

1-for-1 Keybox Exchange

Wednesday, September 16
 Springfield Country Club
 400 W. Sproul Rd, Springfield
 9 a.m.—3:45 p.m.

Friday, September 18
 Days Hotel, West Chester
 943 S. High St, West Chester
 9 a.m.—3:45 p.m.

The Next Generation of Electronic Keybox Has Arrived... The Supra iBox BT LE



Attention current Suburban West electronic keypad users. REALTORS® throughout the Delaware Valley are making the switch to a new low energy Bluetooth iBox BT LE this fall. All SWRA electronic key users that currently have a Supra iBox are asked to exchange their current iBox(es) 1-for-1 to the iBox BT LE, during one of the upcoming events: September 16 in Springfield or September 18 in West Chester. There is no increase to service fees nor is there any cost to the agent to switch their iBox to iBox BT LE.

IMPORTANT—This not a keypad exchange. All current electronic keys work with the new iBox BT LE. However, your old iBoxes will not be supported after the exchange.

See the appointment schedule below which is applicable to both dates/locations. Please allow 60 minutes to complete this process when you come. Check the schedule to see where your last name falls. If you cannot make your assigned day, please trade with another agent.

Time	Wednesday Sept. 16 AND Friday, Sept. 18
9:00 AM	AAAA - ASHE
9:15 AM	ASHI - BASS
9:30 AM	BATE - BRAN
9:45 AM	BRAU - CART
10:00 AM	CARU - COPP
10:15 AM	CORB - DESH
10:30 AM	DESJ - EDEL
10:45 AM	EGAN - FRAN
11:00 AM	FREE - GREE
11:15 AM	GREI - HELW
11:30 AM	HENK - JOHN
11:45 AM	Closed for Lunch
1:00 PM	JONE - LAMB
1:15 PM	LAND - MAKA
1:30 PM	MALI - MCGA
1:45 PM	MCGE - MINS
2:00 PM	MINT - OGEL
2:15 PM	OGIL - POIN
2:30 PM	POLE - ROSE
2:45 PM	ROSI - SHAU
3:00 PM	SHAV - STEI
3:15 PM	STEN - TOOL
3:30 PM	TOTO - WEEK
3:45 PM	WEIK - ZZZZ

See Back for Frequently Asked Questions



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Frequently Asked Questions

Q Why do I need to exchange my current iBoxes for the new iBox BT LE boxes?

A The current generation of infrared lockboxes have been in use since 2005. The internal battery which powers the release of the shackle and key container is reaching the end of its projected life. The new iBox BT LE communicates directly with smartphones and tablets without a fob. No additional hardware or key fob is needed for Android (OS 2.1 and newer), iPhone® and iPad® products (iOS 4.3 and newer), and BlackBerry (OS 5 and newer, except BlackBerry 10). Older iPhone® products (iPhone® 4, 3GS, and 3) require a small adapter to meet Apple requirements.

Q Will both the eKEY app and ActiveKEY® work with the iBox BT LE?

A Yes, both will work seamlessly with the new iBox BT LE.

Q I do not have any lockboxes, do I need to go to the exchange with my key for some reason?

A No, there is no effect on your key; this is simply a lockbox exchange and does not involve keys.

Q What will it cost me?

A The one-for-one exchange of the iBoxes will not cost you anything additional. As a Suburban West member benefit, the Association has offset the expense of this new technology so that the users will not experience any increased costs.

Q Will existing technology continue to work if I choose not to participate in the upgrade?

A The existing lockbox and key fob technologies will no longer be supported after this conversion period.

Q What should I do with my old fob?

A While you will not need the fob to access the new iBoxes BT LE, you will need to retain your fob in the event you show homes outside of our region where the new boxes are not available, or you may need the fob during this conversion period as the old boxes are transitioned out of the marketplace.

Q What if I cannot make my appointment during the specified time?

A Appointments are assigned by last name and can be found on the reverse side of this flyer. If you cannot make your assigned time, please contact another agent to trade your time slot.

Q Do I have to have my names registered to the lockboxes that I bring in?

A We will check to make sure the iBoxes are in the Suburban West database and, as an active SWRA user, you will receive an even exchange for the number of lockboxes that you bring in and are registered to you in the database. However, lockboxes that are not in the database cannot be exchanged. This includes lockboxes acquired off of the Internet or from another association.

Q Will shackle codes be changed on new boxes at the conversion sites?

A Yes, Supra will ask you as you return your boxes if you want a specified 4-digit shackle code for your new keybox(es) and they will be programmed if requested.

Q If I have an eKEY, do I need to do anything at the Exchange?

A No, your eKEY does not need to be upgraded and your pin code will remain the same.

Q Will I still be able to use my ActiveKEY® after the conversion?

A Yes, the ActiveKEY will continue to function and operate with the new iBox BT LE.

Q Will I be able to purchase new iBox BT LE boxes during the conversion?

A New boxes will not be available for purchase during the exchange events. They will be available the week after the exchange at the Association office at a cost of \$110.00 (plus tax).