
SentriLock FAQ



SentriLock FAQ

By **SentriLock, LLC**

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SentriLock FAQ

How do you open the Lockbox Key Compartment?



You can use the following instructions to access the key compartment of a lockbox:

1. Insert your SentriCard® into a lockbox. Wait until the **CODE** light displays, then press your **PIN + ENT**.
2. If the lockbox displays the steady **CARD** and **ERROR** lights, your SentriCard® might be expired. You need to renew your SentriCard® if it is expired. If the lockbox displays the

steady **CARD** and **ERROR** lights and your SentiCard® is valid, the lockbox's internal clock needs to be updated.

3. After you press your **PIN + ENT**, the lockbox will display the **READY** light. If you immediately remove your SentiCard® from the lockbox while the **READY** light is lit (and you have not entered another lockbox command) the lockbox will open the key compartment. To open the key compartment after you've entered other commands, press **FUNC + 3 + ENT**.

Last update to this topic: August 6, 2012.

How do you Assign the Lockbox to a Listing?

There are two ways you can assign a lockbox to a listing:

1. You can use the **SentriLock Card Utility/SentriCard® Utility** or **REALTOR® Lockbox Web Site** to assign a lockbox to a listing.
2. You can use the keypad on the lockbox to assign it to a listing.

Using the **SentriLock Card Utility/SentriCard® Utility** or **REALTOR® Lockbox Web Site**

1. Use the **SentriCard® Utility** to log in to the **REALTOR® Lockbox Web Site**. Insert your SentiCard® into the SentiCard® Reader attached to your computer. The **SentriLock Card Utility/SentriCard® Utility** will display the **Login** window. If the **SentriLock Card Utility/SentriCard® Utility** does not display the **Login** window, click **Start | Programs | SentriLock Card Utility** or **SentriCard® Utility**. The **SentriLock Card Utility/SentriCard® Utility** will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password in the **Password** field. Click **Login** to access the **Main Menu** window. Alternatively, you can access the **REALTOR® Lockbox Web Site** directly. To access the Web site directly, use your Web browser to access <http://lockbox.sentrilock.com/lbs>. You will need your SentiLock ID and password to log in to the Web site.
2. Click **My Lockboxes** or **Lockboxes**.
3. Click the serial number of a lockbox. You can use the **Search** bar to search for a specific lockbox.
4. From the **Edit Lockbox** window, click the **Select** button next to the **Listing** field.
5. Use the **Select Listing** window to select the listing you'd like to assign to the lockbox you selected. You can use the **Search** bar to search for a specific listing. After you select a listing, click **OK**.
6. Click **Save Changes**.

Using the Lockbox Keypad

1. Insert your SentiCard® into the lockbox. Press your **PIN + ENT**.
2. You can use either one of the following commands to assign a lockbox to a listing:
 - **FUNC + 2 + MLS Number + ENT**
 - **FUNC + 2 + Numeric Portion of the Listing's Address + ENT** (If you have a listing at 282 S. Main Street, you could enter **FUNC + 2 + 282 + ENT** to assign a lockbox to a listing)
3. When you finish, renew your SentiCard® at a SentiCard® Reader to update the **SentriLock Server** with the listing and lockbox information.

Note: If you renew your SentiCard® and the **SentiLock Server** is unable to find the listing information, the **Location** column on the **Lockboxes** window will display **Pending Assignment to Location No.** followed by the number you entered into the lockbox keypad. You can click **Pending Assignment to Location No.** to open the **Edit Lockbox** window. You can use the **Listing** field on the **Edit Lockbox** window to assign a lockbox to a listing. If the listing is not on the **SentiLock Server**, SentiLock will import the listing from your MLS system and attempt to re-assign the lockbox to the listing. SentiLock usually imports information nightly from your MLS. If SentiLock does not import information from your MLS, you'll need to manually enter the listing. If several days have passed and the **SentiLock Server** has not imported a listing that matches what you entered into the keypad and you have not used the **Edit Lockbox** window to assign the listing to the lockbox, the **SentiLock Server** will send you an e-mail message. The e-mail message will let you know it was unable to assign the lockbox to the listing.

Unassigning a Lockbox From a Listing

There are various ways you can unassign a lockbox from a listing address:

- You can assign the lockbox to another listing in the **REALTOR® Lockbox Web Site** or from the lockbox keypad.
- You can click the **Remove from Listing** button in the **Listing** group on the **Edit Lockbox** window in the **REALTOR® Lockbox Web Site**.
- If your lockbox uses firmware version 2.03 or higher, you can release the shackle from the lockbox to clear the listing assignment.
- If your lockbox uses firmware version 2.03 or higher, you can release the shackle more than 24 hours after assigning the lockbox to a listing in order to clear the listing assignment.

Last update to this topic: August 9, 2012.

