

ActiveKEY Facts

1. Why is the ActiveKEY bigger than the DisplayKEY?

The ActiveKEY is built around a cellular radio. It communicates constantly with the Supra network to keep itself updated and to send and receive real-time showing notifications.

2. When does an ActiveKEY expire?

An ActiveKEY expires only if it has not been in contact with the Supra system for more than 24 hours. The key disables itself until it can return to cell coverage and contact the Supra system for at least 10 continuous minutes. The ActiveKEY can also be updated by an Internet connection through a computer, or by manually entering temporary update codes. Update codes can be obtained through KIMvoice, KIMweb, or Supra Support.

3. But what if my ActiveKEY is lost or stolen?

Because of the cellular technology, if your key is lost or stolen, it can quickly be deactivated by your organization or Supra.

4. What happens when I go into an area where there's no cell service?

Your ActiveKEY won't be able to communicate with the Supra network when it's out of cell range so it won't receive showing notifications. However, as long as it's been within cell range in the last 24 hours it will remain active and you can open keyboxes. Your key can also be manually updated if it expires while out of cell service.

5. Does the ActiveKEY need to be within cell service to open keyboxes?

The ActiveKEY does not need to be within cell service to open a keybox. It does need to be updated, meaning it needs to have been in cell service for 10 continuous minutes within the last 24 hours or it will need to be manually updated.

6. If I'm out of cell service for more than 24 hours then come to a service area, do I need to sit and wait 10 minutes for my key to update before I can use it?

There is no need to wait 10 minutes. You can get a temporary update code by calling KIMvoice or logging on to KIMweb.

7. How do I turn on the flashlight?

All operations start with the **on/off** button. Press the on/off button, then the flashlight button. The flashlight will turn itself off after 30 seconds.

8. How does the Cancel button work?

Think of the Cancel button as a "back" button. If you are entering numbers and make a mistake, press Cancel to erase. If you are in a submenu, pressing Cancel will return you to the previous item on the main menu.



9. What about the Enter button?

Think of the Enter button as the “go” or “select” button. For example, after you enter your PIN code, press Enter to start the communication between the ActiveKEY and the iBox.

10. What does the light bulb button do?

Press the on/off button, then the light bulb button to light up the entire keypad and display window. The backlight turns off after 30 seconds.

11. Why does my ActiveKEY keep turning off?

Your ActiveKEY turns off after 30 seconds of inactivity to conserve the battery.

12. How long do I have to get to a keybox?

When you start to open a key container or release a shackle, you still have 5 minutes from the time you press Enter to get to a keybox before the key will shut itself off.

13. How often will I have to charge my ActiveKEY and how long will I need to charge it?

How often you need to charge your ActiveKEY depends on how often you use it. You can check the battery level in your ActiveKEY by using the View Battery Status menu option. If the battery is very low, charge it for 8 hours to give it a full charge. Otherwise, charge it for several minutes each day to keep it fully charged.

You cannot overcharge the battery in your ActiveKEY, so leaving it connected to its charger when not in use is a good idea.

14. Can I use my cell phone charger to charge my ActiveKEY instead of having two car chargers?

Use only the GE car or wall charger with your ActiveKEY to avoid potential damage.

15. Do the wall charger and the car charger charge the ActiveKEY at the same rate, or does one charge faster than the other?

The car charger and wall charger give the same charge. The key can be charged via the USB cable, too. The cable gives a slower charge.

16. What is the USB cable for?

If your ActiveKEY is out of cell service range for more than 24 hours you can connect it to your computer with the USB cable to manually activate it. The ActiveKEY software needs to be installed from KIMweb onto your computer before you connect the key and the computer must have an open Internet connection to activate the key.

17. Why would I ever turn the radio off?

When you press the on/off button on the ActiveKEY to turn it off, the radio stays on to stay in touch with the cellular network. You can turn the radio off completely by pressing and holding the on/off button when the key is on. You may want to turn the radio off completely if you happen to take your ActiveKEY on an airplane. You could also turn it off to conserve the battery or to prevent receiving notifications of showings.

18. Why does my key say “RADIO IS OFF, 1 – TURN ON RADIO” when I turn it on?

If you turned the radio off, the next time you turn on your key you will see “RADIO IS OFF, 1 – TURN ON RADIO” in the window. Press 1 to turn the radio back on.

19. Why are there little strips on the back of the ActiveKEY?

There are some grip surface strips on the back of the ActiveKEY to prevent the key from sliding on a slippery surface, such as your dashboard.

20. If I go on vacation where there is cell access, can I still know what’s going on with my listings? What if I go to another country with cell service?

If you want to receive showing notifications while you are out of town, you can take your ActiveKEY anywhere in North America, including all 50 states and Canada. If you take it outside of North America (e.g., Europe, Africa, Asia) you will not receive showing notifications. Remember you can only open keyboxes in your own Association or in nearby cooperating Associations.

21. With my DisplayKEY when someone opened a keybox, I got an alert on my key the next morning. Does the ActiveKEY work the same way?

You can set your ActiveKEY to notify you instantly when another ActiveKEY opens one of your keyboxes, or you can choose to be notified overnight. Showing activity from DisplayKEY and eKEY users is delivered to your ActiveKEY the next morning regardless of your ActiveKEY preference setting.

22. When I see the message on my ActiveKEY that I’ve had a showing, how do I find out who was in my listing?

To find out who showed your listing, log on to KIMweb and click the View button after Showing Activity on your Dashboard. You could also visit the keybox to read it with your ActiveKEY. An iBox stores the last 100 showings.

23. My ActiveKEY says “Assign KeyBox” after I put in a shackle code. What does that mean?

After you enter a shackle code and press Enter, your ActiveKEY gives a YES/NO choice for “Assign KeyBox.” If you select yes, the system will send you an email reminding you to assign the keybox to a listing on KIMweb. The email contains a link taking you directly to KIMweb.

24. How do I change the PIN code in my ActiveKEY?

Only your Board/Association/MLS can change your PIN code for you. You’ll need to take your ActiveKEY into your Association so it can be reprogrammed.

25. Why doesn’t my ActiveKEY make any sounds when I release the key container or shackle?

If your ActiveKEY isn’t beeping and buzzing, scroll to Preferences and change the settings.

26. Why doesn’t my ActiveKEY make any sounds when I press the buttons?

If your ActiveKEY isn’t making sounds when you press the buttons, scroll down to Preferences and turn your tone preferences on. There are four sets of tone preferences you can turn on or off. You can set your key to sound a tone when a key is pressed, when a key sequence is complete, when the key shuts down, or when a message is received. When you received your key, the tones are all set to on and the showing notification frequency is set to instantly.

27. If my ActiveKEY is lost or stolen, anyone finding it would still need to know my PIN code to use it, right?

Right. If your ActiveKEY is stolen, the key will remain active as long as it's been in cell service range for the past 24 hours. As soon as you report it missing, it will be deactivated. In the meantime, anyone finding it would need to know the PIN code to open keyboxes. Never write your PIN code on your ActiveKEY or store it in your ActiveKEY pouch.

28. What do I do when I lose my ActiveKEY?

If you lose your ActiveKEY, call Supra Support as soon as possible so we can turn it off.

29. Does the ActiveKEY have GPS so you can track where we are?

The ActiveKEY does not have GPS and we are not able to track where you or your key are.

30. Since my ActiveKEY is like a cell phone, can you help me find it if it's lost or misplaced?

No, there is no technology built into the ActiveKEY to locate it if it's lost or misplaced.