eKEY™ QuickStart

Android OS

Install eKEY App

To install the eKEY software:
1. On your Android device, select the **Market**, **Google Play**, or **Play Store** icon to launch the Android Market.
2. Select **Search** and search for **Supra eKEY**.
3. Select the **Supra eKEY** application.
4. Select **INSTALL**.
5. Select **OK**.

Once the software is installed, the eKEY icon is shown in your list of applications.

Authorize eKEY App

Once the eKEY application is installed, it needs to be authorized.
1. Select the **eKEY** icon to launch the eKEY application.
2. Select **Activate eKEY**.
3. Enter your 30-digit authorization code and select **Authorize**.
4. Your Android OS device will automatically connect to the Supra network and update the eKEY application.

Update eKEY App

Updating the eKEY software allows you to access keyboxes. The eKEY software updates automatically each night by connecting to the Supra network using your device's Internet service. In order for an update to occur, your device needs to be turned on and in cellular or WiFi coverage. If your eKEY software did not update overnight because your device was turned off or out of coverage, the next time you launch the eKEY application it attempts to update.

Manual Update

If your eKEY software is expired and you are out of cellular or WiFi coverage, you can manually update by obtaining and entering an update code. Call KIMvoice at 1-888-968-4032 to obtain an update code**.**

Enter the update code into your eKEY by opening the eKEY application and selecting the **Update** icon and then **Emergency Update**. There is a limit to the number of sequential update codes you can get before you must do a wireless update.

Obtain Key

To open the key container on an iBox or iBox BT, you'll need your updated eKEY app and your 4-digit PIN.
1. Launch the eKEY app and select the **Obtain Key** icon.
2. Enter your 4-digit PIN and select **Begin**.
3. For an iBox, power on the eKEY fob by pressing the power button until the green light flashes. When prompted by the eKEY software, point the eKEY fob at the iBox.
4. For an iBox BT, press up on the bottom of the iBox BT to turn it on.
5. Upon success, press up on the bottom of the iBox or iBox BT to release the key container.

Open Shackle

To release the shackle on an iBox or iBox BT, you'll need your updated eKEY app and the 4-digit shackle code.
1. Launch the eKEY app and select the **Open Shackle** icon.
2. Enter the 4-digit shackle code for the iBox or iBox BT.
3. Select the reason for releasing the shackle.
4. If you don't want the box added to your inventory, turn off **Add to Inventory**.
5. Select **Begin**.
6. For an iBox, power on the eKEY fob by pressing the power button until the green light flashes. When prompted by the eKEY software, point the eKEY fob at the iBox.
   Upon success, the shackle releases.
7. For an iBox BT, press up on the bottom of the iBox BT to turn it on.
   When prompted, push up on the bottom of the iBox BT with one hand while pushing down on the shackle with the other hand. Then pull up on the shackle to remove it completely from the iBox BT.

BlackBerry OS

Install eKEY App

To install the eKEY software:
1. On your BlackBerry device, launch the **App World**.
2. Search for **eKEY**.
3. Download and install the Supra eKEY application.
4. If the applications asks to confirm permission changes, press the **Menu** button and then **Save**.

Important: If your BlackBerry uses OS4 or earlier, install the eKEY app by navigating to **www.ekeymobile.com**

Authorize eKEY App

Once the eKEY application is installed, it needs to be authorized.
1. Select the **eKEY** icon to launch the eKEY application.
2. Select **Activate eKEY**.
3. Enter your 30-digit authorization code and select **Authorize**.
4. Your BlackBerry OS device will automatically connect to the Supra network and update the eKEY application.

Update eKEY App

Updating the eKEY software allows you to access keyboxes. The eKEY software updates automatically each night by connecting to the Supra network using your device's Internet service. In order for an update to occur, your device needs to be turned on and in cellular or WiFi coverage. If your eKEY software did not update overnight because your device was turned off or out of coverage, the next time you launch the eKEY application it attempts to update.

Manual Update

If your eKEY software is expired and you are out of cellular or WiFi coverage, you can manually update by obtaining and entering an update code. Call KIMvoice at 1-888-968-4032 to obtain an update code**.**

Enter the update code into your eKEY by opening the eKEY application and pressing the **Menu** button and then selecting **Emergency Update**. There is a limit to the number of sequential update codes you can get before you must do a wireless update.

