



# Get the Most Out of Your ActiveKEY



**Supra Contacts: Supra Support 1.877.699.6787 - KIM Voice (emergency updates) 1.888.968.4032 - Board 330.434.6677**

## ActiveKEY Firmware:

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

1. Press the on/off button
2. Scroll up to "about" and 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 at 1-877-699-6787

## Battery Status:

The best way to see the battery level on your ActiveKEY is to press the on/off button. You immediately will 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:

It is best not to let your ActiveKey run completely out of battery (the key cannot be over charged). If your ActiveKEY is completely out of battery charge, please do the following:

1. Charge your ActiveKEY using the provided wall charger.
2. Wait at least 10 minutes to determine if the key is accepting a charge.
3. If after 10-15 minutes you cannot see any bars on the viewing screen, call Supra support at 1-877-699-6787. Often there are things support can suggest that will remedy the situation. Also, when calling you will be able to obtain a reference number, which Board staff will need to replace your key, if needed.

## Showing Notifications:

One of the ways in which you can prolong the battery life of your ActiveKEY is to turn the "Showing Notifications" off. To turn off "Showing Notifications":

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"

The ActiveKEY will continue to receive showing notifications in real time from 8 a.m. - 8 p.m. From 8 p.m. to 8 a.m., the ActiveKEY still will transmit showing activity, but it will not receive showing notifications until 8 a.m. E-mail notifications still will be sent in real time.

The option to choose between receiving showing notifications instantly or daily has been removed. All showing notifications are set to display instantly if showing notifications are enabled.

## SupraWEB Showing Notifications:

You still will be able to see showing information quickly and easily by logging in to SupraWEB and viewing the showings dashboard.

## Safe Mode:

If the ActiveKEY reaches a temperature over 131 degrees Fahrenheit, the key automatically goes in to safe mode. If you see the following message on your key, "MAX TEMP EXCEEDED SAFE MODE ON," your key has reached a high temperature and cannot be used until it cools down.

The key should not be left in a hot environment, such as a vehicle on a hot day. The key is designed to operate between -4 degrees and 131 degrees Fahrenheit. Low or high temperature conditions can shorten battery life or cause an ActiveKEY to malfunction.

## Radio Off Option Removed:

The ability to turn the radio off by pressing and holding the on/off button has been removed. To conserve battery, turn showing notifications off.

## Audio Tones:

Rather than turning on or off each type of audio tone in the key separately, all of the audio tones are turned on or off together. The audio tones are set by:

1. Go to the "Preferences" menu option
2. Select "2" for tone
3. Select "1" to turn on all tones or "2" to turn off all tones