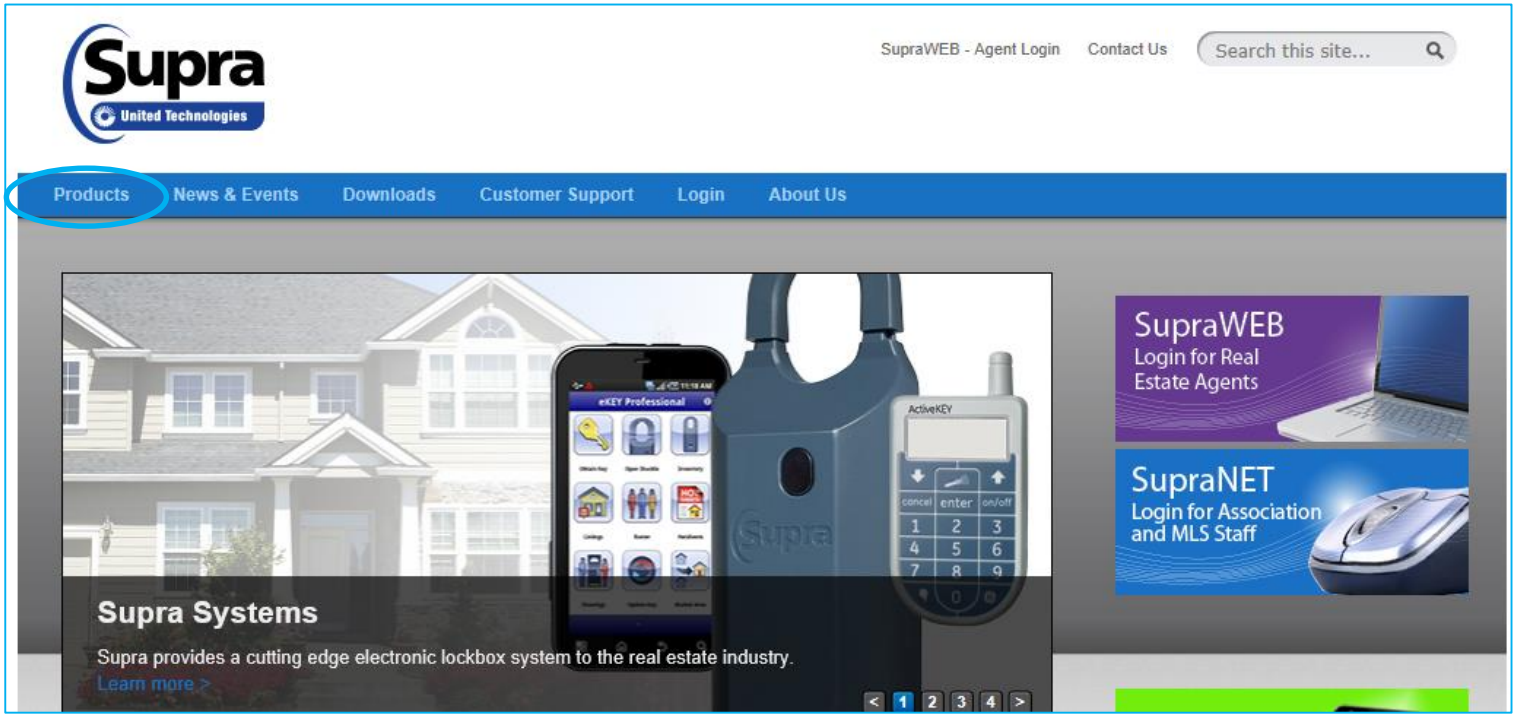
canopy MLS

Supra DisplayKEYS and eKEYs

Training and support

- Located on Supra's website at www.supraekey.com → **Products**



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eKEY
ActiveKEY
DisplayKEY
iBox BT LE
iBox BT
iBox
SupraWEB

Home > Products

Products

Supra has provided keyboxes to the real estate industry since 1955, bringing efficiency efficiency to real estate professionals and peace of mind to home sellers. The Supra System makes it easy for showing agents to access properties and for listing agents to track activity at client properties.

The latest Supra keybox, iBox™ BT LE, adds Bluetooth® Low Energy technology, and communicates with newer smartphones without any additional hardware. A data record is created when a lockbox is opened, and the eKEY™ application on the smartphone immediately transmits that information to the Supra database so real estate agents can obtain real-time information about showings. Client questions can be answered quickly, and feedback from showing agents can be gathered while information is fresh in the showing agent's and client's minds.

