



Supra Key Access for Cooperating Associations

Your membership with GTR will automatically grant you Supra Key access for the following associations:

West Pasco Board of REALTORS®

Pinellas REALTOR® Organization

Central Pasco Association of REALTORS®

Hernando County Association of REALTORS®

REALTOR® Association of Sarasota and Manatee

Venice Area Board of REALTORS®

Punta Gorda-Port Charlotte-North Port Association of REALTORS®

Englewood Area Board of REALTORS®

You do not need to fill out this form for the Associations listed above. Please call the listing agent for more information.

The following Associations REQUIRE this completed form for Supra access.

Lakeland Board of REALTORS®

East Polk County Association of REALTORS®

Orlando Regional Association of REALTORS®

Osceola County Association of REALTORS®

REALTORS® Association of Lake & Sumter Counties

West Volusia Association of REALTORS®

Citrus County REALTORS® Association

Daytona Beach Area Association of REALTORS®

STEP ONE:

Email or fax this completed form to each cooperating association for which you need access. **Access is granted as a courtesy and the standard processing time is 48 business hours.** However, your request may take up to two days for some associations. If you need immediate access, please call the cooperating association directly.

STEP TWO (FOR eKEY USERS):

Upon confirmation of access from the cooperating association, you will need to update TWICE in the same day for your key to recognize the new area. (Consult your Supra Key User Guide for detailed instructions for performing an update).

You will only need to perform these procedures the FIRST time you obtain access to a new area. You are now ready to open KeyBoxes in your new area. If you ever change your key, you will need to start this process over again. eKeys must be updated before showing properties and Active keys must call Supra Support at 1-877-699-6787 for an update code.



Supra Key Access for Cooperating Associations

PRIMARY CONTACT INFORMATION

Member Name: _____ Member ID: _____

Phone Number: _____ Email: _____

KEY TYPE:

ActiveKey Smartphone

Key Serial Number _____ Pin Number _____

	Association	Phone	Email	Fax
<input type="checkbox"/>	Citrus County REALTORS® Association	(352) 746-7550	admin@raccfl.com	(352) 746-3223
<input type="checkbox"/>	Daytona Beach Area Association of REALTORS®	(386) 677-7131	PHONE ONLY	(386) 677-7429
<input type="checkbox"/>	East Polk County Association of REALTORS®	(863) 294-3163	valeriel@epcar.com	(863) 299-5772
<input type="checkbox"/>	Lakeland Board of REALTORS®	(863) 687-6111	info@lakelandrealtors.org	(863) 688-8253
<input type="checkbox"/>	REALTORS® Association of Lake & Sumter Counties	(352) 343-3003	recept@ralsc.org	(352) 343-7876
<input type="checkbox"/>	Orlando Regional Association of REALTORS®	(407) 253-3580	membership@orlandorealtors.org	(407) 293-6083
<input type="checkbox"/>	Osceola County Association of REALTORS®	(407) 846-0117	membership@osceola-realtors.com	(407) 846-0217
<input type="checkbox"/>	West Volusia Association of REALTORS®	(386) 774-6433	membership@westvolusiarealtor.org	(386) 774-7422

Complete this form and email or fax to the Associations you select from the list above. Allow the Associations up to 48 hours before showing properties in other Counties. eKeys must be updated before showing properties and Active keys holders must call Supra Support at 1-877-699-6787 for an update code.

GTR Staff Signature: _____ Date: _____

Open an iBox BT or iBox BT LE with your Android™ or Apple® Device

To view a list of the most common eKEY app compatible devices, visit www.supraekey.com and select the **Compatible eKEY Devices List** button.

Note: BlackBerry 10 devices are not supported at this time.

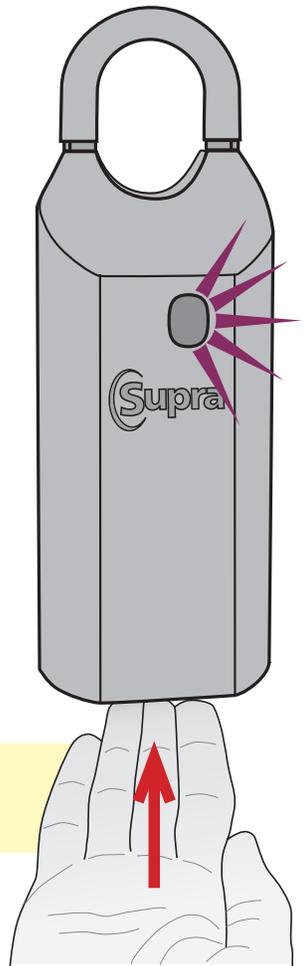
To open a Bluetooth® keybox

- Open the eKEY app and start the **Obtain Key** or **Open Shackle** process on your device.
- When prompted, press up on the bottom of the keybox to turn on its Bluetooth. A red-purple light on the keybox flashes to show the Bluetooth is on and ready. *If you are using an eKEY Fob to communicate, do not turn the Bluetooth on.
- Finish the process.

