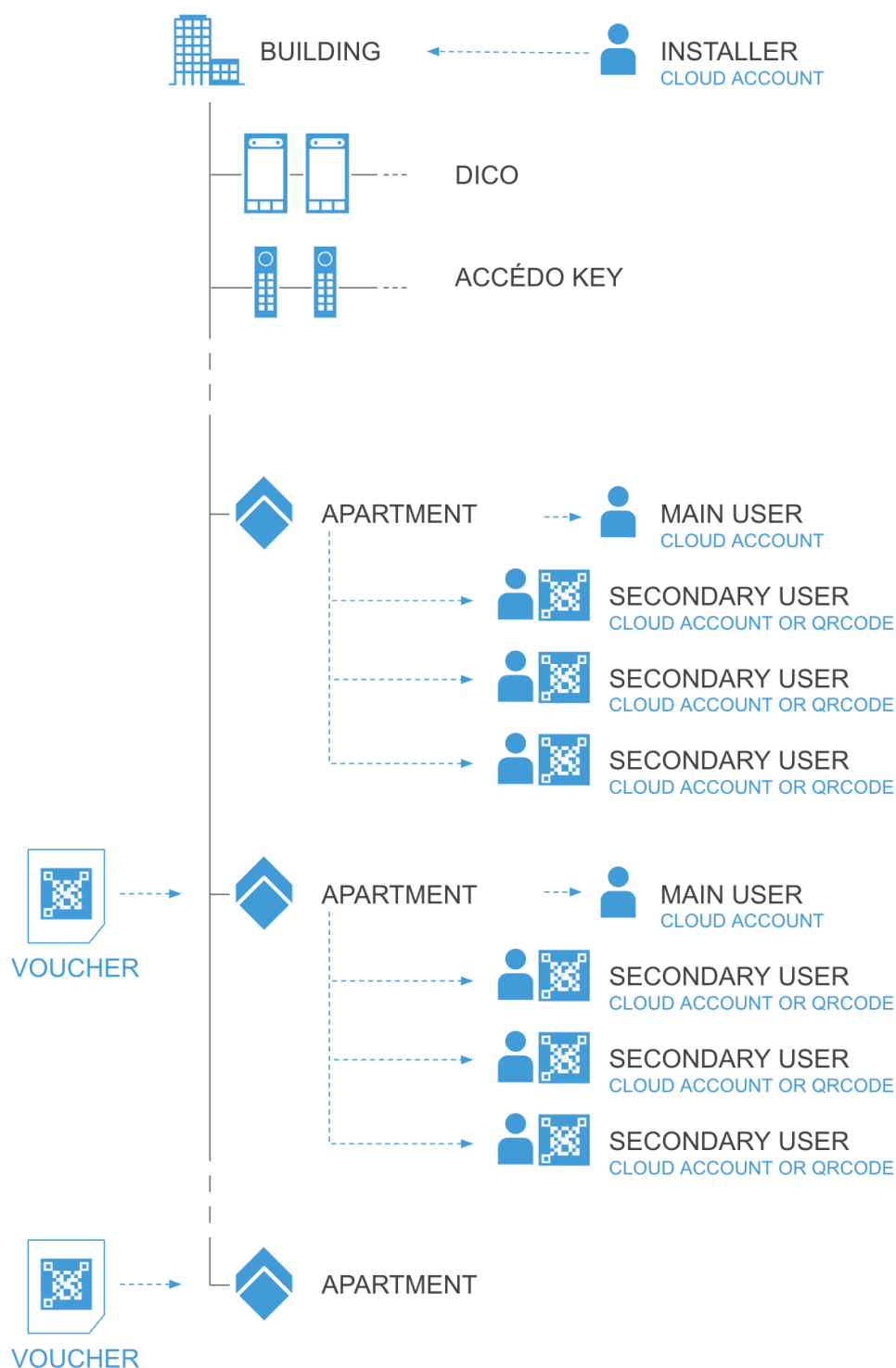
Each APARTMENT must be associated with a MAIN USER, who must have an account on the EKINEX CLOUD. If not yet registered, it must be done before the association to the apartment. Creating an EKINEX CLOUD ACCOUNT is free.

The MAIN USER can invite SECONDARY USERS (up to a maximum of 3) who will be able to operate with their smartphones, receiving calls from the entrance panel in the same way as the main user. The SECONDARY USERS don't need an account, being it possible to invite them with a QR code.

The following diagram illustrates the situation of a single-family system, in which the installation is carried out by an INSTALLER other than the users:



In the case of more complex systems, the same structure is replicated for each apartment, as exemplified in the following figure:



During the creation of each apartment (after the first), it is necessary to scan a LICENSE VOUCHER, which enables it to use cloud services; the license voucher must be purchased beforehand, and involves a *one time cost* (no recurring fees).



The intercom functionality in the local network among the DICO door phone(s) and the DELÉGO PANEL(s) must be configured with the software called EKINEX STUDIO, and is out of the scope of this manual.

At the end of this chapter, it is explained how to enable and integrate the cloud calls to the DICO app inside EKINEX STUDIO.

2.2 Installation and first access to the app

Download and install the DICO app on the phone to be used for the installation of the system (the account identified as INSTALLER in the previous diagrams).



The configuration of a BUILDING in DICO app is intended for technical INSTALLERS. The EKINEX CLOUD account used for the configuration, will not receive calls from the DICO door phones and won't be allowed to generate temporary access keys to the BUILDING.

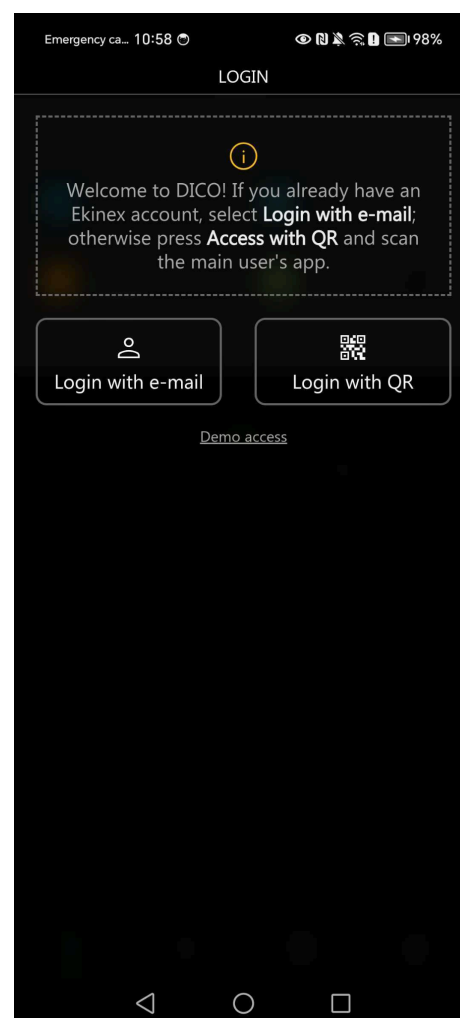
Of course, the same account used for the configuration, can be eventually associated **also** as MAIN USER of an APARTMENT; in such a case, it will be also allowed to receive calls and/or manage the access keys to the BUILDING.

