GE
Security

ActiveKEY Facts

1. **When does an ActiveKEY expire?**
   An ActiveKEY expires only if it has not been in contact with the Supra system for more than 24 hours. The key disables itself until it can return to cell coverage and contact the Supra system for at least 10 continuous minutes. The ActiveKEY can also be updated by an Internet connection through a computer, or by manually entering temporary update codes. Update codes can be obtained through KIMvoice, KIMweb, or Supra Support.

2. **But what if my ActiveKEY is lost or stolen?**
   Because of the cellular technology, if your key is lost or stolen, it can quickly be deactivated. Please report lost or stolen keys immediately to your organization or Supra support.

3. **What happens when I go into an area where there's no cell service?**
   Your ActiveKEY won't be able to communicate with the Supra network when it's out of cell range so it won't receive showing notifications. However, as long as it's been within cell range in the last 24 hours it will remain active and you can open keyboxes. Your key can also be manually updated if it expires while out of cell service.

4. **Does the ActiveKEY need to be within cell service to open keyboxes?**
   The ActiveKEY does not need to be within cell service to open a keybox. It does need to be updated, meaning it needs to have been in cell service for 10 continuous minutes within the last 24 hours or it will need to be manually updated.

5. **How do I turn on the flashlight?**
   All operations start with the **on/off** button. Press the on/off button, then the flashlight button. The flashlight will turn itself off after 30 seconds.

6. **What does the light bulb button do?**
   Press the on/off button, then the light bulb button to light up the entire keypad and display window. The backlight turns off after 30 seconds.

7. **Why does my ActiveKEY keeping turning off?**
   Your ActiveKEY turns off after 30 seconds of inactivity to conserve the battery.

8. **How long do I have to get to a keybox?**
   When you start to open a key container or release a shackle, you still have 5 minutes from the time you press Enter to get to a keybox before the key will shut itself off.

9. **Can I leave my ActiveKEY plugged in?**
   You cannot overcharge the battery in your ActiveKEY, so leaving it connected to its charger when not in use is a good idea. You may want to get a car charger so you can leave it in your car.

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10. **Can I use my cell phone charger to charge my ActiveKEY instead of having two car chargers?**
Use only the GE car or wall charger with your ActiveKEY to avoid potential damage. Using an unapproved charger may result in damage to your ActiveKEY and will void the ActiveKEY warranty.

11. **What is the USB cable for?**
If your ActiveKEY is out of cell service range for more than 24 hours you can connect it to your computer with the USB cable to manually activate it. The ActiveKEY software needs to be installed from KIMweb onto your computer before you connect the key and the computer must have an open Internet connection to activate the key.

12. **Why would I ever turn the radio off?**
When you press the on/off button on the ActiveKEY to turn it off, the radio stays on to stay in touch with the cellular network. You can turn the radio off completely by pressing and holding the on/off button when the key is on. You may want turn the radio off completely if you happen to take your ActiveKEY on an airplane. You could also turn if off to conserve the battery or to prevent receiving notifications of showings.

13. **Why does my key say "RADIO IS OFF, 1 – TURN ON RADIO" when I turn it on?**
If you turned the radio off, the next time you turn on your key you will see "RADIO IS OFF, 1 – TURN ON RADIO" in the window. Press 1 to turn the radio back on.

14. **With my DisplayKEY when someone opened a keybox, I got an alert on my key the next morning. Does the ActiveKEY work the same way?**
You can set your ActiveKEY to notify you instantly when another ActiveKEY opens one of your keyboxes, or you can choose to be notified overnight. Showing activity from DisplayKEY and eKEY users is delivered to your ActiveKEY the next morning regardless of your ActiveKEY preference setting.

15. **When I see the message on my ActiveKEY that I've had a showing, how do I find out who was in my listing?**
To find out who showed your listing, log on to KIMweb and click the View button after Showing Activity on your Dashboard. You could also visit the keybox to read it with your ActiveKEY. An iBox stores the last 100 showings.

16. **My ActiveKEY says "Assign KeyBox" after I put in a shackle code. What does that mean?**
After you enter a shackle code and press Enter, your ActiveKEY gives a YES/NO choice for "Assign KeyBox." If you select yes, the system will send you an email reminding you to assign the keybox to a listing on KIMweb. The email contains a link taking you directly to KIMweb.

17. **If my ActiveKEY is lost or stolen, anyone finding it would still need to know my PIN code to use it, right?**
Right. If your ActiveKEY is stolen, the key will remain active as long as it's been in cell service range for the past 24 hours. As soon as you report it missing, it will be deactivated. In the meantime, anyone finding it would need to know the PIN code to open keyboxes. Never write your PIN code on your ActiveKEY or store it in your ActiveKEY pouch.

18. **What do I do when I lose my ActiveKEY?**
If you lose your ActiveKEY, call Supra Support as soon as possible so we can turn it off.

19. **Does the ActiveKEY have GPS so you can track where we are?**
The ActiveKEY does not have GPS and we are not able to track where you or your key are.