*Older Apple products (that do not have the Siri feature) must use an eKEY Fob to communicate with the iBox BT LE keybox. All Apple products must use an eKEY Fob to communicate with iBox BT keyboxes.



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Press up until the red light flashes to turn on the Bluetooth

How to Change the Shackle Code using the eKEY® App

You must eSync the eKEY **after the sixth (6)** shackle code change.

Open the shackle first to change the shackle code.

Open the Shackle

1. Open the eKEY app.
2. Tap the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Tap a **Reason** for shackle release.
5. For **Bluetooth**, press up on the bottom of the keybox to turn it on. For **infrared**, turn on the eKEY Fob and point it at the lens on the keybox.
6. Tap **Begin**.

Upon success, press down on the top of the shackle to release.

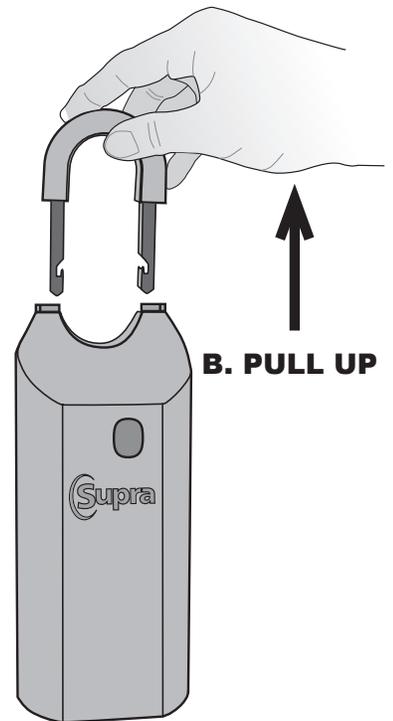
Change the Shackle Code

1. Tap **Inventory**.
2. Tap the keybox.
3. Tap **Edit**.
4. Tap the **Shackle Code** field.
5. Enter a new shackle code and enter it again to confirm.
6. Tap **Save**.
7. Tap **Program**.
8. Enter the old shackle code and select **Begin**.
9. When the *Success!* message appears, select **Done**.
10. Tap **Home** to return to the main menu.

A. PRESS FIRMLY



B. PULL UP





Android™ OS

Install eKEY Application

Internet access and a data plan are required to use the Supra eKEY software. For information on compatible phones and tablets, select the **Compatible eKEY Devices List** button on the www.supraekey.com home page.

1. On the Android™ device, select the **Market™**, **Google Play™**, or **Play Store™** icon.
2. Select **Search** and search for **eKEY**.
3. Select the **Supra eKEY** application.
4. Select **INSTALL** and **OK**.

The eKEY icon shows up in the list of applications.

Authorize eKEY Application

Obtain a 30-digit authorization code from your organization.

1. Select the **eKEY** icon to open the application.
2. Select **Activate eKEY**.
3. Enter the 30-digit authorization code and select **Authorize**.

The device will automatically authorize and update the eKEY application.

Update eKEY Application

Update the eKEY software to allow the Android device to access the iBox BT LE, iBox BT, or iBox. The app will automatically update unless the device was turned off, out of coverage, or the **Automatic Update** setting was not checked. The next time the eKEY application is opened it will attempt to update. An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle.

Manual Update

Prior to use, open the eKEY application to automatically update.

1. Verify cell coverage is active.
2. Open the **eKEY** application.

If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

Obtain an update code from KIMvoice:

1. Call KIM Voice at 1-888-968-4032.
2. Enter the eKEY serial number and PIN code, followed by the # sign.
3. Press **1** for an update code.

Enter the update code:

1. Open the **eKEY** app.
2. Select the **Menu** button on the phone or tablet.
3. Select **Emergency Update**.
4. Enter the update code.
5. Press the **Update Key** button.

Supra eKEY Fob

The eKEY fob allows the eKEY application on the Android device to communicate with an iBox BT LE, iBox BT, or iBox using infrared. A fob is not required for the iBox BT or iBox BT LE which uses Bluetooth® to communicate. Some devices may need to be paired.

Pair the Fob:

1. Read and follow the manufacturer's instructions for the phone or tablet on *How to pair devices*.
2. Select the fob name to pair (example: *SUPRA-K8BS*).

Tip: On some Androids, tap on the Bluetooth icon and drag the pairing alert down the first time a device is accessed to accept the pairing. Enter the 0000 passcode.

