TRACcess® eKEY® Application
Quick Guide

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TRACcess eKEY Quick Guide

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Intended Use

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

Overview

The Supra® TRACcess® eKEY software application can be downloaded from your device's app store and is used to access TRACcess devices using your Android™ or IOS® device. To find a complete list of compatible phones and tablets, select the **Downloads and Resources** link at *www.traccessmanager.com* or go to your company's TRACcess website.

Communication between an Android or IOS device and a Supra TRACcess device is accomplished using an infrared or Bluetooth® signal. There are four (4) series of Supra TRACcess devices: TRAC-Box, TRAC-Lock, TRAC-Guard padlock, and TRAC-Lid (TRAC-Vault).

The Supra TRACcess eKEY application will allow a 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 a cellular or Wi-Fi® data connection. During the connection, the TRACcess eKEY app uploads access records to the Supra network and downloads TRACcess device access permissions. 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).

The TRACcess eKEY app is supported in several different languages (English, French, Spanish, German, Italian, and Portuguese) and will automatically convert to your device's default language if the default language matches one of TRACcess eKEY's supported languages.

Depending on the platform, there are several icons on the app's home pages that can used to launch functions or access information (see "TRACcess eKEY Application" subsection "Operation" for details).

TRACcess eKEY Supported Devices

TRAC-Box BT Series
The TRAC-Box BT series includes the TRAC-Box BT and the TRAC-Box BT Smart devices. These devices are electronic keyboxes that are placed at a site and hold a mechanical key or access card for 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 Supra TRAC-Lid BT Smart is an electronic lid (TRAC-Lid) with a vault (TRAC-Vault) that is placed at a site and holds a mechanical key or access card for the site.

TRAC-Guard Padlock BT Series
The Supra TRACcess TRAC-Guard padlock is a Bluetooth enabled padlock that provides a flexible access management solution for remote site locations. The Supra TRACcess TRAC-Guard padlock can be mounted to most interior or exterior locations, such as cabinets, gates, fences, and miscellaneous hatches and covers, and is available in both 2" (50.8 mm) and 6" (152.4 mm) shackle length configurations.
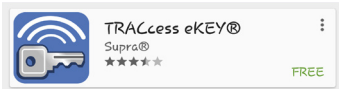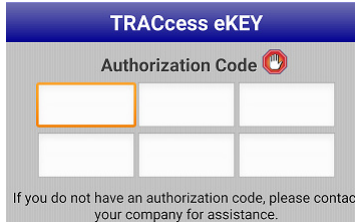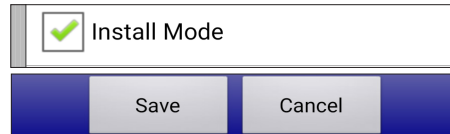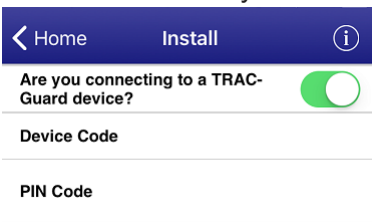
TRACcess eKEY Application

Requirements

- *cellular or Wi-Fi data connection*
- *for most TRACcess devices, Android 2.3 or IOS 7.0 (or later versions)*
- *for TRACcess TRAC-Guard padlock, Android 4.3 or IOS 7.0 (or later versions)*
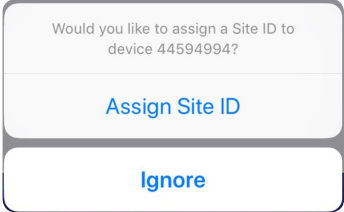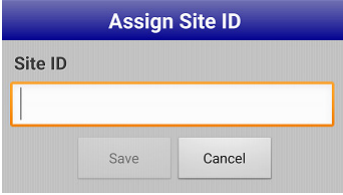
Installation

Note: *Exact user experience may differ based on device, operating system, or data provider.*

Install the TRACcess eKEY App	
1. Download and install the TRACcess eKEY app from your device app store.	2. Open the TRACcess eKEY app and enter the authorization code. **Note:** *Existing keyholders can get an authorization code from their system administrator or by using their company's TRACcess website.*

3. Accept the terms of the end user license agreement (EULA) and the privacy policy, then select **Authorize**.

Note: *Your administrator may also require a separate eKEY DNS address to be entered during this step. If prompted, enter the specific eKEY DNS address given by your administrator.*

Note: *If a location does not have a site ID assigned, keyholders will not be able to open a device using the TRACcess eKEY app.*

Assign a Site ID to a Device	
4. Open the TRACcess eKEY app and select **Settings**.	5. Select **Install Mode** then **Save**.
6. Select **Install**.	7. Select **Are You Connecting to a TRAC-Guard Device** then enter your **PIN Code**.

