

TRACcess[®] eKEY[®] Application

Quick Guide



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www.traccessmanager.com
Downloads and Resources

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Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at www.traccessmanager.com.

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Guide Overview

When the TRACcess® eKEY® software application is downloaded it accesses TRACcess devices using the Android™, Apple®, or BlackBerry® (BlackBerry 10 is not supported at this time). If the product uses a BlackBerry older than OS 4.5, install the app from eKEY (www.ekeymobile.com) smartphone or tablet. Communication between the phone or tablet and the TRACcess device takes place using an infrared or Bluetooth® signal. There are three (3) series of TRACcess devices: TRAC-Box, TRAC-Lock, and TRAC-Lid (TRAC-Vault). Each series has low energy Bluetooth (BT) Smart devices and original Bluetooth (BT) devices that work with the TRACcess eKEY app.

The TRACcess eKEY application allows the user to:

- Open a TRACcess Bluetooth device
- Enter a job note
- Update TRACcess eKEY app to receive device access permissions
- Read a TRACcess device to view its access history
- View a TRACcess device's recent activity
- Assign a site ID to a TRACcess device

The TRACcess eKEY app connects regularly to the Supra network using your cellular Internet service. During the connection, the TRACcess eKEY app uploads access records to the Supra network and downloads TRACcess device access permissions.

The eKEY app is available in several different languages (English, French, Spanish, German, Italian, and Portuguese) for Android and Apple devices. The eKEY app only supports English, French, Spanish, and German languages for BlackBerry devices. It will convert to the language that the device is currently set, if the language is offered.

Depending on the platform, there are several icons on the menu home page that complete functions or access information.

- Open Device
- Last Access
- Device History
- Flashlight
- Install
- Help
- Job Note
- Leave Site
- Update Key
- Settings
- About

To find a complete list of compatible phones and tablets visit www.traccessmanager.com and click the *Downloads and Resources* link or go to your company's TRACcess Manager website. The TRACcess eKEY app is installed using the phone app store.

TRACcess Devices

The section "*TRACcess eKEY Icons*" on page 8 describes in more detail how to open the different TRACcess devices.

TRAC-Box BT Series

The TRAC-Box BT series includes the TRAC-Box BT Smart and the TRAC-Box BT devices. They are electronic keyboxes that are placed at a site and holds a mechanical key or access card to the site. TRAC-Box devices can be ordered as a wall mount unit or with a shackle.

TRAC-Lock BT & TRAC-Station BT Series

The TRAC-Lock BT series includes the TRAC-Lock BT Smart and the TRAC-Lock BT devices. They are electrified, battery-operated, locksets placed on doors. A solid red light indicates the TRAC-Lock batteries are low and may not have enough battery power to release the door lock. If this happens, contact the system administrator.

TRAC-Lid BT Smart Series (TRAC-Vault)

The TRAC-Lid BT Smart is an electronic lid (TRAC-Lid) with a vault (TRAC-Vault) that is placed at a site and to hold mechanical keys or access cards to the site.

Supra eKEY Fob

The Supra eKEY Fob is a device used to translate the Bluetooth signal from the smartphone or tablet device to an infrared signal that can be recognized by the TRACcess device for all platforms. Android and BlackBerry phones and tablets do not need an eKEY Fob to communicate with Bluetooth devices. Older Apple products will require a eKEY Fob to open all Bluetooth devices. **Note:** *Some Apple products (iPhone 4s and newer) can communicate with most TRACcess BT Smart devices using Bluetooth. For older Apple products to open TRACcess BT Smart devices a Supra eKEY Fob is required.*

TRACcess Device	Android and BlackBerry	iPhone 3 and 4, and iPad® 2	iPhone 4s - 5s, iPad Mini™, and Retina iPad
Bluetooth (BT) Smart	No Fob	Fob	No Fob
Bluetooth (BT)	No Fob	Fob	Fob

Requirements

Data usage is approximately 15 kilobytes for each device access and between 15 and 800 kilobytes for the daily eSYNC depending on the number of device permissions (1 to 20,000).

- Smartphone or tablet with Android OS 2.1 or greater, Apple iOS 6.0 or greater, or BlackBerry OS 5 or greater
- Data plan on smartphone or tablet through cellular provider; unlimited data plan recommended

Quick Start

The purpose of this section is to quickly get started with your TRACcess eKEY application. Android, Apple, BlackBerry platform sections are listed below.

