eKEY® Application
Error Codes

Supra

The resolutions provided are for operations that have been attempted at least two times and the error is not a one-time occurrence. For any error that does not show on this list or that is not resolved, contact Supra® Support at **1-877-699-6787**.

Keybox Operating Error Codes			
Error Title	**Error Description**	**Error Code**	**User Resolution**
ACCESS DENIED!	Please perform a wireless update	9027	Perform wireless update and try again. If needed enter emergency update code.
	Access only allowed to owner of Keybox.	9044	Please contact keybox owner.
	Incorrect PIN Code	9071	Validate and verify PIN.
	Incorrect Shackle Code	9072 9073	Validate and verify shackle code.
	Lockout is in effect	9074 9075	Wait 15 minutes and try again.
	Please perform a wireless update	9076	Perform wireless update and try again. If needed enter emergency update code.
	Incorrect CBS Code	9077	Validate and verify correct CBS code.
	Listing agent has restricted the hours in which this listing can be shown. You will not be able to access the listing until you contact the listing agent.	907A	Contact Listing agent for keybox hours.
	Please perform a wireless update	907D	Perform wireless update and try again. If needed enter emergency update code.
	Invalid keybox or keybox swapped during operation.	9A16	Validate connection to keybox, try again.
AUTHORIZATION INVALIDATED	You must re-authorize your eKEY	A00B	Reset authorization.
	You must re-authorize your eKEY	A00C	Generate authorization code from SupraWEB.
	You must re-authorize your eKEY	A00D	Generate authorization code from SupraWEB.

Carrier

Error Title	Error Description	Error Code	User Resolution
BLUETOOTH DISABLED!	Please turn on Bluetooth and try again.	9A14	Turn on Bluetooth.
COMMUNICATION ERROR	Please try again.	907B 9A03 9A12	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Connect eKEY Fob or Keybox; retry connection.	9A01 9A15	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Connection lost. Please try again.	9A17	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Connection failed. Please try again.	9A1A 9A1D 9A20 9A21 9A2A 9A2B 9A2C 9A2D 9A2E 9A2F	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Please keep the eKEY adapter or Fob pointed at the keybox and try again.	9D5D	Try operation again. If issue persists, clean purple lens on keybox. Shield the lens from sunlight during the operation. The eKEY Fob must be pointed at the lens on the keybox and they must be 3-6 inches apart. Try operation again.
ERROR!	Please perform a wireless update.	9A13	Possible cooperating error. Contact Supra Support at 1-877-699-6787.
KEY DISABLED	Your key is disabled. Please contact your organization.	A00F	Contact your organization.
KEYBOX FAILURE	Contact Support. Go to *More - About eKEY* App for information	907C	Contact Supra Support at 1-877-699-6787.
RELEASE SHACKLE FAILED		9081	Contact Supra Support at 1-877-699-6787.

Error Title	Error Description	Error Code	User Resolution
LOCATION SERVICES DISABLED	Turn on location services and try again	9A31	Turn on location services and try operation again.
		9A32	Grant location permissions and try operation again.
LOW KEYBOX BATTERY	Contact Support. Go to *More - About eKEY* App for information	9080	Contact Listing Agent to inform of low battery.
NETWORK TIMEOUT	Please check your network connection and try again.	A008 A009	Verify network connection and try operation again.
NETWORK FAILURE	Please check your network connection and try again.	A00B	Verify network connection and try operation again
OPERATION CANCELLED		9AFE	Try operation again

To view the user manual, training videos, and more, go to *www.suprasystems.com*, select the *Tips & Support* tab and select *Resources*.