

eKEY User Manual



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Intended use	<p>Use this product only for the purpose it was designed for; refer to the user documentation. For the latest product information, 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"> 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 Security *eKEY User Manual*. This document includes an overview of the product and detailed instructions explaining:

- how to set up your eKEY;
- how to perform an eSYNC to update your eKEY;
- how to access KeyBoxes;
- how to view showing activity for your listings; and
- how to view MLS listing and roster data.

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

For specific information about your personal digital assistant (PDA), refer to the documentation that was provided with your PDA. For additional information on using your Supra eKEY software, visit www.supraekey.com and click on the *Training* link.

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 various documents.
<i>Blue italic</i>	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.

Chapter 1 Getting started

This chapter provides an overview of the Supra software applications and explains how to set up your eKEY, configure your listing market area, and use the *Mapopolis* and *eKEY Loans* applications.

In this chapter:

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Product overview

The eKEY software allows your PDA to act as an electronic key that gives you access to Supra KeyBoxes placed at listings. An eKEY shell attachment for the PDA is provided if you access AEII KeyBoxes. The shell is not needed for areas where iBoxes are used exclusively.

The eKEY software keeps track of the KeyBoxes it has opened throughout the day. At the end of the day, the software expires and must be updated by connecting to the Supra network in a process called *eSYNC*. During an *eSYNC*, your PDA sends showing data to the network, updates your eKEY software, and receives messages. Depending on your eKEY service level, the latest MLS data and showing activity may be also delivered to your PDA.

Software applications

The Supra software applications include *eDATA*, *eKEY*, *eSYNC*, and *eInstall*.

eDATA. This application enables you to view listing details, roster information, and KeyBox activity.

eKEY. This application enables you to access Supra KeyBoxes with your PDA.

eSYNC. This application controls the process of transmitting information between your PDA and the Supra network.

eInstall. This application is only used on PDAs with the Palm operating system and allows you to beam all of the Supra applications to another PDA.

Operating systems

The Supra software applications are compatible with both the Palm and Windows Mobile 5.0 operating systems. The software functions similarly on both operating systems with minor differences in the screen appearance (*Figure 1*). In situations where the eKEY software operation varies, this user manual provides specific instructions for each operating system.

Figure 1. Palm and Windows Mobile 5.0 operating systems



eKEY setup

This section explains how to install the Supra software applications and set up your eKEY. Follow the instructions for your PDA's operating system.

Palm OS

If you are using a PDA with the Palm operating system, follow these instructions to install the eKEY software, authorize and register your eKEY, and perform a manual eSYNC to update your eKEY.

Software installation

If you plan to use an Internet connection to eSYNC, you must install the Supra eKEY software on your computer. If the eKEY software is already installed on your PDA and you plan to use a Supra modem to eSYNC, you can skip this step and go to [Software registration](#) on page 7. (See *Chapter 2, Updating* on page 19 for more information about the eSYNC process and connection methods.)

If you have an eKEY shell, place your PDA in the shell to complete the installation. If you do not have a shell, you must obtain an authorization code from your association/MLS to enter into your PDA the first time you open the *eSYNC* application.

You can install the software using the provided eKEY CD, or you can download it from the KIM website.

**CAUTION:**

Before installing the Supra eKEY software, you must install the Palm desktop software using the CD provided with your PDA.

To install the software using the Supra eKEY CD, do the following:

1. Insert the CD into your computer's CD-ROM drive.
2. When the menu appears, select **Install eKEY Software** to begin the installation.

Note: If the CD doesn't run automatically, select **Start | Run**, type the CD-ROM drive letter followed by `:\eKEYSetup.exe` (for example: `D:\eKEYSetup.exe`) then press **Enter**.

3. Click on the Palm picture to specify your PDA's operating system.
4. Follow the onscreen instructions to install the software.

To download the software from the KIM website:

1. Go to www.supraekey.com and click **Log on to KIM**.
2. Select the name of your association or MLS from the dropdown list.
3. Enter your eKEY serial number and four-digit PIN code, then click **Login**.
4. Click the *Download Applications* link in the left-hand column of your screen.
5. Click on the Palm picture to specify your PDA's operating system.
6. Click **Install** and follow the onscreen instructions.

eSYNC connection method

After installing the eKEY software, choose the eSYNC method you'll use to update your eKEY. There are three methods:

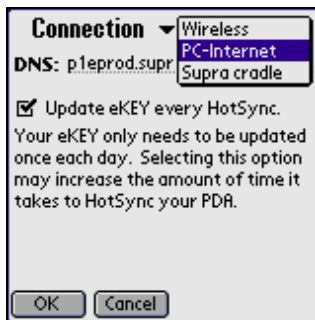
- *PC-Internet*
- *Wireless* (PDA phones only)
- *Supra Dial-up* (requires a Supra modem)

Note: See [Connection methods](#) on page 21 of *Chapter 2* for more information about each eSYNC connection method.

Select the *eSYNC* icon to open the application and tap **SETTINGS**. If the *Authorization Required* screen appears, tap **Begin**. Follow the onscreen instructions to authorize your eKEY using the authorization code provided by your association/MLS. When the *Connection Wizard* opens, tap **Begin** and follow the instructions in the wizard to select your eSYNC connection type. You will then be prompted to register your software. Go to [Software registration](#) on page 7 to continue.

If you are not prompted to enter an authorization code when you open **SETTINGS**, select your connection type from the dropdown menu at the top of the screen (*Figure 2*).

Figure 2. Palm Connection screen



Software registration

If you are not using an eKEY shell, you must register your software for security purposes. After you authorize the software and select your eSYNC connection method, you are prompted to register your eKEY software. Follow the onscreen instructions to complete the registration process.

If you previously authorized your software but did not complete the registration process, do the following to register your eKEY:

1. Open the *eSYNC* application and tap the *Menu* icon.
2. Select **Register eKEY** from the dropdown list.
3. Select **Begin**.
4. Choose your secret question, then tap **Next**.
5. Enter the answer to your question, then tap **Next**.
6. Enter your e-mail address and tap **Next**.
7. In the *Connect your eKEY* screen, tap **eSYNC Now** if your PDA is connected to your computer or Supra modem, or if you eSYNC through a wireless connection. Tap **Later** if your PDA is not connected and you want to eSYNC at a later time.

Your eKEY will be registered when you eSYNC. If you ever need to reinstall the Supra applications on your PDA, you'll be asked to enter an authorization code. To get the authorization code, log on to the KIM website, click the *Authorization Code* link in the left-hand column of your screen, then answer the secret question you selected.

Windows Mobile OS

If you are using a PDA with the Windows Mobile operating system, follow these instructions to install the ActiveSync and eKEY software, authorize and register your eKEY, and perform a manual eSYNC to update your eKEY.

Software installation

Install ActiveSync software so that your PDA can sync with your computer. Use the CD provided with your PDA, or download ActiveSync from the KIM website by doing the following:

1. Go to www.supraekey.com and click **Log on to KIM**.
2. Select the name of your association or MLS from the dropdown list.
3. Enter your eKEY serial number and four-digit PIN code, then click **Login**.
4. Click the *Download Applications* link in the left-hand column of your screen.
5. Click on the Windows picture to specify your PDA's operating system.
6. Click **ActiveSync 4.1** and follow the onscreen instructions.