Assign a Site ID to a Device		
8.	Activate device Bluetooth, or if using a fob, activate fob and point the front of the fob toward the infrared port of your TRACcess device. *Note: Fobs are generally only required for compatibility with older Apple devices. See "Operation" subsection "Open Device" for details.*	9.	Select **Begin,** then after the success message appears, select **Done.** Begin Done
10.	Select **Assign ID**. Would you like to assign a Site ID to device 44594994? Assign Site ID Ignore	11.	Enter a site ID then select **Save**. **Assign Site ID** Site ID Save Cancel

Operation

Note: Exact user experience may differ based on device, operating system, or data provider.

About	
	View key information such as version number, serial number, and service level. Also view support information such as company name. 1. Open the Supra TRACcess eKEY app and select **About**.

Device History	
	Device activity can be viewed using your phone or tablet. A device code is required and can be obtained from your TRACcess system administrator. 1. Turn on device Bluetooth. 2. Open the Supra TRACcess eKEY app and select **Device History**. 3. If applicable, select **Are you connecting to a TRAC-Guard device?** then enter **PIN Code**, **Device Code,** and select **Begin**. 4. Select an activity event for detailed information.

Flashlight	
	Activate your Android or Apple device flashlight directly from the TRACcess eKEY app. 1. Open the Supra TRACcess eKEY app and select **Flashlight.**

Help	
	The eKEY app shows an "i" in the upper-right corner of most screens. When selected, it will display details about current screen items. 1. Open the Supra TRACcess eKEY app and select the "i" in the upper-right corner of most screens.

Install	
	Assign a site ID for a TRACcess device (see "Installation" subsection "Assign a Site ID to a Device" for details).

Job Note	

	Provide feedback about a job to the site administrator.
	
	1. Open the Supra TRACcess eKEY app and select **Job Note.**
	
	   Note: If job notes are enabled in your TRACcess eKEY settings, a job note screen will be displayed after you access a device.
	
	2. Enter your note and choose **Submit,** or wait to enter your note and choose **Later**.
	
	   *Note: If **Later** is chosen, select **Job Note** from the TRACcess eKEY home screen to enter your note at a later time. You can only enter a job note about the most recent TRACcess device you accessed.*

Last Access	
	When a TRACcess device is accessed, the last three (3) access events are delivered to the phone or tablet and can be viewed at any time. 1. Open the Supra TRACcess eKEY app and select **Last Access**. 2. Select an access event for detailed information.

Leave Site	
	Each time a TRACcess device is accessed the key holder's name, key serial number, office phone number, and the date and time of the access are recorded. For accurate tracking of the time spent at a site, use the Leave Site feature when you leave. The Leave Site feature will automatically reset when the next device is accessed. 1. Open the Supra TRACcess eKEY app and select **Leave Site**.

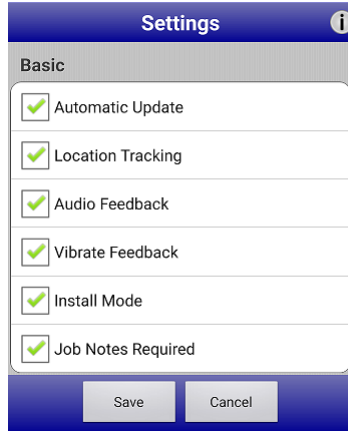| Open Device		
	TRAC-Box BT Smart 1. Activate device Bluetooth, or if using a fob, activate fob and point the front of the fob toward the infrared port of your TRACcess device. 2. Open the Supra TRACcess eKEY app and select **Open Device**. 3. Enter your **PIN Code,** and if needed, an **Access Code**. 4. Select **Begin**. 5. Press up on the bottom of the TRAC-Box to release the key. **TRAC-Lock BT Smart & TRAC-Lock with Alarm Interface** *Note: If the TRAC-Lock BT is set to LATCHED mode, repeat the Open Device procedure to reset the lock.* 1. Activate device Bluetooth, or if using a fob, activate fob and point the front of the fob toward the infrared port of your TRACcess device. 2. Open the Supra TRACcess eKEY app and select **Open Device**. 3. Enter your **PIN Code,** and if needed, an **Access Code**. 4. Select **Begin**. 5. Press the button on the TRAC-Lock to turn it on (red light flashes) 6. When the green light flashes, open the door latch.	**TRAC-Lid BT Smart (TRAC-Vault)** 1. Activate device Bluetooth, or if using a fob, activate fob and point the front of the fob toward the infrared port of your TRACcess device. 2. Open the Supra TRACcess eKEY app and select **Open Device**. 3. Enter your **PIN Code,** and if needed, an **Access Code**. 4. Select **Begin**. 5. When the green light flashes, rotate the thumb lever down 90° until it stops to retract the blades and remove the TRAC-Lid. **TRAC-Guard Padlock** 1. Activate the padlock's Bluetooth by pressing the center of the cylinder's bottom and *simultaneously* rotating the cylinder either clockwise or counterclockwise. *Note: An LED at the bottom of the cylinder will flash green after the Bluetooth has been successfully activated.* 2. Open the Supra TRACcess eKEY app and select **Open Device**. 3. Enter your **PIN Code,** and if needed, an **Access Code**. 4. Select **Begin**. 5. Wait for a success message to appear, then rotate the padlock cylinder clockwise until the shackle releases.
	Temporary Access (Access Code) If temporary access to a TRACcess device is needed, you must obtain an access code from your system administrator.	
	Note: For some older Apple products, a Supra eKEY fob is required to open TRACcess Bluetooth devices.	