When opened for the first time, the app asks how to login to the system; there are two modes:

ACCESS VIA EMAIL	If the user has an account on the Ekinex cloud, the login can be done by entering email and password. This access method is mandatory for both the INSTALLER and the MAIN USER of each apartment (if they do not coincide with the same account).
ACCESS VIA QR CODE	SECONDARY USERS can be invited to login by generating a QR code on the main user's (or installer's) phone to be scanned during the login, without entering a password. This access method is reserved exclusively for SECONDARY USERS.

To install the system you need to log in with an account; If you do not yet have an account on the Ekinex cloud, press the REGISTER button and enter the requested information, agreeing to the terms of use and privacy reported in the app.

At the end of the registration you will receive an email containing a link that you must press to validate the registration.



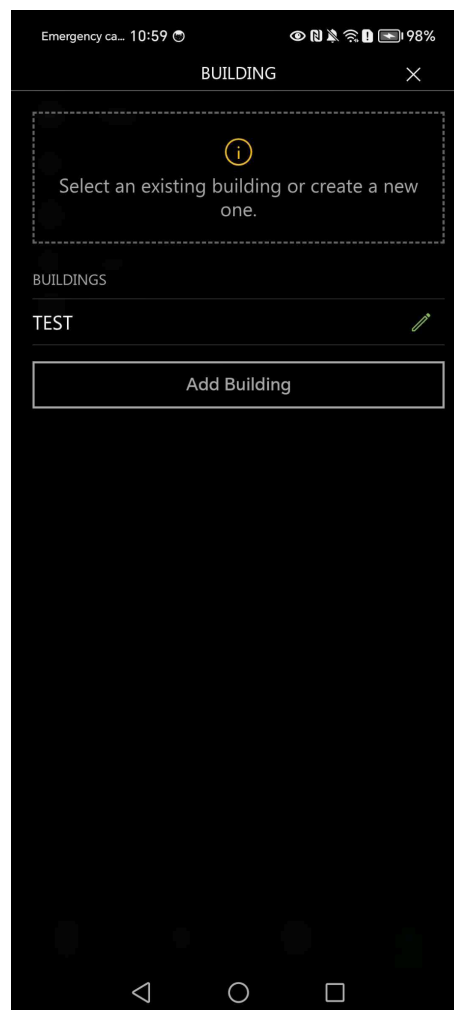
2.3 Create a new building

Press the SETTINGS button in the TOOLBAR and select the BUILDING CONFIGURATION item.

By pressing the ADD NEW BUILDING button, you are asked for the following information (all mandatory):

NAME	Building identification label
ADDRESS ZIP CITY	Location info of the building

It is always possible to edit an existing system at a later time, in order to change its name or manage its devices and/or apartments, as detailed below.



2.4 Associate a device to the building

A BUILDING requires at least one DICO or ACCÉDO KEY device. By entering the corresponding section, the following information is requested:

DEVICE NAME	Video intercom identification label. It appears on the app's main screen
MAC ADDRESS	Unique address of the video intercom, shown on the adhesive label on the back of the device. The MAC address can be scanned with the phone's camera (by pressing the barcode symbol) or entered manually.



A device can only be associated with a single BUILDING. To remove it from a system, please contact technical support.

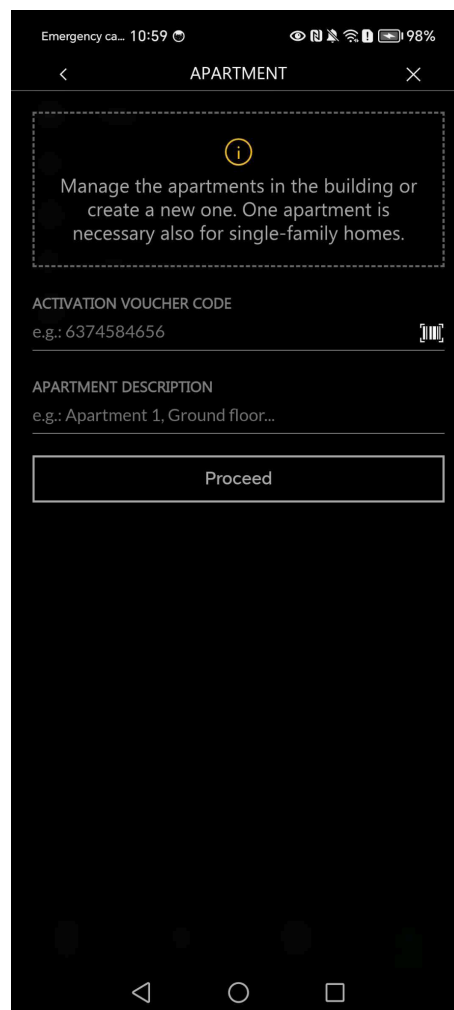
2.5 Create a new apartment

In order the system to work properly, at least one APARTMENT must be created.

The following information is requested:

ACTIVATION VOUCHER	Scan (by pressing the QR symbol) the cloud license voucher, or type it if you are unable to scan it with the phone's camera Note: a voucher is not required for the first apartment of each plant
APARTMENT NAME	Apartment identification label

If the voucher is valid, the apartment is created, and you are taken to the next step for the users association. It is always possible to access this screen directly by selecting the apartment in the list.



2.6 Associate the main user to apartment(s)

Each APARTMENT must be associated with an EKINEX CLOUD account, which is considered the MAIN USER. This account will be allowed to:

- Receive calls from the DICO door phone(s)
- Consult the history log of calls
- Invite other user(s) to the APARTMENT (up to 3)
- Manage the access to the BUILDING by creating and sharing temporary access keys

The MAIN USER email address must be entered by the INSTALLER in the configuration section of the APARTMENT. The entered email address must be already associated with the EKINEX CLOUD at the moment of the configuration.



It is also possible to associate a DELÉGO PANEL to an apartment, to enable the control of multiple locks from the app. Please refer to the dedicated chapter for more info.

2.7 Invite secondary users

Each APARTMENT can have up to three SECONDARY USERS; each of them will be allowed to use the DICO app on their mobile phones to:

- Receive calls from the DICO door phone(s)
- Consult the history log of calls

The invitation can be done in two different ways:

- By entering their email address, if they are associated with an EKINEX CLOUD account
- By sharing with them an invitation QR CODE, generated directly in the configuration section of the app



SECONDARY USERS invited with the email address (cloud account) will be allowed to create and share their own TEMPORARY ACCESS KEYS (as shown later in this document).

