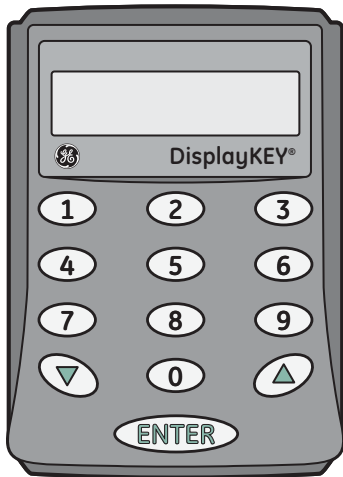


DisplayKEY[®]

Pocket Guide



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FCC compliance **Part 15 information.** 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 in a residential installation. This equipment generates, uses, and can radiate radio 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.

Part 68 information. This equipment complies with Part 68 of the FCC Rules and the requirements adopted by ACTA. On the bottom of the enclosure of this equipment, a label contains a product identifier in the format US:AAAEQ##TXXXX. If requested, this information must be provided to your telephone company.

The plug and jack used to connect this equipment to the premises wiring and telephone network comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may connect to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all cases, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may connect to a line, as determined by the total RENs, contact your local telephone company. For product approved after July 23, 2001, the REN for this product is part of the identifier that has the format US:AAAEQ##TXXXX. The digits represented by the ## are the REN without the decimal point. (For example, 03 is a REN of 0.3.) For earlier products, the REN is shown separately on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If it does, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If you experience trouble with this equipment, or for warranty/repair information, please contact the support number listed in this document. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. **DO NOT DISSASSEMBLE THIS EQUIPMENT.**

Rules and regulations relating to use of the service

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.
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.
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:
 - a. To keep the key in such party's possession or in a safe place at all times;
 - 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 tenant(s) 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 tenant(s) of real property shall be informed that the keybox is not designed or intended as a security device.

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Preface

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

- how to connect your cradle and charge your DisplayKEY;
- how to update your DisplayKEY;
- how to access KeyBoxes; and
- how to view showing activity for your listings.

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

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.

Chapter 1 Introduction

This chapter explains the Supra KeyBox system and provides an overview of your DisplayKEY, including navigation, interpreting the audio tones, and charging the battery.

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Supra KeyBox system

The DisplayKEY is part of the Supra KeyBox system. The components of the system are:

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.

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

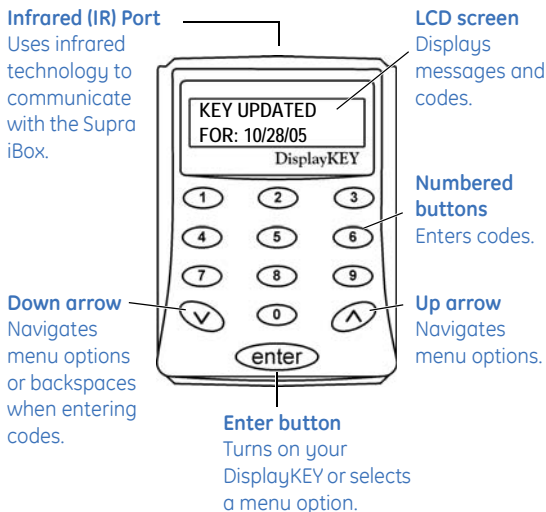
DisplayKEY cradle. The DisplayKEY cradle updates your DisplayKEY and charges the battery.

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

DisplayKEY overview

Your DisplayKEY allows you to access both the AEII KeyBox and the Supra iBox. The LCD screen on the front of the DisplayKEY displays menu options, codes, and messages. Use the numbered keypad to enter codes into the DisplayKEY.

Figure 1. DisplayKEY



Navigation

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

Table 1. *DisplayKEY menu options*

Menu option	Action
OBTAIN KEY	Access a KeyBox to obtain the listing key.
RELEASE SHACKLE	Release the KeyBox shackle.
READ KEYBOX	Display the activity information stored in a KeyBox.
PROGRAMMING	Program a KeyBox for timed access or 24-hour access.
MANUAL ESYNC	Initiate an eSYNC to update your DisplayKEY.
REVIEW MESSAGES	View messages from your broker, association, or Supra.
ESYNC PHONE #	View or change the phone number your DisplayKEY uses to connect to KIM.

Table 1. *DisplayKEY menu options (continued)*

Menu option	Action
INPUT UPDATE OR CBS	Enter an update or CBS code.
ERROR CODES	View recent error codes for troubleshooting.
BATTERY STATUS	Display the battery charge level in the DisplayKEY.
CLEAR IBOX LISTING DATA	Clear listing information programmed into an iBox.

Press **Enter** to select a menu option and use the down arrow button to backspace. Press the up arrow button to exit a menu option. If you are unable to exit a menu option, press **Enter** and **1** at the same time to reset the DisplayKEY.