If the eKEY software is not already installed on your PDA, you can install it using the provided eKEY CD, or you can download it from the KIM website.

To install the software using the Supra eKEY CD, do the following:

1. Insert the CD into your computer's CD-ROM drive.
2. When the menu appears, select **Install eKEY Software** to begin the installation.

Note: If the CD doesn't run automatically, select **Start | Run**, type the CD-ROM drive letter followed by `:\eKEYSetup.exe` (for example: `D:\eKEYSetup.exe`) then press **Enter**.

3. Click on the Windows picture to specify your PDA's operating system.
4. Follow the onscreen instructions to install the software.

To download the eKEY software from the KIM website, do the following:

1. Go to www.supraekey.com and click **Log on to KIM**.
2. Select the name of your association or MLS from the dropdown list.
3. Enter your eKEY serial number and four-digit PIN code, then click **Login**.
4. Click the *Download Applications* link in the left-hand column of your screen.
5. Click on the Windows picture to specify your PDA's operating system.
6. Click **Install** and follow the onscreen instructions.

Software registration

After the software is installed on your PDA, you must enter an authorization code to activate it. Call your association/MLS for an authorization code, then do the following:

1. Go to **Programs | eSYNC** on your PDA.
2. In the *Authorization Required* screen, click **Begin**.
3. Follow the onscreen instructions to authorize your eKEY using the authorization code provided by your association/MLS.

After you've authorized the software, you will be prompted to register your eKEY. Click **Begin**, then do the following:

1. Choose a secret question from the dropdown list, then click **Next**.
2. Enter an answer for your secret question, then click **Next**.
3. Enter your e-mail address, then click **Next**.

Your eKEY will be registered when you perform an eSYNC. If you ever need to reinstall the Supra applications on your PDA, you'll be asked to enter an authorization code. To get the authorization code, log on to the KIM website, click the *Authorization Code* link in the left-hand column of your screen, then answer the secret question you selected.

eSYNC connection method

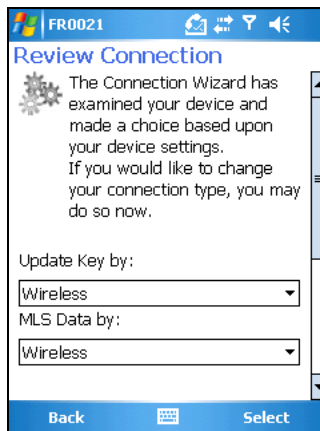
Once your eKEY is registered, the *Connection Wizard* opens and prompts you to select your eSYNC method. There are two eSYNC connection methods:

- *PC-Internet*
- *Wireless*

See [Connection methods](#) on page 21 of *Chapter 2* for more information about each eSYNC connection method.

Click **Begin** and follow the instructions in the wizard (*Figure 3*) to set your connection type and perform your first eSYNC.

Figure 3. Windows Mobile Connection wizard




Market area

If you have *eKEY Professional* service, your PDA can download listings during an eSYNC. To determine which listings are downloaded, set up your market area at the KIM website.

To set up your market area, do the following:

1. Perform a manual eSYNC. Open the *eSYNC* application and select **UPDATE KEY**.
2. When the eSYNC is complete, go to www.supraekey.com and log on to KIM.
3. Click the *Configure Market Area* link in the left-hand column of your screen.
4. Click the **Start Wizard** button.
5. Click on the picture that corresponds to your PDA's operating system.
6. Select your PDA type, then click **Yes** to confirm.
7. Select at least one class, area, and status, then set a price range for the listings you want delivered (see *Figure 4* on page 13).

Figure 4. Market Area wizard

Key: 5013192 **Market Area Wizard**  User's Help

Please select at least one item in each selection box (i.e. Class, Area, Status).
Click Apply to view the number of selected listings; click Done to save your market area.

You have selected 1668 Listings out of total 10126 Listings (maximum download is 7500 listings)

Class: Hold Ctrl-key for multiple selection.

Commercial
Condo
Farm
Multifamily
Residential
Vacant Land

Area: Hold Ctrl-key for multiple selection.

K01 - Covington North
K02 - Bromley/Ludlow Area
K03 - Kentonvale/Latonia
K04 - Indp/TayMil/Covington
K05 - S Kenton Cty
K06 - Eslmere/Erlanger
K07 - CresSprng/Ft Wright
K08 - CrstwHill/Edgewood
K09 - Florence

Status: Hold Ctrl-key for multiple selection.

Active
Pending
Sold

Price: Select Minimum and Maximum.

Minimum: \$0

Maximum: \$9,000,000+

Select All **Apply** **Done**

8. Click **Apply**.
9. View the total number of listings selected and make any changes if necessary, then click **Done**.

Perform a manual eSYNC to download the listings. If necessary, connect your PDA to your computer or Supra modem, then open the eSYNC application. Select **UPDATE KEY & MLS** to connect to the network and download the listings.

Mapopolis

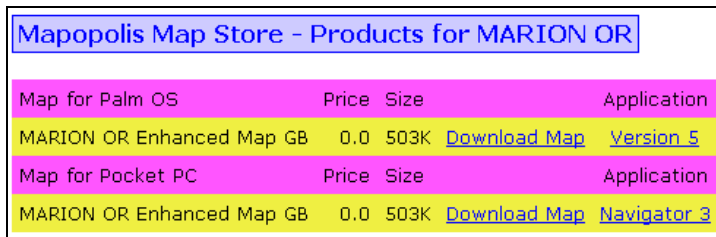
The *Mapopolis* application lets you view maps for specific listings in your market area. County maps are provided to you free of charge through the KIM website. To install a county map, do the following:

1. Go to www.supraekey.com and log on to the KIM website.
2. Click the *Maps* link in the left-hand column of your screen.
3. Click the *Mapopolis* link in the center of your screen.
4. Select your state from the dropdown list, then click **Show All Maps**.
5. Click the name of the county map you want to download.
6. Follow the instructions for your operating system to download the map:

Palm. Click the *Download Map* link under *Map for Palm OS* (Figure 5 on page 15). In the *File Download* window, click **Open**. When the file has finished downloading, click **OK** to add the map to your Palm *Quick Install* utility. The map will be downloaded to your PDA the next time you perform a HotSync with your computer.

Windows Mobile. Right-click the *Download Map* link under *Map for Pocket PC* (Figure 5). Select **Save Target As**, then save the file to your desktop. Place your PDA in its cradle to connect it with your computer. In the *ActiveSync* application on your computer, click **Explore** to open the *Mobile Device* folder. Drag the map file from your desktop to any location in the *Mobile Device* folder. *ActiveSync* will transfer the map to your PDA.

Figure 5. Download map screen



Mapopolis Map Store - Products for MARION OR			
Map for Palm OS	Price	Size	Application
MARION OR Enhanced Map GB	0.0	503K	Download Map Version 5
Map for Pocket PC	Price	Size	Application
MARION OR Enhanced Map GB	0.0	503K	Download Map Navigator 3

After your county maps are installed, the *eDATA* application provides a link to the map when you are viewing a listing record. To open the map on a Palm PDA, tap the arrow next to the listing address. In Windows Mobile, select the address to open the map. You can also view maps by opening the *Mapopolis* application directly.

