

dormakaba

BlueSky

MOBILE ACCESS

Mobile access for the mobile-minded



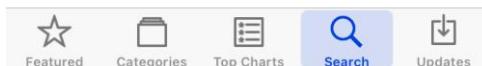
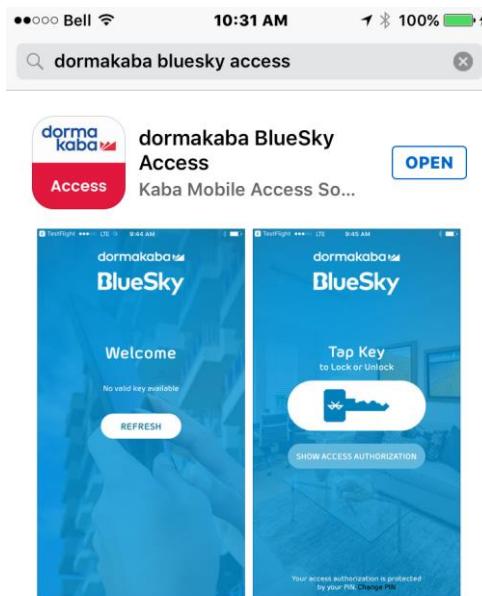
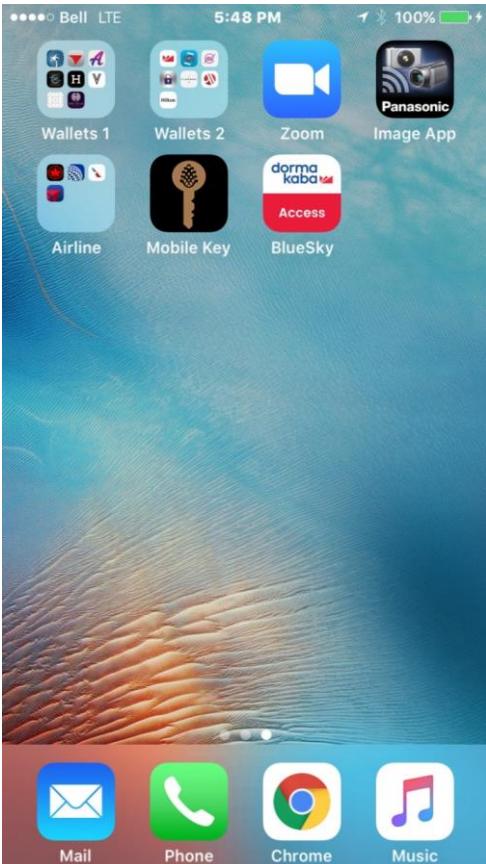
BlueSky – Mobile Access for
Multihousing Applications –
Saflok Client



Install/Training Guide
Version 0.4
June 12, 2017

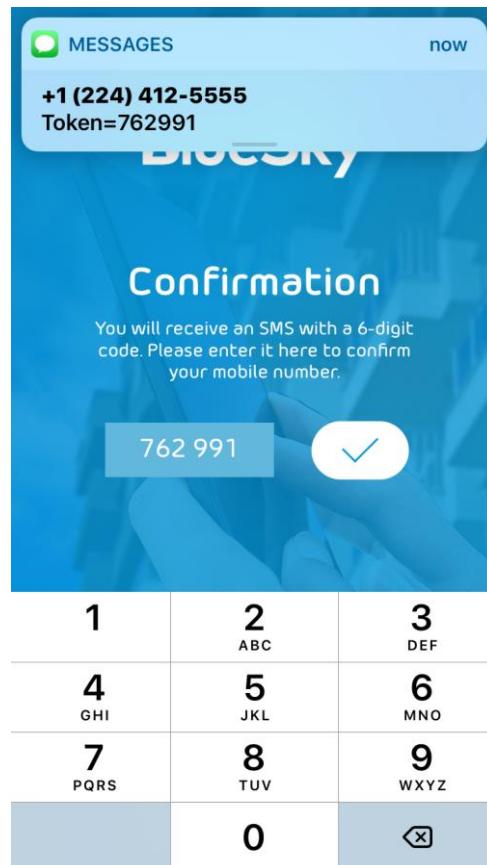
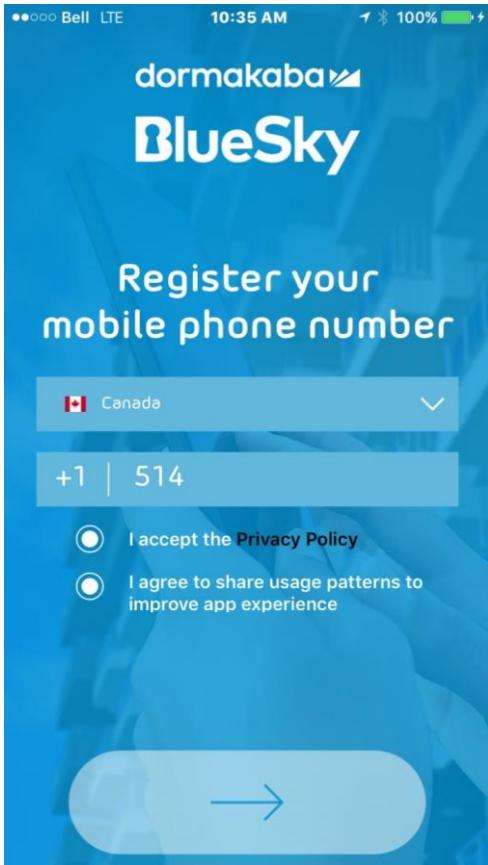
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BlueSky – App Overview



1. Using the Apple store or Android Play Store, search for “BlueSky Access” app.
2. Install the app and open it. You may be prompted by your mobile device to allow push notifications and BLE communications. Select “OK” if prompted.

