

ActiveKEY Pocket Guide



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| Intended use | <p>Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at www.gesecurity.com.</p> |
| Rules and regulations relating to use of the service | <p>1. Possession of key. Each Keyholder (as defined in the Agreement entered into by your Organization) is responsible for the key issued to him or her. If a key is lost or requires replacement for any reason, the replacement cost for the key shall be the replacement price in the Keyholder Agreement.</p> <p>2. Current update code. The key has an update code that expires daily to prohibit further use of the key until a new current update code is obtained from Supra or your Organization and entered into the key. Update codes shall be issued only to Keyholders in good standing with the Organization. A Keyholder is in good standing if he/she is in full compliance with all obligations in the Keyholder Agreement, including, without limitation, the terms of these rules and regulations.</p> <p>3. Security of equipment. It is necessary to maintain the security of each key and the personal identification number ("PIN") of each key to prevent the use of the key by unauthorized persons. Each party in possession of a key, whether such key is being actively used or not, shall abide by the following conditions:</p> <ol style="list-style-type: none"> <li data-bbox="353 1325 907 1372">a. To keep the key in such party's possession or in a safe place at all times; <li data-bbox="353 1387 907 1450">b. Not to allow the PIN for the key to be displayed on or attached to the key for any purpose whatsoever or to be disclosed to any third party; |

- c. Not to lend or otherwise transfer the key to any other person or entity, or permit any other person or entity to use the key for any purpose whatsoever, whether or not such other person or entity is a real estate broker or salesperson;
- d. Not to duplicate the key or allow any other person to do so;
- e. Not to assign, transfer or pledge the key;
- f. Not to destroy, alter, modify, disassemble or tamper with the key or knowingly or unknowingly allow anyone else to do so;
- g. To notify your Organization immediately in writing, and in any event within 48 hours, of a loss or theft of the key or any keyboxes, and of all circumstances surrounding such loss or theft;
- h. To complete and deliver to your Organization a stolen key affidavit prior to and as a condition of the issuance of a replacement key;
- i. To follow all additional security procedures as specified by your Organization; and
- j. To safeguard the code for each keybox from all other individuals and entities, whether or not they are authorized users of the Service.

4. Authorization. Before a keybox is installed or used on any piece of real property, the prior written authorization to install or use a keybox must be obtained from the property owner, as well as from any tenants in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the keybox are locked. All owners and/or tenants of real property shall be informed that the keybox is not designed or intended as a security device.

FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

EU directives

The Electromagnetic Compatibility (EMC) directive requires non-European manufacturers to designate an authorized representative in the EU. Our European representative is GE Security, Kelvinstraat 7, 6003 DH Weert, Nederland.



The Waste Electrical and Electronic Equipment (WEEE) directive aims to minimize the impact of electrical and electronic equipment waste on the environment and human health. For proper treatment, recovery, and recycling, return the equipment marked with this symbol to your local supplier upon the purchase of equivalent new equipment, or dispose of it in designated collection points. For more information, visit www.recyclethis.com.

Contents

| | |
|---|------------|
| Preface | vii |
| Conventions used in this document | viii |
| Safety terms and symbols | ix |
| Introduction | 1 |
| Supra system overview | 2 |
| ActiveKEY overview | 3 |
| Navigation | 4 |
| Tone indicators | 8 |
| Battery charging | 9 |
| Preferences | 12 |
| Manual updates | 15 |
| Computer connection | 16 |
| ActiveKEY PC Sync Software | 16 |
| Using ActiveKEY PC Sync | 19 |
| KIM update code | 21 |
| KIM website | 21 |
| KIM voice system | 22 |
| Entering an update code | 22 |

| | |
|------------------------------------|-----------|
| KeyBoxes | 23 |
| KeyBox access | 24 |
| Releasing the key container..... | 25 |
| Releasing the shackle | 27 |
| Timed access | 28 |
| CBS codes | 30 |
| Cooperating systems | 31 |
| Showing activity | 33 |
| View showing activity | 34 |
| ShowingValue overview | 35 |
| Adding KeyBoxes to inventory | 35 |
| Showing activity reports..... | 37 |
| E-mail notifications..... | 39 |
| E-mail showing agents | 42 |
| Viewing feedback | 44 |
| Feedback reminders | 45 |
| KIM voice report | 46 |
| Reading a KeyBox | 47 |
| Technical support | 49 |
| Troubleshooting | 50 |
| Contacting us | 55 |
| Online publication library..... | 56 |
| Index | 57 |

Preface

This is the *GE ActiveKEY Pocket Guide*. This document includes an overview of the product and detailed instructions explaining:

- How to charge your ActiveKEY.
- How to manually update your ActiveKEY when compatible cell coverage is not available.
- How to access KeyBoxes.
- How to set the showing notification preferences in your ActiveKEY and view showing activity for your listings.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all ancillary documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to *Online publication library* on page 56 for instructions on accessing our online publication library.

