Supra eKEY® QuickStart

Android™ OS

Install eKEY Application

Internet access and a data plan are required to use the Supra eKEY software. For information on compatible phones and tablets, select the *Compatible eKEY Devices List* button on the *www.supraekey.com* home page.

1. On the Android™ device, select the **Market™**, **Google Play™**, or **Play Store™** icon.
2. Select **Search** and search for **eKEY**.
3. Select the **Supra eKEY** application.
4. Select **INSTALL** and **OK**.

The eKEY icon shows up in the list of applications.

Authorize eKEY Application

Obtain a 30-digit authorization code from your organization.

1. Select the **eKEY** icon to open the application.
2. Select **Activate eKEY**.
3. Enter the 30-digit authorization code and select **Authorize**.

The device will automatically authorize and update the eKEY application.

Update eKEY Application

Update the eKEY software to allow the Android device to access the iBox BT LE, iBox BT, or iBox. The app will automatically update unless the device was turned off, out of coverage, or the *Automatic Update* setting was not checked. The next time the eKEY application is opened it will attempt to update. An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle.

Manual Update

Prior to use, open the eKEY application to automatically update.

1. Verify cell coverage is active.
2. Open the **eKEY** application.

If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

Obtain an update code from KIMvoice:
1. Call KIM Voice at 1-888-968-4032.
2. Enter the eKEY serial number and PIN code, followed by the # sign.
3. Press **1** for an update code.

Enter the update code:
1. Open the **eKEY** app.
2. Select the **Menu** button on the phone or tablet.
3. Select **Emergency Update**.
4. Enter the update code.
5. Press the **Update Key** button.

Supra eKEY Fob

The eKEY fob allows the eKEY application on the Android device to communicate with an iBox BT LE, iBox BT, or iBox using infrared. A fob is not required for the iBox BT or iBox BT LE which uses Bluetooth® to communicate. Some devices may need to be paired.

Pair the Fob:
1. Read and follow the manufacturer's instructions for the phone or tablet on *How to pair devices*.
2. Select the fob name to pair (example: *SUPRA-K8BS*).

Tip: *On some Androids, tap on the Bluetooth icon and drag the pairing alert down the first time a device is accessed to accept the pairing. Enter the 0000 passcode.*

Obtain Key

1. Open the **eKEY** app.
2. Select the **Obtain Key** icon.
3. Enter the 4-digit PIN code.
4. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
5. Upon success, press up on the bottom of the keybox to release the key container.

Open Shackle

1. Open the **eKEY** app.
2. Select the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Uncheck the **Add to Inventory** box, if desired.
5. Select a **Reason** for shackle release.
6. Select **Begin**.
7. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
8. Upon success, support the bottom of the keybox and press down on the top of the shackle to release.

Note: *An iBox shackle will release automatically.*

Apple® iOS

Install eKEY Application

Internet access and a data plan are required to use the Supra eKEY software. For information on compatible Apple devices, select the *Compatible eKEY Devices List* button on the *www.supraekey.com* home page.

1. On the Apple® device, select the **App Store** icon.
2. Select **Search** and search for **eKEY**.
3. Select the **Supra eKEY** application.
4. Select the **FREE** button and then select **INSTALL**.

The eKEY icon shows up in the list of applications.

Authorize eKEY Application

Obtain a 30-digit authorization code from your organization.

1. Select the **eKEY** icon to open the application.
2. Press **Activate eKEY**.
3. Enter the 30-digit authorization code and select **Authorize**.

The device will automatically authorize and update the eKEY application.

Update eKEY Application

Update the eKEY software to allow the Apple device to access the iBox BT LE, iBox BT, or iBox. Open the eKEY application to perform an update. If the device was turned off or out of coverage, the next time the eKEY application is opened it will attempt to update. An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle.

Manual Update

Prior to use, open the eKEY application to automatically update.

1. Verify cell coverage is active.
2. Open the **eKEY** application.

If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

Obtain an update code from KIMvoice:
1. Call KIM at Voice 1-888-968-4032.
2. Enter the eKEY serial number and PIN code, followed by the # sign.
3. Press **1** for an update code.

Enter the update code:
1. Open the **eKEY** app.
2. Press **Update**.
3. Select **Emergency Update**.
4. Enter the update code and press the **Update Key** button.

Supra eKEY Fob

The eKEY fob allows the eKEY application on the Apple device to communicate with an iBox BT LE, iBox BT, or iBox using infrared. Some devices may need to be paired.

Tip: *An error message may occur the first time pairing with the fob. Ignore the request to download.*

Pair the Fob:
1. Read and follow the manufacturer's instructions for the Apple device on *How to pair devices*.
2. Select the fob name to pair (example: *SUPRA-K8BS*).

Note: *An eKEY Fob is not required for some* newer *Apple devices which use Bluetooth® to communicate (iBox BT LE only).*

Obtain Key

1. Open the **eKEY** app.
2. Press **Obtain Key** and enter the PIN code.
3. For Bluetooth®, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the infrared lens on the keybox.
4. Upon success, press up on the bottom of the keybox to release the key container.