Keys

Supra electronic keys can be a proprietary electronic device or an eKEY application running on popular smartphones. All the Supra keys include PIN-code security. The keys record events each time a keybox is opened.

Contact Us

Supra
4001 Fairview Industrial Dr SE
Salem, OR 97302

Technical Support: (877) 699-6787
Click here to email Supra Support

Brochures

ActiveKEY Brochure
DisplayKEY Brochure
eKEY Basic Brochure
eKEY Professional Brochure
Homeowner Brochure
iBox BT LE Brochure
Real-Time Wireless
SupraWEB Flyer

Share Print

eKEY
ActiveKEY
DisplayKEY
iBox BT LE
iBox BT
iBox
SupraWEB

Home > Products > DisplayKEY

DisplayKEY

Perform standard keybox operations and display information from your keybox on the screen of your Supra DisplayKEY.

Automatically update the information in your DisplayKEY and send data to the Supra network by daily placing it on a cradle that also serves as your battery charger. The DisplayKEY cradle connects to the Supra network through a phone line or through a USB cable connected to your computer.

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DisplayKEY Information

DisplayKEY Brochure
Order Accessories
DisplayKEY Cradle Software
DisplayKEY Support Information

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Welcome to DisplayKEY Resources

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Videos

- How it Works
- Showing a Listing
- Placing a Bluetooth® iBox on a Listing
- Getting Connected
- Connecting your DisplayKEY Phone Cradle
- Connecting your DisplayKEY USB Cradle
  * The DisplayKEY cradle no longer ships with or requires the AC adapter
- Updating your DisplayKEY
- View Showing Activity
- Helpful Information

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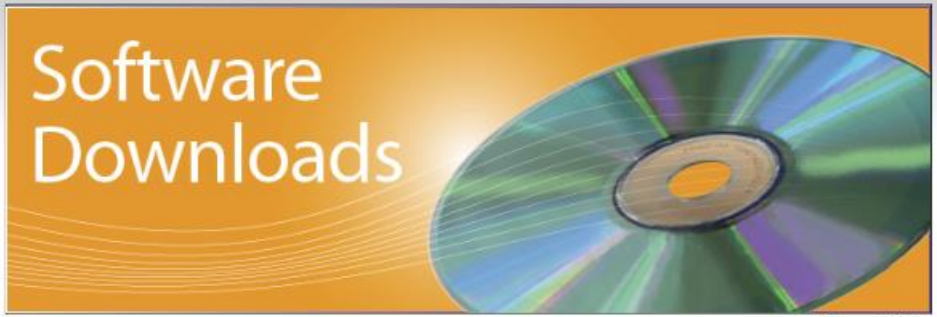

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Home > Downloads

Downloadable Software

Click on the links below to download the drivers and software that you need.

eKEY Downloads:

- eKEY™ for iPhone
- eKEY for Android™
- eKEY for BlackBerry™

ActiveKEY Downloads:

- ActiveKEY PC-Sync Software 32-bit
- ActiveKEY PC-Sync Software 64-bit

DisplayKEY Downloads:

- DisplayKEY Cradle USB Software 32-bit
- DisplayKEY Cradle USB Software 64-bit

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Links and Related Materials

How can I tell if my computer is running a 32-bit or a 64-bit version of Windows?

Your USB cord is your power cord!!!!

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DisplayKEY: Releasing the shackle

- Press **Enter** to turn key on
- Scroll to **Release Shackle**
- Press **Enter** and enter your four-digit shackle code
- Press **Enter**
- Aim DisplayKEY at iBox
- **New Box:** Push down on the shackle then pull up to remove it completely (new box)
- **Old box:** After inputting the four-digit shackle code, the shackle clicks and you will pull up on the shackle to release it

iBox BT LE

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Shackle Code is

1234

Shhhhh!

DisplayKEY: Releasing key container

- Press **Enter** to turn key on
- At **Obtain Key** press **Enter**
- Enter your four-digit PIN
- Press **Enter**
- Aim DisplayKEY at iBox
- **Push up** on bottom of iBox to release key container

New iBox BT LE

Old iBox

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- eKEY
  - eKEY Basic
  - eKEY Professional
  - eKEY Hardware
- ActiveKEY
- DisplayKEY
- iBox BT LE
- iBox BT
- iBox
- SupraWEB

Home > Products > eKEY

eKEY

Use your smartphone or tablet as your lockbox key. The eKEY application uses your phone's wireless communications so you can do business anywhere. Choose from many different Android™, BlackBerry®, and Apple phones and tablets. For a list of devices that were thoroughly tested by Supra and provide the highest possible user experience, click here. Devices not on this list may still be compatible, however, user experience may vary.

