

Supra® eKEY® App QuickStart



For more information on compatible phones and tablets, select the **Compatible eKEY Devices List** button on the www.supraekey.com home page. Internet access, a data plan, and authorization code are required to use the Supra eKEY software. Below are general instructions for Android™ and Apple® operating systems.

Android™	Apple®
<p>Install eKEY</p> <ol style="list-style-type: none"> 1. Open the app store on your phone or tablet. 2. In the search field type Supra eKEY. 3. Tap Install. 4. Tap ACCEPT. 	<p>Install eKEY</p> <ol style="list-style-type: none"> 1. Open the app store on your phone or tablet. 2. In the search field type Supra eKEY. 3. Tap Free. 4. Tap Install.
<p>Authorize eKEY</p> <ol style="list-style-type: none"> 1. Tap the eKEY icon. 2. Tap Activate eKEY. 3. Enter the 30-digit authorization code and Authorize. 	<p>Authorize eKEY</p> <ol style="list-style-type: none"> 1. Tap the eKEY icon. 2. Tap Activate eKEY. 3. Enter the 30-digit authorization code and Authorize.
<p>An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle. The app will automatically update unless the device was turned off, out of coverage, or the <i>Automatic Update</i> setting was not checked. The next time the eKEY application is opened it will attempt to update.</p>	<p>An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle. Open the eKEY application to perform an update. If the device was turned off or out of coverage, the next time the eKEY application is opened it will attempt to update.</p>
<p>Manual Update</p> <p>Before you leave cell coverage, open the eKEY application to automatically update.</p> <ol style="list-style-type: none"> 1. Verify cell coverage is active. 2. Open the eKEY application. <p>If the eKEY permission is expired and the device is not in active cell coverage, obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.</p> <p>Obtain an update code from KIMvoice:</p> <ol style="list-style-type: none"> 1. Call KIM Voice at 1-888-968-4032. 2. Enter the eKEY serial number and PIN code, followed by the # sign. 3. Press 1 for an update code. <p>Enter the update code:</p> <ol style="list-style-type: none"> 1. Open the eKEY app. 2. Press the Menu button on the phone or tablet. 3. Tap Emergency Update. 4. Enter the update code. 5. Tap the Update Key button. 	<p>Manual Update</p> <p>While in coverage, open the eKEY application to automatically update.</p> <ol style="list-style-type: none"> 1. Verify cell coverage is active. 2. Open the eKEY application. <p>If the eKEY permission is expired and the device is not in active cell coverage, obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.</p> <p>Obtain an update code from KIMvoice:</p> <ol style="list-style-type: none"> 1. Call KIM at Voice 1-888-968-4032. 2. Enter the eKEY serial number and PIN code, followed by the # sign. 3. Press 1 for an update code. <p>Enter the update code:</p> <ol style="list-style-type: none"> 1. Open the eKEY app. 2. Tap Update. 3. Tap Emergency Update. 4. Enter the update code and press the Update Key button.
<p>Supra eKEY Fob</p> <p>The eKEY Fob allows the eKEY application on the Android device to communicate with a keybox using infrared (classic iBox). A fob is not required when communicating with Bluetooth® keyboxes (iBox BT LE or iBox BT). Some devices may need to be paired.</p> <p>Pair the Fob:</p> <ol style="list-style-type: none"> 1. Read and follow the manufacturer's instructions for the phone or tablet on <i>How to pair devices</i>. 2. Tap the fob name to pair (example: <i>SUPRA-K8BS</i>). <p>Tip: <i>On some Androids, tap the Bluetooth icon and drag the pairing alert down the first time a device is accessed to accept the pairing. Enter the 0000 passcode.</i></p>	<p>Supra eKEY Fob</p> <p>The eKEY Fob allows the eKEY application on the Apple device to communicate with a keybox using infrared (classic iBox). For some newer devices, a fob is not required when communicating with the iBox BT LE only. Some devices may need to be paired.</p> <p>Tip: <i>An error message may occur the first time pairing with the fob. Ignore the request to download.</i></p> <p>Pair the Fob:</p> <ol style="list-style-type: none"> 1. Read and follow the manufacturer's instructions for the Apple device on <i>How to pair devices</i>. 2. Tap the fob name to pair (example: <i>SUPRA-K8BS</i>).
<p>Obtain Key</p> <ol style="list-style-type: none"> 1. Open the eKEY app. 2. Tap the Obtain Key icon. 3. Enter the 4-digit PIN code. 4. For Bluetooth, press up on the bottom of the iBox BT LE or iBox BT to turn it on. For infrared, turn on the eKEY Fob and point it at the lens on the keybox. 5. Upon success, press up on the bottom of the keybox to release the key container. 	<p>Obtain Key</p> <ol style="list-style-type: none"> 1. Open the eKEY app. 2. Tap Obtain Key and enter the PIN code. 3. For Bluetooth, press up on the bottom of the iBox BT LE or iBox BT to turn it on. For infrared, turn on the eKEY Fob and point it at the lens on the keybox. 4. Upon success, press up on the bottom of the keybox to release the key container.
<p>Open Shackle</p> <ol style="list-style-type: none"> 1. Open the eKEY app. 2. Select the Open Shackle icon. 3. Enter the 4-digit shackle code. 4. Uncheck the Add to Inventory box, if desired. 5. Select a Reason for shackle release. 6. Select Begin. 7. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox. 8. Upon success, support the bottom of the keybox and press down on the top of the shackle to release. <p>Note: <i>An iBox shackle will release automatically.</i></p>	<p>Open Shackle</p> <ol style="list-style-type: none"> 1. Open the eKEY app. 2. Tap the Open Shackle icon. 3. Enter the 4-digit shackle code. 4. Tap a Reason for shackle release and press Save. 5. Toggle the Add to Inventory button to Off, if desired. 6. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the infrared lens on the keybox. 7. Upon success, support the bottom of the keybox and press down on the top of the shackle to release. <p>Note: <i>An iBox shackle will release automatically.</i></p>

Showing Activity Setup

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

Showing Notifications

Once the keyboxes are in your keybox inventory, showing messages automatically display in the eKEY software whenever a keybox in the inventory is opened.

