



How do I get an update code for my DisplayKEY?

1.) Your key will automatically be updated one night each week, the night before your code expires, if you leave your key on its cradle that night and the cradle is properly connected to an analog phone line. Please note that the cradles will not work on a digital phone line and may cause damage to office or home phone systems that are digital. If you are unsure about your type of phone line, please contact your telephone provider.

2.) Immediate Esync - If your key does not automatically obtain an update code and your key displays "Key Not Updated Esync Now", then you may get an update code by performing an "Immediate Esync". To do this simply turn your DisplayKEY on, scroll down until the display reads "Immediate Esync", and press the "Enter" button. The display will then ask you to place the key on its cradle. Please note that the cradle must be properly connected to an analog phone line.

3.) You can receive a temporary update code via the Internet by logging into the HAR Realtor section of www.har.com with your Public and Private ID and clicking on the "SUPRA KIMweb Login" link. You will then be prompted for your Key Number and PIN Code. The next step is to simply click on the "Update Code" link and your new update code will be displayed. Once you have the code, turn your DisplayKEY on and scroll down to the "Manual Update or CBS" option and press "Enter". You will then be prompted to enter the new update codes.

4.) You may also receive a temporary update code by calling the KIM Voice Server toll free, 24 hours a day, at 1-877-788-4220 or calling HAR at 713-629-1900 ext. 5 during normal business hours and our staff will help you get an update code.

Other Supra Key FAQ's

Q. Why does my DisplayKEY say "Not Authorized" when I try to access a box?

A. If you are getting this message on more than one box and have updated your key via KIM web or KIM voice, you may have entered a wrong update number.

Q. Can I update my key each week manually?

A. No. The key has a limited amount of memory. Each time you enter a manual update code into the key it takes up more memory. The key will eventually give you a tracking full error code. The key will not work until you bring it to HAR to have it reprogrammed.

Q. What should I do if my DisplayKEY reads "Data Corruption"?

A. This means that the key is corrupted. You will have to return the key to HAR and have it replaced at no cost.

Q. If I have call notes on my phone, will this prevent my key from updating?

A. Yes. If you have call notes and you have any unplayed messages, your key will not dial out. You must play your messages before the key will dial.

Q. Who made the decision to change from the SuperKey to the new DisplayKEY and eKEY?

A. Approximately one year ago SUPRA indicated they would be discontinuing the current lockbox at the end of 2001. A REALTOR task force was created to study our options and negotiate with SUPRA. The task force recommendations were considered and approved by the MLS Advisory Group, the HAR Board of Directors and the e-HAR Board of Directors.

Q. Why did we have to exchange our keys?

A. SUPRA is discontinuing the manufacture of their existing lockboxes, (11 year old technology resulting in a lack of replacement parts), later this year as they introduce the next generation of lockboxes. The SuperKeys we have been using will not work with SUPRA's new lockboxes. SUPRA will require all of its customers, representing over 600,000 agents, to exchange their keys before next year. The new DisplayKEYs and eKEYs will work with both the current lockboxes and the new lockbox being introduced, thus the current lockboxes will not need to be replaced.

Q. Why did we have to exchange our keys at this time?

A. The REALTOR members of the SUPRA Key Task Force, the MLS Advisory Group and the HAR Board of Directors did not believe such a change should take place during the busy selling season or later in the year when the remaining hundreds of thousands of agents will be converting. At this time we have had SUPRA's undivided attention and maximum resources.

Q. Do I have to place my DisplayKEY on its cradle every night?

A. No....No....No.... To have your key updated automatically you only need to place it in its cradle the night before your code expires. This will also fully charge your key for the following week

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

A. Yes. Your DisplayKEY cradle will only call out the night before your update code expires, after midnight, and the call will last less than five minutes. Only during these five minutes would you not be able to make and receive calls.

Q. Can I plug my cradle into the phone lines at my office?

A. It depends. The cradle is an analog device just like 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. A good rule of thumb is that if a fax machine works on a line, then the cradle will work on that same line.

Q. How do I determine if I have a digital or analog phone line?

A. If you are unsure what type of phone line you have, please call your telephone provider. A good rule of thumb is that if a fax machine works on a line, then the cradle will work on that same line.

Q. Can I use my cradle if I have DSL?

A. The cradle can be used with DSL 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 for as little as \$10 at "2 Wire Sales" by calling 1-877-349-3304, on the web at www.2wire.com, or at most computer stores. A good rule of thumb is that if a fax machine works on a line, then the cradle will work on that same line.

Q. I keep getting an "Error Code 3" when I perform an Immediate Esync with my DisplayKEY. What do I do?

A. If you are continually getting an "Error Code 3" on your DisplayKEY please call HAR at 713-629-1900 ext. 5 or come by the HAR office to exchange your cradle.

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

A. You can do this on the Internet by logging into the HAR Realtor section of www.har.com with your Public and Private ID and clicking on the "SUPRA KIMweb Login" link. 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. What types of listings are being downloaded to my eKEY?

A. Currently only Single Family and Townhouse/Condo listings with status A, OP, and PS are being downloaded. We will be adding other property classes in coming months.

Q. Why is there a field for basement on my eKEY when there are no basements in Houston?

A. The eKEY has been developed with a standard set of data fields in an effort to accommodate many areas of the country. We are working with SUPRA to customize the data that is being delivered to our market.