

# ActiveKEY® Electronic Key

## Troubleshooting and Error Codes

The following information may be helpful in assisting your members with troubleshooting some common ActiveKEY® questions. The resolutions provided are for operations that have been attempted at least two (2) times and the error is not a one-time occurrence. For any error that does not show on this list or that is not resolved, contact Supra® Support at 1-877-699-6787.

### Reset the Key

Do not insert anything with a sharp point which may damage the ActiveKEY. A successful reset means that one of the following messages will display for a few seconds: *PLEASE WAIT*, *SUPRA ACTIVEKEY* or *GE SECURITY ACTIVEKEY*. If one of these messages does not display, then the key was not reset.

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 **WARNING: When performing a reset, insert the paperclip only into the pinhole near the bottom on the back of the ActiveKEY. Do not insert any object into any other opening on the unit. Doing so could result in equipment damage or serious personal injury.**

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1. Insert one (1) 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.
2. Apply gentle pressure for two (2) seconds.
3. Wait a few seconds. If nothing comes up, press the “on/off” button.

### Call to Enable / Key Expired

There are several possible reasons for an ActiveKEY to have a *Call to Enable* or *Key Expired* message:

- The member may not be active due to non-payment or some other issue,
  - The key could have been out of cell coverage for the last 24 hours,
  - The radio could be turned off in the key,
  - A new key that hasn't been activated yet. New keys are shipped with the key disabled for security reasons. The key needs to be enabled by entering an update code or doing a PC Sync.
1. If the key displays *CALL TO ENABLE*, obtain an update code to enter into the ActiveKEY using the MANUALLY INPUT UPDATE option.
    - Update codes are available via KIM Voice (888-968-4032) and on SupraWEB (login at [www.supraekey.com](http://www.supraekey.com)).
    - If there is a status issue on the account then an update code will not be an option. The issue with the account must be resolved first.
  2. If the key still displays *CALL TO ENABLE*, reset the key.
  3. If the key still displays *CALL TO ENABLE*, perform a PC Sync with the ActiveKEY. Make sure the ActiveKEY software is installed on a computer first (PC Sync software is available at [www.supraekey.com](http://www.supraekey.com) by clicking on the Downloads tab). Once the ActiveKEY software is installed, the ActiveKEY updates automatically when it connects it to the computer with the provided USB cable.
  4. If the ActiveKEY still does not work, the ActiveKEY may need to be reprogrammed or replaced by the Association or MLS.



## Low Battery

If the battery in an ActiveKEY is very low, verify that it is being charged with either the wall charger or car charger and that it is being charged enough time in a day. When the member first receives their key, it should be charged at least four (4) hours to give it a full charge. If the battery in the ActiveKEY is completely drained, an 8-hour charge will completely recharge it. A fully-charged battery in the ActiveKEY should last approximately three (3) days of normal usage.

## Dead Battery

If the ActiveKEY battery will not turn on or make any sounds and will not take a charge when plugged in, it probably has not been charged for an extended period of time. Plug in the ActiveKEY and perform a reset **with** the power plugged in and then charge it for eight (8) hours to completely recharge it.

## ActiveKEY Stuck on Searching

If the ActiveKEY is stuck while searching for a keybox, try each one of these solutions until one works.

- Press **CANCEL**.
- Press and hold **CANCEL** for several seconds
- Reset the key

## Check the ActiveKEY Cell Coverage and Strength

After performing the steps below, the ActiveKEY will either say CELL COVERAGE AVAILABLE or NO CELL COVERAGE FOR THIS AREA. The third line indicates the strength of the cell signal. The number following the Y will always be a negative number ranging from 0 to -999. 0 indicates a perfect signal and -999 indicates no signal.

1. Turn on the ActiveKEY.
2. Scroll to the VIEW ACTIVEKEY STATUS menu option and press **Enter**.
3. Scroll down to CELL COVERAGE.

## ActiveKEY Error Codes

Keybox Operating Error Codes		
Error Code	Key Message	Resolutions to Try
01	Radio is busy.	<ul style="list-style-type: none"><li>• Wait for radio to finish its current task.</li><li>• Reset the key.</li></ul>
02, 03, 04, 05	Radio operation failed.	<ul style="list-style-type: none"><li>• Wait for radio to retry.</li><li>• If the error continues, reset the key.</li></ul>
08	Radio resets.	<ul style="list-style-type: none"><li>• Charge the battery.</li><li>• If the error continues, replace the key.</li></ul>
09	Network traffic is busy.	<ul style="list-style-type: none"><li>• If the error continues, reset the key.</li></ul>
0A, 0B, 0C, 0D, 0E	Radio error.	<ul style="list-style-type: none"><li>• If the error continues, reset the key.</li><li>• If resetting does not fix the issue, replace the key.</li></ul>
10-19	Radio error.	<ul style="list-style-type: none"><li>• If the error continues, reset the key.</li><li>• If resetting does not fix the issue, replace the key.</li></ul>
27	Key expired.	The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter into the key or perform a PC Sync.