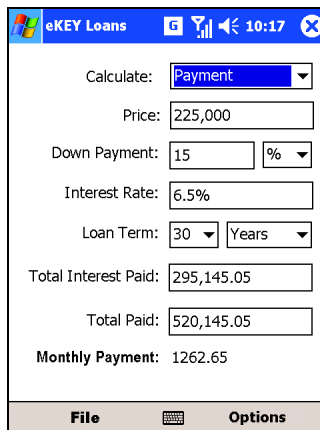
eKEY Loans

eKEY Loans is a simple mortgage and loan calculator included in the Supra applications that lets you do the following:

- calculate almost all mortgages and personal loans, including Canadian mortgages;
- determine loan amounts based on a monthly payment;
- calculate and display amortization schedules; and
- export loan information with a detailed analysis and amortization schedule.

You can calculate the price, interest rate, loan term, or the monthly payment amount for a loan. To perform a calculation in *eKEY Loans*, select the calculation type from the *Calculate* dropdown list, then enter information in the appropriate fields. The calculation appears at the bottom of the screen (*Figure 6*).

Figure 6. *eKEY Loans* application



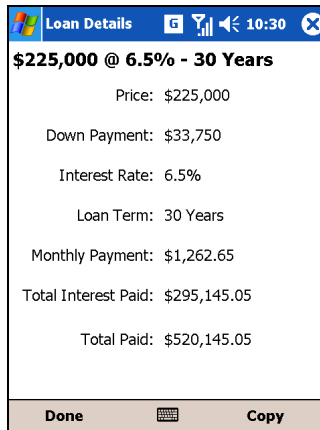
The screenshot shows the eKEY Loans application window. The title bar reads "eKEY Loans" and includes standard window controls. The interface features a "Calculate:" dropdown menu set to "Payment". Below this are input fields for "Price" (225,000), "Down Payment" (15%), "Interest Rate" (6.5%), and "Loan Term" (30 Years). The results section displays "Total Interest Paid" (295,145.05), "Total Paid" (520,145.05), and "Monthly Payment" (1262.65). A menu bar at the bottom contains "File", a keyboard icon, and "Options".

Calculate:	Payment
Price:	225,000
Down Payment:	15 %
Interest Rate:	6.5%
Loan Term:	30 Years
Total Interest Paid:	295,145.05
Total Paid:	520,145.05
Monthly Payment:	1262.65

To reset the fields to zero and create a new calculation, select **File | New**. If you want to save a calculation, select **File | Save** and enter a name for the calculation. To open a calculation that you previously saved, select **File | Open**, then select the name of the calculation. To delete a saved calculation, select **File | Delete**.

To view the amortization schedule for a loan calculation, select **Options | Amortization**. If you want to copy the loan details, select **Options | Details** to open the *Loan Details* screen (Figure 7), then select **Copy**.

Figure 7. Loan Details screen



Chapter 2 Updating

This chapter explains how to update your eKEY by performing an automatic or manual eSYNC and provides instructions for manually updating your eKEY.

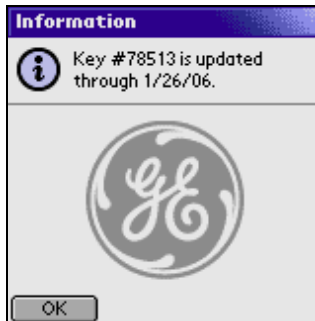
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eSYNC

Your eKEY software is designed to automatically update during the night so it's ready to access keyboxes the next morning. In a process called *eSYNC*, your PDA connects to the Supra network, exchanges information, and updates your software. When you open the eKEY application, a message displays the eKEY's update status. (*Figure 7*).

Figure 7. eKEY update status message



If you miss an automatic eSYNC, you can manually initiate the eSYNC process any time to update your eKEY software.

Connection methods

There are three ways to connect to the Supra network to perform an eSYNC:

PC-Internet. The PDA connects to the network through a computer with an open Internet connection.

Wireless. The PDA connects to the network through a wireless Internet connection. To use this connection type, your PDA must be a wireless phone device with data service.

Supra Dial-up. The PDA connects to the network through the Supra modem, which uses an analog phone line. This option is only available to Palm devices.

Note: Depending on the type of PDA you are using, not all connection methods may be compatible with your device.

Connection settings

The eSYNC connection type is determined when you set up your eKEY software (see *eKEY setup* on page 4 for more information). You can change your eSYNC connection type at any time.

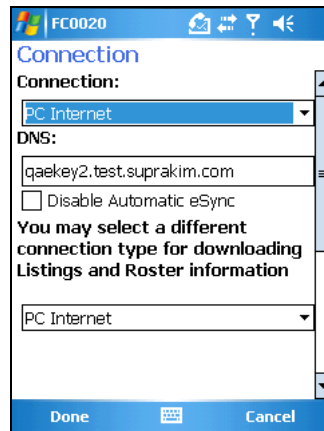
To change the eSYNC connection type, do the following:

1. Select the **eSYNC** icon to open the application.
2. Select **SETTINGS** from the *eSYNC* menu.
3. Select the connection type from the dropdown menu at the top of the screen (*Figure 8*).
4. If you are using a PDA with the Palm OS, tap **OK**. If you have a Windows Mobile device, select **Done**.

Figure 8. Connection settings screen



Palm



Windows Mobile

PC-Internet connection settings

You can edit the *PC-Internet* eSYNC connection properties in the *Connection* screen (Figure 9).



CAUTION: The DNS field is configured by GE Security. Do not change the DNS entry unless instructed to do so by technical support.

Disable Automatic eSYNC. If you prefer to eSYNC manually, check this box to turn off the automatic eSYNC that occurs each night.

Update eKEY every HotSync. This option is only available in the Palm operating system. If you check this box, your eKEY software is updated each time you perform a HotSync with your computer. If you have eKEY Professional service, MLS information also downloads, increasing the amount of time it takes to perform a HotSync. If you do not check this box, your software only updates once a day, even if you HotSync multiple times.

Figure 9. *PC-Internet connection settings screen*



Wireless connection settings

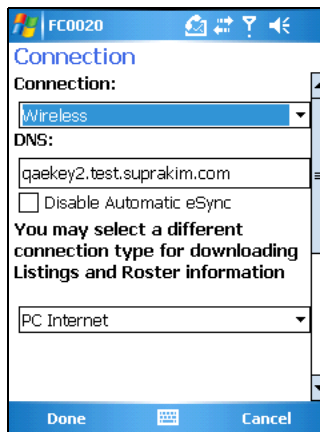
You can edit the *Wireless* eSYNC connection properties in the *Connection* screen.



CAUTION: The DNS field is configured by GE Security. Do not change the DNS entry unless instructed to do so by technical support.

If you prefer to eSYNC manually, check the *Disable Automatic eSYNC* box to turn off the automatic eSYNC that occurs each night (*Figure 10*).

Figure 10. Wireless connection settings screen



To reduce the amount of time you are using your data service, select the *PC-Internet* connection method for downloading listings and roster information. The *PC-Internet* connection is used when you perform a manual eSYNC using the **UPDATE KEY & MLS** option. The *Wireless* connection is used during automatic eSYNC and when you perform a manual eSYNC using the **UPDATE KEY** option.

