

Which Mobile Devices Are Supported or Not Supported by One-Key?

Is your device compatible with the ONE-KEY™ mobile app? Find out here.

Our support team fields questions about which smartphones and mobile devices are supported by the One-Key app. To avoid confusion, we've created this article to help you identify whether your mobile device is supported by the One-Key app.

Important note:

If a phone isn't on the list, it doesn't mean it won't work; however, we can't promise that it will (this only really applies to Android). We will do our best to keep this list up to date as we identify devices that are or are NOT supported by the app.

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One-Key Supported Mobile Devices

The following devices in the table below are supported by One-Key.

Android	Android Comments	iOS
Google Pixel 7 v13		iPhone 14 v16.*
Google Pixel 6a v13, v12		iPhone 13 Pro Max v16.*, 15.*

Google Pixel 5 v13, v12, v11		iPhone 13 Pro v16.*, 15.*
Google Pixel 4 v13, v12, v11		iPhone 12 Pro v16.*, 15.*
Google Pixel 3 XL v13, v12, v11, v10		iPhone 12 v16.*, 15.*
Google Pixel 3a v13, v12, v11, v10		iPhone 11 v16.*, 15.*
Google Pixel 2 XL v11, v10		iPhone XS v16.*, 15.*
Google Pixel v10		iPhone XR v16.*, 15.*
Samsung Galaxy Z Fold 3 v12, v11		iPhone X v16.*, 15.*
Samsung Galaxy Z Fold 2 v12, v11		iPhone 8 v15.*
Samsung Galaxy A42 v12, v11		iPhone SE v16.*, v15.*
Samsung Galaxy S22+ v12, v11		iPhone 7+ v15.*
Samsung Galaxy S22 v12, v11		iPhone 7 v15.*
Samsung Galaxy S21 v12, v11		iPhone 6S+ v15.*

Samsung Galaxy Note 20 Ultra v12, v11		
Samsung Galaxy S20 v12, v11		
Samsung Galaxy A20+ v12		
Samsung Galaxy A12 v12	Users may experience issues sending Place Audit Reports via Gmail	
Samsung Galaxy S10+ v11, v10		
Samsung Galaxy S10 v11, v10		
Samsung Galaxy S9 v11, v10, v9		
Samsung Galaxy Note 8 v9, v8		
Samsung Galaxy S8+ v9, v8		
Samsung Galaxy S8 v10, v9, v8		
Samsung Galaxy XCover 4 v9		
Samsung Galaxy S7 v8, v7	Users may experience occasional struggles with education screens.	

Samsung Galaxy S7 Edge v8, v7		
Samsung Galaxy S6 v8		
Samsung Galaxy Note 5 v7		
One Plus 8 v12, v11		
One Plus 8 Pro v12, v11		
LG Stylo 5 v10, v9		
ZTE ZMax Pro v6		
Sony Xperia 10 v10, v9		
Sony Xperia Premier v9		

One-Key Unsupported Devices

The following devices in the table below are **NOT** supported by One-Key.

Android	Android Comments	iOS	iOS Comments
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LG Velvet v10	Bluetooth does not support tool connection	iPhone 6S v15.*	Device processor struggles with One Key app.
LG v60 v10	Bluetooth does not support tool connection	iPhone 6 v15.*	Device processor struggles with One Key app.
Motorola Droid Turbo 2 v7, v6	Struggles with app navigation and tool location	iPhones of OS 14.* or lower	Support for iOS 14 and lower has been ended.
Motorola G8	A customer has reported that Bluetooth is not supporting tool connection		
Motorola G10 v11	A customer has reported that Bluetooth is not supporting tool connection		
Motorola Z3/Z4 v9, v10, v11	Bluetooth does not support tool connection		
Samsung Galaxy J7 v8, v7	Bluetooth does not support tool connection		
Samsung Galaxy S6 v6	Device processor struggles with One Key app.		
Samsung Galaxy A5 v6	Device processor and BT struggle with One Key app.		
Samsung Galaxy S5 v6	Device processor struggles with One Key app.		

Android Tablets	One Key app does not support Android Tablets.		
Samsung Galaxy S7 v8, v7	Operating systems below v9 are no longer supported		
Samsung Galaxy S7 Edge v8, v7	Operating systems below v9 are no longer supported		
Samsung Galaxy S6 v8	Operating systems below v9 are no longer supported		
Samsung Galaxy Note 5 v7	Operating systems below v9 are no longer supported		
ZTE ZMax Pro v6	Operating systems below v9 are no longer supported		

You now have a better idea about whether your mobile device is supported by the One-Key app.

Keep in mind: If a phone isn't on the list, it doesn't mean it won't work; however, we can't promise that it will (this only really applies to Android).

Check back here frequently, as we continue to investigate and do our best to keep this list up to date on which devices are and are NOT supported by the app.