Android	Apple	BlackBerry
<p>Install eKEY Application</p> <ol style="list-style-type: none"> 1. On the Android, tap the app store. 2. Search for TRACcess eKEY and select the app. 3. Tap INSTALL. 4. Accept the <i>App permissions</i> and tap OK. 5. Tap Open or open the eKEY app from the Android's applications list. 	<p>Install eKEY Application</p> <ol style="list-style-type: none"> 1. On the Apple device, tap the app store. 2. Search for TRACcess eKEY and select the app. 3. Download the app. 4. Tap Open. 5. Tap Yes or No to allow TRACcess eKEY to use your location. 	<p>Install eKEY Application</p> <ol style="list-style-type: none"> 1. On the BlackBerry, open the app store. 2. Search for TRACcess eKEY and select the app. 3. Download the app. 4. If the application asks to confirm permission changes, press the Menu button and then Save. 5. Select Open.
<p>Authorize eKEY App</p> <ol style="list-style-type: none"> 1. Enter your 30-digit authorization code. 2. Select the link to view the End User License Agreement (EULA). 3. Select the box to agree to the EULA. 4. Tap Authorize. <p>The eKEY app uses the phone to connect to the TRACcess System to authorize and update the app. In some cases the administrator will give a separate DNS address. If required, follow the steps below to enter the specific eKEY server address.</p> <ol style="list-style-type: none"> 1. Enter the eKEY server address and tap Continue. If you mistype, repeat this step. 2. Tap Authorize. 	<p>Authorize eKEY Application</p> <ol style="list-style-type: none"> 1. Enter your 30-digit authorization code. 2. Select the link to view the End User License Agreement (EULA). 3. Select the box to agree to the EULA. 4. Tap Authorize. <p>The eKEY app uses the phone to connect to the TRACcess System to authorize and update the app. In some cases the administrator will give a separate DNS address. If required, follow the steps below to enter the specific eKEY server address.</p> <ol style="list-style-type: none"> 1. Enter the eKEY server address and tap Continue. If you mistype, repeat this step. 2. Tap Authorize. 	<p>Authorize eKEY Application</p> <ol style="list-style-type: none"> 1. Enter your 30-digit authorization code and select Next. 2. Select Finish. <p>In some cases the administrator will give a separate DNS address. If required, follow the steps below to enter the specific eKEY server address.</p> <ol style="list-style-type: none"> 1. Enter the eKEY server address and press Continue. If you mistype, repeat this step. 2. Select Authorize.
<p>Update eKEY Application</p> <p>Open the eKEY application to perform an update.</p>	<p>Update eKEY Application</p> <p>Open the eKEY application to perform an update.</p>	<p>Update eKEY Application</p> <p>Open the eKEY application to perform an update.</p>
<p>Manual Update</p> <p>When in cell range, press the Update Key button. When out of cell range, contact your system administrator to obtain the emergency update code. The number of sequential update codes allowed is limited before a wireless update must be performed.</p>	<p>Manual Update</p> <p>When in cell range, press the Update Key button. When out of cell range, contact your system administrator to obtain the emergency update code. The number of sequential update codes allowed is limited before a wireless update must be performed.</p>	<p>Manual Update</p> <p>When in cell range, press the BlackBerry Menu button and select the Update Key link. When out of cell range, contact your system administrator to obtain the emergency update code. The number of sequential update codes allowed is limited before a wireless update must be performed.</p>