Supra Dial-up connection settings

You can edit the Supra modem dialing properties in the *Connection* screen.



CAUTION: The DNS field is configured by GE Security. Do not change the DNS entry unless instructed to do so by technical support.

Disable Automatic eSYNC. If you prefer to eSYNC manually, check this box to turn off the automatic eSYNC that occurs each night (*Figure 11*).

Phone1 # and Phone2 #. You can enter up to two phone numbers. The phone number can be changed if you travel outside your local dialing area. Check the box next to the phone number you want the eKEY software to use to dial the Supra network.

Note: To view the current eSYNC phone numbers for your area code, log on to the KIM website at www.supraekey.com and select the *eSYNC Phone Numbers* link.

Figure 11. Supra Dial-up connection settings screen

Connection ▾ Supra Dial-up
DNS: p1eprod.suprakim.com
 Disable Automatic eSYNC
 Phone1 #: 18778406174
 Phone2 #:
 Dial prefix:
 Disable call waiting:
 Wait For Dial Tone: (sec)
Phone Number Dialed:
18778406174
OK Cancel

Dial prefix. The dialing prefix is dialed before the eSYNC phone number. Check the *Dial prefix* box to enable a dialing prefix, then enter the number. For example, you may need to dial a 9 to access an outside phone line.

Disable call waiting. If you need to disable call waiting, check the *Disable call waiting* box and enter the appropriate code for your telephone provider.

Wait for Dial Tone. Check this box if you have voicemail on the phone line where the modem is connected. Enter the number of seconds to have the modem wait before dialing the Supra network.

The *Phone Number Dialed* field at the bottom of the screen displays the phone number exactly as it is dialed during an eSYNC.

Automatic eSYNC

The eKEY software turns on your PDA at a predetermined time between midnight and 6 a.m. to connect to the Supra network and perform an automatic eSYNC. Your eKEY software is updated and you receive showing alerts. If you have eKEY Professional service, your PDA also receives the latest listing and roster information.

To perform an automatic eSYNC, follow the instructions for your eSYNC connection method.

PC-Internet connection. Use the cable or cradle that came with your PDA to connect it to your computer each night. For the automatic eSYNC to occur, your computer must be on and with an active Internet connection.

Wireless connection. A wireless eSYNC occurs automatically if your PDA phone is in an area covered by cellular service. If a wireless eSYNC fails because your PDA phone is out of coverage during the designated automatic eSYNC time, your PDA checks for coverage every 30 minutes between 6 a.m. and 10 p.m.

Note: You will not see your PDA checking for coverage.

When it finds coverage, your PDA will perform an eSYNC to update the eKEY software for KeyBox access only. If you have eKEY Professional service, new listing information is not delivered in this situation. You will need to perform a manual eSYNC to receive updated MLS information and showing activity.

Supra Dial-up connection. If you've purchased a Supra eSYNC modem, you can update your eKEY through an analog phone line. Connect your PDA to the modem each night and it will automatically dial the Supra network and perform an eSYNC.

Manual eSYNC

You can perform a manual eSYNC at any time to update your eKEY software and download listing/roster information.

To perform a manual eSYNC, do the following:

1. Open the *eSYNC* application.
2. Select **UPDATE KEY** to update your software so you can access KeyBoxes. If you have eKEY Professional service, you can select **UPDATE KEY & MLS** to update your software and download listing/roster data (*Figure 12*).

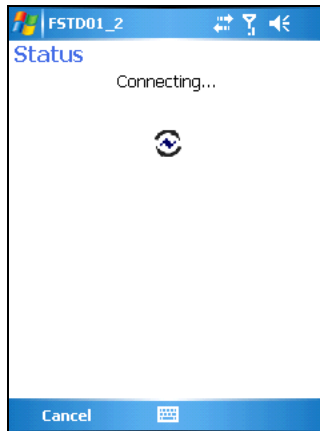
Note: If you are using the *PC-Internet* connection on a PDA with the Palm operating system, you can also perform a manual eSYNC by initiating a HotSync.

Figure 12. eSYNC menu screen



The screen displays the status of the eSYNC operation (*Figure 13*). Do not disconnect your PDA from the cradle/cable until the eSYNC has completed.

Figure 13. eSYNC status screen



Manual update

If you are unable to perform an eSYNC, you can obtain an update code from the KIM website or automated voice system and manually enter it into your PDA. Showing activity in your PDA is not uploaded to the Supra network until you perform an eSYNC.

**CAUTION:**

If you obtain an update code from the KIM website or voice system, you may need to perform an eSYNC before you can obtain another update code.

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

1. Go to www.supraekey.com and click **Log on to KIM**.
2. Select the name of your association or MLS from the dropdown list.
3. Enter your eKEY serial number and four-digit PIN code, then click **Login**.
4. Click the *Update Code* link in the left-hand 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 eKEY 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 PDA, do the following:

1. Select the *eKEY* icon to open the application.
2. Select **EMERGENCY UPDATE** from the *eKEY* menu.
3. Enter the update code into your PDA (*Figure 14*).
4. Select **OK**. If you have an eKEY shell, press **Enter** on the shell.

Figure 14. Emergency update code screen



Chapter 3 KeyBoxes

This chapter explains how to access and manage KeyBoxes, and provides information about accessing cooperating systems.

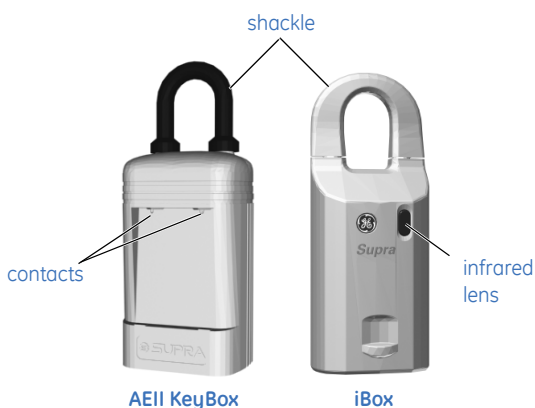
In this chapter:

<i>Accessing KeyBoxes</i>	34
<i>Releasing the key container</i>	35
<i>Agent feedback</i>	37
<i>Releasing the shackle</i>	38
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<i>Managing KeyBoxes</i>	40
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Accessing KeyBoxes

The *eKEY* application lets you access both the AEII KeyBox and the iBox (*Figure 15*).

Figure 15. Supra KeyBoxes



AEII KeyBox. To communicate with the AEII KeyBox, your PDA must have the Palm operating system and needs to be inside an eKEY shell. The eKEY shell fits into the recessed area on the front of the AEII KeyBox, with the contacts on the shell matching the contacts on the KeyBox.

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

If you access both types of KeyBoxes, the PDA does not need to be inside the shell to access iBoxes. If your area uses iBoxes exclusively, an eKEY shell is not required.