Conventions used in this document

The following conventions are used in this document:

| | |
|--------------------|--|
| Bold | Menu items and buttons. |
| <i>Italic</i> | Emphasis of an instruction or point; special terms. |
| | File names, path names, windows, panes, tabs, fields, variables, and other GUI elements. |
| | Titles of books and documents. |
| <i>Blue italic</i> | (Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses. |
| Monospace | Text that displays on the screen. |
| | Programming or coding sequences. |

Safety terms and symbols

These terms may appear in this manual:



CAUTION: *Cautions* identify conditions or practices that may result in damage to the equipment or other property.



WARNING: *Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

Chapter 1 Introduction

This chapter provides an overview of the Supra KeyBox system and your ActiveKEY, including navigation, interpreting the audio tones, charging the battery, and setting your showing notification and tone preferences.

In this chapter:

| | |
|--|----|
| <i>Supra system overview</i> | 2 |
| <i>ActiveKEY overview</i> | 3 |
| <i>Navigation</i> | 4 |
| <i>Tone indicators</i> | 8 |
| <i>Battery charging</i> | 9 |
| <i>Preferences</i> | 12 |

Supra system overview

The ActiveKEY is part of the Supra KeyBox system. The components of the system include:

KeyBoxes. Supra KeyBoxes hold the listing keys to your properties. To show a listing, you must access the keys inside the KeyBox placed on the listing.

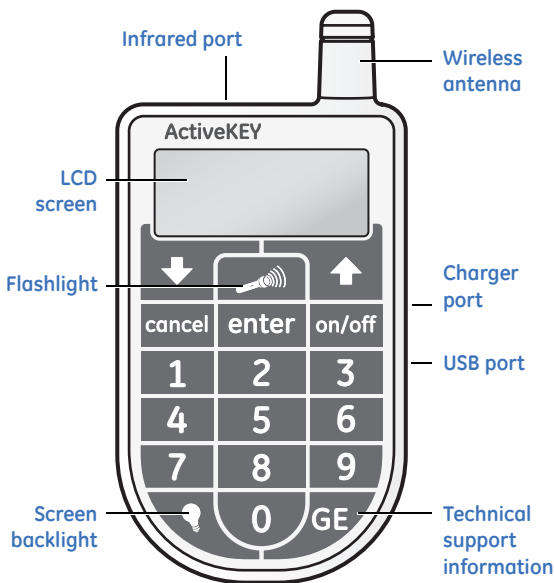
ActiveKEY. The ActiveKEY allows you to access Supra KeyBoxes and keeps track of the KeyBoxes it has opened.

KIM. KIM, the KeyBox Information Manager, is the network that maintains all ActiveKEY and KeyBox data.

ActiveKEY overview

Your ActiveKEY (*Figure 1*) remains updated by connecting wirelessly to a compatible cellular network. The LCD screen on the front displays menu options, codes, and messages.

Figure 1. ActiveKEY



You can find the key serial number and technical support information on the back of the ActiveKEY.

Navigation

Press **on/off** to turn on your ActiveKEY and use the arrow buttons to scroll through the menu options listed in *Table 1*.

Table 1. ActiveKEY menu options

| Menu option | Action |
|-------------------------|--|
| Obtain key | Access a KeyBox to obtain the listing key. |
| MLS secure tokens | Generate a secure MLS login token. Because this feature requires an optional subscription, the menu option will only display if your association or MLS subscribes. Contact your association for more information. |
| Display KeyBox showings | Display the number of showings you have had at your KeyBoxes. |
| Release shackle | Release the KeyBox shackle. |
| Call before showing | Enter a call before showing (CBS) code. |

Table 1. ActiveKEY menu options (continued)

| Menu option | Action |
|---------------------------|--|
| Read KeyBox activity | Display the activity information stored in a KeyBox. |
| Manually input update | Enter an update code. |
| View battery status | Display the ActiveKEY's battery charge level. |
| View error codes | View recent error codes for troubleshooting. |
| Clear KeyBox listing data | Clear listing information programmed into a KeyBox. |
| Set iBox timed access | Program a KeyBox for timed or 24-hour access. |
| Review messages | Review messages from your broker, association, or GE Security. |
| Preferences | Set your showing notification frequency and ActiveKEY tone preferences. |
| View ActiveKEY status | Display the ActiveKey's status, including whether it is enabled, active, and if compatible cell coverage is available. |
| About | Display the ActiveKEY's firmware version and manufacture date. |

Press **enter** to select a menu option and **cancel** to exit a menu that you have selected or backspace when entering a code. Use the numbered buttons to enter codes, such as your PIN or a shackle code, into the key.

Your ActiveKEY also provides the following features:

Backlight. Illuminates the LCD screen. To activate the backlight, press **on/off** to turn on your ActiveKEY, then press the **light bulb** button on the left of the zero button (*Figure 1* on page 3).

Flashlight. Assists you if it is too dark to see clearly while conducting showings or getting into your car. To activate the flashlight, press **on/off** to turn on your ActiveKEY, then press the **flashlight** button between the two arrow buttons.

Showing notifications. Tells you the number of showings you have had at your listings. To check on your showings, press **on/off** to turn on your ActiveKEY, then scroll to the *Display KeyBox showings* menu option and press **enter**.

