Bluetooth and Use of the Supra Lockbox System: Facts to Assist Members Experiencing Bluetooth Issues
What is Bluetooth? Why do I need to know? Why will this information help me at a showing?

Bluetooth- Short-range wireless interconnection of mobile phones, computers, and other electronic devices. Send data from one electronic device to another via Bluetooth. Example: Some cars now offer Bluetooth so you can speak on your phone hands-free. The RANW MLS issues Bluetooth lockboxes that communicate with smart phones/devices wirelessly.

Origin- 1990s: Said to be named after King Harald Bluetooth (910-985), credited with uniting Denmark and Norway, as Bluetooth technology unifies the telecommunications and computing industries.

Why do I need to know this? If you are using a Supra eKEY to open RANW MLS Lockboxes, you will need to know how to turn on the Bluetooth on your smart phone/device as well as activate the Bluetooth on the Lockbox itself.

Bluetooth Lockboxes (Supra iBox BT LE): Our Supra Lockboxes are brand new as of Winter 2017. These lockboxes were designed with Bluetooth technology and are classified as iBox BT LE. The Bluetooth technology built into the lockboxes allow our smart phones and tablets to wirelessly connect to and open the lockboxes. Pushing up on the bottom of the key container until the red light is blinking on the front of the lockbox activates the Bluetooth technology inside of the lockbox. This must be done each time we manipulate the lockbox otherwise the lockbox will remain 'asleep' or inactive.

How to find the Bluetooth on your smart phone/tablet:
-Find the logo for 'Settings' on your Android, iPhone or Tablet. The logo for settings looks like a grey/silver machine gear on all devices.
-Tap on Bluetooth or Connected Devices and then Bluetooth.
-Tap the button to the right of the Bluetooth field so that it reads 'on' ♣
-Your Bluetooth is now on and ready to use! There are a variety of products on the market that use Bluetooth to connect wirelessly such as Bluetooth speakers, boat or vehicle radios and speakers, headphones, keyboards, microphones, etc.

Tips and Troubleshooting for Bluetooth and Bluetooth Lockboxes (Supra iBox BT LE):
Example of good practice at a showing:
-Tap update in your eKEY app while you are still at the office or at home. This will ensure your eKEY will be set up for the day.

-Check that your Bluetooth is on and watch videos on how to operate RANW MLS lockboxes before you go. For video tutorials on how to open a lockbox key container and shackle, please click HERE. Once you are at the video tutorials page, click on the video you wish to view.

-*Go to your showing EARLY to ensure any technical problems you may have are taken care of before your clients arrive.

See common problems and troubleshooting techniques below:
-Check to see if your Bluetooth is on.
-Reset your Bluetooth by tapping the on/off toggle first off and then on.
-Restarting your smart phone/device may allow your device to reset itself and start fresh. (9 times out of 10, this restart will refresh your phone and surpass any technical issues you may be having with eKEY and lockboxes.
-Other Bluetooth devices, paired to your smart phone/device may sporadically interfere with Bluetooth communication to lockboxes. This happens (rarely) when members are using eKEY and also have multiple Bluetooth items paired to their smart phone/device. Most of the time a simple restart of your Bluetooth will fix this issue. If a paired item in your Bluetooth inventory is effecting your eKEY use, you may need to disconnect or unpair this item from your Bluetooth inventory while using eKEY. Disconnect an item by tapping the blue arrow to the right of the device in your Bluetooth inventory. This will bring you to a screen specific to that paired device. Tap Disconnect. If your smart phone/device does not have blue arrows visible in the Bluetooth menu, tap and hold on a Bluetooth device and tap unpair. Restart your smart phone/device.
-Check to see that you are using the right 4-digit pin code to obtain the key(s) out of the lockbox key container. If you have forgotten your pin, you may log into your SupraWEB account at any time (supraekey.com) and get or change this code. If you do not have a SupraWEB account set up, please do so by going to Supraekey.com and click on register for new agents. Once your account is set up, you will see the option to change or view your pin in the options on the left side of the page. For a full SupraWEB guide with helpful screenshots and how-tos, please click HERE.
-If opening a shackle, check to make sure you are using the correct shackle code. These codes are organized and kept by your Company. Each lockbox is assigned a shackle code individual to that box. Also make sure you are pushing up on the key container to activate the Bluetooth technology.

For additional help, please call the RANW MLS Monday-Friday 8:30am-5pm Central Time: 920-739-9108 or e-mail khubers@ranw.org and aschilling@ranw.org. If you are receiving an error code while using eKEY, this would be helpful to include in your call or e-mail. Supra Member Support is also available 7 days/week 7am-9pm Central Time: 877-699-6787.