BlueSky – App Overview

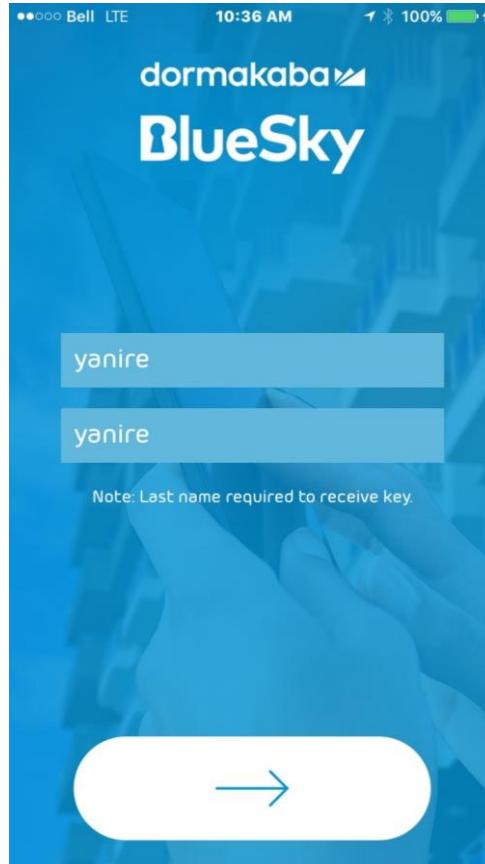
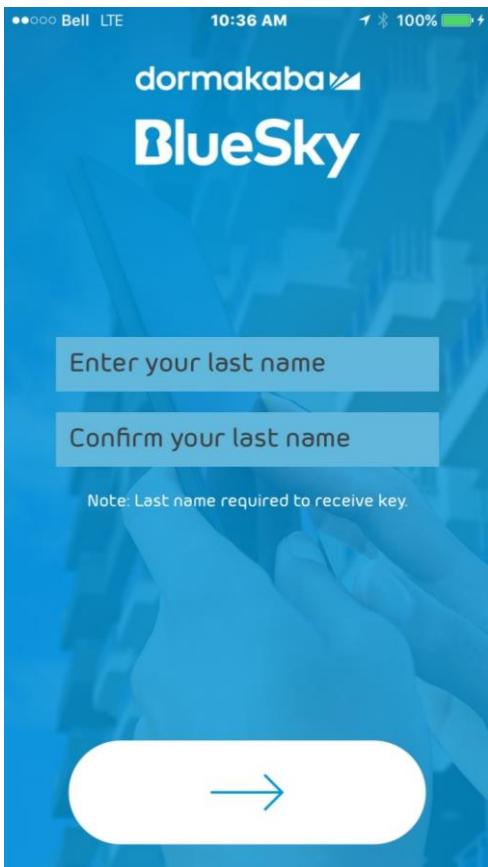


3. In order to receive a key, you must first register your mobile phone number with the BlueSky app. Your mobile phone number must be able to receive text messages. Please note, charges may apply from your service provider for received text messages.

On the first screen of the BlueSky app, select the country for your mobile phone number, and then enter the mobile phone number. Tap the next icon. You will receive a token by text message.

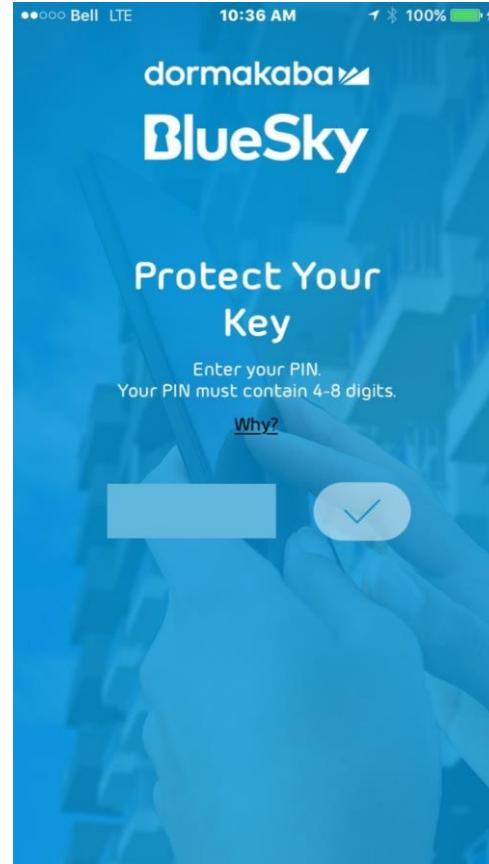
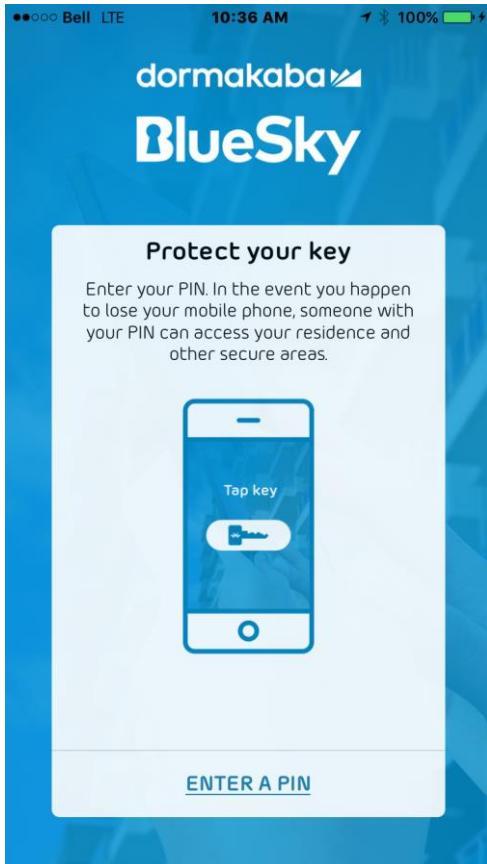
4. Next, enter the token to complete the token validation process.