Android	Apple	BlackBerry
<p>Manual Update, cont'd</p> <ol style="list-style-type: none"> 1. Press the Android Menu button. 2. Tap Emergency Update and enter the update code. 3. Tap Update Key and then OK. 	<p>Manual Update, cont'd</p> <ol style="list-style-type: none"> 1. Tap Update and then Emergency Update Code. 2. Enter the update code. 3. Tap Update Key and then OK. 	<p>Manual Update, cont'd</p> <ol style="list-style-type: none"> 1. Press the BlackBerry Menu button. 2. Select Emergency Update. 3. Enter the update code and press OK.
<p>Supra eKEY Fob</p> <p>An eKEY Fob is not required for TRACcess BT Smart and TRACcess BT devices which use Bluetooth to communicate.</p> <ol style="list-style-type: none"> 1. Press and hold the power button until the green light flashes to turn on. 2. Point the fob towards the infrared port on the TRACcess device. 	<p>Supra eKEY Fob</p> <p>An eKEY Fob may be required for TRACcess BT Smart and TRACcess BT devices depending on the iOS of your device.</p> <ol style="list-style-type: none"> 1. Press and hold the power button until the green light flashes to turn on. 2. Point the fob towards the infrared port on the TRACcess device. 	<p>Supra eKEY Fob</p> <p>An eKEY Fob is not required for TRACcess BT Smart and TRACcess BT devices which use Bluetooth to communicate.</p> <ol style="list-style-type: none"> 1. Press and hold the power button until the green light flashes to turn on. 2. Point the fob towards the infrared port on the TRACcess device.
<p>Open Device</p> <p>For TRAC-Box devices only, press up on the bottom of the TRAC-Box to turn on the Bluetooth. Do not turn on the TRAC-Box to use infrared.</p> <ol style="list-style-type: none"> 1. On the Android, tap Open Device. 2. Press the button on the TRACcess device to turn it on, or to use infrared, turn on the eKEY Fob. 3. Enter your 4-digit PIN and select Begin. 4. Upon success, open the device. <p><i>Tip: On some Android phones and tablets, tap on the Bluetooth icon and drag the pairing alert down the first time a TRACcess device is accessed, accept the pairing, and enter the 0000 passcode.</i></p>	<p>Open Device</p> <p>For TRAC-Box devices only, press up on the bottom of the TRAC-Box to turn on the Bluetooth. Do not turn on the TRAC-Box to use infrared. For iPhone 4 and older models, turn on the eKEY Fob. Point the infrared lens on the eKEY Fob at the infrared lens on the TRACcess device.</p> <ol style="list-style-type: none"> 1. Tap Open Device. 2. Press the button on the TRACcess device to turn it on, or if using infrared, turn on the eKEY Fob. 3. Enter your 4-digit PIN and tap Begin. 4. Upon success, open the device. 	<p>Open Device</p> <p>For TRAC-Box devices only, press up on the bottom of the TRAC-Box to turn on the Bluetooth. Do not turn on the TRAC-Box to use infrared.</p> <ol style="list-style-type: none"> 1. On the BlackBerry, select the Open Device icon. 2. Enter your 4-digit PIN and select Begin. 3. Press the button on the TRACcess device to turn it on. If using infrared, turn on the eKEY Fob. 4. Upon success, open the device. <p>After performing an <i>Open</i> function, delete the keybox pairing.</p> <ol style="list-style-type: none"> 1. Select Bluetooth List. 2. Select the SUPRA DEVICE from the list of paired devices. 3. Select Delete Device and then select Delete. 4. Press the Escape key.
<p>Access Code</p> <p>If temporary access to a device is needed, obtain an access code from the system administrator. To open a device that requires an access code, select Open Device, enter your PIN code followed by the access code.</p>	<p>Access Code</p> <p>If temporary access to a device is needed, obtain an access code from the system administrator. To open a device that requires an access code, select Open Device, enter your PIN code followed by the access code.</p>	<p>Access Code</p> <p>If temporary access to a device is needed, obtain an access code from the system administrator. To open a device that requires an access code, select Open Device, enter your PIN code followed by the access code.</p>

Android	Apple	BlackBerry
<p>Leave Site</p> <p>Select Leave Site after accessing a device and leaving the site. The record of leaving the site is sent to the TRACcess system.</p>	<p>Leave Site</p> <p>Select Leave Site after accessing a device and leaving the site. The record of leaving the site is sent to the TRACcess system.</p>	<p>Leave Site</p> <p>Select Leave Site after accessing a device and leaving the site. The record of leaving the site is sent to the TRACcess system.</p>
<p>Read Device History</p> <p>The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed.</p> <ol style="list-style-type: none"> 1. Tap Device History. 2. Enter the device code. 3. Tap Begin. 4. Turn on the TRACcess device. 5. Tap Done to view the activity and select an activity event to view detailed information. 	<p>Read Device History</p> <p>The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed.</p> <ol style="list-style-type: none"> 1. Tap Device History. 2. Enter the device code. 3. Tap Begin. 4. Turn on the TRACcess device. 5. Select Done to view the activity and select an activity event to view detailed information. 	<p>Read Device History</p> <p>The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed.</p> <ol style="list-style-type: none"> 1. Select the BlackBerry Menu button and then scroll to Read Activiy. 2. Enter the device code and select Begin. 3. Turn on the TRACcess device. 4. Select Done to view the activity and select an activity event to view detailed information.
<p>Last Access</p> <ol style="list-style-type: none"> 1. Tap Last Access and the three (3) most recent access events are displayed. 2. Tap an activity event to view detailed information.. 	<p>Last Access</p> <ol style="list-style-type: none"> 1. Tap Last Access and the three (3) most recent access events are displayed. 2. Tap an activity event to view detailed information. 	<p>Last Access</p> <ol style="list-style-type: none"> 1. Tap Last Access and the three (3) most recent access events are displayed. 2. Tap an activity event to view detailed information.

