

BlueDiamond readers appear in the DirectKey Toolkit and have been provisioned but do not appear in the mobile application

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Symptom

BlueDiamond readers appear in the DirectKey Toolkit and have been provisioned, but do not show up in the mobile application.

Resolution

1. Log in to <https://api.credentialserver.com> using the VAR account.
2. Navigate to **Manage Data > Device Names**.
3. Under the **Access Category** column, confirm that all devices are set to **Online**. Any other setting prevents BlueDiamond readers from broadcasting their availability to mobile devices

Applies To

BlueDiamond
OnGuard 7.3 and later

Additional Information

None
