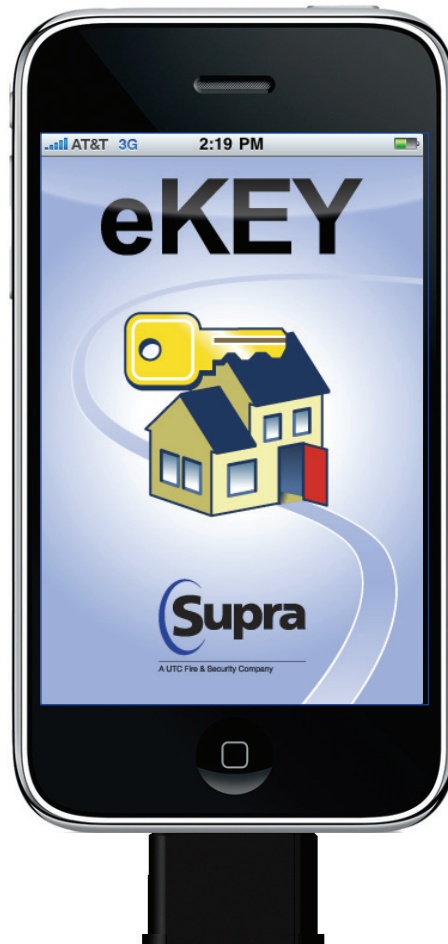


eKEY™ for iPhone User Manual



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

Rules and regulations relating to the use of the service Key Possession. Each keyholder (“Keyholder”) is responsible for the key (“Key”) issued to him or her.

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 UTC Fire & Security, Americas Corp. (“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.

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:

To keep the Key in authorized Keyholder’s possession or in a safe place at all times;

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;

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;

Not to duplicate the Key or allow any other person to do so;

Not to assign, transfer or pledge the Key;

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;

To notify your Organization or UTCFS within forty-eight (48) hours if the Key is lost or stolen;

To follow all additional security procedures as specified by your Organization; and

To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

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.

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Preface

This is the *eKEY for iPhone User Manual*. This document includes an overview of the product and detailed instructions explaining:

- how to set up your eKEY software;
- how to update your eKEY so you can access iBoxes;
- how to access iBoxes; and
- how to view showing activity.

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

For specific information about your iPhone, refer to the documentation that was provided with your iPhone. For additional information on using your Supra eKEY software, visit www.supraekey.com and click on the *Training Resources* link.

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.

Chapter 1 Introduction

This chapter provides an overview of the eKEY software and explains how to set up your eKEY software.

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Overview

The eKEY software and eKEY Adapter allow you use your iPhone to access Supra iBoxes placed at real estate listings.

Requirements

- iPhone, iPhone 3G, or iPhone 3GS
- OS 3.1.3 or greater
- Data plan on your iPhone through your cellular provider
- Supra eKEY Adapter for iPhone

eKEY software

The eKEY software for iPhones allows you to:

- Obtain the listing keys from an iBox
- Open the shackle on a iBox to place it on a listing or remove from a listing
- Manage and view your iBox inventory and change settings in your iBoxes
- Read an iBox to view showing history
- View showing notices and messages
- Coming soon for eKEY Professional subscribers — View MLS information and roster

Figure 1. eKEY Home screen



The eKEY software connects regularly to the Supra network using your cellular Internet service. During the connection, the eKEY software sends showing data to the Supra network, updates the eKEY to access iBoxes, and receives messages and showing notifications.

eKEY Adapter

The Supra eKEY Adapter provides an infrared signal from your iPhone that can be received by an iBox. The Supra eKEY Adapter has a key ring for easy placement on your key chain, a connector that connects to your iPhone, and an infrared lens used for communicating with iBoxes.

SupraWEB

SupraWEB is the agent website, available at 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 inventory and listing information
- View, email, and schedule activity reports
- View and send showing feedback
- Manage your bill
- Change your PIN code
- Set up your market area (eKEY Professional subscribers)
- Obtain an authorization code for installing eKEY software

SupraWEB can also be accessed using your iPhone by opening the eKEY application and selecting the SupraWEB icon on the second page.

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.

eKEY Setup

This section explains how to install the eKEY software onto your iPhone and authorize the applications.

Install eKEY Software

Note: For Beta participants the eKEY software will be installed and authorized for you. If you have any questions please contact support at 1-877-699-6787.

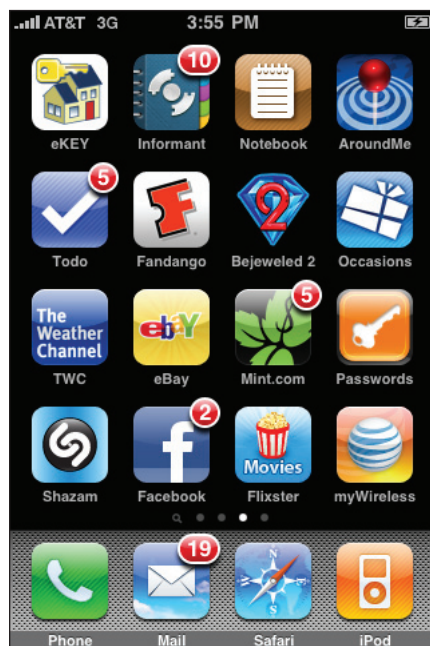
The eKEY software is installed through the App Store. You must have an iTunes account set up through Apple in order to install the Supra eKEY software.

To install the eKEY software on your iPhone:

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

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

Figure 2. eKEY icon



Authorize eKEY

Once the eKEY software is installed, it must be authorized before it can be used. To authorize the eKEY software, you'll need your 30-digit Authorization code.

