Supra® eKEY®
User Manual

Supra

Carrier

Supra eKEY®
User Manual - 10106088P1 Rev F, EN

Copyrights and Trademarks

Rules and Regulations Relating to Use of the Service

Key Possession. Each keyholder ("Keyholder") is responsible for the key ("Key") issued to him or her.

Current Update. The Key must be updated in order to access keyboxes ("Keyboxes"). The Key cannot be updated unless the Keyholder is in good standing with the organization ("Organization") and Carrier, is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.

Equipment Security. It is necessary to maintain the security and the personal identification number ("PIN") of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:

- To keep the Key in authorized Keyholder's possession or in a safe place at all time,
- Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;
- Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;
- Not to duplicate the Key or allow any other person to do so;
- Not to assign, transfer, or pledge the Key;
- Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;
- To notify your Organization or Carrier within forty-eight (48) hours if the Key is lost or stolen;
- To follow all additional security procedures as specified by your Organization; and
- To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.

NOTE: There may be a limit to the number of authorization codes that can be obtained each week. If you reach your weekly limit of authorization codes, please check with your association/MLS.

Preface

The *Supra eKEY Application 5.0 User Manual for Android and Apple Products* includes instructions explaining:

- How to install and operate the Supra eKEY application
- How to access a Supra keybox
- How to view MLS listing information and buyer feedback
- How to view the roster for agents
- How to view showing activity
- How to invite a buyer to the Supra Home Tour application

For specific information about how to operate an Android or Apple smartphone or tablet, refer to documentation provided with the device.

Terms and Symbols

The following conventions are used in this document.

Bold font	Menu items and buttons.
Italic font	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of sections, books, and various documents.
Blue italic font	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.

⚠	*WARNING: Warnings identify conditions or practices that could result in personal injury or death.*

⚠	*CAUTION: Cautions identify conditions or practices that could result in damage to equipment or other property.*

NOTE: Notes provide additional information, clarification, or guidance.

Table of Contents

Supra eKEY System Components

eKEY App	**Keybox**	**eKEY Fob**	**SupraWEB**	**KIM Voice**	**Home Tour**

eKEY Application

Overview

The Supra eKEY software application allows Android™ and Apple® phones or tablets to connect, authorize, and update the app to access Supra keyboxes. Supra keyboxes are placed at real estate listings to hold listing keys, key cards, or gate cards. The latest eKEY app version has several features that improve productivity.

- Improved convenience with biometrics for PIN entry
- Self-upgrade to eKEY Pro within the eKEY Basic app (keyholder leases)
- Real-time showing notes, data, and photo displayed when keybox is opened
- Apple Watch® compatibility
- eKEY Alerts send notices to pre-determined contacts at the touch of a button
- Create real-time showing notes in SupraWEB

eKEY Basic Service	eKEY Professional Service
The eKEY Basic Service includes the main functions an agent will need to open and manage keyboxes.	The eKEY Professional Service, which includes all features available in the eKEY Basic service, offers premimum features like roster data, hotsheets, listing data, and exclusive access to Supra Home Tour, a newly designed Supra app that helps agents and buyers stay connected.

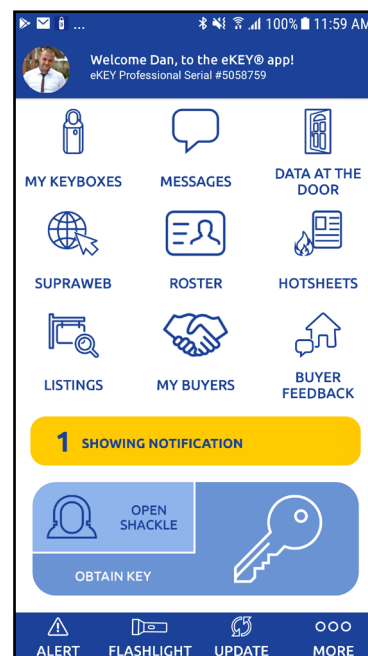| eKEY Feature Availability by Service Level			
Feature	**Description**	**Basic**	**Professional**
Automatic Update	eKEY attempts to update at least once every 24 hours	☑	☑
Location Update	eKEY captures the location where you accessed your keybox	☑	☑
Audio Feedback	eKEY produces audio tones during device communications and other events	☑	☑
Vibrate Feedback	eKEY vibrates during device communications and other events	☑	☑
eKEY App Notificatons	Notifications for new messages, showing notifications and buyer feedback	☑	☑
CBS Input	Requires *call before showing* (CBS) code to access keybox	☑	☑
Require PIN Once per Day	Allows PIN to be entered only once every 24 hours	☑	☑
Require Biometrics	Requires biometrics to access keybox	☑	☑
Download and Delete Listings	MLS listing directory within eKEY app		☑
Download and Delete Roster	Roster data within eKEY app		☑
Access to Supra Home Tour	A tool for buyers to rate listings and for agents to capture buyer preferences automatically in real time		☑
View Hotsheets	View new or recently changed listings within eKEY app		☑

Installation

NOTE: Exact user experience may differ based on device, operating system, or data provider.

