eKEY QuickStart — Palm/Windows

eKEY User Manual

To view or print the eKEY User Manual, please go to **www.supraekey.com**, select **Agent Education Resources** and then **eKEY User Manual for Palm** or **eKEY User Manual for Windows**.

Installing Supra Applications

If you have Internet access with your smartphone:	If you don't have Internet access or a Data Plan on your smartphone:
If you can access the Internet with your smartphone, you can download the eKEY applications directly to your smartphone wirelessly. If you do not have a data plan with your cellular provider, you will be charged additional fees for downloading data to your smartphone by your cellular provider. 1. On your smartphone open an Internet connection and navigate to: **www.ekeymobile.com**. 2. Follow the instructions shown to download the eKEY software.	If you aren't using a smartphone as your eKEY device or your smartphone doesn't have Internet service or a data plan, you'll install the eKEY applications by connecting your device to your computer. First, connect your device to your computer, then: **Palm Devices:** Call Support at 1-877-699-6787 to be directed to a file to download to install the eKEY applications. **Windows Devices:** 1. On your Windows Mobile device, open Internet Explorer. 2. Navigate to **www.ekeymobile.com**. 3. Follow the instructions to download the eKEY software.

Authorize Supra Applications

Once the Supra applications are installed on your device they'll need to be authorized.

If you are using a **Windows** device, select the Supra eKEY application.

If you are using a **Palm** device, select the eSYNC application and then the **Update Key** option.

Authorization Code:

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1. On the Authorization Required screen tap **Begin**.
2. Enter your authorization code. If you do not have an authorization code contact your Association or Board.
3. Follow the instructions for the Connection Wizard. The Connection Wizard attempts to select the best type of connection based on your device. If you're using a smartphone but don't have a data plan, change the connection type from Wireless to PC-Internet.
4. If you are using a Palm device, follow the instructions to register your eKEY software.

Setup for Non-Infrared Windows Mobile devices

Non-Infrared Windows Mobile devices require the use of an eKEY fob to translate the Bluetooth signal from your Windows device to an infrared signal for the iBox.

Before the Windows device can recognize the eKEY fob, a setting needs to be turned on in the eKEY software. From the eKEY menu select **Options**, then **Preferences** and check **Use eKEY Fob**.

Getting to Know the eKEY Software

- eKEY - Allows you to access Supra KeyBoxes with your PDA device
- eDATA - View listing details, roster information, and KeyBox activity (eKEY Professional only)
- eSYNC - Controls the process of transmitting information between your PDA device and the Supra network
    Note: For Windows devices, to access eSYNC open the Supra eKEY application, select **Options** and **eSYNC**.

Updating your eKEY

Updating the eKEY software allows you to access keyboxes. The eKEY software updates automatically each night by connecting to the Supra network sometime between midnight and 6 am. While connected to the Supra network, the eKEY is updated so it can access keyboxes, showing activity is transferred to the Supra network, and if you have eKEY Professional, the listing information is updated. There are two ways to update your eKEY: wirelessly and through a PC-Internet connection.

Wireless eSYNC: In order for a wireless update to occur, your smartphone needs to be in cell coverage. Your smartphone will automatically turn on and update during the night. If you don't have a data plan on your eKEY device you may incur download charges from your cell phone provider.

PC-Internet eSYNC: With a PC-Internet eSYNC you connect your eKEY device to your computer and update through the computer's Internet connection. For the automatic nightly update to occur, leave your eKEY connected to your computer overnight. The computer will need to be turned on and have an Internet connection.

Change Connection Method: To set or change the way your eKEY updates, open the eSYNC application (for Windows devices, to access eSYNC open the Supra eKEY application, select **Options** and **eSYNC**). Select **Settings** and select the eSYNC connection type at the top.

