



When is the best time to call Supra support?

You can call Supra support **toll free at 1-877-699-6787** any time from 5 a.m. to 7 p.m. Pacific time, seven days a week, **including Saturday and Sunday**, 361 days a year. The only days you won't reach us are New Year's Day, Fourth of July, Thanksgiving Day, and Christmas Day.

If you have a **non-urgent matter**, we suggest calling when volume is lightest, **Wednesday through Sunday from 2 p.m. and 7 p.m. Pacific time**.

After you dial the toll-free number, here are the numbers to press for specific issues:

- **Press 1** If your key is expired and/or you need an update code.
- **Press 2** If your key is lost or stolen, you have billing or lease questions, or you want to make a payment.
- **Press 3** for technical support.
- **Press 4** for information on exchange events, sales or leasing, products, or key choices for your Board/Association/MLS.
- **Press 5** for our mailing address and fax number.

Want to see whether now is a good time to call for technical support?

Click the [Support Center](#) link at our website at www.supraekey.com. In the Call Queue chart, find the product you are calling about. You'll see the number of callers on hold, the longest time any of those callers have been holding, and the average time it is currently taking for calls of this nature to be answered.

You can also **e-mail** your questions or concerns to suprasupport@ge.com, and one of our support reps will get back to you.

Who can call for support?

As a rule, only the registered keyholder may receive support for a key. The keyholder may, however, grant permission for another person, such as a trusted assistant or spouse, to receive assistance on their behalf. To grant such permission, please call ahead and notify us. If we have no note that you have given permission, the caller will be turned away.

While Supra support may help your assistant set up your market area or install your eKEY applications, we cannot assist them in opening a KeyBox. The lease on all Supra keys states that only the registered keyholder may use the key. Be very careful about letting anyone else use your key. Some boards impose fines and penalties for allowing another person to use your key.



Thinking about a smartphone?

Suddenly, it seems, smartphones are everywhere-in the supermarket, in restaurants, on the golf course, even on TV! Millions of people worldwide enjoy the benefits of an all-in-one device that serves as cell phone, e-mail, Internet access, appointment book, address book, digital camera, to-do list, calculator, and more.

The real estate industry is no exception. Market-savvy agents realize that to stay ahead of the competition-and their clients-they'll need a way to respond quickly, no matter where they are or what they are doing.

That's where the smartphone comes in. No running back to the office, no booting up a laptop, no "I'll call you back." Your business is literally at the touch of your fingers in your pocket or purse. You will consider your smartphone your new best friend.

If your Board/Association/MLS offers eKEY Basic service, you can add "lockbox key" to the list of smartphone functions. And if they offer eKEY Professional service, you'll be carrying your searchable MLS listings in your smartphone, too.

Which smartphone works best for the real estate industry? Should you choose a device with the Palm operating system, or go with Windows Mobile?

We can only tell you what current eKEY subscribers prefer. Since the introduction of the Palm OS Treo 650 with its "no-die" internal memory, smartphone use has skyrocketed. At the moment, 85 percent of smartphones owned by eKEY subscribers are the Treo 650 and its Palm OS successors. However, Windows Mobile devices are rapidly gaining in popularity as we certify additional devices.

Before you make a decision, we suggest asking your colleagues what they like or don't like about the smartphones they are carrying. If you are considering eKEY service, go to http://www.gesecurity.com/GE_Security/Real%20Estate/current_devices.pdf to view the list of devices currently certified for eKEY use. You will also want to check out our website for the special offers for real estate only from our selected partners.

Please note that if your needs are not met by calling the Supra Support line, NEAR provides Supra support and answers to your Supra questions Monday through Friday, 8:30 AM to 3:30 PM excluding holidays.