

# eKEY™ QuickStart — iPhone

To obtain an electronic version of the eKEY for iPhone User Manual, go to [www.supraekey.com](http://www.supraekey.com) and select **Training Resources** and the **eKEY for iPhone User Manual** link.

**Important!** You must subscribe to eKEY service through your Association/MLS before you can authorize and use the eKEY software.

## Installing Supra Applications

The eKEY software is installed through the App Store. You must have an iTunes account set up through Apple in order to install the Supra eKEY software.

To install the eKEY software on your iPhone:

1. On your iPhone, launch the App Store by selecting the **App Store** icon.
2. Select **Search** and search for **Supra eKEY**.
3. Select the **Supra eKEY** application.
4. Select the **FREE** button and then select **INSTALL**.
5. Enter your iTunes password and click **OK**.

Once the software is installed, the eKEY icon is shown in your list of applications.

## Authorizing eKEY Application

Once the eKEY software is installed, it must be authorized before it can be used. To authorize the eKEY software, you'll need a 30-digit Authorization code. You can obtain an authorization code from your Association/MLS.

To authorize your eKEY software:

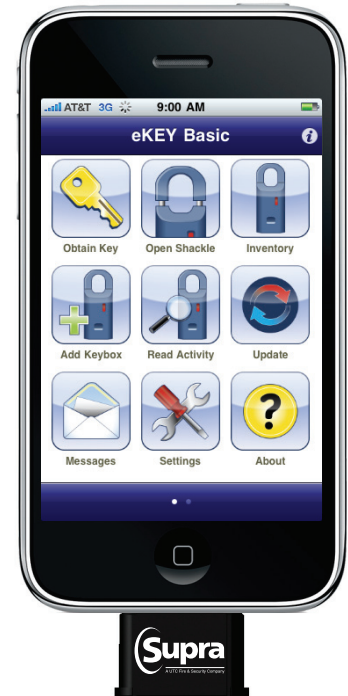
1. Launch the eKEY application by selecting the eKEY icon.
2. Select **Activate eKEY**.
3. Following the onscreen prompts, enter your 30-digit Authorization code.
4. Select **Authorize**. Your device will automatically connect and authorize and update the eKEY to access iBoxes.

## eKEY Adapter

The eKEY adapter allows the eKEY software on your iPhone to communicate with Supra iBoxes. To use your iPhone with the Supra iBox, first connect the eKEY adapter to your iPhone. The eKEY adapter does not need to be connected to your iPhone when you are not accessing iBoxes.

## Updating your eKEY

Updating the eKEY software allows you to access iBoxes. The eKEY software updates automatically the first time you launch the eKEY software each day by connecting to the Supra network using your iPhone's Internet service.



## Need help?

Call for free support seven days a week,  
5am to 7pm Pacific Toll-free 1-877-699-6787.

## Manual Update

If your eKEY software is expired and you are in cell coverage, you can do a wireless manual update by selecting the **Update** icon and then selecting **Wireless Update**.

If your eKEY software is expired and you are out of cell coverage, you can obtain and enter an update code.

To obtain an update code from SupraWEB:

1. Go to [www.supraekey.com](http://www.supraekey.com) and login to SupraWEB with your user ID and password.
2. Select the *Update Code* link under Quick Links. The update code displays.

To obtain an update code from KIMvoice:

1. Call KIM at 1-888-968-4032.
2. Enter your eKEY serial number and PIN code, followed by the # sign.
3. Press 1 on the phone for an update code.

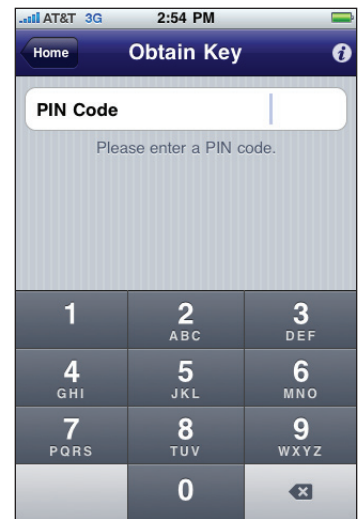
To enter the update code into the eKEY software:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Update**.
3. Select **Emergency Update Code**.
4. Enter the update code.

## Obtain Key

You'll need your updated eKEY and your 4-digit PIN to access the listing keys in the key container on an iBox.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Obtain Key** and enter your PIN code.
3. Connect your eKEY Adapter to your iPhone if it's not already connected and select **Begin**.
4. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox.
5. Upon success, press up on the bottom of the iBox to release the key container.



## Customize your PIN code

1. On your computer navigate to [www.supraekey.com](http://www.supraekey.com) and login to SupraWEB with your user ID and password.
2. Select **Change PIN**.

### Change Your PIN Code

Your PIN gives you secure access to Supra keyboxes. Please memorize your PIN or keep it in a safe place.

**Your PIN must be 4 numeric digits.**

Change PIN Code

Current PIN:

New PIN:

Confirm New PIN:

3. Enter your current PIN code.
4. Enter the new PIN code you would like to use confirm and click Save.
5. On your iPhone, select the **eKEY** icon to open the eKEY application.
6. Select **Update** and then select the **Wireless Update** to have the new PIN code delivered to your eKEY device.