Requirements
• Cellular or Wi-Fi data connection
• Android OS 8.0 or iOS 10.0 (or later versions)
• 10-digit authorization code that can be obtained from the eKEY app or from SupraWEB, Mobile SupraWEB, or your organization's Supra eKEY administrator (email must be on file)

Download and Install the eKEY Application
1. Download and install the Supra eKEY application from your device application store. eKEY icon

Authorize the eKEY Application

1. Launch the eKEY app from your phone or tablet.

2. Choose ACTIVATE eKEY APP.

3. Enter your email or telephone number and PIN code and press SUBMIT to obtain an authorization code.

NOTE: *There may be a limit to the number of authorization codes you can obtain in a week. Check with your organization.*

4. You will be sent a confirmation email or SMS text message with a quick link to your authorization code.
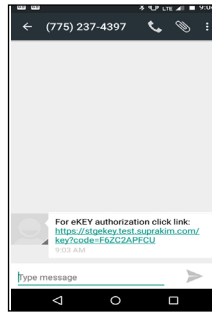
5. View message and select the quick link, which will automatically populate the code fields with your authorization code.
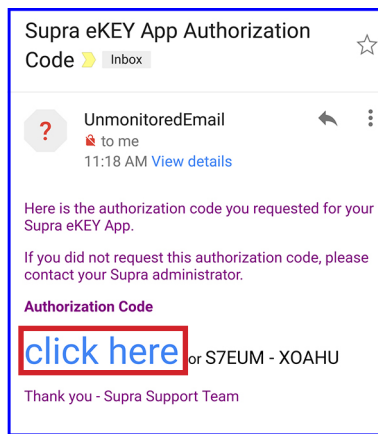
6. Click the EULA and Privacy Notices.

7. To enter the authorization code manually, return to the *Get Authorization Code* screen and select the link that says, "**Already Have an Authorization Code?**"

Operation

NOTE: Exact user experience may differ based on device, operating system, or data provider. Items with dark background will appear at the bottom of your screen.

Requirements
• Cellular or Wi-Fi data connection
• Android 5.0 or IOS 10.0 (or later versions)
• Android devices must have location services enabled to allow the app to communicate with the keybox
• Supra eKEY fob for accessing classic iBox keyboxes (infrared only) or accessing iBox BT keyboxes when using certain Apple products

Alert	
⚠ ALERT	**Alert** Send an email or text alert of your current location to selected recipients. 　1. Open the Supra eKEY app and select **Alert**. 　*Note: For MLS data to show, lockbox must be assigned to listing.*

Buyer Feedback	
BUYER FEEDBACK	**Buyer Feedback** View client feedback on listings. Search feedback by date, buyers, or listings.

Data at the Door	
DATA AT THE DOOR	**Data at the Door** If enabled by an organization, after a keybox has been accessed, your eKEY app will automatically display the listing information, showing notes, listing flyer, and (if eKEY Pro) an option to recommend the listing to others. 　*Note: For MLS data to show, lockbox must be assigned to listing.*

Flashlight	
FLASHLIGHT	**Flashlight** This feature provides illumination as needed. 　1. To turn on flashlight, tap flashlight icon on bottom of screen. 　2. To turn off flashlight, tap flashlight icon again.

Hotsheets	
	Hotsheets View new listings and listings that have changed in price or status within the last three (3) days. 　1. Open the Supra eKEY app and select **Hotsheets**. 　2. Select a listing for details.

Listings

LISTINGS
	Listings
	Filter search criteria, save searches for specific buyers, and recommend listings.
	
	• Filter and Search Listings
	   1. Open the Supra eKEY app and select **Listings**.
	   2. Select criteria to filter search.
	   3. Select **Search**.
	
	• Save a Search for a Specific Buyer
	   1. Open the Supra eKEY app and select **Listings**.
	   2. Select criteria to filter search.
	   3. Select **Search**.
	   4. Select **Save**.
	   5. Select a buyer's name.
	   6. Select **Save**.
	
	• View Saved Searches
	   1. Open the Supra eKEY app and select **Listings**.
	   2. Select **Saved Search**.
		3. Select a search for details.
		
		• View Your Listings
		   1. Open the Supra eKEY app and select **Listings**.
		   2. Select **My Listings**.
		
		   3. Select a listing for details.
		
		• Recommend a Listing
		   1. Open the Supra eKEY app and select **Listings**.
		   2. Select criteria to filter search.
		   3. Select **Search**.
		   4. Select a listing.
		   5. Select **Recommend**.
		   6. Select buyers.
		   7. Select **Add to Home Tour App**.

My Keyboxes

MY KEYBOXES

Add a Keybox
Add a keybox to your keybox inventory.

1. Turn on the keybox.
   - For Bluetooth® keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
   - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).

Bluetooth Keybox   Infrared Keybox with fob

2. Open the Supra eKEY app and select **My Keyboxes**.
3. Select **Add Keybox**.
4. Enter the shackle code.

My Keyboxes	

MY KEYBOXES

Read Keybox Activity
View keybox activity reports that include information such as the activity date, keybox serial number, activity action, and key serial number.

1. Turn on the keybox.
   - For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
   - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).

Bluetooth Keybox

Infrared Keybox with fob

2. Open the Supra eKEY app and select **My Keyboxes**.
3. Select **Read Activity**.
4. Enter the shackle code.
5. Select an activity to view details.

MY KEYBOXES

Program a Keybox
View details such as the keybox serial number, last program date, and current battery level, or modify settings such as changing the shackle code, changing or requiring a call before showing (CBS) code, requiring feedback, and enabling or disabling timed access for the keybox.

- Turn on a Keybox.
  - For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
  - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).

Bluetooth Keybox

Infrared Keybox with fob

- Change Shackle Code
  1. Turn on the keybox.
  2. Open the Supra eKEY app and select **My Keyboxes**.
  3. Select a keybox.
  4. Select **Program Keybox**.
  5. Select **Shackle Code**.
  6. Enter and verify new shackle code.
  7. Select **Save**.
  8. Select **Program**.
  9. Enter old shackle code.