Messages. Receives and displays messages from your association/MLS, broker, or GE Security. To read a new message, press **on/off** to turn on your ActiveKEY, then scroll to the *View messages* menu option and press **enter**.

Tech support. Gives you technical support contact information so you can call from any location. To activate this feature, press **on/off** to turn on your ActiveKEY, then press the **GE** button on the right of the zero button.

Radio. The ActiveKEY contains a cellular radio that communicates with the Supra network on a regular basis to automatically update your ActiveKEY, send and receive showing notifications, and receive messages.

Tone indicators

Your ActiveKEY uses several audio tones to communicate with you as described in *Table 2*.

Table 2. Audio tones

| Audio tone | Description |
|--------------------------|---|
| 1 beep | A button has been pressed on the ActiveKEY keypad. |
| 2 beeps | Code entry complete. |
| 3 beeps | Shutting down. |
| 4 beeps | Operation complete. |
| 1 long and 2 short beeps | New message received. |
| 1 long buzz | Error. |
| 2 buzzes | Low battery. |
| 3 buzzes | Programming error. Call tech support to determine if your ActiveKEY needs to be reprogrammed or replaced. (See Contacting us on page 55.) |

Battery charging

Your ActiveKEY has a nonreplaceable, rechargeable battery that you can charge using the provided wall charger. When you first receive your ActiveKEY, plug it in using the wall charger overnight to give it a full charge and make sure to recharge it on a regular basis thereafter.

You can also use a vehicle charger. Most vehicles only charge the ActiveKEY while the vehicle ignition is on. If your ActiveKEY is charging, the display will read `Charging` and will show the current battery level in the key.



CAUTION: Use only a GE-recommended wall or vehicle charger. Using an unapproved charger may result in damage to your ActiveKEY and will void the ActiveKEY warranty.

Connecting your ActiveKEY to your computer with the USB cable will not adequately charge the key. Most computers do not pass enough charge through the USB cable to offset a cellular radio's consumption.

Temperature extremes can affect battery performance. If the ActiveKEY is below 32°F (0°C) or above 104°F (40°C), it will not charge.

When the battery level is low, the ActiveKEY alerts you by emitting two short buzz tones. To check the battery status, turn on the ActiveKEY. The battery level displays on the screen.

To preserve battery power, the ActiveKEY shuts down after 30 seconds of inactivity. You can also conserve battery power by turning the radio off in the ActiveKEY. To turn the radio off, press the **on/off** button to turn the key on. Then press and hold the **on/off** button for 10 seconds or until the key displays Radio is turned off. The next time you turn on your ActiveKEY, press **1** to turn the radio on.

Note: With the radio in the ActiveKEY off, you will not receive messages or showing notifications.

When the ActiveKEY battery is very low, ActiveKEY will display `Low battery` when you turn it on and will then turn itself off. If the battery is completely drained, the key will not even turn on. You will need to charge the battery in both instances. A full charge takes approximately 8 hours.

The ActiveKEY will send you an e-mail when the battery has reached the end of its useful life. This can happen if the key is used for more than six years. The first indication of this situation is usually a battery that will not hold a charge for very long. The e-mail will remind you to replace your key.

Preferences

You can set the preferences in your ActiveKEY for the following:

- Showing notification frequency
- Audio tones

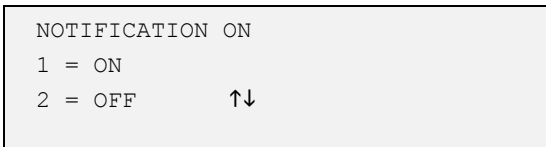
Showing notifications

You can set the frequency that your ActiveKEY notifies you when you have had showings at your listings. If you do not want to be notified, you simply turn the feature off.

To set the showing notification preferences, do the following:

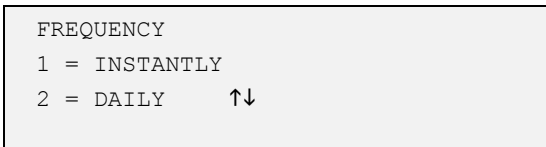
1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Preferences* menu option and press **enter**.
3. Press **1** for *Notification*.
4. The screen shows your options (*Figure 2* on page 13). Press **1** to turn notification on, or press **2** to turn notification off.

Figure 2. Showing notification preference screen



5. Press the down arrow to display the frequency options. You can have your ActiveKEY notify you of showings instantly or daily (*Figure 3*). Press **1** to set the option to instantly, or press **2** to set the option to daily.

Figure 3. Showing notification frequency screen



6. Press **enter** to accept the changes and exit the menu.

Audio tones

You can turn on or off the *keypress*, *code entry complete*, *shutdown*, and *message received* audio tones in your ActiveKEY.

To set the audio tone preferences, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Preferences* menu option and press **enter**.
3. Press **2** for *Tone*.
4. The *Keypress tone* screen displays first. Press **1** to turn the option on, or press **2** to turn the option off. To view or change the status of the other audio tones, use the up and down arrow buttons to scroll through the screens.
5. Press **enter** to accept the changes and exit the menu.

Chapter 2

Manual updates

This chapter explains how to manually update your ActiveKEY if you are out of range of a compatible cellular network, including how to connect your ActiveKEY to your PC or obtain an update code from the KIM website or voice access system.

