

eKEY QuickStart for Palm/Windows

eKEY User Manual

To view the User Manual, go to www.supraekey.com, select **Agent Education Resources** and **eKEY User Manual**.

Installing Supra Applications

If you have Internet access with 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 don't have Internet access or a Data Plan on your smartphone:

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:

1. On your computer, go to www.supraekey.com.
2. Login with your eKEY serial number and PIN code.
3. Select the **Download Applications** link and follow the instructions to install the eKEY software.

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 & Register 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 eKEY application.

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

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.

Authorization Code:
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Get to Know the Supra Applications

- 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

The eKEY needs to periodically connect to the Supra network. 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

If you have a smartphone that has Internet service you can connect wirelessly to the Supra network to update. You'll need to have wireless service on your eKEY device. 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

You can also update by connecting your eKEY device to your computer and update through an Internet connection.

Change Connection Method

To set or change the way your eKEY updates, open the eSYNC application. Select **Settings**. Your eSYNC connection type is shown at the top.

Update Frequency

Your eKEY will automatically update sometime between midnight and 6am. If you update wirelessly, your smartphone will automatically turn on and update during the night. If you're set to update through your computer, you can leave your eKEY connected to your computer overnight. The computer will need to be turned on and have an Internet connection.

You can also manually update your eKEY at any time. To manually update your eKEY, open the **eSYNC** application. 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 KIMweb 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.

Using Your eKEY with KeyBoxes

Setup for Non-Infrared Windows devices

Non-Infrared Windows 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**.

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.

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

Customize KeyBoxes

You can use your eKEY to change settings in your keyboxes. After you release the shackle, you're given an option to customize the settings in the keybox for the listing. You could also select the eKEY application and then 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.
2. Make the change to the setting.
3. Select Program and aim the infrared lens on your eKEY at the lens on the iBox to send the new settings to the keybox.

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 the Supra website at www.supraekey.com and login to KIMweb with your eKEY serial number and PIN code.
2. Select **Configure 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.

GE Security

eKEY™ 5025250
Handspring Treo 650

Key: 5025250 **Market Area Wizard** [User's Help](#)

Please select at least one item in each selection box (i.e. Class, Area, Status).
Click Apply to view the number of selected listings; click Done to save your market area.

You have selected 1864 Listings out of total 9224 Listings (Maximum of 30000 listings for this device)

Class: Hold Ctrl-key for multiple selection.

- Commercial
- Condo
- Farm
- Multifamily
- Residential
- Vacant Land

Area: Hold Ctrl-key for multiple selection.

- K01 - Covington North
- K02 - Bromley/Ludlow Area
- K03 - Kentonvale/Latonia
- K04 - Indp/TayMil/Covington
- K05 - S Kenton Cty
- K06 - Eslmere/Erlanger
- K07 - CresSprm/Ft Wright
- K08 - CrstwHill/Edgewood
- K09 - Florence

Status: Hold Ctrl-key for multiple selection.

- Active
- Pending
- Sold

Price: Select Minimum and Maximum.

Minimum: \$100,000
Maximum: \$9,000,000+

[Select All](#) [Apply](#) [Done](#)

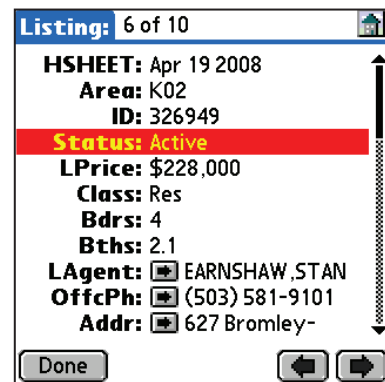
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eDATA

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.



Customize your PIN code

1. Go to www.supraekey.com and login to KIMweb with your eKEY serial number and current PIN.
2. Select the **Change PIN code** 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.

Showing Activity

Your eKEY can notify you each day if you've had showings on your listings.

First, login in to KIMweb at www.supraekey.com and select **View Existing KeyBoxes** to make sure your keyboxes are registered to you. Add any KeyBoxes by selecting **Add New KeyBox** and entering the keybox serial number and shackle code and listing ID if they are placed on a listing.

Once all of your keyboxes are registered to you, you'll get a message on your eKEY after each eSYNC letting you know if you've had a showing.

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.

You can also view a showing report at KIMweb by selecting the ShowingValue link and then selecting **View** on the *Showing Activity on Your Listings* line on the Dashboard.

Get real-time showing notifications

You can have the system send you an email or text message when someone opens one of your keyboxes. Login to KIMweb at www.supraekey.com and select **ShowingValue**. Then select **Change Email Settings**. Enter your email address and in each CC box enter your cell phone number followed by @teleflip.com (i.e., 5035551212@teleflip.com) to receive a text message as well.

Need help?

Call for free support seven days a week 5am to 7pm Pacific Toll-free 1-877-699-6787.