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

Settings

Enable or Disable a Setting

1. Open the Supra TRACcess eKEY app and select **Settings**.

2. Select a setting to disable or enable it.

Settings ⓘ
Basic
☑ Automatic Update
☑ Location Tracking
☑ Audio Feedback
☑ Vibrate Feedback
☑ Install Mode
☑ Job Notes Required
Save   Cancel

3. Select **Save**.

Automatic Update

When enabled, the TRACcess eKEY app will attempt to perform an update each night.

Note: Some Apple devices will only perform this update, even when enabled, if the TRACcess eKEY app is a frequently used app.

Location Tracking

When enabled, the TRACcess eKEY app will store the GPS coordinates of where you were when you accessed your TRACcess device.

Audio Feedback

When enabled, the TRACcess eKEY app will produce audio tones during device communications and other events. Disabling audio feedback will not affect other phone or tablet applications.

Vibrate Feedback

When enabled, the TRACcess eKEY app will vibrate during device communications and other events. Disabling vibrate feedback does not affect other phone or tablet applications.

Install Mode

Special mode used to assign a site ID for a TRACcess device (see "Installation" subsection "Assign a Site ID to a Device" for details). When enabled, an Install icon will appear on the TRACcess eKEY home screen.

Job Notes Required

When enabled, the TRACcess eKEY app will display the Job Note screen after a TRACcess device has been accessed.

Switch Company Key

Switch to a different company key, edit an existing company key, or add a new company key.

Switch Key

1. Open the Supra TRACcess eKEY app and select **Switch Company Key**.

2. Select the key you wish to switch to.

   Note: You can use the search bar to find keys by company name or nickname.

Edit or Remove Key

1. Open the Supra TRACcess eKEY app and select **Switch Company Key**.

2. Select the key you wish to edit.

3. Select **Edit,** then select the red removal icon to remove the key or select the hamburger menu icon to change the key's nickname.

> **Company Name:**
> **Nickname:**
> **Key Serial No.:**

Add Key

1. Open the Supra TRACcess eKEY app and select **Switch Company Key**.

2. Select **Add Key** then enter your authorization code.

   Note: Existing keyholders can get an authorization code from their system administrator or by using their company's TRACcess website.

3. Accept the terms of the end user license agreement (EULA) and the privacy policy, enter a nickname for the key if desired, then select **Authorize**.

Update

Automatic
The Supra TRACcess eKEY app will automatically update when opened. If enabled in **Settings,** the Supra TRACcess eKEY will also update automatically overnight (enabled by default).

Note: Some Apple devices will only perform an overnight update, even when enabled, if the TRACcess eKEY app is a frequently used app.

Manual
The Supra TRACcess eKEY can be manually updated anytime you have an active data connection.

1. Open the Supra TRACcess eKEY app and select **Update**.

2. Select **Wireless Update**.

Emergency
An emergency update code (EUC) may be required if your Supra TRACcess eKEY app has not connected to the Supra network for more than 24 hours or if there has been a Supra system outage. The number of emergency update codes that can be consecutively requested is limited by your TRACcess administrator. If your limit is reached, you *must* use a cellular or Wi-Fi data connection to update your Supra TRACcess eKEY app and reset your EUC limit.

1. Open the Supra TRACcess eKEY app and select **Update**.

2. Select **Emergency Update Code**.

3. Enter the emergency update code.