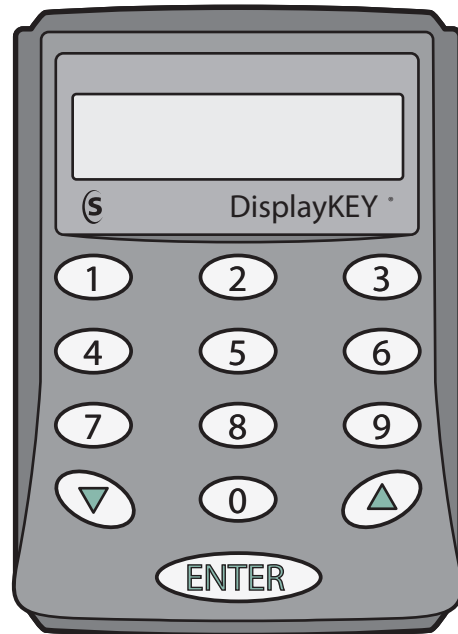


# DisplayKEY™

## User Manual



<b>Copyright</b>	<p>© 2011 UTC Fire &amp; Security, Americas Corp. All rights reserved.</p> <p>Document number 43670-02 (July 2011)</p>
<b>Disclaimer</b>	<p>The information in this document is subject to change without notice. UTC Fire &amp; Security ("UTCFS") assumes no responsibility for inaccuracies or omissions and specifically disclaims any liabilities, losses, or risks, personal or otherwise, incurred as a consequence, directly or indirectly, of the use or application of any of the contents of this document. For the latest documentation, contact Supra or visit us online at <a href="http://www.supraekey.com">www.supraekey.com</a>.</p> <p>This publication may contain examples of screen captures and reports used in daily operations. Examples may include fictitious names of individuals and companies. Any similarity to names and address of actual businesses or persons is entirely coincidental.</p>
<b>Trademarks and patents</b>	<p>Supra, eKEY, and iBox are registered trademarks of UTCFS. iPhone is a trademark of Apple, Inc., registered in the U.S. and other countries.</p> <p>Other trade names used in this document may be trademarks or registered trademarks of the manufacturers or vendors of the respective products.</p>
<b>Intended use</b>	<p>Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at <a href="http://www.supraekey.com">www.supraekey.com</a>.</p>
<b>Rules and regulations relating to the use of the service</b>	<p>Key Possession. Each keyholder ("Keyholder") is responsible for the key ("Key") issued to him or her.</p> <p>Current Update. The Key must be updated in order to access keyboxes ("Keyboxes"). The Key cannot be updated unless the Keyholder is in good standing with the organization ("Organization") and UTCFS, is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.</p> <p>Equipment Security. It is necessary to maintain the security and the personal identification number ("PIN") of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:</p> <ul style="list-style-type: none"> <li>To keep the Key in authorized Keyholder's possession or in a safe place at all times;</li> <li>Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;</li> <li>Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;</li> <li>Not to duplicate the Key or allow any other person to do so;</li> <li>Not to assign, transfer or pledge the Key;</li> <li>Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;</li> <li>To notify your Organization or UTCFS within forty-eight (48) hours if the Key is lost or stolen;</li> <li>To follow all additional security procedures as specified by your Organization; and</li> <li>To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.</li> </ul> <p>Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.</p>

# Contents

	<b>Preface</b> .....	<b>iv</b>
	Safety terms and symbols .....	iv
<b>Chapter 1</b>	<b>Introduction</b> .....	<b>1</b>
	<b>Supra KeyBox system</b> .....	<b>2</b>
	<b>DisplayKEY overview</b> .....	<b>2</b>
	Navigation .....	3
	Audio tones .....	3
	Battery .....	3
<b>Chapter 2</b>	<b>DisplayKEY Cradle</b> .....	<b>4</b>
	<b>Cradle setup</b> .....	<b>5</b>
	Analog phone line connection .....	5
	Open internet connection .....	6
	<b>Charging the DisplayKEY</b> .....	<b>8</b>
<b>Chapter 3</b>	<b>Updating</b> .....	<b>9</b>
	<b>eSYNC</b> .....	<b>10</b>
	Automatic eSYNC .....	10
	Manual eSYNC .....	10
	eSYNC phone number .....	10
	<b>Manual update</b> .....	<b>11</b>
<b>Chapter 4</b>	<b>KeyBoxes</b> .....	<b>12</b>
	<b>Accessing KeyBoxes</b> .....	<b>13</b>
	Releasing the key container .....	13
	Releasing the shackle .....	14
	<b>Timed access</b> .....	<b>14</b>
	<b>Call Before Showing (CBS)</b> .....	<b>15</b>
	<b>Cooperating systems</b> .....	<b>15</b>
<b>Chapter 5</b>	<b>Showing Activity</b> .....	<b>16</b>
	<b>Showing activity overview</b> .....	<b>17</b>
	Reading a KeyBox .....	17
	KIM voice report .....	18
<b>Chapter 6</b>	<b>Support and Troubleshooting</b> .....	<b>19</b>
	<b>Before calling support</b> .....	<b>20</b>
	<b>Troubleshooting tips</b> .....	<b>20</b>
	<b>Error codes</b> .....	<b>21</b>
	<b>Contacting us</b> .....	<b>23</b>
	Training library .....	23

## Preface

This is the Supra *DisplayKEY User Manual*. This document includes an overview of the product and detailed instructions explaining:

- how to connect your cradle and charge your DisplayKEY;
- how to update your DisplayKEY;
- how to access KeyBoxes; and
- how to view showing activity for your listings.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all other DisplayKEY documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website at [www.supraekey.com](http://www.supraekey.com).

The following conventions are used in this document:

<b>Bold</b>	Menu items and buttons.
<i>Italic</i>	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
<i>Blue italic</i>	Hyperlinks to cross-references, related topics, and URL addresses.
NARROW	Text that displays on the DisplayKEY or computer screen.