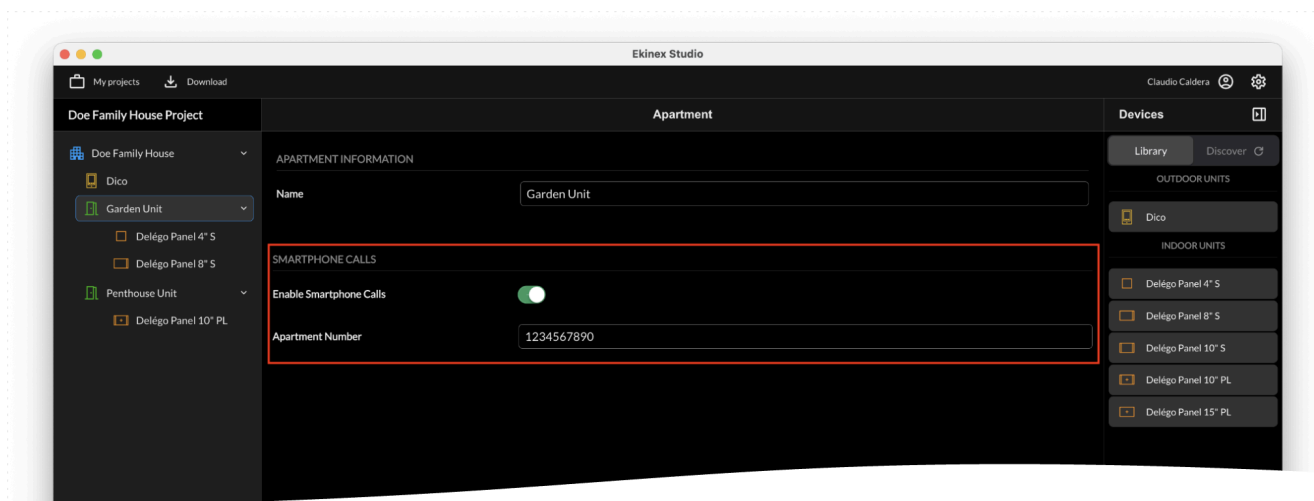
SECONDARY USERS invited with a QR CODE, as opposite, will not be allowed to enter the access control section of the app.

2.8 Integration with Ekinex Studio

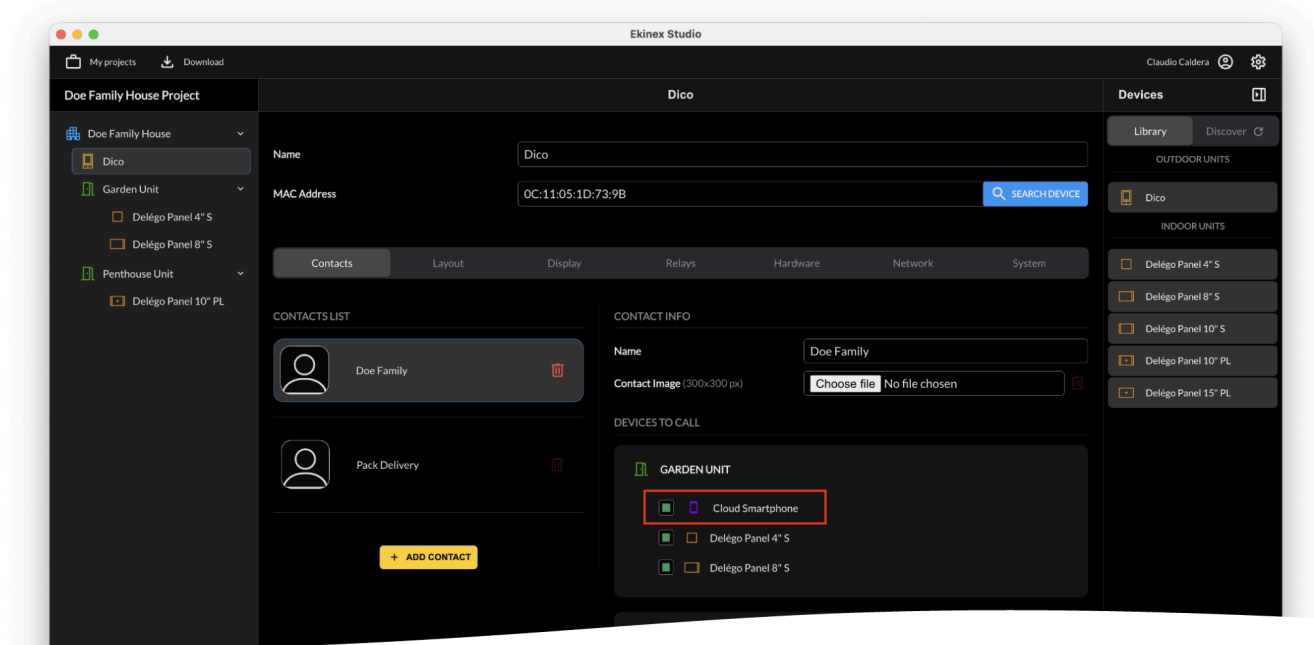
As mentioned in the introduction, the local intercom operation among the DICO door phone(s) and the DELÉGO PANEL(s) has to be configured in the software called EKINEX STUDIO.

In order to enable and integrate the cloud calls in the buttons on the display of DICO (in parallel with the calls to the touch panels) proceed as follows:

- Identify and copy the APARTMENT NUMBER in the list of the apartments created in the DICO app inside the BUILDING (as explained in the previous paragraphs)
- Inside EKINEX STUDIO identify the corresponding APARTMENT and enable the checkbox called "ENABLE SMARTPHONE CALLS"
- Enter the APARTMENT NUMBER



- In the CONTACTS section of the configuration of DICO, enable also the smartphone calls for one or more apartments:



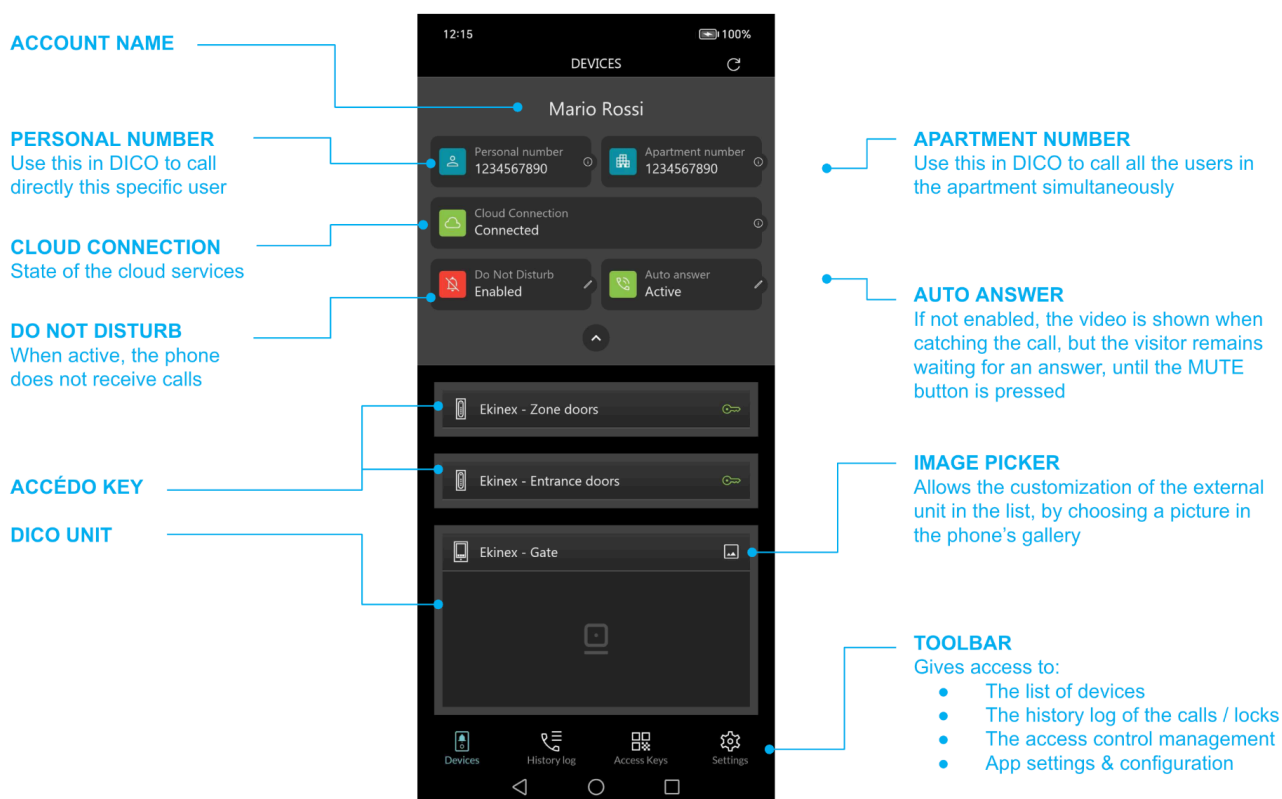
- Configure one or more BUTTONS on the DISPLAY of DICO to call the CONTACT(s) containing the cloud calls

