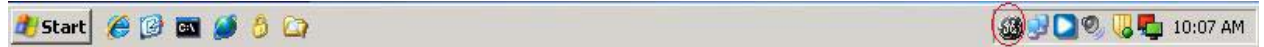


DisplayKEY USB Cradle Software Upgrade Instructions

Please follow the below instructions to validate and upgrade your eSYNC software as necessary. For assistance please contact support at **1-877-699-6787**.

Step 1: Check if you are on the current software version

1. Double click on the task DisplayKEY eSYNC Info taskbar icon



2. After double clicking on the icon you will see the following screen



3. If the application shows **Build v. 1.0.2.24** or higher please disregard the rest of the steps as your software is up to date. If the Build v. is less than 10.0.2.24 please continue to Step 2.

Step 2: Download the newest version of the software from the supraekey.com website.

1. Navigate to <http://www.supraekey.com> and click on the **Software Downloads** link

Real Estate Professionals - The Right Choice



Real estate professionals know that using an organized Multiple Listing Service is the fastest way to find the perfect properties for their buyers. They also understand how easy it is to show those properties and to track activity at their own listings using the networked electronic KeyBox system from Supra.

eKEY for iPhone is here!
Click here to learn more about this exciting new product.

TO CONTACT US:

Call 1-877-699-6787 (5am to 7pm PT, seven days a week) or email to suprasupport@fs.utc.com.

Early reviews are in on eKEY for iPhone. **Click here** to view video.

SupraWEB update is here! **Click here** for brief demo with login information.

Click here to login to SupraWEB



Agents-Log on to SupraWEB

KIMweb has been total redesigned and renamed SupraWEB. Here you can assign and track your keybox inventory. View showing activity at your listings. Create and customize reports to print or email to your clients. Manage your Supra key account online. **Click here** for a SupraWEB Guide.



Log on to SupraNET

For organizations only.

Related Links

- › Agents-Log on to SupraWEB!
- › Certified eKEY Devices
- › Office and Broker Login
- › Order Form
- › eDATA Listing Fields
- › Brochures and Images
- › Log on to SupraNET (For Organizations Only)
- › **Software Downloads**
- › Support Center
- › Self Serve Support for Keyholders

2. Click on **DisplayKEY Downloads**.

Real Estate - Downloads



This link is to provide you with certain software and drivers.

Click on links below to download the drivers and software as needed.

[ActiveKEY Downloads](#)

[DisplayKEY Downloads](#)

[eKEY Downloads](#)

[KeyAdvantage Downloads](#)

[TRACcess Downloads](#)

Related Links

3. Click on **DisplayKEY USB Cradle Software** and select run on the pop up.

Real Estate - Downloads



This link is to provide you with certain software and drivers.

Click on links below to download the drivers and software as needed.

[ActiveKEY Downloads](#)

[DisplayKEY Downloads](#)

[- DisplayKEY USB Cradle Software](#)

[Previous](#)

[eKEY Downloads](#)

[KeyAdvantage Downloads](#)

[TRACcess Downloads](#)

Related Links

Step 3: Install the DisplayKEY USB Cradle Software

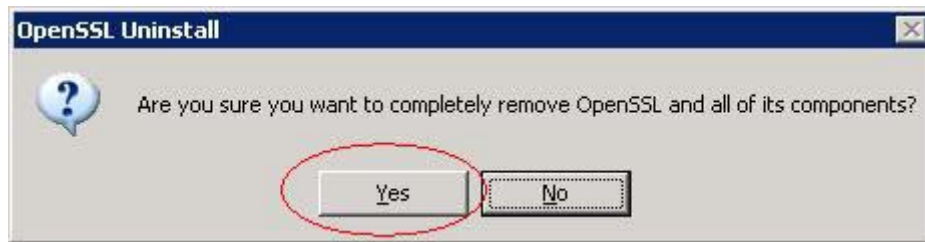
1. Once the download completes you will be presented with the following screen, please click "Next"



2. Please disconnect the USB cable from your cradle at this time and click "Next"



3. Click the “Yes” button when prompted to uninstall OpenSSL



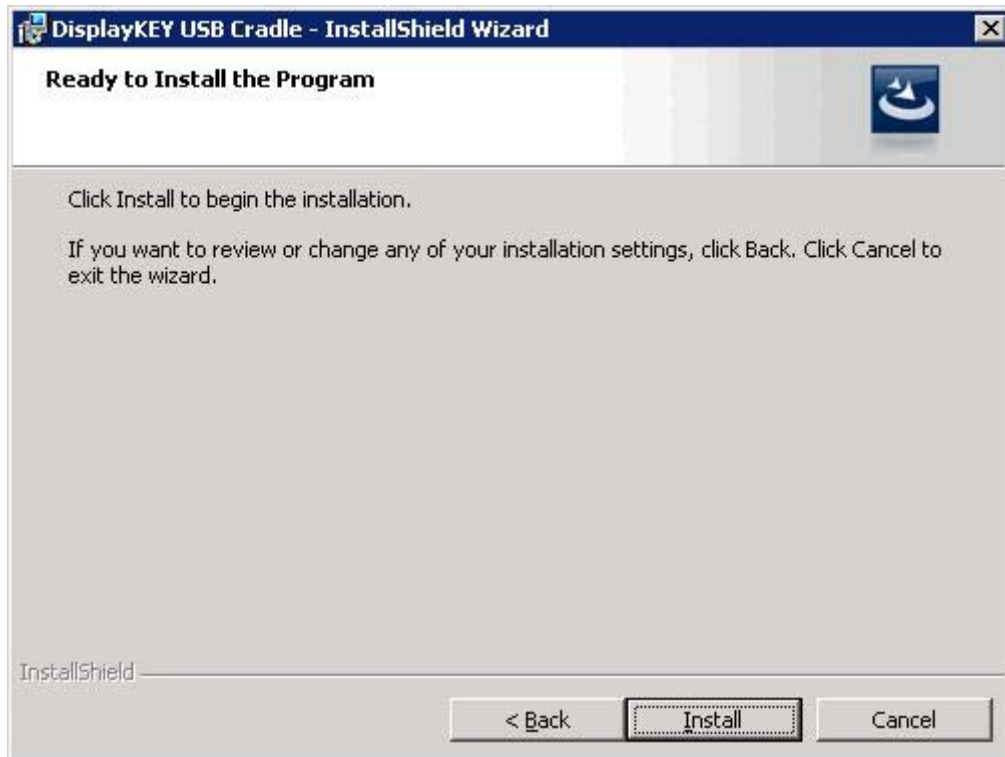
4. Click “OK” when the OpenSSL uninstall is complete



