

# ActiveKEY Troubleshooting

## Call to Enable / Key Expired

There are several possible reasons for an ActiveKEY to have a Call to Enable or Key Expired message:

- The member may not be active due to non-payment or some other issue,
  - Their key could have been out of cell coverage for the last 24 hours,
  - The radio could be turned off in their key,
  - They could have a new key that hasn't been activated yet. New keys are shipped with the key disabled for security reasons. The key needs to be enabled by entering an update code or doing a PC Sync.
1. Check the member's status first. If the member's status is on hold or inactive, they need to pay their fees or resolve the issue causing them to be on hold or inactive.
  2. Verify the radio is on and turn it on if it is off. Press the On/Off button to turn on the ActiveKEY. If the ActiveKEY says RADIO IS OFF/1-TURN ON RADIO, press 1 to turn the radio on. Once the radio is turned on, if the key is in cell range, wait a few minutes and it should connect to the network and update itself.
  3. If the key still does not go to the OBTAIN KEY prompt, generate an update code to be entered into the ActiveKEY using the MANUALLY INPUT UPDATE option.
  4. If the key still does not work, cycle the radio. Press the On/Off button to turn the ActiveKEY on. Press and hold the on/off button for 10 seconds or until the key says RADIO IS TURNED OFF. Press the On/Off button to turn on the ActiveKEY. It should say RADIO IS OFF/1-TURN ON RADIO. Press 1 to turn the radio on. Within a couple of minutes the Key should connect to the cellular network and update.
  5. If the key still does not go to the OBTAIN KEY prompt, reset the Key. Insert one end of a paperclip into the reset hole located on the back of the ActiveKEY in the bottom right corner just below the serial number and apply gentle pressure. Do not insert anything with a sharp point as you may damage the ActiveKEY. A successful reset occurs when the key displays GE SECURITY ACTIVEKEY.
  6. If the key still does not go to the OBTAIN KEY prompt, PC Sync the ActiveKEY. The ActiveKEY software needs to be installed from KIMweb onto a computer first. Once the ActiveKEY software is installed, the ActiveKEY updates automatically when it connects it to the computer with the provided USB cable.
  7. If the ActiveKEY still does not work, the ActiveKEY likely will need to be reprogrammed on SupraNET or replaced.

## Low Battery

If the battery in an ActiveKEY is very low, verify that it is being charged with either the GE wall charger or car charger and that it is being charged enough time in a day. When the member first receives their key, it should be charged at least 4 hours to give it a full charge. If the battery in the ActiveKEY is completely drained, an 8 hour charge will completely recharge it. A fully charged battery in the ActiveKEY should last approximately 3 days of normal usage.

## Dead Battery

If the ActiveKEY battery will not turn on or make any sounds and will not take a charge when plugged in, it probably has not been charged for an extended period of time. Plug in the ActiveKEY and perform a reset **with** the power plugged in and then charge it for 8 hours to completely recharge it.

## ActiveKEY Stuck on Searching

If the ActiveKEY is stuck while searching for a KeyBox press the Cancel button. If it is still stuck, press and hold Cancel button for several seconds. If it is still stuck after this, reset key using a paperclip.

## How to tell if ActiveKEY is in Cell Coverage

To check for the presence and strength of a cell signal in an ActiveKEY, turn on the key and scroll to the View ActiveKEY Status menu option and press Enter. Scroll down to CELL COVERAGE. It will either say CELL COVERAGE AVAILABLE or NO CELL COVERAGE FOR THIS AREA. The third line indicates the strength of the cell signal. The number following the Y will always be a negative number ranging from 0 to -999. 0 indicates a perfect signal and -999 indicates no signal.