For more information please refer to the CONFIGURATION MANUAL of EKinex Studio.

3. App usage

3.1 Overview

By entering the DICO app with the MAIN USER account, the following screen is displayed:



3.2 General info and toggles

The section under the name contains the following elements:

PERSONAL NUMBER	the unique number given to the user, that can be used in DICO to call directly this phone
APARTMENT NUMBER	the number associated with the apartment, useful to call all the users simultaneously from a DICO button
CLOUD CONNECTION	The state of the communication between the app and the cloud. If it does not report "connected", some services could be not available or work properly. Check the internet connection, and that all the IP ports are not blocked.
DO NOT DISTURB	When active, the app does no longer receive calls

AUTO ANSWER	When enabled, the communication is established when catching the call on the phone When disabled, the video preview is shown after the call is caught, but the visitor remains waiting for an answer, until the MUTE button is pressed (see later for details)
--------------------	--

This section can be minified with the “arrow” button, to leave more space to the devices.

3.3 Devices

The main portion of the screen is reserved for the list of devices; there can be one or more DICO intercom units and/or ACCÉDO KEY keypads.

It is possible to customize the image associated with the video intercom by pressing the symbol next to the name; you are asked to take a photo (only on IOS) or choose a photo from your phone.

3.4 Door unlock

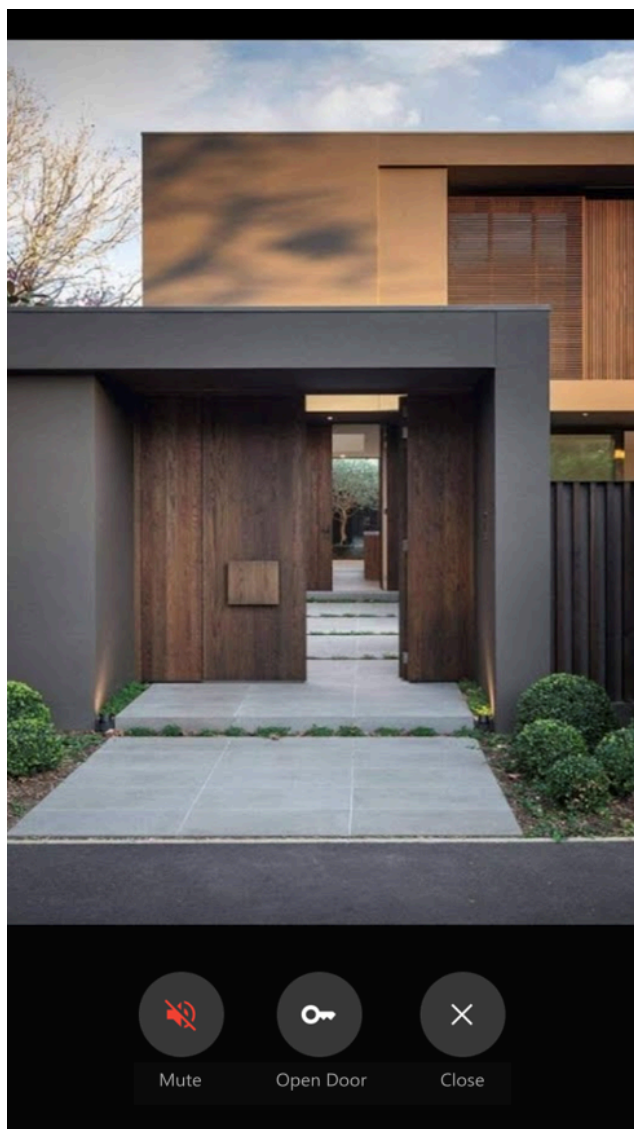
The unlock command for each device can be triggered in the following way:

- ACCÉDO KEY: press the KEY symbol directly in the device list (and confirming)
- DICO: tap on the device to open the video preview and/or conversation popup, and press the KEY symbol

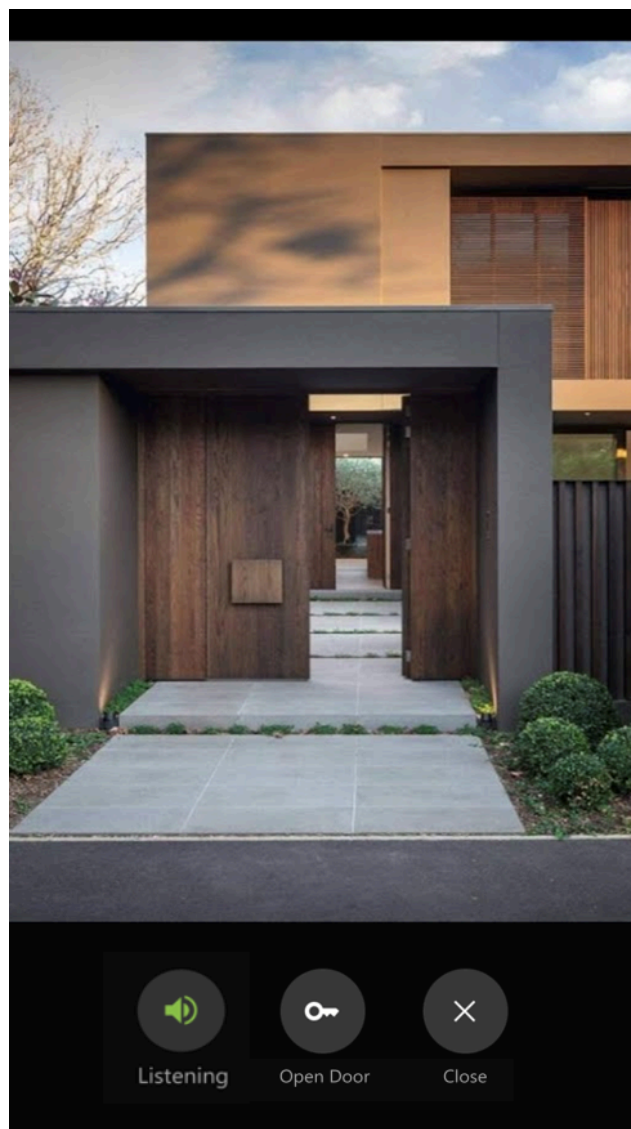
3.5 Call management

By pressing on a DICO video intercom, its detail screen opens in video preview mode; you are not yet in conversation with the external unit but you can see the camera and possibly open the lock with the central button.

