

TRACcess® eKEY® Quick Guide



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Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at www.tracessmanager.com.

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Quick Start

The purpose of this section is to quickly get started with your TRACcess® eKEY® application. Android™, Apple®, and BlackBerry® platform sections are listed below. To get a good understanding of the product, read the *Guide Overview* section on page 5 in its entirety.

The eKEY application is available in several different languages (English, French, Spanish, German, Italian, and Portuguese) for Android and Apple devices. The eKEY application only supports English, French, Spanish, and German languages for BlackBerry devices.

Android OS Platform

Install eKEY Application

1. On the Android, select **Market™**, **Google Play™**, or **Play Store™** app.
2. Select **Search** and search for **TRACcess eKEY**.
3. Select the **TRACcess eKEY** application.
4. Select **INSTALL**.
5. Accept the *App permissions*.
6. Select **OK**.
7. Select **Open** or open the eKEY from the Android's applications list.

Authorize eKEY Application

1. Enter your 30-digit authorization code.
2. Select the link to view the End User License Agreement (EULA).
3. Select the box to agree to the EULA.
4. Select **Authorize**.

The Android device will automatically connect and authorize and update the eKEY application.

In some cases the administrator will give a separate DNS address. If required, follow the steps below to enter the specific eKEY server address.

1. Enter the eKEY server address and press **Continue**. If you mistype, repeat this step.
2. Select **Authorize**.

Update eKEY Application

Open the eKEY application to perform an update.

Manual Update

When you are in cell range, press the **Update Key** button. Or if you are out of cell range, contact your system administrator to obtain the emergency update code. The number of sequential update codes allowed is limited before a wireless update must be performed.

1. Press the Android **Menu** button.
2. Press the **Emergency Update** and enter the update code.
3. Press **Update Key** and then **OK**.

Supra eKEY Fob

An eKEY Fob is not required for TRACcess BT Smart and TRACcess BT devices which use Bluetooth® to communicate.

1. Press and hold the power button until the green light flashes to turn on.
2. Point the fob towards the infrared port on the TRACcess device.

Open Device

1. On the Android, select the **Open Device** icon.
2. Enter your 4-digit PIN and select **Begin**.

Note: For TRAC-Box devices only, press up on the bottom of the TRAC-Box to turn on the Bluetooth. Do not turn on the TRAC-Box to use infrared.

3. Press the button on the TRACcess device to turn it on.
4. If using infrared, turn on the eKEY Fob.
5. Upon success, open the device.

Tip: On some Android phones and tablets, tap on the Bluetooth icon and drag the pairing alert down the first time a TRACcess device is accessed, accept the pairing, and enter the 0000 passcode.

Access Code

If temporary access to a device is needed, obtain an access code from the TRACcess voice system or the system administrator. To open a device that requires an access code, select **Open Device**, enter your PIN code followed by the access code.

Leave Site

Select the **Leave Site** icon after accessing a device and leaving the site. The record of leaving the site is sent to the TRACcess system.

Read Device History

1. Select the **Device History** icon.
2. Enter the device code.
3. Select **Begin**.
4. Turn on the TRACcess device.

Note: *The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed.*

5. Select **Done** to view the activity and select an activity event to view detailed information.

Last Access

1. Select the **Last Access** icon and the three (3) most recent access events are displayed.
2. Select an activity event to view detailed information.

Apple iOS Platform

Install eKEY Application

1. On the Apple device, select the **App Store**SM icon.
2. Select **Search** and search for **TRACcess eKEY**.
3. Select the **TRACcess eKEY** application.
4. Download the app.
5. Select **Open**.
6. Select **Yes** or **No** to allow TRACcess eKEY to use your location.

Authorize eKEY Application

1. Enter your 30-digit authorization code.
2. Select the link to view the End User License Agreement (EULA).
3. Select the box to agree to the EULA.
4. Select the **Authorize**.

The Apple device will automatically connect and authorize and update the eKEY application.

In some cases the administrator will give a separate DNS address. If required, follow the steps below to enter the specific eKEY server address.

1. Enter the eKEY server address and press **Continue**. If you mistype, repeat this step.
2. Select **Authorize**.

Update eKEY Application

Open the eKEY application to perform an update.

Manual Update

When you are in cell range, press the **Update Key** button. Or if you are out of cell range, contact your system administrator to obtain the emergency update code. The number of sequential update codes allowed is limited before a wireless update must be performed.

1. Select the **Update** icon and then **Emergency Update Code**.
2. Enter the update code.
3. Select **Update Key** and tap **OK**.

