



ARMLS® Support Center Key and Keybox FAQ

Getting Started

Where do I go to purchase a lockbox or lease a key?

There are five locations to purchase a lockbox or lease a key, and they are all open 8:30 am to 5:00pm Monday-Friday. Contact an ARMLS Support Center representative at 480-303-7249 or ARMLSupportcenters@armls.com.

Phoenix

5033 N. 19th Ave., Ste 113
Phoenix, AZ 85015

SE Valley

1363 S. Vineyard
Mesa, AZ 85210

Glendale

17235 N. 75th Ave, Ste E-160
Glendale, AZ 85308

Scottsdale

7585 E. Redfield Rd., Ste 108
Scottsdale, AZ 85260

Tempe

130 S. Priest Dr., Ste 101
Tempe, AZ 85281

What do I need to bring with me?

First, you need to be a member of ARMLS. Then you need to come in with your government-issued photo ID, your MLS login (Agent ID), and an acceptable form of payment.

How long does it take to lease a key or purchase a lockbox?

Plan on spending 30 minutes in our office when you lease a key for the first time. Purchasing a lockbox should take about 10 minutes.

What forms of payment do you take?

All locations accept American Express, Discover, MasterCard, Visa, checks and money orders.

eKEY Service

What types of phones can I use as a key?

Supra is constantly updating the smartphones that are available for use with eKEY service. Please visit www.supraekey.com to see a list of the latest available phones.

What is a fob and which phones will I need one with?

A fob is a small Bluetooth to infra-red converter that allows smartphones that do not have an infra-red function to communicate with our lockboxes.

I want to upgrade from my DisplayKEY to an eKEY. What do I do?

Please bring your DisplayKEY and cradle into one of our locations so that we can cancel the yearly lease on your DisplayKEY and set up your smartphone with the eKEY service. By Fall, 2010 all DisplayKEYS will be replaced with ActiveKEYS, but the ability to cancel the year lease and set up the eKey service will still apply.

I got a new phone. Do I have to come in to your office to get the software set up on it?

As long as you are already signed up for eKEY service, you may re-install the software onto your new phone without coming to one of the offices. Please call Supra technical support at 1-877-699-6787 for assistance.

My phone is lost/stolen/damaged, what can I use for a key until I get my replacement phone?

ARMLS offers a Loaner Key option that can be used for up to ten days while your smartphone is not available to be used as your eKEY. The Loaner Key would be an ActiveKEY that you can use to access listings while you are waiting for your phone to be back up and running. Please call to speak with someone at one of our ARMLS Support Centers for more details.

DisplayKey Service

My key says it is "expired." What does this mean?

This means that your key is not updated for today and cannot be used to open lockboxes until it has been updated. If you are near a cradle you can perform a Manual Esync. If you are not near a cradle, you may have the option to do an Emergency Update. An Emergency Update Code will update your key for the day without a cradle. However, you can only obtain an Emergency Update Code two times before you will be forced to update your key on a cradle. Once all DisplayKEYS are replaced with ActiveKEYs by Fall, 2010, your key will be updated wirelessly.

Can I use a cradle other than my own?

Yes, you may update your DisplayKEY on any available phone or USB cradle. The ActiveKEY which will replace all DisplayKEYS by Fall, 2010, is wireless and will not use a cradle.

How can I clear the display on my dKEY, for example when it is stuck in "Searching" mode?

Press down the "1" and the "ENTER" buttons simultaneously and then release.

What are my options if my DisplayKEY is not working?

Please contact Supra Technical Support at 1-877-699-6787 or visit one of the local Support Centers with government-issued photo ID to help resolve the issue.

What are my options if my DisplayKEY is lost or stolen?

Please visit one of the local Support Centers with government-issued photo ID to get a new key at no cost to you. DisplayKEYs are fully under warranty for loss, theft or damage.

Keyboxes

I just purchased a Keybox from another agent, how do I take ownership of it?

Please call any of our Support Centers so we can get you a Transfer Form. We need a signature from both you and the person who was the owner of the lockbox in order to transfer it.

How can I view my Keybox activity?

To view Keybox activity online, please visit www.supraekey.com and click the link to log into SupraWeb. For any questions or problems, please call Supra Technical Support at 1-877-699-6787.

What is a CBS code and how do I find out what mine is?

CBS stands for Call Before Showing and is used mainly for affiliate members. Affiliates will not be able to access your Keybox until you give them the CBS code – a seven digit code programmed into your Keybox. If you do not know what your CBS code is, you can log onto SupraWeb or call one of the Support Center offices.

Why does my CBS code say it is “disabled” when I look on SupraWeb?

The majority of the time, Disabled is the status that you want for your CBS code. If a CBS code is enabled, every single person trying to access your Keybox is going to need to call you and get your CBS code not just Affiliate members.

What are my options if my Keybox is defective?

If the Keybox is not on a listing, or can be easily removed from the listing, please bring it into any of our Support Centers to be repaired or replaced. If a Keybox is on a listing and cannot be removed, please contact the Support Centers with the Keybox serial number so they can instruct you on the procedure for removal. Keyboxes are covered under a full warranty for defects.

I have found a Keybox, what do I do next?

Please contact the Support Centers with the lockbox serial number and we will instruct you on the next steps to take.

Billing**What are my options to pay my DisplayKey/ActiveKEY yearly renewal? What time of the year is it due?**

The DisplayKey billing is organized and facilitated through Supra. Due to this, we do not accept renewal payments at the local Support Centers. The yearly key renewal is due every year by September 21st.

My credit card is expired/lost/stolen or I want to update which card is used for my monthly eKEY charge. How can I change this information?

All billing for the eKEY is through Supra and cannot be changed at the Support Centers. You may contact Supra Billing Support at 1-877-699-6787, or at www.supraekey.com and log into Agent WebPay.

Misc.**I am getting out of the business, what do I do with my Supra key?**

Please bring your Key and accessories ~~erase~~ into one of our locations so that we can cancel the yearly lease.

Who can I call during the weekend or after hours with problems?

If the problem is related to your DisplayKEY, ActiveKEY, eKEY or Keybox, please call Supra Technical Support at 1-877-699-6787. If the problem is with ARMLS, please call the Helpdesk line at 480-338-7020 between 9:00am and 1:00pm on Saturday.