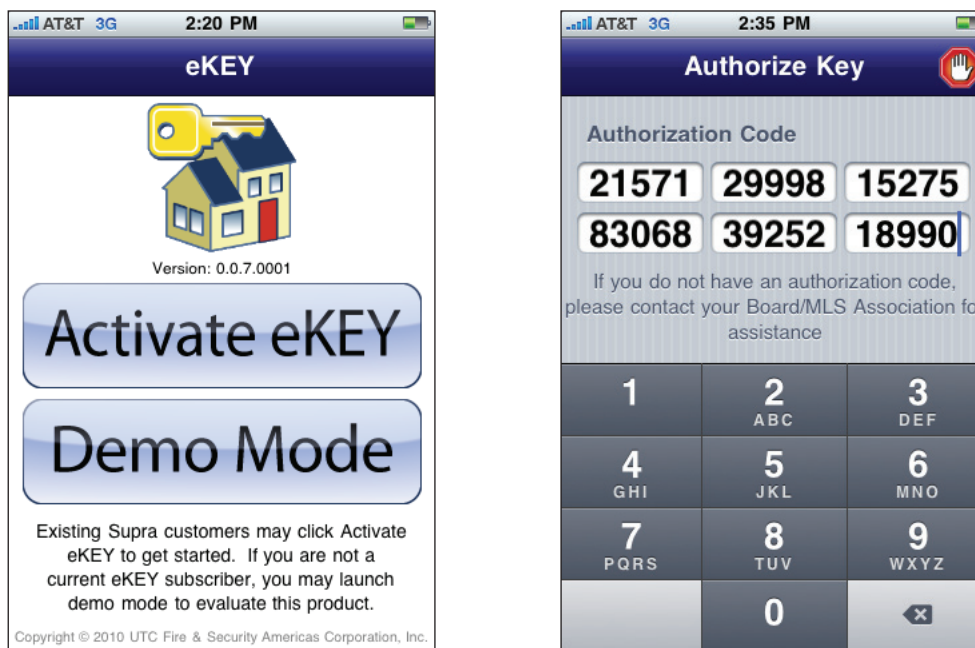
New eKEY users can obtain an authorization code from the Association/Board/MLS. Existing eKEY users can obtain an authorization code by logging into SupraWEB and selecting the **Authorization Code** link.

Demo mode is available for customers who have not yet subscribed to eKEY service. Demo mode allows you to view the eKEY software but you cannot interact with iBoxes.

To authorize your eKEY software.

1. Launch the eKEY application by selecting the eKEY icon.
2. Select **Activate eKEY**.
3. Following the onscreen prompts, enter your 30-digit Authorization code.
4. Select **Authorize**.

Figure 3. Authorize eKEY screen



5. Your device will automatically connect and authorize and update the eKEY to access iBoxes.

Customize PIN

You can customize the PIN code you use with your eKEY software.

To customize your PIN:

1. On your computer navigate to www.supraekey.com.
2. Select **Agents-Log on to SupraWEB**.
3. Enter your user ID and password and select **Submit**. If you haven't registered for a single sign on (SSO) user ID and password yet, click the **How to get access link** to register for a login.
4. Select **Change PIN**.

Figure 4. Change PIN Code screen

Change Your PIN Code

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

Your PIN must be 4 numeric digits.

Change PIN Code

Current PIN:

New PIN:

Confirm New PIN:

5. Enter your current PIN code.
6. Enter the new PIN code you would like to use and re-enter to confirm.
7. Click Save.
8. On your iPhone, select the **eKEY** icon to open the eKEY application.
9. Select **Update**.
10. Select **Wireless Update** to do a wireless manual update.

Audio and Vibrate Settings

The eKEY software uses several audio tones along with messages on the screen to communicate the status of keybox operations and to alert you when you receive a new showing or message. If an error occurs, your iPhone will vibrate in addition to sounding a buzz tone.

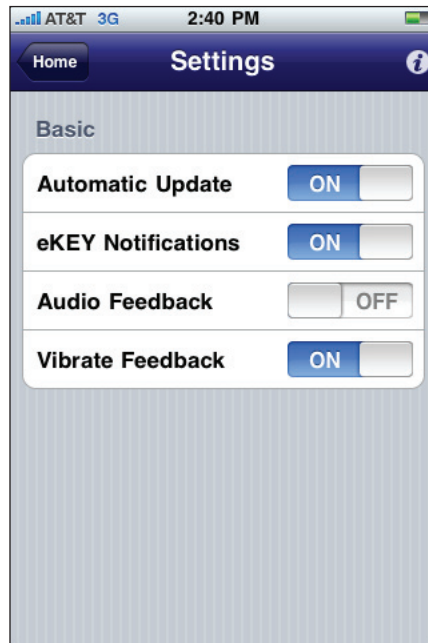
The audio and vibrate feedback in the eKEY software can be disabled. Disabling the audio or vibrate feedback in the eKEY software does not affect other iPhone applications.

To disable the audio or vibrate in the eKEY software:

1. On your iPhone, select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.
3. Set the **Audio Feedback** or **Vibrate Feedback** option.

4. Select **Home** to return to the eKEY main screen.

Figure 5. *Disable Audio or Vibrate Feedback*



Chapter 2 Updating

This chapter explains how to update your eKEY software.

In this chapter:

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Updating

Updating the eKEY software allows your iPhone to access iBoxes.

The eKEY software expires each night at midnight. The eKEY software automatically updates the first time each day when the eKEY application is launched by connecting to the Supra network using your cellular Internet service.

In order for an update to occur, your iPhone needs to be in cell coverage and you need to be in good standing with your Organization and with Supra.

You can see if your eKEY software is expired when you open the eKEY application. The Update icon shows a red X through the icon when the eKEY software is expired.

Figure 6. Key Expired icon



If your eKEY software did not update because the automatic update is turned off in your eKEY software, the next time you press the Obtain Key, Open Shackle, Add Keybox, Read Activity, or Update icons, you will be prompted to do a wireless update or enter an emergency update code.

Manual Update

If your eKEY software is expired and you are in cell coverage, you can do a wireless manual update.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Update** (see figure 7 on page 10).
3. Select **Wireless Update** to do a wireless manual update.