## Keybox Operating Error Codes

Error Code	Key Message	Resolutions to Try
30	Clock error.	The key will contact the server to fix its time. You can also obtain an update code and enter into the key or perform a PC Sync to fix.
31	Key disconnected from PC prematurely.	Reconnect key and retry.
32	Key tamper error.	Obtain an update code and enter into the key or perform a PC Sync.
35	Low battery in key.	<ul style="list-style-type: none"> <li>• Charge the key using approved wall or car charger.</li> <li>• Charge from a different outlet.</li> <li>• If problem persists, the battery might be at end of life or the battery is bad; replace key.</li> </ul>
36	Low battery while sending messages wirelessly.	<ul style="list-style-type: none"> <li>• Charge the key using approved wall or car charger.</li> <li>• Charge from a different outlet.</li> <li>• If problem persists, the battery might be at end of life or the battery is bad; replace key.</li> </ul>
40	Key expired.	The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter into the key or perform a PC Sync.
41	Security lockout error.	Wait 10 minutes for the lockout to clear and try the operation again.
46	Keybox error.	<ul style="list-style-type: none"> <li>• Reset the key.</li> <li>• Verify PIN code with Association or MLS.</li> <li>• Reprogram the key.</li> </ul>
5D, 5E, 5F, 60	Infrared communication failure.	<ul style="list-style-type: none"> <li>• Shield the iBox lenses from direct sunlight.</li> <li>• Verify the key and keybox are 3 – 6 inches apart.</li> <li>• Retry the operation pointing the key at the lens on the Keybox.</li> </ul>
61	Incomplete PC Sync.	Perform PC Sync again.
6C	Keybox error.	If problem persists, report the error to the listing agent. Keybox will need to be replaced.
71	Incorrect PIN code.	Verify PIN code with Association or MLS.
72	Incorrect shackle code.	Verify shackle code and try the operation again.
74	Keybox bad code lockout.	An incorrect shackle code has been entered 10 consecutive times. Wait 10 minutes, verify the shackle code and try the operation again.
75	Keybox obtain key lockout.	An incorrect PIN code has been entered 10 consecutive times. Wait 10 minutes, verify the PIN code and try the operation again.
76	Key not updated.	<p>The key should update itself when cell coverage is available. This error can occur when accessing a keybox in an area the key doesn't have permission to access.</p> <ul style="list-style-type: none"> <li>• If update is required immediately, obtain an update code and enter into the key or perform a PC Sync.</li> <li>• Contact the Association/MLS for the area you desire access and inquire about cooperating access.</li> </ul>
77	CBS Code error.	An incorrect Call Before Showing code was entered. Verify the CBS code and retry the operation.
7A	Access hour restriction.	<p>A key is attempting to open a keybox outside of the access times programmed into the keybox.</p> <ul style="list-style-type: none"> <li>• Turn off Timed Access in the keybox (shackle code required).</li> <li>• If the shackle code is not known, come back during the access hours in the keybox.</li> </ul>

7D	Invalid update code.	<ul style="list-style-type: none"> <li>• Verify the update code and enter again.</li> <li>• Obtain a new update code.</li> </ul>
80	Low battery in keybox.	<ul style="list-style-type: none"> <li>• Notify the owner of the keybox.</li> <li>• Release the shackle, open the key container and return to Association or MLS for replacement.</li> </ul>
B0	Bad update code.	<ul style="list-style-type: none"> <li>• Verify the update code and enter again.</li> <li>• Obtain a new update code.</li> </ul>
B1	Key has been disabled.	<ul style="list-style-type: none"> <li>• Verify keyholder account is paid and active.</li> <li>• Obtain an update code and enter into the key or perform a PC Sync.</li> </ul>
B2	A cooperating system code is disabled in key.	The key is not setup to cooperate with the keybox, or is not updated for the cooperating system. Obtain an update code and enter into the key or perform a PC Sync.
B3	Cookie List Error	<p>The key is not setup to cooperate with the keybox, or is not updated for the cooperating system.</p> <ul style="list-style-type: none"> <li>• Obtain an update code and enter into the key.</li> <li>• Reset the key.</li> <li>• Contact the Association/MLS for the area you desire access and inquire about cooperating access.</li> <li>• Reprogram the key at your primary Association/MLS.</li> </ul>
B5	Incorrect CBS Code.	Obtain correct Call Before Showing (CBS) code and try again.

To view the user manual, training videos, and more go to [www.supraekey.com](http://www.supraekey.com), select the Customer Support tab and [ActiveKEY Resources](#).