- Enable or Disable Require CBS Code
  1. Turn on the keybox.
  2. Open the Supra eKEY app and select **My Keyboxes**.
  3. Select a keybox.
  4. Select **Program Keybox**.
  5. Select **Require CBS** to enable or disable.
  6. Select **Program**.
  7. Enter shackle code.

- Enable or Disable Require Feedback
  1. Turn on the keybox.
  2. Open the Supra eKEY app and select **My Keyboxes**.
  3. Select a keybox.
  4. Select **Program Keybox**.
  5. Select **Require Feedback** to enable or disable.
  6. Select **Program**.
  7. Enter shackle code.

- Enable or Disable Timed Access
  1. Turn on the keybox.
  2. Open the Supra eKEY app and select **My Keyboxes**.
  3. Select a keybox.
  4. Select **Program Keybox**.
  5. Select **Timed Access** to enable or disable.
  6. Select desired access hours.
  7. Select **Program**.
  8. Enter shackle code.

- View Last Keybox Read
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Program Keybox**.
  4. Select **Read**.
  5. Select an activity to view details or select **Delete All** to delete all activities.

- Delete a Keybox
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Program Keybox**.
  4. Select **Delete** then **Yes** to confirm.

My Keyboxes (continued)

MY KEYBOXES

Edit Keybox Data
View, add, or modify keybox data such as showing notes, listing information, listing flyers, agent notes, and business cards without going to the keybox.

- Add or Edit a Showing Note
  (only with eKEY Pro)
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
  4. Add or edit a showing note.
  5. Select showing note expiration date.
  6. Select **Save**.

- Add or Edit Listing Information
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
  4. Add or edit listing information.
  5. Select **Save**.

- Add or Edit a Listing Flyer
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
  4. Add or edit a listing flyer.
  5. Select **Save**.

- Add or Edit an Agent Note
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
  4. Add or edit an agent note.
  5. Select **Save**.

- Add or Edit a Business Card
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
  4. Add or edit business card information.
  5. Select **Save**.

- View Last Keybox Read
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
  4. Select **Read**.
  5. Select an activity to view details or select **Delete All** to delete all activities.

- Delete a Keybox
  1. Open the Supra eKEY app and select **My Keyboxes**.
  2. Select a keybox.
  3. Select **Edit Keybox Data**.
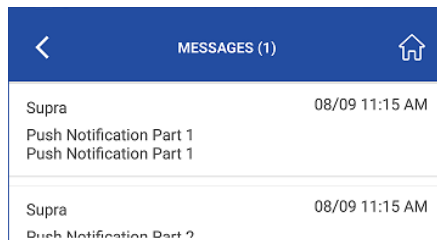 4. Select **Delete** then **Yes** to confirm.

Messages

MESSAGES

Messages
View messages from Supra or your organization.
1. Open the Supra eKEY app and select **Messages**.
2. Select a message to view its details.

Mobile SupraWEB

Mobile SupraWEB
Obtain update and authorization codes, view showing details, feedback reminders, and send activity reports.

Log in to Mobile SupraWEB
1. Open the Supra eKEY app and select **SupraWEB**.
2. Enter login credentials.

SupraWEB	
Welcome to SupraWEB	
Key Serial Number:	
PIN:	
Association/MLS:	OR–Supra Board Train ▾
Login	

3. Select **Login**.

- Obtain an Update Code
  1. Log in to mobile SupraWEB.
  2. Select **Update Code**.

- Obtain an Authorization Code
  1. Log in to mobile SupraWEB.
  2. Select **Authorization Code**.

- View Showing Details
  1. Log in to mobile SupraWEB.
  2. Select **Showings**.

- Send an Activity Report
  1. Log in to mobile SupraWEB.
  2. Select **Email Report**.
  3. Select the desired type of report.

Report	
Showing Activity Report for	
All of my listings	●
My Key Activity	○
Specific keybox	○
50219887 ▾	
Keybox Inventory Report	○
Create Email	

4. Select **Create Email**.

- View Feedback Reminders
  1. Log in to mobile SupraWEB.
  2. Select **Feedback Reminders**.

More

About eKEY App
View information about your eKEY app or perform the following actions.

- Send Email Diagnostics
  1. Open Supra eKEY app and select **More**.
  2. Select **About eKEY App**.
  3. Select **Email Diagnostics**.
  4. Send email.

- Change PIN
  1. Open Supra eKEY app and select **More**.
  2. Select **About eKEY App**.
  3. Select **Change PIN**.
  4. Enter current PIN.
  5. Enter and verify new PIN.
  6. Select **Change PIN**.

- Reset Authorization Code
  1. Open Supra eKEY app and select **More**.
  2. Select **About eKEY App**.
  3. Select **Reset Authorization**.
  4. Confirm reset.

  Note: *Existing keyholders can get an authorization code from their system administrator or from SupraWEB (see "SupraWEB" subsection "Operation" for details).*

- Enter Emergency Update Code
  1. Open Supra eKEY app and select **More**.
  2. Select A**bout eKEY App**.
  3. Select **Emergency Update Code**.
  4. Enter emergency update code.
  5. Select **Update**.

MORE

Settings
Enable or disable the following eKEY settings.

- **Automatic Update** - When enabled, the eKEY app will attempt to perform an update at least once every 24 hours.

  Note: Some Apple devices will only perform this update, even when enabled, if the eKEY app is a frequently used app.

- **Location Services** - When enabled, the eKEY app will send GPS coordinates of location when the *Obtain Key* function is completed.

- **Audio Feedback** - When enabled, the eKEY app will produce audio tones during device communications and other events.

  Note: Disabling audio feedback will not affect other phone or tablet applications.

- **Vibrate Feedback** - When enabled, the eKEY app will vibrate during device communications and other events.

