Supra eKEY® for BlackBerry® Products
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 United Technologies Corporation ("UTC"), 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 UTC 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.

Table of Contents

Preface

This *Supra eKEY BlackBerry Products User Manual* includes an overview of the Supra eKEY application software and detailed instructions explaining:

- how to set up the eKEY application software

- how to update the eKEY app to access an iBox

- how to access an iBox

- how to view MLS listing and roster data

- how to view showing activity

There is information describing how to contact technical support.

For specific information about a BlackBerry® device, refer to the documentation that was provided with the smartphone or tablet. For additional information on using the Supra eKEY software, visit *www.supraekey.com* and select the *Customer Support* link.

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	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.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
NARROW	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 serious personal injury or loss of l life.

Chapter 1   Introduction

This chapter provides an overview of the eKEY application software and explains how to set it up on the BlackBerry device.

In this chapter:

eKEY Overview

The eKEY application software allows the BlackBerry® phone or tablet to access a Supra iBox placed at real estate listings. There are three (3) different versions of the iBox that may be placed on listings depending upon the Multiple Listing Service (MLS), Association, or Board.

The classic iBox (the original Supra iBox) reads an infrared signal only. To access an iBox using infrared, the Supra eKEY Fob is required. The iBox BT and iBox BT LE read infrared and Bluetooth® signals. The fob is not required to access the iBox BT or the iBox BT LE. In addition, the iBox BT LE uses a low energy battery.

Requirements

- eKEY compatible BlackBerry smartphone or tablet; to see which BlackBerry devices are supported go to *www.supraekey.com* or click here.
- BlackBerry OS version 4.5 or newer (the BlackBerry 10 is not supported at this time)
- BlackBerry data plan with Internet service
- Supra eKEY Fob for accessing the classic iBox devices which use infrared

Supra eKEY Application Software

The eKEY application allows the user to:

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

There are four (4) icons on the eKEY *Home* screen:

- **Obtain Key**—Obtain listing keys from an iBox
- **Open Shackle**—Open the shackle on an iBox
- **Inventory**—Manage and view iBox inventory, change settings in an iBox, and view showing information from an iBox Read
- **eDATA**—MLS information for eKEY Professional subscribers and includes listing, detailed showing, agent roster, and profile information
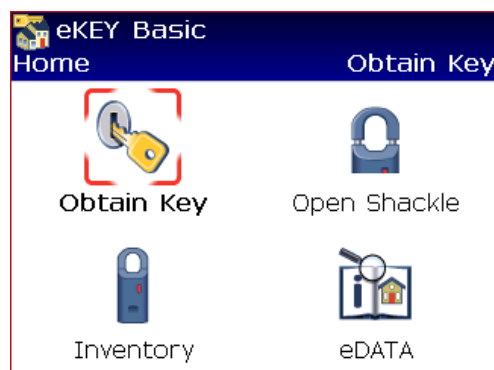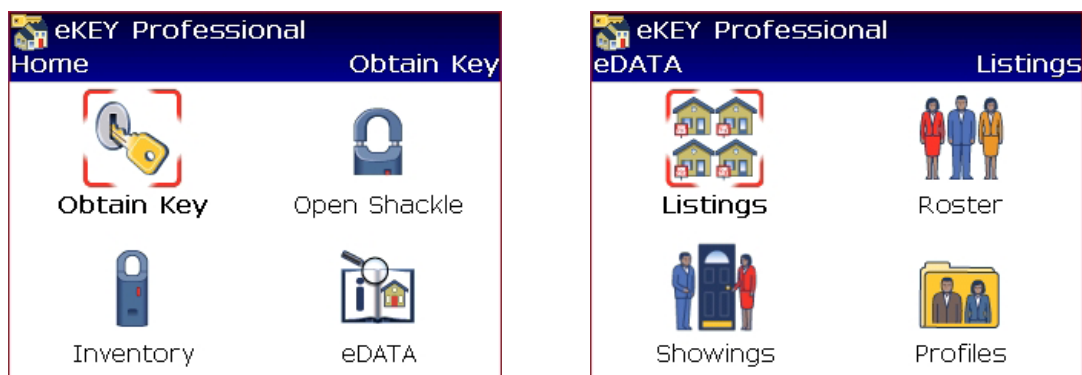
Figure 1.   eKEY Home Screen

Figure 2.   eKEY Professional Home Screen

The eKEY software connects regularly to the Supra network using the BlackBerry device's cellular Internet service or Wi-Fi connection. During the first eSYNC of each day, the eKEY software sends showing data to the Supra network, updates the eKEY to access the iBox, and receives messages and showing notifications. In addition, for eKEY Professional subscribers, the MLS listing and roster data are updated.

Supra eKEY Fob

The Supra eKEY Fob is a device used to translate the Bluetooth signal from the BlackBerry device to an infrared signal that can be recognized by the iBox. For more fob pairing information, view the *eKEY Fob Instructions* packaged with the fob, or follow the manufacturer's pairing instructions for the specific BlackBerry device.

SupraWEB

SupraWEB is the agent website, available at *www.supraekey.com;* to go and:

- Obtain an update code for the eKEY
- Identify the name of a keyholder by key serial number
- Manage the iBox inventory and listing information
- View, email, and schedule activity reports
- View and send showing feedback
- Manage billing
- Change the PIN code
- Set up the market area (eKEY Professional subscribers)
- Obtain an authorization code to install the eKEY software

To access SupraWEB from the BlackBerry device, open the eKEY application and select the SupraWEB icon.

KIMvoice

The Keybox Information Manager (KIM), is the Supra network that maintains the key and iBox data. Call KIMvoice at 888-968-4032 to use the automated voice access system.

eKEY Setup

This section explains how to install and authorize the eKEY application software. After the software is installed, the eKEY icon is shown in the list of applications on the BlackBerry device. On some devices, the eKEY icon is placed in the *Applications* or *Downloads* folder. If the eKEY application is opened in the landscape view (available in some BlackBerry models) some icons may not be visible. To prevent this from happening, open the eKEY application in portrait mode.

Note: *Some BlackBerry touchscreen devices select items by tapping right on the screen instead of with the use of a trackpad. To display the virtual keyboard press the **Menu** button and select **Show KeyBoard**.*

Install eKEY Software

Internet access and an internet data plan on the BlackBerry are required to install and use the eKEY software.

For devices with Operating System (OS) 4.5 and later, open the **BlackBerry World** and search for the Supra eKEY application. Please note that BlackBerry 10 is not supported at this time.

For devices earlier than OS 4.5, use the browser on the BlackBerry device to navigate to *www.ekeymobile.com* to install the eKEY application.

Install the eKEY software on a BlackBerry device (OS) 4.5 and later:

1. On the BlackBerry device, select the **BlackBerry World** icon.
2. Search for **eKEY**.
3. Download and install the **Supra eKEY** application.
4. If the applications asks to confirm permission changes, press the **Menu** button and then **Save**.

Install the eKEY software on BlackBerry OS 4.5 and earlier:

1. On the BlackBerry, select the **Browser** icon (on some BlackBerry devices, the **MediaNet** icon launches the Internet browser).
2. Press the **Menu** button.
3. Select **Go To** and navigate to *www.ekeymobile.com* to install the eKEY application.

Figure 3. www.ekeymobile.com Screen
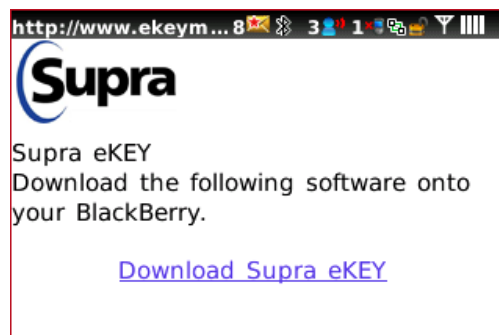
4. Select the *Download Supra eKEY* link or button to download and install the eKEY software.
5. If asked to confirm permission changes, press the **Menu** button and then **Save**.