Open Shackle

1. Open the **eKEY** app.
2. Select the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Select a **Reason** for shackle release and press **Save**.
5. Toggle the **Add to Inventory** button to Off, if desired.
6. For Bluetooth®, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the infrared lens on the keybox.
7. Upon success, support the bottom of the keybox and press down on the top of the shackle to release.

Note: *An iBox shackle will release automatically.*

BlackBerry® OS

Install eKEY Application

Internet access and a data plan are required to use the Supra eKEY software. For information on compatible phones and tablets, select the *Compatible eKEY Devices List*.

1. On the BlackBerry® device, select the **BlackBerry App World™**.
2. Search and install the **eKEY** application.
3. If the application asks to confirm permission changes, press the **Menu** button and then **Save**.

The eKEY icon shows up in the list of applications.

Important: *BlackBerrys with an operating system earlier than OS 4.5 navigate to www.ekeymobile.com to install the eKEY app.*

Authorize eKEY Application

Obtain a 30-digit authorization code from your organization.

1. Select the **eKEY** icon to open the application.
2. Select **Activate eKEY**.
3. Enter the 30-digit authorization code and select **Authorize**.

The device will automatically authorize and update the eKEY application.

Update eKEY Application

Update the eKEY software to allow the BlackBerry device to access the iBox BT LE, iBox BT, or iBox. The app will automatically update unless the device was turned off, out of coverage, or the *Automatic Update* setting was not checked. The next time the eKEY application is opened it will attempt to update. An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle.

Manual Update

Prior to use, open the eKEY application to automatically update.

1. Verify cell coverage is active.
2. Open the **eKEY** application.
3. Select the BlackBerry **Menu**.
4. Select **Update Key** and press the trackpad.

If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

Obtain an update code from KIMvoice:
1. Call KIM Voice at 1-888-968-4032.
2. Enter the eKEY serial number and PIN code, followed by the # sign.
3. Press **1** for an update code.

Enter the update code:
1. Open the **eKEY** app.
2. Select BlackBerry **Menu** button.
3. Select the **Emergency Update**.
4. Enter the update code and press the trackpad.

Supra eKEY Fob

The eKEY fob allows the eKEY application on the BlackBerry device to communicate with an iBox BT LE, iBox BT, or iBox using infrared. A fob is not required for the iBox BT or iBox BT LE which uses Bluetooth® to communicate. Some devices may need to be paired.

Pair the Fob:
1. Read and follow the manufacturer's instructions for the BlackBerry phone or tablet on *How to pair devices*.
2. Select the fob name to pair (example: *SUPRA-K8BS*).

Obtain Key

1. Open the **eKEY** app.
2. Select the **Obtain Key** icon from the main eKEY screen.
3. Enter the 4-digit PIN code.
4. Press the trackpad.
5. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
6. Upon success, press up on the bottom of the bottom of the keybox to release the key container.

Open Shackle

1. Open the **eKEY** app.
2. Select the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Uncheck the Add to Inventory box, if desired.
5. Select a **Reason** for shackle release and select **Save**.
6. Select **Begin** on the eKEY app.
7. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
8. Upon success, support the bottom of the keybox and press down on the top of the shackle to release.

Note: *An iBox shackle will release automatically.*

Delete Bluetooth Pairing

After performing an Obtain Key or Open Shackle delete the keybox pairing.

1. Select **Bluetooth List.**
2. Select the SUPRA KEYBOX from the list of paired devices.
3. Select **Delete Device** and then select **Delete**.
4. Press the **Escape** key and **Done**.

As a listing agent, there are several ways to see who has shown your listings. To view this showing information, the iBox BT LE, iBox BT, or iBox placed on your listings must be in your keybox inventory. Manage the keybox inventory on the eKEY app or at the Supra website, and any changes will be synchronized the next time the eKEY app updates.

Showing Notifications

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

Manage Keybox Inventory on a Smartphone or Tablet

View keybox inventory by selecting the **Inventory** icon on the main eKEY screen. A list of keyboxes is displayed. Select a keybox from the list to view detailed information. Add or delete keyboxes, view and change their settings, or assign a listing ID to them in using the eKEY app software under the Inventory icon. Add a keybox by selecting the **Add Keybox** icon or by releasing the shackle on the iBox. To delete a keybox from the inventory, select the **Inventory** icon, highlight the keybox to delete, and select **Delete**.

Keep 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 a phone or tablet, select the Inventory icon, highlight the keybox to edit, and select **Edit**. Change the listing ID and select **Program**. Enter the shackle code of the keybox and select **Begin**. Depending on the phone and keybox type, you may need to point the infrared lens on the eKEY fob at the infrared lens on the iBox to change the settings in the keybox.

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 inventory.
3. To add an iBox BT LE, iBox BT, or iBox select the **Add Keybox** link and enter the keybox serial number, shackle code, and the MLS number where the keybox is located.
4. To assign a listing to a keybox already in inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where it is located.

Viewing Showing Reports at SupraWEB

When logged into 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

Have the system send you a real-time email when someone opens one of your keyboxes or sends 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.

Showing Activity Setup & eKEY QuickStart Guide

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