 *Note: Disabling vibrate feedback will not affect other phone or tablet applications.*

- **eKEY App Notifications** - When enabled, the eKEY app wil send notifications for new messages, showings, and buyer feedback.

  Note: Disabling eKEY notifications will not affect other phone or tablet applications.

- **CBS Input** - When enabled, the eKEY app will require a call before showing (CBS) code to open a keybox.

- **Only Require PIN Once Per Day** - When enabled, the eKEY app will only require a user to enter their PIN once in a 24 hour period.

- **Require Biometrics** - When enabled, the eKEY app will require a user to perform a biometric scan before accessing a keybox.

- **Download Listings** - When enabled, the eKEY app will download current property listings and hotsheets.

- **Download Roster** - When enabled, the eKEY app will download current local and cooperating agent rosters.

- **Delete Listings*** - When selected, the eKEY app will delete all previously downloaded listings.

- **Delete Roster*** - When selected, the eKEY app will delete all previously downloaded agent rosters.

- Enable or Disable a Setting
    1. Open Supra eKEY app and select **More**.
    2. Select **Settings**.
    3. Select setting to enable or disable.
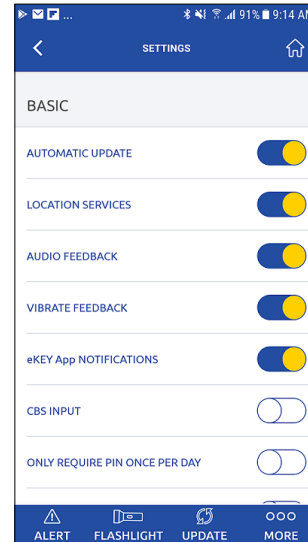
- Delete Listings*
    1. Open Supra eKEY app and select **More**.
    2. Select **Settings**.
    3. Select **Delete Listings**.
    4. Confirm deletion.

- Delete Roster*
    1. Open Supra eKEY app and select **More**.
    2. Select **Settings**.
    3. Select **Delete Roster**.
    4. Confirm deletion.

*When listings or rosters are deleted, no confirmation message will appear.

My Profile
Add or change a profile picture.
    1. Open the Supra eKEY app and select **More**.
    2. Select **My Profile**.
    3. Select **Edit**.
    4. Select a picture.

Note: For instructions on how to delete a profile picture, see subsection "SupraWEB" from the SupraWEB Operation section of this manual.
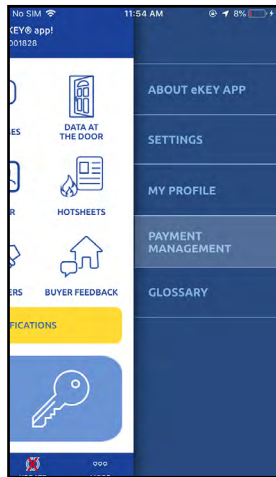
Glossary
View eKEY definitions.

1. Open the Supra eKEY app and select **More**.
2. Select **Glossary**.
3. View app term with corresponding icons.
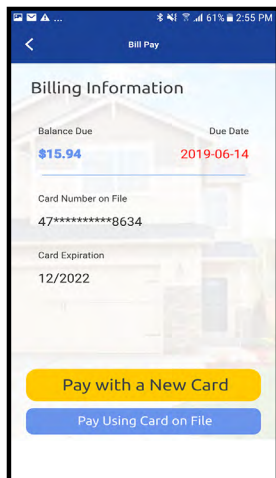
Mobile Bill Pay - Card Payments
Pay your Supra eKEY bill over your phone.

Make a Payment

1. Tap the **More** icon on the lower right corner of the screen.
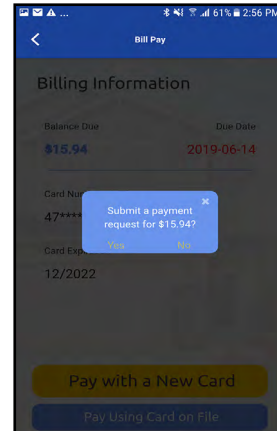2. Tap **Payment Management**.

Your billing information page displays the amount due, the due date, the credit card number on file and the card expiration date.
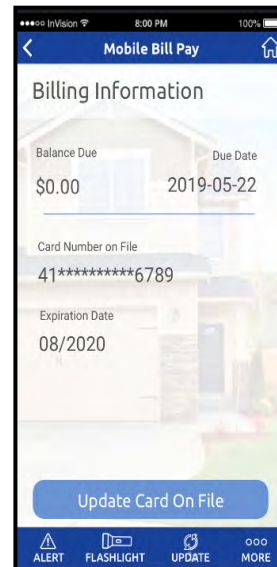

3. Tap **Pay with a New Card** to enter different credit card information or tap **Pay using Card on File**.

4. After you make a payment, confirm payment amount to begin processing.

5. Once you have no balance, the following screen appears.

MORE

Mobile Bill Pay - ACH Payments

If you usually make ACH payments, you can still check your balance. You can also pay your Supra eKEY bill over your phone with a card, on either a one-time or recurring basis.

