

ActiveKEY
User Manual



Copyright	<p>Copyright © 2007 GE Security. All rights reserved.</p> <p>This document may not be copied in whole or in part or otherwise reproduced without prior written consent from GE Security except where specifically permitted under US and international copyright law.</p> <p>Document number/revision: 10097725P1-02-A (October 2007).</p>
Disclaimer	<p>The information in this document is subject to change without notice. GE Security ("GE") 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 your local supplier or visit us online at www.gesecurity.com.</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 addresses of actual businesses or persons is entirely coincidental.</p>
Trademarks and patents	<p>GE and the GE monogram are registered trademarks of General Electric Company.</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>
Intended use	<p>Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at www.gesecurity.com.</p>
Rules and regulations relating to use of the service	<p>1. Possession of key. Each Keyholder (as defined in the Agreement entered into by your Organization) is responsible for the key issued to him or her. If a key is lost or requires replacement for any reason, the replacement cost for the key shall be the replacement price in the Keyholder Agreement.</p> <p>2. Current update code. The key has an update code that expires daily to prohibit further use of the key until a new current update code is obtained from Supra or your Organization and entered into the key. Update codes shall be issued only to Keyholders in good standing with the Organization. A Keyholder is in good standing if he/she is in full compliance with all obligations in the Keyholder Agreement, including, without limitation, the terms of these rules and regulations.</p> <p>3. Security of equipment. It is necessary to maintain the security of each key and the personal identification number ("PIN") of each key to prevent the use of the key by unauthorized persons. Each party in possession of a key, whether such key is being actively used or not, shall abide by the following conditions:</p> <ol style="list-style-type: none"> a. To keep the key in such party's possession or in a safe place at all times; b. 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; c. 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 a real estate broker or salesperson; d. Not to duplicate the key or allow any other person to do so; e. Not to assign, transfer or pledge the key;

- f. Not to destroy, alter, modify, disassemble or tamper with the key or knowingly or unknowingly allow anyone else to do so;
- g. To notify your Organization immediately in writing, and in any event within 48 hours, of a loss or theft of the key or any keyboxes, and of all circumstances surrounding such loss or theft;
- h. To complete and deliver to your Organization a stolen key affidavit prior to and as a condition of the issuance of a replacement key;
- i. To follow all additional security procedures as specified by your Organization; and
- j. To safeguard the code for each keybox from all other individuals and entities, whether or not they are authorized users of the Service.

4. 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 tenants 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 tenants of real property shall be informed that the keybox is not designed or intended as a security device.

FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

EMC directive

The European Union directive on electromagnetic compatibility (2004/108/EC) requires non-European manufacturers to designate an authorized representative in the Community. Our European representative is GE Security, Kelvinstraat 7, 6003 DH Weert, Nederland.



The European directive *Waste Electrical and Electronic Equipment (WEEE)* aims to minimize the impact of electrical and electronic equipment waste on the environment and human health. For proper treatment, recovery, and recycling, return the equipment marked with this symbol to your local supplier upon the purchase of equivalent new equipment, or dispose of it in designated collection points. For more information, visit www.recyclethis.com.

Contents

Preface	1
Conventions used in this document	2
Safety terms and symbols	2
Chapter 1. Introduction	3
Supra KeyBox overview	4
ActiveKEY overview	5
Navigation	6
Tone indicators	8
Charging	9
Preferences	10
Chapter 2. Manual updates	13
Connecting to your computer	14
ActiveKEY client installation	14
Using the ActiveKEY client	16
KIM update code	18
KIM website	18
KIM voice system	18
Entering an update code	19
Chapter 3. KeyBoxes	21
KeyBox access	22
Releasing the key container	23
Releasing the shackle	24
Timed access	25
CBS codes	26
Cooperating systems	26
Chapter 4. Showing activity	27
View showing activity	28
ShowingValue overview	28

Adding KeyBoxes to your inventory.....	29
Showing activity reports	30
E-mail notifications	31
E-mail showing agents.....	33
Viewing feedback.....	34
Feedback reminders	35
KIM voice report	36
Reading a KeyBox	37
Chapter 5. Troubleshooting and Technical support	39
Troubleshooting	40
Error codes	42
Contacting technical support.....	43
Online publication library.....	43
Index.....	45

Preface

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

- How to charge your ActiveKEY.
- How to manually update your ActiveKEY when cell coverage is not available.
- How to access KeyBoxes.
- How to set the showing notification preferences in your ActiveKEY and 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 entirely before operating this product. The most current versions of this and related documentation may be found on our website. Refer to [Online publication library](#) on page 43 for instructions on accessing our online publication library.