Supra eKEY Fob

An eKEY Fob is not required for TRACcess BT Smart devices and newer Apple products that use Bluetooth® to communicate, see the *Supra eKEY Fob and Adapter* section on page 5 for more information.

1. Press and hold the power button until the green light flashes to turn on.
2. Point the fob towards the infrared port on the TRACcess device.

Supra eKEY Adapter

Connect the eKEY Adapter directly to the device and disconnect from the Apple device when not in use. For more information, see the *Supra eKEY Fob and Adapter* section on page 5.

Open Device

1. On the Apple device, select the **Open Device** icon.
2. Enter your 4-digit PIN and select **Begin**.

Note: For TRAC-Box devices only, press up on the bottom of the TRAC-Box to turn on the Bluetooth. Do not turn on the TRAC-Box to use infrared.

3. Press the button on the TRACcess device to turn it on.

Note: For iPhone 4 and older models, connect the eKEY Adapter to the Apple or turn on the eKEY Fob. Point the infrared lens on the eKEY Adapter or eKEY Fob at the infrared lens on the TRACcess device.

4. If using infrared, turn on the eKEY Fob or attach the eKEY Adapter.
5. Upon success, open the device.

Access Code

If temporary access to a device is needed, obtain an access code from the TRACcess voice system or the system administrator. To open a device that requires an access code, select **Open Device**, enter your PIN code followed by the access code.

Leave Site

Select the **Leave Site** icon after accessing a device and leaving the site. The record of leaving the site is sent to the TRACcess system.

Read Device History

1. Select the **Device History** icon.
2. Enter the device code.
3. Select **Begin**.
4. Turn on the TRACcess device.

Note: The activity in the device is read and delivered to the Apple device and the number of activity events is displayed.

5. Select **Done** to view the activity and select an activity event to view detailed information.

Last Access

1. Select the **Last Access** icon and the three (3) most recent access events are displayed.
2. Select an activity event to view detailed information.

BlackBerry OS Platform

Install eKEY Application

Important: BlackBerry devices earlier than OS 4.5, on the device navigate to www.ekeymobile.com to install the eKEY app.

1. On the BlackBerry, open the **BlackBerry App World™**.
2. Search for **TRACcess eKEY** and select the app.
3. Download the TRACcess eKEY application.
4. If the application asks to confirm permission changes, press the **Menu** button and then **Save**.
5. Select the **Open** button.

Authorize eKEY Application

1. Enter your 30-digit authorization code and select **Next**.
2. Select **Finish**.

In some cases the administrator will give a separate DNS address. If required, follow the steps below to enter the specific eKEY server address.

1. Enter the eKEY server address and press **Continue**. If you mistype, repeat this step.
2. Select **Authorize**.

Update eKEY Application

Open the eKEY application to perform an update.

Manual Update

When you are in cell range, press the BlackBerry **Menu** button and select the **Update Key** link. Or if you are out of cell range, contact your system administrator to obtain the emergency update code. The number of sequential update codes allowed is limited before a wireless update must be performed.

1. Press the BlackBerry **Menu** button.
2. Select **Emergency Update**.
3. Enter the update code and press **OK**.

Supra eKEY Fob

An eKEY Fob is not required for TRACcess BT Smart and TRACcess BT devices which use Bluetooth® to communicate.

1. Press and hold the power button until the green light flashes to turn on.
2. Point the fob towards the infrared port on the TRACcess device.

Open Device

1. On the BlackBerry, select the **Open Device** icon.
2. Enter your 4-digit PIN and select **Begin**.

Note: For TRAC-Box devices only, press up on the bottom of the TRAC-Box to turn on the Bluetooth. Do not turn on the TRAC-Box to use infrared.

3. Press the button on the TRACcess device to turn it on.
4. If using infrared, turn on the eKEY Fob.
5. Upon success, open the device.

Access Code

If temporary access to a device is needed, obtain an access code from the TRACcess voice system or the system administrator. To open a device that requires an access code, select Open Device, enter your PIN code followed by the access code.

Delete Bluetooth Pairing

After performing an *Open* function, delete the keybox pairing.

1. Select **Bluetooth List**.
2. Select the SUPRA DEVICE from the list of paired devices.
3. Select **Delete Device** and then select **Delete**.
4. Press the **Escape** key.

Leave Site

Select the **Leave Site** icon after accessing a device and leaving the site. The record of leaving the site is sent to the TRACcess system.