## Safety terms and symbols

These terms may appear in this manual:



**CAUTION:** Cautions identify conditions or practices that may result in damage to the equipment or other property.



**WARNING:** Warnings identify conditions or practices that could result in equipment damage or serious personal injury.

# Chapter 1 Introduction

This chapter explains the Supra KeyBox system and provides an overview of your DisplayKEY, including navigation, interpreting the audio tones, and charging the battery.

In this chapter:

<b><i>Supra KeyBox system</i></b> .....	<b>2</b>
<b><i>DisplayKEY overview</i></b> .....	<b>2</b>
<i>Navigation</i> .....	3
<i>Audio tones</i> .....	3
<i>Battery</i> .....	3

## Supra KeyBox system

The DisplayKEY is part of the Supra KeyBox system. The components of the system are:

**KeyBoxes**—Supra KeyBoxes hold the listing keys to your properties. To show a listing, you must access the keys inside the KeyBox placed on the listing.

**DisplayKEY**—The DisplayKEY allows you to access Supra KeyBoxes and keeps track of the KeyBoxes it has opened.

**DisplayKEY cradle**—The DisplayKEY cradle updates your DisplayKEY and charges the battery.

**Supra Network**—The Supra network maintains all key and KeyBox data.

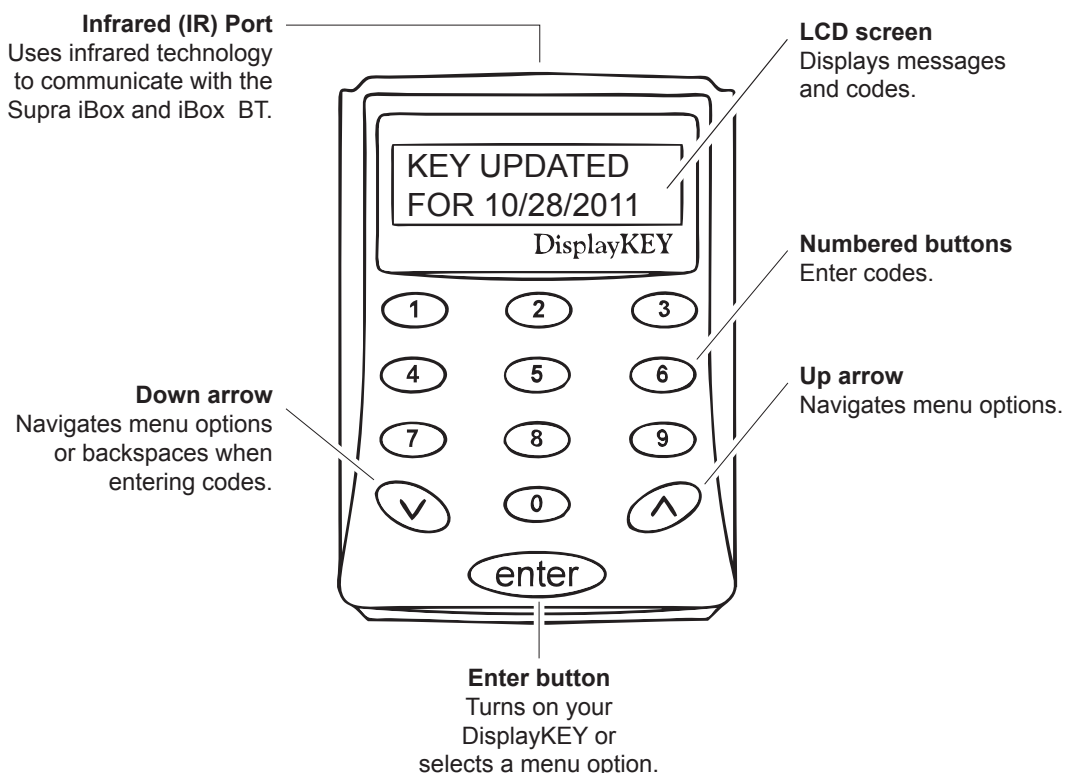
**SupraWEB**—SupraWEB is the agent website, available at [www.supraekey.com](http://www.supraekey.com) where you can go to obtain an update code for your key, identify the name of a keyholder by key serial number, manage your iBox or iBox BT inventory, view, email, and schedule activity reports, view and send showing feedback, and manage your bill.

**KIMvoice**—KIM, the Keybox Information Manager, is the Supra network that maintains the key and keybox data. Automated voice access to KIM is available by calling 888-968-4032.

## DisplayKEY overview

Your DisplayKEY allows you to access the AEII KeyBox, the iBox, and the iBox BT. The LCD screen on the front of the DisplayKEY displays menu options, codes, and messages. Use the numbered keypad to enter codes into the DisplayKEY.

Figure 1. DisplayKEY



You can find the key serial number and technical support information on the back of the DisplayKEY.

## Navigation

Press **Enter** to turn on your DisplayKEY and use the arrow buttons to scroll through the menu options listed in *Table 1*.

*Table 1. DisplayKEY menu options*

Menu option	Action
OBTAIN KEY	Access a KeyBox to obtain the listing key.
RELEASE SHACKLE	Release the KeyBox shackle.
READ KEYBOX	Display the activity information stored in a KeyBox.
PROGRAMMING	Program a KeyBox for timed access or 24-hour access.
MANUAL ESYNC	Initiate an eSYNC to update your DisplayKEY.
REVIEW MESSAGES	View messages from your broker, association, or Supra.
ESYNC PHONE #	View or change the phone number your DisplayKEY uses to connect to KIM.
INPUT UPDATE OR CBS	Enter an update or CBS code.
ERROR CODES	View recent error codes for troubleshooting.
BATTERY STATUS	Display the battery charge level in the DisplayKEY.
CLEAR IBOX LISTING DATA	Clear listing information programmed into an iBox.

Press **Enter** to select a menu option and use the down arrow button to backspace. Press the up arrow button to exit a menu option. If you are unable to exit a menu option, press **Enter** and **1** at the same time to reset the DisplayKEY.

Your DisplayKEY comes with a backlight that illuminates the LCD screen in dim lighting. After the DisplayKEY is turned on, you can activate the backlight by holding down the **Enter** button for two seconds.