Authorize eKEY

The eKEY software must be authorized before it can be used. To authorize the eKEY software, a 30-digit Authorization code is required.

New eKEY users can obtain an authorization code from the Association/Board/MLS. For existing eKEY users, log into SupraWEB and select the *Authorization Code* link to obtain an authorization code.

Demo mode is available for customers who have not yet subscribed to the eKEY service. Use the Demo mode to view the eKEY software only, no interaction with the iBox is possible in this feature.

Authorize the eKEY software:

1. Select the **eKEY** icon to open the application.
2. Select **Activate eKEY**.
3. Follow the onscreen prompts and enter the 30-digit Authorization code and press **Enter**.

The eKEY app will use the BlackBerry device to connect, authorize, and update the eKEY app to access iBox devices.

Figure 4. Authorize eKEY Screen
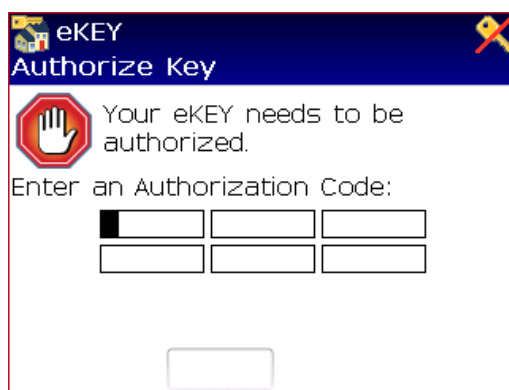
Customize PIN

Customize the PIN code to use with the eKEY software.

Customize the PIN:

1. Using a computer, navigate to *www.supraekey.com*.
2. Select **SupraWEB Login for Real Estate Agents**.
3. Enter the user ID and password and select **Login**.

Note: *To register for a single sign on (SSO) user ID and password, click the* **Register** *button to register for a login.*

4. Select **Change PIN** in the QUICK LINKS section, see figure 4.

Figure 5. Change PIN Code Screen

5. Enter the current PIN code.

6. Enter the new PIN code and re-enter to confirm.

7. Select **Save**.

8. Verify cell/data coverage.

9. On the BlackBerry device, from the main eKEY screen press the **Menu** button.

10. Select **Update Key** to have the new PIN code delivered to the eKEY software.

Customize Font Size

The font size in the eKEY software can be customized.

1. At the main eKEY screen press the **Menu** button.

2. Select **Settings**.

3. Select the font size and choose: small, medium, or large. The font size is changed after the settings is saved, and the eKEY software exited and reopened.

4. Press the **Menu** button.

5. Select **Save**.

6. Select **Yes** to exit the eKEY software.

Audio and Vibrate Settings

The eKEY software uses several audio tones along with messages on the screen to communicate the status of iBox operations and alerts the BlackBerry device when a new showing or message is received. If an error occurs, the BlackBerry will vibrate and sound a buzz tone.

The audio tones in the eKEY software can be disabled. Disabling the audio feedback in the eKEY software does not affect other BlackBerry applications.

Disable the audio tones in the eKEY software:

1. At the main eKEY screen press the **Menu** button.

2. Select **Settings**.

3. Select the **Disable Audio Feedback** option and a checkmark is placed in the box and a star next to it indicates a change will be made upon saving the settings.

4. Press the **Menu** button.

5. Select **Save**.

Figure 6. Disable Audio Feedback
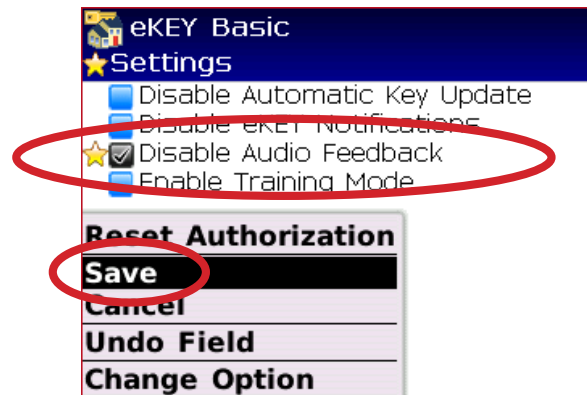
Chapter 2   Updating

This chapter explains how to update the eKEY software.

In this chapter:

Update Overview

The eKEY software permission expires each night at midnight. It connects to the Supra network using the BlackBerry device's cellular service. The eKEY software will automatically update if the *Automatic Update* setting is checked, otherwise it will update once daily when the eKEY application is opened. The eKEY software will not update if the *Automatic Update* in the eKEY software is turned off, the BlackBerry device is turned off, or out of cell/data coverage.

In order for an update to occur:
- BlackBerry device is powered on
- cell/data coverage
- good standing with the Association or Organization
- good standing with Supra

To see if the eKEY software is expired, open the eKEY application. If expired, the expired eKEY icon shows in the upper right corner of the eKEY *Home* screen when the eKEY, as shown in below.

Figure 7. Key Expired Icon
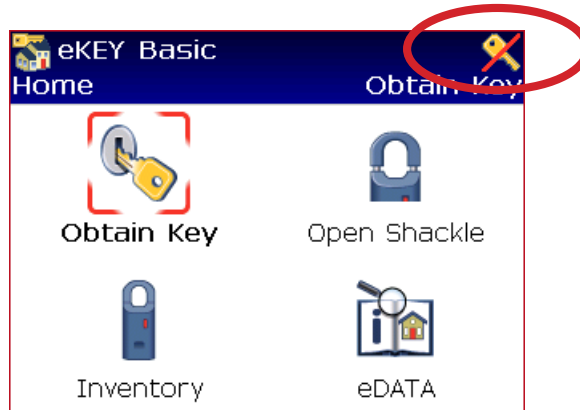
Manual Update

If the eKEY software is expired and the BlackBerry device has cell/data coverage, perform a wireless manual update.

1. Verify cell/data coverage.
2. Open the eKEY application.
3. Select the BlackBerry **Menu**.
4. Select **Update Key** and press the trackpad.

If the eKEY software is expired and the BlackBerry device is out of cell/data coverage, manually update by obtaining and entering an update code.

Obtain an update code from SupraWEB:

1. Go to *www.supraekey.com* and select **SupraWEB Login for Real Estate Agents**.
2. Enter the user ID and password and select **Login**.
3. Select the **Update Code** link under QUICK LINKS section and the update code displays.

Note: *For setup purposes only, the first login requires the key serial number, user ID, and association or MLS name.*

Obtain an update code from KIMvoice:

1. Call KIM at 1-888-968-4032.

2. Enter the eKEY serial number and PIN code into the BlackBerry, followed by the # sign.

3. Press **1** on the phone for an update code.

Enter the update code into the eKEY software:

1. Open the eKEY application.
2. At the main eKEY screen press the **Menu** button.
3. Select **Emergency Update**.
4. Enter the update code and press the trackpad or **Enter** key.