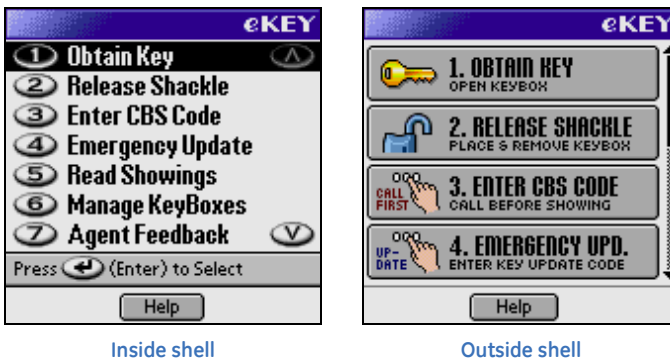
Releasing the key container

To access the listing keys inside a KeyBox, do the following:

Note: Your eKEY must be updated to access KeyBoxes.
See *Chapter 2 Updating*.

1. Open the *eKEY* application. If you are accessing an AEII KeyBox, place your PDA inside the eKEY shell and close the cover. Press the **On** button on the shell to start the *eKEY* application. The *eKEY* menu displays differently when the PDA is inside the shell but the options are the same (*Figure 16*).

Figure 16. *eKEY* menu display inside and outside shell



2. Select **OBTAIN KEY** from the *eKEY* menu.
3. Enter your PIN code and select **OK**. If your PDA is inside the eKEY shell, press **Enter** on the shell.

4. Insert the eKEY shell into an AEII KeyBox or point your PDA at an iBox. Several screens display as the *eKEY* application communicates with the KeyBox and releases the key container.

The AEII KeyBox container will drop after a few seconds. Grasp the sides of the container and pull straight down to remove it from the KeyBox. For an iBox, press up on the base of the KeyBox to release the key container. The iBox container will relock after 30 seconds.

Note: After releasing the key container of an iBox, your PDA may display information from the listing agent, including showing notes, listing details, and the listing agent's business card.

Use the chain inside the KeyBox 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 that you have a spare set of listing 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.

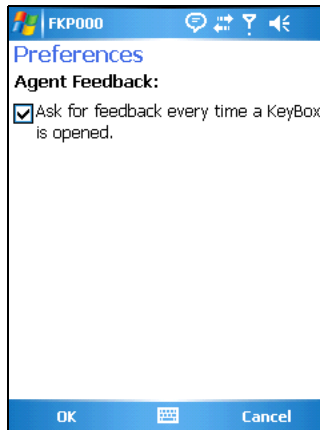
Agent feedback

A feedback alert displays on your PDA after the key container opens if the *Agent Feedback* option is turned on in your eKEY software, or if the listing agent has activated the *Req. Feedback* setting in an iBox. This option allows you to provide feedback about the showing to the listing agent.

To turn the *Agent Feedback* option on or off in your eKEY software, open the *eKEY* application. If you have a Palm device, tap the *Menu* icon. If your PDA has the Windows Mobile OS, select **Options**. Go to **Preferences** and either check or uncheck the *Agent Feedback* box, then select **OK** (Figure 17).

Only the listing agent can activate or deactivate the feedback setting in an iBox.

Figure 17. Preferences screen



Releasing the shackle

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

To release the shackle on a KeyBox:

1. Open the *eKEY* application.
2. Select **RELEASE SHACKLE** from the *eKEY* menu.
3. Enter the shackle code and select **OK**. If your PDA is inside the eKEY shell, press **Enter** on the shell.
4. Insert your eKEY shell into an AEII KeyBox or point your PDA at an iBox. Several screens display as your PDA communicates with the KeyBox and releases the shackle.

Note: If you are releasing the shackle on an iBox, the battery level is displayed on your PDA.

You are asked if you would like to change the KeyBox settings. Select **Yes** to change the settings or **No** to continue. See [Managing KeyBoxes](#) on page 40 for more information on editing KeyBox settings.

When you release the shackle on a KeyBox, the KeyBox serial number is automatically added to your KeyBox inventory. Your KeyBox inventory information is delivered to KIM when you eSYNC. You can view your KeyBox inventory by selecting the **MANAGE KEYBOXES** in the *eKEY* application or by logging on to the KIM website and clicking the *View Existing KeyBoxes* link.

CBS codes

Every KeyBox contains a Call Before Showing (CBS) code that you can activate using the *Manage KeyBoxes* menu option of the *eKEY* application. (See [Changing KeyBox settings](#) on page 42 for more information.) The CBS code allows the listing agent to control KeyBox access by requiring the showing agent to call for preauthorization before opening the KeyBox. If the CBS code is active in a KeyBox, you must enter the CBS code into your PDA before accessing the KeyBox. Contact the listing agent to determine if a CBS code is required to open a KeyBox.

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

1. Open the *eKEY* application. If you are entering a CBS code for an AEII KeyBox, place your PDA inside the *eKEY* shell.
2. Select **ENTER CBS CODE** from the *eKEY* menu.
3. Enter the 7-digit CBS code and select **OK**. If your PDA is inside the *eKEY* shell, press **Enter** on the shell.

Once your *eKEY* software is activated with the CBS code for a particular KeyBox, follow the standard procedure for releasing the key container. You can access the KeyBox until the listing agent changes the KeyBox settings or until you enter a CBS code for a different KeyBox.

Managing KeyBoxes

The *Manage KeyBoxes* menu option in the *eKEY* application displays the KeyBoxes in your inventory and allows you add KeyBoxes or change the settings.

Adding KeyBoxes

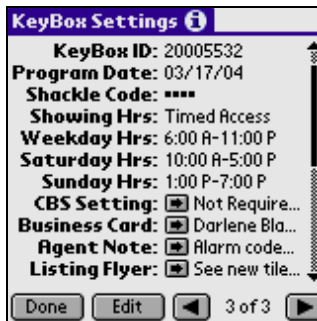
KeyBoxes are automatically added to your inventory when you release their shackles. (See *Releasing the shackle* on page 38 for more information.) You can also add KeyBoxes using the *eKEY* application or by going to the KIM website.

To add a KeyBox to your inventory using the *eKEY* application, do the following:

1. Open the *eKEY* application.
2. Select **MANAGE KEYBOXES** from the *eKEY* menu.
3. If your PDA has the Palm OS, select **Add**. If you have a Windows Mobile device, select **Options | Add KeyBox**.
4. Enter the shackle code and select **OK**. If your PDA is inside the eKEY shell, press **Enter** on the shell.
5. Insert your eKEY shell into an AEII KeyBox or point your PDA at an iBox. Several screens display as the PDA communicates with the KeyBox.

Your PDA displays the KeyBox's settings (*Figure 18* on page 41).

Figure 18. KeyBox settings screen



Select **Done** to return to the list of KeyBoxes in your inventory.

To add KeyBoxes to your inventory using the KIM website:

1. Go to www.supraekey.com and click **Log on to KIM**.
2. Select the name of your association or MLS from the dropdown list.
3. Enter your eKEY serial number and four-digit PIN code, then click **Login**.
4. Click the *Add New KeyBox* link in the left-hand column of your screen.
5. 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 4 and 5 to add additional KeyBoxes.

Changing KeyBox settings

Follow these steps to change the settings of a KeyBox in your inventory.

Note: iBoxes contain several fields in addition to the standard settings in the AEII KeyBox.