Read Device History

1. Select the BlackBerry **Menu** button and then scroll to **Read Activiy**.
2. Enter the device code and select **Begin**.
3. Turn on the TRACcess device.

Note: The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed.

4. Select **Done** to view the activity and select an activity event to view detailed information.

Last Access

1. Select the **Last Access** icon and the three (3) most recent access events are displayed.
2. Select an activity event to view detailed information.

Guide Overview

When the TRACcess eKEY software application is downloaded it accesses TRACcess devices using the Android, Apple, or BlackBerry smartphone or tablet. Communication between the phone or tablet and the TRACcess device takes place using an infrared or Bluetooth® signal. There are three (3) series of TRACcess devices: TRAC-Box, TRAC-Lock, and TRAC-Vault. Each series has low energy Bluetooth (BT) Smart devices and original Bluetooth (BT) devices that work with TRACcess eKEY.

The TRACcess eKEY software application allows the user to:

- Open a TRACcess Bluetooth device
- Enter a job note
- Update TRACcess eKEY to receive device access permissions
- Read a TRACcess device to view its access history
- View a TRACcess device's recent activity
- Assign a site ID to a TRACcess device

The TRACcess eKEY software connects regularly to the Supra network using your cellular Internet service. During the connection, the TRACcess eKEY software uploads access records to the Supra network and downloads TRACcess device access permissions.

The eKEY application is available in several different languages (English, French, Spanish, German, Italian, and Portuguese) for Android and Apple devices. The eKEY application only supports English, French, Spanish, and German languages for BlackBerry devices. It will convert to the language that the device is currently set, if the language is offered.

There are several icons on the menu home page that complete functions or access information.

- Open Device
- Job Note
- Last Access
- Leave Site
- Device History
- Update Key
- Flashlight
- Settings
- Install
- About
- Help

To find a complete list of compatible phones and tablets visit www.tracessmanager.com and click the *Downloads and Resources* link or go to your company's TRACcess Manager website.

TRACcess Devices

The *TRACcess eKEY Icons* section on page 9 describes in more detail how to open the different TRACcess devices.

TRAC-Box BT Series

The TRAC-Box BT series includes the TRAC-Box BT Smart and the TRAC-Box BT devices. They are electronic keyboxes that are placed at a site and holds a mechanical key or access card to the site. TRAC-Box devices can be ordered as a wall mount unit or with a shackle.

TRAC-Lock BT & TRAC-Station BT Series

The TRAC-Lock BT series includes the TRAC-Lock BT Smart and the TRAC-Lock BT devices. They are electrified, battery-operated, locksets placed on doors. A solid red light indicates the TRAC-Lock batteries are low and may not have enough battery power to release the door lock. If this happens, contact the system administrator.

TRAC-Vault BT Series

The TRAC-Vault BT series are vaults with an electronic lid that are placed at a site and holds a mechanical key or access card to the site.

Supra eKEY Fob and Adapter

The Supra eKEY Fob is a device used to translate the Bluetooth signal from the smartphone or tablet device to an infrared signal that can be recognized by the TRACcess device for all platforms. Android and BlackBerry phones and tablets do not need an eKEY Fob to communicate with Bluetooth devices. The older Apple products will require an eKEY Fob or Adapter to open all Bluetooth devices.

The Supra eKEY Adapter allows the eKEY application on the Apple device to communicate with a TRACcess device using infrared. A Supra eKEY Adapter is not required for TRACcess BT Smart devices and some Apple products (iPhone 4s and newer). For older models, connect the eKEY Adapter directly to the device. An additional Apple Lightning Adapter is required for Apple products that have the new smaller connection port. The eKEY Adapter does not need to be connected to the Apple device when not in use.

Table 1. Device Comparison - eKEY Fob or Adapter Required

TRACcess Device	Android & BlackBerry	iPhone 3 - 4 & iPad® 2	iPhone 4s - 5s, iPad Mini™, & Retina iPad
Bluetooth (BT) Smart	No Fob	Fob or Adapter	No Fob or Adapter
Bluetooth (BT)	No Fob	Fob or Adapter	Fob or Adapter*

*Apple models with the new Lightning® port require an additional Apple Lightning Adapter™ to connect the Supra eKEY Adapter to the Apple device.

Requirements

Data usage is approximately 15 kilobytes for each device access and between 15 and 800 kilobytes for the daily eSYNC depending on the number of device permissions (1 to 20,000).

