Supra

TRACcess® DisplayKEY
Quick Guide

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www.traccessmanager.com

Downloads and Resources

Supra
United Technologies

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Quick Start

DisplayKEY Buttons

The DisplayKEY electronic key works with the Supra® TRACcess® Manager system. Each DisplayKEY has a 4-digit PIN code that allows authorized users to access TRACcess devices. The DisplayKEY functions are supported in six (6) different languages: English, French, Spanish, German, Italian, and Portuguese.

enter	Turns the key on, selects a menu option, or accepts a code. Press enter a second time and hold for 2 seconds to turn on the backlight.
Up and Down arrows	Scroll up and down throught the menu.
enter + 1	Exit from a function or submenu.

Connect Cradle

The software must be loaded on the computer before connecting the cradle. The DisplayKEY cradle charges and updates the DisplayKEY. The light on the front of the cradle is **green** when the DisplayKEY is connected and charging, **amber** when the DisplayKEY and cradle are communicating, and **red** when an eSync is occurring.

USB Cradle

Go to the *"USB Cradle Installation Instructions" on page 3* and follow the instructions to install and connect the DisplayKEY cradle software.

Analog Cradle

Step	Action
Note: *The cradle can act as a splitter. Plug the phone cord from the telephone into the open port on the back of the cradle.*	
1.	Insert one end of the provided phone cord into one of the two phone ports on the back of the cradle.
2.	Insert the other end of the phone cord into an open analog phone line.
3.	Insert the provided AC adapter into the AC connector and plug the cradle into an electrical outlet.

Perform an eSync

There are two (2) different ways to perform an eSync. The eSync is complete when the **KEY UPDATED** status is displayed.

- **Automatic eSync** - place the DisplayKEY on the cradle before midnight each night. *Important! The cradle must be connected to a power source and either an open Internet connection or open phone line.*

- **Manual eSync** - an eSync performed at any time to update the DisplayKEY.

Step	Action
1.	Press **enter** to turn on the DisplayKEY.
2.	Press the arrow buttons to scroll to the **MANUAL ESYNC** menu option and press **enter**.
3.	Place the DisplayKEY in the cradle.

Battery Status

Step	Action
1.	Press **enter** to turn on the DisplayKEY.
2.	Scroll to the **BATTERY STATUS** menu option and press **enter**.

Enter an Access Code

To access the TRACcess device, obtain an access code from the system administrator and enter it into the DisplayKEY.

Step	Action
1.	On the DisplayKEY, press **enter** to turn it on.
2.	Scroll to the **INPUT UPDATE OR ACCESS CODE** menu option and press **enter**.
3.	Press **2** to select **ACCESS CODE**.
4.	Enter the access code and press **enter.**

Obtain and Enter Update Code

Before the DisplayKEY eSync is required you can obtain a one-time emergency update code.

Step	Action
1.	For the Americas, call 1-888-968-4032.
2.	When prompted, enter into the phone keypad the DisplayKEY serial number and PIN code and press the **#** sign.
3.	Press **1** on the phone for an update code.
4.	On the DisplayKEY, press **enter** to turn it on.
5.	Scroll to the **INPUT UPDATE OR ACCESS CODE** menu option and press **enter**.
6.	Enter the update code and press **enter**.

Open Device

Bluetooth® devices use the infrared interface to communicate with the DisplayKEY and do not need to place the key in the device bezel to operate.

- For Bluetooth devices, turn on the device (if required) and aim the DisplayKEY at its infrared port.

- For classic TRACcess devices, insert the DisplayKEY into the bezel on the device.

DisplayKEY Menu Options

- OPEN DEVICE	- READ DEVICE	- ERROR CODES	- SELECT LANGUAGE
- INPUT UPDATE OR ACCESS CODE	- REVIEW MESSAGES	- BATTERY STATUS	- MANUAL ESYNC
- RELEASE SHACKLE	- ESYNC PHONE #	- VIEW LAST ENTRY	

Basic Start Up

To reset the DisplayKEY press **enter** and the number **1** at the same time.

Step	Action
1.	Press **enter** to turn on the DisplayKEY.
2.	Scroll to the **OPEN DEVICE** option and press **enter**.
3.	Enter the 4-digit PIN code and press **enter**.