In this chapter:

| | |
|---|----|
| <i>Computer connection</i> | 16 |
| <i>ActiveKEY PC Sync Software</i> | 16 |
| <i>Using ActiveKEY PC Sync</i> | 19 |
| <i>KIM update code</i> | 21 |
| <i>KIM website</i> | 21 |
| <i>KIM voice system</i> | 22 |
| <i>Entering an update code</i> | 22 |

Computer connection

Your ActiveKEY updates automatically by connecting wirelessly to a compatible cellular network. If you are out of coverage range for more than 24 hours, your ActiveKEY displays the message, *Key is expired/update now*.

You can manually update your ActiveKEY by connecting it to your computer with an Internet connection. Before you can connect your key, you must install the ActiveKEY PC Sync software on your computer.

ActiveKEY PC Sync Software

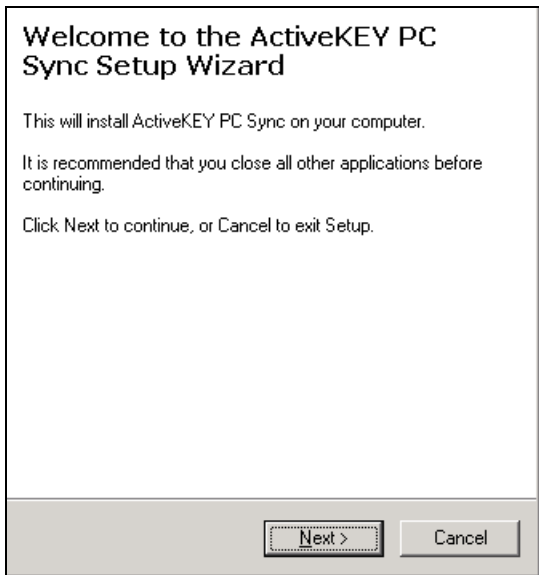
You can download the ActiveKEY PC Sync software from the Supra website. To download the software, do the following:

1. Go to www.supraekey.com.
2. Click **Agents-Log on to KIMweb**.
3. Select the name of your association or MLS from the dropdown list.

4. Enter your ActiveKEY serial number and four-digit PIN.
5. Click **Login**.
6. In the left column of your screen, click **Download applications**.
7. Select *Install ActiveKEY Software* and click **Run** when the dialog box opens.

The software is downloaded to your computer and the *ActiveKEY PC sync setup* Wizard opens (*Figure 4* on page 18).

Figure 4. ActiveKEY PC sync setup wizard

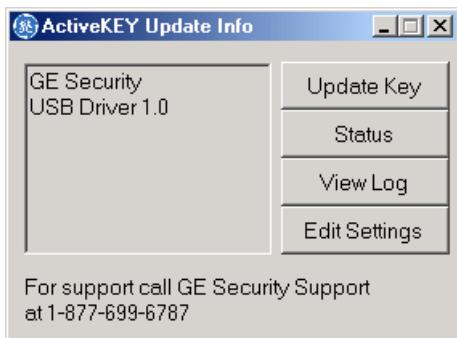


Click **Next** and follow the instructions in the installation wizard to install ActiveKEY PC Sync software on your computer and connect your ActiveKEY for the first time.

Using ActiveKEY PC Sync

After you have installed the ActiveKEY PC Sync software, you can update your key any time by connecting it to your computer with the provided USB cable. When you connect your ActiveKEY, the *ActiveKEY update info* window opens (Figure 5).

Figure 5. ActiveKEY update info window



The *ActiveKEY update info* window contains the following buttons:

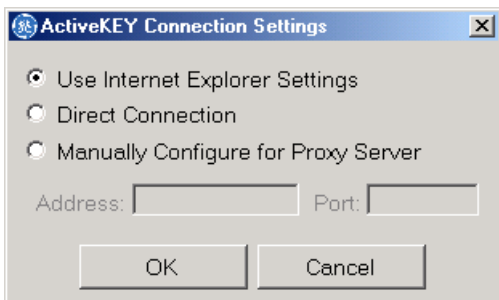
Update key. Updates your ActiveKEY using your computer's Internet connection.

Status. Displays your ActiveKEY status.

View log. Displays a log of your past online updates.

Edit settings. Lets you configure the ActiveKEY connection settings on your computer (*Figure 6*).

Figure 6. ActiveKey connection settings window



KIM update code

You can manually update your key by obtaining an update code from the KIM website or voice access system.

Note: The number of manual update codes you can obtain from KIM may be limited. Contact your association/MLS for more information.

KIM website

To obtain an update code from the KIM website, do the following:

1. Go to www.supraekey.com.
2. Click **Agents-Log on to KIMweb**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your ActiveKEY serial number and four-digit PIN.
5. Click **Login**.
6. Click the **Update code** link in the left column of your screen. The update code displays.

KIM voice system

To obtain an update code from the KIM voice system, do the following:

1. Call KIM at 1.888.968.4032.
2. When prompted, enter your ActiveKEY serial number and PIN followed by the # sign on your phone keypad.
3. KIM reads a list of options. Press **1** on the phone keypad for an update code.