By pressing the red button on the left, you are put into conversation with the external unit; during the call, you can put your microphone on MUTE by pressing the left button again. To end the conversation, press the CLOSE button.

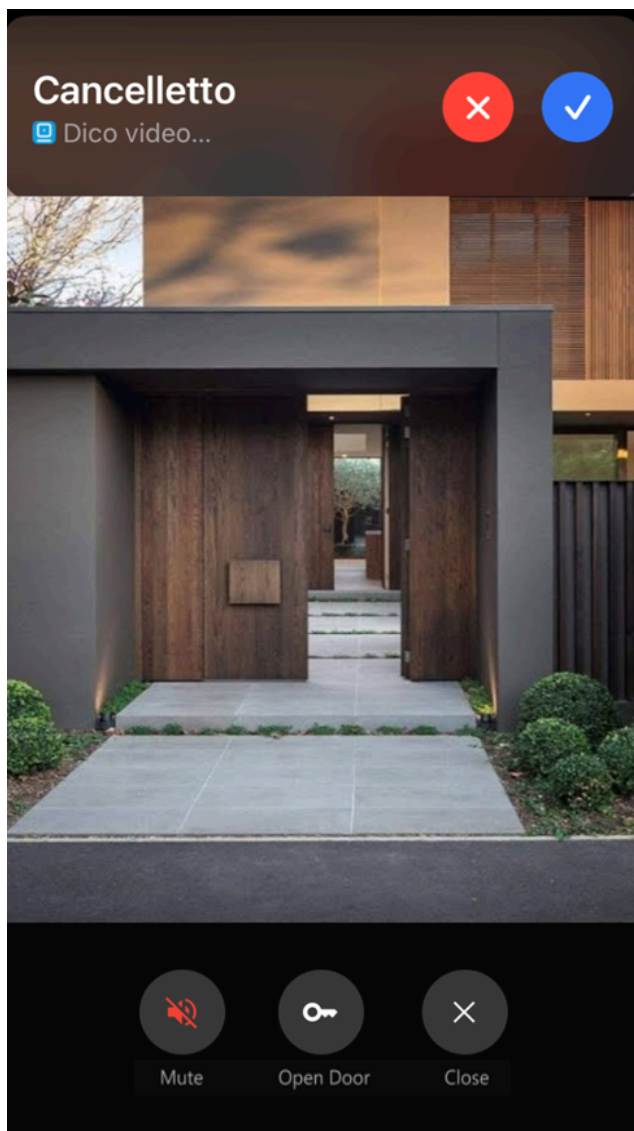


**Video intercom screen
in video preview mode**

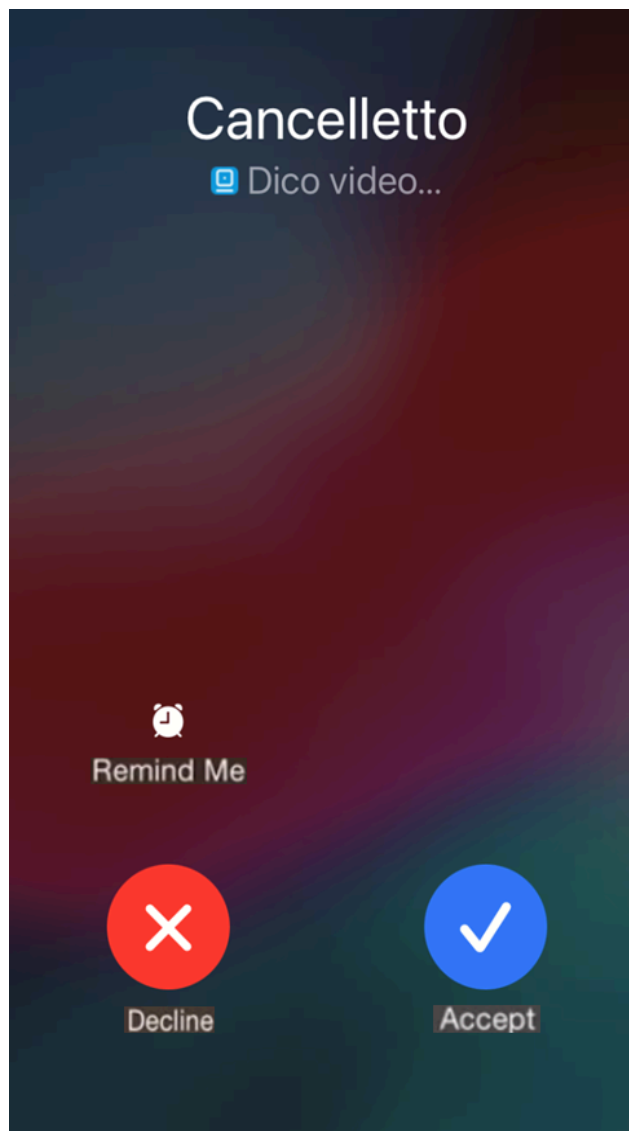


**Video intercom screen
during the conversation**

When a call is made on the external unit, the phone receives a notification (even if the app is in *background* or closed) similar to an incoming telephone call; the following example screens refer to the IOS version, the Android release is similar (and may appear differently on phones from different manufacturers):



**Call notification
with the app open**



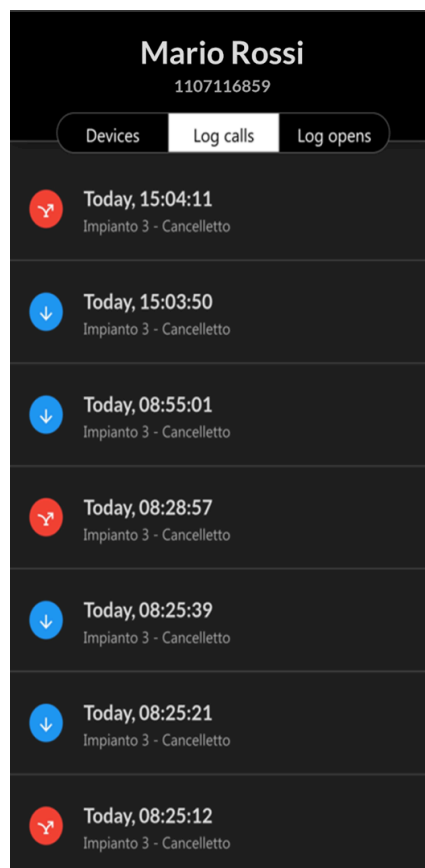
**Call notification
with the app in background**

By pressing the ACCEPT button (or similar on Android) you immediately enter into a conversation, and the video intercom screen opens in the foreground. As opposite, by pressing the REJECT button, the call is refused; in this case the video intercom continues to ring if there are other users, or ends the call in the following cases:

- A user (either local or cloud) accepts the call
- All users reject the call
- The configured timeout is reached

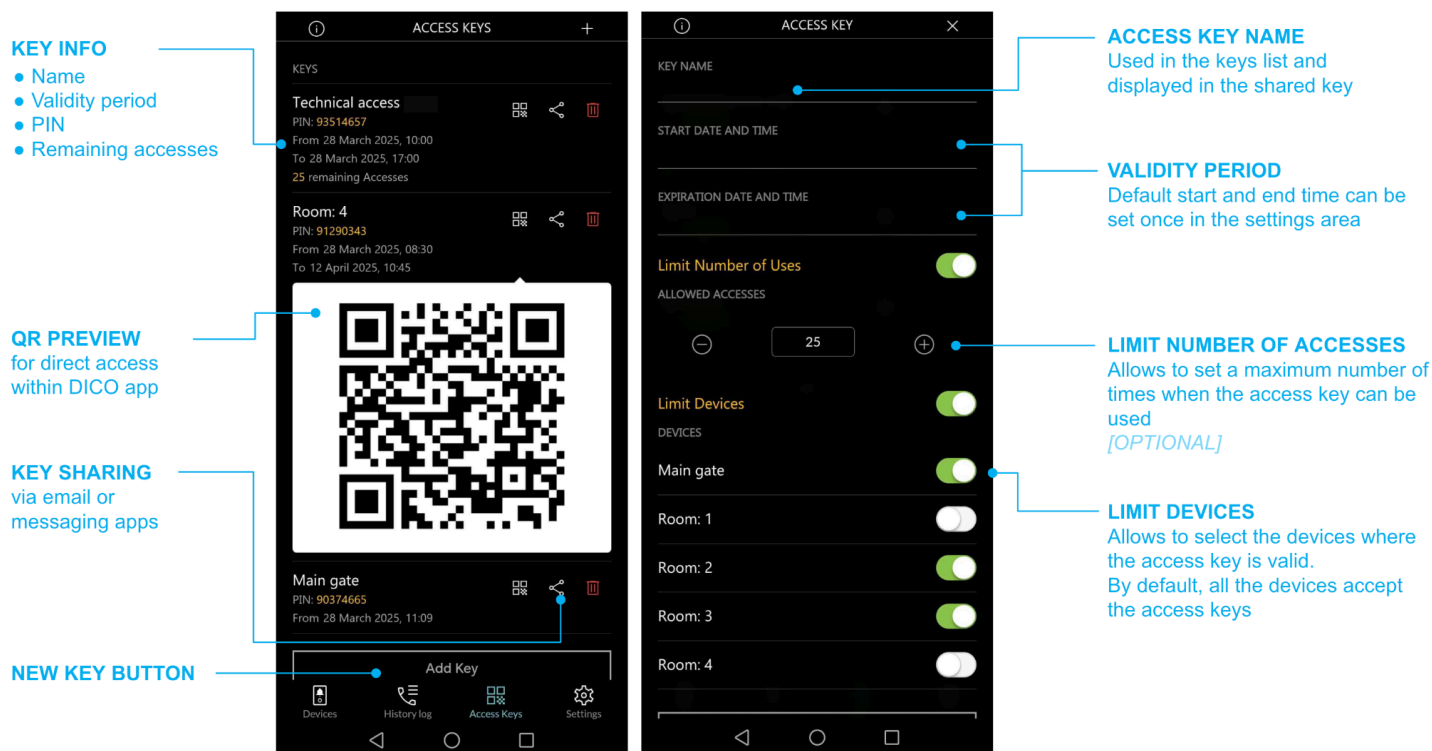
3.6 History log

By entering the log section of the app, and navigating the menus using the selector on top of the screen, it is possible to consult the LOG CALLS or the history of LOCK OPENINGS, accompanied in this case by a camera capture of the moment the lock was released.



3.7 Access keys management

By pressing the ACCESS KEYS item in the app toolbar, the MAIN USER of each apartment (and eventually the SECONDARY USER(s) invited with their email address) can create one or more ACCESS KEY(s) useful to enter the BUILDING through the DICO and ACCÉDO KEY devices.



Each ACCESS KEY can have a specific validity period and eventually a limited number of accesses; by default, keys are always valid for an unlimited number of times. It is also possible to restrict the access for each key to a specific list of devices; once again, by default, new keys can be used on all the devices in the BUILDING.

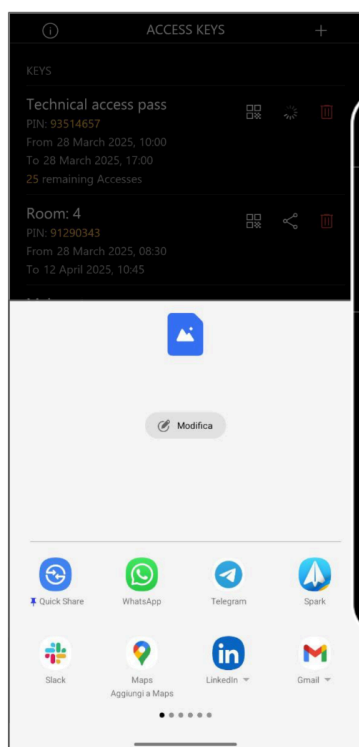
Once an ACCESS KEY is created, it can be used in two different ways:

- In the form of QR CODE, by presenting the phone in front of the camera of the DICO and ACCÉDO KEY devices
- By digiting the corresponding PIN on the keypads

The QR CODE can be displayed directly inside the DICO app (for the permanent users of the APARTMENTS in the BUILDING) or shared with third parties, by pressing the corresponding button. The typical share dialog is presented (accordingly with the operating system of the phone) with the possibility to send the QR CODE, in the form of an image, via email or messaging apps.

SHARING

Note: the sharing dialog depends on the phone's operating system, and the installed apps



BUILDING NAME

KEY NAME

E.g.: the room number, the user name etc...

VALIDITY PERIOD

PIN

for manual entry on the keypads

QR CODE

to be scanned with the front camera of the DICO and ACCÉDO KEY devices

3.8 Settings menu

By pressing the SETTINGS button in the toolbar, the following items are available:

BUILDINGS CONFIGURATION	Edit or create a new building
ACCESS KEYS	Default settings for the new keys
EDIT ACCOUNT	Change the first / last name associated to the cloud account, or reset the password
LOGOUT FROM EKinEX	Exit and login with a different account
DELETE MY ACCOUNT	Deletes permanently in an irreversible way the account on the Ekinex cloud. This action has an effect on any Ekinex app, device or service.