Manual Update

You can manually update your eKEY at any time. To manually update your eKEY, open the **eSYNC** application (for Windows devices, to access eSYNC open the Supra eKEY application, select **Options** and **eSYNC**). Select **Update Key** if you just wanted to update your eKEY to open keyboxes or select **Update Key & MLS** if you have eKEY Professional and you want to update your eKEY and receive listing updates.

Enter Emergency Update Code

If you don't have a data plan and you aren't near your computer to update your eKEY, you can obtain and enter a manual update code so that you can access keyboxes. You can obtain an update code by logging into SupraWEB at **www.supraekey.com** and selecting the **Update Code** link. You can also call KIMvoice at 1-888-968-4032 and select option 1 for an update code. Once you have the update code, enter it into your eKEY by opening the eKEY application and selecting **OK** on the key expired message and then **Yes** to enter an update code. There is a limit to the number of sequential update codes you can get before you must do an eSYNC.

Customize your PIN code

1. Go to **www.supraekey.com** and login to SupraWEB with your eKEY serial number and current PIN.
2. Select the **Change PIN** link and follow the instructions.
3. Do a manual eSYNC by opening the eSYNC application on your device and selecting **1. Update Key** and the new PIN code will be sent to your device.

Using Your eKEY with KeyBoxes

Open Key Container on iBox

You'll need your updated eKEY and your 4-digit PIN to access the listing keys in the key container on an iBox.

1. Select the **eKEY** application and then option **1, Obtain Key**.
2. Enter your 4-digit PIN and then select **OK**.
3. Aim the infrared lens on your eKEY at the lens on the iBox.

Release Shackle on an iBox

To release the shackle on an iBox you'll need the 4-digit shackle code for the iBox.

1. Select the **eKEY** application and then option **2, Release Shackle**.
2. Enter the 4-digit shackle code and then select **OK**.
3. Aim the infrared lens on your eKEY at the lens on the iBox.

Customize KeyBox Settings

You can use your eKEY to change settings in your keyboxes. Open the eKEY application and select option **6, Manage KeyBoxes**. Then select the keybox you want to customize and select **Edit**.

1. To change a setting, select the arrow next to it and make the change to the setting.
2. Select **Program** and aim the infrared lens on your eKEY at the lens on the iBox to send the new settings to the keybox.

> ### Non-Infrared Windows devices
>
> You'll be using the eKEY fob each time you interact with an iBox. To use the eKEY fob, begin the function on your Windows device (open the key container, open shackle, etc.). When prompted, press the power button on the eKEY fob until the blue light comes on. When the green light flashes, aim the eKEY fob at the iBox.

MLS Information (for eKEY Professional subscribers)

Create your Market Area (eKEY Professional only)

To determine what listings are delivered to your eKEY, select your market area at the Supra website.

1. Go to **www.supraekey.com** and login to SupraWEB with your eKEY serial number and current PIN.
2. Select **Market Area**.
3. Select at least one class, area, status, and a price range. *Note:* Only select those areas where you show properties to keep your data downloads quicker and listing searches faster.
4. Do a manual eSYNC by opening the eSYNC application and selecting **Update Key & MLS** to have the listings and roster delivered to your eKEY.

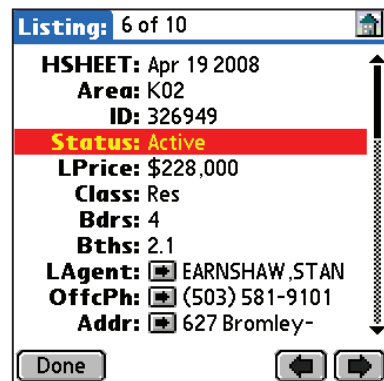## View Listings in eDATA (eKEY Professional only)

With eKEY Professional you have access to all of the MLS information in your selected market area right on your eKEY.

1. To search for listings, open your **eDATA** application and select **Listings**.
2. Select **Custom Search**.
3. Enter the desired criteria and select **Search**.
4. Tap on listing to see the detailed information.