To preserve battery power, the DisplayKEY shuts down when not in use.

## Audio tones

Your DisplayKEY uses several audio tones to communicate with you.

1 beep	A button has been pressed on the DisplayKEY keypad
2 beeps	Searching for a KeyBox
4 beeps	Operation complete
Series of beeps	Communicating with a KeyBox
1 buzz	Error. Refer to the <a href="#">“Error codes”</a> on page 21 for assistance diagnosing the error.
2 buzzes	Low battery
3 buzzes	Your DisplayKEY is no longer usable. Call Support to determine if your key needs to be reprogrammed or replaced.

## Battery

Your DisplayKEY has a nonreplaceable, rechargeable battery that is automatically charged each time you place the DisplayKEY in the cradle. You can check the battery status any time by selecting the BATTERY STATUS menu option.

If the battery is low, the DisplayKEY alerts you by emitting two buzz tones. Place your DisplayKEY in the cradle for at least four hours to fully charge it. The DisplayKEY battery cannot be overcharged.

# Chapter 2   DisplayKEY Cradle

This chapter provides instructions for setting up your DisplayKEY cradle and charging your DisplayKEY.

In this chapter:

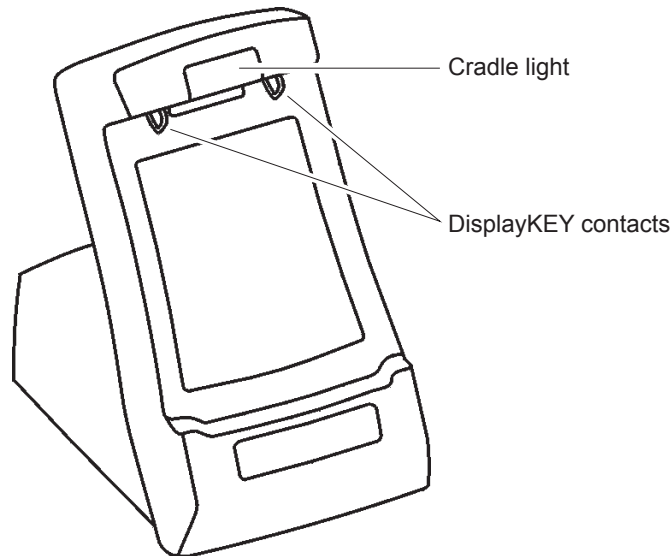
<b>Cradle setup.....</b>	<b>5</b>
<i>Analog phone line connection .....</i>	<i>5</i>
<i>Open internet connection .....</i>	<i>6</i>
<b>Charging the DisplayKEY .....</b>	<b>7</b>



## Cradle setup

The DisplayKEY cradle charges and updates your DisplayKEY. The cradle communicates with your DisplayKEY through the contacts at the top of the cradle, as shown in *Figure 2*.

Figure 2. DisplayKEY cradle



The light on the front of the cradle indicates the cradle status. Green indicates that the DisplayKEY is successfully connected to the cradle and is charging, and amber indicates that the DisplayKEY and cradle are communicating. When the cradle light is red, a process called eSYNC is occurring.

**CAUTION:** Do not remove the DisplayKEY from the cradle when the light is red.

During the eSYNC process, the cradle connects to KIM to update your DisplayKEY, upload access information, and receive messages. Before your cradle can connect to KIM, it must be connected to a power source and either a phone line or open Internet connection. Follow the setup instructions for the type of cradle you have.

### Analog phone line connection

The DisplayKEY can connect to KIM using an analog phone line, as shown in “*Figure 3*” on page 6.

**CAUTION:** Do not connect the cradle to a digital phone line. This could result in damage to both your cradle and your telephone line.

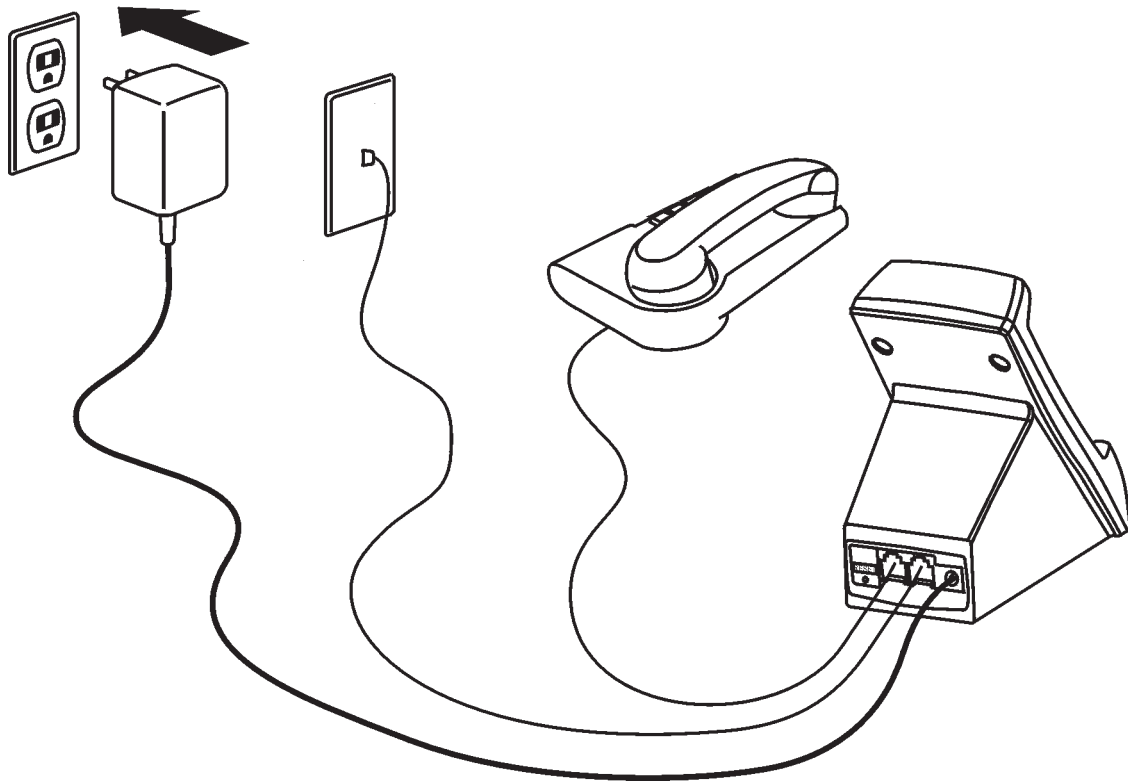
If you have a cradle that uses an analog phone line, do the following:

1. Insert one end of the provided phone cord into either of the two phone ports on the back of the cradle.
2. Insert the other end of the phone cord into an open analog phone line.
3. Insert the provided AC adapter into the AC connector and plug the cradle into an electrical outlet.