Make a Payment

1. Tap the **More** icon on the lower right corner of the screen.
2. Tap **Payment Management**.
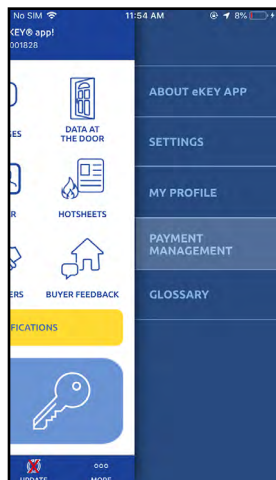
3. The billing information page will appear, showing the amount due and the due date. Tap the button marked **Pay Using Card** to enter card information.
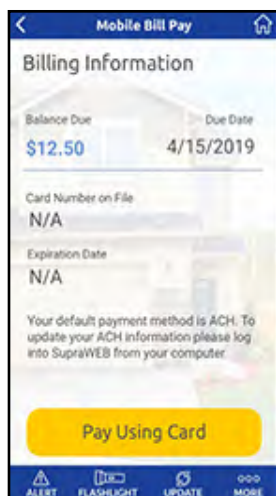
4. Enter credit card information and choose whether to make a one-time payment or set it to default to that card for future payments.
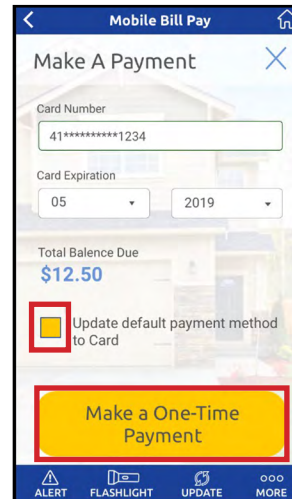
5. Confirmation message appears when payment complete.

Obtain Key

Unlock a keybox to access the key container.

1. Turn on the keybox.
   - For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
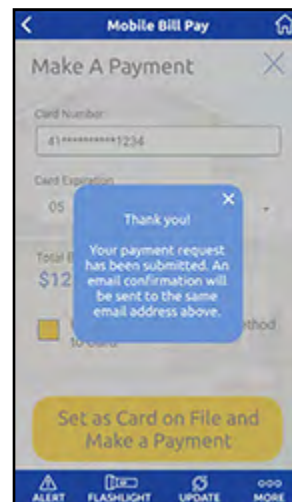   - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).

Bluetooth Keybox   Infrared Keybox with fob

2. Open the Supra eKEY app and select **Obtain Key**.
3. Enter PIN and, if prompted, a CBS code.
4. After a success message appears on the eKEY app, press up on the bottom of the keybox, then allow the key container to drop from the bottom of the keybox.

Note: To reinstall the key container, reinsert the container into the bottom of the keybox, then push the container upward until it locks into place.

| ⚠️ | **CAUTION:** Do not place ID tags, key rings, or other loose objects in the key container. Make sure all keys and gate cards fit completely inside the designated key slot of the key container. Loose objects or improperly inserted keys or cards can jam the key container or otherwise damage the keybox. |

Open Shackle

Open Shackle

Remove the shackle from keybox so keybox can be moved or attached.

1. Turn on keybox.
   - For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
   - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox). Open Supra eKEY app and select **Open Shackle**.

Bluetooth Keybox

Infrared Keybox with fob

2. Enter shackle code.
3. Select reason why the keybox shackle is being opened.
4. Optional: Select **Add to My Keybox Inventory** if you want the keybox added to your inventory.
5. Select **Begin**.
6. Wait for a success message to display on the eKEY app, then push the shackle all the way down and pull up to remove (the shackle will completely separate from the keybox body).

PRESS DOWN FIRMLY

PULL UP TO RELEASE
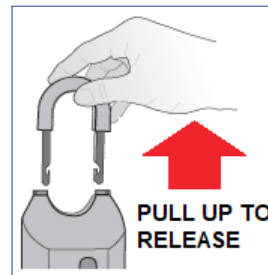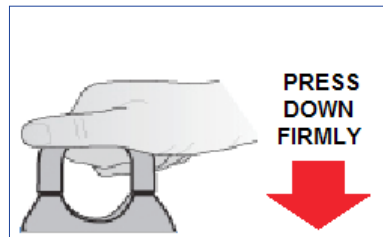
Note: To reinstall shackle, reinsert shackle, then push it all the way down until it clicks into place.

Roster

ROSTER

Roster

Search and view contact information for agents.

1. Open Supra eKEY app and select **Roster**.
2. Select an agent for details.

Showing Notifications

<table>
<tr><td colspan="2">Showing Notifications</td></tr>
<tr>
<td>[0 SHOWING NOTIFICATIONS]

Showing Notifications
Review notifications of when a property listing was viewed. Notifications include start and end times of a showing as well as any feedback.
1. Open Supra eKEY app and select Showing Notifications.
2. Select a showing notification for details.</td>
<td>The Showing Notifications screen will indicate the:
• start of the showing
• end of the showing
• showing timeout
• showing feedback

NOTE: For instructions on how to enable or disable showing notifications, see subsection <u>"More"</u> in the eKEY Application Operation section.</td>
</tr>
</table>

Update

<table>
<tr><td colspan="2">Update</td></tr>
<tr>
<td>[UPDATE]

Update
Manually update your Supra eKEY app.
1. Open Supra eKEY app and select Update.</td>
<td>NOTE: For instructions on how to perform an emergency update or to enable or disable automatic updates, see subsection <u>"More"</u> in the eKEY Application Operation section.</td>
</tr>
</table>

Troubleshooting

This section shows the different error messages you could receive on the eKEY app. In the *Resolutions to Try* column, start with the first bullet and if that doesn't work, try the next bullet. If you are still having difficulty, contact Supra Support.

