

## How do I use my CBS Key?

Supra keys issued to non-member affiliates require a Call Before Showing (CBS) code be entered in their key before accessing a property. The keyholder will need to call the listing agent of the property to obtain the CBS code.

### For ActiveKEYs:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the CALL BEFORE SHOWING option and press **enter**.
3. Type in the CBS code and press **enter**.



Once you've entered the CBS code for a particular keybox into your ActiveKEY, follow the standard procedure for releasing the key container.

1. Press **enter** at the OBTAIN KEY menu option.
2. Enter your four-digit PIN code and press **enter**. The ActiveKEY will go into search mode, giving you five minutes to access a keybox before powering down.
3. Point the top of your ActiveKEY at the IR lens on the keybox. After a few seconds, the key container unlocks. Press up on the bottom of the key container within 30 seconds to remove it from the keybox.

### For eKEYs – Android Devices:

1. Select **Obtain Key** from the eKEY application.
2. Check the **CBS Required** box to input the CBS code.  
Enter the 7-digit CBS code for the keybox followed by your four-digit PIN.
3. Activate the Bluetooth in the keybox by pressing up on the key container (firmly press up and release). A red light on the keybox flashes letting you know Bluetooth is on and ready. Once you receive the success message from your phone, press up on the key container to release.



### For eKEYs – Apple Devices:

Enable the CBS Input for one-step operation by following the steps below.

1. Select the **Settings** icon from the eKEY application.
2. If the **Enable CBS Input** option is *Off*, swipe right to turn it *On*.



Once the CBS input is enabled, follow the steps below for access

1. Select **Obtain Key** from the eKEY application.
2. Input the CBS code followed by your 4-digit PIN
3. If using an iPhone 4S or higher, activate the Bluetooth in the keybox by pressing up on the key container (firmly press up and release). A red light on the keybox flashes letting you know Bluetooth is on and ready. Once you receive the success message or tone from your phone, press up on the key container to release. If using a 4 or earlier, instead of activating the Bluetooth in the keybox, plug in your adapter or turn on your eKEY fob. Point your adapter or fob to the infrared sensor on the box until you receive the success message from your phone. Press up on the key container to release.