

USB Cable Software Download Instructions—ActiveKEY PC Sync

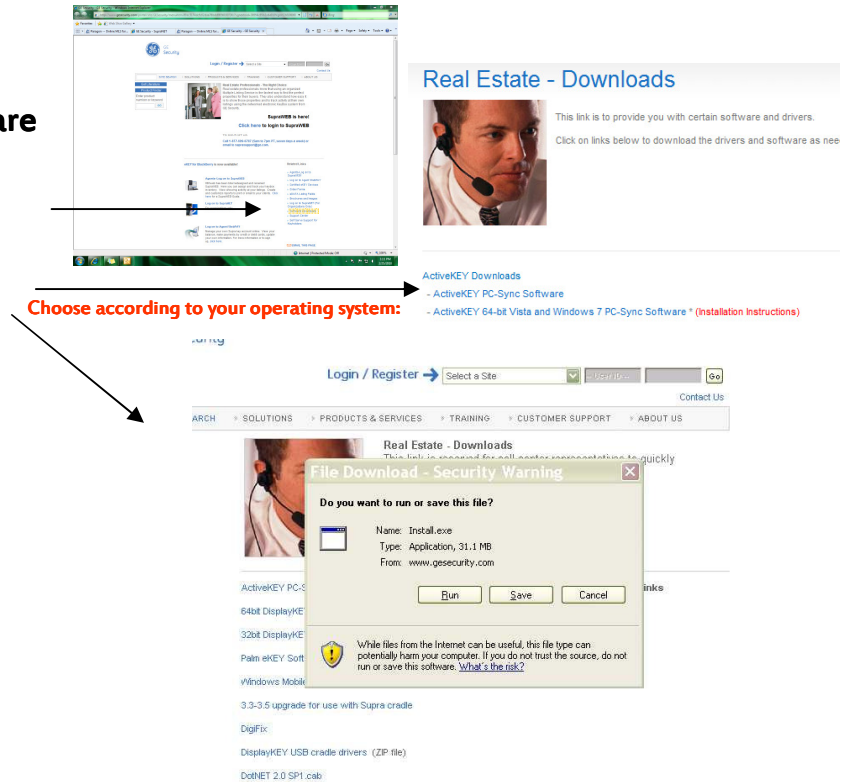
Your ActiveKEY updates automatically by connection wirelessly to a compatible cellular network. If you are out of coverage range for more than 24 hours, your ActiveKEY displays this message:

Key is expired/Update now.

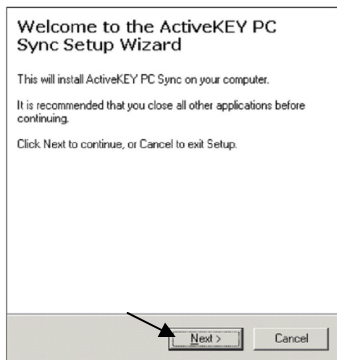
You can update your ActiveKEY by connecting to your computer with an Internet connection. Before you can connect your key, you must install the ActiveKEY PC Sync software on your computer.

You can download the ActiveKEY PC Sync software from the GE Security Supra website. To download the software, do the following:

1. Go to *www.supraekey.com*
2. Under Related Links—Click **Software Downloads**
3. Select ActiveKEY PC Sync Software
4. Select **Save to the Desktop** when the dialog box opens.
5. A Shortcut will appear on your desktop labeled *Install*
6. Double click the Install shortcut

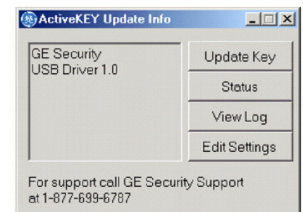


The software is downloaded to your computer and the ActiveKEY PC Sync Setup Wizard opens:



Click Next and follow the instructions in the installation wizard to install ActiveKEY PC Sync software on your computer and connect your ActiveKEY for the first time.

After you have installed the ActiveKEY PC Sync software, it will prompt you to connect your USB cable (provided) and your ActiveKEY to your computer. Your ActiveKEY can now be updated any time by connecting it to your computer. When you connect your ActiveKEY, the *ActiveKEY Update Info* window opens.



Your PC Sync software should launch each time you log on to your computer. To be sure it does: Right click onto the small GE Security Icon on the lower right of your computer screen and Select *Launch on Start Up*



For Install Support—call Supra Direct (see below)

**Supra
A UTC Fire & Security Company
5:00am - 7:00 pm PST**

1-877-699-6787

**Enter Key Number press #
Enter PIN press #**

Select #2 for Technical Support

A Windows Installer error of 1721 or 1722 is generally resolved by doing the following things:

Windows Vista Only (if you don't have Windows Vista, skip to "Make Sure the Software is Uninstalled")

1. Click on Start.
2. Go to Settings (if necessary).
3. Click on Control Panel.
4. Open User Accounts.
5. You will see a link for "Turn User Account Control (UAC) on or off".
6. Turn off User Account Control
7. Try Installing the software again (if this doesn't work).

Make Sure the Software is Uninstalled

- Windows XP/2000: Click on Start >> Control Panel >> Add/Remove Programs
 - Windows Vista: Click on Start (Windows Logo) >> Control Panel >> Program Features >> Add/Remove Programs
1. If you see GE ActiveKEY or AKeyPCClient on the list, click on it and select Remove or Uninstall.
 2. Restart the computer (Reboot).

Removing Temporary Install Files

Running "Disk Cleanup" (Start >> Programs >> Accessories >> System Tools >> Disk Cleanup), selecting the C: drive (if prompted) and after the scan is complete, make sure that the following items are checked and click on OK:

- Downloaded Program Files
- Recycle Bin
- Temporary Internet Files

Restart the Computer (Reboot)

Reinstall the Software

Downloading the software (Save to Desktop) then Install/Run it again.