

# Manually Updating the ActiveKEY

If the ActiveKEY is outside compatible cellular range, there are three (3) ways to update the key:

- Connect the ActiveKEY to a PC and use the ActiveKEY PC Sync software to update the ActiveKEY
- Obtain an update code from SupraWEB and enter it into the ActiveKEY
- Obtain an update code from the KIM voice access system and enter it into the ActiveKEY

## Updating the ActiveKEY with ActiveKEY PC Sync

The ActiveKEY can be manually updated by installing the ActiveKEY PC Sync software on a computer and then connecting the ActiveKEY to the computer. The ActiveKEY updates using the computer's Internet connection.

### Install ActiveKEY PC Sync

To download the software:

1. Go to [www.supraekey.com](http://www.supraekey.com).
2. Under Related Links select **Software Downloads**.
3. Select **ActiveKEY PC-Sync Software** and click **Run** when the dialog box opens.
4. Click **Next** and follow the instructions in the installation wizard to install the ActiveKEY PC Sync software onto the computer and connect the ActiveKEY for the first time.

### Use ActiveKEY PC Sync

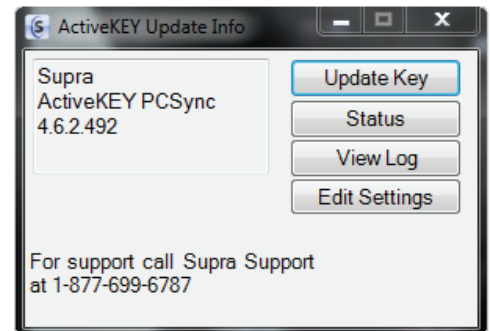
After the ActiveKEY PC Sync software is installed, update the key by connecting it to the computer with the provided USB cable. When you connect your ActiveKEY, the *ActiveKEY Update Info* window opens. The *ActiveKEY Update Info* window contains the following buttons:

**Update Key.** Updates the ActiveKEY using the computer's Internet connection.

**Status.** Displays the ActiveKEY's status.

**View Log.** Displays a log of the past online updates.

**Edit Settings.** Configures the ActiveKEY connection settings.



## Update Code

Manually update the key by obtaining an update code from the Supra website or voice access system.

### Supra Website

Obtain an update code from SupraWEB:

1. Go to [www.supraekey.com](http://www.supraekey.com).
2. Select **SupraWEB-Agent Login** and login.
3. Select the **Update Code** link under Quick Links. The update code is displayed.

### Automated Voice System

To obtain an update code from the automated voice system, do the following:

1. Call 1-888-968-4032.
2. When prompted, enter the ActiveKEY serial number and PIN code, followed by the # sign.
3. KIM reads a list of options. Press **1** on the phone keypad for an update code.

## Enter an Update Code into the ActiveKEY

To enter the update code into the ActiveKEY:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the MANUALLY INPUT UPDATE menu option and press **enter**.
3. Enter the update code using the keypad and press **enter**. Four (4) quick beeps indicate that the operation is successful.