Conventions used in this document

The following conventions are used in this document:

Bold	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>	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
Monospace	Text that displays on the computer screen.
	Programming or coding sequences.

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 provides an overview of the Supra KeyBox system and your ActiveKEY, including navigation, interpreting the audio tones, charging the battery, and setting your showing notification and tone preferences.

In this chapter:

<i>Supra KeyBox overview</i>	4
<i>ActiveKEY overview</i>	5
<i>Navigation</i>	6
<i>Tone indicators</i>	8
<i>Charging</i>	9
<i>Preferences</i>	10

Supra KeyBox overview

The ActiveKEY is part of the Supra KeyBox system. The components of the system include:

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.

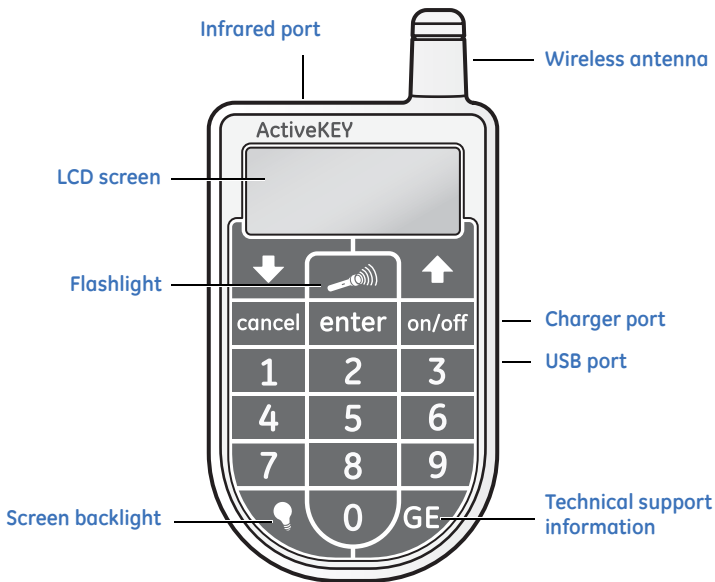
ActiveKEY. The ActiveKEY allows you to access Supra KeyBoxes and keeps track of the KeyBoxes it has opened.

KIM. KIM, the KeyBox Information Manager, is the network that maintains all ActiveKEY and KeyBox data.

ActiveKEY overview

Your ActiveKEY (*Figure 1*) remains active by connecting wirelessly to a cellular network. The LCD screen on the front of the ActiveKEY displays menu options, codes, and messages.

Figure 1. ActiveKEY



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

Navigation

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

Table 1. ActiveKEY menu options

Menu option	Action
Obtain key	Access a KeyBox to obtain the listing key.
MLS secure tokens	Generate a secure MLS login token. This feature requires an optional subscription. Contact your association for more information.
Display KeyBox showings	Display the number of showings you have had at your KeyBoxes.
Release shackle	Release the KeyBox shackle.
Call before showing	Enter a call before showing (CBS) code.
Read KeyBox activity	Display the activity information stored in a KeyBox.
Manually input update	Enter an update code.
View battery status	Display the ActiveKEY's battery charge level.
View error codes	View recent error codes for troubleshooting.
Clear KeyBox listing data	Clear listing information programmed into a KeyBox.
Set iBox timed access	Program a KeyBox for timed or 24-hour access.
Review messages	Review messages from your broker, association, or GE Security.
Preferences	Set your showing notification frequency and ActiveKEY tone preferences.
View ActiveKEY status	Display the ActiveKey's status, including whether it is enabled, active, and if cell coverage is available.
About	Display the ActiveKEY's firmware version and manufacture date.

Press **enter** to select a menu option and **cancel** to exit a menu that you have selected or backspace when entering a code. Use the numbered buttons to enter codes, such as your PIN or a CBS code, into the key.

Your ActiveKEY also provides the following features:

Backlight. Illuminates the LCD screen in dim lighting. To activate the backlight, press the **light bulb** button on the left of the zero button (*Figure 1* on page 5).

Flashlight. Assists you if it is too dark to see clearly while conducting showings or getting into your car. To activate the flashlight, press the **flashlight** button between the two arrow buttons.