How do you Release the Lockbox Shackle?



Lockbox owners and their team members can use their SentriCard® to release the shackle from the lockboxes they own or borrow. Other Agents in the Association may be able to use their SentriCard® and the lockbox's shackle release code to release the shackle from the lockbox.

Note: If your Association uses lockboxes with firmware version 2.03 or higher, you can allow homeowners to release the shackle from a lockbox using a homeowner shackle release code.

Lockbox Owner or Card Team Member

If you are the lockbox owner or team member, you can use the following instructions to release the shackle from the lockboxes you own or borrow:

1. Insert your SentriCard® into your lockbox. Wait until the **CODE** light displays, then press your **PIN + ENT**.
2. Do not remove your SentriCard® from the lockbox.

3. When the lockbox displays the **READY** light, press **FUNC + 1 + ENT**. The lockbox will begin beeping.
4. While firmly holding the lockbox, gently press the shackle into the lockbox as the lockbox makes the triple beep sounds. After five triple beeps, the lockbox will display the green **READY** light, the red **DND** light, then, the green **READY** light again. You can pull the shackle from the top of the lockbox upon the illumination of the first green **READY** light. Do not perform any other functions with the lockbox while the red **DND** light is illuminated. Wait for the second green **READY** light to illuminate before putting the shackle back into the lockbox. The shackle will come all the way out of the lockbox. If you are not holding onto the lockbox when the shackle unlatches, it could fall to the ground!

To replace the shackle, firmly press the shackle into the lockbox. The shackle is reversible, so it does not matter which way you insert it. You may have to wiggle it slightly to get it to go into the lockbox. Make sure you hear or feel a positive "click" that confirms the shackle latch has engaged.

When you remove the shackle from a lockbox, you may lose any custom settings you selected. In addition, if you assigned a lockbox to a listing, the lockbox may lose the listing assignment when you remove the shackle.

Agent With Shackle Release Code

From time to time a lockbox owner may ask an Agent, who is not their card team member, to remove the shackle from their lockbox. A non-card team member can use the lockbox owner's shackle release code to remove the shackle.

Note: Before an Agent can use the shackle release code, the lockbox owner will need to check the **Enable Shackle Release with Code** check box on the **Agent Default Lockbox Settings** window.

1. Insert your SentiCard® into your lockbox. Wait until the **CODE** light displays then press your **PIN + ENT**.
2. Do not remove your SentiCard® from the lockbox.
3. When the lockbox displays the **READY** light, press **FUNC + 1 + Shackle Code + ENT**. The lockbox will begin beeping.
5. While firmly holding the lockbox, gently press the shackle into the lockbox as the lockbox makes the triple beep sounds. After five triple beeps, the lockbox will display the green **READY** light, the red **DND** light, then, the green **READY** light again. You can pull the shackle from the top of the lockbox upon the illumination of the first green **READY** light. Do not perform any other functions with the lockbox while the red **DND** light is illuminated. Wait for the second green **READY** light to illuminate before putting the shackle back into the lockbox. The shackle will come all the way out of the lockbox. If you are not holding onto the lockbox when the shackle unlatches, it could fall to the ground!

To replace the shackle, firmly press the shackle into the lockbox. The shackle is reversible, so it does not matter which way you insert it. You may have to wiggle it slightly to get it to go into the lockbox. Make sure you hear or feel a positive "click" that confirms the shackle latch has engaged.

When you remove the shackle from a lockbox, you may lose any custom settings you selected. In addition, if you assigned a lockbox to a listing, the lockbox may lose the listing assignment when you remove the shackle.

Last update to this topic: January 15, 2013.

Why do I Have to Renew My SentiCard®?

Only SentiCards® provide your Association or Board with the industry's most advanced smart card technology. Your SentiCard® must be renewed in order to effectively upload any card files to the **SentriLock Server**. Every time your SentiCard® is renewed using a SentiCard® Reader, all access files and showing information from the SentiCard® is uploaded to the **REALTOR® Lockbox Web Site**.

The SentiCard® chip stores encrypted, secure data which cannot be modified or erased. In order for the most up to date information to display on the **REALTOR® Lockbox Web Site**, SentiCard® holders must renew their SentiCard® within their Association's renewal period.

Any time a SentiCard® is expired, it will need to be renewed before it will work for lockbox access again. An expired SentiCard® does not require a reactivation fee. Any time your SentiCard® is expired, you just need to renew it at a SentiCard® Reader again. Once the SentiCard® is valid, it will work again for lockbox access.

Last update to this topic: March 13, 2012.

What is Contractor Mode and how do I use it on my Lockbox?

A contractor code is similar to a 1 day code. Both codes provide access without the use of a SentiCard®, but with some differences. Contractor mode must be enabled on the lockbox in order for contractor codes to work. The owner of the lockbox is assigned three contractor codes for use and these codes will work indefinitely as long as the contractor mode is active on the lockbox.