Your DisplayKEY comes with a backlight that illuminates the LCD screen in dim lighting. After the DisplayKEY is turned on, you can activate the backlight by holding down the **Enter** button for two seconds.

To preserve battery power, the DisplayKEY shuts down when not in use.

Audio tones

Your DisplayKEY uses several audio tones to communicate with you.

1 beep	A button has been pressed on the DisplayKEY keypad
2 beeps	Searching for a KeyBox
4 beeps	Operation complete
Series of beeps	Communicating with a KeyBox
1 buzz	Error. See Error codes on page 65 in <i>Chapter 6</i> for assistance diagnosing the error.
2 buzzes	Low battery
3 buzzes	Your DisplayKEY is no longer usable. Call Support to determine if your key needs to be reprogrammed or replaced.

Battery

Your DisplayKEY has a nonreplaceable, rechargeable battery that is automatically charged each time you place the DisplayKEY in the cradle. You can check the battery status any time by selecting the BATTERY STATUS menu option.

If the battery is low, the DisplayKEY alerts you by emitting two buzz tones. Place your DisplayKEY in the cradle for at least four hours to fully charge it. The DisplayKEY battery cannot be overcharged.

Chapter 2 Cradle

This chapter provides instructions for setting up your DisplayKEY cradle and charging your DisplayKEY.

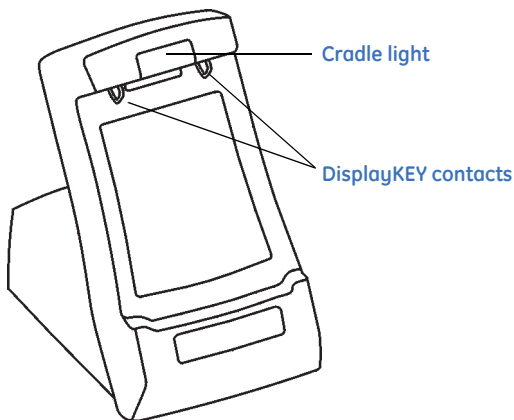
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Cradle setup

The DisplayKEY cradle charges and updates your DisplayKEY. The cradle communicates with your DisplayKEY through the contacts at the top of the cradle (*Figure 2*).

Figure 2. DisplayKEY cradle



The light on the front of the cradle indicates the cradle status. Green indicates that the DisplayKEY is successfully connected to the cradle and is charging, and amber indicates that the DisplayKEY and cradle are communicating. When the cradle light is red, a process called *eSYNC* is occurring.



CAUTION: Do not remove the DisplayKEY from the cradle when the light is red.

During the *eSYNC* process, the cradle connects to KIM to update your DisplayKEY, upload access information, and receive messages. Before your cradle can connect to KIM, it must be connected to a power source and either a phone line or open Internet connection. Follow the setup instructions for the type of cradle you have.

Analog phone line connection

The DisplayKEY can connect to KIM using an analog phone line.

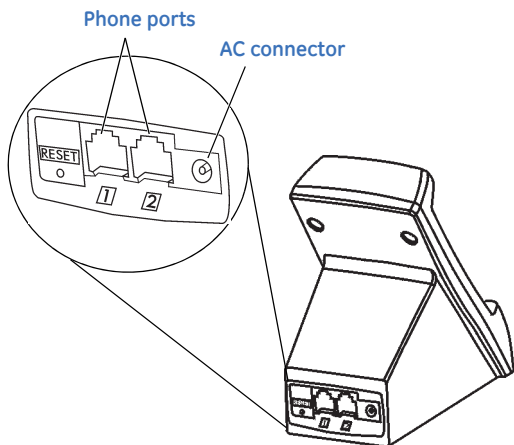


CAUTION: Do not connect the cradle to a digital phone line. This could result in damage to both your cradle and your telephone line.

If you have a cradle that uses an analog phone line, do the following:

1. Insert one end of the provided phone cord into either of the two phone ports on the back of the cradle (see *Figure 3* on page 15).
2. Insert the other end of the phone cord into an open analog phone line.
3. Insert the provided AC adapter into the AC connector and plug the cradle into an electrical outlet.

Figure 3. DisplayKEY cradle phone ports

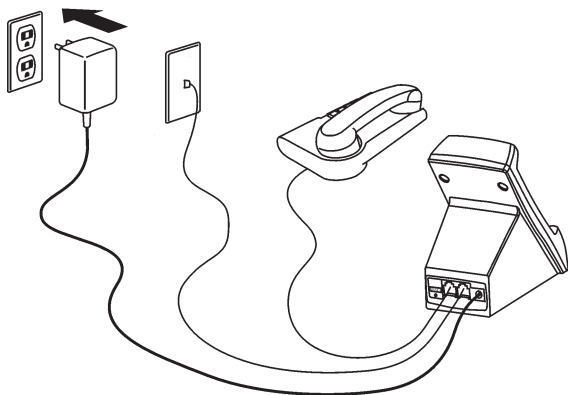


If you do not have an open phone line, follow these steps to share the line with your telephone:

1. Unplug your existing phone cord from the wall jack and plug it into either of the phone ports on the back of the cradle.