Showing notifications. Tells you the number of showings you have had at your listings. To check on your showings, press **on/off** to turn on your ActiveKEY, then scroll to the *Display KeyBox showings* menu option and press **enter**.

Messages. Receives and displays messages from your association/MLS, broker, or GE Security. To read a new message, press **on/off** to turn on your ActiveKEY, then scroll to the *View messages* menu option and press **enter**.

Tech support. Gives you technical support contact information so you can call from any location. To activate this feature, press the **GE logo** button on the right of the zero button.

Tone indicators

Your ActiveKEY uses several audio tones to communicate with you as described in *Table 2*.

Table 2. Audio tones

Audio tone	Description
1 beep	A button has been pressed on the ActiveKEY keypad.
2 beeps	Code entry complete.
3 beeps	Shutting down.
4 beeps	Operation complete.
1 long and 2 short beeps	New message received.
1 long buzz	Error.
2 buzzes	Low battery.
3 buzzes	Programming error. Call tech support to determine if your ActiveKEY needs to be reprogrammed or replaced. (See Contacting technical support on page 43.)

Charging

Your ActiveKEY has a nonreplaceable, rechargeable battery that you can charge using the provided wall charger. Charge your ActiveKEY for at least four hours before using it for the first time, and make sure to recharge it on a regular basis thereafter.

When the battery level is low, the ActiveKEY alerts you by emitting two short buzz tones .



CAUTION: Use only a GE-recommended wall or vehicle charger. Using an unapproved charger may result in damage to your ActiveKEY.

To check the battery status, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *View battery status* menu option and press **enter**.

To preserve battery power, the ActiveKEY shuts down after 30 seconds of inactivity.

The ActiveKey will not e-mail you a reminder to charge your key. When the ActiveKEY battery is very low, ActiveKEY will display *Low battery* when you turn it on and will then turn itself off. If the battery is completely drained, the key will not even turn on. You will need to charge the battery in both instances.

The ActiveKEY will send you an e-mail when the battery has reached the end of its useful life. This can happen if the key is used for more than six years. The first indication of this is usually that the battery will not hold a charge for very long. The e-mail will remind you to replace your key.

Preferences

You can set the preferences in your ActiveKEY for the following:

- Showing notification frequency
- Audio tones

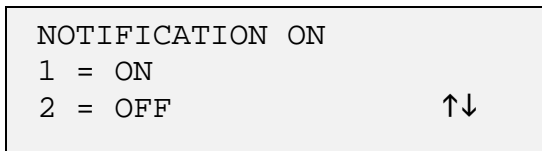
Showing notifications

You can set the frequency that your ActiveKEY notifies you when you have had showings at your listings. If you do not want to be notified, you simply turn the feature off.

To set the showing notification preferences, do the following:

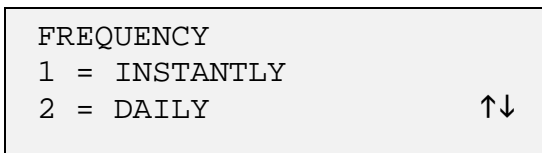
1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Preferences* menu option and press **enter**.
3. Press **1** for *Notification*.
4. The screen shows your options (*Figure 2*). Press **1** to turn notification on, or press **2** to turn notification off.

Figure 2. Showing notification preference screen



5. Press the down arrow to display the frequency options. You can have your ActiveKEY notify you of showings instantly or daily (*Figure 3*). Press **1** to set the option to instantly, or press **2** to set the option to daily.

Figure 3. Showing notification frequency screen



6. Press **enter** to accept the changes and exit the menu.

Audio tones

You can turn on or off the *keypress*, *code entry complete*, *shutdown*, and *message received* audio tones in your ActiveKEY.

To set the audio tone preferences, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Preferences* menu option and press **enter**.
3. Press **2** for *Tone*.
4. The *Keypress tone* screen displays first. Press **1** to turn the option on, or press **2** to turn the option off. To view or change the status of the other audio tones, use the up and down arrow buttons to scroll through the screens.
5. Press **enter** to accept the changes and exit the menu.

Chapter 2 Manual updates

This chapter explains how to manually activate your ActiveKEY if you are out of cell coverage range, including how to connect your ActiveKEY to your PC or obtain an update code from the KIM website or voice access system.

