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USB Cradle Overview

First, verify the computer system meets the requirements listed below. Second, install the DisplayKEY USB cradle software drivers onto the computer before connecting the cradle to the computer.

System Requirements

Before installing the software, make sure the system meets the following requirements.

- Windows 8 operating system, Windows 7, Windows XP, Windows Vista, or Windows 2000 Professional (all platforms 32-bit or 64-bit)
- 15 MB of free disk space
- Available USB port
- Open Internet connection

Install Software and Connect Cradle

Navigate to www.traccessmanager.com to download the DisplayKEY USB cradle software, and select Downloads and Resources. Select the download for your computer.

The application is based on the default language of the computer’s Operating System (OS), if supported.

Figure 1. DisplayKEY USB cradle setup

Note: With Windows 8, 7, and Vista, disable the User Account Controls. Windows XP users may encounter one or more Installation Warning messages during the installation. Click Continue Anyway if you encounter this message.

1. Depending on the computer system, select DisplayKEY Cradle USB Software 32-bit or DisplayKEY Cradle USB Software 64-bit link.

2. When prompted by the install wizard to set up the cradle, use the provided USB cable to connect the cradle to an open USB port on the computer.

3. Follow the onscreen instructions.
   a. If prompted to perform a Windows update to search for the software, select Yes, this time only then click Next.
   b. On the next screen, select Install automatically and click Next to complete the installation.

4. Click OK in the DisplayKEY USB Cradle Finder window to complete the cradle installation.
Modify the DNS

This section is applicable to customers who are required to change their Domain Name Server (DNS) setting. The organization’s system administrator will provide the keyholder with the specific DNS information.

1. Right click the Supra icon in the lower right corner of the computer screen and select **Restore**.

2. Select **Edit Settings**.

3. In the **DisplayKEY eSYNC Settings** pop-up window, select the **DNS Settings** tab.
4. Enter the IP server address to your database or server.
5. Select the OK button.

**Manual eSync**

Perform a manual eSync to verify that the installation was successful.

1. Press the enter button to turn on the DisplayKEY.
2. Scroll to **MANUAL ESYNC** and press enter.
3. Place the DisplayKEY in the cradle.

**Note:** *Entering the 4-digit PIN code is a one-time step per computer. If the PC Sync Application is re-installed, the 4-digit PIN code will have to be re-entered.*

4. When prompted on the computer, type in the 4-digit PIN code.

**Multiple USB Cradles**

Depending on the USB port availability, up to five (5) DisplayKEY USB cradles can be connected to a computer at one time. To add an additional cradle to a computer after the initial installation, follow the instructions in “Install Software and Connect Cradle” on page 1, step 4.

After Windows installs the driver for the cradle, select **Start > Programs > Supra > USB Cradle Finder** and follow the onscreen instructions.

**Use the DisplayKEY USB Cradle**

After a successfully manual eSync is performed, the cradle is ready for the DisplayKEY to eSync automatically each night through your Internet connection.

For the DisplayKEY to perform the automatic update, the computer must be on and have a live Internet connection. You do not need to be logged on. If the computer is in Sleep/Standby or Hibernation mode an eSync will not occur.

Do not disconnect the cradle from the computer while the DisplayKEY is performing an eSync. It is safe to disconnect the cradle at any other time.
Internet Configuration

The cradle software automatically detects and uses a proxy server during the eSync process. If unable to eSync due to server connection failures, you may need to change the Internet connection settings.

To change the Internet connection settings, double click the Supra icon in the lower right corner of the computer screen to open the DisplayKEY eSYNC Info window, and then click Edit Settings. For assistance, contact the Support Team at 1-877-699-6787.

Regulatory Compliance

United States (FCC)

This device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Canada (IC)

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

European Union (CE)

This Class B digital apparatus conforms to the requirements of the following EU directives:


Australia / New Zealand

This apparatus fully complies with ACMA requirements and is C-Tick marked.