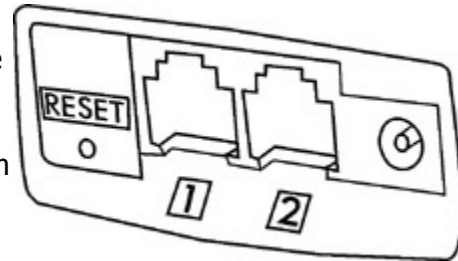




## Display Key/Cradle Troubleshooting Tips:

### Reset DisplayKEY Cradle

A tiny opening located next to the telephone ports houses the reset switch. If you place your Key on the Cradle and no lights illuminate in the Cradle's LED, this indicates that the Cradle has become locked and will not function. The Cradle must be reset to perform the battery recharge or complete an eSYNC.



### Select one of the following methods to reset the DisplayKEY Cradle:

- Unplug the Cradle's power cord from the wall outlet then plug it back into the outlet.
- Insert one end of a paper clip into the reset opening and press the reset switch inside to reactivate the Cradle.

### Bad Code Time-Out

When you enter ten incorrect codes within a 10-minute period, a buzz tone sounds and your DisplayKEY times out for 10 minutes. At the end of this time period, the Key self-activates and is again ready for use. To avoid a bad code time-out, verify that you are entering a correct PIN or Shackle Code before repeating the procedure.

### Reading Your Keybox

1. Press Enter to turn on your DisplayKey.
2. Scroll to the READ KEYBOX option and press Enter.
3. Press 2 to select NEW READ.
4. Enter the four-digit shackle code for the Keybox and press Enter.

5. Insert your Key into the Keybox.
6. Four beeps sound and the DisplayKEY LCD screen displays the Key serial numbers of showing agents and the dates and times your listing was show. Use the arrow keys on the keypad to scroll up and down to view showing information.

If after you have read a keybox and a key number is displayed instead of the agent's name, please follow the follow steps. Go to the Supra website [www.supraekey.com](http://www.supraekey.com), logon to KIM and select the "Identify Keyholder" link. Enter the key number from your read keybox report and click the "Find" button. The agent's name will be displayed. Or call KIMVoice at 1-888-968-4032 and follow the prompts.