Figure 8. Enter Update Code
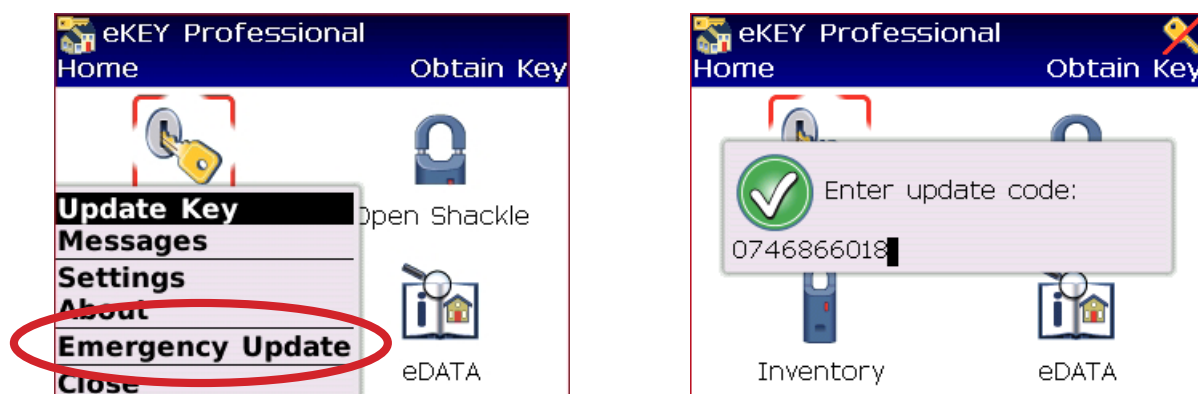
The number of consecutive update codes is limited. Once the update code limit is reached, perform a wireless update before any additional update codes are requested.
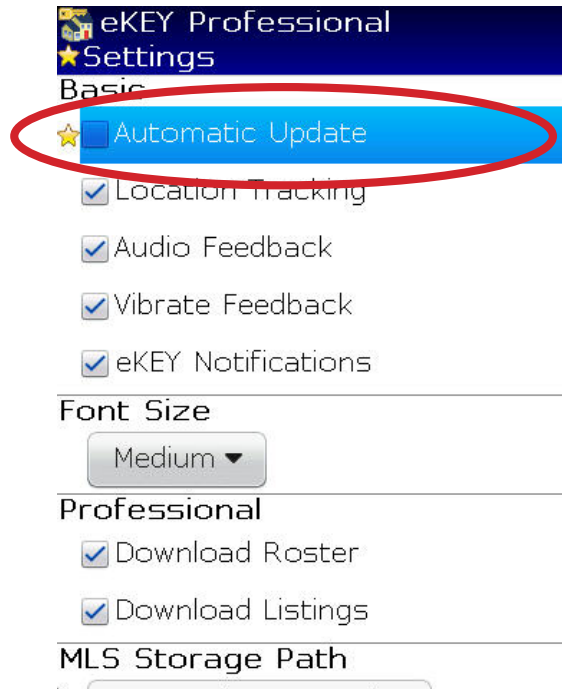
Automatic Update

Uncheck the Automatic Key Update box to turn off the automatic update. If the automatic key update is disabled, manually update the eKEY software before going out to a listing.

Disable the automatic key update:

1. Open the eKEY application.

2. At the main eKEY screen press the **Menu** button.

3. Select **Settings**.

4. Select the **Automatic Update** option and checkmark is placed in the box and a star next to it indicates a change will be made upon saving the settings.

Figure 9. Disabling Automatic Updates

5. Press the **Menu** button.

6. Select **Save**.

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

Chapter 3   Access iBox

This chapter explains how to access and manage iBox devices and gives information on Call Before Showing (CBS) and accessing cooperating iBox systems.
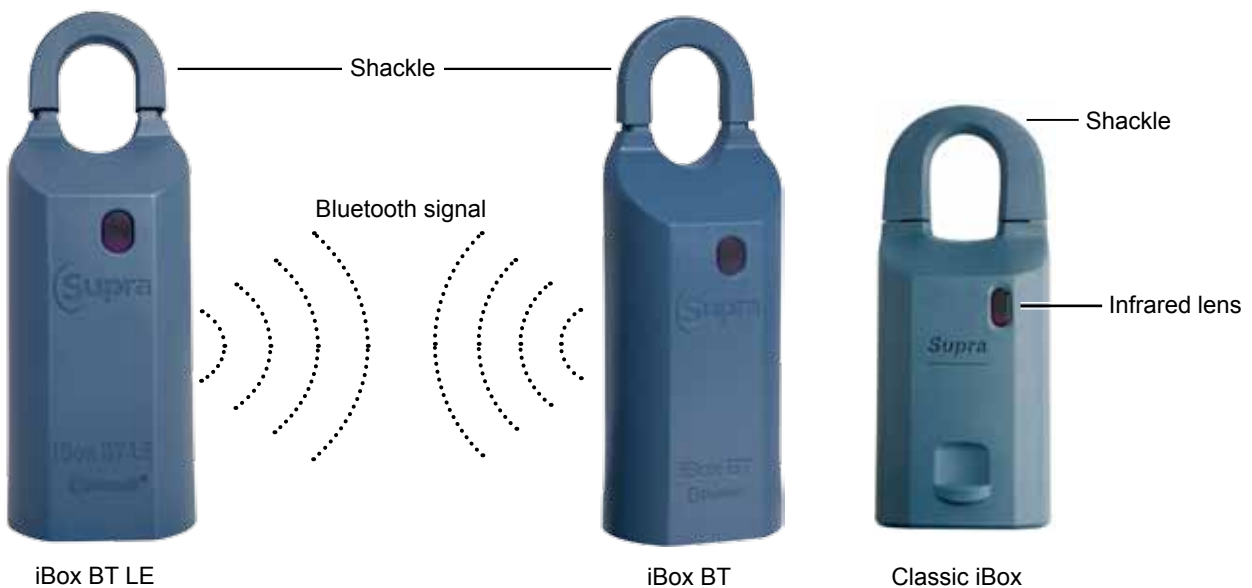
In this chapter:

iBox

The eKEY software application allows access to the classic iBox, iBox BT, and iBox BT LE to:

- release the key container
- release the shackle
- change the iBox settings
- read the showing history stored in an iBox

Figure 10. Supra iBox Devices

iBox BT LE   iBox BT   Classic iBox

The iBox BT LE and iBox BT communicate with BlackBerry devices using Bluetooth technology. Press up on the bottom of the iBox BT LE to turn on Bluetooth and begin an operation.

The classic iBox communicates using infrared technology. The Supra eKEY Fob is required to access the classic iBox with BlackBerry devices. The fob translates the Bluetooth signal from the BlackBerry device into an infrared signal that can be understood by the classic iBox. The distance between the fob and the infrared lens on the iBox should be less than a foot. Direct sunlight can interfere with the infrared communication and shading the area between the fob and the iBox may be required.

Supra eKEY Fob

The eKEY application uses the eKEY Fob as a Bluetooth-to-infrared translator to communicate with classic iBox devices. Some BlackBerry devices may require pairing with the fob.

The first time the fob is used, a numeric passkey may be required depending on the BlackBerry model. The numeric passkey is 0000 (four zeros).

To use the eKEY fob, start the procedure on the BlackBerry. When the software prompts, power on the eKEY fob by pressing the power button until the green light flashes. When the green light flashes, point the eKEY fob at the infrared lens on the iBox.

Figure 11. Supra eKEY Fob

Pair the fob with BlackBerry devices:

Experiences may vary depending on the model and OS of the BlackBerry device. Read and follow the BlackBerry manufacturer's instructions on *How to Pair Devices* for specific information.