BlueSky – App Overview



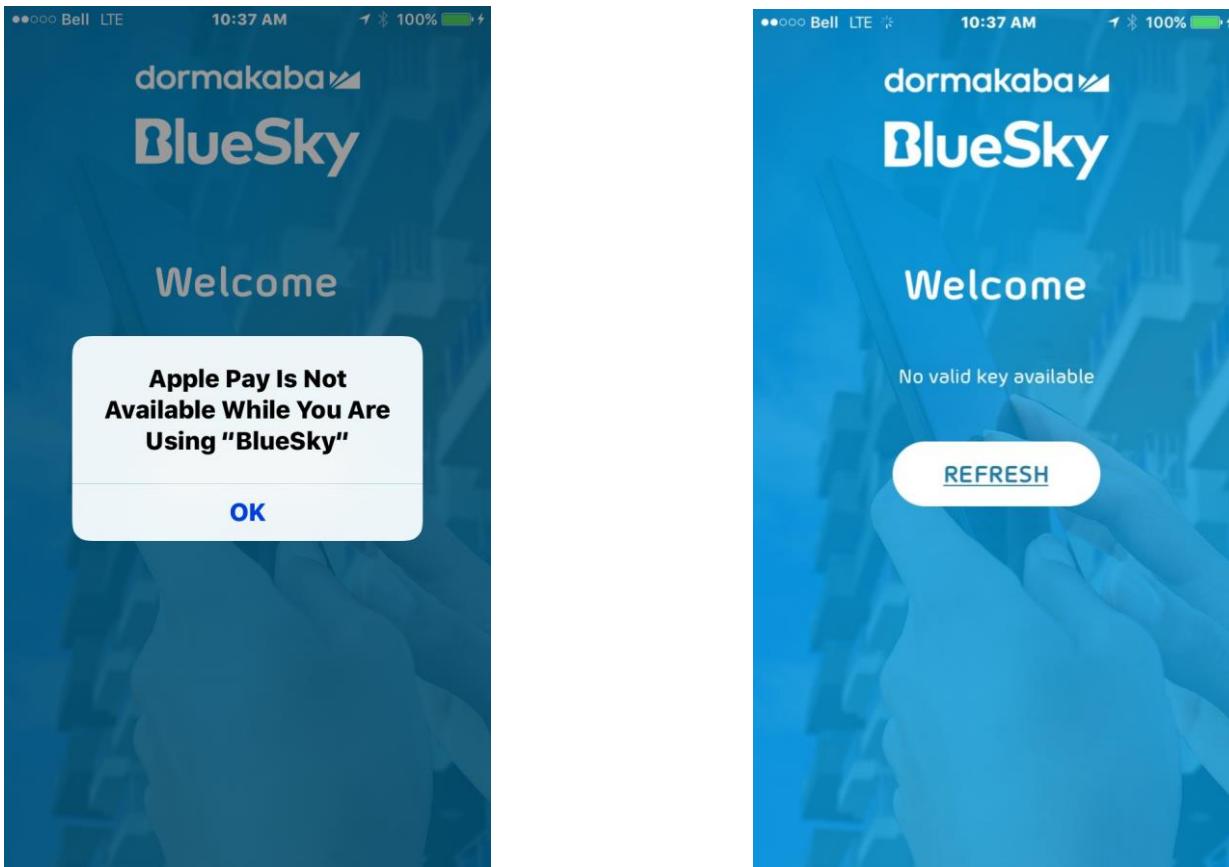
5. On the next screen, enter your last name and confirm. This must be the same last name as used in the Saflok Client when renting the apartment. A validation check will be performed using this last name when receiving a key on the app.

BlueSky – App Overview



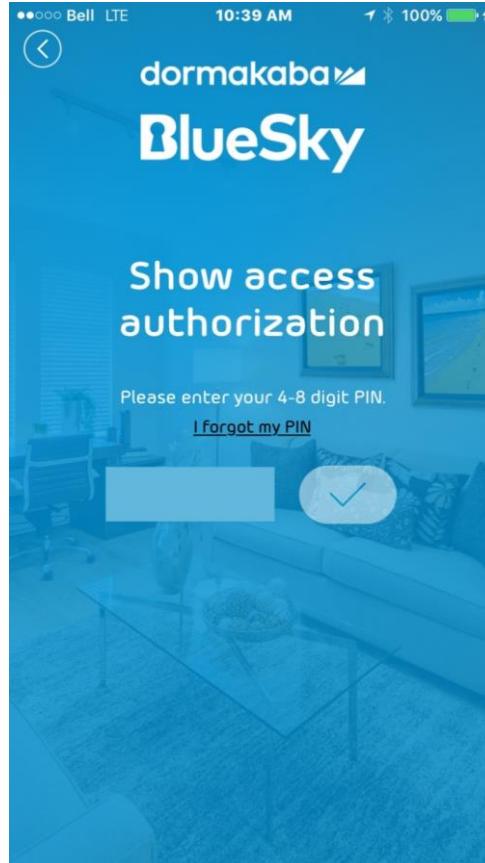
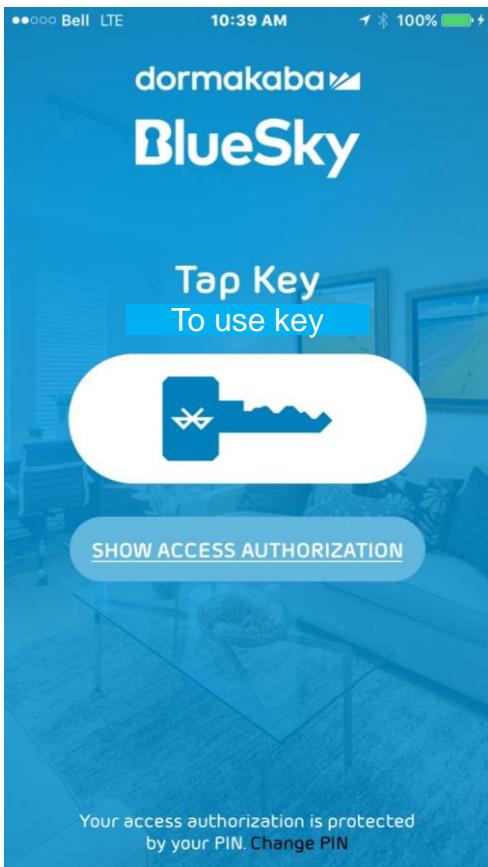
6. The app will ask you to select a **PIN**. This pin will be used as a password for the app. Please select a PIN and confirm.