In the ACCESS KEYS section, the following default settings can be entered to simplify the creation of new keys:

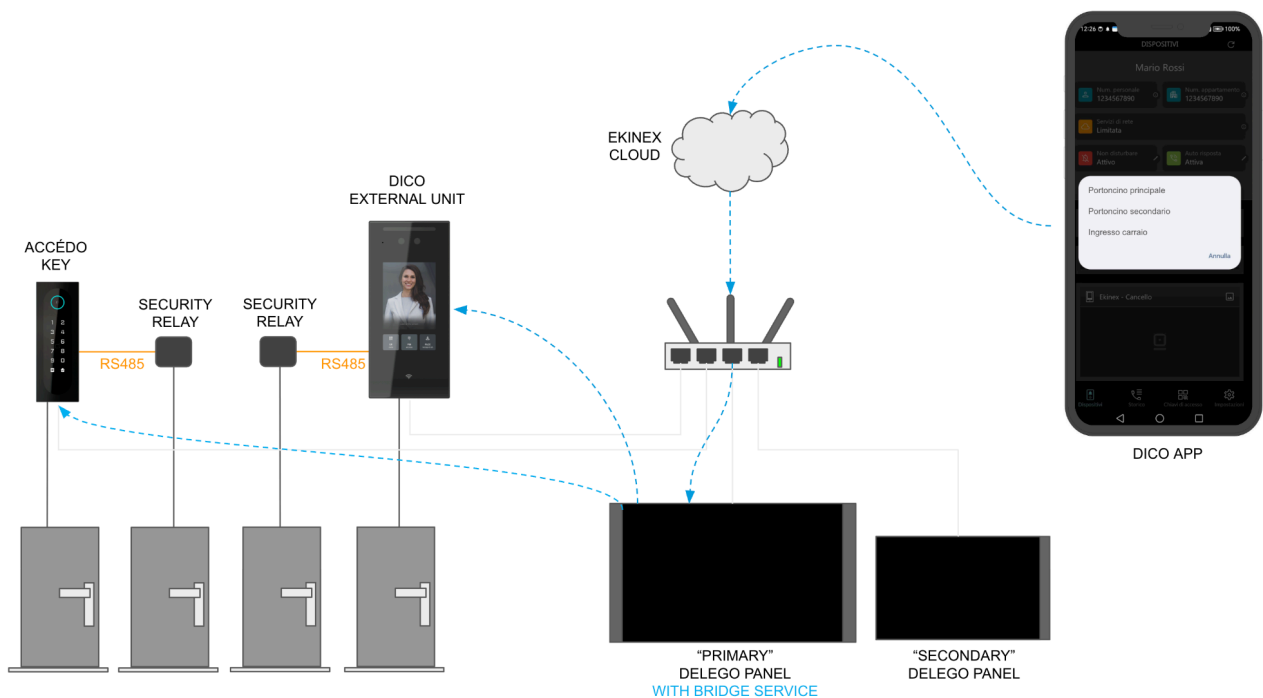
- Default name
- Default start validity time
- Default end validity time

4. Multiple locks

4.1 Introduction

In order to be able to open more locks from the DICO app, besides the internal relay of the DICO and ACCÉDO LEY devices, a specific configuration must be done, described in this chapter.

At least one DELÉGO PANEL SMART (8" or 10") is required, because the command to the secondary lock(s) is "bridged" by the touch panel to the interested device:



In this way, it is possible also to open locks connected to a KNX actuator from the DICO app; a DELÉGO SERVER is required for this specific functionality.

Finally, also third party *web relays* can be used in combination with this “bridge” function.

4.2 Preliminary operations

4.2.1 Identify the IP address of DICO and ACCÉDO KEY

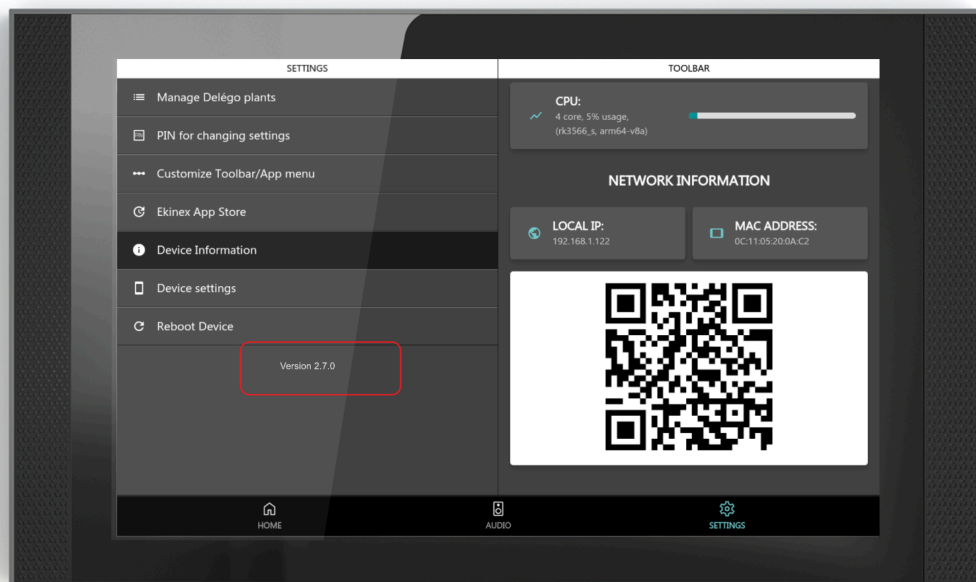
For the configuration of the “bridge” it is required to know the IP address in the local network for all the devices, where more than one lock must be managed.

Please follow the instructions contained [in section 1.1](#).

4.2.2 Update the Delégo Panel

On the DELÉGO PANEL the main app must be at least at the following version: **2.7.5**

The actual version of the Delégo app can be easily checked by entering the SETTINGS:



To update the app (if the actual is older) do the following steps:

- Press the EKinEX APP STORE item on the left
- Enter the PIN (default: 123456)
- Identify the DELEGO app on the right
- Press on the UPDATE button
- When asked (after the download) confirm the installation of the new app
- Wait until the graphical environment restarts

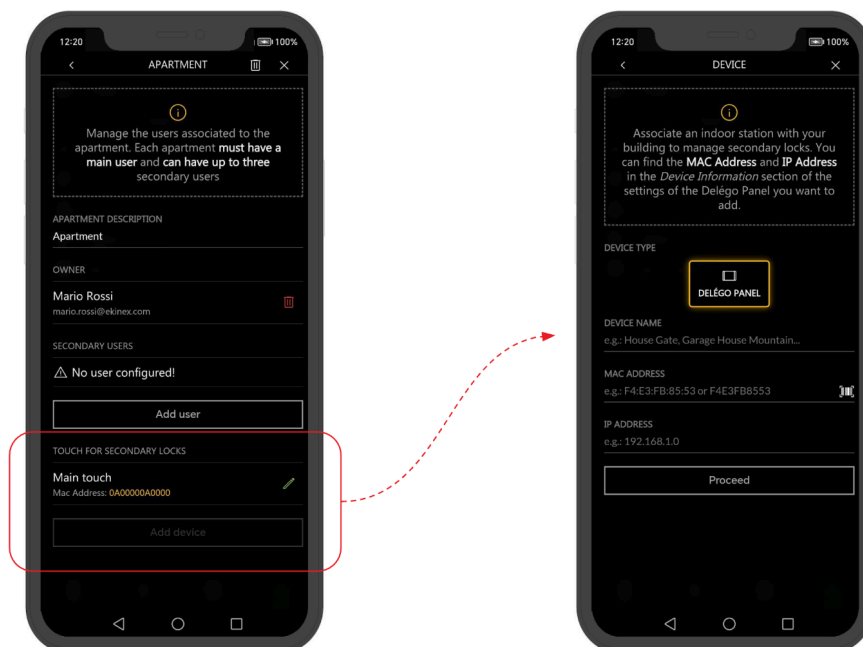
4.3 Add the Delégo Panel to the apartment(s)

The first step is to add the Delégo Panel into the corresponding apartment in the BUILDING CONFIGURATION section of the DICO app. In case of a building composed of more than one apartment, it is necessary to install a panel in each apartment.