2. Plug the phone cord provided with your DisplayKEY into the remaining open port on the cradle and connect the other end to the phone jack in the wall (*Figure 4*).

Figure 4. Shared connection with telephone



Open Internet connection

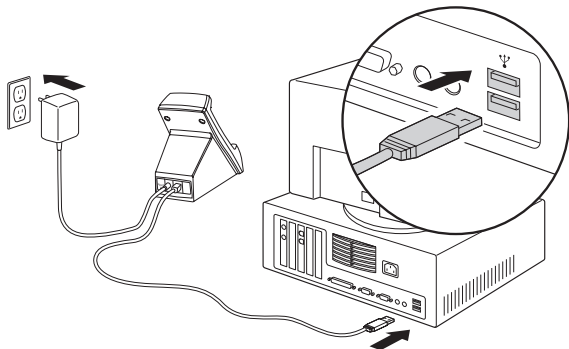
If you have a DisplayKEY USB cradle that uses an Internet connection on your computer to connect to KIM, do the following:

1. Insert the installation CD into the CD-ROM drive on your computer. The *DisplayKEY USB Cradle Setup Wizard* opens automatically. Follow the onscreen instructions to install the cradle software.

Note: Windows XP users may encounter one or more *Software Installation Warning* messages during the installation. Click **Continue Anyway** if you encounter this message.

2. When prompted by the wizard, set up the cradle. Insert the provided AC adapter into the AC connector and plug the cradle into an electrical outlet. Use the provided USB cable to connect the cradle to an open USB port on your computer (see *Figure 5* on page 18).

Figure 5. DisplayKEY USB cradle setup



3. Windows recognizes the new USB device. Follow the instructions for your operating system to install the driver for the cradle.

Windows 2000. Windows automatically installs the driver.

Windows XP. The *Found New Hardware Wizard* opens. Follow the onscreen instructions to install the driver. When prompted to perform a Windows update to search for the software, select

Yes, this time only then click **Next**. In the next screen, select **Install automatically** and click **Next** to complete the installation. A second *Found New Hardware Wizard* opens for the CP210x USB to UART bridge controller. Go through the wizard, selecting the same options as the first.

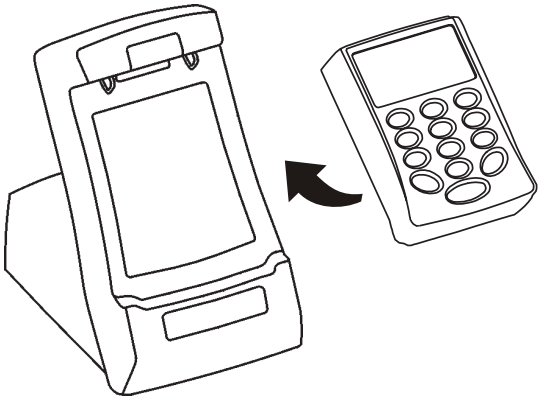
4. Click **OK** in the *DisplayKEY USB Cradle Finder* window to complete the cradle installation.
5. Perform a manual eSYNC to verify that the installation was successful. Turn on your DisplayKEY by pressing the **Enter** button. Scroll to the MANUAL ESYNC option and press **Enter**, then place your DisplayKEY in the cradle.

You can connect up to five USB cradles to a computer at one time, depending on USB port availability. To add a cradle after the initial installation, follow the instructions in Step 2 to set up the cradle. After Windows installs the driver, select **Start | Programs | GE Security Supra | USB Cradle Finder** and follow the onscreen instructions.

Charging your DisplayKEY

Once your cradle is set up, you can begin charging your DisplayKEY. Place the DisplayKEY in the cradle, matching the contacts on the top of the key with the contacts on the cradle. Make sure it is seated properly and that the cradle light is green.

Figure 6. Placing the DisplayKEY in the cradle



Charge your DisplayKEY for at least four hours before using it. After the initial charge, it only takes a few minutes a day to recharge your DisplayKEY during regular use. We recommend placing your DisplayKEY in the cradle each night to ensure that it is updated and charged each day.

Chapter 3 Updating

This chapter explains how to update your DisplayKEY, including how to perform an automatic or manual eSYNC, change the eSYNC phone number, and update your key manually.