In this chapter:

<i>Connecting to your computer</i>	14
<i>ActiveKEY client installation</i>	14
<i>Using the ActiveKEY client</i>	16
<i>KIM update code</i>	18
<i>KIM website</i>	18
<i>KIM voice system</i>	18
<i>Entering an update code</i>	19

Connecting to your computer

Your ActiveKEY remains active by connecting wirelessly to a cellular network. If you are out of coverage range for more than 24 hours, your ActiveKEY displays the message, *Key is expired/ update now*.

You can manually activate your ActiveKEY by connecting it to your computer, where it can be updated using your Internet connection. Before you can connect your key, you must install the ActiveKEY client software on your computer.

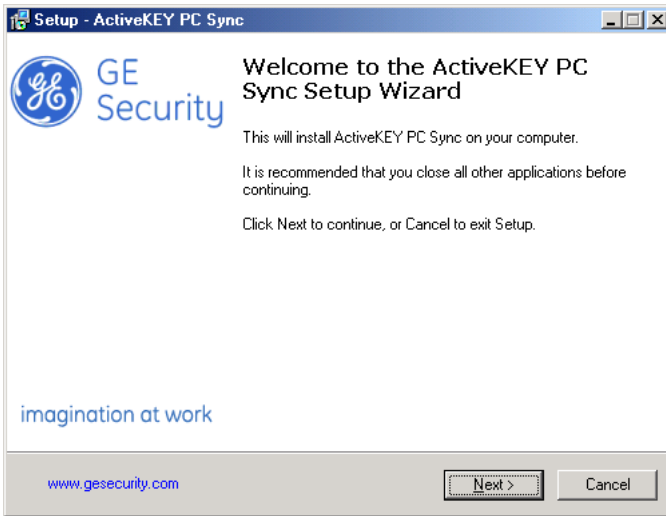
ActiveKEY client installation

You can download the ActiveKEY client software from the Supra website. To download the software, do the following:

1. Go to www.supraekey.com.
2. Click **Log on to KIMweb**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your ActiveKEY serial number and four-digit PIN.
5. Click **Login**.
6. In the left column of your screen, click **Download applications**.
7. Select ActiveKEY client software and click **Run** when the dialog box opens.

The software is downloaded to your computer and the *ActiveKEY PC sync setup Wizard* opens (*Figure 4*).

Figure 4. ActiveKEY PC sync setup wizard

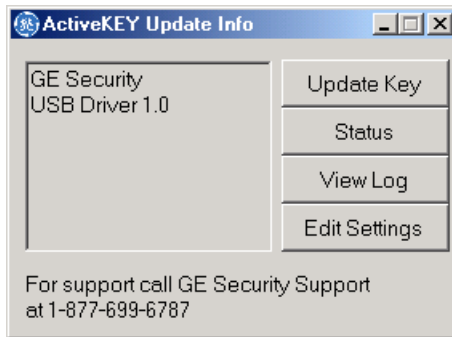


Click **Next** and follow the instructions in the installation wizard to install ActiveKEY client on your computer and connect your ActiveKEY for the first time.

Using the ActiveKEY client

After you have installed the ActiveKEY client software, you can update your key any time by connecting it to your computer with the provided USB cable. When you connect your ActiveKEY, the *ActiveKEY update info* window opens (*Figure 5*).

Figure 5. ActiveKEY update info window



The *ActiveKEY update info* window contains the following buttons:

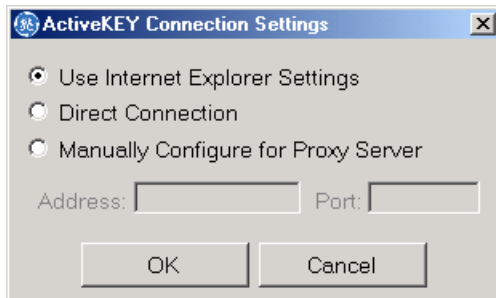
Update key. Updates your ActiveKEY using your computer's Internet connection.

Status. Displays the status of your ActiveKEY.

View log. Displays a log of your past online updates.

Edit settings. Lets you configure the ActiveKEY client proxy settings on your computer (*Figure 6*).

Figure 6. ActiveKey connection settings window



KIM update code

You can manually update your key by obtaining an update code from the KIM website or voice access system.

KIM website

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

1. Go to www.supraekey.com.
2. Click **Log on to KIMweb**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your ActiveKEY serial number and four-digit PIN.
5. Click **Login**.
6. Click the **Update code** link in the left column of your screen. The update code displays.

