

# Important Announcement Regarding Supra Keys

ARMLS Subscribers who use a Supra DisplayKEY or Supra eKEY please note that as of **May 28<sup>th</sup>, 2008**, the number of emergency update codes available via KIM Voice or KIM Web will change from 4 to 2.

Remember, an **Emergency Update** is defined as updating your DisplayKEY or eKEY (smart-phone/PDA) using an emergency update code from KIM Voice (1-888-968-4032) or KIM Web ([www.supraeKEY.com](http://www.supraeKEY.com)). Also remember, that as soon as a manual or overnight eSync is completed the number of emergency updates will be reset back to 2.

A benefit of this change is the increased accuracy of the showing information. Now you will have even greater visibility of who has accessed your listings and you will be able to use this information for improved marketing and client service.

These changes do **not** affect manual eSyncs or the automatic-nightly eSyncing process.

If you are having difficulty eSyncing your key on a regular basis, please contact one of the local Supra Offices to see what options are available to assist you.

## **Supra Phoenix Office**

5033 North 19<sup>th</sup> Ave.  
Suite 113  
Phoenix, AZ 85015  
602-973-2100

## **Supra SE Valley Office**

777 West Southern Ave.  
Suite C-315  
Mesa, AZ 85210  
480-835-7500

## **Supra Scottsdale Office**

7585 East Redfield Rd.  
Suite 108  
Scottsdale, AZ 85260  
480-348-5500

## **Supra Glendale Office**

17235 North 75<sup>th</sup> Ave.  
Suite E-160  
Glendale, AZ 85308  
623-878-3773

In addition, Supra Technical Support can assist you at 1-877-699-6787.

### **Special note for DisplayKEY users only:**

We recently updated the phone number that your key uses to communicate with our computer system. Please take a moment to verify that your key was updated with this new number. To verify please:

Press **enter** on your DisplayKEY

Press the **down arrow** till you get to the screen "ESYNC PHONE #"

Press **enter**

Press **1** to check the phone number

If your Phone 1 is a "800" number, please press **enter**, and your key will say "successful".

If it is a "602" number, please call your local Supra Office for assistance.

**We apologize for any inconvenience these changes may cause.**

**GE Security/Supra**