Entering an update code

To enter the update code into your ActiveKEY, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Manually input update* menu option and press **enter**.
3. Enter the update code using the keypad and press **enter**. Four quick beeps indicate that the operation is successful.

Chapter 3

KeyBoxes

This chapter explains how to access KeyBoxes, including how to release the key container and the shackle, how to activate timed access, how to use the call before showing (CBS) feature, and how to access KeyBoxes in cooperating systems.

In this chapter:

| | |
|--|----|
| <i>KeyBox access</i> | 24 |
| <i>Releasing the key container</i> | 25 |
| <i>Releasing the shackle</i> | 27 |
| <i>Timed access</i> | 28 |
| <i>CBS codes</i> | 30 |
| <i>Cooperating systems</i> | 31 |

KeyBox access

Your ActiveKEY allows you to access the Supra iBox (*Figure 7*). Your ActiveKEY does not need to be within cellular range to open the iBox, but it does need to be updated. See *Manual updates* on page 15 if your ActiveKEY has been outside compatible cellular range for more than 24 hours.

Figure 7. Supra iBox



The ActiveKEY communicates with the iBox using infrared technology. The infrared port on the top of your ActiveKEY (*Figure 1* on page 3) sends information to the infrared lens on the front of the iBox (*Figure 7* on page 24). The distance should be less than a foot between the ActiveKEY and the iBox. Direct sunlight can interfere with infrared communication, so you may need to shade the area between the iBox and ActiveKEY when accessing the key container.

Releasing the key container

To access the listing keys inside the iBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Obtain key* menu option and press **enter**.
3. Enter your four-digit PIN and press **enter**. Two beeps sound and you have five minutes to access a KeyBox before your ActiveKEY powers down.
4. Point the top of your ActiveKEY at the iBox infrared lens. After a few seconds,

the key container unlocks. Press up on the bottom of the key container within 30 seconds to remove it from the iBox. If you do not press up on the container within 30 seconds, it relocks.

A buzz tone sounds if the operation is unsuccessful, and the ActiveKEY displays a message alerting you of the error.

Use the chain inside the key container to attach the listing keys. The iBox key container holds up to three listing keys. Before closing the key container, verify that all items are well inside and that the front is not bowed or bulging out. If you are a listing agent, always make sure you have a spare set of keys before closing the container.



CAUTION: Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

To close the key container, turn it so that the compartment holding the keys is facing you. Insert the container into the bottom of the iBox and push the key container up until it closes.

Releasing the shackle

Each iBox has a shackle code that releases the shackle for installation or removal at a listing.

To release the shackle on an iBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Release shackle* menu option and press **enter**.
3. Enter the four-digit shackle code for the KeyBox and press **enter**.
4. Point your ActiveKEY at the iBox infrared lens. After a few seconds, the shackle releases.
5. Repeat the procedure to completely remove the shackle from the KeyBox.

ActiveKEY will ask if you want to assign a KeyBox. If you select yes, you will be sent an e-mail reminder with a link that allows you to assign the KeyBox to a listing.

Timed access

KeyBoxes can be programmed to allow 24-hour access or timed access for specific hours. To determine the timed access hours programmed into your KeyBox, contact your association or MLS.

Access hours are set to standard time. If your area observes daylight saving time, the actual access hours are one hour later than the hours set in the KeyBox. For example, if a KeyBox is programmed for access from 8 a.m. to 9 p.m. standard time, the actual access hours are 9 a.m. to 10 p.m. during daylight saving time.

To activate or deactivate timed access in an iBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Set iBox timed access* menu option and press **enter**.
3. Press **1** to activate timed access hours or **2** to activate 24-hour access.
4. Enter the KeyBox shackle code and press **enter**. You have five minutes to

program the KeyBox before your ActiveKEY powers down.

5. Point your ActiveKEY at the iBox infrared lens to program the new setting.

CBS codes

Every KeyBox contains a call before showing (CBS) code that your association or MLS can activate. The CBS code allows the listing agent to control KeyBox access by requiring the showing agent to call for authorization before opening the KeyBox. If the CBS code is active in an iBox, you must enter the CBS code into your ActiveKEY before accessing it.

To enter a CBS code into your ActiveKEY, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Call before showing* menu and press **enter**.
3. Enter the CBS code and press **enter**.

Once you have entered the CBS code for a particular KeyBox into your ActiveKEY, follow the standard procedure for releasing the key container. You can access the KeyBox until the listing agent changes the KeyBox or until you enter a CBS code for a different KeyBox.

Cooperating systems

Your ActiveKEY may be able to access iBoxes in a neighboring association/MLS. Check with your association/MLS to determine if your area has a cooperating agreement.

In order to show listings in a cooperating area, your ActiveKEY must be programmed to access KeyBoxes in that area. Your ActiveKEY may have been manufactured with cooperating areas already programmed. If not, you can take your ActiveKEY to your primary association/MLS to have the cooperating areas programmed.

Once your ActiveKEY is programmed for the cooperating system, call the neighboring association/MLS to have your key activated in their system.