Obtain Key

1. Open the **eKEY** app.
2. Select the **Obtain Key** icon.
3. Enter the 4-digit PIN code.
4. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
5. Upon success, press up on the bottom of the keybox to release the key container.

Open Shackle

1. Open the **eKEY** app.
2. Select the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Uncheck the **Add to Inventory** box, if desired.
5. Select a **Reason** for shackle release.
6. Select **Begin**.
7. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
8. Upon success, support the bottom of the keybox and press down on the top of the shackle to release.

Note: An iBox shackle will release automatically.

Apple® iOS

Install eKEY Application

Internet access and a data plan are required to use the Supra eKEY software. For information on compatible Apple devices, select the **Compatible eKEY Devices List** button on the www.supraekey.com home page.

1. On the Apple® device, select the **App Store** icon.
2. Select **Search** and search for **eKEY**.
3. Select the **Supra eKEY** application.
4. Select the **FREE** button and then select **INSTALL**.

The eKEY icon shows up in the list of applications.

Authorize eKEY Application

Obtain a 30-digit authorization code from your organization.

1. Select the **eKEY** icon to open the application.
2. Press **Activate eKEY**.
3. Enter the 30-digit authorization code and select **Authorize**.

The device will automatically authorize and update the eKEY application.

Update eKEY Application

Update the eKEY software to allow the Apple device to access the iBox BT LE, iBox BT, or iBox. Open the eKEY application to perform an update. If the device was turned off or out of coverage, the next time the eKEY application is opened it will attempt to update. An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle.

Manual Update

Prior to use, open the eKEY application to automatically update.

1. Verify cell coverage is active.
2. Open the **eKEY** application.

If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

Obtain an update code from KIMvoice:

1. Call KIM at Voice 1-888-968-4032.
2. Enter the eKEY serial number and PIN code, followed by the # sign.
3. Press **1** for an update code.

Enter the update code:

1. Open the **eKEY** app.
2. Press **Update**.
3. Select **Emergency Update**.
4. Enter the update code and press the **Update Key** button.

Supra eKEY Fob

The eKEY fob allows the eKEY application on the Apple device to communicate with an iBox BT LE, iBox BT, or iBox using infrared. Some devices may need to be paired.

Tip: An error message may occur the first time pairing with the fob. Ignore the request to download.

Pair the Fob:

1. Read and follow the manufacturer's instructions for the Apple device on *How to pair devices*.
2. Select the fob name to pair (example: *SUPRA-K8BS*).

Note: An eKEY Fob is not required for some newer Apple devices which use Bluetooth® to communicate (iBox BT LE only).

Obtain Key

1. Open the **eKEY** app.
2. Press **Obtain Key** and enter the PIN code.
3. For Bluetooth®, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the infrared lens on the keybox.
4. Upon success, press up on the bottom of the keybox to release the key container.

Open Shackle

1. Open the **eKEY** app.
2. Select the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Select a **Reason** for shackle release and press **Save**.
5. Toggle the **Add to Inventory** button to Off, if desired.
6. For Bluetooth®, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the infrared lens on the keybox.
7. Upon success, support the bottom of the keybox and press down on the top of the shackle to release.

Note: An iBox shackle will release automatically.

BlackBerry® OS

Install eKEY Application

Internet access and a data plan are required to use the Supra eKEY software. For information on compatible phones and tablets, select the **Compatible eKEY Devices List**.

1. On the BlackBerry® device, select the **BlackBerry App World™**.
2. Search and install the **eKEY** application.
3. If the application asks to confirm permission changes, press the **Menu** button and then **Save**.

The eKEY icon shows up in the list of applications.

Important: BlackBerrys with an operating system earlier than OS 4.5 navigate to www.ekeymobile.com to install the eKEY app.

Authorize eKEY Application

Obtain a 30-digit authorization code from your organization.

1. Select the **eKEY** icon to open the application.
2. Select **Activate eKEY**.
3. Enter the 30-digit authorization code and select **Authorize**.

The device will automatically authorize and update the eKEY application.

Update eKEY Application

Update the eKEY software to allow the BlackBerry device to access the iBox BT LE, iBox BT, or iBox. The app will automatically update unless the device was turned off, out of coverage, or the **Automatic Update** setting was not checked. The next time the eKEY application is opened it will attempt to update. An updated eKEY application and the 4-digit PIN code are required to open the key container or remove the shackle.

Manual Update

Prior to use, open the eKEY application to automatically update.

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

If the eKEY permission is expired and the device is not in active cell coverage, call to obtain an emergency update code. The number of sequential update codes is limited before a wireless update must be performed.

Obtain an update code from KIMvoice:

1. Call KIM Voice at 1-888-968-4032.
2. Enter the eKEY serial number and PIN code, followed by the # sign.
3. Press **1** for an update code.