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eSYNC

Your DisplayKEY expires on a daily basis and is designed to automatically update during the night so it's ready to access KeyBoxes the next morning. In a process called *eSYNC*, your DisplayKEY connects to the Supra network, exchanges information, and updates itself. When you turn on your DisplayKEY, the screen displays a message indicating your key's update status.

If you forget to place your DisplayKEY in the cradle and miss an automatic eSYNC during the night, you can perform a manual eSYNC at any time to update your key.

Automatic eSYNC

Your DisplayKEY is programmed to automatically perform an eSYNC at a designated time each night between midnight and 6 a.m. During the eSYNC process, your DisplayKEY uploads showing activity into KIM and updates itself for the following day.

We recommend that you place your DisplayKEY in the cradle each night to ensure that your key is updated and fully charged the next morning.

Manual eSYNC

You can perform a manual eSYNC at any time to update your DisplayKEY and upload your showing activity into the KIM network.

To perform a manual eSYNC, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the **MANUAL ESYNC** menu option and press **Enter**.
3. Place your DisplayKEY in the cradle.

The cradle light turns green, indicating that the DisplayKEY and cradle are connected. When the cradle light turns red, the cradle is connected to KIM.



CAUTION: Do not remove the DisplayKEY from the cradle when the cradle light is red!

The DisplayKEY screen displays the message *CONNECTING TO CRADLE* during the eSYNC process. When the process is complete, the cradle light turns green, and the DisplayKEY's status is displayed on the screen. You can now remove the DisplayKEY from the cradle.

eSYNC phone number

If your DisplayKEY cradle connects to KIM through an analog phone line, the phone number your DisplayKEY dials to perform an eSYNC is stored in the Key. Up to two phone numbers can be stored in the DisplayKEY. Your DisplayKEY uses the most recently entered number to dial KIM.

GE Security Support can provide you with the best phone number for your area. Get assistance from Support before changing the eSYNC phone number in your DisplayKEY. See *Technical support* on page 73 for more information.

To change the eSYNC phone number in your DisplayKEY, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the ESYNC PHONE # menu option and press **Enter**.
3. Press **1** to select the first phone number or **2** to select the second.
4. The phone number is displayed. Press **Enter** to accept the existing phone number, or use the DisplayKEY keypad to enter a new phone number. Press **Enter** to accept the new phone number.

If your area uses 10-digit-dialing, include the area code when entering the phone number. Enter any dialing prefixes, such as a 1 for long distance or a 9 to access an outside line.

The following special characters can be included in an eSYNC phone number: pound (#), asterisk (*), and comma (,). Check with your telephone service provider to determine if you need to include any of these special characters in your eSYNC phone number.

Manual update

If you do not have access to your DisplayKEY cradle to perform an eSYNC, you can manually update your key by obtaining an update code from the KIM website or voice access system.

Note: If you manually update your DisplayKEY, showing activity remains in your key until the next time you perform an eSYNC.

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

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

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

1. Call KIM at 1-888-968-4032.
2. Enter your three-digit area code.
3. When prompted, enter your DisplayKEY serial number and PIN code into the phone, followed by the # sign.
4. KIM reads a list of options. Press **1** on the phone for an update code.

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

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the INPUT UPDATE OR CBS option and press **Enter**.
3. Press **1** to select INPUT UPDATE.
4. Enter the update code using the keypad and press **Enter**. Four quick beeps indicate that the operation is successful.

If you cooperate with another area, you may obtain an update code for the cooperating association or MLS *after* you have updated your DisplayKEY for your primary association or MLS.

Note: The number of updates codes you can obtain from KIM before performing an eSYNC may be limited. Contact your association/MLS for more information.

Chapter 4 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 feature, and how to access KeyBoxes in cooperating systems.

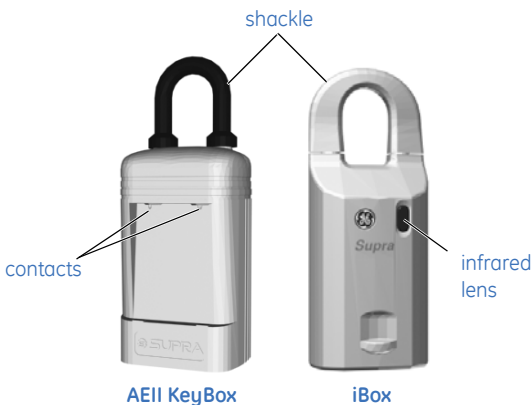
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Accessing KeyBoxes

Your DisplayKEY accesses both the AEII KeyBox and the iBox (*Figure 7*).

