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Document number 43670-02 (July 2011)

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Intended use
Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at www.supraekey.com.

Rules and regulations relating to the 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 UTCFS, 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 times;

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 UTCFS 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.
Contents

Preface ............................................................................................................................... iv
Safety terms and symbols ................................................................................................ iv

Chapter 1 Introduction .................................................................................................. 1
Supra KeyBox system ........................................................................................................ 2
DisplayKEY overview ..................................................................................................... 2
Navigation ...................................................................................................................... 3
Audio tones .................................................................................................................... 3
Battery ........................................................................................................................... 3

Chapter 2 DisplayKEY Cradle .................................................................................. 4
Cradle setup ................................................................................................................... 5
Analog phone line connection ....................................................................................... 5
Open internet connection .............................................................................................. 6
Charging the DisplayKEY ............................................................................................ 8

Chapter 3 Updating .................................................................................................... 9
eSYNC ............................................................................................................................. 10
Automatic eSYNC ........................................................................................................ 10
Manual eSYNC ............................................................................................................. 10
eSYNC phone number .................................................................................................. 10
Manual update .............................................................................................................. 11

Chapter 4 KeyBoxes .................................................................................................. 12
Accessing KeyBoxes ...................................................................................................... 13
Releasing the key container ....................................................................................... 13
Releasing the shackle .................................................................................................. 14
Timed access ................................................................................................................ 14
Call Before Showing (CBS) ...................................................................................... 15
Cooperating systems ................................................................................................... 15

Chapter 5 Showing Activity .................................................................................... 16
Showing activity overview ............................................................................................ 17
Reading a KeyBox ....................................................................................................... 17
KIM voice report ......................................................................................................... 18

Chapter 6 Support and Troubleshooting ............................................................... 19
Before calling support .................................................................................................. 20
Troubleshooting tips .................................................................................................... 20
Error codes ................................................................................................................... 21
Contacting us .............................................................................................................. 23
Training library .......................................................................................................... 23
Preface

This is the Supra DisplayKEY User Manual. This document includes an overview of the product and detailed instructions explaining:

- how to connect your cradle and charge your DisplayKEY;
- how to update your DisplayKEY;
- how to access KeyBoxes; and
- how to view showing activity for your listings.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all other DisplayKEY documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website at www.supraekey.com.

The following conventions are used in this document:

| **Bold** | Menu items and buttons. |
| **Italic** | Emphasis of an instruction or point; special terms. |
|           | File names, path names, windows, panes, tabs, fields, variables, and other GUI elements. |
|           | Titles of books and various documents. |
| **Blue italic** | Hyperlinks to cross-references, related topics, and URL addresses. |
| **NARROW** | Text that displays on the DisplayKEY or computer screen. |

Safety terms and symbols

These terms may appear in this manual:

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

⚠️ **WARNING:** Warnings identify conditions or practices that could result in equipment damage or serious personal injury.
Chapter 1 Introduction

This chapter explains the Supra KeyBox system and provides an overview of your DisplayKEY, including navigation, interpreting the audio tones, and charging the battery.

In this chapter:

Supra KeyBox system ................................................................. 2
DisplayKEY overview................................................................. 2
  Navigation......................................................................................... 3
  Audio tones..................................................................................... 3
  Battery .......................................................................................... 3


**Supra KeyBox system**

The DisplayKEY is part of the Supra KeyBox system. The components of the system are:

**KeyBoxes**—Supra KeyBoxes hold the listing keys to your properties. To show a listing, you must access the keys inside the KeyBox placed on the listing.

**DisplayKEY**—The DisplayKEY allows you to access Supra KeyBoxes and keeps track of the KeyBoxes it has opened.

**DisplayKEY cradle**—The DisplayKEY cradle updates your DisplayKEY and charges the battery.

**Supra Network**—The Supra network maintains all key and KeyBox data.

**SupraWEB**—SupraWEB is the agent website, available at www.supraekey.com where you can go to obtain an update code for your key, identify the name of a keyholder by key serial number, manage your iBox or iBox BT inventory, view, email, and schedule activity reports, view and send showing feedback, and manage your bill.

**KIMvoice**—KIM, the Keybox Information Manager, is the Supra network that maintains the key and keybox data. Automated voice access to KIM is available by calling 888-968-4032.

**DisplayKEY overview**

Your DisplayKEY allows you to access the AEII KeyBox, the iBox, and the iBox BT. The LCD screen on the front of the DisplayKEY displays menu options, codes, and messages. Use the numbered keypad to enter codes into the DisplayKEY.

![DisplayKEY Diagram](image-url)
You can find the key serial number and technical support information on the back of the DisplayKEY.

**Navigation**

Press **Enter** to turn on your DisplayKEY and use the arrow buttons to scroll through the menu options listed in *Table 1*.