You can scroll through several screens of data. With a smartphone you can select the arrow next to the phone number to call the listing agent or select the arrow next to the address to display a map showing where the listing is located.

Listing: 6 of 10
HSHEET: Apr 19 2008
Area: K02
ID: 326949
Status: Active
LPrice: $228,000
Class: Res
Bdrs: 4
Bths: 2.1
LAgent: EARNSHAW,STAN
OffcPh: (503) 581-9101
Addr: 627 Bromley-
Done

Showing Activity

As a listing agent, there are several ways to see who has shown your listings. To view showing information, the keyboxes placed on your listings first need to be in your keybox inventory. You can manage your keybox inventory both on your eKEY and at the Supra website and any changes will be synchronized during your next eSYNC. Once your keyboxes are in your keybox inventory, a message that you've had a showing is displayed on your eKEY after each eSYNC.

Managing your KeyBox Inventory in eKEY

You can add or delete KeyBoxes, view their settings, and assign a listing ID to them in your eKEY software under **Manage KeyBoxes**. You can also add a keybox to your inventory by simply releasing the shackle on the keybox.

Managing your KeyBox Inventory at SupraWEB

1. Go to **www.supraekey.com** and login to SupraWEB with your eKEY serial number and current PIN.
2. From SupraWEB select the **LISTINGS** menu option.
3. Select the **KeyBoxes** link to view a list of KeyBoxes in your inventory.
4. To add a KeyBox, select the **Add KeyBox** link and enter the KeyBox serial number, shackle code, and the MLS number where the box is located.
5. To assign a listing to a KeyBox already in your inventory, select the **Assign Listing** dropdown, choose the KeyBox and enter the MLS number where the KeyBox is located.

Viewing Showing Reports at SupraWEB

When you first login to SupraWEB, the Showings Dashboard displays the showing activity at your listings. To create a report to be printed or emailed, select **REPORTS** and then the type of report.

Viewing Showings in eDATA (for eKEY Professional subscribers)

If you are using eKEY Professional, you can go into the eDATA application on your eKEY and select **Showings** to view the details of the showing activity.

Showing Email

You can have the system send you an email when someone opens one of your keyboxes or sends you showing feedback. On SupraWEB select **Settings** and then **Email Settings** to set up this feature. Enter your email address and check each type of notice you want to receive.
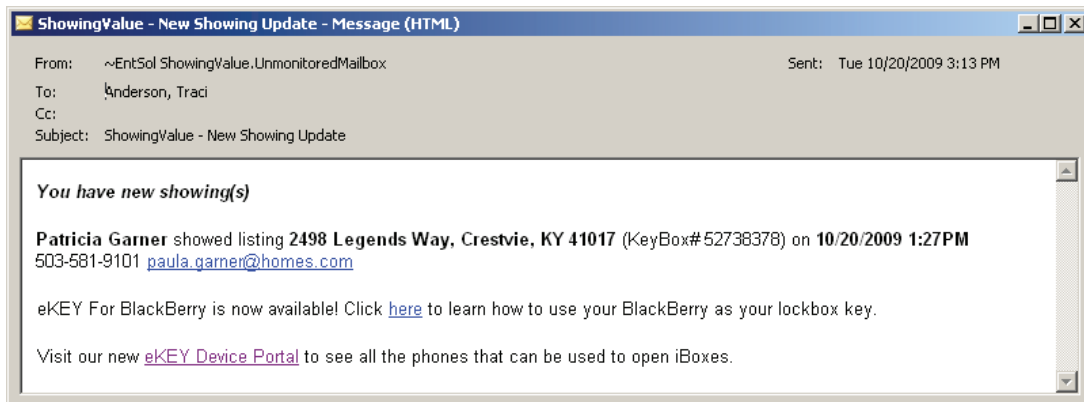
Need help? Call for free support seven days a week 5am to 7pm Pacific Toll-free 1-877-699-6787.

imagination at work