TRACcess eKEY Application

Authorize TRACcess eKEY App

An existing keyholder can get an authorization code from their system administrator or by using their company's TRACcess Manager Mobile Web website from the phone.

Android	Apple	BlackBerry
Reset an Authorization Code <ol style="list-style-type: none">1. Get an authorization code from your system administrator or your company's TRACcess Manager Mobile Web website.2. Tap About.3. Tap the Android Menu button.4. Tap Reset Authorization and Yes.5. If required, enter the eKEY DNS server address and press Continue.6. Enter your 30-digit authorization code.7. Read and tap the box to agree to the EULA.8. Tap Authorize.	Reset an Authorization Code <ol style="list-style-type: none">1. Get an authorization code from your system administrator or your company's TRACcess Manager Mobile Web website.2. Tap About.3. Tap Reset Authorization and select Yes.4. If required, enter the eKEY DNS server address and press Continue.5. Enter your 30-digit authorization code.6. Slide the button to agree to the EULA.7. Tap Authorize.	Reset an Authorization Code <ol style="list-style-type: none">1. Get an authorization code from your system administrator or your company's TRACcess Manager Mobile Web website.2. Press the BlackBerry Menu and select Settings.3. Press the BlackBerry Menu and select Reset Authorization.4. Select Yes.5. If required, enter the eKEY DNS server address and press Continue.6. Enter your 30-digit authorization code and select Next.7. Select Finish.

Add a Bookmark

General bookmarking instructions are provided to create a bookmark on the smartphone or tablet's home screen or favorites. For more information on how to bookmark for your specific device, review the device's *User Manual*.

Android	Apple	BlackBerry
Android devices vary depending on the manufacturer. <ol style="list-style-type: none">1. Browse for the company's TRACcess Manager Mobile Web website.2. Select the Android's Menu button.3. Tap Add to Home Screen.4. Tap Add. The icon displays, press and hold the icon to drag it to where you want it placed.	<ol style="list-style-type: none">1. Browse for the company's TRACcess Manager Mobile Web website.2. Tap the Apple's Share button at the bottom of the screen.3. Tap Add to Home Screen.4. At the top right corner of the screen, click Add. The icon displays, press and hold the icon to drag it to where you want it placed.	<ol style="list-style-type: none">1. Browse for the company's TRACcess Manager Mobile Web website.2. Select the BlackBerry Menu button and Add to Home Screen.3. Click Add.

Update

When the TRACcess eKEY application software is updated it downloads permissions for devices and will allow use of the application on the phone or tablet.

The TRACcess eKEY app automatically updates (for Androids and BlackBerrys) each night by connecting to the TRACcess Manager network using the phone or tablet's Internet service. In order for an automatic update to occur, the phone or tablet needs to be turned on and in cell coverage. Apple products do not update automatically, open the application to update.

The TRACcess eKEY app will not update if the automatic update in the *Settings* function was turned off, the phone or tablet was turned off, or it was out of cell coverage during the automatic nightly update. The next time the TRACcess eKEY app is opened, it will check for cell coverage and attempt to update.

Open the eKEY app to verify the software has been updated. On an Android or Apple device, the Update icon shows a red X through the icon when the TRACcess eKEY app is expired. On a BlackBerry device, the key expired icon shows in the upper right corner of the screen.