<table>
<thead>
<tr>
<th>Menu option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>OBTAIN KEY</td>
<td>Access a KeyBox to obtain the listing key.</td>
</tr>
<tr>
<td>RELEASE SHACKLE</td>
<td>Release the KeyBox shackle.</td>
</tr>
<tr>
<td>READ KEYBOX</td>
<td>Display the activity information stored in a KeyBox.</td>
</tr>
<tr>
<td>PROGRAMMING</td>
<td>Program a KeyBox for timed access or 24-hour access.</td>
</tr>
<tr>
<td>MANUAL ESYNC</td>
<td>Initiate an eSYNC to update your DisplayKEY.</td>
</tr>
<tr>
<td>REVIEW MESSAGES</td>
<td>View messages from your broker, association, or Supra.</td>
</tr>
<tr>
<td>ESYNC PHONE #</td>
<td>View or change the phone number your DisplayKEY uses to connect to KIM.</td>
</tr>
<tr>
<td>INPUT UPDATE OR CBS</td>
<td>Enter an update or CBS code.</td>
</tr>
<tr>
<td>ERROR CODES</td>
<td>View recent error codes for troubleshooting.</td>
</tr>
<tr>
<td>BATTERY STATUS</td>
<td>Display the battery charge level in the DisplayKEY.</td>
</tr>
<tr>
<td>CLEAR IBOX LISTING DATA</td>
<td>Clear listing information programmed into an iBox.</td>
</tr>
</tbody>
</table>

Press **Enter** to select a menu option and use the down arrow button to backspace. Press the up arrow button to exit a menu option. If you are unable to exit a menu option, press **Enter** and 1 at the same time to reset the DisplayKEY.

Your DisplayKEY comes with a backlight that illuminates the LCD screen in dim lighting. After the DisplayKEY is turned on, you can activate the backlight by holding down the **Enter** button for two seconds.

To preserve battery power, the DisplayKEY shuts down when not in use.

**Audio tones**

Your DisplayKEY uses several audio tones to communicate with you.

<table>
<thead>
<tr>
<th>1 beep</th>
<th>A button has been pressed on the DisplayKEY keypad</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 beeps</td>
<td>Searching for a KeyBox</td>
</tr>
<tr>
<td>4 beeps</td>
<td>Operation complete</td>
</tr>
<tr>
<td>Series of beeps</td>
<td>Communicating with a KeyBox</td>
</tr>
<tr>
<td>1 buzz</td>
<td>Error. Refer to the “Error codes” on page 21 for assistance diagnosing the error.</td>
</tr>
<tr>
<td>2 buzzes</td>
<td>Low battery</td>
</tr>
<tr>
<td>3 buzzes</td>
<td>Your DisplayKEY is no longer usable. Call Support to determine if your key needs to be reprogrammed or replaced.</td>
</tr>
</tbody>
</table>

**Battery**

Your DisplayKEY has a nonreplaceable, rechargeable battery that is automatically charged each time you place the DisplayKEY in the cradle. You can check the battery status any time by selecting the BATTERY STATUS menu option.

If the battery is low, the DisplayKEY alerts you by emitting two buzz tones. Place your DisplayKEY in the cradle for at least four hours to fully charge it. The DisplayKEY battery cannot be overcharged.
Chapter 2 DisplayKEY Cradle

This chapter provides instructions for setting up your DisplayKEY cradle and charging your DisplayKEY.

In this chapter:

- **Cradle setup** ................................................................. 5
- Analog phone line connection ........................................... 5
- Open internet connection ................................................... 6
- **Charging the DisplayKEY** ............................................. 7
Cradle setup

The DisplayKEY cradle charges and updates your DisplayKEY. The cradle communicates with your DisplayKEY through the contacts at the top of the cradle, as shown in Figure 2.

Figure 2. DisplayKEY cradle

The light on the front of the cradle indicates the cradle status. Green indicates that the DisplayKEY is successfully connected to the cradle and is charging, and amber indicates that the DisplayKEY and cradle are communicating. When the cradle light is red, a process called eSYNC is occurring.

⚠️ CAUTION: Do not remove the DisplayKEY from the cradle when the light is red.

During the eSYNC process, the cradle connects to KIM to update your DisplayKEY, upload access information, and receive messages. Before your cradle can connect to KIM, it must be connected to a power source and either a phone line or open Internet connection. Follow the setup instructions for the type of cradle you have.

Analog phone line connection

The DisplayKEY can connect to KIM using an analog phone line, as shown in “Figure 3” on page 6.

⚠️ CAUTION: Do not connect the cradle to a digital phone line. This could result in damage to both your cradle and your telephone line.

