

LockBox Exchange Monday Sept. 24 – Wednesday Sept. 26, 2012

Q & A

1. If I have any of the current blue iBoxes, do I have to go to the exchange? **YES**. The current blue iBoxes will no longer work after the exchange. [Click Here](#) for a schedule.
2. Will my current blue/white ActiveKEY work on the new BT iBoxes? **YES**. It will work with the new BT iBoxes. You can keep ActiveKEY if you wish. The ActiveKEY will continue to work on the new BT iBoxes the same way it currently works.
3. Will my eKEY I currently use, my iPhone/adaptor continue to work on the New BT iBoxes? **YES**. There are no changes for you. (See Question 11 for iPhone 5 information).
4. Will my eKEY I currently use with my BlackBerry or Android OS smartphone/key fob continue to work on the new BT iBoxes? **YES**. After the exchange you will no longer need to use your key fob if you have a BlackBerry or Android OS smartphone.
5. If I currently use the eKEY with my BlackBerry or Android OS smartphone/key fob, do I need to make any changes to the software/app or download any new information to open the new BT iBoxes? **NO**. You do not need to make any changes to the software or app, you simply stop using the key fob. There is a slight change in how you open the new BT iBoxes. To open the BT iBox, start the process on your smartphone. When prompted, press up on the bottom of the BT iBox to turn the box on. You will know the BT iBox is activated when you see a red light blinking on the front of the BT iBox. Finish the process as normal.
6. What if I am out of town or otherwise unable to attend? You can send an assistant or another agent in your place to exchange your blue iBoxes.
7. If I send someone else in my place to exchange my blue iBoxes what do they need to bring with them. A state issued ID and an 'Authorization Form' giving them permission to handle the exchange in your absence. [Click Here](#) for the Authorization Form.
8. What do I need to bring to the exchange? A state issued ID, all of your blue iBoxes including those in inventory and those hanging on homes, and a form of payment if you decide to upgrade to the eKEY. (Visa, MasterCard, American Express or checking account).
9. Do I need to know the current shackle codes to my blue iBoxes to turn them in at the exchange? **NO**. At the exchange they will ask you for a 4 digit number so they can program all your 'New' BT iBoxes to the same code.
10. How do I release the shackle on the new BT iBox? It is a similar process to the current blue iBoxes. When prompted by your ActiveKEY or eKEY you will press down on the shackle loop and pull up. The entire shackle will release from the new BT iBox.

11. What if I would like to turn in my blue/white ActiveKEY and use my smartphone as my eKEY? How does this process work? You can complete this process at the exchange. You will need to bring your state issued photo ID, a form of payment (Visa, MC, Amex or Checking Account) to set up your monthly auto withdrawal for your new eKEY service or iPhone Adapter (If Applicable). Supra will issue a credit to you in 6-8 weeks via Credit card or check for the remaining balance left on the ActiveKEY lease totaling \$64.71. Before going to the exchange you want to download the eKEY software on your smartphone.

- iPhone – Select the ‘App Store’ icon, select ‘Search,’ search for ‘Supra eKEY’, then select the app (House with a Key) and tap install. (You will need to know your iTunes Login & password for this process. If you do not know this information, you can reset it from the device).
- Android OS – Select the ‘Play Store’ icon, select ‘Search,’ search for ‘Supra eKEY’, then select the app (House with a Key) and tap install. (You may need to know your gmail Login & password for this process. If you do not know this information, you can reset it from the device).
- BlackBerry – On your phone open the internet browser, type www.ekeymobile.com and download.

12. iPhone 5 compatibility; Apple has announced that the new iPhone 5 can be preordered in September. This new phone has an updated operating system called “iOS 6” and a different connector called “Lightning.” The Lightning connector is much smaller than Apple’s previous 30-pin connector. As a result, the current eKEY iPhone Adapter *will not* plug directly into the new iPhone 5. Apple also announced it will release a 30 pin to Lightning adapter.

Supra is in the process of obtaining an iPhone 5 and Lightning adapter from Apple. Please be advised, until Supra has tested the application and eKEY adapter with Apple’s products, they cannot confirm that they will operate correctly. Supra customers who wish to run the eKEY application on an iPhone 5 may want to consider delaying their purchase of the iPhone 5 until Supra’s testing is complete.

Supra plans to support the iPhone 5. Supra will confirm compatibility as soon as they obtain technical information from Apple and will make engineering changes to their products if required. Supra is also exploring a fob/adapter design that may not require Apple’s Lightning adapter, and will provide more information on that as it becomes available.

You can [Click Here](#) to see when Supra has added the iPhone 5 to the compatibility list.