Error Codes			
Error Title	**Error Description**	**Error Code**	**User Resolutions**
ACCESS DENIED!	Please perform a wireless update.	9027	Perform wireless update and try again. If needed, enter emergency update code.
	Access only allowed to owner of keybox.	9044	Please contact keybox owner.
	Incorrect PIN code.	9071	Validate and verify PIN.
	Incorrect Shackle code.	9072 9073	Validate and verify shackle code.
	Lockout is in effect.	9074 9075	Wait 15 minutes and try again.
	Please perform a wireless update.	9076	Perform wireless update and try again. If needed, enter emergency update code.
	Incorrect CBS code.	9077	Validate and verify correct CBS code.
	Listing agent has restricted the hours during which this listing can be shown. You will not be able to access the listing until you contact the listing agent.	907A	Contact listing agent for keybox hours.
	Please perform a wireless update.	907D	Perform wireless update and try again. If needed, enter emergency update code.
	Invalid keybox or keybox swapped during operation.	9A16	Validate connection to keybox, try again.

Error Codes

Error Title	Error Description	Error Code	User Resolutions
AUTHORIZATION INVALIDATED	You must re-authorize your eKEY.	A00B	Reset authorization.
	You must re-authorize your eKEY.	A00C	Generate authorization code from SupraWEB.
	You must re-authorize your eKEY.	A00D	Generate authorization code from SupraWEB.
BLUETOOTH DISABLED!	Please turn on Bluetooth and try again.	9A14	Turn on Bluetooth.
COMMUNICATION ERROR	Please try again.	907B 9A03 9A12	Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.
	Connect eKEY Fob or keybox; retry connection.	9A01 9A15	Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.
	Connection lost. Please try again.	9A17	Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.
	Connection failed. Please try again.	9A1A 9A1D 9A20 9A21 9A2A 9A2B 9A2C 9A2D 9A2E 9A2F	Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.
	Please keep the eKEY adapter or Fob pointed at the keybox and try again.	9D5D	Try operation again. If issue persists, clean purple lens on keybox. Shield the lens from sunlight during the operation. The eKEY Fob must be pointed at the lens on the keybox and they must be 3-6 inches apart. Try operation again.
ERROR!	Please perform a wireless update.	9A13	Perform wireless update and try again. If needed, enter emergency update code.
KEY DISABLED	Your key is disabled. Please contact your organization.	A00F	Contact your organization.
KEYBOX FAILURE	Contact Support. Go to *More - About eKEY App* for information.	907C	Contact Supra Support.
LOCATION SERVICES DISABLED	Turn on location services and try again.	9A31	Turn on location services and try operation again.
		9A32	Grant location permissions and try operation again.

Error Codes

Error Title	Error Description	Error Code	User Resolutions
LOW KEYBOX BATTERY	Contact Support. Go to *More - About eKEY App* for information.	9080	Contact listing agent to inform of low battery.
NETWORK TIMEOUT	Please check your network connection and try again.	A008 A009	Verify network connection and try operation again.
NETWORK FAILURE	Please check your network connection and try again.	A00B	Verify network connection and try operation again.
OPERATION CANCELLED		9AFE	Try operation again.
SERVER UNAVAILABLE	The server is unavailable. Please try again later.	A00E	Verify network connection and try operation again. If issue persists, please contact Supra Support.

eKEY Application on Apple Watch

Overview

Use your Apple Watch and iPhone to access a keybox and open the key container. Your Apple Watch can also be used to send an urgent alert and respond to an end-of-showing notification.

Installation

NOTE: Exact user experience may differ based on device, operating system, or data provider.

Requirements

- Paired Apple Watch and iPhone
- Cellular or Wi-Fi data connection
- Watch OS 2, 3, 4, or 5

Download and Install the eKEY Application

1. With a synced watch, the app should auto-install onto the watch. Users might need to re-start watches for this to occur.
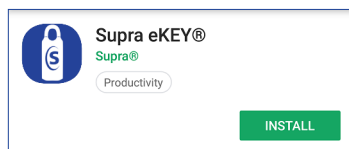
Supra eKEY®
Supra®
Productivity
INSTALL

Operation

Note: Exact user experience may differ based on device, operating system, or data provider.

Obtain Key
Unlock keybox to access key container.

1. Open the Supra eKEY app.
2. Enter PIN.
3. Select **Key** icon.

4. Turn on keybox.
   - For Bluetooth keyboxes, press up and then release the bottom of the keybox (a light located in the front window of the keybox will continue to flash while the Bluetooth is on).
   - For infrared keyboxes, press the Supra eKEY fob button and point the front of the fob toward the front window of the keybox (a light located on the top of the fob will continue to flash while the fob is actively sending commands to the keybox).

Bluetooth Keybox   Infrared Keybox and fob

5. After a success message appears on the eKEY app, press up on the bottom of the keybox, then allow the key container to drop from the bottom of the keybox.

Note: CBS code is not supported by Apple Watch.

Note: To reinstall the key container, reinsert the container into the bottom of the keybox, then push the container upward until it locks into place.

| ⚠️	**CAUTION:** Do not place ID tags, key rings, or other loose objects in the key container. Make sure all keys and gate cards fit completely inside the designated key slot of the key container. Loose objects or improperly inserted keys or cards can jam the key container or otherwise damage the keybox.

End Showing	
	End Showing The end of showing menu screen will appear on the eKEY app after you leave a keybox's geofence or the showing has timed out. 1. Select **Yes** or **No**.

Keyboxes

Overview

Supra keyboxes can hold listing keys, key cards, and gate cards used to access a listing.