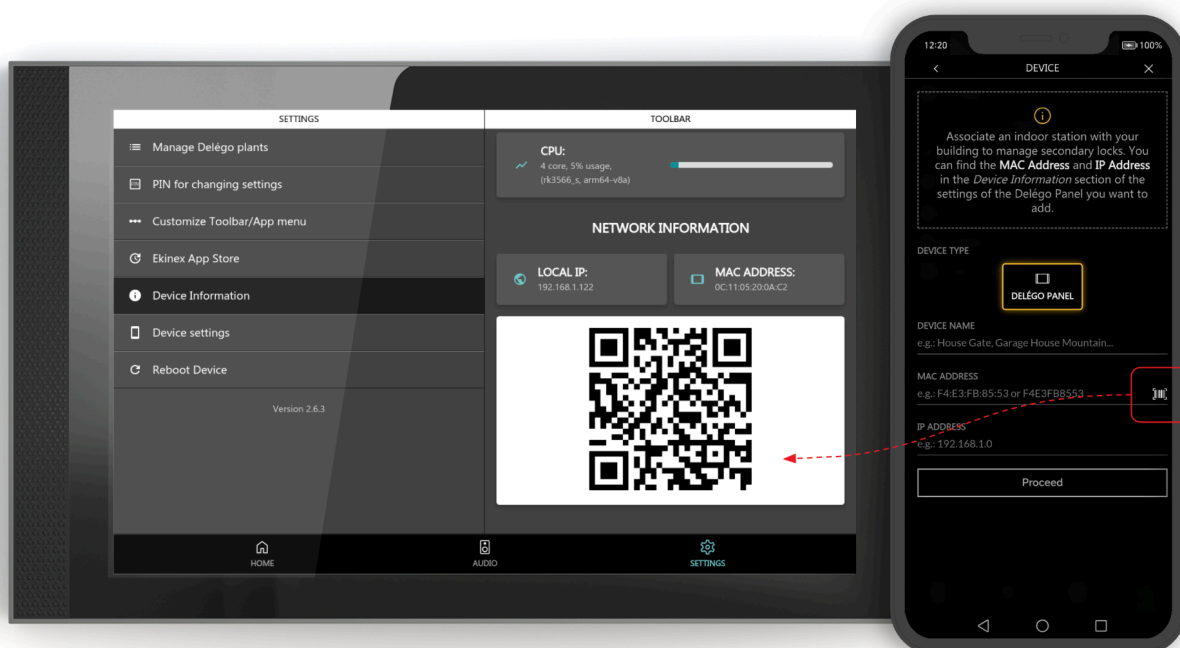


If more than one DELÉGO PANEL is installed in the same apartment, choose which of them will be used to bridge the commands. Only that panel must be added to the DICO app.

In the APARTMENT section, below the list of users ([section 2.5](#)) it is possible to add the DELÉGO PANEL by pressing the ADD DEVICE button. Only one panel can be associated with the apartment and, when done, it is possible to change its settings in the dedicated screen, as shown in the following picture:



Besides a label to identify the panel, the MAC ADDRESS and the IP ADDRESS (in the local network) must be entered. It can be done manually or, more easily, by scanning the QR CODE which is present in the DEVICE INFORMATION section of the panel SETTINGS:



Press PROCEED to confirm and save the association.



To remove a panel from an apartment, enter its details section, and press the “bin” button in the toolbar.

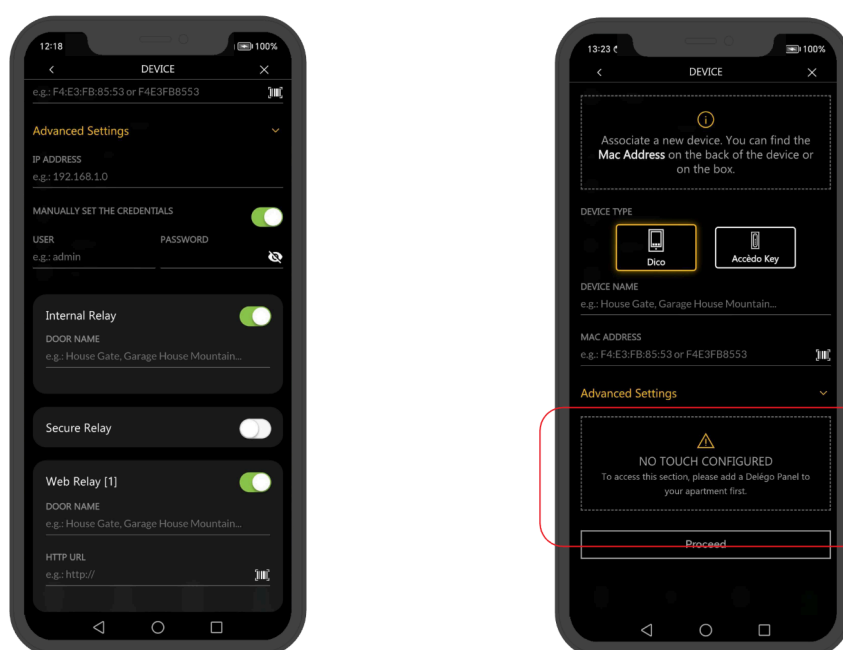


Below the QR code on the touch display, a button indicates the correct cloud connection to the cloud and proper working of the locks bridge. If it is not green, try pressing the “refresh” button on the right; if the problem persists, please contact the technical support.

4.4 Enable the additional locks for DICO and ACCÉDO KEY

Once at least one DELÉGO PANEL has been associated with an apartment, it is possible to enable the control of the internal relay, the security relay, and up to 4 web relays for each DICO and ACCÉDO KEY device.

To do so, enter the details page of the device, and expand the ADVANCED SETTINGS section:



If no touch panels have been already associated, this section is not available, as shown in the example picture on the right.

The following information is requested:

IP ADDRESS	The IP address of the device in the local network (see section 1.1)
MANUALLY SET THE CREDENTIALS	Leave this option OFF to let the DICO app assign automatically the credentials and authorization flags for the lock command. If needed, activate this option, and enter the USERNAME + PASSWORD previously assigned in the web interface of the device
INTERNAL RELAY	Enable the command of the integrated relay through the DELÉGO PANEL bridge function, and assign it a mnemonic label (it will be shown to the customers in the DICO app)
SECURITY RELAY	Enable the command of the SECURITY RELAY connected to the RS485 port of the device, and assign it a mnemonic label (it will be shown to the customers in the DICO app)
WEB RELAY 1...4	For each eventual web relay, enter the corresponding HTTP URL (for the lock command) and label

When done, press the PROCEED button.

4.5 Usage

When more than one relay have been activated for a device, when pressing the corresponding KEY button in the app, a modal is displayed with the list of all the available LOCKS:

