

Navarre Area Board of Realtors®

Frequently Asked Questions

Q. I've heard that this key expires every night. How do I keep it working?

A. To update the DisplayKEY you must use the cradle provided by Supra; for the eKEY you can choose your preferred eSYNC method to receive an update.

Q. When and how will the automatic update take place?

A. eKEY - Depends on your product choice and eSYNC method.

DisplayKEY - The update will take place nightly between 12:00 midnight and 5:00 am, and will take approximately 2-4 minutes. You will be given a cradle that is plugged into an analog phone line that will automatically dial into the KIM system and update your Key.

Q. What if I forget to update my key?

A. Listed below are 4 ways to get an update:

1.) Your DisplayKEY will automatically be updated, if you place your Key on its cradle that night and the cradle is properly connected to an analog phone line.

2.) Manual eSYNC - If your Key does not automatically obtain an update code and your Key displays "Expired", or you forget to place your Key on the cradle to automatically eSYNC, then you may get an update code by placing your key in the cradle and performing an "Manual eSYNC" on the DisplayKEY or tap on "Update Key" on your eKEY.

There are 2 ways you can get a temporary update code. Please note that only two temporary codes will be given between eSYNC's:

3.) You can receive a temporary update code via the Internet by logging into www.supraekey.com

4.) You can receive a temporary update code by calling the KIM Voice Server toll free, 24 hours a day, at 1-888-968-4032.

Q. Can I plug my DisplayKEY cradle or my Supra Modem cradle into the phone lines at my office?

A. It depends. The cradle is an analog device just like most fax machines and modems and will not work on digital lines. If you are unsure what type of phone line you have, please contact your telephone provider. Most office phone systems are digital and may be damaged if the cradle is used. Most phone systems do, however, have the capability of allowing analog devices such as fax machines to be used.

Q. Can I update my Key using a DSL line?

A. You can update your Key using a DSL line, if a DSL filter is used. Most DSL subscribers are given a DSL filter when their DSL line is installed so they can utilize fax machines and existing analog phones. These DSL filters can be purchased at \$10.00-\$20.00 from businesses such as Radio Shack and CompUSA. Your provider will also be able to tell you if the line is already filtered.

Q. Can I use my telephone if my cradle is plugged into my phone line?

A. Yes. Your cradle will only call out the after midnight, and the call will last less than five minutes. Only during the two to four minutes would you not be able to make and receive calls.

Q. What size batteries does the DisplayKEY take?

A. The batteries are recharged by placing the Key on the cradle.

Q. How do I define what listings are downloaded to my eKEY?

A. You can do this on the Internet by logging onto the web site for Supra at www.supraekey.com. You will then be prompted for your Key Number and PIN Code. The next step is to click on the "Market Area" link and follow the instructions.

Q. Can I lease more than one key or cradle?

A. No, you cannot lease more than one key. You can buy additional refurbished cradles.

Q. What do I do with my key when I am out of town?

A. If you are out of town and did not choose to bring your key with you, the key may be left on the cradle and will continue to update nightly. If you choose to bring your key and cradle with you to check listings, Field Support can provide you with a local number for updating.

Q. I am having trouble deciding between the DisplayKEY and eKEY.

A. Visit the Supra website at www.supraekey.com for more information on the services.

Q. How will I know when to *upgrade* my key?

A. The appointment schedule is included in this mailer. The schedule will also be available on the Supra website.