If your eKEY software is expired and you are out of cell coverage, you can manually update by obtaining and entering an update code.

To obtain an update code from SupraWEB:

1. Go to www.supraekey.com and click **Agents-Log on to SupraWEB**.
2. Enter your user ID and password and click **Submit**.
3. Select the *Update Code* link under Quick Links. The update code displays.

To obtain an update code from KIMvoice:

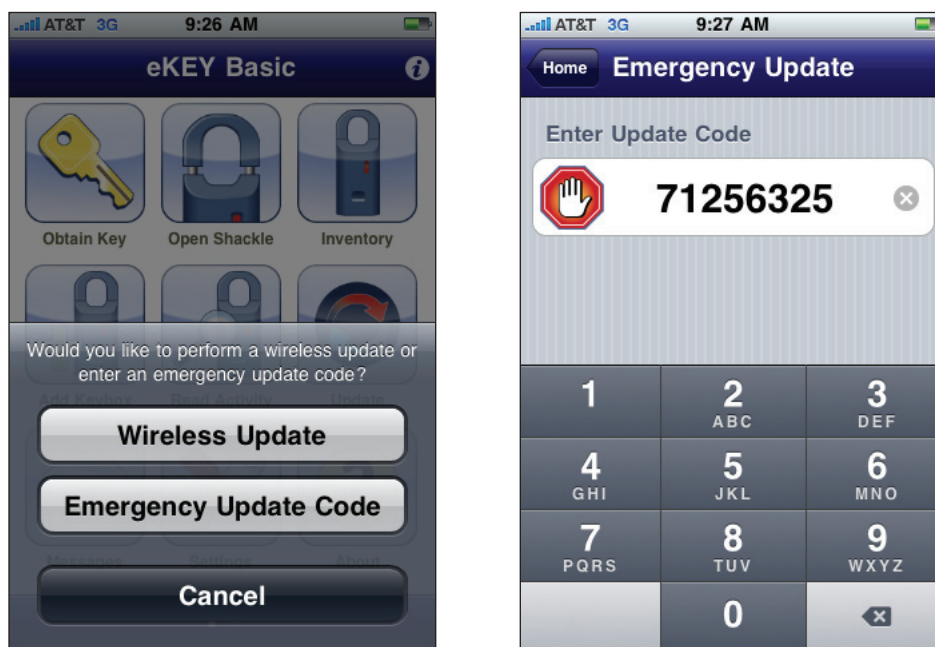
1. Call KIM at 1-888-968-4032.
2. When prompted, enter your eKEY serial number and PIN code into the phone, followed by the # sign.
3. Press 1 on the phone for an update code.

To enter the update code into the eKEY software:

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

Figure 7. Enter Update Code

The number of consecutive update codes you can get is limited. Once you reach your update code limit, your eKEY software must do a wireless update before you can obtain any additional update codes.



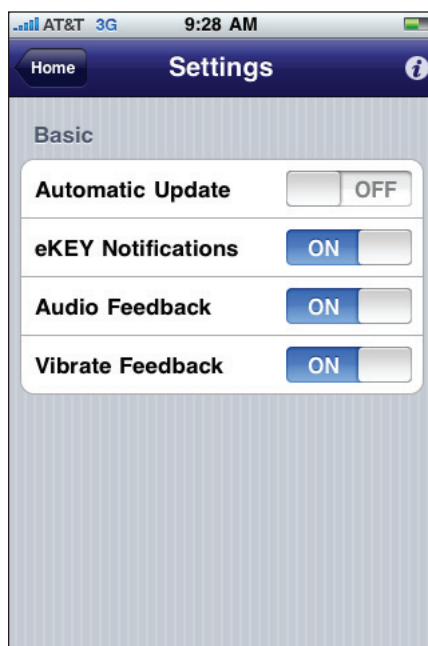
Disable Automatic Update

You can turn off the automatic key update. If you disable the automatic key update, be sure to update

your eKEY software before going out to a listing To disable the automatic key update:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.
3. Turn the **Automatic Update** option off.
4. Select **Home** to return to the eKEY menu.

Figure 8. Disabling Automatic Updates



In addition to the automatic update the first time the eKEY software is launched each day, the eKEY software automatically updates and sends showing information immediately after each key container opening and shackle release.

Chapter 3 Accessing iBoxes

This chapter explains how to access and manage iBoxes and gives information on Call Before Showing (CBS) and accessing cooperating keybox systems.

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Access iBoxes

The eKEY software allows you to access Supra iBoxes to:

- release the key container
- release the shackle
- change the settings in your iBoxes
- read the showing history stored in a iBox

Supra eKEY Adapter

In order to communicate with iBoxes, the Supra eKEY Adapter must be connected to your iPhone. The eKEY Adapter enables the eKEY software to communicate with an iBox.

To interact with iBoxes, connect your eKEY Adapter to your iPhone. The eKEY Adapter does not have to be connected to your iPhone when you are not accessing iBoxes.

When prompted by the eKEY software, point the infrared port on the eKEY Adapter towards the infrared lens on the iBox.

Tip: When the eKEY Adapter and iBox are communicating, they should be less than foot between your eKEY Adapter and the iBox. Direct sunlight can interfere with infrared communication so you may need to shade the area between the eKEY Adapter and iBox when they are communicating.