If you do not have an open phone line, follow these steps to share the line with your telephone:

1. Unplug your existing phone cord from the wall jack and plug it into either of the phone ports on the back of the cradle.
2. Plug the phone cord provided with your DisplayKEY cradle into the remaining open port on the cradle and connect the other end to the phone jack in the wall, as shown in *Figure 3*.

Figure 3. Connecting the cradle with a phone line



## Open internet connection

Install the DisplayKEY USB cradle software drivers onto your PC before connecting your cradle to your computer.

### System requirements

Before installing the software, please make sure your system meets the following requirements:

- Windows 2000 Professional, Windows XP, Windows Vista (32-bit or 64-bit), or Windows 7 (32-bit or 64-bit) operating system

**Note:** With Windows Vista and 7, the User Account Controls will need to be disabled.

- 15 MB of free disk space
- Available USB port
- Open Internet connection

## Install software and connect cradle

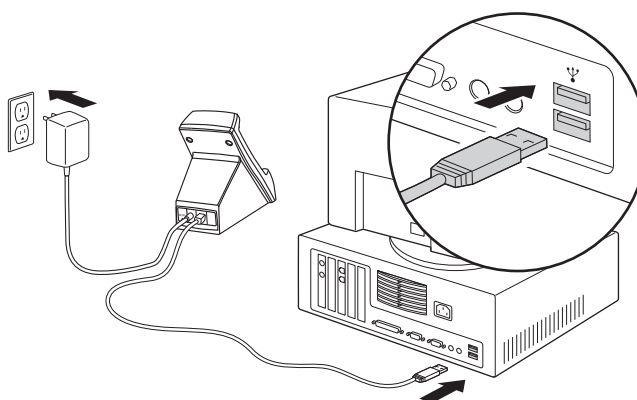
To install the DisplayKEY USB cradle software:

1. On your computer, navigate to [www.traccessmanager.com](http://www.traccessmanager.com).
2. Select **Downloads**.
3. Select the **USB Cradle Driver** link.
4. Follow the onscreen instructions to install the cradle software.

**Note:** Windows XP users may encounter one or more *Installation Warning* messages during the installation. Click **Continue Anyway** if you encounter this message.

5. When prompted by the wizard, set up your cradle. Connect the cradle to an electrical outlet with the AC adapter. Use the provided USB cable to connect the cradle to an open USB port on your computer.

Figure 4. DisplayKEY USB cradle setup



6. Follow the onscreen instructions. If prompted to perform a Windows update to search for the software, select **Yes**, this time only then click **Next**. On the next screen, select **Install automatically** and click **Next** to complete the installation.
7. Click **OK** in the *DisplayKEY USB Cradle Finder* window to complete the cradle installation.
8. Perform a manual eSYNC to verify that the installation was successful. Turn on your DisplayKEY by pressing the **Enter** button. Scroll to MANUAL ESYNC and press **Enter**, then place your DisplayKEY in the cradle. You can view the eSYNC progress in the *DisplayKEY eSYNC Status* window.

## Multiple USB cradles

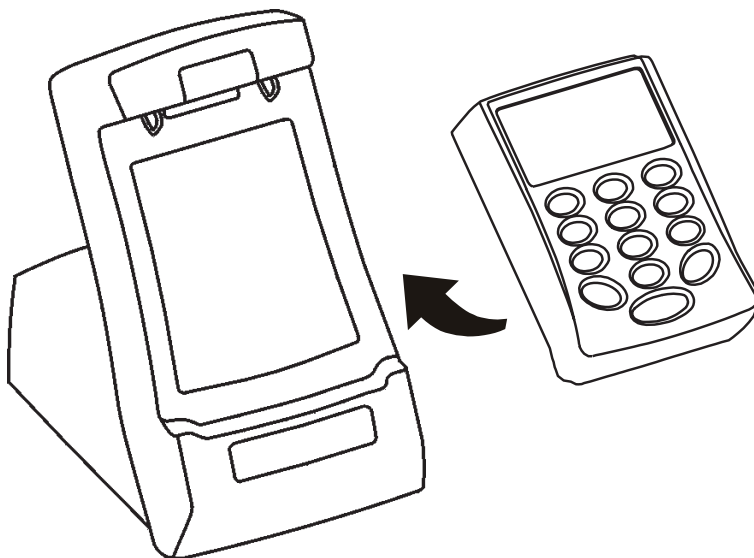
You can connect up to five DisplayKEY USB cradles to a computer at one time, depending on the USB port availability. To add an additional cradle to a computer after the initial installation, follow the instructions in step 5 to connect the cradle. After Windows installs the driver for the cradle, select **Start > Programs > Supra > USB Cradle Finder** and follow the onscreen instructions.

## Charging the DisplayKEY

Once your cradle is set up, you can begin charging your DisplayKEY. Place the DisplayKEY in the cradle, matching the contacts on the top of the key with the contacts on the cradle. Make sure it is seated properly and that the cradle light is green.

---

Figure 5. Placing the DisplayKEY in the cradle



Charge your DisplayKEY for at least four hours before using it. After the initial charge, it only takes a few minutes a day to recharge your DisplayKEY during regular use. We recommend placing your DisplayKEY in the cradle each night to ensure that it is updated and charged each day.

