eKEY® Fob
Tips and Frequently Asked Questions

Below are some tips and answers to frequently asked questions about using the eKEY Fob with the eKEY app on a smartphone or tablet.

Supra has manufactured 4 eKEY Fobs over the years:

eKEY Fob 1	eKEY Fob 2 black button	eKEY Fob 3 white button	eKEY Fob 3.1 eKEY Fob WITH 3 bumps on back

Tip: When using an eKEY Fob to open an iBox BT or iBox BT LE, do not press up on the bottom of the box to turn the Bluetooth® radio on. The eKEY Fob communicates using an infrared signal. The iBox BT and iBox BT LE communicate using both Bluetooth and infrared signals, but not at the same time. If you have turned on the Bluetooth radio by mistake, wait for the light on the keybox to stop flashing and then you can open the keybox using an eKEY Fob.

The LED light on the eKEY Fob provides some information about what it is doing.

LED	Description
Green, slow blink	Ready to pair - Searching for eKEY / smartphone or tablet
Green, fast blink	Actively connected to an eKEY and communicating with eKEY
Green, very fast blink (only with new eKEY Fob with bumps)	Pairing reset confirmed after doing a 5-button reset
Green, double blink	Searching for the last Apple device the eKEY Fob was connected to
Red, blink	Low battery

Q. How do I pair the eKEY Fob with a smartphone or tablet?

A. There are two ways to pair the eKEY Fob: automatically and manually.

Automatic Pairing:

Android™, BlackBerry®, and newer Apple® devices are designed to automatically pair with Bluetooth devices the first time they communicate. To automatically pair the eKEY Fob and your smartphone or tablet:

1. Make sure Bluetooth is turned on in phone.
2. Open the eKEY app.
3. Select **Obtain Key**.
4. Enter your PIN code.
5. Power on the eKEY Fob by pressing and holding the power button until the green light flashes.
6. If prompted for a pairing pass code, enter **0000**.
7. The eKEY Fob and smartphone/tablet are successfully paired if the eKEY app prompts you to point at a keybox.

Manual Pairing:

If your smartphone or tablet does not automatically pair with the eKEY Fob, you can manually pair:

Android:	Apple:	BlackBerry:
1. From the main screen, press the **Menu** button and then **Settings**. 2. Select **Wireless & Network Settings**. 3. Make sure Bluetooth is checked. 4. Select **Bluetooth Settings**. 5. Find and click on **Scan For Devices**. Note: Some devices may require the *Discoverable/ Visible* box to be checked. Some devices using Android 4 have the *Scan for Device* in the upper right corner of the screen. Android 4.0+ may need to have the Bluetooth set to *Visible to all Bluetooth Devices Available* instead of *Visible to paired devices*. 6. Select **Supra-####**. 7. Enter the numeric passkey **0000** and select **OK**. 8. When pairing is successful, the Android reports that the eKEY Fob is paired but not connected.	iPhone 4, 3GS, or 3: 1. From the main screen select **Settings**. 2. Select **General**. 3. Select **Bluetooth**. 4. Set Bluetooth to On. 5. Power on the eKEY Fob by pressing and holding the power button until the green light flashes. 6. On the Apple device select the Fob ID, **Supra-####** to connect. iPhone 4S or above: 1. From the main screen select **Settings**. 2. Select **Bluetooth**. 3. Set Bluetooth to On if it is off. 4. The iPhone begins searching for nearby Bluetooth devices. 5. Power on the eKEY Fob by pressing and holding the power button and releasing it once the green light flashes. 6. Select **SUPRA-xxxx**. If the SUPRA-xxxx does not show up when the light is blinking, reboot the Apple device. 7. If prompted to pair, tap **Pair**. 8. When pairing is successful, it will say *Connected*. When the light on the eKEY Fob stops blinking it will say *Not Connected* to indicate it is paired but not activeley communicating.	Through Options/Settings: 1. From the main screen select **Options** (or **Settings**). 2. Select **Bluetooth**. 3. If Bluetooth is disabled press the **menu** button and select **Enable Bluetooth**. 4. Press the **menu** button. 5. Select **Add Device**. 6. Select **Search**. 7. Power on the eKEY Fob by pressing and holding the power button until the green light flashes. 8. Enter the numeric passkey **0000**. Through Manage Connections: 1. From the main screen select **Manage Connections**. 2. Check Bluetooth if it is not checked. 3. Select **Set Up Bluetooth**. 4. Select **Search**. 5. Power on the eKEY Fob by pressing and holding the power button until the green light flashes. 6. Enter the numeric passkey **0000**.