Figure 9. Supra eKEY Adapter



Release the Key Container

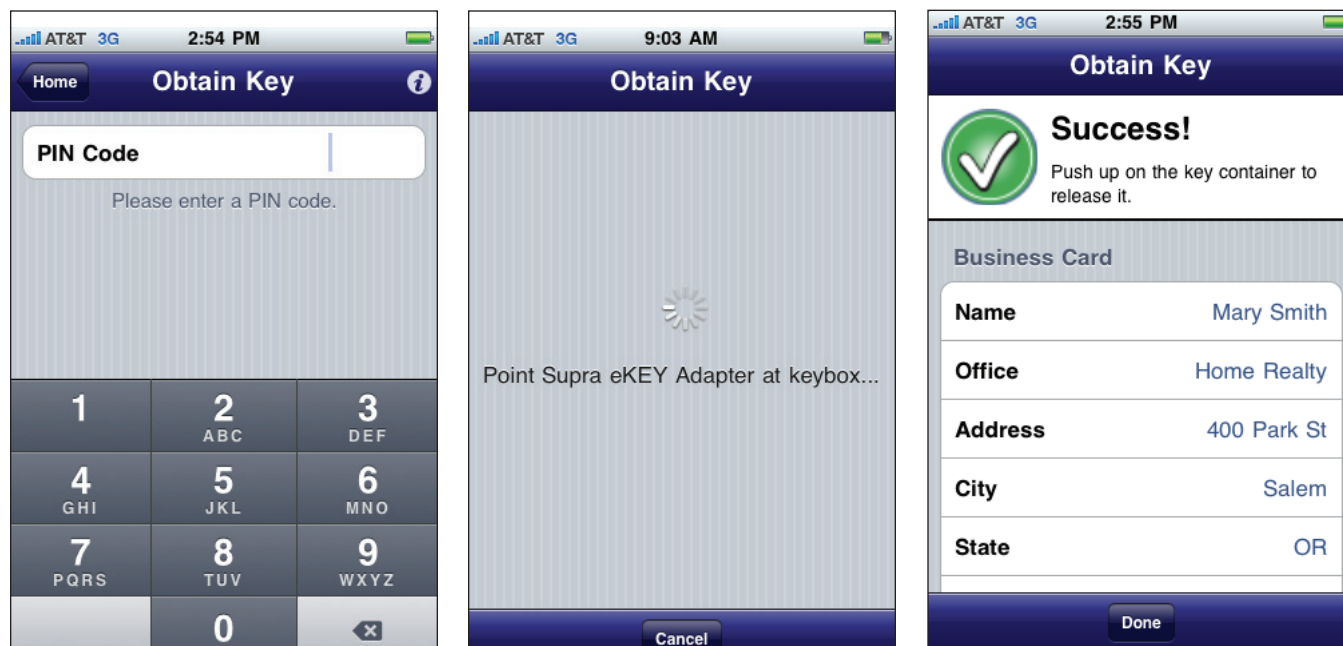
To release the key container on an iBox when showing a listing or placing or removing the listing keys in an iBox:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Obtain Key**.
3. Enter your PIN code.

4. Connect your eKEY Adapter to your iPhone if it's not already connected and select **Begin**.
5. Point the infrared port on the eKEY Adapter at the infrared lens on the iBox.

Note: You have 5 minutes after pressing **Begin** before you have to aim the eKEY Adapter at the iBox. This gives you an opportunity to enter your PIN in the car and then walk up to the door.

Figure 10. Obtain Key



6. Upon success, press up on the bottom of the iBox to release the key container. The key container will relock after 30 seconds.
7. If a business card, agent notes, or a listing flyer has been programmed into the iBox, the information displays on your iPhone. Drag down to see any additional information.

Your iPhone connects to the network and sends the showing information immediately after you obtain a key.

Place Listing Keys in the iBox

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 that you have a spare set of listing 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 the compartment holding the keys is facing you. Insert the key container into the bottom of the iBox and push up until it closes.

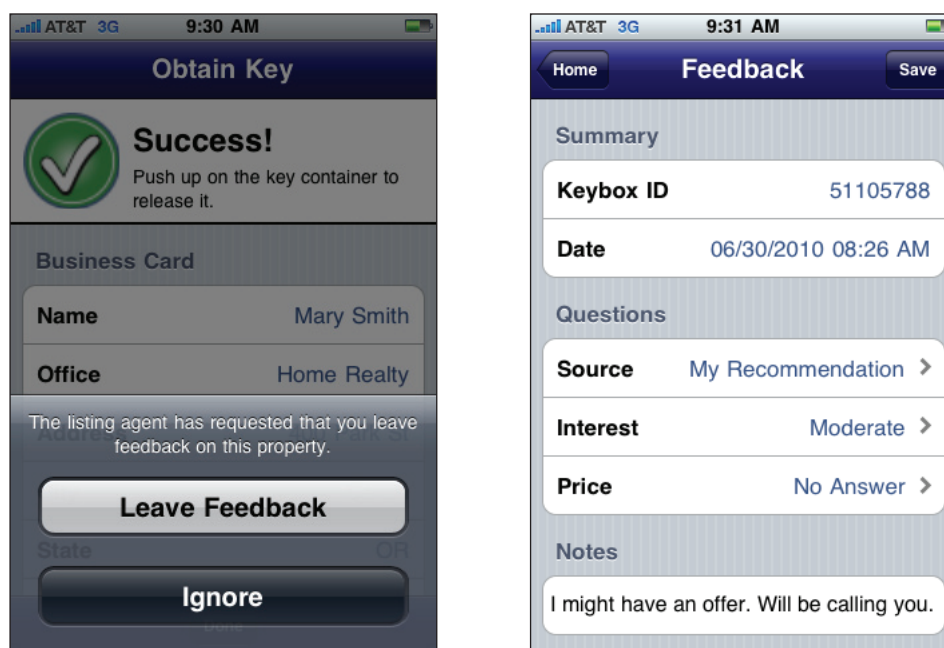
Feedback

A feedback alert screen is displayed after the key container opens if the iBox is set to ask for feedback after a listing is shown. This gives you an opportunity to provide feedback about the showing to the listing agent.

If you select **Ignore**, no feedback will be sent to the listing agent.

Select **Leave Feedback** to enter feedback information to send to the listing agent. You can select where you heard about the listing, the level of interest in the property, whether the listing price is within the buyer's range, and you can enter any notes about the showing.

Figure 11. Leave Feedback



The feedback is delivered to the Supra network the next time your eKEY software updates. The listing agent can view the feedback at SupraWEB.