# Chapter 3   Updating

This chapter explains how to update your DisplayKEY, including how to perform an automatic or manual eSYNC, change the eSYNC phone number, and update your key manually.

In this chapter:

<b>eSYNC .....</b>	<b>10</b>
<i>Automatic eSYNC.....</i>	<i>10</i>
<i>Manual eSYNC.....</i>	<i>10</i>
<i>eSYNC phone number .....</i>	<i>10</i>
<b>Manual update .....</b>	<b>11</b>

## eSYNC

Your DisplayKEY expires on a daily basis and is designed to automatically update during the night so it's ready to access KeyBoxes the next morning. In a process called eSYNC, your DisplayKEY connects to the Supra network, exchanges information, and updates itself. When you turn on your DisplayKEY, the screen displays a message indicating your key's update status.

If you forget to place your DisplayKEY in the cradle and miss an automatic eSYNC during the night, you can perform a manual eSYNC at any time to update your key.

### Automatic eSYNC

Your DisplayKEY is programmed to automatically perform an eSYNC at a designated time each night between midnight and 6 a.m. During the eSYNC process, your DisplayKEY uploads showing activity into SupraWEB and updates itself for the following day.

We recommend that you place your DisplayKEY in the cradle each night to ensure that your key is updated and fully charged the next morning.

### Manual eSYNC

You can perform a manual eSYNC at any time to update your DisplayKEY and upload your showing activity into the SupraWEB network.

To perform a manual eSYNC, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the MANUAL ESYNC menu option and press **Enter**.
3. Place your DisplayKEY in the cradle.

The cradle light turns green, indicating that the DisplayKEY and cradle are connected. When the cradle light turns red, the cradle is connected to SupraWEB.



**CAUTION:** Do not remove the DisplayKEY from the cradle when the cradle light is red!

The DisplayKEY screen displays the message CONNECTING TO CRADLE during the eSYNC process. When the process is complete, the cradle light turns green, and the DisplayKEY's status is displayed on the screen. You can now remove the DisplayKEY from the cradle.

### eSYNC phone number

If your DisplayKEY cradle connects to KIM through an analog phone line, the phone number your DisplayKEY dials to perform an eSYNC is stored in the Key. Up to two phone numbers can be stored in the DisplayKEY. Your DisplayKEY uses the most recently entered number to dial KIM.

Supra Support can provide you with the best phone number for your area. Get assistance from Support before changing the eSYNC phone number in your DisplayKEY. Refer to *"Contacting us"* on page 23 for more information.

To change the eSYNC phone number in your DisplayKEY, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the ESYNC PHONE # menu option and press **Enter**.

3. Press **1** to select the first phone number or **2** to select the second.
4. The phone number is displayed. Press **Enter** to accept the existing phone number, or use the DisplayKEY keypad to enter a new phone number. Press **Enter** to accept the new phone number.

If your area uses 10-digit-dialing, include the area code when entering the phone number. Enter any dialing prefixes, such as a 1 for long distance or a 9 to access an outside line.

The following special characters can be included in an eSYNC phone number: pound (#), asterisk (\*), and comma (,). Check with your telephone service provider to determine if you need to include any of these special characters in your eSYNC phone number.

## Manual update

If you do not have access to your DisplayKEY cradle to perform an eSYNC, you can manually update your key by obtaining an update code from the Supra website and KIM voice access system.

**Note:** If you manually update your DisplayKEY, showing activity remains in your key until the next time you perform an eSYNC.

To obtain an update code from the Supra website, do the following:

1. Go to [www.supraekey.com](http://www.supraekey.com).
2. Select **Agents—Log on to SupraWEB**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your DisplayKEY serial number and four-digit PIN code.
5. Click **Login**.
6. Select the **Update Code** link in the left column of your screen. The update code displays.

To obtain an update code from the KIM voice system, do the following:

1. Call KIM at 1-888-968-4032.
2. Enter your three-digit area code.
3. When prompted, enter your DisplayKEY serial number and PIN code into the phone, followed by the # sign.
4. KIM reads a list of options. Press **1** on the phone for an update code.

To enter the update code into your DisplayKEY, do the following:

1. Press Enter to turn on your DisplayKEY.
2. Scroll to the **INPUT UPDATE OR CBS** option and press **Enter**.
3. Press **1** to select INPUT UPDATE.
4. Enter the update code using the keypad and press **Enter**. Four quick beeps indicate that the operation is successful.

If you cooperate with another area, you may obtain an update code for the cooperating association or MLS *after* you have updated your DisplayKEY for your primary association or MLS.

**Note:** The number of updates codes you can obtain before performing an eSYNC may be limited. Contact your association/MLS for more information.

# Chapter 4   KeyBoxes

This chapter explains how to access KeyBoxes, including how to release the key container and the shackle, how to activate timed access, how to use the Call Before Showing feature, and how to access KeyBoxes in cooperating systems.

In this chapter:

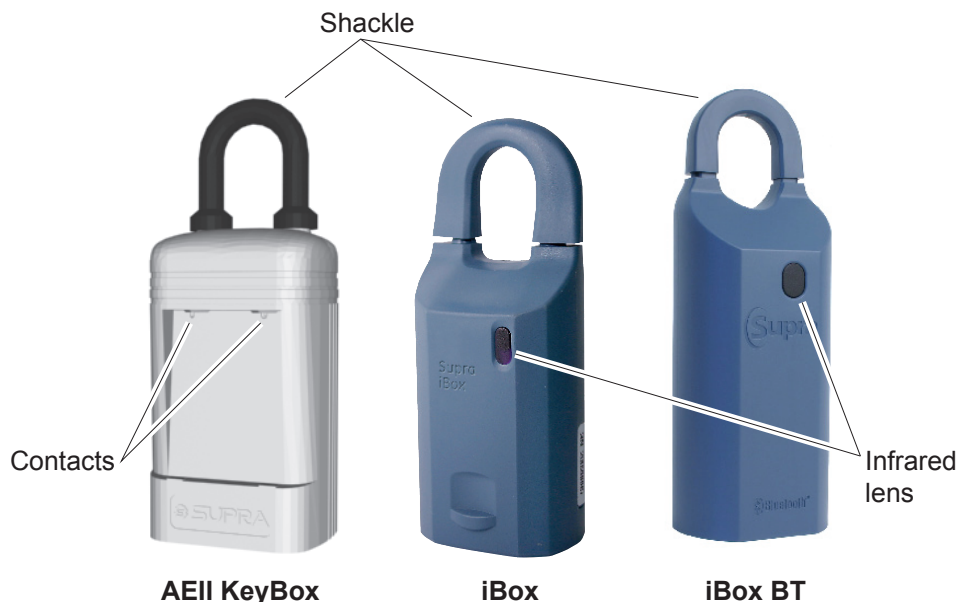
<b>Accessing KeyBoxes .....</b>	<b>13</b>
<i>Releasing the key container .....</i>	<i>13</i>
<i>Releasing the shackle .....</i>	<i>14</i>
<b>Timed access .....</b>	<b>14</b>
<b>Call Before Showing (CBS) .....</b>	<b>15</b>
<b>Cooperating systems .....</b>	<b>15</b>