Manual Update

Update the TRACcess eKEY app manually, either by doing a wireless update or by entering an emergency update code. If the eKEY app is expired and you are in cell coverage, you can do a wireless manual update. The number of consecutive emergency update codes allowed is limited. Once the update code limit is reached, the eKEY app must do a wireless update before you can obtain any additional update codes. It is best to update the key while in cell coverage before leaving the area.

In Cell Coverage		
Android	Apple	BlackBerry
<ol style="list-style-type: none">1. Open the TRACcess eKEY application.2. Tap Update Key.	<ol style="list-style-type: none">1. Open the TRACcess eKEY application.2. Tap Update.	<ol style="list-style-type: none">1. Open the TRACcess eKEY application.2. Press the BlackBerry Menu button and select Update Key then press the trackpad.

Out of Cell Coverage		
Android	Apple	BlackBerry
<ol style="list-style-type: none">1. Contact your system administrator to get an upgrade code.2. Open the TRACcess eKEY app.3. Tap Menu and select Emergency Update.4. Enter the update code.5. Tap Update Key.	<ol style="list-style-type: none">1. Contact your system administrator to get an upgrade code.2. Open the TRACcess eKEY app.3. Tap Update Key and select Emergency Update Code.4. Enter the update code.5. Tap Update.	<ol style="list-style-type: none">1. Contact your system administrator to get an upgrade code.2. Open the TRACcess eKEY app.3. Press the BlackBerry Menu and select Emergency Update.4. Enter the update code.5. Press the trackpad and then OK.

Access Code

If temporary access to a device is needed, obtain an access code from your system administrator.

1. Press the **Open Device** button.
2. Enter your PIN code.
3. Enter the access code.
4. Depending on the phone platform, press **Begin** or the check mark.

TRACcess eKEY App Icons

Below are the TRACcess eKEY app functions and the corresponding icons.



Open Device

This function allows access to a TRACcess device at a site using Bluetooth or infrared. **Note:** *If using infrared, do not turn on the Bluetooth. Instead, turn on the eKEY Fob and point the infrared lens on the fob at the infrared lens on the TRACcess device.*

Android	Apple	BlackBerry
<p>TRAC-Box BT Smart</p> <ol style="list-style-type: none"> 1. Tap Open Device. 2. For Bluetooth, press up on the bottom of the TRAC-Box to turn it on. 3. Enter the 4-digit PIN. 4. Tap Begin. 5. Press up on the bottom of the TRAC-Box to release the key. 	<p>TRAC-Box BT Smart</p> <ol style="list-style-type: none"> 1. Tap Open Device. 2. For Bluetooth, press up on the bottom of the TRAC-Box to turn it on. 3. Enter the 4-digit PIN. 4. Tap Begin. 5. Press up on the bottom of the TRAC-Box to release the key. 	<p>TRAC-Box BT Smart</p> <ol style="list-style-type: none"> 1. Tap Open Device. 2. For Bluetooth, press up on the bottom of the TRAC-Box to turn it on. 3. Enter the 4-digit PIN. 4. Tap Begin. 5. Press up on the bottom of the TRAC-Box to release the key.
<p>TRAC-Lock BT Smart & TRAC-Lock with Alarm Interface</p> <p><i>Important: If the TRAC-Lock BT is set to LATCHED mode, repeat the Open Device procedure to reset the lock.</i></p> <ol style="list-style-type: none"> 1. Tap Open Device. 2. Enter your 4-digit PIN and select Begin. 3. Press the button on the TRAC-Lock to turn it on (red light flashes). 4. When the green light flashes, open the door latch. 	<p>TRAC-Lock BT Smart & TRAC-Lock with Alarm Interface</p> <p><i>Important: If the TRAC-Lock BT is set to LATCHED mode, repeat the Open Device procedure to reset the lock.</i></p> <ol style="list-style-type: none"> 1. Tap Open Device. 2. Enter your 4-digit PIN and select Begin. 3. Press the button on the TRAC-Lock to turn it on (red light flashes). 4. When the green light flashes, open the door latch. 	<p>TRAC-Lock BT Smart & TRAC-Lock with Alarm Interface</p> <p><i>Important: If the TRAC-Lock BT is set to LATCHED mode, repeat the Open Device procedure to reset the lock.</i></p> <ol style="list-style-type: none"> 1. Select the Open Device icon. 2. Enter your 4-digit PIN and select Begin. 3. Press the button on the TRAC-Lock to turn it on (red light flashes). 4. When the green light flashes, open the door latch.