Two service levels are available: eKEY Basic for common keybox functions, and eKEY Professional which enhances basic capability with adds business tools such as MLS data stored on your phone (eliminating time consuming over-the-air searches), linking the listings to Google maps, and displaying showing details on your phone.

eKEY Basic

eKEY Basic turns your phone or tablet into a lockbox key. It also enables you to program iBoxes, change shackle codes, and more.

eKEY Professional

Like eKEY Basic, eKEY Professional turns your phone or tablet into a lockbox key. It also adds many productivity features to your phone or tablet.

eKEY Hardware

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eKEY Additional Information

- eKEY Support Information
- eKEY Compatible Devices Page
- iBox Compatible Devices Page

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Click eDATA Listing Fields Icon

Videos

- Introduction to the Supra System
- Update the eKEY software
- Open an iBox BT or BT LE with Android™
- Open an iBox BT or BT LE with BlackBerry®
- Open an iBox BT with iPhone® 3, 4, or 4s
- Open an iBox BT with iPhone 5
- Open an iBox BT LE with iPhone 4s or 5
- Release Shackle on an iBox BT or BT LE with Android
- Release Shackle on an iBox BT or BT LE with BlackBerry
- Release Shackle on an iBox BT with iPhone 3, 4, or 4s
- Release Shackle on an iBox BT with iPhone 5
- Release Shackle on an iBox BT LE with iPhone 4s or 5

eKEY: Releasing the shackle

- Open the eKEY application
- Tap on **OPEN SHACKLE** icon and enter four-digit shackle code
- Select reason:
  - Adding on a new listing
  - Removing from listing
  - Relocating on same listing
  - None of the above
- **Push up** on bottom of iBox BT LE key container to turn on the Bluetooth (**red light flashes**)
- When the word **BEGIN** displays on your phone, tap to start
- Once the word **SUCCESS** displays on your phone, **push down** on the shackle then **pull up** to remove it completely

iBox BT LE

eKEY: Releasing key container

- Open the eKEY application
- Tap on **OBTAIN KEY** icon and enter four-digit PIN
- **Push up** on bottom of iBox BT LE key container to turn on the Bluetooth (**red light flashes**)
- The word **SUCCESS** will display on your phone
- **Push up** on bottom of iBox BT LE to release key container

iBox BT LE

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Important information

- Every Supra key expires at **midnight**
- **eKey** updates wirelessly as soon as you open the app
- **DisplayKEY** dials out through the internet to get an update sometime between midnight and 6 a.m.
- There are three ways to update your **DisplayKEY** if you fail to leave it in the cradle overnight to update automatically:
  - Manually update the key on the cradle
  - Call KIM VOICE – the phone number on the back of your key
  - Log into SupraWEB and generate an update code
- The cradle works to charge your **DisplayKEY**, so make sure to leave it on the cradle when it's not in use

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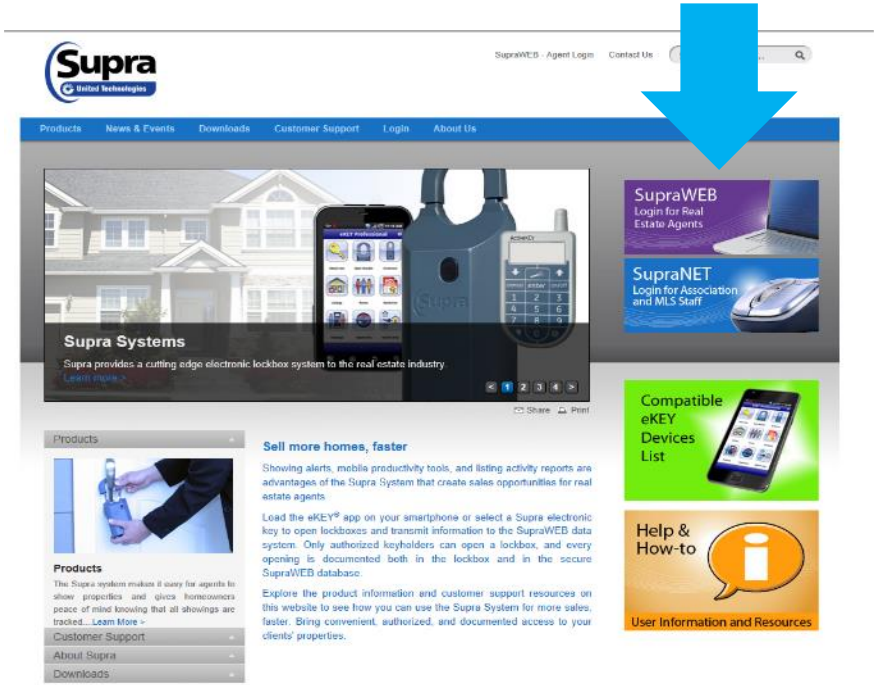
SupraWEB (handout)