## Accessing KeyBoxes

Your DisplayKEY accesses both the AEII KeyBox, the iBox, and the iBox BT, as shown in *Figure 6*.

Figure 6. Supra KeyBoxes



### AEII KeyBox

The DisplayKEY communicates with the AEII KeyBox through the contacts on the front of the KeyBox. The DisplayKEY fits into the recessed area on the front of the AEII KeyBox, with the contacts on the key touching the contacts on the KeyBox.

### iBox or iBox BT

The DisplayKEY communicates with the iBox or iBox BT using infrared technology. The infrared port on the top of your DisplayKEY transmits information to the infrared lens on the front of the iBox or iBox BT. The distance should be less than a foot between the DisplayKEY and the iBox or iBox BT. Direct sunlight can interfere with infrared communication, so you may need to shade the area between the DisplayKEY and the iBox or iBox BT when you are accessing the key container.

## Releasing the key container

Follow these steps to access the listing keys inside a KeyBox.

**Note:** Your DisplayKEY must be updated to access KeyBoxes. Refer to Chapter 3, *“Updating”* on page 9.

1. Press **Enter** to turn on your DisplayKEY.
2. Press **Enter** at the OBTAIN KEY menu option.
3. Enter your four-digit PIN code and press **Enter**. Two beeps sound and you have five minutes to access a KeyBox before your DisplayKEY powers down.

#### 4. Access the KeyBox:

**AEII KeyBox**—Insert your DisplayKEY into the KeyBox, matching the contacts on top of the key with the contacts on the KeyBox. After a few seconds, the key container drops. Grasp the sides of the container and pull straight down to remove it.

**iBox or iBox BT**—Point the top of your DisplayKEY at the iBox or iBox BT. After a few seconds, the key container unlocks. Press up on the bottom of the key container within 30 seconds to remove it from the iBox or iBox BT. If you do not press up on the container within 30 seconds, it relocks.

A buzz tone sounds if the operation is unsuccessful, and the DisplayKEY displays a message alerting you to the error. Refer to [“Error codes”](#) on page 21 for help troubleshooting the error.

Use the chain inside the key container to attach the listing keys. The AEII KeyBox container holds up to two listing keys, and the iBox or iBox BT holds up to three. Before closing the key container, verify that all items are well inside and that the front is not bowing or bulging out. If you are a listing agent, always make sure you have a spare set of keys before you close the key container.



**CAUTION:** Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

---

To close the key container, turn it so that the compartment holding the keys is facing you. Insert the key container into the bottom of the KeyBox and push up until it closes.

## Releasing the shackle

Each KeyBox has a shackle code that releases the shackle for installation or removal at a listing.

To release the shackle on a KeyBox, follow these steps:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the RELEASE SHACKLE option and press **Enter**.
3. Enter the four-digit shackle code for the KeyBox and press **Enter**.
4. Release the shackle:

**AEII KeyBox**—Insert your DisplayKEY into the AEII KeyBox.

**iBox**—The shackle pops open. To remove the shackle completely, repeat steps 1 through 4 in the above section while providing upward pressure on the shackle so it can pop out of the iBox.

**iBox BT**—Press down on the shackle with one hand while supporting the bottom of the iBox BT with the other hand. Then pull up on the shackle to remove it completely from the iBox BT.

5. Repeat steps 1 through 4 to completely remove the shackle from the KeyBox.

## Timed access

KeyBoxes can be programmed to allow 24-hour access or timed access for specific hours.

To determine the timed access hours programmed into your KeyBox, contact your association or MLS.

Access hours are set in standard time. If your area observes daylight saving time from April to October, the actual access hours are one hour later than the hours set in the KeyBox. For example, if a KeyBox is programmed for access from 8 a.m. to 9 p.m. standard time, the actual access hours are 9 a.m. to 10 p.m. during daylight saving time.

To activate or deactivate timed access, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the PROGRAMMING option and press **Enter**.
3. Select **1** to activate timed access hours, or select **2** to activate 24-hour access.
4. Enter the KeyBox shackle code and press **Enter**. You have five minutes to program the KeyBox before your DisplayKEY powers down.
5. Insert your DisplayKEY into an AEII KeyBox or point it at an iBox or iBox BT.

Four quick beeps indicate that the operation was successful.

## Call Before Showing (CBS)

Every KeyBox contains a Call Before Showing (CBS) code that your association or MLS can activate. The CBS code allows the listing agent to control KeyBox access by requiring the showing agent to call for authorization before opening the KeyBox. If the CBS code is active in a KeyBox, you must enter the CBS code into your key before accessing the KeyBox.

To enter a CBS code, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the INPUT UPDATE OR CBS option and press **Enter**.
3. Press **2** to select INPUT CBS.
4. Enter the CBS code and press **Enter**.

Once you've entered the CBS code for a particular KeyBox into your DisplayKEY, follow the standard procedure for releasing the key container, provided in the *"Releasing the key container"* section. You can access the KeyBox until the listing agent changes the KeyBox or until you enter a CBS code for a different KeyBox.