KIM voice system

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

1. Call KIM at 1.888.968.4032.
2. When prompted, enter your ActiveKEY serial number and PIN followed by the # sign on your phone keypad.
3. KIM reads a list of options. Press **1** on the phone keypad for an update code.

Entering an update code

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

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Manually input update* menu option and press **enter**.
3. Enter the update code using the keypad and press **enter**. Four quick beeps indicate that the operation is successful.

Note: The number of manual update codes you can obtain from KIM may be limited. Contact your association/MLS for more information.

Chapter 3 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 (CBS) feature, and how to access KeyBoxes in cooperating systems.

In this chapter:

<i>KeyBox access</i>	22
<i>Releasing the key container</i>	23
<i>Releasing the shackle</i>	24
<i>Timed access</i>	25
<i>CBS codes</i>	26
<i>Cooperating systems</i>	26

KeyBox access

Your ActiveKEY allows you to access the Supra iBox (*Figure 7*).

Figure 7. Supra iBox



The ActiveKEY communicates with the iBox using infrared technology. The infrared port on the top of your ActiveKEY (*Figure 1* on page 5) transmits information to the infrared lens on the front of the iBox (*Figure 7*). The distance should be less than a foot between the ActiveKEY and the iBox. Direct sunlight can interfere with infrared communication, so you may need to shade the area between the ActiveKEY and the iBox when you are accessing the key container.

Releasing the key container

To access the listing keys inside the iBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Obtain key* menu option and press **enter**.
3. Enter your four-digit PIN and press **enter**. Two beeps sound and you have five minutes to access a KeyBox before your ActiveKEY powers down.
4. Point the top of your ActiveKEY at the iBox infrared lens. 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. 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 ActiveKEY displays a message alerting you of the error (see [Error codes](#) on page 42).

Use the chain inside the key container to attach the listing keys. The iBox key container holds up to three listing keys. 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 iBox and push the key container up until it closes.

Releasing the shackle

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

To release the shackle on an iBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Release shackle* menu option and press **enter**.
3. Enter the four-digit shackle code for the KeyBox and press **enter**.
4. Point your ActiveKEY at the iBox infrared lens. After a few seconds, the shackle releases.
5. Repeat the procedure to completely remove the shackle from the KeyBox.

ActiveKEY will ask if you want to assign a KeyBox. If you select yes, you will be sent an e-mail reminder with a link that allows you to assign the KeyBox to a listing.

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 to 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 in an iBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Set iBox timed access* menu option and press **enter**.
3. Press **1** to activate timed access hours or **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 ActiveKEY powers down.
5. Point your ActiveKEY at the iBox infrared lens to program the new setting.

CBS codes

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 an iBox, you must enter the CBS code into your ActiveKEY before accessing it.

To enter a CBS code into your ActiveKEY, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Call before showing* menu and press **enter**.
3. Enter the CBS code and press **enter**.

Once you have entered the CBS code for a particular KeyBox into your ActiveKEY, follow the standard procedure for releasing the key container. 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 ActiveKEY may be able to access iBoxes 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 ActiveKEY must be programmed to access KeyBoxes in that area. Your ActiveKEY may have been manufactured with cooperating areas already programmed. If not, you can take your ActiveKEY to your primary association/MLS to have the cooperating areas programmed.

Once your ActiveKEY is programmed for the cooperating system, call the neighboring association/MLS to have your key activated in their system.

Chapter 4 Showing activity

This chapter explains how to view your ActiveKEY's showing activity, including how to use the showing value feature on the KIM website, request a report from the KIM voice system, and read a KeyBox.

In this chapter:

<i>View showing activity</i>	28
<i>ShowingValue overview</i>	28
<i>Adding KeyBoxes to your inventory</i>	29
<i>Showing activity reports</i>	30
<i>E-mail notifications</i>	31
<i>E-mail showing agents</i>	33
<i>Viewing feedback</i>	34
<i>Feedback reminders</i>	35
<i>KIM voice report</i>	36
<i>Reading a KeyBox</i>	37

View showing activity

Each time your ActiveKEY releases the key container in a KeyBox, the access is recorded in both your key and the KeyBox. You can view this showing activity in any of the following ways:

- Use the ShowingValue feature on the KIM website.
- Request a report from KIM voice access.
- Read your KeyBoxes to transmit the showing information to your ActiveKEY.