BlueSky – App Overview



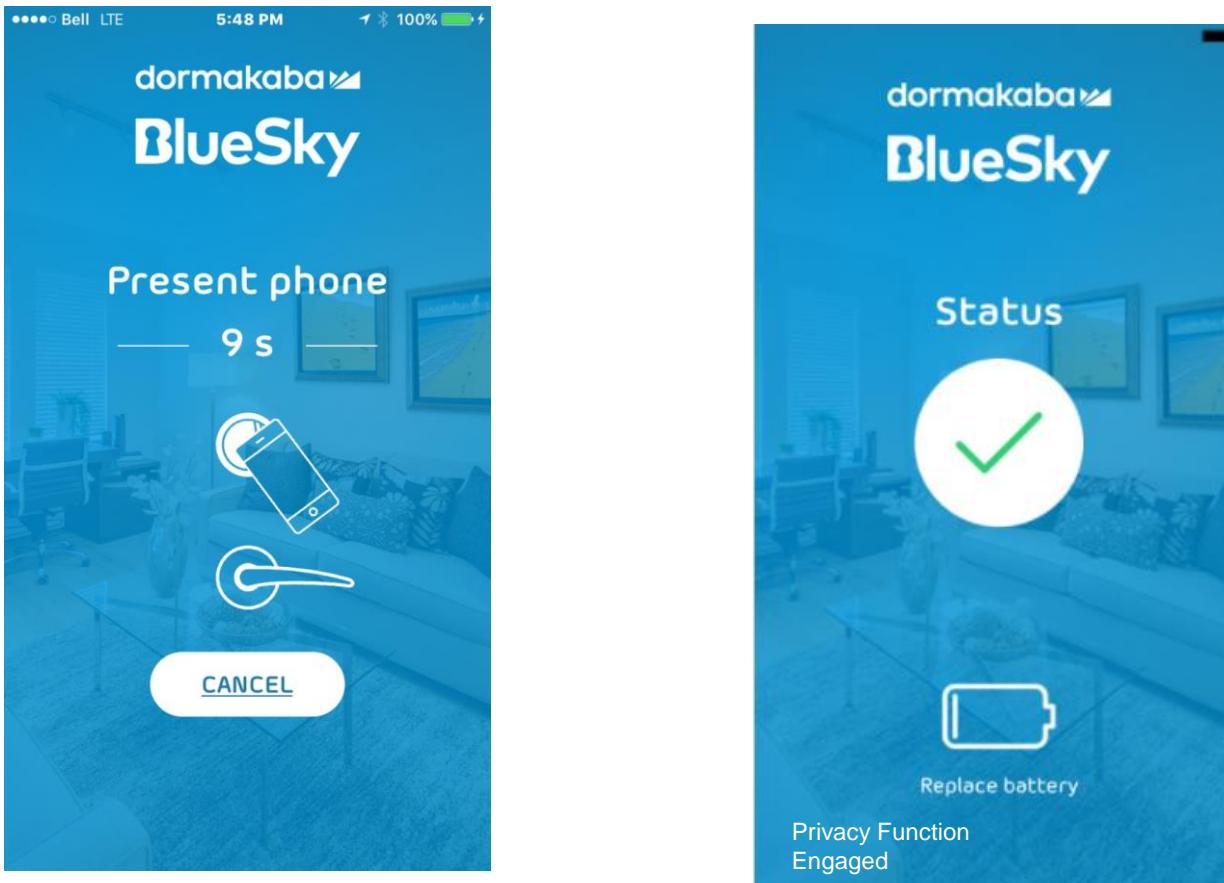
7. Once you have completed the previous step, your app is now ready to receive keys. Note that “Apple Pay” cannot be used while the BlueSky app is open on the mobile device. If you receive a message stating that Bluetooth is disabled on your phone, then you must enable Bluetooth per the directions from your mobile device manufacturer.

BlueSky – App Overview



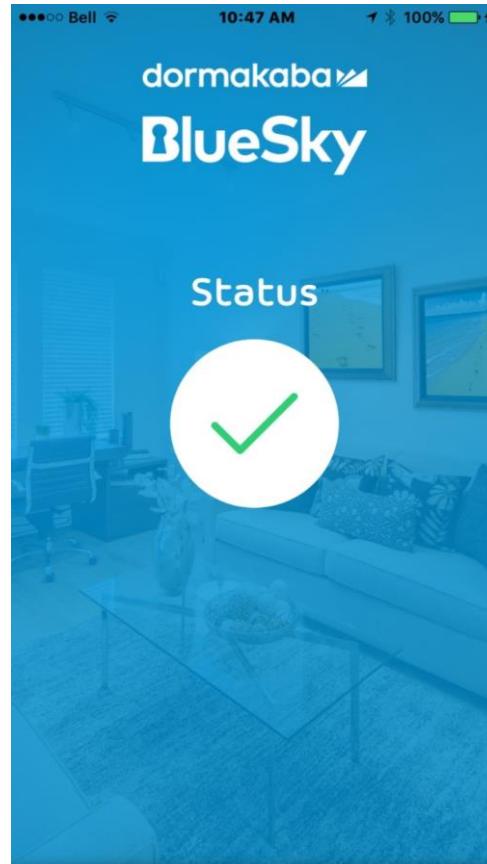
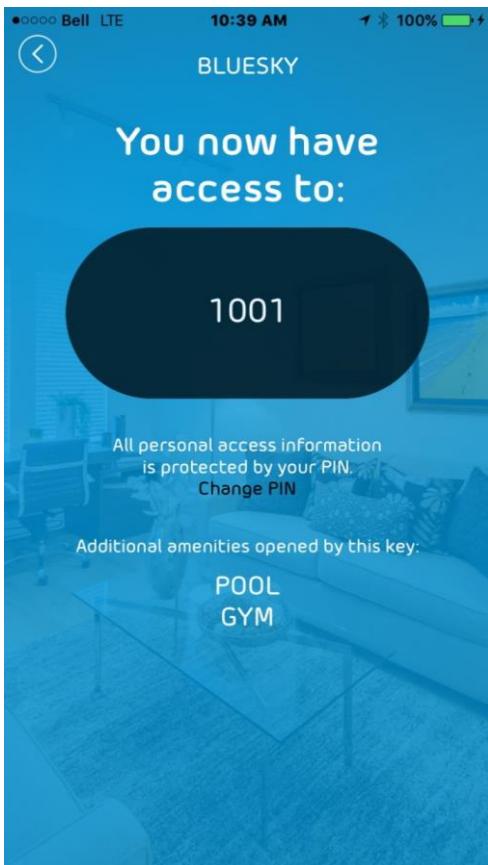
- Once a key is issued for your device, tap on the refresh button. This will display the key. Alternatively, the app may refresh automatically and display the key. In order to see the room number for your key, tap on **Show Access Authorization** button. The app will then ask for your PIN.