1. Open the *eKEY* application.
2. Select **MANAGE KEYBOXES** from the *eKEY* menu. A list of the KeyBoxes in your inventory displays.
3. Select a KeyBox record to view the settings. (See *Figure 18* on page 41.)
4. Select **Edit**.
5. Select the field you want to change and update the information. A star next to a field indicates that a change has been made to a setting that has not been updated in the KeyBox.
6. If your PDA has the Palm OS, select **Program**. If you have a Windows Mobile device, go to **Options | Program**.

Insert your eKEY shell into an AEII KeyBox or point your PDA at an iBox to have the new settings updated in the KeyBox.

iBoxes store additional information that displays on the showing agent's PDA after the key container is released. This information includes the listing agent's business card, notes, and a listing flyer.

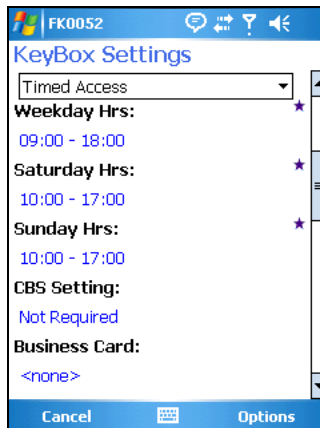
Access hours

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

Access hours are set at standard time. If your area observes daylight saving time from April through 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.

You can program your KeyBoxes to allow timed access or 24-hour access. In iBoxes, you can also change the timed access hours. Access hours are displayed under KeyBox settings in the *Manage KeyBoxes* menu option. Follow the instructions in [Changing KeyBox settings](#) on page 42 to change the KeyBox access hours.

Figure 19. KeyBox access hours settings



Cooperating systems

Your PDA 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 PDA must be programmed to access KeyBoxes in that area; and
- the cooperating association/MLS must give you permission to update your eKEY software for that area.

Your primary association/MLS can program cooperating areas into your PDA. Once the programming has been added to your PDA, contact the cooperating association/MLS to receive permission to update your eKEY software in their system.

If the cooperating system is networked, your eKEY software is updated automatically for both your primary system and the cooperating system when you perform an eSYNC. If you manually update your eKEY software, 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 obtain an update code for your eKEY software. The date your eKEY software expires in the cooperating system is printed on the back of your eKEY shell. You must be updated for the primary system before you can get an update code for the cooperating system.

Chapter 4 Showing activity

This chapter explains how to view KeyBox showing activity using ShowingValue on the KIM website, or by reading a KeyBox, calling KIM voice access, or using the *eDATA* application.

In this chapter:

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<i>ShowingValue</i>	46
<i>Reading a KeyBox</i>	53
<i>KIM voice access</i>	54
<i>eDATA</i>	55

Viewing showing activity

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

- use the ShowingValue feature on the KIM website;
- read your KeyBoxes to view the showing activity on your PDA;
- request a report from the KIM voice access system; or
- if you have eKEY Professional service, view showing activity in the *eDATA* application.

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.

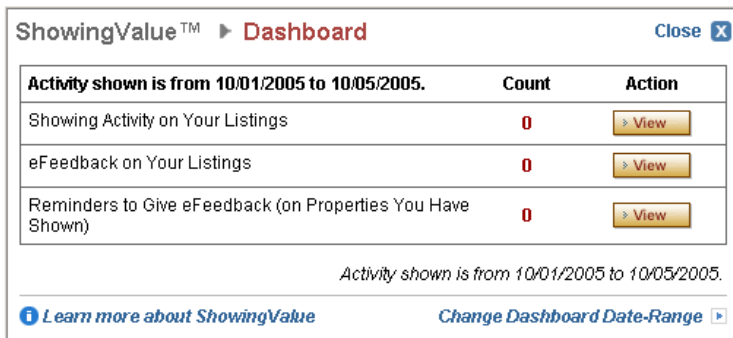
ShowingValue also lets you send and receive showing feedback, add feedback about your listings for reporting to sellers, and have KIM remind you by e-mail to send feedback on properties you've shown.

You must add your KeyBoxes to your inventory in order for showing activity to appear in ShowingValue. (See [Adding KeyBoxes](#) on page 40.) Once you've added your KeyBoxes, you will receive a message on your PDA 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.

Showing activity reports

The ShowingValue *Dashboard* (Figure 20) provides a quick summary of the showing activity at your listings. The *Dashboard* displays on the main page after you log on to KIM.

Figure 20. ShowingValue Dashboard



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](#)

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*, 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'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:

1. Click **Settings** 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. (See *Figure 21* on page 49.)
3. For *Showing* and *eFeedback* notifications, use the checkboxes and dropdown lists to specify the e-mail frequency.
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.

Figure 21. Opt-in for e-mail notifications screen

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.

5. Click **Save Now** when you are finished configuring your e-mail settings.



CAUTION: You e-mail address must be current at your association/MLS in order for ShowingValue to work properly.

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 directly to agents who've shown your listings. Follow these steps to send an e-mail to showing agents.

Note: Only the agents who've opted to receive listing update e-mails in the *ShowingValue Settings* screen will receive your e-mail.

1. Click **Actions** 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. Agents who've shown the listing are 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 whether 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:

1. Click **Actions** in the left-hand column of your screen under *ShowingValue*.
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 (*Figure 22* on page 52) to enter or modify the feedback about your listing, then click **Save Now**.

Figure 22. Add / Edit eFeedback screen

ShowingValue™ ▶ Add / Edit eFeedback

<p>Showing Date / Time 09/07/2005 2:03PM</p> <p>MLS#: 53933</p> <p>KeyBox#: 20029941</p> <p>Address: LOT 40 BETHEL CHURCH ROAD Sandy, OR 97302</p> <p>Listing Agent:</p> <p>Showing Agent: Angelika Bashford (503) 555-9635 Blackstone Professional Services (503) 581-9101</p> <p><i>This eFeedback edited by:</i></p>	<p>Buyer's interest level is: - Select -</p> <p>How did the buyer hear about this listing? My Recommendation</p> <p>Price: - Select - Recommended price: <input type="text"/></p> <p>Follow-up: I Will Contact You</p> <p>Notes: Buyer did not like house color, but loved the backyard.</p> <p><small>Note: Only the first 200 characters entered will be shown on an eKEY.</small></p>
---	---

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, do the following:

1. Click the **Respond** button next to the showing record (*Figure 23* on page 53).
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.

Figure 23. Select eFeedback Reminder screen

Showing	Listing	Action
08/04/2005 10:23AM	MLS#: KeyBox#: 20029941 Address: Blackstone Professional Services Bashford	Agent: Angelika <input type="button" value="Respond"/> <input type="button" value="Ignore"/>
08/04/2005 9:40AM	MLS#: KeyBox#: 20029941 Address: Blackstone Professional Services Bashford	Agent: Angelika <input type="button" value="Respond"/> <input type="button" value="Ignore"/>
08/04/2005 9:20AM	MLS#: KeyBox#: 20029941 Address: Blackstone Professional Services Bashford	Agent: Angelika <input type="button" value="Respond"/> <input type="button" value="Ignore"/>

Reading a KeyBox

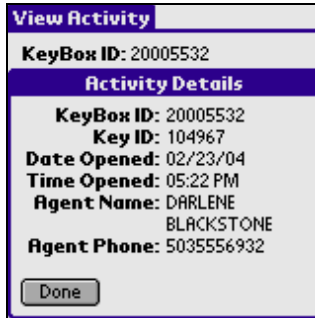
You can view the showing activity stored in a KeyBox on your PDA by performing a KeyBox read.