When you turn on contractor mode, anyone with the lockbox's contractor codes can use them to open the key compartment without a SentiCard®.

How to Turn On Contractor Mode

1. Insert your SentiCard® into your lockbox. Wait until the **CODE** light displays then press your **PIN + ENT**.
2. After the lockbox displays the **READY** light, press **FUNC + 6 + 1 + ENT**. If you would like to turn *off* contractor mode, you can enter **FUNC + 6 + 0 + ENT**.
3. Remove your SentiCard® from the lockbox.

You can find your contractor codes on the tri-fold card carrier sheet that came with your SentiCard®. You can also use the **SentriLock Card Utility/SentriCard® Utility** or **REALTOR® Lockbox Web Site** to find a lockbox's contractor codes.

How to Find Your Contractor Codes Using the REALTOR® Lockbox Web Site

1. Use the **SentriLock Card Utility/SentriCard® Utility** to log in to the **REALTOR® Lockbox Web Site**. Insert your SentiCard® into the SentiCard® Reader attached to your computer or your Broker's office computer. The **SentriLock Card Utility/SentriCard® Utility** will display the **Login** window. If the **SentriLock Card Utility/SentriCard® Utility** does not display the **Login** window, click **Start | Programs | SentriLock Card Utility or SentiCard® Utility**. The **SentriLock Card Utility/SentriCard® Utility** will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password in the **Password** field. Click **Login** to access the **Main Menu** window. Alternatively,

you can access the **REALTOR® Lockbox Web Site** directly. To access the Web site directly, use your Web browser to access <http://lockbox.sentrilock.com/lbs>. You will need your SentiLock ID and password to log in to the Web site.

2. Click **My Lockboxes**. On the **Lockboxes** window, click the serial number of the lockbox.
3. On the **Edit Lockbox** window, click **Default Lockbox Settings** or **Custom Lockbox Settings**.
4. The **Contractor Code** fields on the **Default Lockbox Settings** or **Custom Lockbox Settings** windows will display the contractor codes for the lockbox you selected from the **Lockboxes** window.

When you remove the shackle from a lockbox, the lockbox usually turns off contractor mode. With contractor mode off, you cannot use a contractor code to access the key compartment. If your Association uses lockboxes with firmware version 2.03 or higher, you may be able to check the **Don't Clear Contractor Mode on Shackle Release** check box on the **Agent Default Lockbox Settings** window. If you check this box, the lockbox will not turn off contractor mode when you remove the shackle.

Note: If you remove the shackle from a lockbox within 24 hours of using **Customize a Lockbox**, the lockbox will not turn off contractor mode. In addition, the lockbox will retain all of its codes and settings.

How to Use a Contractor Code

You can use the following instructions to open the key compartment of a lockbox with a contractor code:

1. On the lockbox's keypad, press and hold **ENT**. This will "wake up" the lockbox.
2. When the lockbox lights up the keypad, enter your contractor code. For example 0125489, and press **ENT**.

Note: All contractor codes begin with zero (0). You need to include the zero when entering a contractor code into the keypad.

3. The lockbox will open the key compartment.

If the **CODE** and **ERROR** lights alternate after you enter a contractor code, you've entered an incorrect code. You should verify the code with the owner of the lockbox.

Last update to this topic: August 8, 2012.

What is a 1 Day Code and how do I Obtain one for my Lockbox?

1 day codes allow anyone access to a lockbox key compartment without using a SentiCard®. 1 day codes are NOT static, meaning they change on a daily basis.

1 day codes are similar to contractor codes, but they change every day. Contractor codes are static, meaning someone can repeatedly use the same contractor code to access a lockbox for longer than one day. You can use 1 day codes to provide the security of giving time limited access to the lockbox key compartment without the hassle of having to visit your lockbox to change the access codes.

A 1 day code can be generated for a lockbox up to two weeks prior to when the code is actually needed. 1 day codes are valid for one day and they expire at Midnight on the day they have been created for. You can select from nine different codes per day, per lockbox. Some Associations allow the use of generic 1 day

codes. These codes will work on all of an Agent's lockboxes. Some Associations require 1 day codes to be specific to a particular lockbox, meaning the set of codes will only work on one of the Agent's lockboxes.

There are different ways to create 1 day codes:

1. You can create a 1 day code using the **SentriLock Card Utility/SentriCard® Utility** or the **REALTOR® Lockbox Web Site**.
2. You can create a 1 day code using **CARS**.
3. You can create a 1 day code using the **REALTOR® Mobile Web Site**.
4. You can get a 1 day code issued to you from SentriLock Technical Support.

How a 1 Day Code is Used

You can use the following instructions to open the key compartment of a lockbox with a 1 day code.