ShowingValue overview

ShowingValue is a web application included in KIM that provides you with several enhanced showing features. You can receive e-mails automatically when you have had a showing, create customized showing reports for sellers or colleagues, and e-mail updates to agents who have shown your listings.

ShowingValue also lets you send and receive showing feedback, add feedback about your listings for reporting to sellers, and have KIM remind you by e-mail to send feedback on properties you have shown.

Adding KeyBoxes to your inventory

You must add your KeyBoxes to your inventory in KIM in order for your showing activity to appear in ShowingValue. Once you have added your KeyBoxes, you will receive notifications on your ActiveKEY when your listings have been shown. You can then go to the KIM website and view your showing activity in ShowingValue.

To add your KeyBoxes to your inventory, do the following:

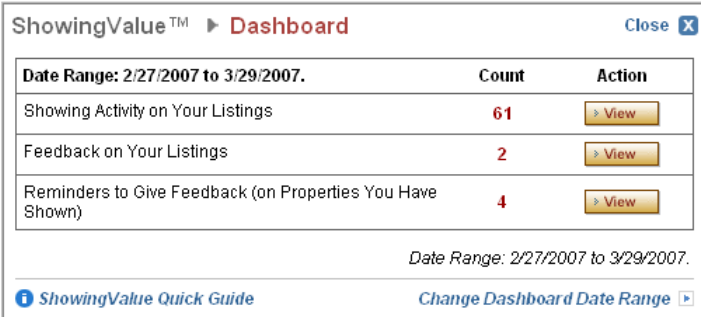
1. Go to www.supraekey.com.
2. Click **Log on to KIMweb**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your ActiveKEY serial number and four-digit PIN.
5. Click **Login**.
6. Click **Add new KeyBox** in the left-hand column under *KeyBox inventory*.
7. Enter the KeyBox serial number, shackle code, and the listing ID where the KeyBox is assigned, then click **Add**.

Once the KeyBox is added, KIM asks if you would like to view the KeyBox settings. Click **Yes** to view the settings or **No** to view a list of KeyBoxes in your inventory. Repeat the procedure to add more KeyBoxes.

Showing activity reports

The ShowingValue dashboard (*Figure 8*) provides a quick summary of the showing activity at your listings. The dashboard displays on the main page after you log on to KIMweb. You can also access the dashboard by clicking **ShowingValue** under *Activity reports* in the left-hand column of your screen.

Figure 8. ShowingValue dashboard



The screenshot shows the ShowingValue™ Dashboard. At the top, it says "ShowingValue™ Dashboard" with a "Close" button. Below this is a table with three columns: "Date Range: 2/27/2007 to 3/29/2007.", "Count", and "Action". The table contains three rows of data:

Date Range: 2/27/2007 to 3/29/2007.	Count	Action
Showing Activity on Your Listings	61	View
Feedback on Your Listings	2	View
Reminders to Give Feedback (on Properties You Have Shown)	4	View

Below the table, it says "Date Range: 2/27/2007 to 3/29/2007." and there are two links: "ShowingValue Quick Guide" and "Change Dashboard Date Range".

The total number of showings displays in the first row of the dashboard. To change the date range for the activity displayed on your dashboard, click **Change dashboard date range**. Use the dashboard date range dropdown menu to select the new date range, then click **Save now** to activate the setting.

From your dashboard, click the **View** button for a detailed *Showing activity* report that includes the date/time of the showing, showing agent, KeyBox serial number, listing number, and listing address. From the *Showing activity report* screen, you can print or e-mail the report. Click **Create new report** to generate a new *Showing activity* report for a specific KeyBox, listing number, or date range. In the *Configure report* screen, select the report criteria then click **Continue**.

E-mail notifications

ShowingValue lets you receive e-mail notifications for the following:

- When showings occur at your listings.
- When showing agents submit feedback about your listings.
- When you want reminders to submit feedback about properties you have shown.
- When listing agents send messages about listings you have shown.




CAUTION: In order to receive e-mail notifications, your e-mail address must be current at your association/MLS.

