



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, visit the [Compatible eKEY Devices List](#).

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, iBox BT, or iBox BT LE. The eKEY software uses the device's cellular service each night to update. The device will automatically update unless it 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, iBox BT, or iBox BT LE 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, visit the [Compatible eKEY Devices List](#).

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, iBox BT, or iBox BT LE. 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, iBox BT, or iBox BT LE 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).

Supra eKEY Adapter

The eKEY adapter allows the eKEY application on the Apple device to communicate with an iBox, iBox BT, or iBox BT LE using infrared. Connect the eKEY adapter to the device. An additional Apple Lightning Adapter is required for Apple products that have the new smaller connection. The eKEY adapter does not need to be connected to the Apple device when not in use.

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

Obtain Key

If the iBox requires a CBS code, go to the *Settings* icon from the eKEY home screen and *Enable CBS Input*.

1. Open the **eKEY** app.
2. Press **Obtain Key** and enter the PIN code.
3. To use the Bluetooth®, press up on the bottom of the keybox to turn it on.
To use infrared, turn on the eKEY fob or attach the eKEY adapter and point it at the infrared lens on the iBox, iBox BT, or iBox BT LE.
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. To use the Bluetooth®, press up on the bottom of the keybox to turn it on, and press **Begin** on the eKEY app.
To use infrared, turn on the eKEY fob or attach the eKEY adapter and point it at the infrared lens on the iBox, iBox BT, or iBox BT LE and press **Begin** on the eKEY app.
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, visit 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 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, iBox BT, or iBox BT LE. The eKEY software uses the device's cellular service each night to update. The device will automatically update unless it 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, iBox BT, or iBox BT LE 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**.

Showing Activity Setup

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

Showing Notifications

Once the iBox devices are in your keybox inventory, showing messages automatically display in the eKEY software whenever an iBox 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 iBox devices is displayed. Select an iBox from the list to view detailed information. Add or delete iBox devices, view and change their settings, or assign a listing ID to them in using the eKEY app software under the Inventory icon. Add an iBox by selecting the **Add Keybox** icon or by releasing the shackle on the iBox. To delete an iBox 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 iBox and select **Begin**. Depending on the phone type and iBox device you may need to point the infrared lens on the eKEY Adapter or fob at 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 iBox devices in inventory.
3. To add an iBox, iBox BT or iBox BT LE select the **Add Keybox** link and enter the iBox serial number, shackle code, and the MLS number where the box is located.
4. To assign a listing to an iBox already in inventory, select the **Assign Listing** dropdown, choose the iBox and enter the MLS number where the iBox is located.

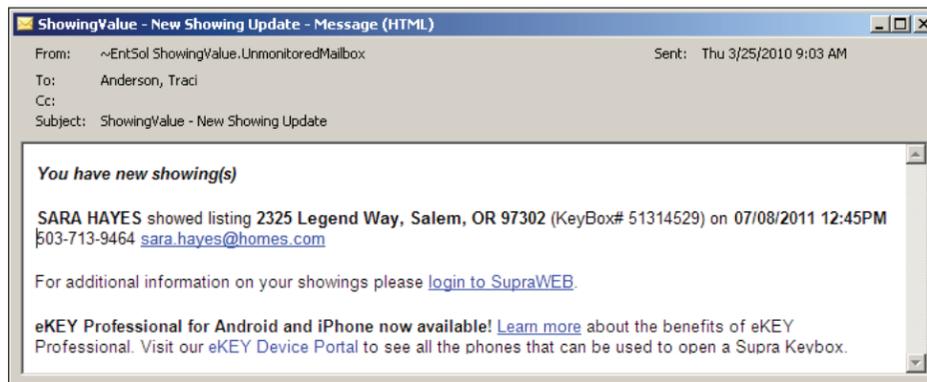
Date Time	ListingID	Address	ShowingAgent	Keybox#	Key#
3/2/2010 8:32am	28171987	5224 Lowell Rd Aumsville OR 97325	Brian Graves brian.hauge@ge.com (503)315-0613 Bentley Properties (503)747-1901	53063757	5172545
2/25/2010 7:00pm	343434	7624 Mistwood Drive NE Keizer OR 97303	Brian Graves brian.hauge@ge.com (503)315-0613 Bentley Properties (503)747-1901	20029935	5172545
2/24/2010 9:52am	343434	7624 Mistwood Drive NE Keizer OR 97303	Brian Good brian.hauge@ge.com (503)315-0613 Century 21 Olympus (503)491-7531	20029935	5172540

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 iBox devices 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

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Need help?

Call for support 7 days a week

1-877-699-6787

5am-7pm Pacific Time



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