If you have a cradle that uses an analog phone line, do the following:

1. Insert one end of the provided phone cord into either of the two phone ports on the back of the cradle.
2. Insert the other end of the phone cord into an open analog phone line.
3. Insert the provided AC adapter into the AC connector and plug the cradle into an electrical outlet.
If you do not have an open phone line, follow these steps to share the line with your telephone:

1. Unplug your existing phone cord from the wall jack and plug it into either of the phone ports on the back of the cradle.

2. Plug the phone cord provided with your DisplayKEY cradle into the remaining open port on the cradle and connect the other end to the phone jack in the wall, as shown in Figure 3.

Open internet connection

Install the DisplayKEY USB cradle software drivers onto your PC before connecting your cradle to your computer.

System requirements

Before installing the software, please make sure your system meets the following requirements:

- Windows 2000 Professional, Windows XP, Windows Vista (32-bit or 64-bit), or Windows 7 (32-bit or 64-bit) operating system

**Note:** With Windows Vista and 7, the User Account Controls will need to be disabled.

- 15 MB of free disk space
- Available USB port
- Open Internet connection
Install software and connect cradle

To install the DisplayKEY USB cradle software:

2. Select Downloads.
3. Select the USB Cradle Driver link.
4. Follow the onscreen instructions to install the cradle software.

**Note:** Windows XP users may encounter one or more Installation Warning messages during the installation. Click Continue Anyway if you encounter this message.

5. When prompted by the wizard, set up your cradle. Connect the cradle to an electrical outlet with the AC adapter. Use the provided USB cable to connect the cradle to an open USB port on your computer.

6. Follow the onscreen instructions. If prompted to perform a Windows update to search for the software, select Yes, this time only then click Next. On the next screen, select Install automatically and click Next to complete the installation.

7. Click OK in the DisplayKEY USB Cradle Finder window to complete the cradle installation.

8. Perform a manual eSYNC to verify that the installation was successful. Turn on your DisplayKEY by pressing the Enter button. Scroll to MANUAL ESYNC and press Enter, then place your DisplayKEY in the cradle. You can view the eSYNC progress in the DisplayKEY eSYNC Status window.

**Multiple USB cradles**

You can connect up to five DisplayKEY USB cradles to a computer at one time, depending on the USB port availability. To add an additional cradle to a computer after the initial installation, follow the instructions in step 5 to connect the cradle. After Windows installs the driver for the cradle, select Start > Programs > Supra > USB Cradle Finder and follow the onscreen instructions.
Charging the DisplayKEY

Once your cradle is set up, you can begin charging your DisplayKEY. Place the DisplayKEY in the cradle, matching the contacts on the top of the key with the contacts on the cradle. Make sure it is seated properly and that the cradle light is green.

Figure 5. Placing the DisplayKEY in the cradle

Charge your DisplayKEY for at least four hours before using it. After the initial charge, it only takes a few minutes a day to recharge your DisplayKEY during regular use. We recommend placing your DisplayKEY in the cradle each night to ensure that it is updated and charged each day.
Chapter 3 Updating

This chapter explains how to update your DisplayKEY, including how to perform an automatic or manual eSYNC, change the eSYNC phone number, and update your key manually.

In this chapter:

- **eSYNC** ........................................................................................................ 10
- **Automatic eSYNC** ................................................................................... 10
- **Manual eSYNC** ..................................................................................... 10
- **eSYNC phone number** ........................................................................... 10
- **Manual update** .......................................................................................... 11
eSYNC

Your DisplayKEY expires on a daily basis and is designed to automatically update during the night so it’s ready to access KeyBoxes the next morning. In a process called eSYNC, your DisplayKEY connects to the Supra network, exchanges information, and updates itself. When you turn on your DisplayKEY, the screen displays a message indicating your key’s update status.

If you forget to place your DisplayKEY in the cradle and miss an automatic eSYNC during the night, you can perform a manual eSYNC at any time to update your key.

Automatic eSYNC

Your DisplayKEY is programmed to automatically perform an eSYNC at a designated time each night between midnight and 6 a.m. During the eSYNC process, your DisplayKEY uploads showing activity into SupraWEB and updates itself for the following day.

We recommend that you place your DisplayKEY in the cradle each night to ensure that your key is updated and fully charged the next morning.

Manual eSYNC

You can perform a manual eSYNC at any time to update your DisplayKEY and upload your showing activity into the SupraWEB network.

To perform a manual eSYNC, do the following:

1. Press Enter to turn on your DisplayKEY.
2. Scroll to the MANUAL ESYNC menu option and press Enter.
3. Place your DisplayKEY in the cradle.

The cradle light turns green, indicating that the DisplayKEY and cradle are connected. When the cradle light turns red, the cradle is connected to SupraWEB.

CAUTION: Do not remove the DisplayKEY from the cradle when the cradle light is red!