- Register your key at www.supraekey.com
- Obtain a courtesy update code for your key
  - MLS allows two consecutive courtesy updates before you have to update your DisplayKEY on the cradle
- Obtain an authorization number for your eKEY



Lost-Stolen-Defective

- If you lose your DisplayKEY, you can lease another key from Canopy MLS.

Lost-Stolen-Defective

- If your DisplayKEY or lockbox is stolen and you have a police report that lists the product as stolen, we will replace the product for free.

Lost-Stolen-Defective

- If your DisplayKEY or lockbox is not working properly, you must obtain a reference number from Supra Technical Support (877-699-6787) so we can replace the product for free.

Lockbox hours

- March through November: **8 a.m.-10 p.m.** (Spring forward)
- November through March: **7 a.m.-9 p.m.** (Fall back)

Key cooperating agreements

- Piedmont Regional Association of Realtors®
- Cleveland County Association of Realtors®
- Salisbury/Rowan Association of Realtors®
- Wilmington Regional Association of Realtors®
- Located on www.CarolinaRealtors.com > Resources > Supra Lockboxes/Keys > Cooperating Agreements

DisplayKEY help

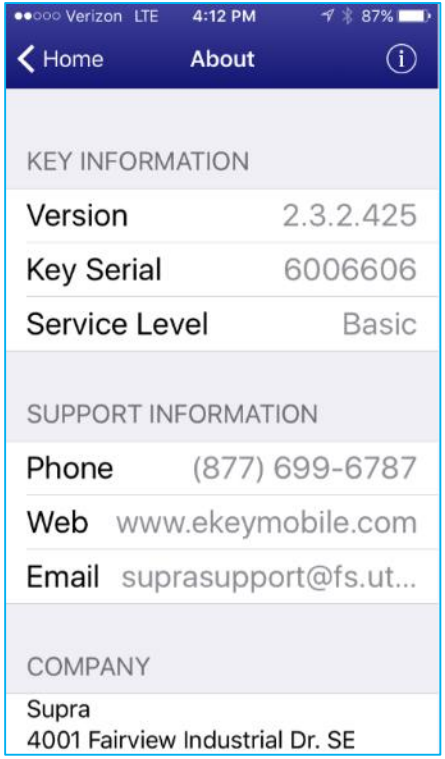
KIM VOICE

SUPRA TECHNICAL SUPPORT

DisplayKEY tips

- To reset your key, press **Enter** and **1** at the same time
- After pressing the **Enter** button to turn your key on, press **Enter** a second time and hold for two seconds to turn on the backlight

eKEY help



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eKEY tips

- If you change to another compatible smartphone you **MUST** remember to get an authorization number from SupraWEB
- Make sure you open the eKEY app when you're connected to Wi-Fi to ensure the key is updated
- Your device's Bluetooth must be turned on to communicate with the iBox
- Activate the iBox by **pushing up** on the bottom of the iBox key container to turn on the Bluetooth

Supra iBoxes

New iBox BT LE

- Every iBox has its own four-digit shackle code
- If you borrow boxes from your firm, they will provide that code to you
- If you buy boxes from The Realtor® Store, they will give you that number with the box
- Old Supra iBoxes are no longer approved

Old iBox

Canopy MLS Fee Schedule

$225/quarter:	Broker-in-Charge/Member Participant
$165/quarter:	Agent/Subscriber
$30/quarter:	Unlicensed Assistant
$30/quarter:	Supra key service fee

***$15.35 monthly for eKEY users (smart phone) in addition to $30 quarterly fee

Canopy MLS Fee Schedule

First Quarter:	Billed: December 1 for January, February, March service Due: January 1 by 5 p.m.
Second Quarter:	Billed: March 1 for April, May, June service Due: April 1 by 5 p.m.
Third Quarter:	Billed: June 1 for July, August, September service Due: July 1 for 5 p.m.
Fourth Quarter:	Billed: September 1 for October, November, December service Due: October 1 by 5 p.m.

Remember: Your email address on file with us must always be current since we do not paper invoice.

Thanks!

Any questions?