Figure 7. Supra KeyBoxes



AEII KeyBox. The DisplayKEY communicates with the AEII KeyBox through the contacts on the front of the KeyBox. The DisplayKEY fits into the recessed area on the front of the AEII

KeyBox, with the contacts on the key touching the contacts on the KeyBox.

iBox. The DisplayKEY communicates with the iBox using infrared technology. The infrared port on the top of your DisplayKEY transmits information to the infrared lens on the front of the iBox. The distance should be less than a foot between the DisplayKEY and the iBox. Direct sunlight can interfere with infrared communication, so you may need to shade the area between the DisplayKEY and the iBox when you are accessing the key container.

Releasing the key container

Follow these steps to access the listing keys inside a KeyBox.

Note: Your DisplayKEY must be updated to access KeyBoxes. See *Chapter 3 Updating*.

1. Press **Enter** to turn on your DisplayKEY.

2. Press **Enter** at the OBTAIN KEY menu option.
3. Enter your four-digit PIN code and press **Enter**. Two beeps sound and you have five minutes to access a KeyBox before your DisplayKEY powers down.
4. Access the KeyBox:

AEII KeyBox. Insert your DisplayKEY into the KeyBox, matching the contacts on top of the key with the contacts on the KeyBox. After a few seconds, the key container drops. Grasp the sides of the container and pull straight down to remove it.

iBox. Point the top of your DisplayKEY at the iBox. 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 DisplayKEY displays a message alerting you to the error. See *Error codes* on page 65 in *Chapter 6* for help troubleshooting the error.

Use the chain inside the key container to attach the listing keys. The AEII KeyBox container holds up to two listing keys, and the iBox holds up to three. Before closing the key container, verify that all items are well inside and that the front is not bowing or bulging out. If you are a listing agent, always make sure you have a spare set of keys before you close the key 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 key container into the bottom of the KeyBox and push up until it closes.

Releasing the shackle

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

To release the shackle on a KeyBox, follow these steps:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the **RELEASE SHACKLE** option and press **Enter**.
3. Enter the four-digit shackle code for the KeyBox and press **Enter**.
4. Insert your DisplayKEY into an AEII KeyBox or point it at an iBox. After a few seconds, the shackle releases.
5. Repeat steps 1 through 4 to completely remove the shackle from the KeyBox.

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 in standard time. If your area observes daylight saving time from April to October, 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, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the PROGRAMMING option and press **Enter**.
3. Select **1** to activate timed access hours, or select **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 DisplayKEY powers down.
5. Insert your DisplayKEY into an AEII KeyBox or point it at an iBox.

Four quick beeps indicate that the operation was successful.

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 a KeyBox, you must enter the CBS code into your key before accessing the KeyBox.

To enter a CBS code, do the following:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the INPUT UPDATE OR CBS option and press **Enter**.
3. Press **2** to select *INPUT CBS*.
4. Enter the CBS code and press **Enter**.

Once you've entered the CBS code for a particular KeyBox into your DisplayKEY, 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 DisplayKEY may be able to access KeyBoxes 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 DisplayKEY must be programmed to access KeyBoxes in that area; and
- the cooperating association/MLS must give you permission to update your DisplayKEY for that area.

Your DisplayKEY may have been manufactured with cooperating areas already programmed into it. If not, you can take your DisplayKEY to your primary association/MLS to have the cooperating areas programmed into it. Once your key is programmed, contact the cooperating association/MLS to receive permission to update your DisplayKEY in their system.

If the cooperating KeyBox system is networked, your DisplayKEY is updated automatically for both your primary system and the cooperating system when you perform an eSYNC. If you

manually update your DisplayKEY, you must first update it for your primary association/MLS before updating it for cooperating areas.

If the cooperating system is not networked, call the system's KIM voice access once a month to receive an update code for your DisplayKEY. The date your DisplayKEY expires for the cooperating system is printed on the back of your key. You must be updated for your primary system before you can get an update code for the cooperating system.

Chapter 5 Showing activity

This chapter explains how to view your DisplayKEY's showing activity, including how to use the ShowingValue feature on the KIM website, and how to read a KeyBox.

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Viewing showing activity

Each time your DisplayKEY releases the key container in a KeyBox, the access is recorded in both your key and the KeyBox. There are three ways to view this showing activity information:

- use the ShowingValue feature on the KIM website,
- request a report from KIM voice access, or
- read your KeyBoxes to transmit the showing information to your DisplayKEY.

ShowingValue

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

Adding KeyBoxes to your inventory

You must add your KeyBoxes to your inventory in KIM in order for showing activity to appear in ShowingValue. Once you've added your KeyBoxes, you will receive a message on your DisplayKEY after you eSYNC that indicates how many times your listings have been shown since your last eSYNC. You can then go to the KIM website and view your showing activity in ShowingValue.

To add your KeyBoxes to your inventory, follow these steps:

1. Go to www.supraekey.com.
2. Select **Log on to KIM**.
3. Select the name of your association or MLS from the dropdown list.
4. Enter your DisplayKEY serial number and four-digit PIN code.