Obtain Key

To open the key container on an iBox or iBox BT, you'll need your updated eKEY app and your 4-digit PIN.
1. Launch the eKEY app and select the **Obtain Key** icon.
2. Enter your 4-digit PIN and select **Begin**.
3. For an iBox, power on the eKEY fob by pressing the power button until the green light flashes. When prompted by the eKEY software, point the eKEY fob at the iBox.
4. For an iBox BT, press up on the bottom of the iBox BT to turn it on.
5. Upon success, press up on the bottom of the iBox or iBox BT to release the key container.

Open Shackle

To release the shackle on an iBox or iBox BT, you'll need your updated eKEY app and the 4-digit shackle code.
1. Launch the eKEY app and select the **Open Shackle** icon.
2. Enter the 4-digit shackle code for the iBox or iBox BT.
3. Select the reason for releasing the shackle.
4. If you don't want the box added to your inventory, uncheck the **Add keybox to inventory** prompt.
5. Scroll back up to the shackle code field and press the trackball or the **Enter** key.
6. For an iBox, power on the eKEY fob by pressing the power button until the green light flashes. When prompted by the eKEY software, point the eKEY fob at the iBox.
   Upon success, the shackle releases.
7. For an iBox BT, press up on the bottom of the iBox BT to turn it on.
   When prompted, push up on the bottom of the iBox BT with one hand while pushing down on the shackle with the other hand. Then pull up on the shackle to remove it completely from the iBox BT.

Delete Bluetooth Pairing

After communicating with an iBox BT, you will be prompted to delete the Bluetooth pairing:
1. Select **Bluetooth List**.
2. Select **SUPRA KEYBOX** from your list of Bluetooth paired devices.
3. Select **Delete Device** and then **Delete**.
4. Press the **Escape** (back) key to return to the eKEY software.

iPhone OS

Install eKEY App

To install the eKEY software:
1. On your iPhone or iPad, launch the App Store by selecting the **App Store** icon.
2. Select **Search** and search for **Supra eKEY**.
3. Select the **Supra eKEY** application.
4. Select the **FREE** button and then select **INSTALL**.

Once the software is installed, the eKEY icon is shown in your list of applications.

Authorize eKEY App

Once the eKEY application is installed, it needs to be authorized.
1. Select the **eKEY** icon to launch the eKEY application.
2. Select **Activate eKEY**.
3. Enter your 30-digit authorization code and select **Authorize**.
4. Your iPhone OS device will automatically connect to the Supra network and update the eKEY application.

Update eKEY App

Updating the eKEY software allows you to access keyboxes. The eKEY software updates automatically the first time you launch the eKEY software each day by connecting to the Supra network using your iPhone's Internet service.

Manual Update

If your eKEY software is expired and you are out of cellular or WiFi coverage, you can manually update by obtaining and entering an update code. Call KIMvoice at 1-888-968-4032 to obtain an update code**.**

Enter the update code into your eKEY by opening the eKEY application and selecting the **Update** icon and then **Emergency Update**. There is a limit to the number of sequential update codes you can get before you must do a wireless update.

Obtain Key

To open the key container on an iBox or iBox BT, you'll need your updated eKEY app and your 4-digit PIN.
1. Launch the eKEY app and select the **Obtain Key** icon.
2. Enter your 4-digit PIN.
3. Connect your eKEY Adapter to your iPhone and select **Begin**.
4. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox or iBox BT.
5. Upon success, press up on the bottom of the iBox or iBox BT to release the key container.

Open Shackle

To release the shackle on an iBox or iBox BT, you'll need your updated eKEY app and the 4-digit shackle code.
1. Launch the eKEY app and select the **Open Shackle** icon.
2. Enter the 4-digit shackle code for the iBox or iBox BT.
3. Select the reason for releasing the shackle and select **Save**.
4. If you don't want the box added to your inventory, turn off **Add to Inventory**.
5. Connect your eKEY Adapter to your iPhone and select **Begin**.
6. Point the infrared lens on the eKEY adapter at the infrared lens on the iBox or iBox BT.
7. For an iBox, upon success the shackle releases.
8. For an iBox BT, when prompted, push up on the bottom of the iBox BT with one hand while pushing down on the shackle with the other hand. Then pull up on the shackle to remove it completely from the iBox BT.