Android	Apple	BlackBerry
<p>TRAC-Lid BT Smart (TRAC-Vault)</p> <ol style="list-style-type: none"> 1. Open the TRACcess eKEY app on the smartphone or tablet. 2. Select the Open Device icon. 3. Enter your 4-digit PIN and select Begin. 4. Press the TRAC-Lid button to turn it on. 5. When the green light flashes, rotate the thumb lever 90° down until it stops to retract the blades and remove the TRAC-Lid. 	<p>TRAC-Lid BT Smart (TRAC-Vault)</p> <ol style="list-style-type: none"> 1. Open the TRACcess eKEY app on the smartphone or tablet. 2. Select the Open Device icon. 3. Enter your 4-digit PIN and select Begin. 4. Press the TRAC-Lid button to turn it on. 5. When the green light flashes, rotate the thumb lever 90° down until it stops to retract the blades and remove the TRAC-Lid. 	<p>TRAC-Lid BT Smart (TRAC-Vault)</p> <ol style="list-style-type: none"> 1. Open the TRACcess eKEY app on the smartphone or tablet. 2. Select the Open Device icon. 3. Enter your 4-digit PIN and select Begin. 4. Press the TRAC-Lid button to turn it on. 5. When the green light flashes, rotate the thumb lever 90° down until it stops to retract the blades and remove the TRAC-Lid.

Job Note

A Job Note alert screen is displayed after the device is opened if job notes are turned on in the TRACcess eKEY app *Settings*. This gives an opportunity to provide feedback about the most recent site visit to the site administrator.

Select **Later**, to return to the *Job Note* from the home screen. A job note only for the most recent device access can be entered later. After entering and saving the job note, a record of the device access and the job note are immediately sent to the server.

Last Access

When a TRACcess device is accessed, the three (3) most recent access events are delivered to the phone or tablet and can be viewed at any time.

1. Tap **Last Access** to start the operation.
2. Pick the access event to get detailed information.

Leave Site

Each time a TRACcess device is accessed, it records the date and time of the access and the key holder's name, key serial number, and office phone number. Select the **Leave Site** icon when you leave the site.

Device History

The activity stored in a device can be viewed on the phone or tablet. The activity in the device is read and delivered to the phone or tablet and the number of activity events is displayed. A device code, obtained from the system administrator, is required.

Android	Apple	BlackBerry
<ol style="list-style-type: none"> 1. Tap Device History. 2. Enter the device code. 3. Select Begin. 4. Turn on the TRACcess device. 5. Select an activity event to view the detailed information. 6. Select the phone number to call the key holder, if desired. 	<ol style="list-style-type: none"> 1. Tap Device History. 2. Enter the device code. 3. Select Begin. 4. Turn on the TRACcess device. 5. Select an activity event to view the detailed information. 6. Select the phone number to call the key holder, if desired. 	<ol style="list-style-type: none"> 1. Select Menu and Read Activity. 2. Enter the device code. 3. Select Begin. 4. Turn on the TRACcess device. 5. Select an activity event to view detailed information. 6. Select the phone number to call the key holder, if desired.

Update Key

If enabled, the TRACcess eKEY app automatically updates the app on Android and BlackBerry devices each night. Apple products do not update automatically. For more information, see the *Update* section.

Flashlight

The *Flashlight* feature provides a white screen for gentle lighting.

1. Select the **Flashlight** icon to turn start the flashlight mode.
2. Tap the screen or tap the flashlisht icon to exit.

Settings

Control what features are active on the eKEY app with the *Settings* feature. *Settings* allows the user to enable and disable various settings. Turn the features on or off by checking or unchecking the item.

- **Automatic Update** - When opened, TRACcess eKEY app attempts to update each night. To help ensure the key is always updated, it is recommended this option be enabled.
- **Location Tracking** - When enabled, the GPS coordinates of the TRACcess eKEY at the time of access are sent to the server along with the date and time of the access.
- **Audio Feedback** - When enabled, TRACcess eKEY app will provide audio tones during device communications and other events. Disabling the audio feedback in the TRACcess eKEY app does not affect other phone or tablet applications.
- **Vibrate Feedback** - When enabled, TRACcess eKEY will vibrate during device communications and other events. Disabling the vibrate feedback in the TRACcess eKEY app does not affect other phone or tablet applications.
- **Install Mode** - When enabled, the Install icon is displayed on the TRACcess eKEY app Home screen.
- **Job Notes Required** - When enabled, the Job Note screen displays after accessing a TRACcess device. Select **Later** to return to the home screen and enter the job note later. A job note can only be entered for the most recent device access.