The DisplayKEY screen displays the message CONNECTING TO CRADLE during the eSYNC process. When the process is complete, the cradle light turns green, and the DisplayKEY’s status is displayed on the screen. You can now remove the DisplayKEY from the cradle.

eSYNC phone number

If your DisplayKEY cradle connects to KIM through an analog phone line, the phone number your DisplayKEY dials to perform an eSYNC is stored in the Key. Up to two phone numbers can be stored in the DisplayKEY. Your DisplayKEY uses the most recently entered number to dial KIM.

Supra Support can provide you with the best phone number for your area. Get assistance from Support before changing the eSYNC phone number in your DisplayKEY. Refer to “Contacting us” on page 23 for more information.

To change the eSYNC phone number in your DisplayKEY, do the following:

1. Press Enter to turn on your DisplayKEY.
2. Scroll to the ESYNC PHONE # menu option and press Enter.
3. Press 1 to select the first phone number or 2 to select the second.

4. The phone number is displayed. Press Enter to accept the existing phone number, or use the DisplayKEY keypad to enter a new phone number. Press Enter to accept the new phone number.

If your area uses 10-digit-dialing, include the area code when entering the phone number. Enter any dialing prefixes, such as a 1 for long distance or a 9 to access an outside line.

The following special characters can be included in an eSYNC phone number: pound (#), asterisk (*), and comma (,). Check with your telephone service provider to determine if you need to include any of these special characters in your eSYNC phone number.

**Manual update**

If you do not have access to your DisplayKEY cradle to perform an eSYNC, you can manually update your key by obtaining an update code from the Supra website and KIM voice access system.

**Note:** If you manually update your DisplayKEY, showing activity remains in your key until the next time you perform an eSYNC.

To obtain an update code from the Supra website, do the following:

2. Select Agents—Log on to SupraWEB.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your DisplayKEY serial number and four-digit PIN code.
5. Click Login.
6. Select the Update Code link in the left column of your screen. The update code displays.

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

1. Call KIM at 1-888-968-4032.
2. Enter your three-digit area code.
3. When prompted, enter your DisplayKEY serial number and PIN code into the phone, followed by the # sign.
4. KIM reads a list of options. Press 1 on the phone for an update code.

To enter the update code into your DisplayKEY, do the following:

1. Press Enter to turn on your DisplayKEY.
2. Scroll to the INPUT UPDATE OR CBS option and press Enter.
3. Press 1 to select INPUT UPDATE.
4. Enter the update code using the keypad and press Enter. Four quick beeps indicate that the operation is successful.

If you cooperate with another area, you may obtain an update code for the cooperating association or MLS after you have updated your DisplayKEY for your primary association or MLS.

**Note:** The number of update codes you can obtain before performing an eSYNC may be limited. Contact your association/MLS for more information.
Chapter 4 KeyBoxes

This chapter explains how to access KeyBoxes, including how to release the key container and the shackle, how to activate timed access, how to use the Call Before Showing feature, and how to access KeyBoxes in cooperating systems.

In this chapter:

- **Accessing KeyBoxes** ................................................................. 13
  - Releasing the key container ......................................................... 13
  - Releasing the shackle ................................................................. 14
- **Timed access** ........................................................................... 14
- **Call Before Showing (CBS)** ......................................................... 15
- **Cooperating systems** ................................................................. 15
Accessing KeyBoxes

Your DisplayKEY accesses both the AEII KeyBox, the iBox, and the iBox BT, as shown in Figure 6.

Figure 6. Supra KeyBoxes

AEII KeyBox

The DisplayKEY communicates with the AEII KeyBox through the contacts on the front of the KeyBox. The DisplayKEY fits into the recessed area on the front of the AEII KeyBox, with the contacts on the key touching the contacts on the KeyBox.

iBox or iBox BT

The DisplayKEY communicates with the iBox or iBox BT using infrared technology. The infrared port on the top of your DisplayKEY transmits information to the infrared lens on the front of the iBox or iBox BT. The distance should be less than a foot between the DisplayKEY and the iBox or iBox BT. Direct sunlight can interfere with infrared communication, so you may need to shade the area between the DisplayKEY and the iBox or iBox BT when you are accessing the key container.

Releasing the key container

Follow these steps to access the listing keys inside a KeyBox.

Note: Your DisplayKEY must be updated to access KeyBoxes. Refer to Chapter 3, “Updating” on page 9.

1. Press Enter to turn on your DisplayKEY.
2. Press Enter at the OBTAIN KEY menu option.
3. Enter your four-digit PIN code and press Enter. Two beeps sound and you have five minutes to access a KeyBox before your DisplayKEY powers down.
4. Access the KeyBox:

**AEII KeyBox**—Insert your DisplayKEY into the KeyBox, matching the contacts on top of the key with the contacts on the KeyBox. After a few seconds, the key container drops. Grasp the sides of the container and pull straight down to remove it.