1. On the lockbox's keypad, press and hold **ENT**. This will "wake up" the lockbox.
2. When the lockbox lights up the keypad, enter your 1 day code. For example 2862745, and press **ENT**.
3. The lockbox will open the key compartment.

Some possible problems you may encounter when using a 1 day code and what to do about them:

- If the **CODE** and **ERROR** lights alternate after you enter a 1 day code, you've entered an incorrect code. You should verify the code with the owner of the lockbox.
- If pressing the **ENT** button in step 1 above does not wake up the lockbox (that is, the lockbox keypad does not light up), the lockbox owner may have locked the keypad (either with or without intending to). Normally, the lockbox unlocks its keypad when someone inserts his or her SentriCard®. Since you are using a 1 day code, you probably do not have a SentriCard®. You can unlock the keypad by inserting a credit card or business card into the lockbox instead. When the lockbox beeps and lights up, remove your credit card. Wait for the lockbox **CARD** and **ERROR** lights to go out, and then start over with step 1 by pressing and holding the **ENT** key.

Last update to this topic: August 8, 2012.

Can Lockboxes be Accessed Without a SentriCard®?

Yes, lockboxes can be accessed without a SentriCard®. As long as the Association that owns the lockbox allows the use of both 1 day codes and contractor codes, either of these codes will work to access the key compartment of your lockbox.

Note: Contractor codes will only allow the lockbox key compartment to open if contractor mode has been enabled on the lockbox.

Last update to this topic: March 13, 2012.

How do I Customize a Lockbox?

You can change the codes and settings on your REALTOR® lockboxes at any time. You can change the codes and settings for a single lockbox or for all of your lockboxes.

- If you want to temporarily change some of the codes and settings on a lockbox, you can customize it. When you customize a lockbox, you can also assign the lockbox to a listing. You can change the various codes and settings on the lockbox. When you remove the lockbox from the listing (by removing its shackle), the lockbox loses all of the custom codes and settings. When you customize a lockbox, you are making temporary changes to your codes and settings.
- If you want to make persistent changes (those that will remain on the lockbox after you release the shackle) to some of the codes and settings on all of your lockboxes, you can use the **Agent Default Lockbox Settings** window.

Customizing a Single Lockbox

1. Use the **SentriLock Card Utility/SentriCard® Utility** to log in to the **REALTOR® Lockbox Web Site**. Insert your SentriCard® into the SentriCard® Reader attached to your computer. The **SentriLock Card Utility/SentriCard® Utility** will display the **Login** window. If the **SentriLock Card Utility/SentriCard® Utility** does not display the **Login** window, click **Start | Programs | SentriLock Card Utility or SentriCard® Utility** . The **SentriLock Card Utility/SentriCard® Utility** will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password in the **Password** field. Click **Login** to access the **Main Menu** window.
2. From the **Card Functions** pane on the **Main Menu**, click **Customize a Lockbox**.
3. Use the **Select Lockbox** window to select the lockbox you're customizing. To select a lockbox, click its serial number. After you customize a lockbox, you'll need to insert your SentriCard® into the lockbox. This has to be done within 24 hours of when the lockbox was customized. Make sure you have access to the lockbox you select.
4. After clicking on the serial number of the lockbox you want to customize, you can select the region you want the lockbox to be customized for. Choose the **Select** button after you have chosen your desired region.
5. After clicking **Select**, you will be taken to the **Custom Lockbox Settings** window. When you customize a lockbox, you can also assign the lockbox to a listing. To assign a lockbox to a listing, click the **Select** button next to the **Listing** field to open the **Select Listing** window. You can use the **Search** bar on the **Select Listing** window to search for a listing. After you select a listing, click the **Submit Changes** button on the **Select Listing** window.
6. You can use the **Custom Lockbox Settings** window to change any of codes and settings on the lockbox you selected. For example, you can enter a new shackle code in the **Shackle Code** field. You can use the **Contractor Code** fields to enter up to three contractor codes.

Note: If you check **Auto Reset to Defaults After Shackle Release**, you may lose any custom settings you entered on the **Customize a Lockbox** window. When a lockbox loses its custom settings, it loads the settings from the **Agent Default Lockbox Settings** window. However, your lockbox may not lose its custom settings. If you remove the shackle within 24 hours of customizing it, the lockbox will retain the custom settings you selected. This gives you time to customize the lockbox and place it on your listing. If you do not check **Auto Reset to Defaults After Shackle Release**, your lockbox will not lose its custom settings when you release the shackle. You can manually clear the custom settings from your lockbox. To manually clear the custom settings, insert your SentriCard® into your lockbox and enter your PIN and **ENT**. When the lockbox displays the **READY** light, enter **FUNC + 6 + 5 + ENT**.