Only the listing agent can activate or deactivate the feedback setting in an iBox. (See [Change iBox Settings](#) on page 22 for more information.)

Showing Hours

iBoxes can be programmed to allow 24-hour access or timed access for specific hours. To determine the timed access hours preprogrammed into iBoxes in your area, contact your Association or MLS.

Showing hours are in standard time. If your area observes daylight saving time, the actual access hours are one hour later than the hours set in the iBox during daylight saving time. For example, if an iBox is programmed for access from 8 a.m. to 9 p.m. Standard Time, during daylight saving time, the actual showing hours are 9 a.m. to 10 p.m.

You can program your iBoxes to allow 24-hour access or to limit access to during the timed access

hours. You can also customize the showing hours and set different access hours for weekdays, Saturday, and Sunday.

Follow the instructions on [Change iBox Settings](#) on page 22 to change the iBox showing hours.

Call Before Showing (CBS)

Call Before Showing (CBS) allows the listing agent to control access by requiring the showing agent to call the listing agent to obtain a CBS code. This code must be entered into the showing agent's key to open the iBox.

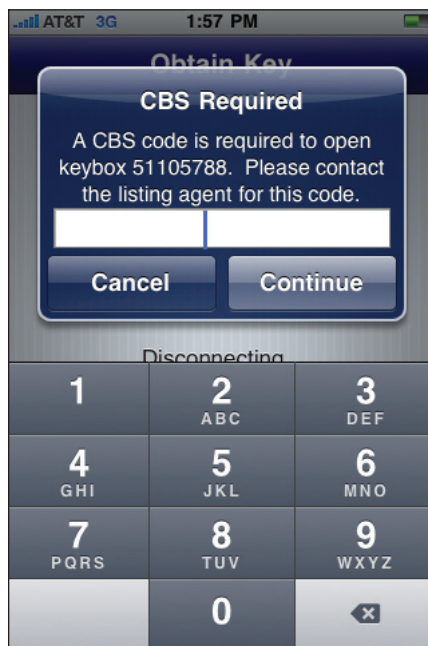
If the iBox requires a CBS code, follow the obtain key steps (see [Release the Key Container](#) on page 13 for more information). An error tone sounds and the CBS Required screen pops up. Enter the CBS code and select **Continue**.

Every iBox contains a Call Before Showing (CBS) code that can be enabled. (See [Change iBox Settings](#) on page 22 for more information.)

If the iBox requires a CBS code, the code must be entered into the eKEY software before releasing the key container and it must be entered each time the key container is released. (See [Release the Key Container](#) on page 13 for more information.)

Contact the listing agent to determine if a CBS code is required to open an iBox.

Figure 12. CBS Required



Cooperating

You 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 place.

To show listings in a cooperating area:

- Your eKEY software must be programmed to allow access to iBoxes in the cooperating area
- The cooperating Association/MLS must give you permission to update your eKEY for their area

Your Association/MLS can give you permission to access cooperating areas into your eKEY software. Once the programming has been added to your eKEY software, contact the cooperating Association/MLS to receive permission to update your eKEY software for their system.

Once both of those steps are completed, when your eKEY software does an automatic update, it updates both your primary system and the cooperating system. If you manually update your eKEY software by entering an update code, you must first update it for your primary Association/MLS and then update it for cooperating areas.

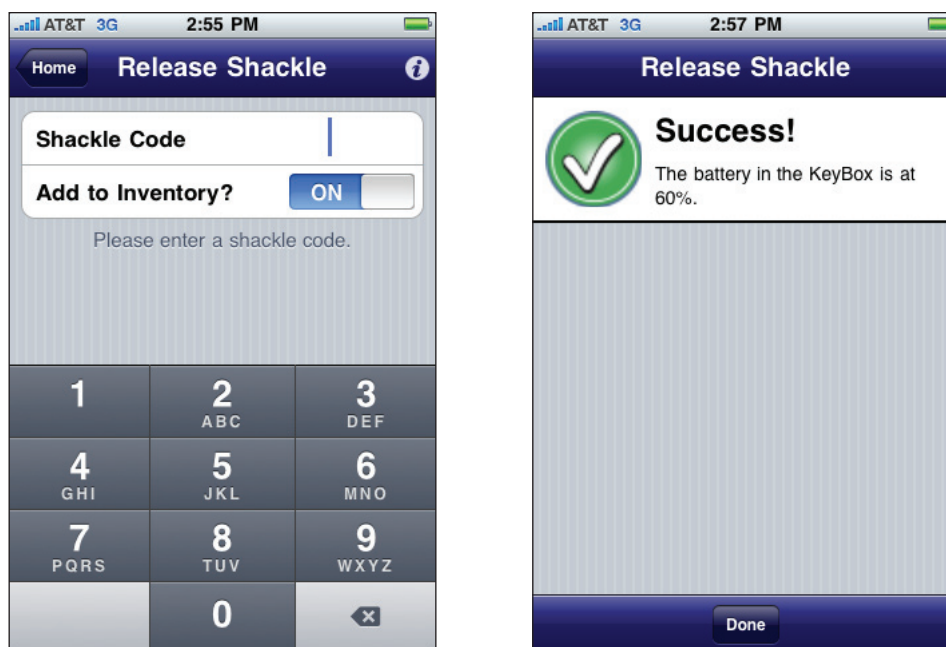
Release the Shackle

Each iBox has a four-digit shackle code that is used to release the shackle for placing it at a listing or removing it from a listing.

To release the shackle on an iBox:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Open Shackle**.
3. Enter the iBox shackle code.
4. Connect your eKEY Adapter to your iPhone if it's not already connected and select **Begin**.
5. Point the infrared port on the eKEY Adapter at the infrared lens on the iBox.