Chapter 4 Showing activity

This chapter explains how to view your ActiveKEY's showing activity, including how to use the showing value feature on the KIM website, request a report from the KIM voice system, and read a KeyBox.

In this chapter:

| | |
|---|----|
| <i>View showing activity</i> | 34 |
| <i>ShowingValue overview</i> | 35 |
| <i>Adding KeyBoxes to inventory</i> | 35 |
| <i>Showing activity reports</i> | 37 |
| <i>E-mail notifications</i> | 39 |
| <i>E-mail showing agents</i> | 42 |
| <i>Viewing feedback</i> | 44 |
| <i>Feedback reminders</i> | 45 |
| <i>KIM voice report</i> | 46 |
| <i>Reading a KeyBox</i> | 47 |

View showing activity

Each time your ActiveKEY releases the key container in a KeyBox, the access is recorded in both your key and the KeyBox. You can view this showing activity in any of the following ways:

- Use the ShowingValue feature on the KIM website.
- Request a report from KIM voice access.
- Read your KeyBoxes to transmit the showing information to your ActiveKEY.

ShowingValue overview

ShowingValue is a web application included in KIM that provides you with several enhanced showing features. You can receive e-mails automatically when you have had a showing, create customized showing reports for sellers or colleagues, and e-mail updates to agents who have shown your listings.

ShowingValue also lets you send and receive showing feedback, add feedback about your listings for reporting to sellers, and have KIM remind you by e-mail to send feedback on properties you have shown.

Adding KeyBoxes to inventory

You must add your KeyBoxes to your inventory in KIM in order for your showing activity to appear in ShowingValue. Once you have added your KeyBoxes, you will receive notifications on your ActiveKEY when your listings have been shown. You can then go to the KIM website and view your showing activity in ShowingValue.

To add your KeyBoxes to your inventory, do the following:

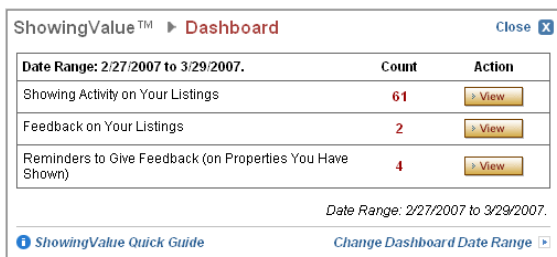
1. Go to www.supraekey.com.
2. Click **Agents-Log on to KIMweb**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your ActiveKEY serial number and four-digit PIN.
5. Click **Login**.
6. Click **Add new KeyBox** in the left-hand column under *KeyBox inventory*.
7. Enter the KeyBox serial number, shackle code, and the listing ID where the KeyBox is assigned, then click **Add**.

Once the KeyBox is added, KIM asks if you would like to view the KeyBox settings. Click **Yes** to view the settings or **No** to view a list of KeyBoxes in your inventory. Repeat the procedure to add more KeyBoxes.

Showing activity reports

The ShowingValue dashboard (*Figure 8*) provides a quick summary of the showing activity at your listings. The dashboard displays on the main page after you log on to KIMweb. You can also access the dashboard by clicking **ShowingValue** under *Activity reports* in the left-hand column of your screen.

Figure 8. ShowingValue dashboard



The screenshot shows the ShowingValue™ Dashboard interface. At the top right, there is a 'Close' button with an 'X' icon. Below the header is a table with three columns: 'Date Range: 2/27/2007 to 3/29/2007.', 'Count', and 'Action'. The table contains three rows of data. Below the table, the current date range 'Date Range: 2/27/2007 to 3/29/2007.' is displayed. At the bottom left, there is a 'ShowingValue Quick Guide' link with an information icon. At the bottom right, there is a 'Change Dashboard Date Range' link with a dropdown arrow icon.

| Date Range: 2/27/2007 to 3/29/2007. | Count | Action |
|---|-------|----------------------|
| Showing Activity on Your Listings | 61 | View |
| Feedback on Your Listings | 2 | View |
| Reminders to Give Feedback (on Properties You Have Shown) | 4 | View |

Date Range: 2/27/2007 to 3/29/2007.

[ShowingValue Quick Guide](#) [Change Dashboard Date Range](#)

The total number of showings displays in the first row of the dashboard. To change the date range for the activity displayed on your dashboard, click **Change dashboard date range**. Use the dashboard date range dropdown

menu to select the new date range, then click **Save now** to activate the setting.

From your dashboard, click the **View** button for a detailed *Showing activity* report that includes the date/time of the showing, showing agent, KeyBox serial number, listing number, and listing address. From the *Showing activity report* screen, you can print or e-mail the report. Click **Create new report** to generate a new *Showing activity* report for a specific KeyBox, listing number, or date range. In the *Configure report* screen, select the report criteria then click **Continue**.

E-mail notifications

ShowingValue lets you receive e-mail notifications for the following:

- When showings occur at your listings.
- When showing agents submit feedback about your listings.
- When you want reminders to submit feedback about properties you have shown.
- When listing agents send messages about listings you have shown.



CAUTION: In order to receive e-mail notifications, your e-mail address must be current at your association/MLS.