5. Click “Next” to begin installing the new USB Cradle Software the Destination Folder may or may not appear the same as in the below screenshot



6. Click “Install” to begin the install



7. You will get a warning about Windows Logo testing please select "Continue Anyway on the following two screens:

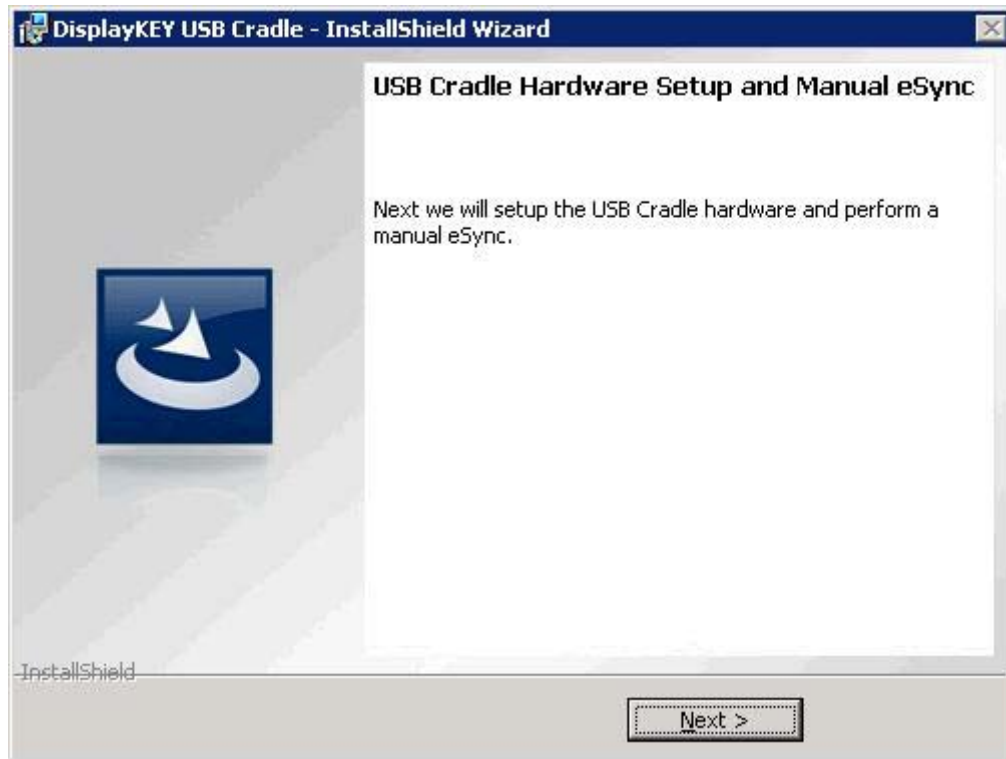




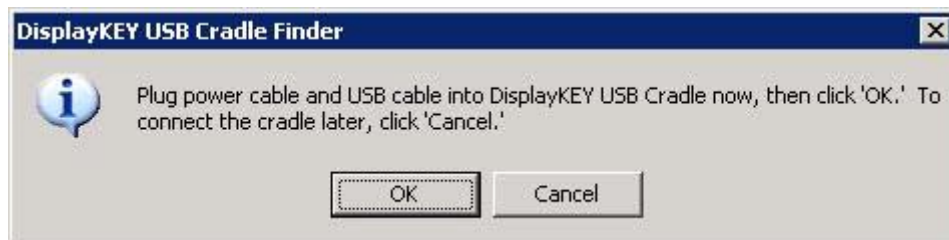
8. Once the progress bar completes you the software will attempt to detect your internet connection please click "Next"



9. The next step will make sure your cradle is detected correctly and perform a test eSYNC please click "Next"



10. At this point please plug the USB cable back into your cradle as indicated on this screen and click "OK"



11. This next screen is an example of how the Power and USB cables should be connected, please click "OK"



12. The software will then attempt to find your cradle once it does please click the "OK" button



13. Now that the cradle has been detected please remove your key from the cradle, and on your key, press "Enter" and scroll down to the screen that says "Manual eSYNC" and press enter it will state "Place Key in Cradle" please do so. Once this is successful please click "Finish"



You have successfully updated your cradle software.