**iBox or iBox BT**—Point the top of your DisplayKEY at the iBox or iBox BT. After a few seconds, the key container unlocks. Press up on the bottom of the key container within 30 seconds to remove it from the iBox or iBox BT. If you do not press up on the container within 30 seconds, it relocks.

A buzz tone sounds if the operation is unsuccessful, and the DisplayKEY displays a message alerting you to the error. Refer to “Error codes” on page 21 for help troubleshooting the error.

Use the chain inside the key container to attach the listing keys. The AEII KeyBox container holds up to two listing keys, and the iBox or iBox BT holds up to three. Before closing the key container, verify that all items are well inside and that the front is not bowing or bulging out. If you are a listing agent, always make sure you have a spare set of keys before you close the key container.

**CAUTION:** Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

To close the key container, turn it so that the compartment holding the keys is facing you. Insert the key container into the bottom of the KeyBox and push up until it closes.

### Releasing the shackle

Each KeyBox has a shackle code that releases the shackle for installation or removal at a listing.

To release the shackle on a KeyBox, follow these steps:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the RELEASE SHACKLE option and press **Enter**.
3. Enter the four-digit shackle code for the KeyBox and press **Enter**.
4. Release the shackle:
   - **AEII KeyBox**—Insert your DisplayKEY into the AEII KeyBox.
   - **iBox**—The shackle pops open. To remove the shackle completely, repeat steps 1 through 4 in the above section while providing upward pressure on the shackle so it can pop out of the iBox.
   - **iBox BT**—Press down on the shackle with one hand while supporting the bottom of the iBox BT with the other hand. Then pull up on the shackle to remove it completely from the iBox BT.
5. Repeat steps 1 through 4 to completely remove the shackle from the KeyBox.

### Timed access

KeyBoxes can be programmed to allow 24-hour access or timed access for specific hours. To determine the timed access hours programmed into your KeyBox, contact your association or MLS.

Access hours are set in standard time. If your area observes daylight saving time from April to October, the actual access hours are one hour later than the hours set in the KeyBox. For example, if a KeyBox is programmed for access from 8 a.m. to 9 p.m. standard time, the actual access hours are 9 a.m. to 10 p.m. during daylight saving time.
To activate or deactivate timed access, do the following:

1. Press Enter to turn on your DisplayKEY.
2. Scroll to the PROGRAMMING option and press Enter.
3. Select 1 to activate timed access hours, or select 2 to activate 24-hour access.
4. Enter the KeyBox shackle code and press Enter. You have five minutes to program the KeyBox before your DisplayKEY powers down.
5. Insert your DisplayKEY into an AEII KeyBox or point it at an iBox or iBox BT.

Four quick beeps indicate that the operation was successful.

**Call Before Showing (CBS)**

Every KeyBox contains a Call Before Showing (CBS) code that your association or MLS can activate. The CBS code allows the listing agent to control KeyBox access by requiring the showing agent to call for authorization before opening the KeyBox. If the CBS code is active in a KeyBox, you must enter the CBS code into your key before accessing the KeyBox.

To enter a CBS code, do the following:

1. Press Enter to turn on your DisplayKEY.
2. Scroll to the INPUT UPDATE OR CBS option and press Enter.
3. Press 2 to select INPUT CBS.
4. Enter the CBS code and press Enter.

Once you’ve entered the CBS code for a particular KeyBox into your DisplayKEY, follow the standard procedure for releasing the key container, provided in the “Releasing the key container” section. You can access the KeyBox until the listing agent changes the KeyBox or until you enter a CBS code for a different KeyBox.

**Cooperating systems**

Your DisplayKEY may be able to access KeyBoxes in a neighboring association/MLS. Check with your association/MLS to determine if your area has a cooperating agreement.

In order to show listings in a cooperating area:

- your DisplayKEY must be programmed to access KeyBoxes in that area; and
- the cooperating association/MLS must give you permission to update your DisplayKEY for that area.

Your DisplayKEY may have been manufactured with cooperating areas already programmed into it. If not, you can take your DisplayKEY to your primary association/MLS to have the cooperating areas programmed into it. Once your key is programmed, contact the cooperating association/MLS to receive permission to update your DisplayKEY in their system.

If the cooperating KeyBox system is networked, your DisplayKEY is updated automatically for both your primary system and the cooperating system when you perform an eSYNC. If you manually update your DisplayKEY, you must first update it for your primary association/MLS before updating it for cooperating areas.

If the cooperating system is *not* networked, call the system’s KIM voice access once a month to receive an update code for your DisplayKEY. The date your DisplayKEY expires for the cooperating system is printed on the back of your key, in the *Update*: field. You must be updated for your primary system before you can get an update code for the cooperating system.
Chapter 5  Showing Activity

This chapter explains how to set up showing activity and the various ways to view showing information.