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'd like to view the KeyBox settings. Click **Yes** to view the settings, or **No** to view a list of KeyBoxes in your inventory. Repeat Steps 6 and 7 to add more KeyBoxes.

Showing activity reports

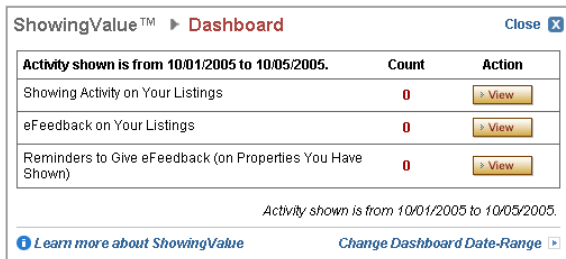
The ShowingValue *Dashboard* (Figure 8 on page 47) provides a quick summary of the showing activity at your listings. The *Dashboard* displays on the main page after you log on to KIM. You can also access it by clicking **Dashboard** under *ShowingValue* in the left-hand column of your screen.

The total number of showings displays on 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* (Figure 8), 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.

Figure 8. ShowingValue Dashboard



The screenshot shows the ShowingValue™ Dashboard. At the top, it says "ShowingValue™ ▶ Dashboard" and has a "Close" button with an 'x' icon. Below this is a table with three columns: "Activity shown is from 10/01/2005 to 10/05/2005.", "Count", and "Action". The table lists three items: "Showing Activity on Your Listings" with a count of 0 and a "View" button; "eFeedback on Your Listings" with a count of 0 and a "View" button; and "Reminders to Give eFeedback (on Properties You Have Shown)" with a count of 0 and a "View" button. Below the table, it says "Activity shown is from 10/01/2005 to 10/05/2005." At the bottom, there is a link "Learn more about ShowingValue" and a button "Change Dashboard Date-Range".

Activity shown is from 10/01/2005 to 10/05/2005.	Count	Action
Showing Activity on Your Listings	0	View
eFeedback on Your Listings	0	View
Reminders to Give eFeedback (on Properties You Have Shown)	0	View

Activity shown is from 10/01/2005 to 10/05/2005.

[Learn more about ShowingValue](#) [Change Dashboard Date-Range](#)

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've shown; and
- when listing agents send messages about listings you've shown.

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

1. Click the **Settings** link in the left-hand column of your screen under *ShowingValue*.

2. Check the *I want to receive an email...* box for each category that you want e-mail notifications for (*Figure 9*).
3. For *Showing* and *eFeedback* notifications, use the checkboxes and dropdown lists to specify the e-mail frequency.

Figure 9. Opt-in for showing e-mail notifications

Showing Email Notifications

I want to receive email notifications when showings occur for any of my listings.

Send notifications - *select all that apply*

After eSYNC

Once a Week on

Once a Month on

Carbon Copy (Cc)

Separate multiple addresses with a comma or semicolon.

4. In the *Also send a copy to: (CC)* 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.



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

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

E-mailing showing agents

You can e-mail announcements or updates, such as price reductions or rescinded offers, directly to agents who've shown your listings. Only the agents who've opted to receive listing update

e-mails in the ShowingValue *Settings* screen will receive your e-mail.

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

1. Click the **Actions** link in the left-hand column of your screen under *ShowingValue*.
2. Under *Actions*, click **Send an Email 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've shown the listing is displayed. Select the agents you want to send an e-mail to by checking the boxes in the *Send Email* 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 Email* 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 Email Signature* field.
7. Click **Preview** to view your message before sending, and click **Send Now** to send the e-mail.

Viewing eFeedback

eFeedback is information about a listing, including the buyer's interest level, how the buyer learned about the listing, and if the price is within the buyer's range.

eFeedback sent by showing agents about your listings is displayed in the second row of your *Dashboard*. Click the **View** button to generate a detailed *eFeedback* 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 *eFeedback* report for a specific KeyBox, listing number, or date range.

If a showing agent is unable to send you eFeedback 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 eFeedback already received from a showing agent.

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

1. Click **Actions** under *ShowingValue* in the left-hand column of your screen.
2. Click **Add or Edit eFeedback on Your Listing**.
3. Locate the showing record and click the **Add** or **View/Edit** button.
4. Use the dropdown menus to enter or modify the feedback about your listing, then click **Save Now**.

eFeedback reminders

Feedback reminders for the properties you've shown are displayed 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 an eFeedback reminder, follow these steps:

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

To ignore an eFeedback reminder, click the **Ignore** button next to the showing record.

KIM voice access

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. Enter your three-digit area code.
3. On your phone keypad, enter your DisplayKEY serial number and PIN code, then press #.
4. Select option number **5** from the voice menu.
5. 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 DisplayKEY.