To read the showing activity in a KeyBox:

1. Open the *eKEY* application.
2. Select **READ SHOWINGS** from the *eKEY* menu.
3. Select **Read**. If your PDA is inside the *eKEY* shell, select **Read Showings** from the submenu.
4. Enter the shackle code for the KeyBox and select **OK** or press **Enter** on the shell.
5. Insert your *eKEY* shell into an AEII KeyBox or point your PDA at an iBox. Several screens display as the PDA communicates with the KeyBox.

The KeyBox showing activity displays. Select an individual record to view detailed information for the showing (*Figure 24*).

Figure 24. KeyBox showing activity details



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:

1. Call KIM at 888-968-4032.
2. Enter your three-digit area code.
3. On your phone keypad, enter your eKEY 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.

eDATA

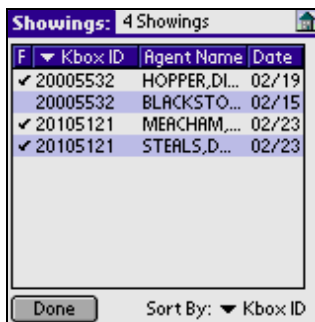
If you have *eKEY Professional* service, the *eDATA* application lets you view showing activity on your PDA for each KeyBox in your inventory.

Showing activity for the previous seven days is displayed in *eDATA*. To reduce the number of days of activity delivered to your PDA, log on to the KIM website and click the *Showing Activity* link in the left-hand column. Click **Configure**, select a new number from the *Showing Frequency* dropdown list, then click **Save**.

To view showing activity on your PDA:

1. Select the *eDATA* icon to open the application.
2. Select **SHOWINGS** to display a list of showing activity for your KeyBoxes (*Figure 25*).

Figure 25. eDATA showing activity



F	Kbox ID	Agent Name	Date
✓	20005532	HOPPER,DI...	02/19
	20005532	BLACKSTO...	02/15
✓	20105121	MEACHAM,...	02/23
✓	20105121	STEALS,D...	02/23

Done Sort By: ▼ Kbox ID

You can sort the list by KeyBox ID number or showing date. On PDAs with the Palm OS, tap the dropdown menu next to *Sort By* to change the sort option. In the Windows Mobile OS, go to **Options | Sort by**. Windows Mobile also lets you change the columns displayed by going to **Options | View by**.

3. Select an individual record to display detailed showing information. The address is displayed if you assigned a listing ID to the KeyBox when you added it to your inventory.

Note: If you select the *Agent Name* field, the agent's roster information displays. See [Roster](#) on page 66 of *Chapter 5* for more information on viewing the roster.

If the **View Feedback** button is active in an individual showing record, there is feedback about the listing from the showing agent. Select **View Feedback** to display the feedback information.

You can delete a showing activity record by selecting the **Delete** button in the individual record. The activity is only deleted from your PDA and remains viewable in the *ShowingValue* feature of the KIM website for 90 days. If the activity falls within the number of days you've specified at the KIM website to have delivered to your PDA, it will be delivered again during your next eSYNC.

Chapter 5 MLS data

This chapter explains how to view MLS data on your PDA, including searching for and viewing listings, creating client profiles, accessing the agent roster, and viewing messages.

In this chapter:

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<i>Listings</i>	59
<i>Client profiles</i>	65
<i>Roster</i>	66
<i>Messages</i>	67

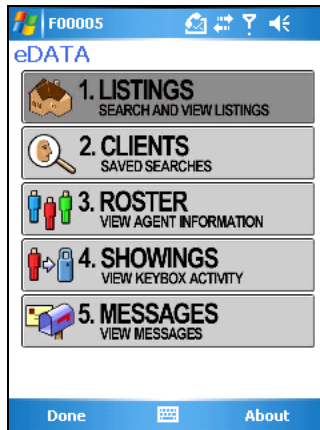
Listing and MLS data

If you have eKEY Professional service, the *eDATA* application (Figure 26) lets you do the following:

- search for and view current MLS listings, including personal listings and HotSheet information;
- create client profiles and view matching listings;
- view the MLS agent roster;
- view KeyBox showing activity; and
- view messages from you association/MLS, your broker office, and GE Security.

This chapter discusses the *Listings*, *Clients*, *Roster*, and *Messages* options. See *eDATA* on page 55 of *Chapter 4* for more information about viewing showing activity in the *eDATA* application.

Figure 26. eDATA application



If you have *eKEY Basic* service, you can only use the *eDATA* application to view messages. Contact your association/MLS if you would like to change your service level.

Listings

The listings delivered to your PDA are defined when you establish your market area at the KIM website. See [Market area](#) on page 12 of *Chapter 1* for more information.

To view listings, select **LISTINGS** from the *eDATA* menu. The *Listings Selection* screen (*Figure 27*) displays five options for viewing listings.

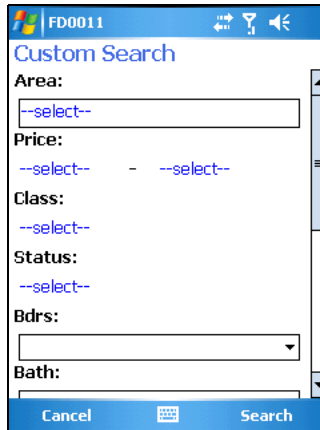
Figure 27. Listing Selection screen



Custom search. The *Custom Search* option allows you to view specific listings in your market area. Searchable fields include: area, price, class, status, number of bedrooms, and number of bathrooms.

To perform a custom search, select **CUSTOM SEARCH** from the *Listings Selection* menu. In the *Custom Search* screen (*Figure 28* on page 60), select the fields you wish to search by, enter the information, then select **Search**.

Figure 28. Custom search screen



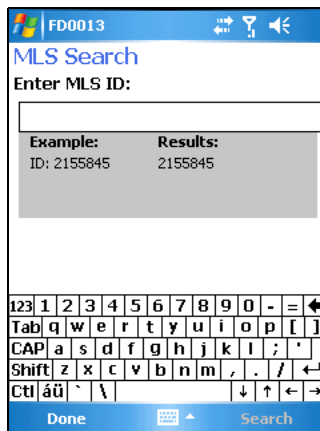
Address search. The *Address Search* option allows you to search for listings by address. To perform an address search, select **ADDRESS SEARCH** from the *Listings Selection* menu. In the *Address Search* screen (Figure 29), enter all or part of the address, then select **Search**.

Figure 29. Address search screen



MLS ID Search. The *MLS ID Search* option allows you to search for listings by MLS ID number. To perform an MLS ID search, select **MLS ID SEARCH** from the *Listings Selection* menu. In the *MLS Search* screen (Figure 30), enter the listing's MLS ID number, then select **Search**.

Figure 30. MLS Search screen



Personal Listings. You can view your personal listings by selecting **PERSONAL LISTINGS** in the *Listings Selection* menu.

HotSheet Listings. HotSheet listings are those that are new or have had a status change within the last three days. You can view these listings by selecting **HOTSHEET LISTINGS** from the *Listings Selection* menu.