BlueSky – App Overview



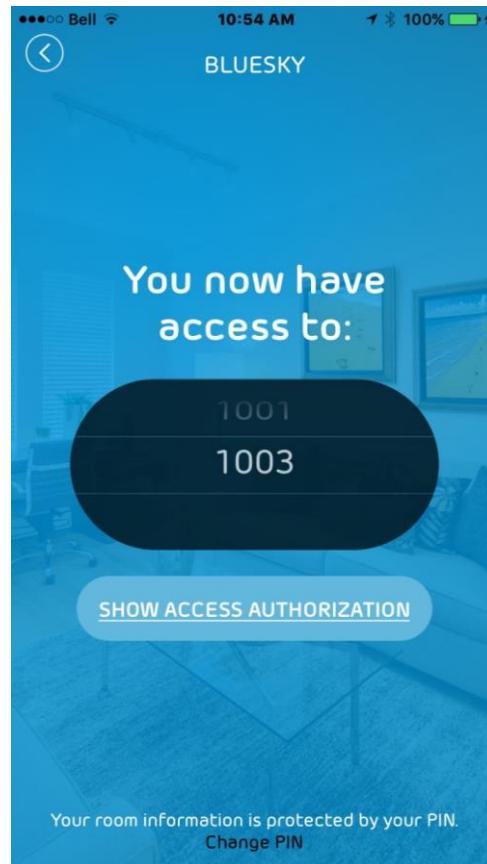
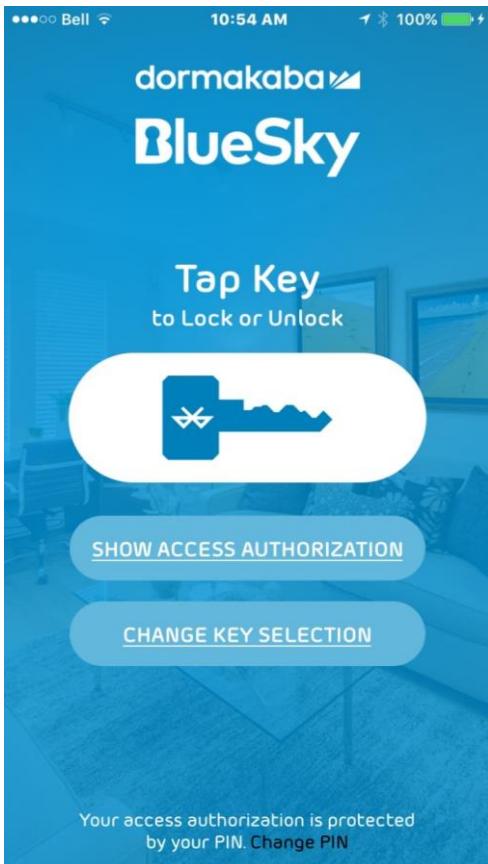
9. To unlock a lock, tap on the **Key** image and touch the mobile phone to the reader of the lock. You will see a yellow light confirming communication to the lock. You will have 10 seconds after tapping a key to present your phone to the lock. If the phone is presented to the correct lock, the lock will unlock and a **confirmation** message will be shown on the phone screen. If there are any errors, a **deny** message will display.

BlueSky – App Overview



If you have keys for multiple locks then you may tap on **Change Key Selection** button to select a different lock.

