



Quick Fixes for Common ActiveKEY Issues

Here are some easy steps you can follow if you're having some issues with your ActiveKEY or want to immediately extend the battery life on your ActiveKEY.

Please call Support's free support line at 1-877-699-6787 if you need assistance with any of these steps.

Step 1: Is the ActiveKEY running an old version of firmware?

Firmware version 1.15 resolves many ActiveKEY issues. To check the firmware, turn on your ActiveKEY, scroll to **About** and press **Enter**. If the firmware shown is 1.14 or lower, your ActiveKEY can receive the new update wirelessly. To initiate the update, call our Support line or login to SupraWEB (www.supraekey.com) with your key serial number and PIN. Choose the **Update Firmware** menu option shown under Quick Links and follow the instructions shown.

Step 2: Does your ActiveKEY seem to have an unusually short battery life?

An easy way to extend the battery life is to turn off showing notifications on your ActiveKEY. To turn off showing notifications, turn on your ActiveKEY, scroll to **Preferences** and select **Enter**. Then, select **1** for Notifications and **2** to turn notifications off.

Email showing notifications contain more information than ActiveKEY showing notifications. To set up email showing notifications, login to SupraWEB with your key and PIN, select **Settings** and then **Email Settings**. Enter the email address and check "Send me an email when another agent shows my listings."

Step 3: Does your ActiveKEY turn on when you press the on/off button?

If your ActiveKEY does not turn on, this generally means that the battery has lost its charge. Please charge the ActiveKEY using the wall charger for 15 minutes, if possible.

If your ActiveKEY still does not turn on or is locked up, perform a reset. Insert one end of a paperclip into the reset hole located on the back of the ActiveKEY in the bottom right corner just below the serial number label and apply gentle pressure. Do not insert anything with a sharp point as you may damage the ActiveKEY. A successful reset occurs when the key displays GE SECURITY ACTIVEKEY.

Most ActiveKEY issues will be resolved with a quick charge and/or a reset. If you continue to have problems with your ActiveKEY turning on, please call our Support line.

If you any questions please call as at 1-877-699-6787. We're happy to help.