1. Open the eKEY application.

2. Select the BlackBerry **Menu** button.

3. Select **Bluetooth Settings**.

4. Verify the Bluetooth is on and discoverable.

5. For some models, select **Add New Device** and pick **Search**.

6. Turn on the fob

7. Select the fob name to pair (example: SUPRA-7FFE).

8. Enter '0000' (four zeros) as the pairing passkey, if required.

Figure 12. Pair Bluetooth for eKEY Fob

Use the fob:

Tip: *The distance should be less than a foot between the fob and the iBox to communicate. Direct sunlight can interfere with infrared communication. If required, shade the area between the fob and iBox when they are communicating.*

1. Start an eKEY operation (Obtain Key or Open Shackle).

2. Enter '0000' (four zeros) as the pairing passkey, if required.

3. When the eKEY software prompts, press the power button until the green light flashes to power on the eKEY Fob.

4. Point the fob at the infrared lens on the iBox.

Release the Key Container

Release the key container on an iBox device:

1. Select the **Obtain Key** icon from the main eKEY screen.

2. Enter your PIN code.

3. If the iBox requires an additional Call Before Showing (CBS) code, check the CBS Required box and enter the CBS code for the iBox (see *Call Before Showing (CBS)* on page 17).

Figure 13. Obtain Key
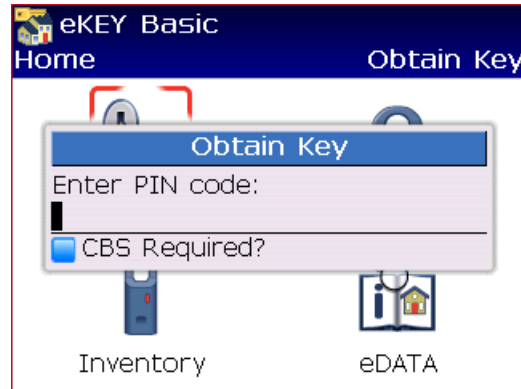
4. Press the trackpad or press **Enter**.

5. For an iBox BT or iBox BT LE using Bluetooth, press up on the bottom of the iBox device to turn on Bluetooth.

    For a classic iBox, press the eKEY Fob power button until the green light flashes and point the fob at the iBox.

Note: *There is up to five (5) minutes after pressing the trackpad or enter to aim the fob at the classic iBox or to push up on the bottom of the iBox BT or iBox BT LE. This gives an opportunity to enter the PIN in the car and then walk up to the door.*

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. After success, select the **Bluetooth List** button.

8. Select the SUPRA KEYBOX.

9. Select **Delete Device** and **Delete**.

10. Press the back button and **Done**.

Immediately after obtaining key the BlackBerry connects to the network and sends the showing information.

Placing Listing Keys in the iBox

The classic iBox key container holds up to three (3) listing keys. The iBox BT and iBox BT LE key containers holds up to five (5) listing keys or two (2) gate cards and two (2) keys. Before closing the key container, verify that all items are well inside and the front is not bowing or bulging out. Listing agents should always make sure there is a spare set of listing keys before closing 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 the key container to face you, see *Figure 13 Key Container.* Insert the key container into the bottom of the iBox and push up until it closes.
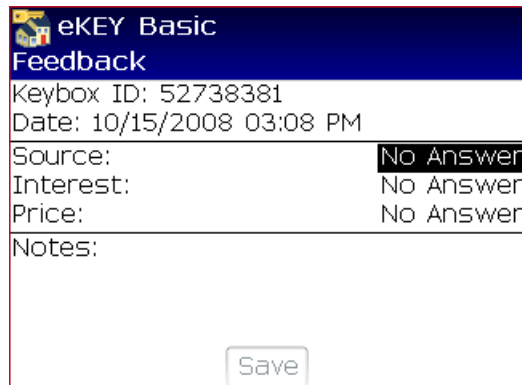
Figure 14. Key Container

Feedback

If the iBox is set to ask for feedback after a listing is shown, a feedback alert screen is displayed after the key container is opened. This gives an opportunity to provide feedback about the showing to the listing agent. If **Ignore** is selected, no feedback is sent to the listing agent.

Select **Leave Feedback** to enter feedback information to send to the listing agent. For example, 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 enter any notes about the showing.

Figure 15. Enter 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 21.

Showing Hours

iBox devices can be set to allow 24-hour access or timed access for specific hours. To determine the timed access hours preset for iBox devices in the area, contact the Association or MLS.

Showing hours are in standard time. If the area observes daylight saving time, the actual access hours are one (1) hour later than the hours set in the iBox during daylight saving time. For example, if an iBox is set 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.

Set the iBox to allow 24-hour access or to limit access to during the timed access hours. Customize the showing hours and set different access hours for weekdays, Saturday, and Sunday. Follow the instructions in *"Change iBox Settings"* on page 21 to change the iBox showing hours.

Call Before Showing (CBS)

Call Before Showing (CBS) allows the listing agent to control access by requiring the buyer's agent to call the listing agent to obtain a CBS code.

Every iBox contains a CBS code that can be enabled (see *"Change iBox Settings"* on page 21). This code must be entered into the buyer's agent's key to open the iBox. Contact the listing agent to determine if a CBS code is required to open an iBox.

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 15).

Open an iBox that requires a CBS code:

1. Follow the steps to *"Release the Key Container"* on page 15.

2. If CBS is required, an error tone sounds and the "CBS Required" screen displays. Enter the CBS code and select **Continue**.

Cooperating

There may be an option to access an iBox in a neighboring Association/MLS. Check with your Association/MLS to determine if there is a cooperating agreement in place.

Show listings in a cooperating area:

• The eKEY software must be programmed to allow access to iBox devices in cooperating areas.

• The cooperating Association/MLS must give permission to update the eKEY for their area.

Your Association/MLS can give 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.

After both steps are completed and when the eKEY software does an automatic update, it will update the primary system and the cooperating system. If a manual update is performed to the eKEY software by entering an update code, first update the primary Association/MLS and then update the cooperating areas.

Release the Shackle

Each iBox model 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.

Release the shackle on an iBox:

Note*: For an iBox BT and iBox BT LE, press down on the shackle with one hand while supporting the bottom of the iBox device with the other hand. Then pull up on the shackle to remove it completely from the iBox device. For a classic iBox, the shackle pops open. To remove the shackle completely, perform steps 1-6 while providing upward pressure on the shackle.*

1. Select the **Open Shackle** icon from the main eKEY screen.
2. Enter the shackle code.
3. Select a Reason and press the trackpad or **Enter**.
4. Uncheck the Add to Inventory box, if desired.
5. Press up on the bottom of the iBox BT or iBox BT LE to turn it on. For an classic iBox, press the eKEY Fob power button until the green light flashes and point it at the iBox.
6. For an iBox BT or iBox BT LE, secure the bottom of the device with one hand while pushing down on the shackle with the other hand. Then pull up on the shackle to remove it completely from the iBox BT/iBox BT LE.

    For a classic iBox, the shackle pops open. To remove the shackle completely, repeat steps the above steps 1-4 while providing upward pressure on the shackle.

Figure 16. Open Shackle
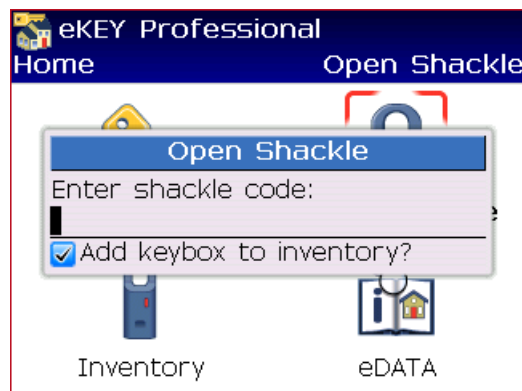
7. After success, select the **Bluetooth List** button.
8. Select the SUPRA KEYBOX.
9. Select **Delete Device** and **Delete**.
10. Press the back button and **Done**.

When the shackle is released, the iBox device is automatically added to the inventory unless the *Add to Inventory* box is unchecked. The *Keybox Details* screen displays and the settings can be edited in the iBox. Immediately after releasing the shackle the eKEY software connects to the network and sends the current inventory information about the iBox (see *iBox Inventory* on the next page).

iBox Inventory

To view the iBox inventory, select the **Inventory** icon on the main eKEY screen.