There are three (3) different models of Supra keyboxes that may be placed at a listing. The iBox BT LE and iBox BT use both Bluetooth and infrared signals. The classic iBox, which is Supra's original electronic keybox, reads only infrared signals. Access to more than one model of keybox model may be necessary, depending upon your organization and cooperating organizations.
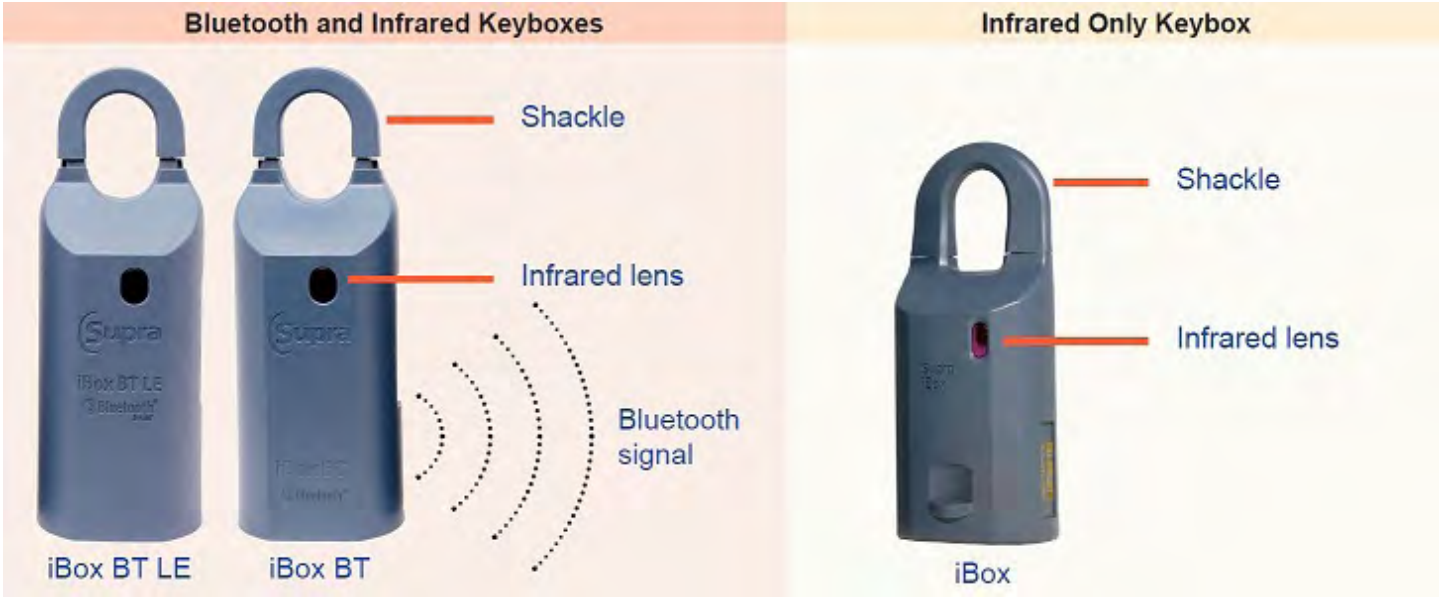
NOTE: Direct sunlight and Bluetooth signals can interfere with infrared communication signals. It may be necessary to shade the area between the keybox and the fob, or to wait for the keybox's Bluetooth to turn off if it was accidentally turned on (the red LED inside the infrared lens of an iBox BT or iBox BT LE will stop flashing when the Bluetooth turns off).
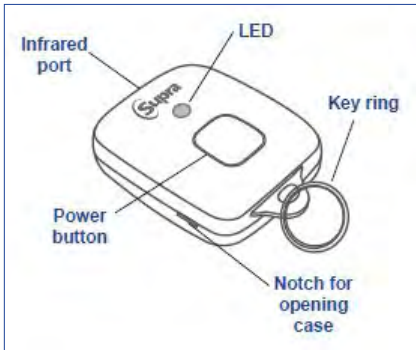
Operation

For keybox operating instructions, refer to subsections "*My Keyboxes*," "*Obtain Key,*" and "*Open Shackle*" in the *eKEY Application Operation* section of this manual.

eKEY Fob

Overview

The eKEY fob is a device used to translate the Bluetooth signal from the eKEY app to an infrared signal that can be recognized by a Supra iBox, iBox BT, or iBox BT LE. The eKEY fob is required to access any Supra iBox keybox and for some Apple products running older versions of iOS.

The eKEY fob has a power button, an LED light, and a key ring for easy placement on a key chain.

LED	Description
Green, slow blink	Searching for eKEY
Green, fast blink	Communicating with eKEY
Green, very fast blink	Pairing reset confirmed
Green, double blink	Searching for device
Red, blink	Low battery

Operation

During operation, the eKEY fob is powered on and its infrared port is pointed toward the infrared lens of a keybox. For best performance, the fob should be held between 6 to 24 inches (15 to 61 centimeters) away from the infrared lens of the keybox. For specific instructions on how to use a fob to access a keybox, refer to subsections "*My Keyboxes*," "*Obtain Key*," and "*Open Shackle*" in the *eKEY Application Operation* section of this manual.

Battery Replacement
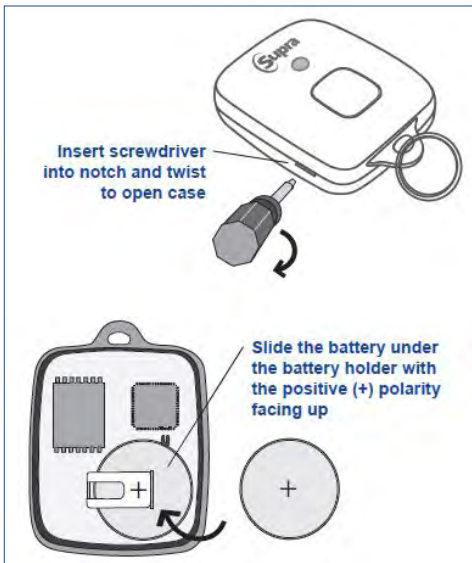
KIM Voice

Overview

KIM Voice is a service that provides dial-tone access to obtain update codes, *call before showing* (CBS) codes, or to identify the owner of a key.

