

eKEY and SupraWEB Enhancements

Over the next two weeks, Supra will make exciting enhancements to our system. Many of these changes are a direct result of feedback from customers. Below is a list of the major new enhancements and fixes, by product.

SupraWEB Mobile

The mobile version of SupraWEB has been completely redesigned. It is now optimized for use on a mobile phone. The site can be seen at <http://supraweb.suprakim.com>. It provides commonly used features such as:

- Generate an update code
- View showings
- Email a showing report
- Assign a lockbox to a listing.

eKEY Enhancements

1. A new version of BlackBerry eKEY will be released to resolve a few issues encountered with the BlackBerry OS 7.1 operating system. We anticipate this being released by February third. All BlackBerry users are encouraged to visit www.ekeymobile.com after February third to download the updated version (4.5.26).
2. All eKEY versions will now display the shackle code of boxes in an agent's inventory. Previously the shackle code was displayed as four dots. With this feature, if the shackle code is not known, it can be looked up in the inventory. Note that the keybox must be in an agent's inventory to use this feature.
3. All eKEY versions now include a fix for the 9BOD error that is seen primarily on iPhone. This error could occur when a phone call or text is received, while eKEY is communicating with the Supra system. eKEY would then be unable to update itself, and often required that a new authorization code be entered. An update icon will appear on the iPhone when the new version is available.
4. Some Android users have reported that the audio feedback may continue after they opened a key box and could only be stopped by restarting the phone. This issue has been resolved. An update icon will appear on the Android device when the new version is available.
5. We have also removed software defects that may cause the inventory screen to freeze and Android eKEY to close while viewing a listing.

6. Purpose codes have been added to the release shackle function to help make it easier to assign a box to a listing. When the shackle is released, the user will chose from the following options:
 - a. Adding to a new listing
 - b. Removing from a listing
 - c. Relocating on same listing
 - d. None of the above.

SupraWEB

1. A new SSO (Single Sign On) system for accessing SupraWEB will be implemented in mid February. The new system will make it easier for new users to sign up, and provide Supra Support more trouble shooting tools. These changes will happen automatically and no action is required. As the launch date approaches, more information will be provided.
2. The billing section has been updated to work with the following internet browsers: Internet Explorer, Firefox, and Chrome.
3. When the Call Before Showing (CBS) code for a box is turned off, it will now show up as "Off", changed from "Disabled".

Thank you for your business. We are excited to bring these new changes to you and look forward to your feedback as we continue to enhance the service.