To opt-in to receive e-mails for any of these events, do the following:

1. Click the **ShowingValue** link in the left-hand column of your screen under *Activity reports*. In the main ShowingValue page, click **Change e-mail settings**.

2. Under *Showing e-mails* (Figure 9) check the boxes to specify when you want to receive showing e-mail notifications.

Figure 9. ShowingValue e-mail settings

Email Address:

Showing Emails

Send me an email when another agent shows my listings.
(select all that apply):

After showing agent eSYNC

Once a Week on

Once a Month on

Also send a copy to: (CC)

Separate multiple addresses with a comma or semicolon.

3. Under *Feedback e-mails*, *Feedback reminders*, and *Listing update e-mails*, use the checkboxes and dropdown lists to specify the e-mail frequency.

4. In the *Also send a copy to* box, enter any additional e-mail addresses you want to include in the notifications. If you are entering more than one e-mail address, use a comma or semicolon to separate the addresses.
5. Click **Save now** when you are finished configuring your e-mail settings.

To save your personal e-mail signature for e-mails you send through ShowingValue, enter your signature information in the *Personalized e-mail signature* field and click **Save now**.

E-mail showing agents

You can e-mail announcements or updates directly to agents who have shown your listings. Only the agents who have opted to receive listing update e-mails in the *ShowingValue e-mail settings* screen will receive the e-mails.

To send an e-mail to showing agents, do the following:

1. Click the **ShowingValue** link in the left-hand column of your screen under *Activity reports*.
2. In the main ShowingValue page, click **Send an e-mail to showing agents**.
3. Select the listing by entering the KeyBox number or MLS number. You can enter the KeyBox number manually or select it from the dropdown list.
4. Select the date range for the showings at your listing. Select a range from the dropdown list, or select **Specify date range** to enter your own dates. Click **Continue**.

5. A list of agents who have shown the listing is displayed. Select the agents you want to send an e-mail by checking the boxes in the *Send e-mail* column. You can use the **Select all** and **Unselect all** links at the top of the column to select/deselect all agents at once. Click **Continue**.
6. In the *Compose e-mail* screen, type your e-mail in the *Comments* field. If you do not have a saved e-mail signature, enter the information in the *Personal e-mail signature* field.
7. Click **Preview** to view your message before sending, and click **Send now** to send the e-mail.

Viewing feedback

The second row of your dashboard displays feedback that showing agents have sent about your listing. Click the **View** button to generate a detailed *Feedback* report that includes the date/time of the showing, KeyBox serial number, showing agent, listing number, listing address, and the feedback received from the buyer.

Click **Create new report** to generate a new *Feedback* report for a specific KeyBox, listing number, or date range.

If a showing agent is unable to send you feedback for one of your listings but provides feedback verbally, you can add the feedback to the listing in ShowingValue. If necessary, you can also edit feedback already received from a showing agent.

To add or edit feedback for a showing, do the following:

1. In the main ShowingValue page, click **Add or edit feedback on your listing**.
2. Locate the showing record and click **Add or View/edit**.

3. use the dropdown menus to enter or modify the feedback about your listing, then click **Save now**.

Feedback reminders

Feedback reminders for the properties you have shown display in the third row of your Dashboard. Click the **View** button to see detailed showing information for each reminder, including the date/time, listing number, KeyBox serial number, and listing address.

To respond to a feedback reminder, do the following:

1. Click the **Respond** button next to the showing record.
2. Use the dropdown menus and *Notes* field in the *Enter feedback* screen to provide feedback to the listing agent.
3. Click **Send now** to send your feedback.

To ignore a feedback reminder, click the **Ignore** button next to the showing record.

KIM voice report

If you do not have access to the Internet, you can request a showing activity report through KIM voice access. The KeyBox serial number and shackle code are required when you request the report.

To request an activity report from KIM, do the following:

1. Call KIM at 888.968.4032.
2. On your phone keypad, enter your ActiveKEY serial number and PIN, then press #.
3. Select option number **5** from the voice menu.
4. Press **1** for a voice report or **2** for a faxed report. Follow KIM's instructions to receive the report.

Reading a KeyBox

The KeyBox stores the key serial numbers of agents showing your listing, along with the date and times that the property was shown. To determine who has recently accessed your KeyBox, go to the listing and read the KeyBox with your ActiveKEY.

To read a KeyBox, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Read KeyBox activity* menu option and press **enter**.
3. Press **2** to select *Read KeyBox*.
4. Enter the KeyBox shackle code and press **enter**.
5. Point your ActiveKEY at the infrared lens on the front of the iBox.

The ActiveKEY screen displays the serial numbers of the showing agents who have accessed the KeyBox and the date and time of the access.

The ActiveKEY displays up to 100 of the last iBox showings, beginning with the most recent access. Use the arrow buttons on your ActiveKEY to scroll through the showing records. Press **enter** in a showing record to display the agent's name and phone number on your ActiveKEY.

To view a previous KeyBox read, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the *Read KeyBox activity* menu option and press **enter**.
3. Press **1** for *View last read*.

Chapter 5

Technical support

This chapter provides information on how to troubleshoot common issues and how to contact technical support in case you need assistance with your ActiveKEY.