BlueSky – App Overview



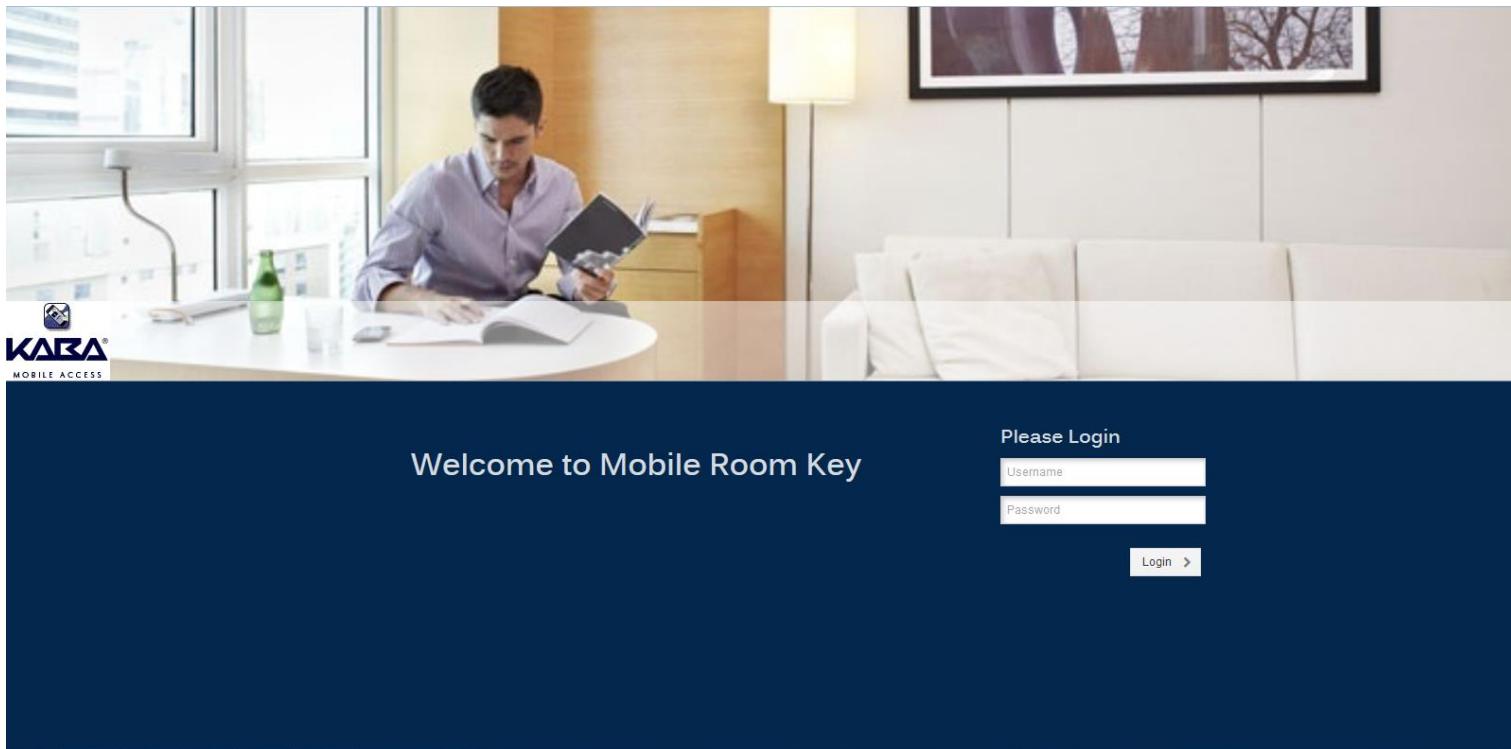
There is also an option to change your PIN. To do so please tap on the **Change PIN** link at the bottom of the screen.

BlueSky – Sending Keys to the App

1. Log into the BlueSky Web Form

by clicking the BlueSky shortcut on your desktop or by typing the following in your web browser: <http://localhost/kdsweb>

Use the same Saflok login credentials used today for Saflok Client.



BlueSky – Sending Keys to the App

2. To create a shortcut on the Desktop to the Web form:

- Right click the desktop, click New > Shortcut



- Enter the following URL into the Location and click Next:
<http://localhost/kdsweb>

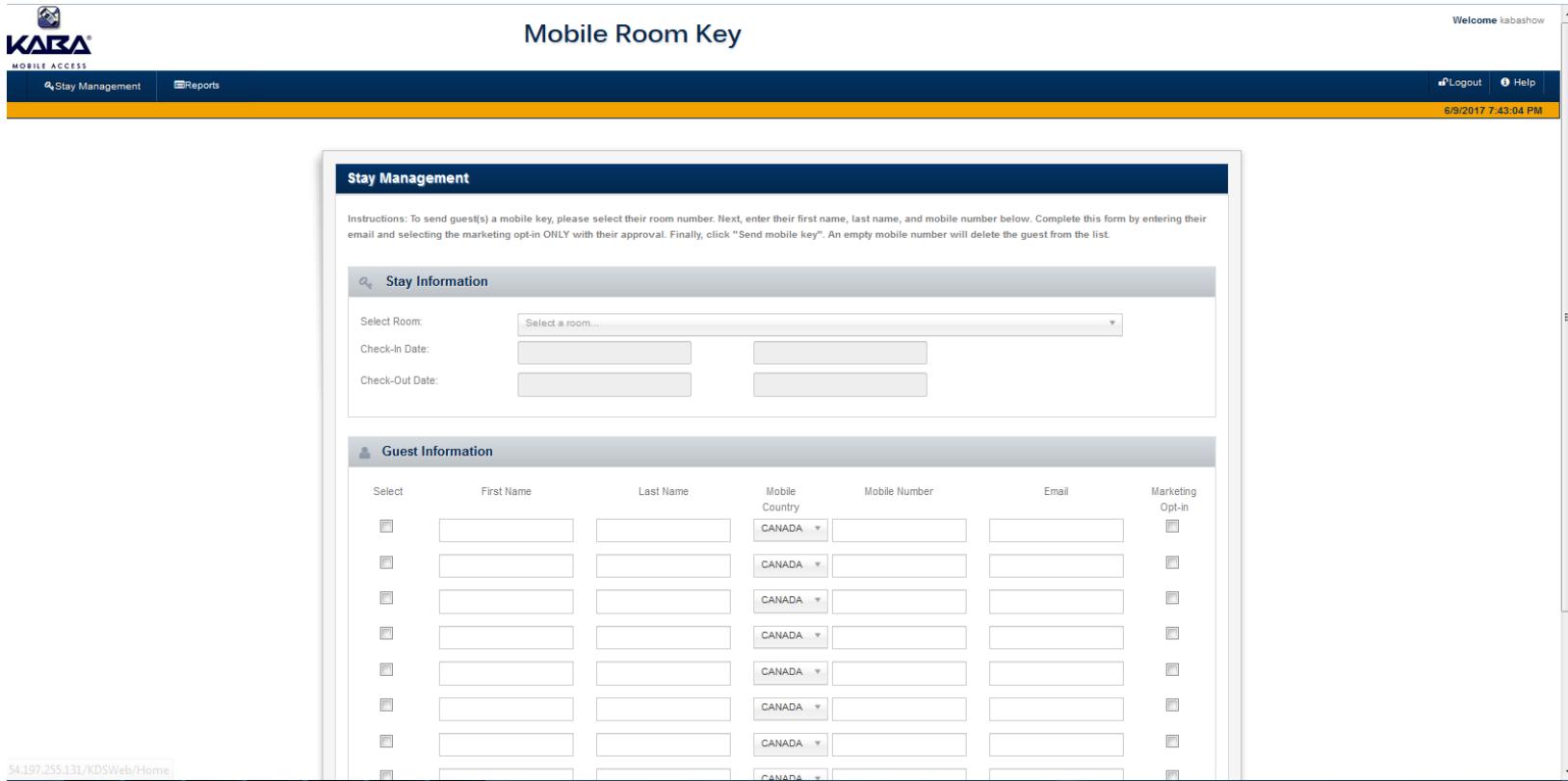
Type the location of the item:

