

Supra Electronic Keys
FAQ

Q. My fellow REALTOR has maps on his eKey or palm, how do I get them?

A. . County maps are available to eKEY users, free of charge. To install a county map on your eKEY:

1. Go to www.supraekey.com and click on the **Log on to KIM** button.
2. Select your Association/MLS from the list and log on by entering your eKEY serial number and PIN code.
3. Click the **Maps** link.
4. Click the **Mapopolis** link in the center of the screen.
5. Select your state from the drop-down list, then click the **Show All Maps** button.
6. Click the name of the county map you want to download.
7. Click the **Download Map** link.
8. Click the **Open** button to open the Palm Quick Install utility.
9. Verify that your HotSync name is displayed in the drop-down list.
10. Click **OK**.
11. Connect your PDA to its HotSync cable or cradle and tap the HotSync icon on your PDA to perform a HotSync.

Once your county maps are installed, you can view them by tapping on the Mapopolis icon. If you have eKEY Professional service, the eDATA application also provides a link to the map. Tap the arrow next to the listing address to display a map of the location.

Q. How do I get the listing on my eKey/Palm so I can search while I'm away from the office?

A What is your market area? Your market area consists of the areas, statuses, and price range you select to determine which listings you want to view on your eKEY.

To select or change your market area:

1. Go to www.supraekey.com.
2. Click *Log on to KIM*.
3. Select your Association/MLS.
4. Enter your Key number and PIN and click *Login*.
5. Select the *Configure Market Area* link.
6. Click *Start Wizard*.
7. If prompted, select the type of PDA you are using.

Notice the line stating how many listings you have selected and the maximum number of listings you can download. Select the classes, areas, statuses, and price range you are interested in and click *Apply*. The number of listings you have selected is updated. You can continue to make changes and click *Apply* until you are satisfied with the number of listings you have selected. Click *Done* when you are finished.

After you set up your market area, or any time you make a change to it, you'll need to do a **manual** eSYNC to deliver those listings to your eKEY. Then you'll receive updates to those listings and any new listings in your market area when you eSYNC as you normally do.

Q. My Palm does not respond accurately when I tap the screen. What's wrong?

A. Digitize your PDA at least once a month to keep it tuned to your touch! Digitizing your PDA regularly ensures that the screen responds to your taps and does not give you unexpected results.

To digitize your PDA:

1. Tap the house icon until it says *All* or *System* in the upper right corner of the screen.
2. Tap the Prefs icon.
3. Tap *Digitizer* in the Preferences screen. If you do not see it, tap the small triangle in the upper right corner of the screen to open the drop-down list, then select *Digitizer* or *Touchscreen*.
4. Use your stylus to carefully tap on the dot in the center of the target as it jumps around the screen.

Both eKey & dKey

Q. How can I see how many times my property has been shown and who has accessed the KeyBox?

A. It is simple to get this information – just let the Supra system know which KeyBoxes are yours by registering them at the KIM website. Follow the instructions below to register your KeyBoxes:

1. Go to www.supraekey.com and click the *Log on to KIM* button.
2. Choose your Board, Association, or MLS.
3. Enter your Key serial number and PIN code and click *Login*.
4. Select the *Add New KeyBox* link.
5. Enter the KeyBox serial number and shackle code. (You may also enter the listing ID or MLS number where the KeyBox is located for an additional reference on your reports.)
6. Click the *Add* button.

Once your KeyBoxes are registered, you'll start receiving showing alerts on your Key after you eSYNC.

EKEY USER TIP: If you are an eKEY user, your KeyBoxes are automatically registered in KIM when you release the shackle!