View iBox Inventory and Detail Information

1. Select the **Inventory** icon from the main eKEY screen and a list of iBox devices is displayed.

2. Select an iBox from the list to view detailed information.

Add an iBox to Inventory

To receive real-time showing notifications on the BlackBerry device, add the iBox to the inventory and edit the settings in the iBox. The iBox device must be present to add the it to the inventory.

Release the shackle on an iBox and the iBox is automatically added to the inventory unless the *Add to inventory* box is unchecked.

Add an iBox to inventory:

1. Select the **Inventory** icon on the main eKEY screen.

2. Press the **Menu** button.

3. Select **Add** (see *Figure 17)*.

4. Enter the shackle code for the iBox and press **Begin**.

5. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth. For a classic iBox, press the eKEY Fob power button until the green light flashes and point it at the iBox.

Once eKEY has completed the update, the new iBox is added to your inventory on SupraWEB.

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Figure 17. Add iBox
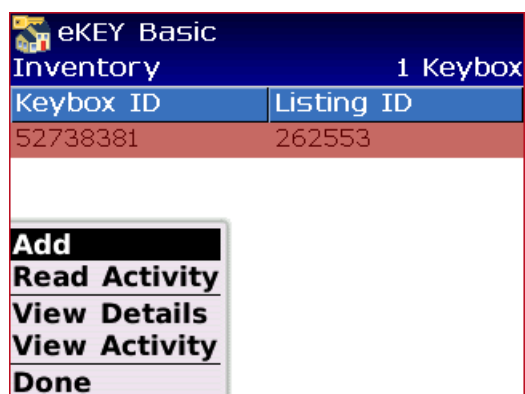
Delete an iBox from Inventory

1. Select the **Inventory** icon on the main eKEY screen.
2. Select the iBox from the list and press the trackpad or **Enter** key.
3. Press the **Menu** button.
4. Select **Delete**.
5. Select **Yes** to confirm.

After confirming, the iBox is then deleted from inventory on the eKEY software. The iBox is deleted from inventory at SupraWEB during the next eKEY update.

Figure 18. Delete iBox
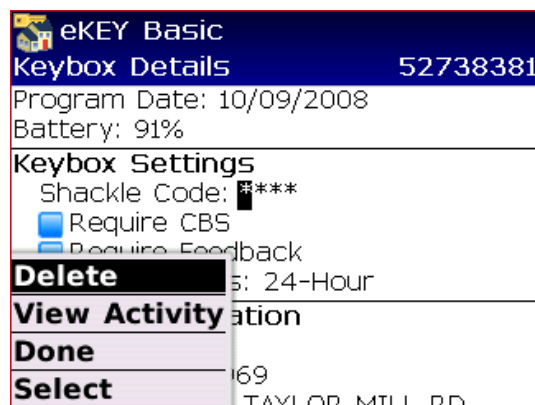
Read Activity

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 buyer's agent's name, key serial number, and phone number. View the showings that are stored in an iBox and display them on the BlackBerry by reading the iBox activity.

Read an iBox:

1. Select the **Inventory** icon from the main eKEY screen.
2. Highlight the iBox from the list and press the **Menu** button.
3. Select **Read Activity**.
4. Enter the shackle code for the iBox.
5. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth. For an classic iBox, press the eKEY Fob power button until the green light flashes and point the fob at the iBox.
6. After the number of showings in the iBox are displayed, select **Done** to view the showings.
7. Select a listed showing to view the detailed information.
8. Select the phone number to call the buyer's agent, optional.

Figure 19. Keybox Activity and Showing Detail

View Showing Activity

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

View showing activity:

1. Select the **Inventory** icon from the main eKEY screen and a list of the iBox devices in inventory displays.

2. Select the iBox from the list.

3. Press the **Menu** button.

4. Select **View Activity**.

Delete Showing Activity

Delete an iBox showing activity stored in the BlackBerry:

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

2. Select **Inventory**.

3. Select the iBox from the list.

4. Select the BlackBerry **Menu**.

5. Select **Delete**.

6. Select **Yes**.

Change iBox Settings

To change the settings of an iBox that is in inventory, the iBox is required to be present to save the new settings to it (see *"Table 1. iBox Settings and Description"* on page 22 for settings). The old shackle code is required to change the shackle code.

1. Select the **Inventory** icon from the main eKEY screen and a list of the iBox devices in inventory displays.

2. Select an iBox and press the trackpad or **Enter** key to view the iBox's settings.

Note: *If the iBox is not in inventory see "Add an iBox to Inventory" on page 19.*

3. Select the field to change and then update the information.

Note: *A star ⭐ indicates a change to the settings that hasn't been saved yet.*

Figure 20. Change iBox Settings
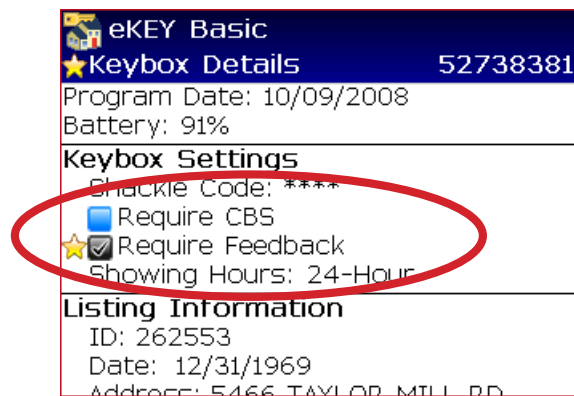
a. To change the shackle code, press the trackpad or **Enter** key on the shackle code and enter the new shackle code and then enter it again to confirm.

b. To customize showing hours, press the trackpad or **Enter** key on *Showing Hours* and select **Timed**. Then press the trackpad or **Enter** key on the hours to adjust and scroll to select the desired time.

4. Press the **Menu** button.

5. Select **Program** to save the settings.

6. Enter the old shackle code of the iBox.

7. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth. For an classic iBox, press the eKEY Fob power button until the green light flashes and point the fob at the iBox.

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

Table 1. iBox Settings and Description

Setting	Description
Shackle code	Code used to release the shackle on the iBox
Require CBS	Turn on to require a CBS code be entered to open the iBox
Require Feedback	Prompt for feedback after a showing
Showing Hours	Toggle between *24-Hour* and *Timed Access*; if set to timed access can adjust hours for weekdays, Saturdays, and Sundays
Listing Information	Information about the listing; update the Listing ID when placing an iBox on a listing
Business card	Listing agent's business card information; displayed to eKEY users when they open the iBox, iBox BT or iBox BT LE
Agent Note	Notes to the buyer's agent; displayed to ActiveKEY and eKEY users when they open the iBox, iBox BT or iBox BT LE
Listing Flyer	Features or information about the listing; displayed to eKEY users when they open the iBox, iBox BT or iBox BT LE

Chapter 4   MLS Listings and Roster

This chapter explains how to set up the market area, search and view listings, create saved searches, and search and view the agent roster.

In this chapter:

eDATA

View MLS information on the BlackBerry device with the *eDATA* section of the eKEY software.

There are four (4) icons on the *eDATA* screen:

- **Listings**—Search and view listings, including options to display personal and Hotsheet listings
- **Roster**—Search and view the agent roster
- **Showings**—View showing acvity for your listings
- **Profiles**—Create client profiles and view matching listings

Important! *A subscription to eKEY Professional service is required to view MLS data in the eKEY software. Contact your Association/MLS to change the subscription.*

Figure 21. eKEY Professional eDATA Screen

Settings for eKEY Professional

There are some settings available only for eKEY Professional subscribers.

