Supra eKEY® Application 5.0
User Manual for Android™ and Apple® Products - 10106088P1 Rev 1, EN

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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 United Technologies Corporation (“UTC”), 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 UTC 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 device, refer to documentation provided with the smartphone or tablet.

Terms and Symbols
The following conventions are used in this document.

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

**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.
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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 touch of a button
- Create real-time showing notes in SupraWEB

<table>
<thead>
<tr>
<th>eKEY Basic Service</th>
<th>eKEY Professional Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The eKEY Basic service includes the main functions an agent will need to open and manage keyboxes.</td>
<td>The eKEY Professional service, which includes all features available in the eKEY Basic service, offers premium 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.</td>
</tr>
</tbody>
</table>
### eKEY Feature Availability by Service Level

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

### 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)
- 10 or 30-digit authorization code that can be obtained 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](image)
Authorize the eKEY Application

1. Obtain an authorization code.

NOTE: Existing keyholders can obtain an authorization from their administrator, SupraWEB, or mobile SupraWEB. There may be a limit to the number of authorization codes you can obtain in a week. Check with your organization/MLS.

2. Open and select the quick link in the authorization email, or open the eKEY app and enter the authorization code manually.

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
Send an email or text alert of your current location to recipients.

1. Open the Supra eKEY app and select Alert.

NOTE: The Alert icon must be held for 3 continuous seconds to send emails. Device will vibrate and briefly display “SENT.” Alerts must be preconfigured. For information on how to configure alerts, see “SupraWEB” subsection in the SupraWEB Operation section of this manual.

Buyer Feedback

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

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.
**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.

---

**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**

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**.

---

**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.
**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).

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

---

**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).

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.
**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).

- **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)

**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**
View messages from Supra or your organization.

1. Open the Supra eKEY app and select **Messages**.
2. Select a message to view its details.

```
MESSAGES (1)

<table>
<thead>
<tr>
<th>Time</th>
<th>From</th>
<th>Message Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/09 11:15 AM</td>
<td>Supra</td>
<td>Push Notification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Part 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Part 2</td>
</tr>
<tr>
<td>08/09 11:15 AM</td>
<td>Supra</td>
<td>Push Notification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Part 1</td>
</tr>
</tbody>
</table>
```
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.
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.

- 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.

- 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.

NOTE: Existing keyholders can get an authorization code from their system administrator or from SupraWEB (see “Operation” subsection “SupraWEB” for details).

- Enter Emergency Update Code
  1. Open Supra eKEY app and select More.
  2. Select About eKEY App.
  4. Enter emergency update code.
  5. Select Update.
More (continued)

**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 will 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.

**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.

**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.*

**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.

My Buyers
View or add contact list of your buyers.

- **Add a Buyer**
  1. Open Supra eKEY app and select **My Buyers**.
  2. Select **Add Buyer**.
  3. Select buyer from the contact list.

  *Note*: Buyer contact information must already be added to your Android or iOS device contact list in order to appear in the My Buyers contact list. Contact information must contain an email address.

  4. Add or edit contact information as needed, then select **Invite**.

  *Note*: An email invitation similar to the following will be sent to the buyer inviting them to use the Home Tour app.

- **Edit Buyer Contact Information**
  1. Open Supra eKEY app and select **My Buyers**.
  2. Select buyer.
  3. Select **Edit Contact**.
  4. Edit contact information then select **Save**.

  *Note*: This does not modify device contact list.

- **Delete a Buyer**
  1. Open Supra eKEY app and select **My Buyers**.
  2. Select buyer.
  3. Select **Edit Contact**.
  4. Select **Delete Buyer**, then select **Yes** to confirm.

  *Note*: This only deletes buyer from app, not device contact list. It will remove buyer’s access to Home Tour.

- **Resend Invite for Home Tour**
  1. Open Supra eKEY app and select **My Buyers**.
  2. Select buyer.
  3. Select **Resend Invite**.

- **Recommend Saved and Rated Listings**
  1. Open Supra eKEY app and select **My Buyers**.
  2. Select buyer.
  3. Select **Saved & Rated Homes**.

  ![Saved & Rated Homes]

  4. View buyer impressions of homes viewed.

- **Recommend your Recommendations**
  1. Open Supra eKEY app and select **My Buyers**.
  2. Select buyer.
  3. Select **My Recommendations**.

  ![My Recommendations]

  4. View homes rated by buyer.
  5. Select listing to bring up detailed buyer feedback.
**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).

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

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**.

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).

**NOTE**: To reinstall shackle, reinsert shackle, then push it all the way down until it clicks into place.

---

Roster

Search and view contact information for agents.

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

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 “More” in the eKEY Application Operation section.

Update

**Update**
Manually update your Supra eKEY app.

1. Open Supra eKEY app and select **Update**.

**NOTE:** For instructions on how to perform an emergency update or to enable or disable automatic updates, see subsection “More” in the eKEY Application Operation section.

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.