- Type the name “BlueSky” and click Finish

Type a name for this shortcut:

BlueSky – Sending Keys to the App

3. Upon log in, a page similar to the following should appear



The screenshot shows the 'Mobile Room Key' interface for KARA MOBILE ACCESS. The top navigation bar includes 'Stay Management' and 'Reports' on the left, and 'Logout' and 'Help' on the right. The date '6/9/2017 7:43:04 PM' is also displayed. The main content area is titled 'Stay Management' and contains instructions: 'Instructions: To send guest(s) a mobile key, please select their room number. Next, enter their first name, last name, and mobile number below. Complete this form by entering their email and selecting the marketing opt-in ONLY with their approval. Finally, click "Send mobile key". An empty mobile number will delete the guest from the list.' Below this, the 'Stay Information' section has fields for 'Select Room', 'Check-In Date', and 'Check-Out Date'. The 'Guest Information' section contains a table with columns: 'Select' (checkbox), 'First Name', 'Last Name', 'Mobile Country' (dropdown set to CANADA), 'Mobile Number', 'Email', and 'Marketing Opt-in' (checkbox). There are 8 rows in the table, each corresponding to a guest entry. The bottom left corner of the page shows the URL '54.197.255.131/KDSWeb/Home'.

BlueSky – Sending Keys to the App

4. Entering resident information in the web form

1. Select the room you wish to generate a BlueSky key for.

2. Enter the first and last names of up to 8 residents who would like to receive a BlueSky key for the room.

3. The box under “Select Key” will automatically check when the names are entered.

BlueSky – Sending Keys to the App

4. Entering resident information in the web form (continued)

4. Ensure the country of origin is correct for the mobile phone number.

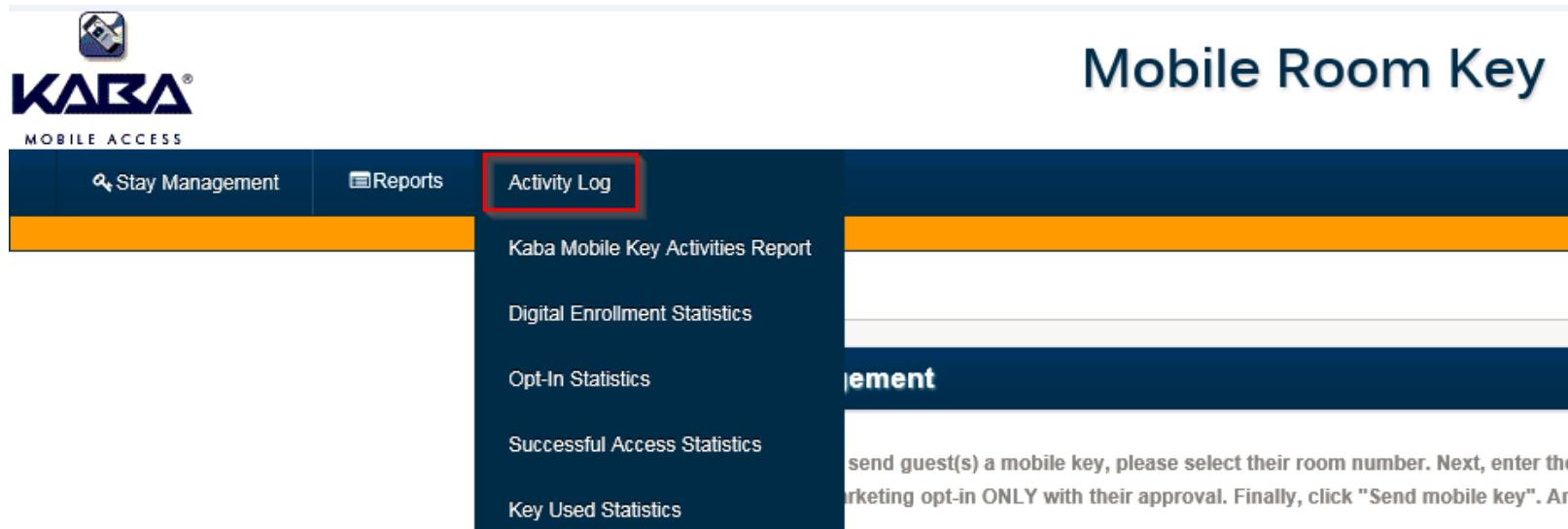
5. Enter the mobile number for the resident.

6. Click “Send Mobile Key” to issue the same key to all residents that are checked off on the form.

BlueSky – Sending Keys to the App

5. Viewing reports for keys sent to apps

Click on Reports, and Select Activity Log or Kaba Mobile Key Activities Report



The screenshot shows the Kaba Mobile Room Key software interface. At the top left is the Kaba logo with 'MOBILE ACCESS' below it. At the top right is the title 'Mobile Room Key'. The top navigation bar has three items: 'Stay Management', 'Reports', and 'Activity Log', with 'Activity Log' highlighted by a red box. The main content area is titled 'Kaba Mobile Key Activities Report'. Below this are five statistics: 'Digital Enrollment Statistics', 'Opt-In Statistics', 'Successful Access Statistics', and 'Key Used Statistics'. A large text box at the bottom contains instructions for sending mobile keys to guests. The overall interface has a dark blue header and a white content area with orange horizontal bars.

BlueSky – Sending Keys to the App

5. Viewing reports for keys sent to apps (continued)

Activity Log

Enter the information you are looking for and click Generate. This shows the status of the mobile keys sent from the local client. Search can be based on room number, mobile number, and/or date range.