View or change any of the eKEY Professional settings:

1. At the main eKEY screen press the **Menu** button.
2. Select **Settings**.
3. Uncheck **Download Roster** to stop the roster update during the automatic nightly update.
4. Uncheck **Download Listings** to stop the listing update during the automatic nightly update.

If the BlackBerry has a memory card, select the *MLS Storage* path to save the listing and roster information to a memory card instead of to the BlackBerry device.

Figure 22. eKEY Professional Settings

Listings

With eKEY Professional service, view MLS listings on the BlackBerry device. The listing information is downloaded to the BlackBerry the next time the eKEY application is opened, once per day.

Market Area

The market area determines which listings are downloaded and viewable on the BlackBerry. Define the market area first, then view listings on the device. Change the market area as often as needed. If the market area is not set up after the **Listings** icon is selected, a prompt to configure the market area will display.

Important! *Active cellular/data coverage is required to define the market area and download listings. Once the listings are downloaded, cell or data coverage is not required to view them.*

Tip: *Select only listings in areas you show in for your market area to speed up listing searches and updates.*
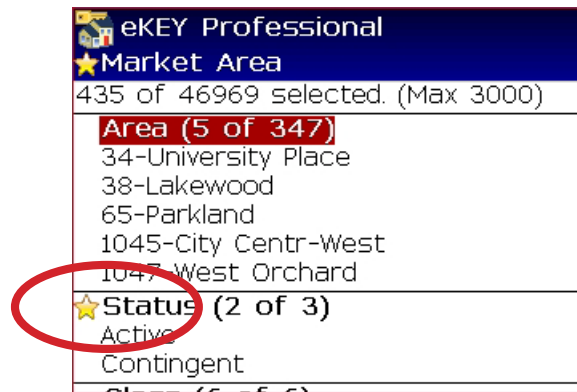
Set up the market area:

1. Select **eDATA** from the eKEY *Home* screen.

2. Press the **Menu** button.

3. Select **Configure Market Area**.

4. Select at least one (1) Area, Class, and Status, is required to configure the market ares, the Price range is optional.

5. Select **Save** on the bottom of each screen.

Figure 23. Configure Market Area
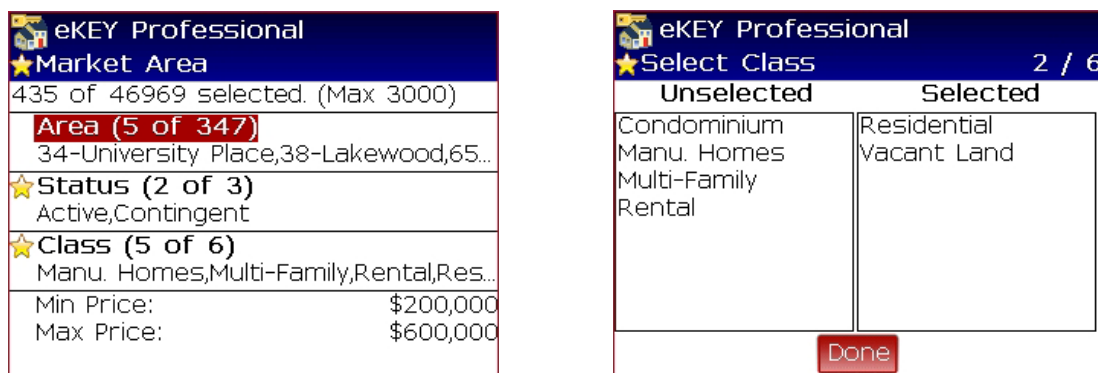
6. Set the price range.

7. On the *Market Area* screen, to see the criteria in list view instead of on the same line, click one of the criteria selected.

Figure 24. Market Area List View

Note: *A star* ⭐ *indicates a change to the market area that hasn't been saved yet.*

8. Press the **Menu** button.

9. Select **Save**.

10. Enter your 4-digit PIN code to save the market area.

11. When prompted, update the listings on the BlackBerry device.

Note: *There is a maximum number of listings to select for the market area depending on the BlackBerry device used. If over this limit, saving to the market area is not possible.*
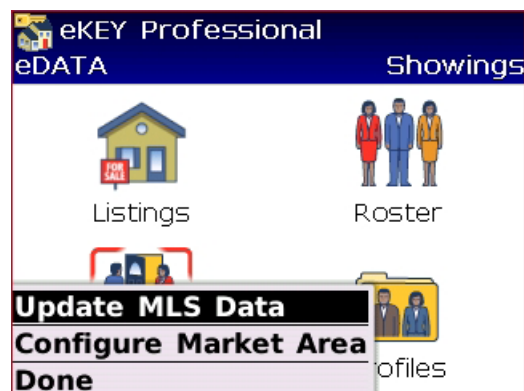
Update Listings

Once the market area, the listings and roster are updated each night during the automatic update (see *"Chapter 2   Updating"*).

Manually update the listing and roster:

1. Select **eDATA** from the eKEY *Home* screen.

2. Press the **Menu** button.

Figure 25. Update MLS Data Manually

3. Select **Update MLS Data**.

Important! *The listings are pulled from the MLS to the Supra network daily. Updating the listings and roster more than once a day in the eKEY software is not necessary.*
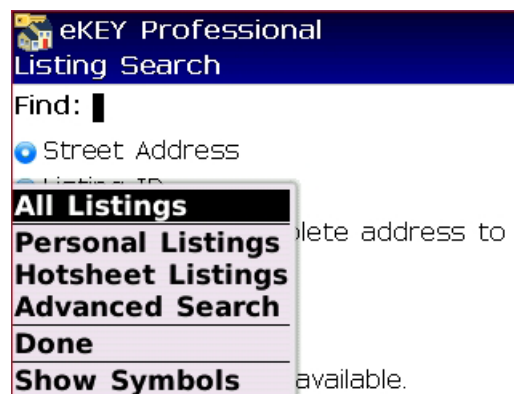
Search Listings

The listings delivered to the BlackBerry device are defined when the market area is set up. To view listings select *Listings* from the *eDATA* screen.

From this screen:

- search by address
- search by MLS ID
- display all listings
- display personal listings
- display Hotsheet listings
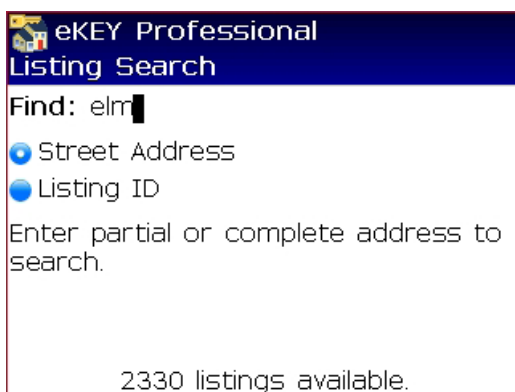- use the advanced search to select specific criteria for a search

---

Figure 26. Listing Search

Address Search

To search for listings by address, enter part or all of the listing address and select **Street Address**. Press the trackpad or press **Enter** to perform the search.
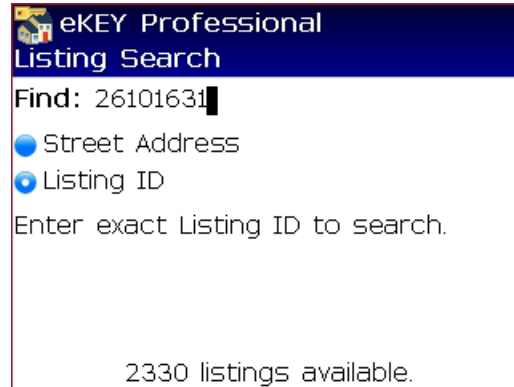

Figure 27. Address Search

MLS ID Search

To search for listings by MLS ID, enter the listing ID and select **Listing ID**. Press the trackpad or press **Enter** to perform the search.