- Smartphone or tablet with Android OS 2.1 or greater, Apple iOS 4.3 or greater, or BlackBerry OS 5 or greater
- Data plan on smartphone or tablet through cellular provider; unlimited data plan recommended

TRACcess eKEY Application

The TRACcess eKEY software is installed using the Google Play, Play Store, or Market for Android, the App Store for Apple, and the BlackBerry App World for BlackBerry. BlackBerry 10 is not supported at this time. If the product uses a BlackBerry older than OS 4.5, install the app from eKEY www.ekeymobile.com.

Install Application

1. Open the application store used to download apps.
2. Search for **TRACcess eKEY**.
3. Follow the instructions to install the TRACcess eKEY software.

After installation is complete, the TRACcess eKEY icon is shown in the list of applications on the phone or tablet.

Authorize eKEY App

First authorize the eKEY application software. A 30-digit Authorization code obtained from the system administrator is required. If you are an existing keyholder and need a new authorization code see the *Get an Authorization Code* section below for your phone platform.

Get an Authorization Code for Android

1. Select the **About** button.
2. Select the Android **Menu** button.
3. Select **Reset Authorization** and select **Yes**.

Note: See the *Add a Bookmark* section below for easy bookmarking instructions.

4. Go to your company's TRACcess Manager mobile website and type in your email and PIN.
5. Select **Submit** and an authorization code will be emailed to you.
6. Enter the eKEY DNS server address and press **Continue**.
7. Enter your 30-digit authorization code.
8. Select the link to view the End User License Agreement (EULA).
9. Select the box to agree to the EULA.
10. Select **Authorize**.

Get an Authorization Code for Apple

1. Select the **About** button.
2. Select the **Reset Authorization** link.
3. Select the **Reset Authorization** button and select **Yes**.

Note: See the *Add a Bookmark* section below for easy bookmarking instructions.

4. Go to your company's TRACcess Manager mobile website and type in your email and PIN.
5. Select **Submit** and an authorization code will be emailed to you.
6. Enter the eKEY DNS server address and press **Continue**.
7. Enter your 30-digit authorization code.

8. Select the link to view the End User License Agreement (EULA).
9. Slide the button to agree to the EULA.
10. Select **Authorize**.

Get an Authorization Code for BlackBerry

1. Select the BlackBerry **Menu** button and select **Settings**.
2. Select the BlackBerry **Menu** button and select **Reset Authorization**.
3. Select **Yes**.

Note: See the *Add a Bookmark* section below for easy bookmarking instructions.

4. Go to your company's TRACcess Manager mobile website and type in your email and PIN.
5. Select **Submit** and an authorization code will be emailed to you.
6. Enter the eKEY DNS server address and press **Continue**.
7. Enter your 30-digit authorization code and select **Next**.
8. Select **Finish**.

Add a Bookmark

For an easy way to access an authorization code, create a bookmark on the smartphone or tablet's home screen or favorites. General bookmarking instructions are provided.

Add a Bookmark to the Android Home Screen

Android devices vary depending on the manufacturer. For more information on how to bookmark for your specific device, review the device's *User Manual*.

1. Browse for your organization's TRACcess Manager mobile website.
2. Select the Android's **Menu** button.
3. Select **Add to Home Screen**.
4. Select **Add**.

By default it will show as the last icon on the home screen list. Press and hold the icon to drag it to where you want it placed.

Add a Bookmark to the Apple iOS Home Screen

1. Browse for your organization's TRACcess Manager mobile website.
2. Select the Apple's **Share** button at the bottom of the screen.
3. Select **Add to Home Screen** icon.
4. At the top right corner of the screen, click **Add**.

By default it will show as the last icon on the home screen list. Press and hold the icon to drag it to where you want it placed.

Add a Bookmark to the BlackBerry OS Home Screen

1. Browse for your organization's TRACcess Manager mobile website.
2. Select the BlackBerry **Menu** button and **Add to Home Screen**.
3. Click **Add**.

Update

When the TRACcess eKEY software is updated it downloads permissions for devices and will allow use of the application on the phone or tablet.

The TRACcess eKEY software automatically updates (for Androids and BlackBerrys) each night by connecting to the TRACcess Manager network using the phone or tablet's Internet service. In order for an automatic update to occur, the phone or tablet needs to be turned on and in cell coverage. Apple products do not update automatically, open the application to update.

The TRACcess eKEY software will not update if the automatic update in the *Settings* function was turned off, the phone or tablet was turned off, or it was out of cell coverage during the automatic nightly update. The next time the TRACcess eKEY application is opened, it will check for cell coverage and attempt to update.