In this chapter:

| | |
|---|----|
| <i>Troubleshooting</i> | 50 |
| <i>Contacting us</i> | 55 |
| <i>Contacting us</i> | 55 |
| <i>Online publication library</i> | 56 |

Troubleshooting

The following tips can help you troubleshoot common ActiveKEY issues.

- *I've lost my ActiveKEY.*

Report lost/stolen ActiveKEYs as soon as possible to your association/MLS for assistance.

- *My ActiveKEY is expired.*

Your ActiveKEY remains active by connecting wirelessly to a compatible cellular network. If you are out of coverage range for more than 24 hours, your ActiveKEY displays the message, *Key is expired/update now.*

See [Contacting us](#) on page 55 for instructions on how to manually update your ActiveKEY.

- *The key container won't close.*

If the key container in a KeyBox appears to be jammed, check to see if the listing keys are blocking the container. If nothing seems to be preventing the container from closing,

do not force it. Take the KeyBox to your association/MLS for assistance.

- *I've lost my code.*

If you do not remember your PIN or KeyBox shackle code, contact your association/MLS for assistance.

- *My ActiveKEY is locked up.*

Insert one end of a paperclip into the reset hole located on the back of the ActiveKEY in the bottom right corner just below the serial number label and apply gentle pressure (*Figure 10* on page 52). Do not insert anything with a sharp point as you may damage the ActiveKEY. A successful reset occurs when the key displays `GE SECURITY`
`ACTIVEKEY`.



WARNING: When performing a reset, insert the paper clip *only* into the pinhole near the bottom on the back of the ActiveKEY. Do not insert any object into any other opening on the unit. Doing so could result in equipment damage or serious personal injury.

Figure 10. Reset hole



- *My ActiveKEY shut down for 10 minutes.*

If you enter ten incorrect codes within a ten-minute period, your ActiveKEY emits a buzz tone and times out for ten minutes. At the end of this time period, your ActiveKEY reactivates and is ready for use. To avoid a

bad code timeout, verify that you have entered the correct PIN or shackle code before repeating the procedure.

- *What do I do if I have a low battery?*

Make sure you are charging your ActiveKEY on a regular basis with either the GE wall charger or a car charger. A completely drained battery will take eight hours to fully recharge.

- *What do I do if I have a dead battery?*

If your ActiveKEY does not turn on or make any sounds and does not begin charging when plugged in, it probably has not been charged for an extended period of time. Plug in the ActiveKEY and do a reset with the power plugged in (see *Figure 10, Reset hole* on page 52), then charge it for eight hours to completely recharge it.

- *What do I do if ActiveKEY is stuck searching?*

If your ActiveKEY is stuck while searching for a KeyBox, press the **cancel** button. If it is still stuck, press and hold the **cancel** button

for several seconds. If it remains stuck, do a reset (see *Figure 10*, *Reset hole* on page 52).

- *How do I know if my ActiveKEY is in cell coverage?*

To check for the presence of a compatible cell signal in your ActiveKEY, press the **on/off** button to turn on your ActiveKEY, scroll to *View ActiveKEY status*, and press **enter**. Scroll down to *Cell coverage*. It will either say *Cell coverage available* or *No cell coverage for this area*. The third line indicates the strength of the cell signal. The number following *Y* ranges from 0 to -999 with 0 indicating a perfect signal and -999 indicating no signal.

- *Why do I get a “Call to enable” or “Key expired” message?*

There are several possible reasons for an ActiveKEY to have a *Call to enable* or *Key expired* message. Contact technical support for troubleshooting assistance.

Contacting us

For assistance operating and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support between 5 a.m. and 7 p.m. Pacific Time, seven days a week.

| | |
|-----------|---|
| Website | http://www.supraekey.com |
| E-mail | suprasupport@ge.com |
| Telephone | 877.699.6787 |
| Fax | 503.589.8677 |

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library. To access the library, go to our website at the following location:

<http://www.gesecurity.com>

In the **Customer Support** menu, select the *Resource Library* link. After you register and log on, you may search through our online library for the documentation you need.¹

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1. Many GE documents are provided in English only as PDFs. To read these documents, you will need Adobe Reader, which you can download free from Adobe's website at www.adobe.com.

Index

A

audio tones 8, 14

B

backlight..... 6

battery 9

C

CBS code 30

client software..... 16, 19

conventions viii

cooperating systems 31

E

edit settings 20

e-mail 39

notification..... 39

showing agents 42

F

feedback

reminder 45

viewing 44

flashlight..... 6

K

key container 25

KeyBox

access 24

adding to inventory 35

overview 2

reading 47

shackle 27

KIM

update code 21

voice system 22

website 21

M

menu options 4

messages 7

N

navigation 4

notification 6, 12

P

preface vii

preferences 12

product

overview 2, 16, 24, 34

publication library 56

S

safety terms and symbols ix

showing activity 34

reports 37

ShowingValue 35

status 20

Supra KeyBox 2

T

technical support 7, 55

timed access 28

tone indicator 8

U

update code 22

update key 20

USB cable 19

V

view log 20

voice report 46