Supra

DisplayKEY Error Codes

These error solutions are for operations that have been attempted at least two (2) times and the error has occured more than once. For any error that was not resolved or is not listed in this document, contact Supra Support (1-877-699-6787).

Check Error Codes

Check the five (5) most recent error codes in your DisplayKEY.

1. Press **ENTER** on the DisplayKEY to turn it on.

2. Scroll down to **ERROR CODES**.

3. Press **ENTER**.

Note: For 2-3 seconds NET v#.# (#.# is the version of the key software) displays and then the error codes will show.

The five (5) most recent error codes show, each immediately followed by a count of how many times the error occurred (starting at 00 and counting up). If the screen displays 7102 1A00 4000 0200 7A01, that means that Error Code 71 occurred three times, 1A occurred once, 40 occurred once, 02 occurred once and 7A occurred twice (the count starts at 00 and counts up from there; 01, 02, etc.).

Common Troubleshooting Steps

Set DisplayKEY Phone Numbers

Check the eSYNC phone numbers listed in the DisplayKEY.

1. Press **ENTER** on the DisplayKEY to turn it on.

2. Scroll down to ESYNC PHONE # and press **ENTER**.

3. Press **1**.

4. Enter **1 877 840 6174** (without spaces; if the number is already correct, skip this step) and press **ENTER**.

5. Repeat steps 1-4 selecting **2** for PHONE 2.

Reset the DisplayKEY

With the key NOT in the cradle, hold down the **ENTER** and **1** at the same time on the key for three (3) seconds then release both buttons.

Reset the Cradle

The DisplayKEY should NOT be in the cradle when doing the following.

1. Unplug the USB cable or phone cord(s), and the black power cord (if applicable) from the back of the cradle.

2. Wait 10 seconds.

3. For modem cradles, plug the black power cord into the cradle and wait five (5) seconds.

4. Plug in the USB cable or phone cord(s) into the cradle and wait for the light on the top of the cradle to turn off.

Supra
United Technologies

USB Cradle Error Codes

Error Code	Description	Solution
02	**Key Account Status Issue**	• The key is not assigned (contact Association/MLS unless key was just received from Supra, then contact Supra Support) • The Supra account has not paid (contact Supra Billing) • The Association/MLS status is bad (contact Association/MLS)
03	**Failed to establish SSL connection**	Software on the computer is not allowing the eSYNC to complete. • Check for firewall or security software that may be blocking the connection • Make sure the USB cradle software is up-to-date
05	**Data Connection Incomplete**	• Make sure the eSYNC phone numbers are correctly listed in the key • Check for firewall or security software that may be blocking the connection • Make sure the USB cradle software is up-to-date
06	**Failed to Resolve Server**	• Reset the cradle • Reboot the computer
09	**Server Connection Failed**	• Check for firewall or security software that may be blocking the connection • Make sure the USB cradle software is up-to-date

Modem Cradle Error Codes

Error Code	Description	Solution
02	**Key Account Status Issue**	• The key is not assigned (contact Association/MLS unless key was just received from Supra, then contact Supra Support) • The Supra account has not paid (contact Supra Billing) • The Association/MLS status is bad (contact Association/MLS)
03	**Failed or Incomplete Connection**	• Verify the phone line is not Voice-over-IP or digital • If using DSL service use a DSL filter • Make sure the eSYNC phone numbers are correctly listed in the key
05	**Phone Number Error**	• Make sure the eSYNC phone numbers are correctly listed in the key • Make sure the phone numbers are listed the same way you would dial them (including required dial-out prefixes)
06	**No Dial Tone**	• Check the phone cord connections • Connect directly to the phone jack at the wall **Note**: If error code 21 is displayed, the cradle may be damaged by a digital phone system.
07	**Phone Line Busy**	• Make sure the eSYNC phone numbers are correctly listed in the key • Reset the key and cradle
08	**No Answer**	• Verify phone line is not Voice-over-IP or digital • If using DSL service use a DSL filter • Make sure the eSYNC phone numbers are correctly listed in the key
09	**eSYNC Time Out**	• Check if there is audible static on the phone line • Connect directly to the phone jack at the wall • Make sure the eSYNC phone numbers are correctly listed in the key
19	**No Phone Line Detected**	• Check the phone cord connections • Reset the key and cradle • Try to make a phone call with a phone through the cradle
20	**Phone Line in Use**	The phone line may have someone talking on it or a fax machine in use. • Wait until the phone line is no longer in use or connect to a different phone line
21	**Too Much Power on Phone Line**	Some digital phone systems provide too much power and can damage the cradle. • Verify that the phone line plugged into the cradle is an analog line