## Cooperating systems

Your DisplayKEY may be able to access KeyBoxes in a neighboring association/MLS. Check with your association/MLS to determine if your area has a cooperating agreement.

In order to show listings in a cooperating area:

- your DisplayKEY must be programmed to access KeyBoxes in that area; and
- the cooperating association/MLS must give you permission to update your DisplayKEY for that area.

Your DisplayKEY may have been manufactured with cooperating areas already programmed into it. If not, you can take your DisplayKEY to your primary association/MLS to have the cooperating areas programmed into it. Once your key is programmed, contact the cooperating association/MLS to receive permission to update your DisplayKEY in their system.

If the cooperating KeyBox system is networked, your DisplayKEY is updated automatically for both your primary system and the cooperating system when you perform an eSYNC. If you manually update your DisplayKEY, you must first update it for your primary association/MLS before updating it for cooperating areas.

If the cooperating system is *not* networked, call the system's KIM voice access once a month to receive an update code for your DisplayKEY. The date your DisplayKEY expires for the cooperating system is printed on the back of your key, in the *Update:* field. You must be updated for your primary system before you can get an update code for the cooperating system.

## Chapter 5 Showing Activity

This chapter explains how to set up showing activity and the various ways to view showing information.

In this chapter:

<b><i>Showing activity overview</i></b> .....	<b>17</b>
<i>Reading an iBox or iBox BT</i> .....	17
<i>KIM voice report</i> .....	17

## Showing activity overview

Each time a Supra key releases the key container in a KeyBox, the showing is recorded in both the key and the KeyBox. The showing is also sent to the Supra database. As a listing agent, there are several ways to see who has shown your listings. You can also get a report of how many properties you've accessed.

There are four ways to view showing activity:

- View showing reports and key activity reports on the Supra website (refer to the *SupraWEB Guide* available at [www.supraekey.com](http://www.supraekey.com) under *Training Resources* for more information on using SupraWEB)
- Set up SupraWEB to send you an email when you've had a showing (refer to the *SupraWEB Guide* available at [www.supraekey.com](http://www.supraekey.com) under *Training Resources* for more information on using SupraWEB)
- Read your KeyBoxes to transmit the showing information to your DisplayKEY and view the showings right on your DisplayKEY
- Request a report from the KIM voice system

## Reading a KeyBox

The iBox and iBox BT store the showing information for the most recent 100 showings. The AEII KeyBox stores the showing information for the most recent 43 showings. You can visit the listing and use your DisplayKEY to determine who has recently accessed your keybox. You'll be able to view the agent's name and phone number and the date and time that the property was shown.

To read a KeyBox:

1. Press **on/off** to turn on your DisplayKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press **Enter**.
3. Press **2** to select READ KEYBOX.
4. Enter the KeyBox shackle code and press **Enter**.
5. Insert your DisplayKEY into the AEII KeyBox, or point the DisplayKEY at the iBox or iBox BT.

The DisplayKEY screen displays the most recent access of the KeyBox, showing the key serial number and the date and time of the access. If you read an iBox or iBox BT, press **Enter** on your DisplayKEY on a showing record to display the agent's name and phone number. Use the arrow buttons on your DisplayKEY's keypad to scroll through the showing records.

The previous KeyBox read is stored in your DisplayKEY. To view a previous KeyBox read:

1. Press **on/off** to turn on your DisplayKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press **Enter**.
3. Press **1** for VIEW LAST READ.

## KIM voice report

You can request a showing activity report for a KeyBox through the automated voice system. The KeyBox serial number and shackle code are required when you request the report.

To request an activity report:

1. Call 1-888-968-4032.
2. On your phone keypad, enter your DisplayKEY serial number and PIN code, then press #.
3. Select option number **5** from the voice menu.
4. Press **1** for a voice report or **2** for an email report. Follow the instructions to receive the report.

## Chapter 6 Support and Troubleshooting

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your DisplayKEY.

In this chapter:

<b><i>Before calling support</i></b> .....	<b>20</b>
<b><i>Troubleshooting tips</i></b> .....	<b>20</b>
<b><i>Error codes</i></b> .....	<b>21</b>
<b><i>Contacting us</i></b> .....	<b>23</b>
<i>Training library</i> .....	23

## Before calling support

If you encounter a problem using your DisplayKEY, try these solutions before contacting technical support:

- Keep your DisplayKEY charged. Place it in the cradle each night before you go to bed.
- Make sure the connections are secure between the cradle, phone line, and power cord. Make sure the DisplayKEY is seated firmly in the cradle.
- Reset the cradle by disconnecting the power cord for ten seconds.
- If your DisplayKEY is not updated, perform a manual eSYNC to update it.
- If an operation fails, verify that you are entering the correct code, then try again.
- If you cannot access a KeyBox, call the the listing agent to confirm the timed access hours and find out if a Call Before Showing (CBS) code is required.

## Troubleshooting tips

The following tips can help you troubleshoot common DisplayKEY issues.

### DisplayKEY is expired

If your DisplayKEY is expired, you need to update it. There are three ways to update your DisplayKEY:

- Place your DisplayKEY in the cradle each night to perform an automatic eSYNC.
- Perform a manual eSYNC.
- Go to the Supra website or call KIM voice access to get an update code.

For more information on updating your DisplayKEY, refer to Chapter 3, *“Updating”* on page 9.

### Cannot eSYNC

If you cannot perform an eSYNC, follow these steps:

1. Verify that your cradle is connected properly. If your cradle connects to KIM through a phone line, make sure your phone line is analog and not digital. If your cradle connects to KIM through the Internet, verify that your Internet connection is active.
2. If your cradle is connected to a phone line, check the eSYNC number in your DisplayKEY by selecting the ESYNC PHONE # option on your key. Check to see if you need a dialing prefix such as a 1 for long distance or a 9 to access an outside line.
3. Reset the DisplayKEY cradle (refer to the *“Cradle is not responding”* section below for instructions).