Digital Key Activities Report

Filters reset filters

Select Room:

Enter Mobile Number:

Select Date Range: Activity From: Activity Until:

Cancel Generate

Report

Ref. ID	Transaction Date	Door	Stay	Guest	Activity	Status	Message
236	6/9/2017 8:37:22 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	Key delivered	
236	6/9/2017 8:37:02 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	Key delivery ready	
236	6/9/2017 8:37:00 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	SMS delivered	
236	6/9/2017 8:37:00 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	Pending SMS delivery	
236	6/9/2017 8:37:00 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	Device eligible	(29000) Ok
236	6/9/2017 8:36:59 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	Eligibility request pending	
236	6/9/2017 8:36:59 PM	MH200	6/9/2017 - 6/14/2017	Gordon [REDACTED]	Request key	Mobile Transaction Created	

BlueSky – Sending Keys to the App

5. Viewing reports for keys sent to apps (continued)

Kaba Mobile Key Activity Report

Gives the history of all mobile key transactions via a date range. The results can be exported to excel.

Kaba Mobile Key Activities Report

Filters ✖ reset filters

Select Date Range: Activity From: Activity Until:

Cancel Generate

Report Export to Excel

Transaction No.	Transaction Date	Activity	Status	Room	First Name	Last Name	Mobile Number	Digital Key Used
231	6/9/2017 4:24:25 PM	Request key	Key delivered	MH200	Curtis	Test	[REDACTED]	No
232	6/9/2017 4:47:15 PM	Request key	Key delivered	MH200	Curtis	Test	[REDACTED]	No
233	6/9/2017 4:52:16 PM	Request key	Key delivered	MH200	Curtis	Test	[REDACTED]	No

BlueSky – Web Form tips

- When pressing “Send Mobile Key”, keys will only be sent to residents that have the checkmark checked in the form. So if you need to re-issue a key to a single resident, you can un-check any other residents that do not need to receive the key.
- There is no way to revoke a mobile key from an app. This was done for security reasons since a revocation can never be guaranteed (the mobile device may have poor reception or be in airplane mode so it never receives the revocation). Instead, resident must be removed from the lock as is done for regular physical credentials.
- The Reports can be used to find out information on who received mobile keys, which rooms have been assigned mobile keys, the detailed transmission status of a sent mobile key, etc.

BlueSky – Troubleshooting

BlueSky App

App cannot be found in the Apple or Google Play Store

- **Search the Apple or Google Play Store for “BlueSky Access”**
- **An SMS text message with a direct link to the app should also be sent to the resident when a mobile key is sent**

App will not install

- **If iPhone, verify that the mobile device’s operating system is iOS 8.2 or greater**
- **If Android, verify that operating system is 4.3 or greater**

6-digit verification code is never received when attempting to register the app

- **Ensure that the mobile device has cellular access and that the cellular reception is good**
- **Verify that the mobile number entered on the app registration page is correct**

BlueSky – Troubleshooting

BlueSky App (continued)

App never receives a key (screen says “No valid key available”):

- Verify that the front desk operator successfully sent a mobile key via the web form (it may take up to a minute for the app to receive the key)
- Wait one minute, and then click on the “Refresh” icon within the app
- Ensure that the mobile device has cellular or wifi access and that reception is good.
- Verify that the Last name entered when registering the app is exactly the same as the Last Name in the BlueSky Web Form
- If all else fails, delete the app and re-install. Re-send the key via the BlueSky web form.

When tapping the Key icon on the app, the timer counts down to zero without opening the lock

- Ensure that the mobile device is physically touching the lock reader after tapping the Key icon (mobile device must be very close to reader for it to communicate)
- Verify that a regular physical credential (FOB or card) successfully opens the lock
- If the regular physical credential successfully opens the lock but the timer on the app continues to count down to zero without opening the lock, then see the “Locks” troubleshooting portion of this guide

BlueSky – Troubleshooting

BlueSky App

A red “X” appears on the app and the lock flashes yellow 2 or 3 times

- **Wrong Lock** – resident is at the wrong lock. Go to the correct lock
- **Wrong Key** – resident has multiple keys and is using the wrong key. In the app, click on “Change Key Selection” and select the correct key
- **Newer Key** as been issued for the lock – a new key has been issued for the lock and invalidated the older key

A red “X” appears on the app and the lock flashes yellow 8 times

- **The key has expired.**

A red “X” and the message “Failure: Privacy Function is Engaged” appears on the app and the lock flashes yellow 12 times

- **The privacy function is engaged on the inside portion of the lock**

When successfully opening the lock, a battery icon appears on the app

- **Lock batteries are low – replace batteries**

BlueSky – Troubleshooting

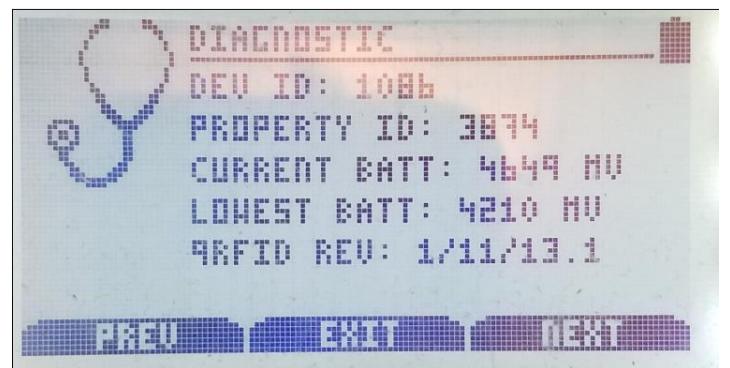
Locks

- **Make sure the lock has a BLE module**
- **Make sure the BLE module is plugged in, Reset power, and try again**
- **Make sure the correct firmware is in the PCB (should be 7-30-15 or later) see slide 23 for instructions**
- **Make sure the correct firmware is in the reader (should be at least 11.17.14 plus reader, 11.13.14 non-plus) see slide 23 for instructions**
- **Replace the module and re-program lock using HH6 (as needed)**
- **Replace PCB (as needed)**
- **Replace reader (as needed)**

BlueSky – Troubleshooting

Steps for getting the Firmware of the locks and Readers

1. Log into the HH6
2. Select Locks
3. Select Diagnostics
4. Select Advanced Diagnostics
5. Check the Firm and Boot sections for the main PCB
6. Check the qRFID Rev for the reader



Thank you