7. When you finish making changes to the **Custom Lockbox Settings** window, click **Finish**.

8. The **SentriLock Card Utility/SentriCard® Utility** will update your SentriCard®. When it's finished, remove your SentriCard® from your SentriCard® Reader and insert it into the lockbox.
9. If you want to customize another lockbox and assign it to a listing, you can repeat these instructions.

Changing the Settings on All Lockboxes

You can use the instructions below to use the **Agent Default Lockbox Settings** window to make persistent changes to the codes and settings on all of your lockboxes.

1. Use the **SentriLock Card Utility/SentriCard® Utility** to log in to the **REALTOR® Lockbox Web Site**. Insert your SentriCard® into the SentriCard® Reader attached to your computer. The **SentriLock Card Utility/SentriCard® Utility** will display the **Login** window. If the **SentriLock Card Utility/SentriCard® Utility** does not display the **Login** window, click **Start | Programs | SentriLock Card Utility or SentriCard® Utility**. The **SentriLock Card Utility/SentriCard® Utility** will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password in the **Password** field. Click **Login** to access the **Main Menu** window. Alternatively, you can access the **REALTOR® Lockbox Web Site** directly. To access the Web site directly, use your Web browser to access <http://lockbox.sentrilock.com/lbs>. You will need your SentriLock ID and password to log in to the Web site.
2. Click **My Account**. On the **Edit Agent** window, click **Default Lockbox Settings**.
Note: If you are a Broker or Association Administrator, you can access the **Default Lockbox Settings** window by clicking **Agents**. From the **Agents** window, you can click the Agent's name to access the **Edit Agent** window.
3. You can use the **Agent Default Lockbox Settings** window to edit the codes and settings for all of your lockboxes. For example, you can enter a new shackle code in the **Shackle Code** field. You can use the **Contractor Code** fields to enter up to three contractor codes.
4. When you finish editing the fields on the **Agent Default Lockbox Settings** window, click **Save Changes**.
5. After you click **Save Changes**, renew your SentriCard®. When you renew your SentriCard®, the **SentriLock Server** will update your SentriCard® with the changes you made to the **Agent Default Lockbox Settings** window. After you renew your SentriCard®, you'll need to insert your SentriCard® into each one of your lockboxes. This will update your lockboxes with the changes from the **Agent Default Lockbox Settings** window.

Note: If you previously customized a lockbox, you should update the lockbox with your new default settings. This will ensure that when you remove the shackle or clear the custom settings from the lockbox, it will use your new default lockbox settings.

Last update to this topic: August 6, 2012.

Can I Renew My SentriCard® Without Using a SentriCard® Reader?

If you're away from your computer and you need to renew your SentriCard®, you can use a SentriCard®, a renewal code and a lockbox to temporarily renew your SentriCard®. To generate a renewal code, you can use the **Card Authorization Renewal System (CARS)**.

The following instructions will guide you through using **CARS** to generate a renewal code:

1. To generate a renewal code, call **CARS** at **513-618-5805**. **CARS** is available 24 hours a day, 7 days a week.

2. **CARS** will prompt you to enter your SentriCard® serial number and PIN.

Note: After you enter your PIN, **CARS** will let you know when your SentriCard® expires. If the number of days left on your SentriCard® is greater than or equal to the **CARS** renewal period, **CARS** will not allow you to renew your SentriCard®.

3. Follow the prompts in **CARS** to generate a renewal code.
4. Once you have the renewal code, insert your SentriCard® into a lockbox. Do not enter your PIN. On the lockbox keypad, press **FUNC + 0 + Renewal Code + ENT**.

Once the lockbox was able to renew your SentriCard®, it displays the **READY** light. To access the key compartment or perform other functions, re-insert your SentriCard® into the lockbox. When the lockbox displays the **CODE** light, press your **PIN + ENT**.

5. If the lockbox was unable to renew your SentriCard®, it will flash the **CODE** and **ERROR** lights. Try to renew your SentriCard® again. Re-insert your SentriCard® into the lockbox and press **FUNC + 0 + Renewal Code + ENT**.

Your Association may limit the number of times per month Agents can use **CARS**.

Note: Renewing a SentriCard® via a lockbox is only temporary. Your Association determines the length of time the renewal period will last. Typically, both the renewal code and the renewal period expire at Midnight. For example, on Tuesday you call **CARS** and generate a renewal code. You must use the code to renew your card by midnight on Tuesday. Once you renew your SentriCard®, it is valid until midnight on Tuesday. Association Administrators can use the **CARS Renewal Period** field on the **Edit Association** window to set the renewal period for **CARS**.

Last update to this topic: August 6, 2012.

Where Can I Purchase SentriLock Equipment Such as SentriCard® Readers and Lockboxes?

If you would like to obtain additional SentriLock materials, contact your Association or Board Office. You can obtain any additional SentriLock materials from your Association as well as pricing information.