In this chapter:

Showing activity overview ................................................................. 17
Reading an iBox or iBox BT .............................................................. 17
KIM voice report ............................................................................ 17
Chapter 5

Showing Activity

Showing activity overview

Each time a Supra key releases the key container in a KeyBox, the showing is recorded in both the key and the KeyBox. The showing is also sent to the Supra database. As a listing agent, there are several ways to see who has shown your listings. You can also get a report of how many properties you’ve accessed.

There are four ways to view showing activity:

- View showing reports and key activity reports on the Supra website (refer to the SupraWEB Guide available at www.supraekey.com under Training Resources for more information on using SupraWEB)
- Set up SupraWEB to send you an email when you’ve had a showing (refer to the SupraWEB Guide available at www.supraekey.com under Training Resources for more information on using SupraWEB)
- Read your KeyBoxes to transmit the showing information to your DisplayKEY and view the showings right on your DisplayKEY
- Request a report from the KIM voice system

Reading a KeyBox

The iBox and iBox BT store the showing information for the most recent 100 showings. The AEII KeyBox stores the showing information for the most recent 43 showings. You can visit the listing and use your DisplayKEY to determine who has recently accessed your keybox. You’ll be able to view the agent’s name and phone number and the date and time that the property was shown.

To read a KeyBox:

1. Press on/off to turn on your DisplayKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press Enter.
3. Press 2 to select READ KEYBOX.
4. Enter the KeyBox shackle code and press Enter.
5. Insert your DisplayKEY into the AEII KeyBox, or point the DisplayKEY at the iBox or iBox BT.

The DisplayKEY screen displays the most recent access of the KeyBox, showing the key serial number and the date and time of the access. If you read an iBox or iBox BT, press Enter on your DisplayKEY on a showing record to display the agent’s name and phone number. Use the arrow buttons on your DisplayKEY’s keypad to scroll through the showing records.

The previous KeyBox read is stored in your DisplayKEY. To view a previous KeyBox read:

1. Press on/off to turn on your DisplayKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press Enter.
3. Press 1 for VIEW LAST READ.
KIM voice report

You can request a showing activity report for a KeyBox through the automated voice system. The KeyBox serial number and shackle code are required when you request the report.

To request an activity report:

1. Call 1-888-968-4032.
2. On your phone keypad, enter your DisplayKEY serial number and PIN code, then press #.
3. Select option number 5 from the voice menu.
4. Press 1 for a voice report or 2 for an email report. Follow the instructions to receive the report.
Chapter 6   Support and Troubleshooting

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your DisplayKEY.

In this chapter:

Before calling support ................................................................. 20
Troubleshooting tips ..................................................................... 20
Error codes .................................................................................... 21
Contacting us .............................................................................. 23
  Training library ........................................................................... 23
**Before calling support**

If you encounter a problem using your DisplayKEY, try these solutions before contacting technical support:

- Keep your DisplayKEY charged. Place it in the cradle each night before you go to bed.
- Make sure the connections are secure between the cradle, phone line, and power cord. Make sure the DisplayKEY is seated firmly in the cradle.
- Reset the cradle by disconnecting the power cord for ten seconds.
- If your DisplayKEY is not updated, perform a manual eSYNC to update it.
- If an operation fails, verify that you are entering the correct code, then try again.
- If you cannot access a KeyBox, call the listing agent to confirm the timed access hours and find out if a Call Before Showing (CBS) code is required.

**Troubleshooting tips**

The following tips can help you troubleshoot common DisplayKEY issues.

**DisplayKEY is expired**

If your DisplayKEY is expired, you need to update it. There are three ways to update your DisplayKEY:

- Place your DisplayKEY in the cradle each night to perform an automatic eSYNC.
- Perform a manual eSYNC.
- Go to the Supra website or call KIM voice access to get an update code.

For more information on updating your DisplayKEY, refer to Chapter 3, "Updating" on page 9.

**Cannot eSYNC**

If you cannot perform an eSYNC, follow these steps:

1. Verify that your cradle is connected properly. If your cradle connects to KIM through a phone line, make sure your phone line is analog and not digital. If your cradle connects to KIM through the Internet, verify that your Internet connection is active.

2. If your cradle is connected to a phone line, check the eSYNC number in your DisplayKEY by selecting the ESYNC PHONE # option on your key. Check to see if you need a dialing prefix such as a 1 for long distance or a 9 to access an outside line.

3. Reset the DisplayKEY cradle (refer to the “Cradle is not responding” section below for instructions).

**Cradle is not responding**

If you place your DisplayKEY in the cradle and no lights illuminate on the cradle, you need to reset the cradle. Use one of the following methods to reset your cradle:

- Disconnect the cradle’s power cord for ten seconds.
- Insert one end of a paper clip into the reset opening on the back of the cradle. The reset opening is very small and is located next to the telephone ports.
Cannot exit menu option

If your DisplayKEY won’t let you exit an menu option by pressing the up arrow button, press **Enter** and 1 at the same time to reset your key.