## ActiveKEY Error Codes

Error Code	Description
01	Radio is busy. Wait for radio to finish its current task.
02	Radio operation fail. Wait for radio to retry. If the error occurs continuously, reset the key.
03	Radio wrong state. The firmware should recover on its own. If the error occurs continuously, reset the key.
04	Radio wrong mode. The firmware should recover on its own. If the error occurs continuously, reset the key.
05	Radio wrong response. The firmware should recover on its own. If the error occurs continuously, reset the key.
08	Radio resets. Charge the battery. If the error occurs continuously, replace the key.
09	Radio timeout. The network traffic is busy. If the error occurs continuously, reset the key.
0A, 0B, 0C, 0D, 0E	Radio errors. The firmware should recover on its own. If the error occurs continuously, reset the key. If resetting does not fix the issue, replace the key.
0F	Fail to write memory. Replace the key.
10-19	Radio error. The firmware should recover on its own. If the error occurs continuously, reset the key. If resetting does not fix the issue, replace the key.
20-25	Key error. The firmware will attempt to recover on its own. If problem persists, replace the key.
26	Bad cookie. Reprogram the key.
27	Key expired. The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter into the key or perform a PC Sync.
28	Not enough data error. Report error to GE Security.
29	Command denied. Report error to GE Security.
2A	Bad cookie. Reprogram key.
2B, 2C	KeyBox error. Report error to GE Security.
2D	Invalid expiration. Reprogram the key.
30	Clock error. The key will contact the server to fix its time. You can also obtain an update code and enter into the key or perform a PC Sync to fix.
31	Key unplugged from USB prematurely. Reconnect key and retry.
32	Key tamper error. Obtain an update code and enter into the key or perform a PC Sync.
33	Fail to read battery voltage. Reset the key. If problem persists, replace the key.
35	Low battery in key. Charge the key using GE approved wall or car charger. If problem persists, the battery might be at end of life or the battery is bad; replace key.
36	Low battery in key while sending messages wirelessly. Charge the key using GE approved wall or car charger. If problem persists, the battery might be at end of life or the battery is bad; replace key.
3F	Low battery in KeyBox. Notify the owner of the KeyBox. If the shackle code is known, release the shackle and open the key container and return to GE Security for battery refurbish.
40	Key expired. The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter into the key or perform a PC Sync.
41	Security lockout error. Wait 10 minutes for the lockout to clear and try the operation again.



42, 43	Bad cookie. Reprogram the key.
44	Owner only restriction. The operation denied because the keyholder is not the owner of the KeyBox. Contact the listing agent to perform the operation.
45	KeyBox error. Report error to GE Security.
46	KeyBox error. Reprogram the key.
47	The iBox does not contain public information. Reprogram the public information into the iBox or do not perform the Clear iBox Listing function.
48	Incorrect time in KeyBox during an Obtain Key operation. KeyBox will still operate correctly.
49	Key is locked out. The key is on the KeyBox's lockout list.
5D, 5E, 5F, 60	Infrared communication failure. Shield the iBox lenses from direct sunlight and make sure the key and KeyBox are within 1 meter or closer and try the operation again pointing the key directly at the lens on the iBox.
61	Incomplete Sync. Perform PC Sync again.
6A	Invalid memory address. Report error to GE Security.
6B	Permissions denied. Report error to GE Security.
6C	iBox error. Try the operation again. If problem persists, report the error to the listing agent. KeyBox will need to be replaced.
71	Incorrect PIN code. Verify PIN code and try the operation again.
72	Incorrect shackle code. Verify shackle code and try the operation again.
73	Incorrect programming or shackle code. Verify the code and try the operation again.
74	KeyBox bad code lockout. An incorrect shackle code has been entered 10 consecutive times. Wait 10 minutes, verify the shackle code and try the operation again.
75	KeyBox obtain key lockout. An incorrect PIN code has been entered 10 consecutive times. Wait 10 minutes, verify the PIN code and try the operation again.
76	Key not updated. The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter into the key or perform a PC Sync.
77	CBS Code error. An incorrect CBS code was entered. Verify the CBS code and try the operation again.
78	Permissions error. Report error to GE Security.
79	Wrong serial number or system code error. Report error to GE Security.
7A	Access hour restriction. A key is attempting to open a KeyBox outside of the access times programmed into the KeyBox. If the shackle code is known, turn off Timed Access in the KeyBox. If the shackle code is not known, come back during the access hours in the KeyBox.
7B	The key container timed out because the keyholder didn't push up on the key container. If problem persists, the key container could be jammed. Contact the listing agent to have the KeyBox replaced.
7C	KeyBox error. The obtain key function failed due to extremely low battery in the KeyBox. Contact the listing agent to have the KeyBox replaced.
7D	Invalid update code. Verify the update code and enter again.
7F	Invalid time in KeyBox. Report error to GE Security.
80	Low battery on KeyBox. Contact the listing agent to have the KeyBox battery refurbished.
82, 83	Key security error. The key may be trying to open a KeyBox from another region or the key is programmed incorrectly.
B0	Bad update code. Verify the update code and enter again.
B1	Key has been disabled. Verify member is paid and active. Obtain an update code and enter into the key or perform a PC Sync.
B2	A cooperating system code is disabled in key. Obtain an update code and enter into the key or perform a PC Sync.
B3	Cookie error. Reprogram key.
B5	Incorrect CBS Code. Obtain correct CBS code and try again.