Last update to this topic: August 3, 2012.

How Can I Download the SentiLock Card Utility/SentriCard® Utility Software?

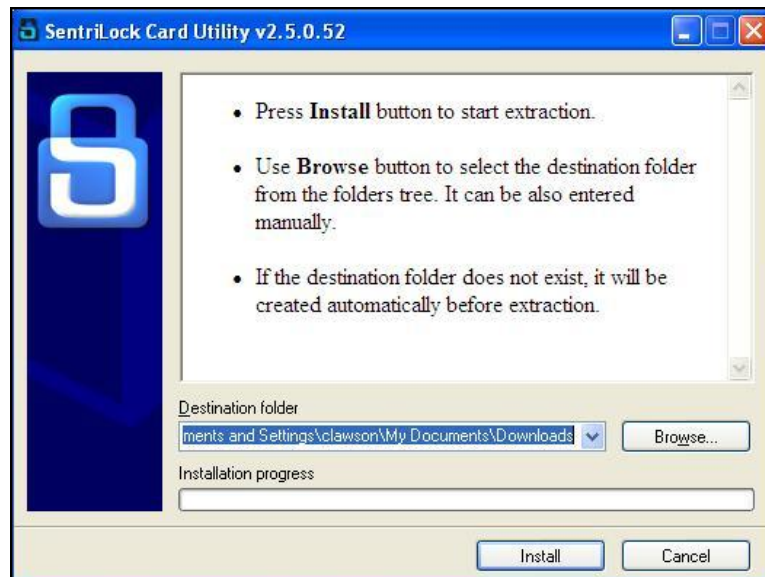
You can install the **SentiLock Card Utility/SentriCard® Utility** without the installation CD by downloading the program from the **SentiLock Downloads** Web site. To go to this site, you can use your Web browser to navigate to <http://www.sentrilock.com/files/>. Once you have gone to this Web site, you can choose to install the **SentriCard® Utility/SentriLock Card Utility** program. The **SentriCard® Utility** can be installed on a MAC.

Note: You do not need to have your **SentiLock ID** or **Password** to download the **SentiLock Card Utility/SentriCard® Utility** from the **SentiLock Downloads** Web site.

Installing the SentiLock Card Utility

Use the following steps to download the **SentiLock Card Utility** from the **SentiLock Downloads** Web site:

1. After going to <http://www.sentrilock.com/files/>, click on the first choice in the list of downloads.
2. Save the file to your desktop or a location you can retrieve the file from. Click **Save**.
3. After the file finishes downloading, click **Run** on the **Open File-Security Warning** window.
4. After running the download, click **Install**.



5. The SentiLock CD image will appear at this point. Click on the picture above the **Full Installation (Recommended)** option.



6. Press **Next** in the first window of the **Installation Wizard**.
7. Choose the correct shortcut depending upon whether the computer is a laptop or desktop and click **Next** in the **Installation Wizard**.
8. Once the **Installation Wizard** is done installing the program, click **Finish**.
9. When the program is done downloading, plug the Smart Card Reader in to a USB port on your computer.
10. Open the **SentiLock Card Utility/SentriCard® Utility** by going to **Start | All Programs | SentiLock Card Utility** or **SentriCard® Utility** .
11. Insert your SentiCard® into your SentiCard® Reader with the gold chip facing up and going in to the SentiCard® Reader.



12. Wait for the login screen to appear with your **SentiLock ID**.



13. Enter your Password and click either **Renew** or **Login**, depending on what you prefer to do.

You can also choose to install the **SentiLock Card Utility/SentriCard® Utility** software on a MAC computer. For further information on doing this, please contact SentiLock Support at 513-618-5800 if you are in the USA. If you are in Canada, please call 1-877-736-8745.

Installing the SentriCard® Utility on a PC

Before installing the **SentriCard® Utility**, we recommend you have the latest version of Java. It is not required to install the latest version of Java, but it is recommended. You can find the latest version of Java here: <http://java.com/en/download/index.jsp>.

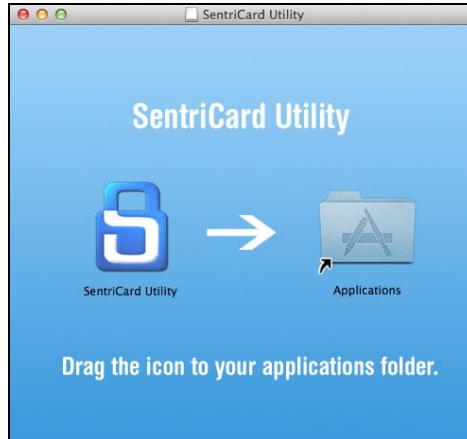
Use the following steps to install the **SentriCard® Utility 3.x** on a Windows computer:

1. Browse to <http://www.sentrilock.com/cu3> and click **SentriCard® Utility 3.x Free Download**.
2. Save the **SentriCardUtilityInstaller.exe** file to your **Desktop** or default location.
3. From your **Desktop** or default location, double-click **SentriCardUtilityInstaller.exe**.
4. From the **Open File** window, click **Run**. If prompted to install Java, click **OK** on the **Setup** window.
5. Click **Next** on the **Setup-SentriCard Utility 3** window.
6. On the **License Agreement** window, review the agreement and choose the **I accept the agreement** radio button. Click **Next**.
7. Click **Install**. During the installation, Java may automatically install. Click **Next** in the **Device Driver Installation Wizard**.
8. When prompted, click **Finish** to complete the **SentriCard® Utility** installation.
9. Plug your SentriCard® Reader into a USB port on your computer and insert your SentriCard® into the SentriCard® Reader.
10. The **User Name** field displays your SentiLock ID. Enter your password and click Press **Click to Login** to login to **SentriCard® Utility**.
11. After you have successfully logged into the **SentriCard® Utility**, you can renew your SentriCard®. To renew your SentriCard®, click the **Renew SentriCard®** button on the left-hand side of the **Main Menu**. Make sure to leave your SentriCard® in the SentriCard® Reader during the renewal process. When the renewal is complete, you will receive a message in the **Status Bar** saying **Card Status: Ready** or **Card Status: Connected**. Above the **Status Bar**, the **SentriCard® Utility** displays the expiration date of your SentriCard®.

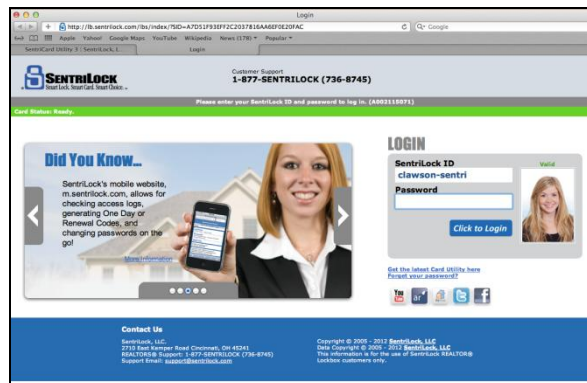
Installing the SentriCard® Utility on a MAC

Use the following instructions to install the **SentriCard® Utility 3.x** on a MAC:

1. Use your Web browser to go to <http://www.sentrilock.com/cu3>.
2. Click on the **SentriCard® Utility 3.x Free Download** button.
3. The file will download and automatically go to your **Downloads** list.
4. When it is finished downloading, open your **Downloads** list and double-click on the **SentriCard® Utility 3.x dmg** download.
5. Drag the SentriLock icon to your **Applications** folder.



6. Open your **Applications** folder.
7. Plug your SentriCard® Reader into a USB port on your Mac.
8. Open the **SentriCard® Utility** from the icon in your **Applications** folder.
9. Insert your SentriCard® into the SentriCard® Reader.
10. Enter your password and click **Click to Login**.



11. Once logged into the **SentriCard® Utility**, you can perform basic card functions such as renewing your SentriCard®.
12. After you have successfully logged into the **SentriCard® Utility**, you can renew your SentriCard®. To renew your SentriCard®, click the **Renew SentriCard®** button on the left-hand side of the **Main Menu**. Make sure to leave your SentriCard® in the SentriCard® Reader during the renewal process. When the renewal is complete, you will receive a message in the **Status Bar** saying **Card Status: Ready** or **Card Status: Connected**. Above the **Status Bar**, the **SentriCard® Utility** displays the expiration date of your SentriCard®.

Last update to this topic: January 15, 2013.

How Can I Obtain Support?

You can obtain free support from SentiLock in one of the following ways:

- **SentiLock Card Utility/SentriCard® Utility** or **REALTOR® Lockbox Web Site**
- The best way to reach SentiLock support is via the Internet. Click the **Support** button on the toolbar in the **REALTOR® Lockbox Web Site** or the **SentiLock Card Utility/SentriCard® Utility**. Click **Add Ticket** to send a message to **SentiLock Support**.
- **E-mail**
You can send e-mail to SentiLock Support: support@sentrilock.com
- **Contact Technical Support from Sales Website**
A Technical Support request form is available on the SentiLock Sales Web site: <http://www.sentrilock.com/contactSupport/>
- **Telephone**
If you are in the US and prefer to contact SentiLock Support via the telephone, call:
513-618-5800.

If you are in Canada and prefer to contact SentiLock Support via the telephone, call:
1-877-736-8745

If you're having trouble with a lockbox or your computer, please contact SentiLock Support when you have the lockbox or computer available. SentiLock is available daily from 8:00am - 12:00am (midnight) Eastern Time, with the exception of the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Last update to this topic: January 15, 2013.