Key container won’t close

If the key container in a KeyBox appears to be jammed, check to see if the listing keys are blocking the container. If nothing seems to be preventing the container from closing, **do not force it**. Take the KeyBox to your association/MLS for assistance.

Code forgotten or lost

If you do not remember your PIN or KeyBox shackle code, contact your association/MLS for assistance.

Bad code timeout

If you enter ten incorrect codes within a ten-minute period, your DisplayKEY emits a buzz tone and times out for ten minutes. At the end of this time period, your DisplayKEY reactivates and is ready for use. To avoid a bad code timeout, verify that you have entered the correct PIN or shackle code before repeating the procedure.

Error codes

Error codes help you identify DisplayKEY or KeyBox problems. Your DisplayKEY stores the five most recent errors that have occurred.

To view error codes:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the **ERROR CODES** menu option and press **Enter**.

The five most recent error codes are displayed. Each entry is four characters long. The first two characters indicate the error code, and the second two indicate how many times that error occurred, starting at 00.

For example, if your DisplayKEY screen displays 4000 0601, the most recent error is 4000, which indicates that error code 40 occurred once. Prior to that, error code 06 occurred twice. Refer to **Table 2** for a complete list of error codes.

**Table 2. DisplayKEY error codes**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Login error</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>02</td>
<td>Key inactive in KIM database</td>
<td>Call association/MLS</td>
</tr>
<tr>
<td>03</td>
<td>No carrier</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>04</td>
<td>Modem error</td>
<td>Reset cradle</td>
</tr>
<tr>
<td>05</td>
<td>Phone number error</td>
<td>Check eSYNC phone number</td>
</tr>
<tr>
<td>06</td>
<td>No dial tone</td>
<td>Check phone line</td>
</tr>
<tr>
<td>07</td>
<td>Phone line busy</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>08</td>
<td>No answer</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>09</td>
<td>eSYNC timed out</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>10</td>
<td>Error flashing firmware</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>16</td>
<td>Update disrupted</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>17</td>
<td>Abnormal eSYNC</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>19</td>
<td>No phone line</td>
<td>Check phone line</td>
</tr>
<tr>
<td>20</td>
<td>Phone line in use</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>21</td>
<td>Too much phone line current</td>
<td>Verify cradle is connected to analog phone line</td>
</tr>
<tr>
<td>22</td>
<td>Unable to verify firmware</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>23</td>
<td>Wrong device</td>
<td>Verify you are not accessing an AEII KeyBox</td>
</tr>
<tr>
<td>26</td>
<td>Bad cookie</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>27</td>
<td>Key expired</td>
<td>Update DisplayKEY</td>
</tr>
<tr>
<td>29</td>
<td>Command denied</td>
<td>Call technical support</td>
</tr>
<tr>
<td>2A</td>
<td>Unknown cookie</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>30</td>
<td>Real-time clock crystal failure</td>
<td>Replace DisplayKEY</td>
</tr>
<tr>
<td>35</td>
<td>Battery failure at power-up</td>
<td>Charge DisplayKEY</td>
</tr>
<tr>
<td>36</td>
<td>Battery failure during charging</td>
<td>Charge DisplayKEY</td>
</tr>
<tr>
<td>38</td>
<td>Tracking full lockout</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>39</td>
<td>Too many errors</td>
<td>Call technical support</td>
</tr>
<tr>
<td>3A</td>
<td>Premature line break</td>
<td>Perform eSYNC again</td>
</tr>
<tr>
<td>3B</td>
<td>CBS mismatch</td>
<td>Verify CBS code</td>
</tr>
<tr>
<td>3D</td>
<td>Incorrect update code</td>
<td>Verify and reenter update code</td>
</tr>
<tr>
<td>3E</td>
<td>Memory full for iBox read</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>3F</td>
<td>Low battery in iBox</td>
<td>Contact the listing agent</td>
</tr>
<tr>
<td>40</td>
<td>Key expired</td>
<td>Update DisplayKEY</td>
</tr>
<tr>
<td>41</td>
<td>Security bad cookie lockout</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>42</td>