Figure 13. Open Shackle



6. Upon success, the shackle releases and the battery level in the iBox is shown.

When you release the shackle on an iBox, the iBox is automatically added to your inventory and you are taken to the *Keybox Details* screen where you can edit the settings in the iBox unless you uncheck *Add to Inventory*. Immediately after releasing the shackle the iPhone connects to the network and sends the current inventory information about the iBox. (See *iBox Inventory* below for more information about your keybox inventory.)

Remove the Shackle

Once the shackle has been opened, it can be completely removed from the iBox by repeating steps 1 through 4 in the above section while providing upward pressure on the shackle so it can pop out of the iBox.

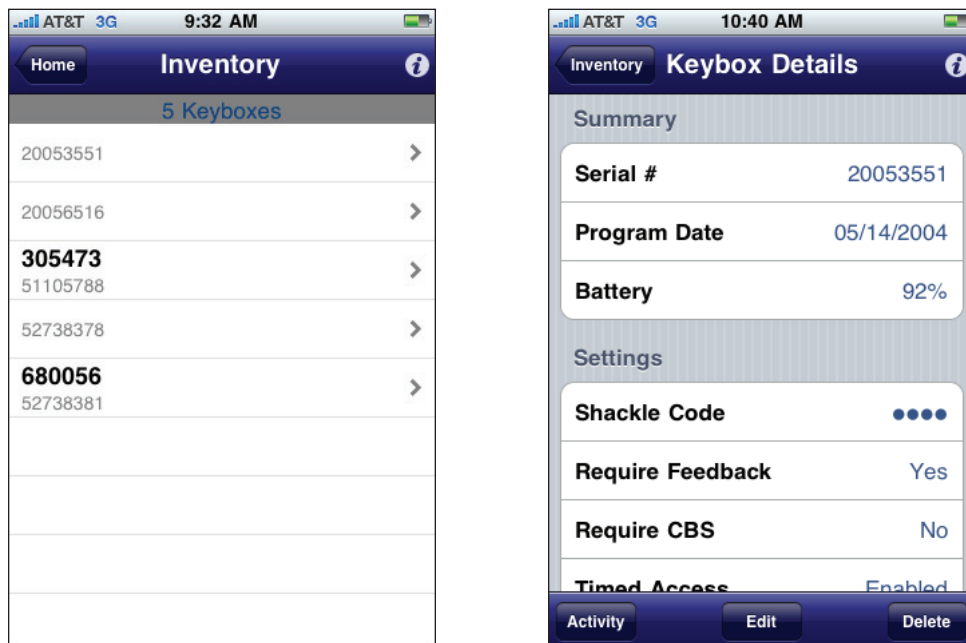
iBox Inventory

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

View iBox Inventory and Detail Information

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.
3. A list of your keyboxes are displayed. If the keybox is assigned to a listing, the listing ID number is shown in bold above the keybox serial number.
4. Select a keybox from the list to view detailed information.

Figure 14. View iBox Inventory



Add Keybox to your Inventory

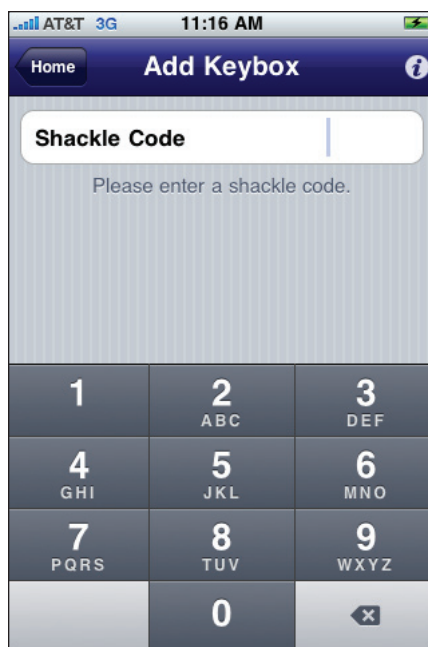
Adding a keybox to your inventory allows you to receive real time showing notifications on your iPhone and edit the settings in the keybox. You must have the keybox present to add it to your inventory.

When you release the shackle on an iBox, the iBox is automatically added to your inventory unless you uncheck *Add to inventory*.

To add a keybox to your inventory:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Add Keybox**.
3. Enter the shackle code for the iBox.

Figure 15. Add Keybox



4. Connect your eKEY Adapter to your iPhone and select **Begin**.
5. Point the infrared port on the eKEY Adapter at the infrared lens on the iBox.

The iBox has now been added to your inventory on your eKEY software. The iBox will be added to your inventory at SupraWEB during the next key update. To immediately update your keybox inventory at SupraWEB:

1. Press **Done** to go to the *Keybox Details* screen.
2. Press **Home** to return to the main eKEY screen.
3. Select the **Update** icon to update your keybox inventory at SupraWEB.

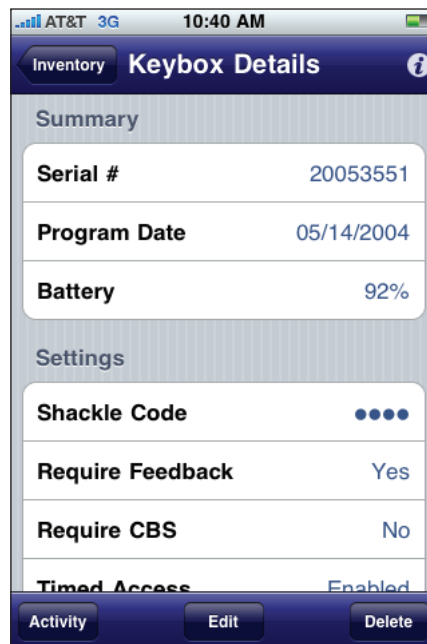
Once the key has completed the update, the new iBox will have been added to your inventory on SupraWEB.

Delete an iBox from your Inventory

To delete an iBox from your inventory:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Delete**.