Figure 28. MLS ID Search

All listings in your market area

To display all listings in the se market area, press the **Menu** button and select **Get All**.

Hotsheet listings

The Hotsheet displays new listings or listings that have had a chance to their price or status in the last three (3) days. To display listings in the configured market area on the Hotsheet, press the **Menu** button and select **Hotsheet Listings**. *Hotsheet listings* are displayed in bold and in the listing view shows whether it's a new listing, a new status, or a new price.

Figure 29. Hotsheet—New Price

Personal listings

Personal listings are listings assigned to the keyholder. To display personal listings within the configured market area, press the **Menu** button and select **Personal**.

Advanced search

Using the *Advanced Search* option, view specific listings in the market area.

To do an *Advanced Search* of the listings, press the **Menu** button and select **Advanced Search** and the search criteria is listed. Select the fields to search by and enter the information.

A checkmark is shown next to each field when you have entered search criteria for it. To clear the search criteria specified, press the **Menu** button and **Clear All**, or highlight the item and press **Menu** and **Clear** to clear that item. Once all of the search criteria is entered, scroll to the bottom and select **Search** to view the matching listings.

Figure 31. Advanced Listing Search0
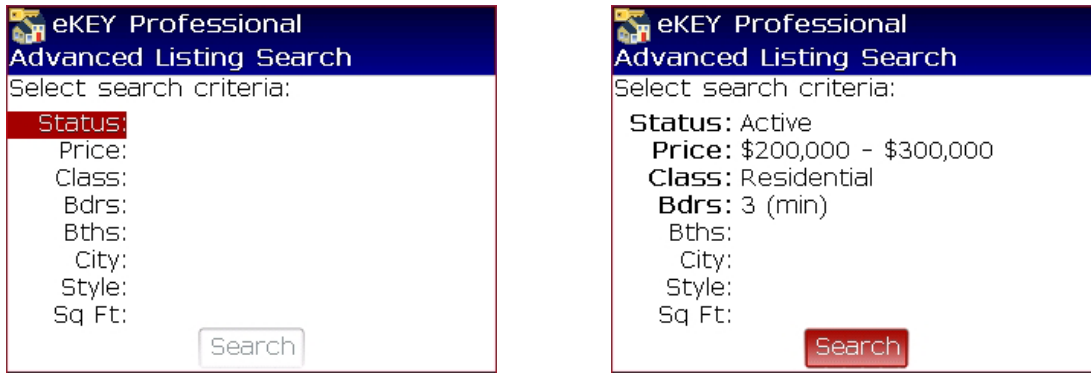
View Listings

Listings that match the search criteria are displayed in a list view. The listings are sorted by price in ascending order. Hotsheet listings are displayed in bold.
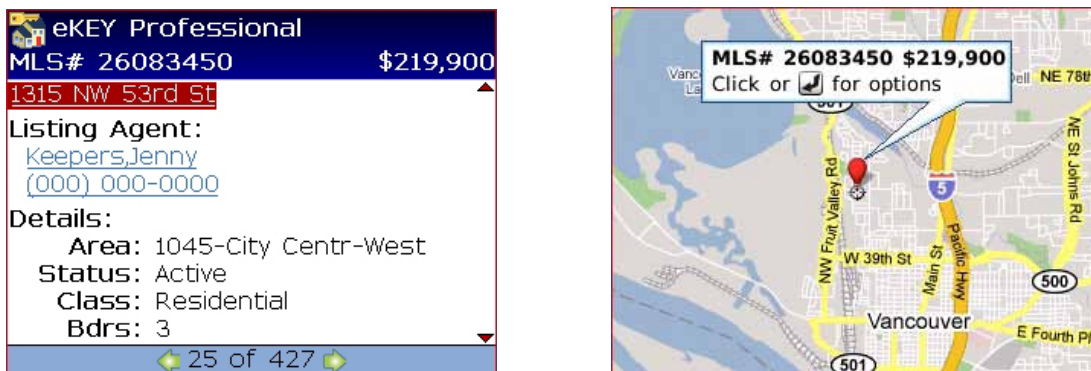
Figure 31. Listing Search Results

To view details about a specific listing, select the listing.

Figure 32. Listing Detail View

From the detailed view of the listing:

- Click on agent name to bring up agent information from roster

- Click on address to view map in Google Maps

- Call the listing agent by selecting the agent's phone number

- Email the listing to client by pressing the **Menu** button and then **Email Listing**

- Copy any data in a field by pressing the **Menu** button and then **Copy**. The data can then be pasted into a message, address book, memo pad, or other application.

Delete Listings

Delete listings off of the BlackBerry device:

1. At the main eKEY screen press the **Menu** button.

2. Select **Settings**.

3. Press the **Menu** button.

4. Select **Delete Listings**.

Roster

The eKEY software provides a roster of the members in your Association/Board/MLS. The roster is updated during the automatic nightly update, or during the first SYNC of the day.
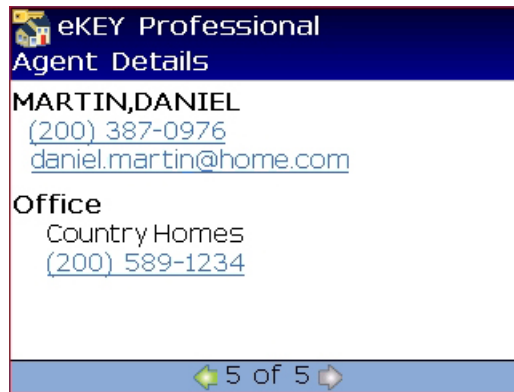
View Roster

View the roster:

1. Select **Roster** from the *eDATA* screen.

2. To search for an agent, enter part or all of the agent's name, or

3. To display the entire roster, press **Menu** and select **Get All**.

Figure 33. Roster Search and View
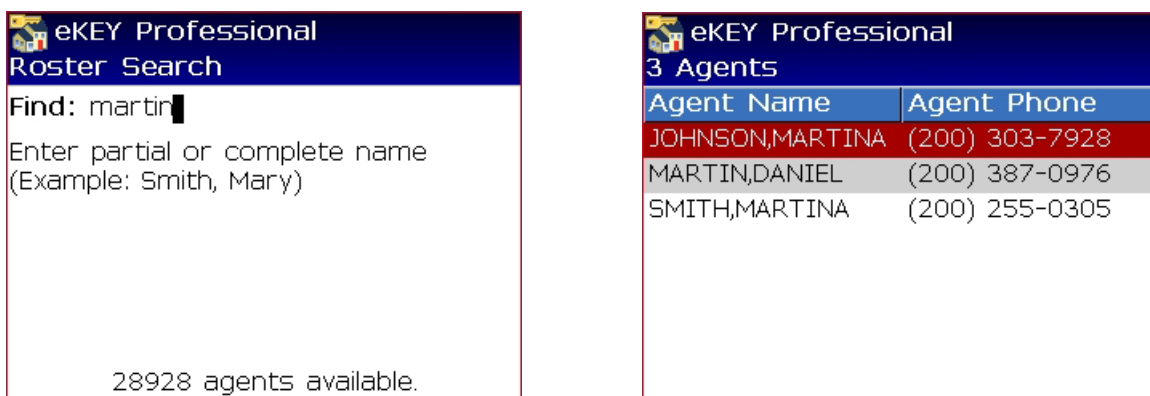
4. To view the detailed contact information, select the agent.

Figure 34. Agent Details

Note: *The agent details shown depends on the size of the Association/Board/MLS. In very large Associations, only the name and agent phone number are shown.*

5. To contact the agent, select the phone number or email address shown.

Tip! *The agent's phone number or email address can be copied by pressing the **Menu** button and then **Copy**. The data can then be pasted into a message, address book, memo pad, or other application.*

Delete Roster

The roster can be deleted off of the BlackBerry device.