Open TRAC-Box BT Smart & TRAC-Lock BT Smart (including TRAC-Lock with Alarm Interface)

Step	Action
1.	Press the button on the device to turn it on, if required.
2.	Aim the DisplayKEY at the device infrared port.

Open and Close a TRAC-Lid BT Smart

Step	Action
1.	Press the button on the device to turn it on.
2.	When the light flashes, move the thumb lever counter-clockwise 90° until it stops.
3.	Grasp the TRAC-Lid by its sides and pull to remove.
4.	To close, place the TRAC-Lid in the TRAC-Vault and turn the thumb lever clockwise 90° until it stops.

Open and Close a Classic TRAC-Lid

Step	Action
1.	Move the thumb lever counter-clockwise 180° to a horizontal position with the flat side down.
2.	Grasp the TRAC-Lid by its sides and pull to remove.
3.	To close, place the TRAC-Lid in the TRAC-Vault and turn the thumb lever clockwise 180° until the flat side is vertical.

View Last Entry

If the keys are missing after opening a device, display the last time the device was accessed with *View Last Entry*.

Step	Action
1.	Press **enter** to turn on the DisplayKEY.
2.	Scroll to the **VIEW LAST ENTRY** menu option and press **enter**.
3.	Press **enter** to view the company name and phone number.

USB Cradle Installation Instructions

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.
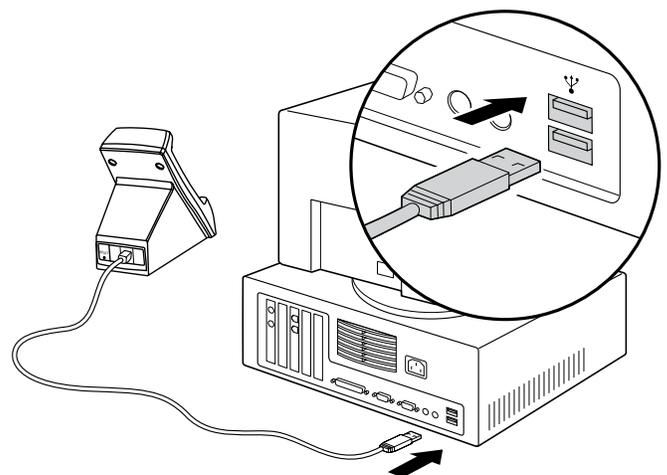
System Requirements

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

- Windows® 10 operating system (64-bit), Windows 8, Windows 7, Windows XP, Windows Vista, or Windows 2000 Professional (all platforms 32-bit or 64-bit unless otherwise noted)

- 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.

*Note: With Windows 10, 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.*

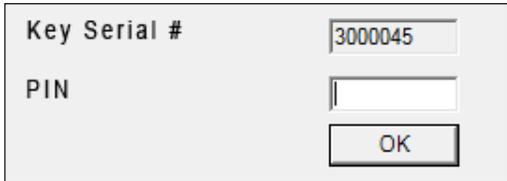| Step	Action
1.	Depending on the computer system, select **DisplayKEY Cradle USB Software 32-bit** or **DisplayKEY Cradle USB Software 64-bit** link.
2.	When prompted by the install wizard to set up the cradle, use the provided USB cable to connect the cradle to an open USB port on the computer.
3.	Follow the onscreen instructions. • If prompted to perform a Windows update to search for the software, select **Yes**, this time only then click **Next**. • 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.

Step	Action
1.	Right click on the Supra icon in the lower right corner of the computer screen and select **Restore**.
2.	Select **Edit Settings**.
3.	In the *DisplyKEY eSYNC Settings* pop-up window, select **Proxy Settings**.
4.	Select **Use Internet Explorer Settings** and **OK**.
5.	Select **DNS Settings**.

6.	Enter the IP server address to your database or server.
	tmdkey.suprakim.com
7.	Select the **OK** button.
	OK Cancel

Manual eSync

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

Step	Action
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.
	Key Serial # 3000045
	PIN
	OK

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 3, 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, then click **Edit Settings**. For assistance, contact the Support Team at 1-877-699-6787.

Regulatory Compliance

RoHS compliant products are available in some countries.

<u>United States (FCC)</u>

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.

<u>Canada (IC)</u>

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

<u>European Union (CE)</u>

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

1. R&TTE Directive (1999/5/EC)
2. WEEE Directive (2002/96/EC)

<u>Australia / New Zealand</u>

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