To opt-in to receive e-mails for any of these events, do the following:

1. Click the **ShowingValue** link in the left-hand column of your screen under *Activity reports*. In the main ShowingValue page, click **Change e-mail settings**.
2. Under *Showing e-mails* (Figure 9 on page 32) check the boxes to specify when you want to receive showing e-mail notifications.
3. Under *Feedback e-mails*, *Feedback reminders*, and *Listing update e-mails*, use the checkboxes and dropdown lists to specify the e-mail frequency.
4. In the *Also send a copy to* box, enter any additional e-mail addresses you want to include in the notifications. If you are entering more than one e-mail address, use a comma or semicolon to separate the addresses.

5. Click **Save now** when you are finished configuring your e-mail settings.

Figure 9. ShowingValue e-mail settings



The screenshot shows a web form for configuring email settings. At the top, there is a section labeled "Email Address:" with a text input field containing "jane.doe@sellalot.com". Below this is a section titled "Showing Emails" with a horizontal line separator. Underneath, there is a heading "Send me an email when another agent shows my listings. (select all that apply):". This is followed by three options: a checked checkbox for "After showing agent eSYNC", an unchecked checkbox for "Once a Week on" with a dropdown menu showing "- Select -", and another unchecked checkbox for "Once a Month on" with a dropdown menu showing "- Select -". Below these options is the text "Also send a copy to: (CC)" followed by a text input field containing "my.assistant@sellalot.com;" and "my.email@home.com" on separate lines, with small up/down arrow icons to the right of each line. At the bottom of the form, there is a note: "Separate multiple addresses with a comma or semicolon."

To save your personal e-mail signature for e-mails you send through ShowingValue, enter your signature information in the *Personalized e-mail signature* field and click **Save now**.

E-mail showing agents

You can e-mail announcements or updates directly to agents who have shown your listings. Only the agents who have opted to receive listing update e-mails in the *ShowingValue e-mail settings* screen will receive the e-mails.

To send an e-mail to showing agents, do the following:

1. Click the **ShowingValue** link in the left-hand column of your screen under *Activity reports*.
2. In the main ShowingValue page, click **Send an e-mail to showing agents**.
3. Select the listing by entering the KeyBox number or MLS number. You can enter the KeyBox number manually or select it from the dropdown list.
4. Select the date range for the showings at your listing. Select a range from the dropdown list, or select **Specify date range** to enter your own dates. Click **Continue**.
5. A list of agents who have shown the listing is displayed. Select the agents you want to send an e-mail by checking the boxes in the *Send e-mail* column. You can use the **Select all** and **Unselect all** links at the top of the column to select/deselect all agents at once. Click **Continue**.
6. In the *Compose e-mail* screen, type your e-mail in the *Comments* field. If you do not have a saved e-mail signature, enter the information in the *Personal e-mail signature* field.
7. Click **Preview** to view your message before sending, and click **Send now** to send the e-mail.

Viewing feedback

The second row of your dashboard displays feedback that showing agents have sent about your listing. Click the **View** button to generate a detailed *Feedback* report that includes the date/time of the showing, KeyBox serial number, showing agent, listing number, listing address, and the feedback received from the buyer.

Click **Create new report** to generate a new *Feedback* report for a specific KeyBox, listing number, or date range.

If a showing agent is unable to send you feedback for one of your listings but provides feedback verbally, you can add the feedback to the listing in ShowingValue. If necessary, you can also edit feedback already received from a showing agent.

To add or edit feedback for a showing, do the following:

1. In the main ShowingValue page, click **Add or edit feedback on your listing**.
2. Locate the showing record and click **Add** or **View/edit**.
3. use the dropdown menus to enter or modify the feedback about your listing, then click **Save now**.

Feedback reminders

Feedback reminders for the properties you have shown display in the third row of your Dashboard. Click the **View** button to see detailed showing information for each reminder, including the date/time, listing number, KeyBox serial number, and listing address.

To respond to a feedback reminder, do the following:

1. Click the **Respond** button next to the showing record.
2. Use the dropdown menus and *Notes* field in the *Enter feedback* screen to provide feedback to the listing agent.
3. Click **Send now** to send your feedback.

To ignore a feedback reminder, click the **Ignore** button next to the showing record.

KIM voice report

If you do not have access to the Internet, you can request a showing activity report through KIM voice access. The KeyBox serial number and shackle code are required when you request the report.

To request an activity report from KIM, do the following:

1. Call KIM at 888.968.4032.
2. On your phone keypad, enter your ActiveKEY serial number and PIN, then press #.
3. Select option number **5** from the voice menu.
4. Press **1** for a voice report or **2** for a faxed report. Follow KIM's instructions to receive the report.