To read a KeyBox, perform these steps:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the READ KEYBOX option and press **Enter**.
3. Press **2** to select NEW READ.
4. Enter the KeyBox shackle code and press **Enter**.
5. Insert your DisplayKEY into an AEII KeyBox or point it at an iBox.

Four beeps indicate that the read was successful. The DisplayKEY screen displays the key serial numbers of showing agents who've accessed the KeyBox and the date and time of the access.

The DisplayKEY displays up to 100 of the last iBox showings and up to 43 of the last AEII KeyBox showings, beginning with the most recent access. Use the arrow buttons on your DisplayKEY's keypad to scroll through the showing records.

If you read an iBox, press **Enter** in a showing record to display the agent's name and phone number on your DisplayKEY. If you read an AEII KeyBox, identify the showing agent by calling KIM voice access or going to the KIM website.

To identify an agent by calling KIM, do the following:

1. Call KIM at 888-968-4032.
2. Enter your three-digit area code into the phone keypad.
3. Select the # option from the voice menu.
4. Enter your region number, followed by the # sign. If you don't know your region number, contact technical support. See *Technical support* on page 73 for more information.

5. When prompted, enter the key serial number for the agent you wish to identify, followed by the # sign.

KIM reads the agent's name, office name, and office telephone number.

To identify an agent by visiting the KIM website, do the following:

1. Go to www.supraekey.com.
2. Select **Log on to KIM**.
3. Select your association or MLS from the dropdown list.
4. Enter your DisplayKEY serial number and four-digit PIN code.
5. Click **Login**.
6. Select *Identify Keyholder* in the left-hand column of your screen.
7. Enter the serial number of the agent you wish to identify, then click **Find**.

The agent's name and association/MLS displays.

Chapter 6 Support

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your DisplayKEY.

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Before calling support

If you encounter a problem using your DisplayKEY, try these solutions before contacting technical support:

- Keep your DisplayKEY charged. Place it in the cradle each night before you go to bed.
- Make sure the connections are secure between the cradle, phone line, and power cord. Make sure the DisplayKEY is seated firmly in the cradle.
- Reset the cradle by disconnecting the power cord for ten seconds.
- If your DisplayKEY is not updated, perform a manual eSYNC to update it.
- If an operation fails, verify that you are entering the correct code, then try again.
- If you cannot access a KeyBox, call the the listing agent to confirm the timed access hours and find out if a Call Before Showing (CBS) code is required.

Troubleshooting tips

The following tips can help you troubleshoot common DisplayKEY issues.

DisplayKEY is expired

If your DisplayKEY is expired, you need to update it. There are three ways to update your DisplayKEY:

- Place your DisplayKEY in the cradle each night to perform an automatic eSYNC.
- Perform a manual eSYNC.
- Go to the KIM website or call KIM voice access to get an update code.

For more information on updating your DisplayKEY, see *Chapter 3, [Updating](#)* on page 23.

Cannot eSYNC

If you cannot perform an eSYNC, follow these steps:

1. Verify that your cradle is connected properly. If your cradle connects to KIM

through a phone line, make sure your phone line is analog and not digital. If your cradle connects to KIM through the Internet, verify that your Internet connection is active.

2. If your cradle is connected to a phone line, check the eSYNC number in your DisplayKEY by selecting the ESYNC PHONE # option on your key. Check to see if you need a dialing prefix such as a 1 for long distance or a 9 to access an outside line.
3. Reset the DisplayKEY cradle (see *Cradle is not responding* below for instructions).

Cradle is not responding

If you place your DisplayKEY in the cradle and no lights illuminate on the cradle, you need to reset the cradle. Use one of the following methods to reset your cradle:

- Disconnect the cradle's power cord for ten seconds.
- Insert one end of a paper clip into the reset opening on the back of the cradle.

The reset opening is very small and is located next to the telephone ports.

Cannot exit menu option

If your DisplayKEY won't let you exit an menu option by pressing the up arrow button, press **Enter** and **1** at the same time to reset your key.

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.

Code forgotten or lost

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

Bad code timeout

If you enter ten incorrect codes within a ten-minute period, your DisplayKEY emits a buzz tone and times out for ten minutes. At the end of this time period, your DisplayKEY 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.

Error codes

Error codes help you identify DisplayKEY or KeyBox problems. Your DisplayKEY stores the five most recent errors that have occurred.

To view error codes:

1. Press **Enter** to turn on your DisplayKEY.
2. Scroll to the ERROR CODES menu option and press **Enter**.

The five most recent error codes are displayed. Each entry is four characters long. The first two characters indicate the error code, and the second two indicate how many times that error occurred, starting at 00.