### Cradle is not responding

If you place your DisplayKEY in the cradle and no lights illuminate on the cradle, you need to reset the cradle. Use one of the following methods to reset your cradle:

- Disconnect the cradle’s power cord for ten seconds.
- Insert one end of a paper clip into the reset opening on the back of the cradle. The reset opening is very small and is located next to the telephone ports.



### Cannot exit menu option

If your DisplayKEY won't let you exit a menu option by pressing the up arrow button, press **Enter** and **1** at the same time to reset your key.

### Key container won't close

If the key container in a KeyBox appears to be jammed, check to see if the listing keys are blocking the container. If nothing seems to be preventing the container from closing, *do not force it*. Take the KeyBox to your association/MLS for assistance.

### Code forgotten or lost

If you do not remember your PIN or KeyBox shackle code, contact your association/MLS for assistance.

### Bad code timeout

If you enter ten incorrect codes within a ten-minute period, your DisplayKEY emits a buzz tone and times out for ten minutes. At the end of this time period, your DisplayKEY reactivates and is ready for use. To avoid a bad code timeout, verify that you have entered the correct PIN or shackle code before repeating the procedure.

## Error codes

Error codes help you identify DisplayKEY or KeyBox problems. Your DisplayKEY stores the five most recent errors that have occurred.

To view error codes:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the ERROR CODES menu option and press **Enter**.

The five most recent error codes are displayed. Each entry is four characters long. The first two characters indicate the error code, and the second two indicate how many times that error occurred, starting at 00.

For example, if your DisplayKEY screen displays 4000 0601, the most recent error is 4000, which indicates that error code 40 occurred once. Prior to that, error code 06 occurred twice. Refer to *Table 2* for a complete list of error codes.

*Table 2. DisplayKEY error codes*

Code	Description	Solution
01	Login error	Perform eSYNC again
02	Key inactive in KIM database	Call association/MLS
03	No carrier	Perform eSYNC again
04	Modem error	Reset cradle
05	Phone number error	Check eSYNC phone number
06	No dial tone	Check phone line
07	Phone line busy	Perform eSYNC again
08	No answer	Perform eSYNC again
09	eSYNC timed out	Perform eSYNC again
10	Error flashing firmware	Perform eSYNC
16	Update disrupted	Perform eSYNC again

Code	Description	Solution
17	Abnormal eSYNC	Perform eSYNC again
19	No phone line	Check phone line
20	Phone line in use	Perform eSYNC again
21	Too much phone line current	Verify cradle is connected to analog phone line
22	Unable to verify firmware	Perform eSYNC
23	Wrong device	Verify you are not accessing an AEII KeyBox
26	Bad cookie	Perform eSYNC
27	Key expired	Update DisplayKEY
29	Command denied	Call technical support
2A	Unknown cookie	Perform eSYNC
30	Real-time clock crystal failure	Replace DisplayKEY
35	Battery failure at power-up	Charge DisplayKEY
36	Battery failure during charging	Charge DisplayKEY
38	Tracking full lockout	Perform eSYNC
39	Too many errors	Call technical support
3A	Premature line break	Perform eSYNC again
3B	CBS mismatch	Verify CBS code
3D	Incorrect update code	Verify and reenter update code
3E	Memory full for iBox read	Perform eSYNC
3F	Low battery in iBox	Contact the listing agent
40	Key expired	Update DisplayKEY
41	Security bad cookie lockout	Perform eSYNC
42	Bad ID cookie	Perform eSYNC
43	Bad config cookie	Perform eSYNC
44	Not KeyBox owner	Call association/MLS
45	Invalid response	Call technical support
46	Copy protection violation	Call technical support
48	Clock not adjusted	Call technical support
49	Key locked out	Wait ten minutes
5A, 5B, 5C	Contacts not making connection	Call technical support
5D	IR communication error	Try operation again
60	KeyBox failure	Try operation again
61	Charge not started	Update DisplayKEY
65	KeyBox read disallowed	Call association/MLS
67	Shackle code release refused	Verify shackle code and try again
6B	Read/write permission denied	Call technical support
71	Incorrect PIN	Verify PIN code and try again
72	Incorrect shackle code	Verify shackle code and try again
73	Incorrect programming code	Call technical support
74	Bad code lockout	Wait ten minutes
75	Obtain key lockout	Wait ten minutes
76	Key not updated	Update DisplayKEY

Code	Description	Solution
77	CBS does not match	Verify CBS code
78	Permissions do not match	Call technical support
79	System code does not match	Call technical support
7A	Access hour restriction	Verify access hours
7B	Key container timeout	Wait ten minutes
7D	Invalid update	Update DisplayKEY
7E	Empty log	Call technical support
7F	Invalid time	Perform eSYNC
80	Low battery on charge pump	Charge DisplayKEY
82	Failed to find KPDA	Perform eSYNC
83	Failed to find valid auth cookie	Perform eSYNC
92, 93, A8	Too many digits	Verify and reenter code
A9	Lockout list error in KeyBox	Call technical support
AA	Update code exception	Verify and reenter update code
AF	Card zapped	Replace DisplayKEY
C2	KeyBox storage violation	Call technical support
D0	Obtain key operation restriction	Update DisplayKEY
D1, D2, D3	KeyBox shackle operation restriction	Verify and reenter the shackle code
E1	Owner only violation	Call technical support
E2	Time access violation	Verify timed access hours
E3	On lockout list	Call association/MLS

## Contacting us

If you need assistance troubleshooting your DisplayKEY, support is available from 5 a.m. to 7 p.m. Pacific Time, seven days a week.

Website      <http://www.supraekey.com>  
 Email        [suprasupport@fs.utc.com](mailto:suprasupport@fs.utc.com)  
 Telephone    877.699.6787  
 Fax            503.589.8677

**Note:** Please have your DisplayKEY with you when calling for technical support.

## Training library

Another great resource for assistance with your eKEY software is our training library, available to all agents. To access the library:

3. Go to [www.supraekey.com](http://www.supraekey.com)
4. Scroll down and click the *Training Resources* link.

Training available here is periodically updated so bookmark this page for future reference.