



Message to Supra eKEY users: Announcing an updated Supra eKEY app release

March 9, 2021 (Updated)

We are pleased to announce that a new version of the Supra eKEY app has been released. This new version for iOS and Android devices is designed to optimize functionality, improve security, and is the foundation for future enhancements in eKEY. The update is available in the App Store and Google Play.

Important: If you have not done so recently, please update your app version as soon as possible, as it is important to keep your eKEY functioning optimally.

Device Operating System Requirements:

To function properly, the current eKEY app requires your phone or tablet operating system to be either:

- Apple® iOS 12 or later
- Android OS 8 or later

Important: Before installing the latest eKEY app, please ensure your phone operating system is current.

As a best practice, we recommend that you update your device's operating system when prompted to do so in order to improve the device's overall performance and have access to the latest features.

eKEY App Updates - Here's how:

The latest eKEY versions are available on the app stores:

- Apple iOS : **5.2.6.412**
- Android: **5.2.6.300**

Already have automatic app updates turned on? The current eKEY app version automatically pushes to your device.

Do you rely on manual app updates? If you do not have automatic updates turned on, please update your eKEY app by searching for "supra ekey" in the App store or Google Play.

To confirm the version you have, please follow these steps:

- Open the eKEY app.
- Press "More" in the bottom right of the eKEY home screen.
- Press ABOUT eKEY APP.
- The installed version will appear at the top of the screen, e.g., KEY INFORMATION: VERSION 5.2.6.412 (v. 5.2.6.300 on Android).
- If you have an older version, please download the current version from your app store.

Thank you for your patience as we continue to enhance eKEY and provide valuable new features.

If you have any questions, please contact our support line at 1-877-699-6787 or email us at suprasupport@carrier.com.

Regards,
Supra