Reading a KeyBox

The KeyBox stores the key serial numbers of agents showing your listing, along with the date and times that the property was shown. To determine who has recently accessed your KeyBox, go to the listing and read the KeyBox with your ActiveKEY.

To read a KeyBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
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. Point your ActiveKEY at the infrared lens on the front of the iBox.

The ActiveKEY screen displays the serial numbers of the showing agents who have accessed the KeyBox and the date and time of the access.

The ActiveKEY displays up to 100 of the last iBox showings, beginning with the most recent access. Use the arrow buttons on your ActiveKEY to scroll through the showing records. Press **enter** in a showing record to display the agent's name and phone number on your ActiveKEY.

To view a previous KeyBox read, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Read KeyBox activity* menu option and press **enter**.
3. Press **1** for *View last read*.

Chapter 5 Troubleshooting and Technical support

This chapter provides information on troubleshooting and how to contact technical support in case you need assistance with your ActiveKEY.

In this chapter:

<i>Troubleshooting</i>	40
<i>Error codes</i>	42
<i>Contacting technical support</i>	43
<i>Online publication library</i>	43

Troubleshooting

The following tips can help you troubleshoot common ActiveKEY issues.

- *I've lost my ActiveKEY.*

Report lost/stolen ActiveKEYs as soon as possible to your association/MLS for assistance.

- *My ActiveKEY is expired.*

Your ActiveKEY remains active by connecting wirelessly to a cellular network. If you are out of coverage range for more than 24 hours, your ActiveKEY displays the message, *Key is expired/update now.*

See [KIM update code](#) on page 18 for instructions on how to manually update your ActiveKEY.

- *The 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.

- *I've lost my code.*

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

- *My ActiveKEY is locked up.*

Insert one end of a paperclip into the reset hole located on the back of the ActiveKEY in the bottom right corner just below the serial number label and apply gentle pressure (*Figure 10*). Do not insert anything with a sharp point as you may damage the ActiveKEY. A successful reset occurs when the key displays GE SECURITY ACTIVEKEY.



WARNING: When performing a reset, insert the paper clip *only* into the pinhole near the bottom on the back of the ActiveKEY. Do not insert any object into any other opening on the unit. Doing so could result in equipment damage or serious personal injury.

Figure 10. Reset hole



- *My ActiveKEY shut down for 10 minutes.*

If you enter ten incorrect codes within a ten-minute period, your ActiveKEY emits a buzz tone and times out for ten minutes. At the end of this time period, your ActiveKEY 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 technical support troubleshoot and identify ActiveKEY and KeyBox problems. When troubleshooting your ActiveKEY, technical support may ask you to view the error codes stored in your ActiveKEY. Your ActiveKEY stores the five most recent errors that have occurred.

To view error codes, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *View error codes* menu option and press **Enter**.

Contacting technical support

For assistance operating and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support between 5 a.m. and 7 p.m. Pacific Time, seven days a week.

Website	http://www.supraekey.com
E-mail	suprasupport@ge.com
Telephone	877.699.6787
Fax	503.589.8677

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library. To access the library, go to our website at the following location:

<http://www.gesecurity.com>

In the **Customer Support** menu, select the *Resource Library* link. After you register and log on, you may search through our online library for the documentation you need.¹

1. Many GE documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Reader, which can be downloaded free from Adobe's website at www.adobe.com.

Index

- A**
- audio tones 8, 11
- B**
- backlight 7
battery 9
- C**
- CBS code 26
client software 14, 16
conventions 2
cooperating systems 26
- E**
- edit settings 17
email 31
 notification 31
 showing agents 33
error code 42
- F**
- feedback
 reminder 35
 viewing 34
flashlight 7
- K**
- key container 23
- KeyBox
 access 22
 adding to inventory 29
 overview 4
 reading 37
 shackle 24
- KIM
 update code 18
 voice system 18
 website 18
- M**
- menu options 6
messages 7
- N**
- navigation 6
notification 7, 10
- P**
- preface 1
preferences 10
product
 overview 4, 14, 22, 28
publication library 43
- S**
- safety terms and symbols 2
showing activity 28
 reports 30
ShowingValue 28

status 17
Supra KeyBox 4

T

technical support 7, 43
timed access 25
tone indicator 8

U

update code 19
update key 17
USB cable 16

V

view log 17
voice report 36