

# How to *Release a Shackle* with the **eKEY<sup>®</sup>** App

Keybox →  Device ↓	iBox BT LE  	iBox BT  	iBox  
<b>Android<sup>™</sup></b>	<a href="#"><u>No additional hardware required</u></a>	<a href="#"><u>No additional hardware required</u></a>	<a href="#"><u>Supra Fob required</u></a> 
<b>Apple<sup>®</sup></b> (4s and Newer)	<a href="#"><u>No additional hardware required</u></a>	<a href="#"><u>Supra Fob required</u></a> 	<a href="#"><u>Supra Fob required</u></a> 
<b>Apple</b> (4 and 3GS)	<a href="#"><u>Supra Fob required</u></a> 	<a href="#"><u>Supra Fob required</u></a> 	<a href="#"><u>Supra Fob required</u></a> 
<b>BlackBerry<sup>®</sup></b>	<a href="#"><u>No additional hardware required</u></a>	<a href="#"><u>No additional hardware required</u></a>	<a href="#"><u>Supra Fob required</u></a> 

Click on the link that corresponds to the phone and keybox.



# How to *Release a Shackle* using Bluetooth®

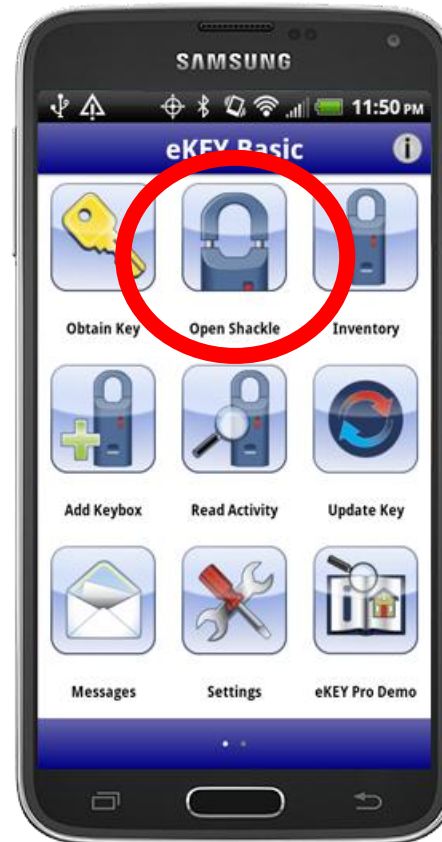
Android™

Apple® (4s and newer)

BlackBerry®

## 1. Select Open Shackle.

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press up on the bottom of the keybox to turn on Bluetooth®.
6. After the shackle releases, push down on the shackle, then pull.



# How to *Release a Shackle* using Bluetooth

**Android**

**Apple (4s and newer)**

**BlackBerry**

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press up on the bottom of the keybox to turn on Bluetooth®.
6. After the shackle releases, push down on the shackle, then pull.

2. Enter the shackle code.

The screenshot shows a mobile application interface titled "Open Shackle". At the top, there is a blue header bar with the title and an information icon. Below the header is a text input field labeled "Shackle Code" with a placeholder text "Please enter your shackle code.". Underneath is a "Reason" dropdown menu with the text "Select a reason". Below that is a checkbox labeled "Add to Inventory?" which is checked. At the bottom of the form is a numeric keypad with buttons for digits 1-9, 0, a back arrow, and a "Clear" button.

# How to *Release a Shackle* using Bluetooth

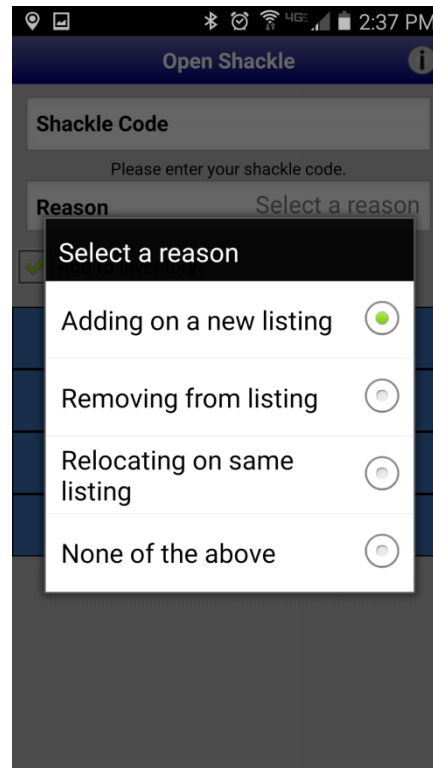
**Android**

**Apple (4s and newer)**

**BlackBerry**

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press up on the bottom of the keybox to turn on Bluetooth®.
6. After the shackle releases, push down on the shackle, then pull.

3. Select a reason.

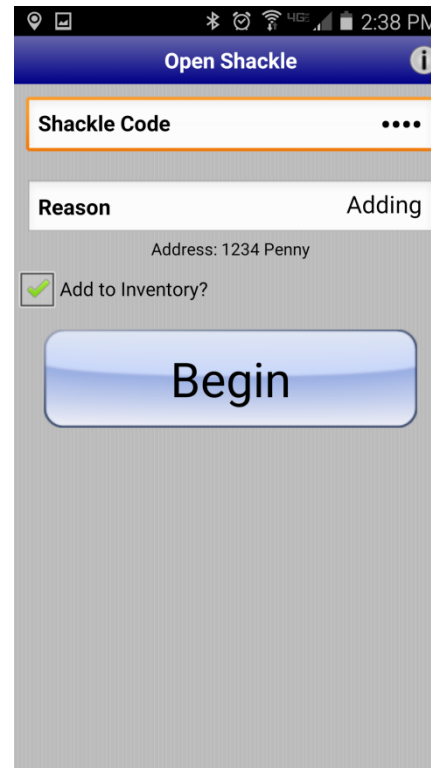


# How to *Release a Shackle* using Bluetooth

**Android**  
**Apple (4s and newer)**  
**BlackBerry**

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press up on the bottom of the keybox to turn on Bluetooth®.
6. After the shackle releases, push down on the shackle, then pull.