When you view listings, the *Results* screen (*Figure 31*) displays up to the first ten (Palm OS) or twelve (Windows Mobile OS) listings that meet your search criteria. HotSheet listings appear in bold type. Use the scroll bar to scroll through the listings.

Figure 31. Results screen

Area	Address	ST	Price
K01	2006 Mackoy...	S	\$68,500
K03	14 Southern ...	S	\$87,500
K09	1620 Ashley Ct	S	\$98,590
K01	1739 Banklick...	S	\$68,900
K06	170 Herringt...	S	\$98,900
K07	901 Outlook ...	S	\$98,900
K03	3307 Emerson	S	\$98,900
K09	1400 Taramo...	A	\$98,900
K03	416 E 45th St	P	\$68,900
K01	326 W 17	S	\$46,500

To sort listings, select **Sort By** and use the dropdown menus to select your sort criteria (*Figure 32*).

Figure 32. Sort Order screen

Results: 4932 Listings

Area	Address	ST	Price
K06	518 Ripple Cr...	S	\$116,900

Sort Order

Sort By:
 ▼ Price ▼ Descending

Then By:
 ▼ Status

Then By:
 ▼ Changes made in last 3 days

OK Cancel

Select an individual record to view detailed information about the listing (*Figure 33*), and use the scroll bar to scroll through the listing details. If a field is highlighted in red, the listing is a HotSheet listing that has recently changed.

Figure 33. Listing details screen



To display the listing agent's roster information on a Palm device, tap the arrow button next to the *Agent* field. On a Windows Mobile PDA, select the agent's name. See *Roster* on page 66 for more information on the agent roster.

If you have a PDA phone with the Palm OS, tap the arrow next to the phone number field to dial the listing agent's phone number. On a Windows Mobile PDA phone, select the phone number link.

If you've downloaded the appropriate county maps using the *Mapopolis* application, you can display a map of the listing location (*Figure 34*). On a Palm device, tap the arrow next to the address field in the listing record. On a Windows Mobile PDA, simply select the address. See *Mapopolis* on page 14 of Chapter 1 for information on downloading maps.

Figure 34. Mapopolis screen



If your PDA has the Palm OS, you can change the font style to make the text in the listing details screen easier to read. Do the following:

1. Tap the *Menu* icon.
2. Tap **Detailed Listing Font**.
3. Select the font style you want to use.
4. Tap **OK**.

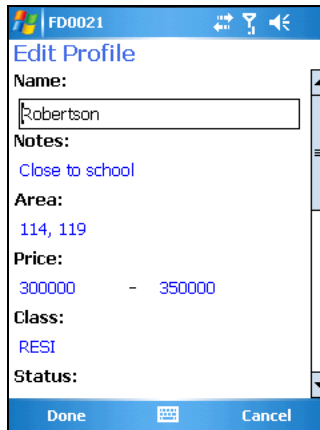
Client profiles

The *eDATA* application lets you create and save custom searches based on a profile that matches a client's specific preferences.

To create a client profile:

1. Select **CLIENTS** from the *eDATA* menu.
2. Select **New**.
3. Select fields to enter the client profile information (*Figure 35*). You can also enter notes in the profile.

Figure 35. Edit Profile screen



The screenshot shows a mobile application interface titled "Edit Profile". At the top, the status bar displays "FD0021" and various icons. The main content area includes the following fields:

- Name:** A text input field containing "Robertson".
- Notes:** A text input field containing "Close to school".
- Area:** A text input field containing "114, 119".
- Price:** A text input field containing "300000 - 350000".
- Class:** A text input field containing "RESI".
- Status:** An empty text input field.

At the bottom of the screen, there are two buttons: "Done" and "Cancel".

4. On Palm PDA, tap **OK** when you are finished. On a Windows Mobile device, select **Done**.

Once you've created a saved client profile, you can view listings that match the profile's specifications. On a Palm PDA, open **CLIENTS** from the *eDATA* menu, select a profile name from the list, then select **Search**. For Windows Mobile, select a profile name from the list, then go to **Options | Search**.

Roster

The *eDATA* application provides you with a roster of the members in your association/MLS. When you perform your first manual eSYNC using the **UPDATE KEY & MLS** option, the entire roster is downloaded to your PDA. Changes to roster data are downloaded with each subsequent eSYNC.

To view the roster, select **ROSTER** from the *eDATA* menu. The *Roster* screen (Figure 36) displays your association/MLS agent roster. To look up an agent, select the *Look Up* field and enter the first few letters of the agent's last name. As you enter the letters, the list scrolls to the nearest matching record. Continue entering letters to spell out the member's name until it is highlighted on the screen.

Figure 36. Roster screen



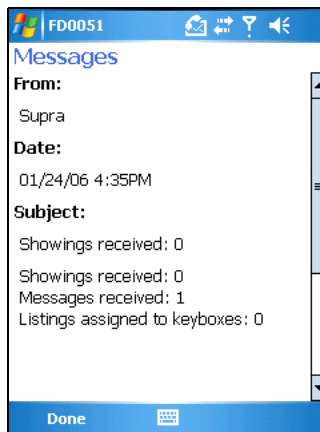
Select an agent name to view detailed contact information, including the agent's phone number, office name, office phone number, and e-mail address. If you have a PDA phone with the Palm OS, tap the arrow next to the phone number field to dial the listing agent's phone number. On a Windows Mobile PDA phone, select the phone number link.

Messages

The *Messages* option in the *eDATA* application displays messages delivered to your PDA during eSYNC from your association/MLS, your broker, or GE Security.

To view messages, select **MESSAGES** from the *eDATA* menu. The *Messages* screen displays a list of messages received during the last eSYNC. Select a record to view the entire message (*Figure 37*).

Figure 37. Messages screen



Chapter 6 Support

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

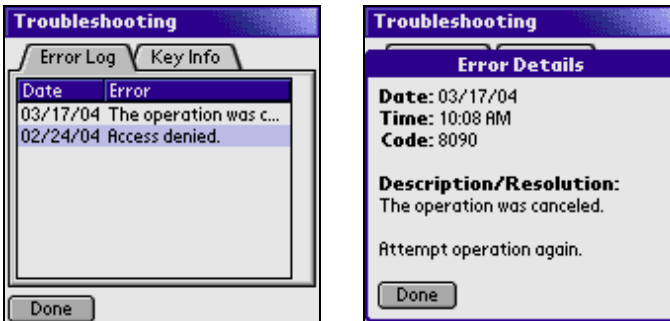
In this chapter:

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Troubleshooting

The *eKEY* application stores the 20 most recent errors that have occurred. To view the *Error Log*, open the *eKEY* application and select **TROUBLESHOOTING** from the main menu. In the *Troubleshooting* screen, the *Error Log* tab displays a list of errors (Figure 38). Tap an error record to view the error details, including how to troubleshoot it.

Figure 38. Error log tab and Error Details screen



The *Key Info* tab of the *Troubleshooting* screen displays your eKEY serial number. If your PDA is inside the eKEY shell, the tab also displays the shell product code, battery level, battery voltage, and firmware version number.

Technical support

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

Table 1. 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 PDA ready before calling for technical support.

Another great resource for assistance with your Supra software 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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