Q. What should I check if the eKEY Fob won't pair with my smartphone or tablet or the eKEY Fob loses it's pairing with my smartphone or tablet?

A. There are several things you can check:

- Make sure the eKEY Fob light is blinking when you are trying to pair. Power on the eKEY Fob by pressing and holding the power button and releasing it once the green light flashes.

- If a device doesn't respond to pair or unpair instructions, reset the phone or tablet.

- If you have the eKEY Fob WITH bumps, reset the eKEY Fob to clear the pairings in the Fob. Power on the eKEY Fob by pressing and holding the power button until the green light flashes. Then press the power

button five times within 10 seconds. The green light will flash quickly several times and the eKEY Fob will turn off when it is successfully reset.

- Make sure your eKEY Fob is not paired with another device. If the eKEY Fob connects to another device, pairing can fail. This can happen if you leave your Bluetooth-enabled car running when you turn on your eKEY Fob. If you have the eKEY Fob WITH bumps, reset the eKEY Fob. Power on the eKEY Fob by pressing and holding the power button until the green light flashes. Then press the power button five times within 10 seconds. The green light will flash quickly several times and the eKEY Fob will turn off when it is successfully reset. If you are using any other eKEY Fob, follow the instructions below to unpair the eKEY Fob.

- If you get a ***Pairing Unsuccessful "Supra-XXXX is not supported"*** message while trying to pair the eKEY Fob with an iPhone 4S or above, pair through the eKEY app rather than via the iPhone's Bluetooth settings. The eKEY Fob WITH bumps is designed to automatically pair without going into the Bluetooth Settings on the phone. On an iPhone 4s or above this might result in the device refusing to pair through the Bluetooth Settings and getting the pairing unsuccessful message. For the eKEY Fob WITH bumps, simply make sure Bluetooth is set to **On** in the phone, open the eKEY app and go into **Obtain Key** and it should pair automatically. If it does not, try resetting the eKEY Fob WITH bumps by powering it on and then pressing the power button five times within 10 seconds. The green light will flash quickly several times and the eKEY Fob will turn off when it is successfully reset. Then attempt to pair through the eKEY app.

- If you get a 9A21 error, the eKEY Fob is not paired. This generally occurs when the phone times out waiting for the Bluetooth pairing prompt. Open the eKEY app and attempt to obtain the key. Look for the Bluetooth pairing prompt and enter the 0000 passkey. If the error still occurs, check Bluetooth Settings. If the Supra device is listed in Bluetooth Settings but grayed out and says "Pairing," disable Bluetooth, then re-enable, and re-pair the eKEY Fob to the phone.

- If you get a 9A1A error when pairing the eKEY app, verify that Bluetooth is enabled on the phone. The eKEY app should attempt to enable Bluetooth on its own, but if it has to enable Bluetooth while pairing the Fob, the Fob could power down before pairing is complete, resulting in a 9A1A error. In addition, some newer Android devices ask for a PIN code rather than a passkey which can be confusing. If asked for a code while pairing, use 0000 and not the 4-digit PIN code used with the eKEY app.

