

## IMPORTANT BREAKING NEWS

Please be advised that the Silicon Valley Association of REALTORS® will be changing the code used to access the Supra Lockboxes in their key coverage areas. To get the new access code in your Supra DisplayKEY, you must sync the key on the cradle before August 1. Below are instructions for manually syncing your DisplayKEY if you cannot put it on the cradle during your designated weekly update time. The new firmware will not have any impact on the way you use your key, however it is important that you receive it to continue having access to all Bay Area lockboxes.

It is VERY important that you do not remove the key from the cradle while the synchronization is in process (this will be evident from the message on the screen and the yellow and red flashing lights on the cradle). Removing the key prematurely can result in your key not functioning properly. Please allow for at least a half an hour, 30 minutes, for the manual sync.

To verify the update has been received, you may scroll to the "Error Codes" screen and it should say firmware version "NET V7.6". If you are having difficulty receiving the update, or for technical assistance, please call Supra's technical support at 877-699-6787."

Instructions for updating your key manually on the cradle:

- Press "ENTER" to turn on your DisplayKEY
- Scroll to the Manual Esync option and press "ENTER"
- Place the key in the cradle

The cradle light turns green, indicating that the DisplayKEY and cradle are connected. When the cradle light turns red, the cradle is connected to KIM. When the red and yellow lights on the cradle are done flashing, and the solid green light is on, it is OK to remove the key from the cradle. **DO NOT REMOVE THE KEY FROM THE CRADLE WHILE THE RED LIGHT IS ON OR FLASHING.**

Once your DisplayKEY is upgraded to the new firmware, it will not try to download the software again, so your next esync process should only take 1-2 minutes. It will be necessary to auto (overnight on your designated update day) or manually esync your key again after August 1 to open Silicon Valley Association of REALTOR® Supra lockboxes.

From Supra via DAR on July 25, 2011