Figure 16. Delete Keybox



5. Select **Yes** to confirm.

The iBox has now been deleted from your inventory on your eKEY software. The iBox will be deleted from your inventory at SupraWEB during the next key update. To immediately delete the iBox at SupraWEB:

1. Press the back arrow to return to the main eKEY screen.
2. Press the **Menu** button.
3. Select **Update Key** from the list to update your iBox inventory at SupraWEB.

Once the key has completed the update, the iBox will have been deleted from your inventory at SupraWEB.

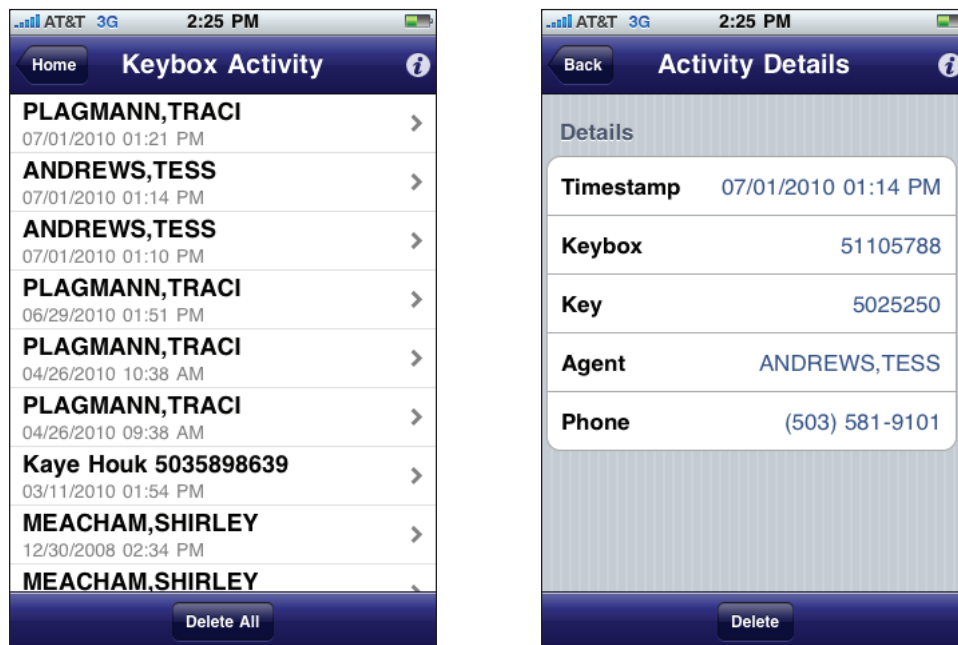
Read Activity

The iBox stores a showing record each time the key container is released. The iBox records the date and time the property was shown and the showing agent's name, key serial number, and phone number. You can view the showings that are stored in an iBox and display them on your iPhone by reading the iBox activity.

To read an iBox:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Read Activity**.
3. Enter the shackle code for the iBox.
4. Connect your eKEY Adapter to your iPhone and select **Begin**.
5. Point the infrared port on the eKEY Adapter at the infrared lens on the iBox. The showings in the iBox are read and delivered to your iPhone. The number of showings in the iBox are displayed. Select **Done** to view the showings.
7. Select a showing to view detailed information about the showing.
8. Select the phone number to call the showing agent.

Figure 17. Keybox Activity



View Showing Activity

Once an iBox has been read, the showing activity is stored in the iBox and can be viewed at any time. To view showing activity:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.

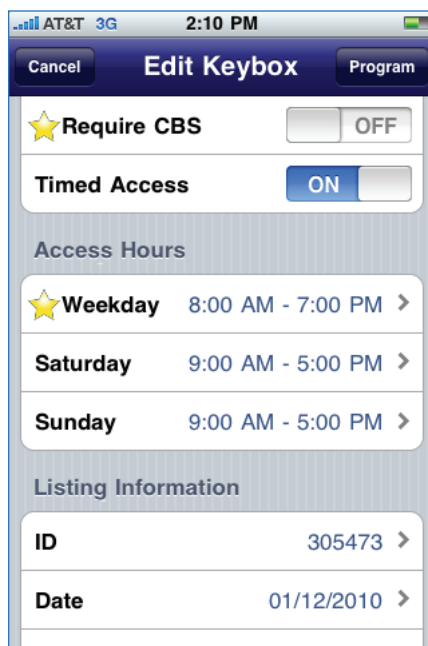
3. Select the iBox from the list.
4. Select **Activity**.
5. Select a showing to view detailed information about the showing.

Change iBox Settings

You can change the settings of an iBox that is in your inventory. (See [Table 1](#) on page 23 for the settings you can change in an iBox.) The iBox needs to be present to save the new settings to it.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**. A list of the keyboxes in your inventory displays.
3. Select a keybox from the list to view the keybox's settings. If the keybox you are looking for is not in your inventory, see [Add Keybox to your Inventory](#) on page 19 for more information.
4. Select the field you want to change and then update the information. A gold star ★ to the left of the field indicates a change has been made to the setting that has not been updated in the keybox.

Figure 18. Change iBox Settings



5. Select **Program**.
6. Enter the shackle code for the iBox. If you are changing the shackle code, you'll need to enter the old shackle code one last time here.
7. Connect your eKEY Adapter to your iPhone and select **Begin**.
8. Point the infrared port on the eKEY Adapter at the infrared lens on the iBox to have the new settings updated in the iBox.

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

Table 1. Keybox settings and description

Setting	Description
Shackle code	Code used to release the shackle on the keybox
Require Feedback	Prompt for feedback after a showing
Require CBS	Turn on to require a CBS code be entered to open the keybox
Timed Access	Toggle between 24-Hour and Timed Access hours
Access Hours	If Timed Access is on, can adjust hours for weekdays, Saturdays, and Sundays
Listing Information	Information about the listing; update the listing ID, listing date, address, MLS name, client, and occupant
Business card	Listing agent's business card information; displayed to eKEY users when they open the iBox
Agent Note	Notes to the showing agent; displayed to ActiveKEY and eKEY users when they open the iBox
Listing Flyer	Features or information about the listing; displayed to eKEY users when they open the iBox

Chapter 4 Showing Activity

This chapter explains showing notifications and describes how to view showing activity using the eKEY software.

