



Get the Most out of Your ActiveKEY

ActiveKEY Firmware:

The most current version of the firmware in the ActiveKEY is version 1.15. In order to verify that your Key is operating with this version do the following.

1. Press the On/Off button
2. Scroll Up to About, press Enter
3. The Key will display Key's Firmware Version: 1.15
4. If your Key does not display 1.15 please call Supra Support: 1.877.699.6787

Battery Status:

The best way to see the battery level on your ActiveKEY is to simply press the On/Off button. You will immediately see the number of charging bars that coincide with the amount of battery in your Key. Four bars means your ActiveKEY is fully charged.

Charging Your ActiveKEY:

If you determine that your ActiveKEY is completely out of battery charge please do the following:

1. Plug the ActiveKEY into either the provided wall charger or the provided car charger.
2. Wait at least 10 minutes before deciding if the Key is actually accepting a charge or not.
3. If after 10-15 minutes you cannot see any bars on the viewing screen, please call Supra Field Support at: 1.877.699.6787. Many times there are things they can suggest which will remedy the situation. Also, in calling you will then be able to obtain a Reference number, if necessary, which you will need to you're your Association Staff so they can replace your Key.

Showing Notifications:

One of the ways in which you can prolong the battery life on your ActiveKEY is to turn the Showing Notifications "off". In order to change this preference, do the following:

1. Press the On/Off button
2. Scroll UP to Preferences and press Enter
3. Press 1 for Notifications
4. Press 2 for "off" and then press Enter
5. Your ActiveKEY will display "Changes Saved"

SupraWEB Showing Notifications: You will still be able to see showing information quickly and easily by logging into SupraWEB and viewing the Showings Dashboard.