Keybox Error Codes

Error Code	Description	Solution
A8	Too Many Digits Entered	Verify the PIN code is correct and that no extra buttons are pushed or stuck.
D0	Cooperating Update Needed	Manually updating the key requires an update code for the primary Association/MLS, then additional update codes for each cooperating area system that the key has permission. KIM Voice (1-888-968-4032) and SupraWEB will provide each of these codes. • Enter update codes for the primary Association/MLS followed by any cooperating area codes • Contact the cooperating association to have key added to cooperate in their system • While on a cradle, perform a MANUAL ESYNC function
D1	Incorrect Shackle Code (during Read Keybox)	• Verify the keybox shackle code • Check SupraWEB for the correct shackle code • Contact the Association/MLS for the correct shackle code
D2	Incorrect Shackle Code (during Timed Access Change)	• Verify the keybox shackle code • Check SupraWEB for the correct shackle code • Contact the Association/MLS for the correct shackle code
D3	Incorrect Shackle Code (during Release Shackle)	• Verify the keybox shackle code • Check SupraWEB for the correct shackle code • Contact the Association/MLS for the correct shackle code
E2	Timed Access Error	The key is trying to access a keybox outside the programmed Access Hours (during daylight-saving time, the keybox opens an hour later). • Access the keybox within the programmed access hours
2D	Coop Missing	To access a cooperating area, your key must have the correct code programmed into it and the cooperating system must have your key added to their system. Manually eSYNC the DisplayKEY twice on the cradle to activate the cooperating system access. • With the system code it's using, the key does not have permission to access the keybox • Enter a new update code and eSYNC the DisplayKEY
3B	Incorrect CBS Code	Obtain and verify the CBS code for the keybox and re-enter it.
3D	Incorrect Update Code	• Verify and re-enter the update code • While on a cradle, perform a MANUAL ESYNC function
5D, 5E	Infrared (IR) Communication Failure	• Reset the DisplayKEY • Shield the lens on the keybox from direct sunlight • Make sure the DisplayKEY and keybox are 3" - 6" apart • Wipe off the lens on the top of the key and on the lens on the keybox
5A, 5B, 5C	Contacts Not making Connection	• Wipe off the metal contacts on the top of the key and on the cradle • Wipe off the lens on the top of the key and on the cradle
38	Tracking Full Lockout	• While on a cradle, perform a MANUAL ESYNC function • Reprogram the DisplayKEY at the Association/MLS
40	Key Expired	• While on a cradle, perform a MANUAL ESYNC function • Get and enter an update code
42	Bad ID Cookie	• Try another keybox • While on a cradle, perform a MANUAL ESYNC twice in a row
43	Bad Config Cookie	• While on a cradle, perform a MANUAL ESYNC function • Reprogram the DisplayKEY at the Association/MLS

Error Code	Description	Solution
46	Copy Protection Error	• Verify the PIN code is correct • Try another keybox • Reprogram the DisplayKEY at the Association/MLS
7A	Access Hour Restriction	The key is trying to access a keybox outside the programmed Access Hours (during daylight-saving time, the keybox opens an hour later). • Try accessing the keybox within the programmed access hours
71	Incorrect PIN Code	The PIN code is programmed into the key and does not change unless the agent takes it to the Association/MLS to program the key. • Verify the DisplayKEY PIN code • Contact the Association/MLS for correct PIN Code
72	Incorrect Shackle Code	• Verify the keybox shackle code • Check SupraWEB for the correct shackle code • Contact the Association/MLS for the correct shackle code
73	Incorrect Programming (Shackle) Code	• Verify the keybox shackle code • Check SupraWEB for the correct shackle code • Contact the Association/MLS for the correct shackle code
74	Bad Code Lockout	An incorrect code was entered five (5) times within 10 minutes. • Verify the PIN or shackle code • Wait 10 minutes and try the function again
75	Obtain Key Lockout	An incorrect PIN code was entered five (5) times within 10 minutes. • Verify the PIN code • Wait 10 minutes and try the function again
76	Key Not Updated (Coop)	Manually updating the key requires an update code for the primary Association/MLS, then additional update codes for each cooperating area system that the key has permission. KIM Voice (1-888-968-4032) and SupraWEB will provide each of these codes. • Verify the DisplayKEY is updated (if a new update code is entered, then get new updated codes for each cooperating area as well) • While on a cradle, perform a MANUAL ESYNC function
77	Incorrect CBS Code	The CBS code is entered under INPUT UPDATE or CBS, then perform the OBTAIN KEY function as normal. • Verify and re-enter the CBS code for the keybox • Contact the listing agent to get the CBS code
80	Low Battery	The DisplayKEY battery is getting low. The key can be used only a few times once this message appears. • Charge the DisplayKEY on cradle
82	Coop System Code Not Programmed	To access a cooperating area, your key must have the correct code programmed into it and the cooperating system must have your key added to their system. Manually eSYNC the DisplayKEY twice on the cradle to activate the cooperating system access. • Verify the DisplayKEY is updated (if a new update code is entered, then get new updated codes for each cooperating area as well) • Contact the cooperating Association/MLS to verify cooperation • While on a cradle, perform a MANUAL ESYNC function
93	Too Many Digits Entered	Verify the correct operation is selected and the entered code is accurate.

To view the user manual, training videos, and more go to *www.supraekey.com* and select the Customer Support tab and *DisplayKEY Resourses*.