<td>Bad ID cookie</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>43</td>
<td>Bad config cookie</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>44</td>
<td>Not KeyBox owner</td>
<td>Call association/MLS</td>
</tr>
<tr>
<td>45</td>
<td>Invalid response</td>
<td>Call technical support</td>
</tr>
<tr>
<td>46</td>
<td>Copy protection violation</td>
<td>Call technical support</td>
</tr>
<tr>
<td>48</td>
<td>Clock not adjusted</td>
<td>Call technical support</td>
</tr>
<tr>
<td>49</td>
<td>Key locked out</td>
<td>Wait ten minutes</td>
</tr>
<tr>
<td>5A, 5B, 5C</td>
<td>Contacts not making connection</td>
<td>Call technical support</td>
</tr>
<tr>
<td>5D</td>
<td>IR communication error</td>
<td>Try operation again</td>
</tr>
<tr>
<td>60</td>
<td>KeyBox failure</td>
<td>Try operation again</td>
</tr>
<tr>
<td>61</td>
<td>Charge not started</td>
<td>Update DisplayKEY</td>
</tr>
<tr>
<td>65</td>
<td>KeyBox read disallowed</td>
<td>Call association/MLS</td>
</tr>
<tr>
<td>67</td>
<td>Shackle code release refused</td>
<td>Verify shackle code and try again</td>
</tr>
<tr>
<td>6B</td>
<td>Read/write permission denied</td>
<td>Call technical support</td>
</tr>
<tr>
<td>71</td>
<td>Incorrect PIN</td>
<td>Verify PIN code and try again</td>
</tr>
<tr>
<td>72</td>
<td>Incorrect shackle code</td>
<td>Verify shackle code and try again</td>
</tr>
<tr>
<td>73</td>
<td>Incorrect programming code</td>
<td>Call technical support</td>
</tr>
<tr>
<td>74</td>
<td>Bad code lockout</td>
<td>Wait ten minutes</td>
</tr>
<tr>
<td>75</td>
<td>Obtain key lockout</td>
<td>Wait ten minutes</td>
</tr>
<tr>
<td>76</td>
<td>Key not updated</td>
<td>Update DisplayKEY</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Solution</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>77</td>
<td>CBS does not match</td>
<td>Verify CBS code</td>
</tr>
<tr>
<td>78</td>
<td>Permissions do not match</td>
<td>Call technical support</td>
</tr>
<tr>
<td>79</td>
<td>System code does not match</td>
<td>Call technical support</td>
</tr>
<tr>
<td>7A</td>
<td>Access hour restriction</td>
<td>Verify access hours</td>
</tr>
<tr>
<td>7B</td>
<td>Key container timeout</td>
<td>Wait ten minutes</td>
</tr>
<tr>
<td>7D</td>
<td>Invalid update</td>
<td>Update DisplayKEY</td>
</tr>
<tr>
<td>7E</td>
<td>Empty log</td>
<td>Call technical support</td>
</tr>
<tr>
<td>7F</td>
<td>Invalid time</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>80</td>
<td>Low battery on charge pump</td>
<td>Charge DisplayKEY</td>
</tr>
<tr>
<td>82</td>
<td>Failed to find KPDA</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>83</td>
<td>Failed to find valid auth cookie</td>
<td>Perform eSYNC</td>
</tr>
<tr>
<td>92, 93, A8</td>
<td>Too many digits</td>
<td>Verify and reenter code</td>
</tr>
<tr>
<td>A9</td>
<td>Lockout list error in KeyBox</td>
<td>Call technical support</td>
</tr>
<tr>
<td>AA</td>
<td>Update code exception</td>
<td>Verify and reenter update code</td>
</tr>
<tr>
<td>AF</td>
<td>Card zapped</td>
<td>Replace DisplayKEY</td>
</tr>
<tr>
<td>C2</td>
<td>KeyBox storage violation</td>
<td>Call technical support</td>
</tr>
<tr>
<td>D0</td>
<td>Obtain key operation restriction</td>
<td>Update DisplayKEY</td>
</tr>
<tr>
<td>D1, D2, D3</td>
<td>KeyBox shackle operation restriction</td>
<td>Verify and reenter the shackle code</td>
</tr>
<tr>
<td>E1</td>
<td>Owner only violation</td>
<td>Call technical support</td>
</tr>
<tr>
<td>E2</td>
<td>Time access violation</td>
<td>Verify timed access hours</td>
</tr>
<tr>
<td>E3</td>
<td>On lockout list</td>
<td>Call association/MLS</td>
</tr>
</tbody>
</table>

**Contacting us**

If you need assistance troubleshooting your DisplayKEY, support is available from 5 a.m. to 7 p.m. Pacific Time, seven days a week.

- **Website**: [http://www.supraekey.com](http://www.supraekey.com)
- **Email**: suprasupport@fs.utc.com
- **Telephone**: 877.699.6787
- **Fax**: 503.589.8677

**Note**: Please have your DisplayKEY with you when calling for technical support.

**Training library**

Another great resource for assistance with your eKEY software is our training library, available to all agents. To access the library:

3. Go to [www.supraekey.com](http://www.supraekey.com)

4. Scroll down and click the *Training Resources* link.

Training available here is periodically updated so bookmark this page for future reference.