Open the eKEY application to verify the software has been updated. On an Android or Apple device, the Update icon shows a red X through the icon when the TRACcess eKEY software is expired. On a BlackBerry device, the key expired icon shows in the upper right corner of the screen.

Manual Update

Update the TRACcess eKEY software manually, either by doing a wireless update or by entering an emergency update code. If the eKEY software is expired and you are in cell coverage, you can do a wireless manual update. The number of consecutive emergency update codes allowed is limited. Once the update code limit is reached, the eKEY software must do a wireless update before you can obtain any additional update codes.

It is best to update the key while in cell coverage before leaving the area.

In Cell Coverage

1. Open the TRACcess eKEY application.
2. For an Android select the **Update Key** button. For Apple products select the **Update** button. For a BlackBerry, press the BlackBerry **Menu** button and select **Update Key** then press the trackpad.

Out of Cell coverage

This option may not be available to all customers, in which case, call your system administrator to obtain an update code.

1. From a LAN line, call TRACcess voice at 1-888-968-4032.
2. When prompted, enter the TRACcess eKEY serial number and PIN code into the phone, followed by the # sign.
3. Press **1** on the phone for an update code.
4. Open the TRACcess eKEY application.
5. For Android, select the **Menu** button and select **Emergency Update**. For Apple products, press the **Update Key** button and select **Emergency Update Code**. For a BlackBerry, press the BlackBerry **Menu** button and select **Emergency Update**.
6. Enter the update code.
7. For an Android select the **Update Key** button. For Apple products select the **Update** button. For a BlackBerry press the trackpad and then **OK**.

Access Code

If temporary access to a device is needed, obtain an access code from the TRACcess voice system or your system administrator.

1. Press the **Open Device** button.
2. Enter your PIN code.
3. Enter the access code.
4. Press the **Begin** button.

Settings Options

Control what features are active on the eKEY application with the *Settings* icon or for BlackBerry select the Menu and then Settings. The TRACcess eKEY software allows the user to enable and disable various settings. Turn the features on or off by checking or unchecking the boxes and then press Save.

- **Automatic Key Update** - When opened, TRACcess eKEY application attempts to update each night. To help ensure the key is always updated, it is recommended this option be enabled.
- **Location Tracking** - When enabled, the GPS coordinates of the TRACcess eKEY at the time of access are sent to the server along with the date and time of the access.
- **Audio Feedback** - When enabled, TRACcess eKEY will provide audio tones during device communications and other events. Disabling the audio feedback in the TRACcess eKEY software does not affect other phone or tablet applications.
- **Vibrate Feedback** - When enabled, TRACcess eKEY will vibrate during device communications and other events. Disabling the vibrate feedback in the TRACcess eKEY software does not affect other phone or tablet applications.
- **Enable Install** - When enabled, the Install icon is displayed on the TRACcess eKEY Home screen.
- **Job Notes Required** - When enabled, the Job Note screen displays after accessing a TRACcess device. Select **Later** to return to the home screen and enter the job note later. A job note can only be entered for the most recent device access.

Enable or Disable a Setting

1. Select the **TRACcess eKEY** icon to open the application.
2. For Androids and Apple products, select the **Settings** icon. For the BlackBerry, press the BlackBerry **Menu** button and then select **Settings**.
3. Select a setting to enable or disable it.

- On an Android, select the **Save** button to save the changes. On Apple products, select the **Home** button to save the changes. On the BlackBerry, press the BlackBerry **Menu** button and then select **Save**.

TRACcess eKEY Icons



Open Device

This function allows access to a TRACcess device at a site using Bluetooth or infrared.

TRAC-Box BT Smart

- Select the **Open Device** icon.
- Enter your 4-digit PIN and select **Begin**.

Note: For older Apple products do not do step 3, instead point the infrared lens on the adapter or fob at the infrared lens on the TRACcess device.

- For Bluetooth, press up on the bottom of the TRAC-Box to turn it on.
- When prompted, press up on the bottom of the TRAC-Box to release the key container.

TRAC-Lock BT Smart & TRAC-Station BT Smart

Important: If the TRAC-Lock BT is set to LATCHED mode, repeat the Open Device procedure to reset the lock.

- Open the TRACcess eKEY app on the smartphone or tablet.
- Select the **Open Device** icon.
- Enter your 4-digit PIN and select **Begin**.

Note: Point the infrared lens on the adapter or fob at the infrared lens on the TRACcess device.