Q. Can I talk on a Bluetooth headset and use my eKEY Fob at the same time?

A. No. Smartphones and tablets can pair with multiple Bluetooth devices at once such as a keyboard, mouse, and headset, however you can't have two devices that have the same service profile actively connected at the same time. The eKEY Fob uses the same profile as headsets so while you can be paired to both a headset and the eKEY Fob at the same time, you can't use them both at the same time. If you are talking on your Bluetooth headset while trying to use the eKEY Fob, the eKEY Fob won't be able to connect.

Q. I received an "Invalid or incorrect pairing" error message when attempting to open a keybox. What does that mean?

A. The Android may report an *Invalid or Incorrect Pairing* error if the key is not authorized to open the keybox. This can happen even if the Android is already paired with the eKEY Fob. If you receive this message, check with the listing agent to make sure that you are within the access hours of the keybox and that Call Before Showing (CBS) is not turned on.

Q. How do I remove a paired eKEY Fob from a device?

Android:
1. From the main screen, tap the **menu** button.
2. Tap **Settings**.
3. Tap **Wireless & Networks**.
4. Tap **Bluetooth Settings**.
5. Locate the SUPRA-XXXX and tap and hold it.

6. Tap on **Unpair**. Tap the back arrow button to undo if necessary.
Note: On an Android 4, tap the pattern to the right of SUPRA-XXXX to unpair.

iPhone or iPad:
1. From the main screen, go to **Settings**.
2. Select Bluetooth (should be ON).
3. Locate the SUPRA-XXXX and tap the "**i**" to the right of it.
4. Select **Forget This Device**.
Note: It is a good practice to reboot the Bluetooth device or phone before trying to pair again.

BlackBerry:
1. From the main icon screen, select **Options** (or **Settings**).
2. Select **Bluetooth**.
3. At the top it will say "Bluetooth: Enabled OR Disabled." To enable if it is disabled, press the menu button and select **Enable Bluetooth**.
4. On the Bluetooth: Enabled screen, highlight the "Supra-xxxx" for the eKEY Fob.
5. Press the **menu** button.
6. Select **Delete Device**.
7. Select **Delete** where it says "Delete Supra-xxxx"?
8. Back out of the Options or Settings application.

eKEY Fob WITH bumps

If you have the eKEY Fob WITH bumps, reset the eKEY Fob to unpair it. Power on the eKEY Fob by pressing and holding the power button until the green light flashes. Then press the power button five times within 10 seconds. The green light will flash quickly several times and the eKEY Fob will turn off when it is successfully reset.

Q. When should I change the battery in the eKEY Fob?

A. The LED light on the eKEY Fob will blink red when the battery is getting low. When the LED first blinks red, the Fob should be able to perform about 100 more operations. The low battery light may be intermittent when the battery is starting to get low, but as the battery runs down it will blink red more frequently until it blinks every time the Fob is used.

Note: The eKEY Fob WITHOUT 3 bumps on the back requires two CR2016 batteries and although it will function with one battery, the LED will blink red if it only has one battery. If a user has recently changed the battery on an eKEY Fob without 3 bumps on the back and the LED is blinking red, verify that it contains two batteries.

Q. How do I change the battery in the eKEY Fob?

A. The eKEY Fob WITH 3 bumps on the back (eKEY Fob 3.1) requires one CR2032 battery. The eKEY Fob 2 and eKEY Fob 3 require two CR2016 batteries.

1. Insert the tip of a flathead screwdriver into the notch on the side of the eKEY Fob and turn to open the case.
2. Carefully slide out the two CR2016 batteries and replace them with the positive (+) polarity facing up on both batteries.
3. eKEY Fob WITH 3 bumps: Carefully slide out the CR 2032 battery and replace it with the positive (+) polarity facing up.
4. Align the cover and press firmly to close.

The eKEY Fob 1 uses two AAA alkaline batteries. Use a Phillips screwdriver to remove the battery cover from the back of the fob. Remove the existing batteries and replace with two new batteries, matching the polarity shown on the battery compartment. Replace the cover and the screw.