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

13
<table>
<thead>
<tr>
<th>Error Title</th>
<th>Error Description</th>
<th>Error Code</th>
<th>User Resolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHORIZATION INVALIDATED</td>
<td>You must re-authorize your eKEY.</td>
<td>A00B</td>
<td>Reset authorization.</td>
</tr>
<tr>
<td></td>
<td>You must re-authorize your eKEY.</td>
<td>A00C</td>
<td>Generate authorization code from SupraWEB.</td>
</tr>
<tr>
<td></td>
<td>You must re-authorize your eKEY.</td>
<td>A00D</td>
<td>Generate authorization code from SupraWEB.</td>
</tr>
<tr>
<td>BLUETOOTH DISABLED!</td>
<td>Please turn on Bluetooth and try again.</td>
<td>9A14</td>
<td>Turn on Bluetooth.</td>
</tr>
<tr>
<td>COMMUNICATION ERROR</td>
<td>Please try again.</td>
<td>907B 9A03 9A12</td>
<td>Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.</td>
</tr>
<tr>
<td></td>
<td>Connect eKEY Fob or keybox; retry connection.</td>
<td>9A01 9A15</td>
<td>Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.</td>
</tr>
<tr>
<td></td>
<td>Connection lost. Please try again.</td>
<td>9A17</td>
<td>Try operation again. If issue persists, turn mobile device Bluetooth off and back on, then perform operation again.</td>
</tr>
<tr>
<td></td>
<td>Please keep the eKEY adapter or Fob pointed at the keybox and try again.</td>
<td>9D5D</td>
<td>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.</td>
</tr>
<tr>
<td>ERROR!</td>
<td>Please perform a wireless update.</td>
<td>9A13</td>
<td>Perform wireless update and try again. If needed, enter emergency update code.</td>
</tr>
<tr>
<td>KEY DISABLED</td>
<td>Your key is disabled. Please contact your organization.</td>
<td>A00F</td>
<td>Contact your organization.</td>
</tr>
<tr>
<td>KEYBOX FAILURE</td>
<td>Contact Support. Go to More - About eKEY App for information.</td>
<td>907C</td>
<td>Contact Supra Support.</td>
</tr>
<tr>
<td>LOCATION SERVICES DISABLED</td>
<td>Turn on location services and try again.</td>
<td>9A31</td>
<td>Turn on location services and try operation again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9A32</td>
<td>Grant location permissions and try operation again.</td>
</tr>
<tr>
<td>Error Codes</td>
<td>Description</td>
<td>Code</td>
<td>User Resolution</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>LOW KEYBOX BATTERY</td>
<td>Contact Support. Go to More - About eKEY App for information.</td>
<td>9080</td>
<td>Contact listing agent to inform of low battery.</td>
</tr>
<tr>
<td>Error Title</td>
<td>Error Description</td>
<td>Error Code</td>
<td>User Resolutions</td>
</tr>
<tr>
<td>NETWORK TIMEOUT</td>
<td>Please check your network connection and try again.</td>
<td>A008 A009</td>
<td>Verify network connection and try operation again.</td>
</tr>
<tr>
<td>NETWORK FAILURE</td>
<td>Please check your network connection and try again.</td>
<td>A00B</td>
<td>Verify network connection and try operation again.</td>
</tr>
<tr>
<td>OPERATION CANCELLED</td>
<td></td>
<td>9AFE</td>
<td>Try operation again.</td>
</tr>
<tr>
<td>SERVER UNAVAILABLE</td>
<td>The server is unavailable. Please try again later.</td>
<td>A00E</td>
<td>Verify network connection and try operation again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If issue persists, please contact Supra Support.</td>
</tr>
</tbody>
</table>

**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.

**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).

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.
## 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.

#### Bluetooth and Infrared Keyboxes

- **iBox BT LE**
  - Shackle
  - Infrared lens
  - Bluetooth signal

- **iBox BT**
  - Shackle
  - Infrared lens

#### Infrared Only Keybox

- **iBox**
  - Shackle
  - Infrared lens

**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.

<table>
<thead>
<tr>
<th>LED</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green, slow blink</td>
<td>Searching for eKEY</td>
</tr>
<tr>
<td>Green, fast blink</td>
<td>Communicating with eKEY</td>
</tr>
<tr>
<td>Green, very fast blink</td>
<td>Pairing reset confirmed</td>
</tr>
<tr>
<td>Green, double blink</td>
<td>Searching for device</td>
</tr>
<tr>
<td>Red, blink</td>
<td>Low battery</td>
</tr>
</tbody>
</table>

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

Insert screwdriver into notch and twist to open case

Slide the battery under the battery holder with the positive (+) polarity facing up
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

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.

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.

**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.

**NOTE:** Email or print 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.

**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)
<table>
<thead>
<tr>
<th>Find Homes</th>
<th>Search for property listings based on custom search filters.</th>
</tr>
</thead>
</table>
| 1. Open the Supra Home Tour app.  
2. Apply search filters.  
3. Select Search. |

<table>
<thead>
<tr>
<th>Agent Recommends</th>
<th>View listings recommended by your agent.</th>
</tr>
</thead>
</table>
| 1. Open the Supra Home Tour app.  
2. Click icon on right side of screen.  
3. View recommended listings. |

<table>
<thead>
<tr>
<th>Saved</th>
<th>View listings you’ve saved.</th>
</tr>
</thead>
</table>
| 1. Open the Supra Home Tour app.  
2. Click icon in middle of screen.  
3. View saved listings. |

<table>
<thead>
<tr>
<th>Settings</th>
<th>Change settings, create home rating template, view tutorial, glossary, EULA, privacy policy, or delete account.</th>
</tr>
</thead>
</table>
| 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. |

<table>
<thead>
<tr>
<th>Sort</th>
<th>Sort listings according to price, status, or ZIP code.</th>
</tr>
</thead>
</table>
| 1. Open the Supra Home Tour app.  
2. Click icon in left side of screen.  
3. Sort listings as desired. |
**Saved or Rated**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Heart" /></td>
<td>Indicates Saved or Rated listings.</td>
<td>1. Open the Supra Home Tour app. 2. Click icon in upper right corner of listing. 3. Adds listing to saved listings.</td>
</tr>
</tbody>
</table>

**Rejected Yes or No?**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="No" /></td>
<td>Indicates whether a buyer has rejected a property.</td>
<td>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.</td>
</tr>
</tbody>
</table>