## 4. Select **Begin**.



The screenshot shows a mobile application interface titled "Open Shackle". At the top, there is a status bar with icons for location, Bluetooth, Wi-Fi, 4G LTE, and battery, along with the time "2:38 PM". Below the title bar, there is a text input field labeled "Shackle Code" with a masked input (dots) and a clear button (three dots). Underneath is a "Reason" field with the text "Adding". Below that, the address "Address: 1234 Penny" is displayed. There is a checkbox labeled "Add to Inventory?" which is checked. At the bottom of the form is a large blue button labeled "Begin".

# How to *Release a Shackle* using Bluetooth

**Android**

**Apple (4s and newer)**

**BlackBerry**

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press up on the bottom of the keybox to turn on Bluetooth®.
6. After the shackle releases, push down on the shackle, then pull.

5. Press up on the bottom of the keybox.



# How to *Release a Shackle* using Bluetooth

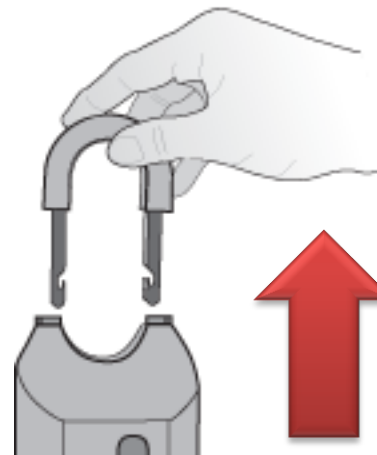
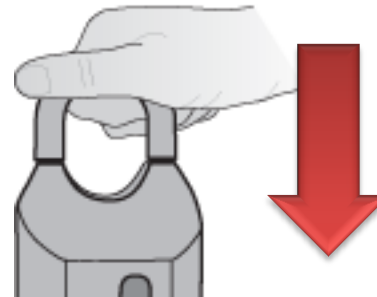
**Android**

**Apple** (*4s and newer*)

**BlackBerry**

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press up on the bottom of the keybox to turn on Bluetooth®.
6. After the shackle releases, push down on the shackle, then pull.

6. Push down on the shackle, then up to remove.



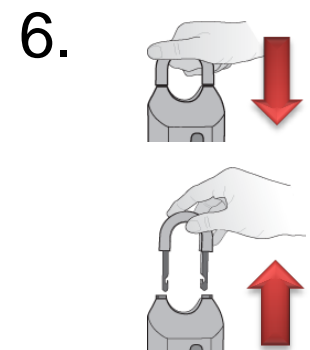
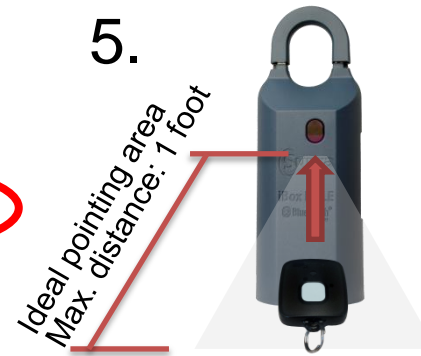
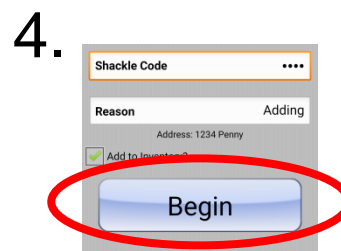
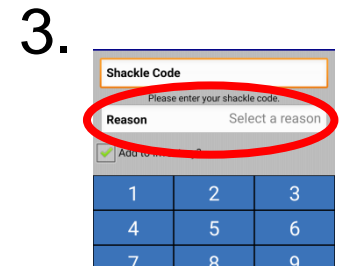
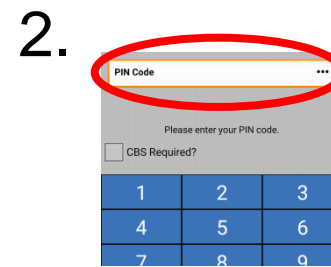
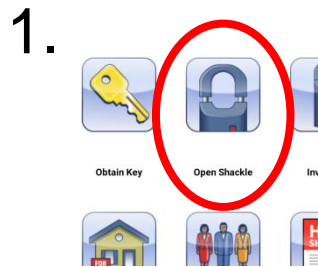
# How to *Release a Shackle* using a Supra® Fob

## Pair the Fob

1. Read and follow the manufacturer's instructions on *How to pair devices* for your specific phone or tablet.
2. Select the fob name to pair (example: SUPRA-KBS8).

**Tip:** On some phones, the first time a keybox is accessed the pairing alert pops up to accept the pairing. Enter 0000 or 1234 for the passcode.

1. Select **Open Shackle**.
2. Enter the shackle code.
3. Select a reason and follow the prompts.
4. Select **Begin**.
5. Press the button to turn on the fob and point it at the keybox.
6. After the shackle releases, push down on the shackle, then pull.





For the latest information, visit us at [www.supraekey.com](http://www.supraekey.com) and select the **Customer Support** tab.

For more information on compatible phones and tablets, select the **Compatible eKEY Devices List** button on the [www.supraekey.com](http://www.supraekey.com) home page.