Showing Activity Setup

As a listing agent, there are several ways to see who has shown your listings. To view showing information, the keyboxes placed on your listings first need to be in your keybox inventory. You can manage your keybox inventory both on your eKEY and at the Supra website and any changes are synchronized during your next eKEY update.

Showing Notifications

Once your keyboxes are in your keybox inventory, showing messages automatically display in your eKEY software whenever a keybox in your inventory is shown.

Managing your Keybox Inventory on your Smartphone

You can view your keybox inventory by selecting the **Inventory** icon on the main eKEY screen. A list of your keyboxes are displayed. Select a keybox from the list to view detailed information. You can add or delete keyboxes, view and change their settings, and assign a listing ID to them in your eKEY software under the Inventory icon. Add a keybox by selecting the **Add Keybox** icon or by releasing the shackle on the keybox. Delete a keybox by selecting the keybox in inventory and then selecting **Delete**.

Keep your reports accurate by making sure the listing ID is current when you place a keybox on a listing or remove it from a listing. To assign the listing ID to an iBox using your smartphone, select the box in your inventory and select **Edit**. Change the listing ID and select **Begin**. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox. Enter the shackle code of the iBox and select **Begin**. Point the infrared lens on the iBox to change the settings in the iBox.

Managing your Keybox Inventory at SupraWEB

1. Go to www.supraekey.com and login to SupraWEB with your SSO and password.
2. From SupraWEB select **LISTINGS** and then select **Keyboxes** to view a list of keyboxes in your inventory.
3. To add a keybox, select the **Add Keybox** link and enter the keybox serial number, shackle code, and the MLS number where the box is located.
4. To assign a listing to a keybox already in your inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where the keybox is located.

Viewing Showing Reports at SupraWEB

When you first login to SupraWEB, the Showings Dashboard displays the showing activity at your listings. To create a report to be printed or emailed, select **REPORTS** and then the type of report.

Instant Showing Email

You can have the system send you a real-time email when someone opens one of your keyboxes or sends you showing feedback. On SupraWEB select **Settings** and then **General Email** to set up this feature. Enter your email address and check each type of notice you want to receive.

Email example

✉ ShowingValue - New Showing Update - Message (HTML)   [_ □ X]

From: ~EmSol ShowingValue,UnmonitoredMailbox   Sent: Thu 3/25/2010 9:03 AM
To:
Cc: Anderson, Traci
Subject: ShowingValue - New Showing Update

You have new showing(s)

SARA HAYES showed listing 2325 Legend Way, Salem, OR 97302 (KeyBox# 5131452 9) on 07/08/2011 12:45PM
503-713-9464 sara.hayes@homes.com

For additional information on your showings please login to SupraWEB.

eKEY Professional for Android and iPhone now available! Learn more about the benefits of eKEY Professional. Visit our eKEY Device Portal to see all the phones that can be used to open a Supra Keybox.

Keybox inventory list

DateTime	ListingID	Address	ShowingAgent	Keybox#	Key#
3/2/2010 8:32am	2817987	5224 Lowell Rd Aumsville OR 97325	Brian Graves brian.hauge@ge.com Bentley Properties (503)747-1901	5306375 7	5172545
2/25/2010 7:00pm	3434 34	7624 Mistwood Drive NE Keizer OR 97303	Brian Graves brian.hauge@ge.com Bentley Properties (503)747-1901	20029935	5172545
2/24/2010 9:52am	3434 34	7624 Mistwood Drive NE Keizer OR 97303	Brian Good brian.hauge@ge.com Century 21 Olympus (503)315-0613 (503)491-7531	20029935	5172540

Smartphone screen

2:20 PM · AT&T 3G

eKEY Demo

Obtain Key · Open Shackle · Inventory

eKEY Notification — You have 1 showing. [OK]

Messages · Settings · About · Update · Add Keybox

Showing Activity Setup & eKEY QuickStart Guide

Need help?
Call for support 7 days a week
1-877-699-6787
5am-7pm Pacific Time

Supra — A UTC Fire & Security Company