Operation

Dial **+1-888-968-4032** and follow the voice instructions.

SupraWEB

Overview

SupraWEB is a website available to all Supra keyholders. Real estate agents use SupraWEB to help:
- manage their listing and showing information,
- create reports for their clients,
- send updates to other agents about changes to listings,
- manage billing and other account settings,
- obtain update or authorization codes for their eKEY application,
- manage their keybox inventory, and
- view or send showing feedback.

Operation

NOTE: Exact user experience may differ based on operating system or web browser.

SupraWEB

SupraWEB

For a complete set of instructions on how to use SupraWEB, visit *www.supraekey.com*, select **Customer Support,** then select *SupraWEB Resources* from the gray bar that appears under the Customer Support link.

- Log in to SupraWEB

    Note: To log in to SupraWEB, you must have a key assigned to you. First-time login requires registration, user ID and password, key serial number and PIN, and your board/association ID.

    1. Go to *www.supraekey.com*.
    2. Select **Supra Login for Real Estate Agents**.
    3. Enter login credentials.

    4. Select **Login**.

- Obtain an Update Code
    1. Log in to SupraWEB.
    2. Select **Update Code** in the Quick Links menu of the Home page.

- Obtain an Authorization Code
    1. Log in to SupraWEB.
    2. Select **Authorization Code** in the Quick Links menu of the Home page.

        Note: In addition to the authorization code being displayed on screen, an email containing the authorization code will be sent.

- Delete Profile Picture
    1. Log in to SupraWEB.
    2. Select **General Email** in the Account settings of the Settings page.
    3. Check **Delete this picture** then select **Save**.

- Create Showing Activity Report
    1. Log in to SupraWEB.
    2. Select **Create Showing Report** in the Create Reports section of the Reports page.
    3. Configure desired report settings.
    4. Select **Create Report**.

        *Note: Email or print the report by selecting either **Email Report** or **Print Report**.*

- Create Key Activity Report
    1. Log in to SupraWEB.
    2. Select **Create Key Activity Report** in the Create Reports section of the Reports page.
    3. Configure desired report settings.
    4. Select **Create Report**.

        *Note: Email or print report by selecting either **Email Report** or **Print Report**.*

- Configure eKEY Alerts
    1. Log in to SupraWEB.
    2. Select **eKEY Alerts** (found in the Quick Links menu).
    3. Read and accept the end user license agreement (EULA) and privacy policy if prompted.
    4. Enter contact name with either an email address or SMS email address.
    5. Enter custom text message (optional).
    6. Select **Save**.

- Change Password
    1. Log in to SupraWEB.
    2. Select **Update Login Settings** in the Account Settings section of the Settings page.
    3. Configure desired login settings, then select **Save**.

Home Tour Application

Overview

Add value and better understand your home buyers by helping them stay connected to the showing experience.

Instant and at your service

- Capture home buyer preferences automatically in real-time—enable them to easily share feedback with their friends and family.
- Help home buyers never forget a home—give them the power to rate homes and monitor favorites.
- Stay up to date with home buyer preferences to help close sales faster.

Installation

NOTE: Exact user experience may differ based on device, operating system, or data provider.

Requirements
• Cellular or Wi-Fi data connection
• Android 5.0 or IOS 10.0 (or later versions)
• Invite email sent from eKEY Pro to buyer.

Download and Install the Home Tour App
1. Download and install the Home Tour application from your device application store.   2. Enter your email address and unlock code.   *Note: A quick-launch URL is included in the Home Tour invitation email and can be clicked to enter your email address and unlock code. In case of any problems with the quick link, a temporary unlock code with alternative instructions is also included in the invitation email.* 3. Read and agree to the end user license agreement (EULA) and privacy policy. 4. Select **Submit**.

Operation

NOTE: Exact user experience may differ based on device, operating system, or data provider.

Requirements
• Cellular or Wi-Fi data connection
• Android 5.0 or IOS 10.0 (or later versions)

Find Homes

	Search for property listings based on custom search filters.	1. Open the Supra Home Tour app. 2. Apply search filters. 3. Select **Search**.
Find Homes		

Agent Recommends

	View listings recommended by your agent.	1. Open the Supra Home Tour app. 2. Click icon on right side of screen. 3. View recommended listings.
Agent Recommends		

Saved

	View listings you've saved.	1. Open the Supra Home Tour app. 2. Click icon in middle of screen. 3. View saved listings.
Saved		

Settings

	Change settings, create home rateing template, view tutorial, glossary, EULA, privacy policy, or delete account.	1. Open the Supra Home Tour app. 2. Click icon in upper right corner of screen. 3. Change settings as desired.

Location

	Find out exactly where each property is located, based on GPS coordinates. **Note:** Location services must be turned on and permissions granted to the Home Tour app. Supra does not track location.	1. Open the Supra Home Tour app. 2. Click icon in upper right corner of screen, right under Settings icon. 3. View listing location on street map.

Sort

	Sort listings according to price, status, or ZIP code.	1. Open the Supra Home Tour app. 2. Click icon in left side of screen. 3. Sort listings as desired.

Saved or Rated

	Indicates Saved or Rated listings.	1. Open the Supra Home Tour app. 2. Click icon in upper right corner of listing. 3. Adds listing to saved listings.
♥		

Rejected Yes or No?

	Indicates whether a buyer has rejected a property.	1. Open the Supra Home Tour app. 2. Click icon in upper right corner of listing. 3. Removes listing from saved listings and prevents listing from showing up in searches.
🚫		