## Open Shackle

To release the shackle on an iBox you'll need the 4-digit shackle code for the iBox.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Open Shackle** and enter the iBox shackle code.
3. If you don't want the iBox added to your inventory, turn off **Add to Inventory**.
4. Connect your eKEY Adapter to your iPhone if it's not already connected and select **Begin**.
5. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox.
6. Upon success the shackle releases.



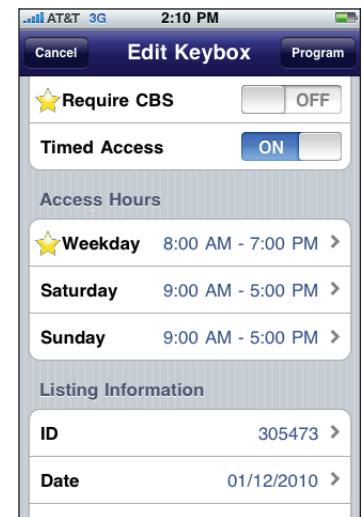
## Change iBox Settings

You can use your eKEY software to change settings in your iBoxes. If your Broker or Association/Board/MLS owns the iBoxes, be sure to check with them before changing settings in an iBox. You'll need to have the iBox with you to save the new settings.

To change a setting on an iBox:

1. Select the eKEY icon to open the eKEY application.
2. Select the **Inventory** icon. A list of the keyboxes in your inventory displays.
3. Select the iBox from the list to view it's settings.
4. Select the field you want to change and then update the information. A gold star to the left of the field indicates a change has been made to the setting that has not been updated in the iBox.
5. Select **Program**.
6. Enter the shackle code of the iBox. If you are changing the shackle code, enter the old shackle code one last time here.
7. Connect your eKEY adapter to your iPhone if it's not already connected and select **Begin**.
8. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox to change the settings in the iBox.

Once the programming has completed, your screen will show your updated values.



## Showing Activity

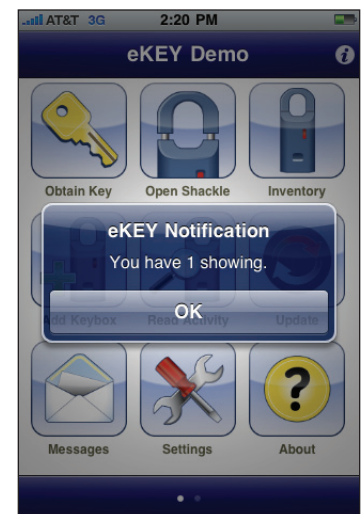
As a listing agent, there are several ways to see who has shown your listings. To view showing information, the keyboxes placed on your listings first need to be in your keybox inventory. You can manage your keybox inventory both on your eKEY and at the Supra website and any changes are synchronized during your next eKEY update.

## Showing Notifications

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

## Managing your KeyBox Inventory on your iPhone

You can view your iBox inventory by selecting the **Inventory** icon on the main eKEY



screen. A list of your keyboxes are displayed. Select a keybox from the list to view detailed information. You can add or delete keyboxes, view and change their settings, and assign a listing ID to them in your eKEY software under the Inventory icon. Add a keybox by selecting the **Add Keybox** icon or by releasing the shackle on the keybox. Delete a keybox by selecting the keybox in Inventory and then selecting **Delete**.

Keep your 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 your iPhone, select the box in your Inventory and select **Edit**. Change the listing ID and select Program. Enter the shackle code of the iBox and select **Begin**. Point the infrared lens on the eKEY Adapter at the infrared lens on the iBox to change the settings in the iBox.

## Managing your KeyBox Inventory at SupraWEB

1. Go to [www.supraekey.com](http://www.supraekey.com) and login to SupraWEB with your SSO and password.
2. From SupraWEB select **LISTINGS** and then select **Keyboxes** to view a list of keyboxes in your inventory.
3. To add a keybox, select the **Add Keybox** link and enter the keybox serial number, shackle code, and the MLS number where the box is located.
4. To assign a listing to a keybox already in your inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where the keybox is located.

## Viewing Showing Reports at SupraWEB

When you first login to 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 ⇅	ShowingAgent ⇅	Keybox# ⇅	Key# ⇅
3/2/2010 8:32am	28171987	5224 Lowell Rd Aumsville OR 97325	Brian Graves brian.hauge@ge.com (503)315-0613 Bentley Properties (503)747-1901	53063757	5172545
2/25/2010 7:00pm	343434	7624 Mistwood Drive NE Keizer OR 97303	Brian Graves brian.hauge@ge.com (503)315-0613 Bentley Properties (503)747-1901	20029935	5172545
2/24/2010 9:52am	343434	7624 Mistwood Drive NE Keizer OR 97303	Brian Good brian.hauge@ge.com (503)315-0613 Century 21 Olympus (503)491-7531	20029935	5172540

## Instant Showing Email

You can have the system send you a real-time email when someone opens one of your keyboxes or sends you 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.