Delete the roster:

1. At the main eKEY screen press the **Menu** button.
2. Select **Settings**.
3. Press the **Menu** button and select **Delete Roster**.

The roster is deleted from BlackBerry device and memory card if specified in *Settings* to save the roster to your memory card (see)

Profiles

Create and save custom searches based on a profile that matches a client's preferences with the *Profiles* feature.

Create a profile:

1. Select **Profiles** from the *eDATA* screen.
2. Press the **Menu** button and select **Add**.
3. Enter a name for the profile.
4. Enter the search criteria.

Tip: *To clear any search criteria entered, press the **Menu** button and **Clear All** to clear all the search criteria and start over, or **Clear <field>** to clear a particular field.*
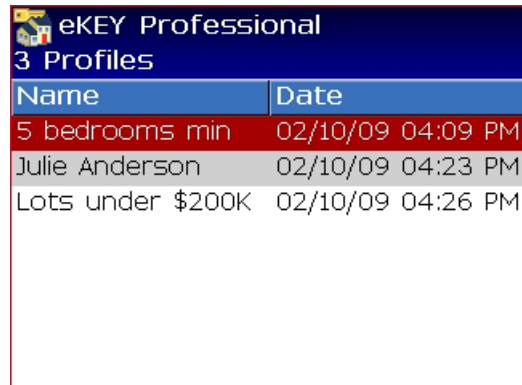
Figure 35. Enter Profile Criteria

5. Enter a note at the bottom of the search criteria page if desired.

6. Once all the search criteria has been entered select **Save**.

Search for listings that match a profile:

1. Select **Profiles** from the *eDATA* screen and the list of profiles created is displayed.

2. Select the profile from the list of profiles.

3. The listings in the market area that match the profile criteria entered are displayed.

Figure 36. List of Saved Profiles

Edit a profile:

1. Select **Profiles** from the *eDATA* screen and the list of profiles created is displayed.

2. Select the profile to edit.

3. Press the **Menu** button and select **Edit**.

4. Make any changes to the criteria and select **Save**.

Delete a profile:

1. Select **Profiles** from the *eDATA* screen and the list of profiles created is displayed.

2. Select the profile to delete from the list of saved profiles.

3. Press the **Menu** button and select **Delete**.

Chapter 5   Showing Activity

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

In this chapter:

Showing Activity

The eKEY software records activity each time a key container is opened and sends the information to the Supra network.

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

Ways to view show activity:

- Read an iBox to view its showing activity on the BlackBerry (see *"Showings Activity on BlackBerry Devices"* on page 35)

- 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 *Customer Support* and pick SupraWEB Resources)

- With eKEY Professional service, view the showing activity on a BlackBerry phone

- Request a report from the KIM voice system (see below)

Voice Report

Request a showing activity report using KIM voice access. The iBox serial number and shackle code are required to request the report. Choose to request a voice or e-mail report. An email report is delivered to the email address on record with the Association, Board, or MLS.

Request an activity report from KIM voice:

1. Call KIM voice at 888-968-4032.
2. On the BlackBerry keypad, enter the eKEY software 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.
5. Follow the instructions to receive the report.

Showing Notifications and Messages

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

Messages and showing notifications can also be viewed later.

View messages:

1. 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.

Showings Activity on BlackBerry Devices

With the eKEY Professional service, showing data is delivered to the eKEY software on the phone or tablet.

View showing activity on the BlackBerry:

1. Open the eKEY application.

2. Select the **eDATA** icon.

3. Select the **Showings** icon and the showing activity for the previous seven (7) days is displayed.

4. Select a showing to view detailed information about the showing.

From the Showing Details screen:

• Select the agent name to display the agent's information from the roster

• Select the agent's phone number to call the listing agent, or

• Select the iBox to view it in the keybox inventory

Change the number of days activity shown in the eKEY software:

1. On the computer navigate to *www.supraekey.com*.

2. Select **Agents-Log on to SupraWEB**.

3. Enter the user ID and password and select **Login**.

Note: *To register for a single sign on (SSO) user ID and password, click the* ***Register*** *button.*

4. Select **Settings**.

5. Select **eKEY Showings**.

6. Select the number of days of showing activity to be displayed in your eKEY software and click the **Save** button.

Disable eKEY Showing Notifications

Disable the automatic showing notification:

1. Open the eKEY application.

2. Select the BlackBerry **Menu** button and select **Settings**.

3. Uncheck the **eKEY Notifications** option.

4. Select the BlackBerry **Menu** button and select **Save**.

Update Listing ID

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

To update the listing ID when placing an iBox on a listing see *"Change iBox Settings"* on page 21, or enter your listing ID at SupraWEB, select the iBox from the ***Assign Listing*** link in the QUICK LINKS section and enter the information.

Chapter 6   Support and Troubleshooting

This chapter provides information to help troubleshoot problems and contact technical support for assistance with the eKEY software.

In this chapter:

Support

For assistance troubleshooting the eKEY software, support is available from 5 a.m. to 7 p.m. Pacific Time, seven (7) days a week.

Website   *http://www.supraekey.com*

Email   *suprasupport@fs.utc.com*

Telephone   877.699.6787

Fax   503.589.8677

Call Support directly from the eKEY software on the BlackBerry device:

1. Open the eKEY application.

2. Select the BlackBerry **Menu** button and select **About**.

3. Select the **Field Support** tab.

4. Select the phone number to Support.

5. Select the BlackBerry **Menu** button and select **Save**.

Go to Support website from the eKEY software:

1. From the main eKEY screen press the **Menu** button.

2. Select **About**.

3. Press the **Menu** button.

4. Select **Go To Support Website**.

Training Library

Another resource for assistance with the eKEY software is the training resource library, available to all agents.

Access the training library:

1. Go to *www.supraekey.com*

2. Scroll down and on the left side click the *Customer Support* link.
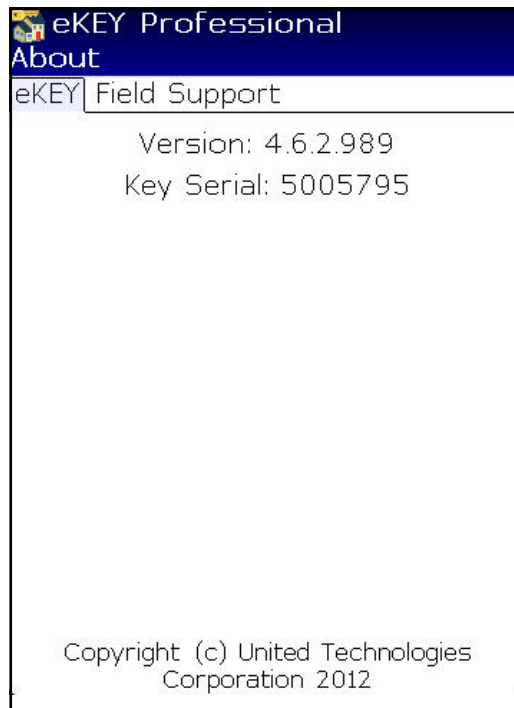
3. Select *Learn More*.

eKEY Serial Number

The eKEY serial number is required to login to the KIM website and Support will ask for it if you call.

Find the eKEY serial number:

1. From the main eKEY screen press the **Menu** button.

2. Select **About** to display the eKEY serial number.

Figure 37. eKEY Serial Number

eKEY Software Updates

Check for an updated version of the eKEY software:

1. From the main eKEY screen press the **Menu** button.
2. Select **About**.
3. Press the **Menu** trackpad.
4. Select **Check for Updates**.