End of Showing Notification

End of showing information includes the keybox serial number, the property address, date and time of the end of the showing. End of Showing (EoS) notification allows the listing agent to see when the showing begins and ends for a property.

DateTime ▲	ML # ◆	Address ◆	ShowingAgent ◆	Actions
<ul style="list-style-type: none"> 🔔 Oct 30, 2015 8:30 AM 🔔 Oct 30, 2015 9:31 AM 	1234567	125 Main St. Cleveland OH 44040	Cindy Jones c.jones@NotReal.com (555)555-4321 Notreal Properties	🏠
<ul style="list-style-type: none"> 🔔 Oct 26, 2015 7:16 AM 🔔 Oct 26, 2015 8:16 AM 	1234567	125 Main St. Cleveland OH 44040	Juan Garcia j.garcia@NotReal.com (555)555-1234 Notreal Properties	🏠
<ul style="list-style-type: none"> 🔔 Oct 26, 2015 6:46 AM 🔔 Oct 26, 2015 6:57 AM 	3074005	2212 Mount Hood Ln Toms River New 08753	Matt Brown mattbrown@fakere.com (555)555-9876 FakeRE Real Estate	🏠

Manage Keybox Inventory on a Smartphone or Tablet

View keybox inventory by selecting the **Inventory** icon on the main eKEY screen and a list of keyboxes is displayed. Select a keybox from the list to view detailed information. Add or delete keyboxes, view and change their settings, or assign a listing ID to them. Add a keybox by releasing the keybox shackle and selecting the **Add Keybox** icon. To delete a keybox from the inventory, select the **Inventory** icon, highlight the keybox to delete, and select **Delete**.

Keep reports accurate by making sure the listing ID is current when you place a keybox on a listing or remove it from a listing. To assign the listing ID to an iBox using a phone or tablet, select the **Inventory** icon, highlight the keybox to edit, and select **Edit**. Change the listing ID and select **Program**. Enter the shackle code of the keybox and select **Begin**. Depending on the phone and keybox type, you may need to point the infrared lens on the eKEY fob at the infrared lens on the iBox to change the settings in the keybox.

Managing your Keybox Inventory at SupraWEB

- Go to www.supraekey.com and log in to SupraWEB with your SSO and password.
- From SupraWEB, select **LISTINGS** and then select **Keyboxes** to view a list of keyboxes in inventory.
- To add keybox select the **Add Keybox** link and enter the keybox serial number, shackle code, and the MLS number where the keybox is located.
- To assign a listing to a keybox already in inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where it is located.

Viewing Showing Reports at SupraWEB

When logged into SupraWEB, the *Showings Dashboard* displays the showing activity at your listings. To create a report to be printed or emailed, select **REPORTS** and then the type of report.

DateTime ▲	ListingID ◆	Address ◆	Showing Agent ◆	Keybox# ◆	Key# ◆	Showing Office ◆	Feedback
<ul style="list-style-type: none"> 🔔 Nov 3, 2015 2:14 PM 	8880888	4001 Fairview Industrial Salem OR 97302	Cindy Jones c.jones@NotReal.com (555)555-4321 Blackstone Realty	30900007	5345893	Blackstone Realty	
<ul style="list-style-type: none"> 🔔 Nov 3, 2015 11:57 AM 🔔 Nov 3, 2015 12:14 PM 	34585893	123 Main Salem, OR 97301	Juan Garcia j.garcia@NotReal.com (555)555-1234 Notreal Properties	30903097	5589893	Notreal Properties	

Legend 🔔 Showing Start 📄 Showing End ? Showing Timeout

Instant Showing Email

Have the system send you a real-time email when someone opens one of your keyboxes or sends showing feedback. On SupraWEB select **SETTINGS** and then **General Email** to set up this feature. Enter your email address and check each type of notice you want to receive.

You have new showing(s)

TOM SMITH showed listing
123 Main Street, Salem, OR
97302 (KeyBox# 50001234) on
12/13/13 1:20PM
(503) 555-1212
tomsmith@email.com

For additional information on your showings please [login to SupraWEB](#).

Summary

eKEY Training Materials - Learn how to get the most out of the eKEY application. See the eKEY Resources page and find quick How To's, training videos, user manuals, and more.

On the [supraekey.com](http://www.supraekey.com) home page, in the top navigation, hover the mouse over **Customer Support** and click **eKEY Resources**.

<http://www.supraekey.com/CustomerSupport/Pages/eKEY-Resources.aspx>

SupraWEB Training Materials - Learn how to navigate and manage your keyboxes, listings, and showings.

On the [supraekey.com](http://www.supraekey.com) home page, in the top navigation, hover the mouse over **Customer Support** and click **SupraWEB Resources**.

<http://www.supraekey.com/CustomerSupport/Pages/SupraWEB-Resources.aspx>

SupraWEB Mobile - Login in to SupraWEB from the eKEY app to:

- Obtain an update code
- View showing activity and email showing activity reports
- Assign listings to keyboxes
- Send showing feedback

Tap the SupraWEB icon on the home screen for Android and Apple devices and the SupraWEB link for Windows phones. Log in with your key serial number and password.

SupraWEB Guide for Agents

http://www.supraekey.com/Documents/SupraWEB_Guide.pdf



www.supraekey.com

Need help?
1-877-699-6787

Call for support 7 days a week
5am-7pm Pacific Time