

Unable to identify Blue Diamond locks through the DirectKey toolkit

Last Modified on 01/12/2022 9:26 am EST

Symptom

Unable to identify Blue Diamond locks via the Directkey Toolkit using the Open command. Also when configuring a reader the Open command does not pulse the LED nor is there an audible indicator. May also experience error message similar to "Error code 28: Not enough data was transmitted" when configuring a reader.

Resolution

This can be caused by the default payload being set to 00 or has an invalid payload length set for the toolkit. If you have an access account for the api web portal then logon to the portal, locate the toolkit account and change the Payload value to '011A2D001280'. You can also have technician launch the toolkit, click the Payload button, enter the above value and then click Update.

Applies To

Blue Diamond Readers

Additional Information