In this chapter:

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<i>KIM Voice Access</i>	25
<i>Showing Notifications and Messages</i>	25
<i>Disable eKEY Showing Notifications</i>	27
<i>Update Listing ID</i>	27

Showing Activity

The eKEY software records the showing information each time you open a key container and sends the information to the Supra network after each showing.

As a listing agent, there are several ways to see who has shown your listings. As a showing agent, you can also get a report of how many properties you've accessed.

There are three ways to view showing activity:

- Read a keybox to view its showing activity on your iPhone (see [Read Keybox Activity](#) on page 21)
- Go to the SupraWEB to see the showing activity on your listings or get a report of all the showings you've done (see the [SupraWEB Guide](#) available at www.supraekey.com under [Training Resources](#) for more information on using SupraWEB)
- Request a report from the KIM voice system (see below)

Voice Report

You can request a showing activity report using KIM voice access. You'll need to have the keybox serial number and shackle code to request the report. You can request a voice or e-mail report. An email report is delivered to your email address on record with the Association, Board, or MLS.

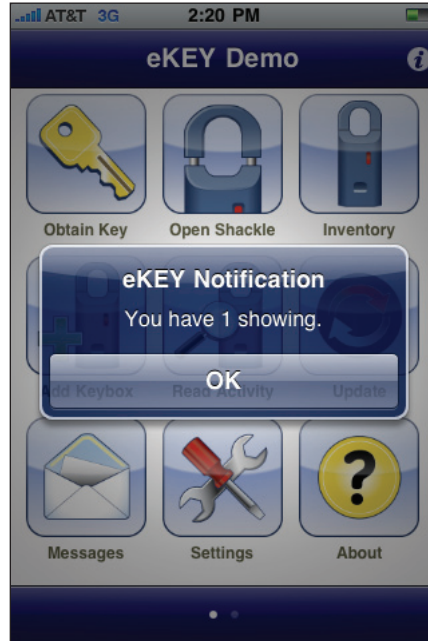
To request an activity report from KIM voice:

1. Call KIM voice at 888-968-4032.
2. On your phone keypad, enter your eKEY serial number and PIN code, then press #.
3. Select option 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.

Showing Notifications Messages

Showing notifications automatically display in your eKEY software whenever a keybox in your inventory is shown. Messages sent from Supra, your Board/Association/MLS, or your office broker also are automatically displayed.

Figure 19. eKEY Notification

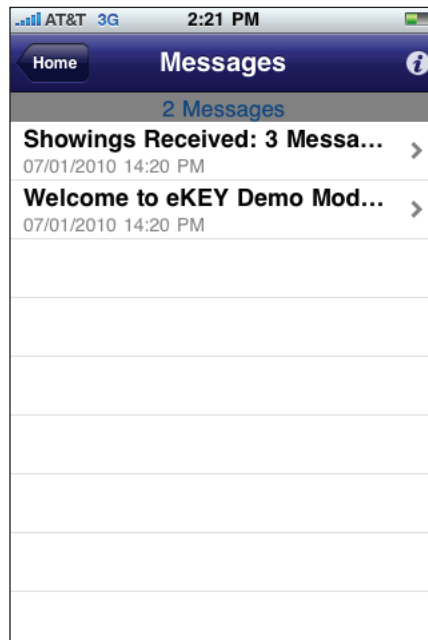


Messages and showing notifications can also be viewed later. To view messages:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Messages**.

The number of showings displayed is an accumulation of showings at your listings in the last 14 days.

Figure 20. Messages

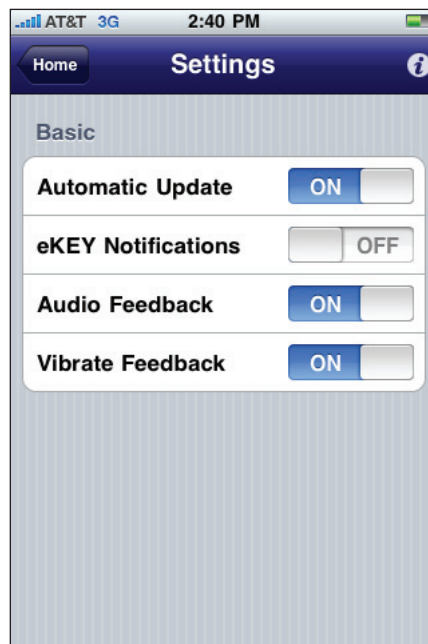


Disable eKEY Showing Notifications

You can disable the automatic showing notifications. To disable the automatic showing notification:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.
3. Turn the **eKEY Notifications** option off.
4. Select **Home** to return to the eKEY menu.

Figure 21. Disable eKEY Notifications



Update Listing ID

Update the listing ID whenever a keybox is placed on a listing or removed from a listing to keep your keybox showing reports accurate.

To update the listing ID when placing a keybox on a listing, see [Change Keybox Settings](#) on page 22 for more information. You can also enter the listing ID at SupraWEB by selecting the keybox from the **Assign Listing** link and entering the information.

Chapter 5 Support and Troubleshooting

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

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Support

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

Website <http://www.supraekey.com>

Email ekeysupport@fs.utc.com

Telephone 877.699.6787

Fax 503.589.8677

To call Support directly from the eKEY software on your iPhone:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **About**.
3. Select the phone number shown in the *Support Information* section to call Support.

Figure 22. Contacting Support



Training Library

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

1. Go to www.supraekey.com
2. Scroll down and click the *Training Resources* link.



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

Help screens

Help information is provided in the eKEY software. To access the help information, select the Help icon on the second page of eKEY icon.

Figure 23. Help icon



In addition, several screens throughout the eKEY software have an  shown in the upper right corner. Click the  for help.