- Press the button on the TRAC-Lock to turn it on (red light flashes).
- When the green light on the TRAC-Lock BT flashes, open the door latch.

TRAC-Vault BT Smart

- Open the TRACcess eKEY app on the smartphone or tablet.
- Select the **Open Device** icon.
- Enter your 4-digit PIN and select **Begin**.

Note: When using an older Apple device, point the adapter or fob at the infrared lens on the TRACcess device.

- Press the button on the TRAC-Vault to turn it on.
- When the green light flashes, rotate the thumb lever 90° down until it stops to retract the blades and remove the lid.



Job Note

A Job Note alert screen is displayed after the device is opened if job notes are turned on in the TRACcess eKEY Settings. This gives an opportunity to provide feedback about the most recent site visit to the site administrator.

Select **Later**, to return to the *Job Note* from the home screen. A job note only for the most recent device access can be entered later. After entering and saving the job note, a record of the device access and the job note are immediately sent to the server.



Last Access

When a TRACcess device is accessed, the three (3) most recent access events are delivered to the phone or tablet and can be viewed at any time.

- Select the **Last Access** icon to start the operation.
- Pick the access event to get detailed information.



Leave Site

Each time a TRACcess device is accessed, it records the date and time of the access and the key holder's name, key serial number, and office phone number. Select the **Leave Site** icon when you leave the site.



Device History

The activity stored in a device can be viewed on the phone or tablet. The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed. A device code, obtained from the system administrator, is required.

1. For Android and Apple products, select the **Device History** button. For BlackBerry, select **Menu** and **Read Activity**.
2. Enter the device code.
3. Select **Begin**.
4. Turn on the TRACcess device.
5. Select an activity event to view detailed information.
6. Select the phone number to call the key holder, if desired.



Update Key

If enabled, the TRACcess eKEY software automatically updates the app on Android and BlackBerry devices each night. Apple products do not update automatically. For more information, see the *Update* section.



Flashlight

The *Flashlight* feature provides a white screen for gentle lighting.

1. Select the **Flashlight** icon to turn start the flashlight mode.
2. Tap the screen to exit.



Settings

See the *Settings Options* section for more information.

1. Open the eKEY application.
2. Press the **Settings** button.



Install

The *Install* feature allows Installers or System Administrators to assign the site ID to a TRACcess device after the device has been installed. The device code is required to use the install feature.

Note: *If the location doesn't have a site ID assigned to it then keyholders will not be able to enter the location using TRACcess.*

Turn on Install Mode

1. On an Android or Apple select the **Settings** icon. On a BlackBerry select **Menu** and then **Settings**.
2. On an Android, select the **Install Mode** and then **Save**. On Apple products, select the **Install Mode** and then **Home**. On a BlackBerry, select **Install Mode** then press return to save.

Release the Shackle

To replace the TRAC-Box device and remove it from the housing, perform the following steps.

1. Select **Release Shackle**.
2. Enter the device code.
3. Select **Begin**.
4. Press the TRAC-Box device up into the housing to release the shackle and then remove the device from the housing.

Assign a Site ID to a Device

The phone or tablet connects to the network and sends the site ID assignment to the network.

1. On Androids and Apple products, select the **Install** icon. On the BlackBerry phone or tablet, press the **Menu** button and then select **Install**.
2. Enter the device code.
3. Select **Begin**.
4. Turn on the TRACcess device.
5. Select the **Done** button.
6. Select **Assign**.

7. Enter the **Site ID**.
8. On Androids and Apple products, select the **Save** button to save your changes. On the BlackBerry, press the **Menu** button and then select **Save**.

About

The About icon in the TRACcess eKEY software displays information about the TRACcess eKEY. Click on the link to display comprehensive user instructions. The About screen also provides information about TRACcess eKEY and on how to contact Support.

- **Reset Authorization** - Requires entering a new authorization code to reactivate TRACcess eKEY. This feature should only be used if directed by your system administrator or Supra Support. Resetting your authorization cannot be undone.
- **View EULA** - View the software and End User License Agreement (EULA).
- **Email Diagnostics** - This option collects information about your key and sends it to Supra Support. None of your personal information is collected.
- **Sync Log** - Provides a history of syncing events (in *View Support Logs* for Apple products).
- **Device Log** - Provides a history of device access events (in *View Support Logs* for Apple products).

Help

Several screens throughout the eKEY software have an “*i*” shown in the upper right corner. Click the “*i*” icon for additional information. Additional helpful information can be found at www.traccessmanager.com.