

Supra[®] XpressKEY[™]

FAQs and Troubleshooting



Frequently Asked Questions

When does an XpressKEY expire?

XpressKEY expires only if it has not been in contact with the Supra system for more than 24 hours. The key disables itself until it can return to cell coverage and contact the Supra system for at least ten (10) continuous minutes.

What happens when I go into an area where there's no cell service?

XpressKEY automatically updates twice a day (while it is within cell range) and will open keyboxes even when there is no cellular service. You can manually update if it expires using the *Update Code* function while out of cell service.

Does the XpressKEY need to be in an areas with cell service to open keyboxes?

No, the XpressKEY does not need to be within cell service to open a keybox. However, it must be updated before you try to open a keybox. That means it must have been in cell service for ten (10) continuous minutes within the last 24 hours or it will need to be manually updated using an *Update Code*.

Why does my XpressKEY keep turning off?

Your XpressKEY will automatically turn off after a period of inactivity to conserve the battery.

After I enter the PIN code, how long do I have to get to a keybox?

When you start to open a key container or release a shackle, you have five (5) minutes from the time you press **Enter** on the XpressKEY to get to a keybox before the key shuts itself off.

Can I leave my XpressKEY plugged in?

You cannot overcharge the battery in the XpressKEY. Leaving it connected to the charger when not in use is a good idea and will ensure your key is ready to use when you need it.

Can I use my cell phone charger to charge my XpressKEY instead of having two car chargers?

Use any micro USB charger to charge the XpressKEY.



If my XpressKEY is lost or stolen, anyone finding it would still need to know my PIN code to use it, right?

Correct. If your XpressKEY is lost or stolen, the key will remain active as long as it's been in cell service range for ten (10) minutes during the past 24 hours. Call Supra Support to report the key as missing and it will be deactivated the next time the key checks into the system. Anyone finding it would need to know the PIN code to open keyboxes. Never write your PIN code on your XpressKEY or store it with your XpressKEY.

How do I turn on the flashlight?

All operations start with the on/off button. Turn on the XpressKEY and then press the **flashlight** icon on the main screen. Press the flashlight button again to turn it off. The flashlight will turn itself off after 60 seconds.

What if my XpressKEY is lost or stolen?

Because of cellular technology, if your key is lost or stolen, it can quickly be found or deactivated. Use the SupraWEB *Locate XpressKEY* feature to find the approximate location of the key. Report lost or stolen keys immediately to your organization or Supra Support so the key can be disabled.

Does the XpressKEY have GPS so you can track where I am?

XpressKEY uses GPS to get an approximate location of the key. We added GPS to enhance new features for you. For instance, if you misplaced the XpressKEY and the battery still has a charge, you can find it's approximate location using GPS from within SupraWEB. With GPS, XpressKEY will also assist you when you put a keybox on a new listing. Additionally, you have the ability to decide who is able to see your information in SupraWEB.

Troubleshooting

The following information is intended to assist you with troubleshooting the most common XpressKEY errors.

The alpha-numeric *Error Code* column identifies the specific error. The *Error Definition* column is what you may see in the XpressKEY error log and the *User Recommendation* column gives you practical actions you can perform before calling Technical Support (1-877-699-6787).

Error Code	Error Definition	User Recommendation
0A, 0C, 0D, 02, 09	RADIO ISSUE	Wait for the key to retry. If it continues to fail, hold the power button to turn the key OFF, then turn it back ON.
04	WRONG OPERATION OR RESPONSE	Call Technical Support.
08	BATTERY TOO LOW	Charge the battery. If it continues to fail, replace the key.
20, 21, 23	KEY ERROR	Retry the operation. If it continues to fail, call Technical Support.
2A, 2B, 2C, 27, 28, 29, 42, 43, 45	OPERATION FAILED	Retry the operation. If it continues to fail, call Technical Support.
2D	WRONG EXPIRATION	Retry the operation. If it continues to fail, call Technical Support.
33	HARDWARE PROBLEM	Power the key OFF then ON. If it continues to fail, replace the battery. If it still continues to fail, replace the key.
3F	KEYBOX BATTERY LOW	Contact the listing agent to refurbish the keybox battery.
44	KEYBOX RESTRICTION; OWNER ONLY	Contact the listing agent to perform the operation.
46	KEYBOX ERROR	Retry the operation. If it continues to fail, call Technical Support.

Error Code	Error Definition	User Recommendation
47	NO KEYBOX PUBLIC INFO AREA	Reprogram the public information into the keybox.
48	KEYBOX CLOCK ERROR	Retry the operation. If it continues to fail, call Technical Support.
5D, 5E, 5F, 60	INFRARED COMMUNICATION FAILURE	Shield the keybox lens from direct sunlight and verify the key and keybox are less than 1 meter apart. Retry and point the key directly at the lens on the keybox.
6B	PERMISSIONS DENIED	Call Technical Support.
6C	KEYBOX ERROR	Retry the operation. If it continues to fail, contact the listing agent to replace the keybox.
71	WRONG PIN CODE	Verify the PIN code and retry the operation.
72	WRONG SHACKLE CODE	Verify the shackle code and retry the operation.
73	WRONG PROGRAMMING OR SHACKLE CODE	Verify the code and retry the operation.
74	KEYBOX LOCKOUT; WRONG SHACKLE CODE	An incorrect shackle code was entered consecutively. Wait ten (10) minutes, verify the shackle code, and retry the operation.
75	KEYBOX LOCKOUT; WRONG PIN	An incorrect PIN code was entered consecutive. Wait ten (10) minutes, verify the PIN code, and retry the operation.
76	KEY NOT UPDATED	Move into cell coverage or get an update code and enter into the key.
77	CBS CODE ERROR	Verify the CBS code with the listing agent and retry the operation.
7A	ACCESS HOURS RESTRICTION	Enter the shackle code to turn off the <i>Timed Access</i> in the keybox or come back during the access hours in the keybox.
7B	KEY CONTAINER TIMED OUT	The key container has timed out. Try again by pushing up on the key container. If the key container is jammed, contact the listing agent to replace the keybox.
7D	WRONG UPDATE CODE	Verify the update code and enter again.
B0	WRONG UPDATE CODE	Verify the update code and re-enter.
B1	KEY IS DISABLED	Verify the member is paid and active. If yes, get an update code.
B2	COOPERATING SYSTEM IS DISABLED	Get an update code and enter into the key. Contact the cooperating board to become a member.
F0	LOST GPRS CONNECTION	Retry the operation.
F1	KEY NOT ADDED	Add the key to the system.
F2, F3, F4, F5	TRANSMISSION CORRUPT	Retry the operation. If it continues to fail, call Technical Support.

To view the user manual, training How-To's, and videos go to www.supraekey.com and select the Customer Support tab and [XpressKEY Resources](#).