For example, if your DisplayKEY screen displays *4000 0601*, the most recent error is 4000, which indicates that error code 40 occurred once. Prior to that, error code 06 occurred twice. See *Table 2, DisplayKEY error codes* on page 66 for a complete list of error codes.

Table 2. DisplayKEY error codes

Code	Description	Solution
01	Login error	Perform eSYNC again
02	Key inactive in KIM database	Call association/MLS database
03	No carrier	Perform eSYNC again
04	Modem error	Reset cradle
05	Phone number error	Check eSYNC phone number
06	No dial tone	Check phone line
07	Phone line busy	Perform eSYNC again
08	No answer	Perform eSYNC again
09	eSYNC timed out	Perform eSYNC again
10	Error flashing firmware	Perform eSYNC
16	Update disrupted	Perform eSYNC again
17	Abnormal eSYNC	Perform eSYNC again
19	No phone line	Check phone line
20	Phone line in use	Perform eSYNC again

Table 2. DisplayKEY error codes (continued)

Code	Description	Solution
21	Too much phone line current	Verify cradle is connected to analog phone line
22	Unable to verify firmware	Perform eSYNC
23	Wrong device	Verify you are not accessing an AEII KeyBox
26	Bad cookie	Perform eSYNC
27	Key expired	Update DisplayKEY
29	Command denied	Call technical support
2A	Unknown cookie	Perform eSYNC
30	Real-time clock crystal failure	Replace DisplayKEY
35	Battery failure at power-up	Charge DisplayKEY
36	Battery failure during charging	Charge DisplayKEY
38	Tracking full lockout	Perform eSYNC

Table 2. DisplayKEY error codes (continued)

Code	Description	Solution
39	Too many errors	Call technical support
3A	Premature line break	Perform eSYNC again
3B	CBS mismatch	Verify CBS code
3D	Incorrect update code	Verify and reenter update code
3E	Memory full for iBox read	Perform eSYNC
3F	Low battery in iBox	Contact the listing agent
40	Key expired	Update DisplayKEY
41	Security bad cookie lockout	Perform eSYNC
42	Bad ID cookie	Perform eSYNC
43	Bad config cookie	Perform eSYNC
44	Not KeyBox owner	Call association/MLS
45	Invalid response	Call technical support

Table 2. *DisplayKEY error codes (continued)*

Code	Description	Solution
46	Copy protection violation	Call technical support
48	Clock not adjusted	Call technical support
49	Key locked out	Wait ten minutes
5A, 5B, 5C	Contacts not making connection	Call technical support
5D	IR communication error	Try operation again
60	KeyBox failure	Try operation again
61	Charge not started	Update DisplayKEY
65	KeyBox read disallowed	Call association/MLS
67	Shackle code release refused	Verify shackle code and try again
6B	Read/write permission denied	Call technical support
71	Incorrect PIN	Verify PIN code and try again

Table 2. DisplayKEY error codes (continued)

Code	Description	Solution
72	Incorrect shackle code	Verify shackle code and try again
73	Incorrect programming code	Call technical support
74	Bad code lockout	Wait ten minutes
75	Obtain key lockout	Wait ten minutes
76	Key not updated	Update DisplayKEY
77	CBS does not match	Verify CBS code
78	Permissions do not match	Call technical support
79	System code does not match	Call technical support
7A	Access hour restriction	Verify access hours
7B	Key container timeout	Wait ten minutes
7D	Invalid update	Update DisplayKEY
7E	Empty log	Call technical support

Table 2. DisplayKEY error codes (continued)

Code	Description	Solution
7F	Invalid time	Perform eSYNC
80	Low battery on charge pump	Charge DisplayKEY
82	Failed to find KPDA	Perform eSYNC
83	Failed to find valid auth cookie	Perform eSYNC
92, 93, A8	Too many digits	Verify and reenter code
A9	Lockout list error in KeyBox	Call technical support
AA	Update code exception	Verify and reenter update code
AF	Card zapped	Replace DisplayKEY
C2	KeyBox storage violation	Call technical support
D0	Obtain key operation restriction	Update DisplayKEY

Table 2. *DisplayKEY error codes (continued)*

Code	Description	Solution
D1, D2, D3	KeyBox shackle operation restriction	Verify and reenter the shackle code
E1	Owner only violation	Call technical support
E2	Time access violation	Verify timed access hours
E3	On lockout list	Call association/MLS

Technical support

If you need assistance troubleshooting your DisplayKEY, technical support is available from 5 a.m. to 7 p.m. Pacific Time, seven days a week.

Table 3. Technical support contact information

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

Note: Please have your DisplayKEY ready before calling for technical support.

Another great resource for assistance with your DisplayKEY is our training library, available to all agents. To access the library, go to our website at the following location:

<http://www.supraekey.com>

In the left-hand column of your screen, click the *Training* link under the *Related Services* section.

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