

Lockbox & Key Frequently Asked Questions

Q. What are the costs for the ActiveKey?

A. The initial set up cost includes a \$75 activation fee plus the annual invoice. Supra's billing year runs from April 7, 2014 through April 6, 2015. The date you obtain your key will determine how much your annual invoice portion will be. For example, if you join between 5/7/2014 and 6/6/2014 your invoice will be \$222.86 includes tax. If you join in October, it will be less. Please refer to the Membership package for a schedule.

Q. What are the costs for the eKEY?

A. Upon initial set-up, you will be responsible for the \$50 activation fee. However, eKEYs are billed on a monthly basis. eKEY Basic is \$19.35 per month and eKEY Professional is \$28.54 per month. Please refer to www.supraekey.com to compare the two levels of service.

Q. I am having trouble deciding between the ActiveKEY and the eKEY.

A. Visit the Supra website at www.supraekey.com for more information on the services.

Q. I've heard that this key expires every night. How do I keep it working?

A. It will automatically update using the wireless service in your area; for the eKEY you can choose your preferred eSYNC method to receive an update.

Q. When and how will the automatic update take place?

A. eKEY-depends on your product choice and the eSYNC method.

B. ActiveKEY-The update will take place for 10 minutes during a 24-hour period. It will update automatically.

Q. What size batteries do the Active KEY take?

A. Your key battery will need to charge nightly, just like a cell phone. You can check your battery status by clicking the "ON/OFF" button on your key. Also, you can never overcharge your key. If you leave it plugged in when it's not in use, it will not hurt the key and will keep the battery charged. If you let your key die completely, it will take 4-5 hours to completely recharge.

Q. How do I define what listings are downloaded to my eKEY?

A. You can do this on the Internet by logging onto the website for Supra at www.supraekey.com. You will then be prompted for your Key Number and PIN Code. The next step is to click on the "Market Area" link and follow the instructions.

Q. Can I lease more than one key?

A. No, you cannot lease more than one key.

Q. What do I do with my key when I am out of town?

A. If you are out of town and did not choose to bring your key with you, the key may be left plugged into the wall charger and it will continue to update automatically.

Q. What happens if I lose my key?

A. If you have purchased the insurance (\$25.00 per year), your key will be replaced at no cost. If you have not purchased the insurance, it will cost \$249.00 to replace the key.

Q. Can I let another agent borrow my key?

A. Only you are allowed to use your key. Lending your key to anyone else or borrowing someone else's key will result in fines and penalties.

Instructions for Using Your ActiveKey

Q. How do I release the key container?

-Select "Obtain Key" from the menu options on your key.

-Enter your 4-digit pin code, and hit enter

- a) Place your key in front of the infrared sensor located on the front of your lockbox
- b) The word "communicating" should appear on the display screen. After a series of beeps, "open key container" should appear on the display screen
- c) The key container should release and you can obtain your key by pressing up on the bottom of your lockbox

Q. How do I release the shackle?

a) Select "Release Shackle" from the options menu on your key, and hit enter

b) Enter your 4 digit shackle code press enter. "Assign Keybox?" Press 2 - NO

c) Press enter, place key in front of infrared sensor located on the front of the lockbox

d) After a series of beeps, your shackle should release

Q. How do I preset for Timed Access and 24 Hour Access?

a) Select "Set iBox Timed Access" from the options menu on your key

b) Select either option 1 for "Timed Access" or option 2 for "24 Hour Access"

c) Enter your shackle code and point at the infrared sensor on the front of your box

d) After a series of beeps, the word "successful" should appear. Your access for that lockbox has been set

Q. How do I read a KeyBox?

a) Select "Read KeyBox Activity" from the options menu on your key

b) Select option 1 for "View Last Read" or option 2 for "New Read"

c) Enter the shackle code, point key at infrared sensor on the front of the box

- d) After a few seconds of communicating, a reading should appear on the display screen if there has been activity

Q. How do I check and see who has been in my listing?

A. You will want to first register your lockbox with the SupraWEB system. You will do this by going to www.supraekey.com. Then, choose “click here” to login into the SupraWEB. After login, you will choose from the menu located on the left side of the page and select “Add New Keybox”. Then follow the instructions.

Helpful Hint: If the lockbox is assigned to a listing, you may also view showing activity within the MATRIX® MLS system by looking at the specific listing.

Q. What is a CBS code?

A. CBS stands for “Call Before Showing”. This code is programmed into the lockbox by the agent. If you plan to show a house, you must first call the agent to obtain this code. Then you must program it into your Key by choosing the “Call Before Showing” option from your key menu. Choose Option 2 and enter the code. Your key should read successful. You then follow the regular instructions for obtaining the key.

Q. Who do I call for technical support?

A. Supra offers assistance 7am-10pm, 7 days a week by calling 1-877-699-6787

Q. How do I reach the KIM Voice to update my key?

A. You can reach KIM Voice by calling 888-968-4032