Enable or Disable a Setting

Android

1. Tap **Settings**.
2. Tap a setting to enable or disable it.
3. Tap **Save** to save the changes.

Apple

1. Tap **Settings**.
2. Tap a setting to enable or disable it.
3. Tap **Home** to save the changes.

BlackBerry

1. Tap **Settings**.
2. Tap a setting to enable or disable it.
3. Press the BlackBerry **Menu** button and then select **Save**.



Install

The *Install* feature allows Installers or System Administrators to assign the site ID to a TRACcess device after the device has been installed. The device code is required to use the install feature.

Note: If the location doesn't have a site ID assigned to it then keyholders will not be able to enter the location using TRACcess.

Android

Turn on Install Mode

1. Tap **Settings**.
2. Tap **Install Mode**.
3. Tap **Save**.

Release the Shackle

To remove the TRAC-Box device from the housing, perform the following steps.

1. Tap **Install**.
2. Enter the device code.
3. Tap **Begin**.
4. Press the TRAC-Box device up into the housing to release the shackle.
5. Remove the device from the housing.

Apple

Turn on Install Mode

1. Tap **Settings**.
2. Tap **Install Mode**.
3. Tap **Save**.

Release the Shackle

To remove the TRAC-Box device from the housing, perform the following steps.

1. Tap **Install**.
2. Enter the device code.
3. Tap **Begin**.
4. Press the TRAC-Box device up into the housing to release the shackle.
5. Remove the device from the housing.

BlackBerry

Turn on Install Mode

1. Select **Menu** and then **Settings**.
2. Select **Install Mode**.
3. Press return to save.

Release the Shackle

To remove the TRAC-Box device from the housing, perform the following steps.

1. Press the **Menu** button then **Install**.
2. Enter the device code.
3. Select **Begin**.
4. Press the TRAC-Box device up into the housing to release the shackle.
5. Remove the device from the housing.

Android	Apple	BlackBerry
<p>Assign a Site ID to a Device</p> <p>The phone or tablet connects to the network and sends the site ID assignment to the network.</p> <ol style="list-style-type: none"> 1. Tap Install. 2. Enter the device code. 3. Tap Begin. 4. Turn on the TRACcess device. 5. Tap Done. 6. Tap Assign. 7. Enter the Site ID. 8. Tap Save to save your changes. 9. Perform the Open Device process. 	<p>Assign a Site ID to a Device</p> <p>The phone or tablet connects to the network and sends the site ID assignment to the network.</p> <ol style="list-style-type: none"> 1. Tap Install. 2. Enter the device code. 3. Tap Begin. 4. Turn on the TRACcess device. 5. Tap Done. 6. Tap Assign. 7. Enter the Site ID. 8. Tap Save to save your changes. 9. Perform the Open Device process. 	<p>Assign a Site ID to a Device</p> <p>The phone or tablet connects to the network and sends the site ID assignment to the network.</p> <ol style="list-style-type: none"> 1. Press the Menu button then Install. 2. Enter the device code. 3. Select Begin. 4. Turn on the TRACcess device. 5. Select the Done button. 6. Select Assign. 7. Enter the Site ID. 8. Press the Menu button then Save. 9. Perform the Open Device process.

About

The *About* screen displays the software version, serial number, and on how to contact Support.

- **Reset Authorization** - Requires entering a new authorization code to reactivate the TRACcess eKEY app. This feature should only be used if directed by your system administrator or Supra Support. Resetting your authorization cannot be undone.
- **View EULA** - View the software and End User License Agreement (EULA).
- **Email Diagnostics** - This option collects information about your key and sends it to Supra Support. None of your personal information is collected.
- **Sync Log** - Provides a history of syncing events (in *View Support Logs* for Apple products).
- **Device Log** - Provides a history of device access events (in *View Support Logs* for Apple products).

Help

Several screens throughout the eKEY app have an “*?*” shown in the upper right corner. Click the “*?*” icon or visit you company's TRACcess Manager website for additional information.