Enter the update code:

1. Open the **eKEY** app.
2. Select **BlackBerry Menu** button.
3. Select the **Emergency Update**.
4. Enter the update code and press the trackpad.

Supra eKEY Fob

The eKEY fob allows the eKEY application on the BlackBerry device to communicate with an iBox BT LE, iBox BT, or iBox using infrared. A fob is not required for the iBox BT or iBox BT LE which uses Bluetooth® to communicate. Some devices may need to be paired.

Pair the Fob:

1. Read and follow the manufacturer's instructions for the BlackBerry phone or tablet on *How to pair devices*.
2. Select the fob name to pair (example: *SUPRA-K8BS*).

Obtain Key

1. Open the **eKEY** app.
2. Select the **Obtain Key** icon from the main eKEY screen.
3. Enter the 4-digit PIN code.
4. Press the trackpad.
5. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
6. Upon success, press up on the bottom of the bottom of the keybox to release the key container.

Open Shackle

1. Open the **eKEY** app.
2. Select the **Open Shackle** icon.
3. Enter the 4-digit shackle code.
4. Uncheck the **Add to Inventory** box, if desired.
5. Select a **Reason** for shackle release and select **Save**.
6. Select **Begin** on the eKEY app.
7. For Bluetooth, press up on the bottom of the iBox BT or iBox BT LE to turn it on. For infrared, turn on the eKEY fob and point it at the lens on the iBox.
8. Upon success, support the bottom of the keybox and press down on the top of the shackle to release.

Note: An iBox shackle will release automatically.

Delete Bluetooth Pairing

After performing an Obtain Key or Open Shackle delete the keybox pairing.

1. Select **Bluetooth List**.
2. Select the SUPRAKEYBOX from the list of paired devices.
3. Select **Delete Device** and then select **Delete**.
4. Press the **Escape** key and **Done**.

Showing Activity Setup

As a listing agent, there are several ways to see who has shown your listings. To view this showing information, the iBox BT LE, iBox BT, or iBox placed on your listings must be in your keybox inventory. Manage the keybox inventory on the eKEY app or at the Supra website, and any changes will be synchronized the next time the eKEY app updates.

Showing Notifications

Once the keyboxes are in your keybox inventory, showing messages automatically display in the eKEY software whenever a keybox in the inventory is opened.

Manage Keybox Inventory on a Smartphone or Tablet

View keybox inventory by selecting the **Inventory** icon on the main eKEY screen. A list of keyboxes is displayed. Select a keybox from the list to view detailed information. Add or delete keyboxes, view and change their settings, or assign a listing ID to them in using the eKEY app software under the Inventory icon. Add a keybox by selecting the **Add Keybox** icon or by releasing the shackle on the iBox. To delete a keybox from the inventory, select the **Inventory** icon, highlight the keybox to delete, and select **Delete**.

Keep reports accurate by making sure the listing ID is current when you place a keybox on a listing or remove it from a listing. To assign the listing ID to an iBox using a phone or tablet, select the Inventory icon, highlight the keybox to edit, and select **Edit**. Change the listing ID and select **Program**. Enter the shackle code of the keybox and select **Begin**. Depending on the phone and keybox type, you may need to point the infrared lens on the eKEY fob at the infrared lens on the iBox to change the settings in the keybox.



Managing your Keybox Inventory at SupraWEB

1. Go to www.supraekey.com and login to SupraWEB with your SSO and password.
2. From SupraWEB, select **LISTINGS** and then select **Keyboxes** to view a list of keyboxes in inventory.
3. To add an iBox BT LE, iBox BT, or iBox select the **Add Keybox** link and enter the keybox serial number, shackle code, and the MLS number where the keybox is located.
4. To assign a listing to a keybox already in inventory, select the **Assign Listing** dropdown, choose the keybox and enter the MLS number where it is located.

DateTime ▲	ML # ◆	Address ◆	ShowingAgent ◆	Actions
Oct 7, 2014 1:58 PM	1234567	125 Main St. Cleveland OH 44040	Cindy Jones c.jones@NotReal.com (555)555-4321 Notreal Properties	
Oct 7, 2014 9:00 AM	1234567	125 Main St. Cleveland OH 44040	Juan Garcia j.garcia@NotReal.com (555)555-1234 Notreal Properties	
Oct 7, 2014 8:23 AM	3074005	2212 Mount Hood Ln Toms River New 08753	Matt Brown mattbrown@fakere.com (555)555-9876 FakeRE Real Estate	

Viewing Showing Reports at SupraWEB

When logged into 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.

Instant Showing Email

Have the system send you a real-time email when someone opens one of your keyboxes or sends showing feedback. On SupraWEB select **SETTINGS** and then **General Email** to set up this feature. Enter your email address and check each type of notice you want to receive.

