

Multiple Listing Service of Elkhart County Inc.

Lock Box System

Q & A

How do I know if I am qualified to lease a Keypad? A keypad is available to Participants and their salespeople (licensed or certified appraisers) and persons who are authorized by the MLS Board of Directors including non-member licensees who are affiliated with REALTOR® members and Affiliate members appropriately applying.

How do I obtain a keypad and how much does it cost? Members who wish to obtain a keypad must call the Board office to schedule an appointment. During the appointment, you will sign an entry key (keypad) lease agreement and pay the appropriate fees. The keypad service fee is pro-rated quarterly and billed annually thereafter. The actual cost will depend on the type of service selected and the time you sign up. The exact key service fees can be given to you when the appointment is scheduled.

What is the difference between the ActiveKey and eKey service? The ActiveKey is a wireless keypad leased to you from the Board office. The Active Key is used primarily to open the lock boxes and gain entry into a listing. The eKey service enables your qualified PDA or cell phone to access the lock box and includes other benefits that enable you to download the MLS listings and rosters into your cell phone. Each cell phone is different so make sure your provider offers an approved cell phone before you buy. Before participating in the eKey service, members should review the list of compatible phones displayed on www.gesecurity.com website.

Am I allowed to loan my keypad to another agent? Keypads cannot be loaned to any person for any purpose. The only exception is that a Participant may lease an “office key” to have on hand for agents in that office, whose keypad is not working or available.

What is the purpose of the backlight on the ActiveKey and how do I turn it on? The backlight illuminates the LCD screen. To activate the backlight, press on/off to turn on your ActiveKey. Then press the light bulb button on the left of the zero button.

How do I turn on the flashlight on the ActiveKey? The flashlight assists you if it is too dark to see clearly while conducting showings or getting into your car. To activate the flashlight, press on/off to turn on your ActiveKey. Then press the flashlight button between the two arrow buttons.

How often do I need to charge the battery on the ActiveKey? When you first get your ActiveKey, charge it overnight to fully charge the battery. From that point on, you want to make sure you charge the battery on a regular basis. Every day would be great...just treat this like your cell phone...when you charge your cell phone, charge your Active Key. Members who purchased a Car charger don't seem to have a problem keeping their battery charged. Car Chargers are available at the Board office at our cost....\$19.95 plus tax.

Who should I call if I am having a problem with my keypad? Call Supra Agent Support at 877-699-6787. If the keypad needs to be exchanged, Supra will give you an RMA #. Call the Membership Coordinator at the Board office at 875-3283 to schedule an appointment to exchange the keypad.

How do I get a lock box for my listing? Agents will get lock boxes from their office. Every office has a different procedure, so check with your Broker. If the office is out of boxes, the office will submit a written request to the MLS for more boxes. The request is sent to the MLS Coordinator via fax at 875-7174 or email at mls@ecbor.com. Upon receipt of the request, the MLS will conduct an audit to determine if the office is eligible for additional boxes. The audit takes into consideration office inventory located in Elkhart and St. Joe County (IN), active and pending residential, residential lease, farm, income, business/commercial/industrial, and business/commercial/industrial lease listings. Once the audit is completed, the MLS Coordinator will notify the Office.

I am a Broker/Owner/Participant who doesn't list or sell. I don't use a keypad but we use lockboxes in our office. Do I have to pay anything? No one is required to lease a keypad, except on a voluntary basis. However, Participants who don't use a keypad but use the Lock Box Service will be charged an annual lease fee. The Lock Box Service fee is not charged if the Participant leases a keypad.

What should I do if the lock box won't work? The iBox uses infrared technology. Direct sunlight can interfere with infrared communication so you may need to shade the area between the iBox and ActiveKey when accessing the key container. If the key container or the shackle does not open, call Supra Support at 877-699-6787 for assistance. If the box still won't open, call the Board office before using any other method to obtain the key or release the shackle.