What is CBS Mode and how do I enable it?

A call before showing code (CBS code) prevents Agents from accessing a lockbox with their SentiCards® until they call the listing Agent to obtain a CBS code. The CBS code is an additional code Agents need to enter into the lockbox before they can access the key compartment. Not all lockboxes use a CBS code. A listing Agent may choose to use this code to ensure that he or she knows about any showings prior to the actual showing date and time. Prior to showing the listing, the showing Agent must contact the listing Agent for the CBS code.

There are two types of CBS codes: static and dynamic.

- A static CBS code does not change until you manually change it. A showing Agent can repeatedly use the same static CBS code to access the lockbox. If you decide to change the static CBS code, you'll need to do so via the **SentriLock Card Utility/SentriCard® Utility** . After you change the code, you need to insert your SentriCard® into your lockboxes to update them with the new static CBS code.
- A dynamic CBS code provides the security of giving time limited access to the key without the hassle of having to visit your lockbox to change codes. A dynamic CBS code is good for 1 day and expires at midnight. You can create a dynamic CBS code up to two weeks in advance.

Before a lockbox will require a showing Agent to enter your static or dynamic CBS code, you have to turn on call before showing mode on the lockbox.

Note: If you refer to a document that says to enter the command: **FUNC+6+9+ENT** on a lockbox to turn on call before showing mode, unfortunately ,that keypad command does not work on all lockboxes. If your Association uses lockboxes with firmware version 2.03 or higher, the keypad command will work on your lockboxes. If your Association uses lockboxes with firmware version less than 2.03, your lockboxes will not allow this keypad command.

Last update to this topic: March 14, 2012.

What is a Power Paddle?

The power paddle provides a temporary power source to the **NXT** and **NXT Wireless** (blue) series lockboxes. If the internal batteries in the lockbox are dead, you can use this temporary power source to allow the lockbox to open the key compartment in order to replace the internal lockbox batteries. The power paddle is powered by a 9 volt battery.



The power paddle communicates with the lockbox by inserting the card attached to the top of the power paddle into the card slot on the lockbox.

In order to obtain a power paddle, contact your Association for further information.

Last update to this topic: August 6, 2012.

What Kind of Batteries does the Lockboxes Use?

The **GENI** or **GENII** (silver) REALTOR® lockbox has an internal lithium battery. The batteries in **GENI** lockboxes last between 2 to 3 years, depending upon climate, storage and use. The batteries in **GENII** lockboxes last up to 6 years, depending upon climate, storage and use.

Note: Do not remove old batteries from a lockbox until you have a replacement in hand. Also, do not carry unpackaged batteries in your pocket or purse as metal objects could cause a short circuit and thereby cause bodily harm or property damage.

To replace the battery in a **GENI** or **GENII** (silver) lockbox, you will need:

1. 1 lithium type 2CR5 battery. Contact your Association to obtain a battery for your lockbox.
2. A 5/64" hex/allen wrench or a T10 torx driver to remove the battery cover screws.

Note: Use a 5/64" inch hex/allen wrench if the screws look like hexagons. Use a T10 torx driver if the screws look like stars.

The **NXT** or **NXT Wireless** REALTOR® lockbox has internal lithium batteries. The batteries in **NXT/NXT Wireless** lockboxes last up to 6 years, depending upon climate, storage and use.

To replace the batteries in a **NXT** or **NXT Wireless** (blue) lockbox, you'll need:

1. 2 lithium type CR123A batteries. Contact your Association in regards to obtaining batteries for your lockbox.
2. A Phillips head screwdriver to remove the battery covers screws.

The battery cover for an **NXT** or **NXT Wireless** (blue) lockbox is easy to identify because it may have a label with a picture of a crossed out key affixed to it. It can be found inside the key compartment, against the back side of the lockbox.

Note: If the lockbox shows no signs of activity and you cannot access the key compartment, the battery is dead. You can use a power paddle to provide a temporary charge to the lockbox and access the battery compartment. Contact your Association to obtain a power paddle.

Last update to this topic: January 15, 2013.

Where can I Find Information about the Lockbox Status Lights?

If you look on the back of your SentiCard®, you will find an explanation of the lockbox status lights. From the back of your SentiCard®, you can also find an explanation of the three most basic functions you will perform with your lockbox as well as the steps to do so.

| | |
|--|---|
| To Begin Using - Insert Card - Enter Your PIN - Press ENT | |
| Release Shackle | FUNC 1 + ENT |
| Assign to a Listing | FUNC 2 + Address or MLS# + ENT |
| Open Key Compartment | FUNC 3 + ENT |
| PROTECT YOUR PIN - NEVER WRITE IT ON YOUR CARD!! | |
| SUPPORT 1-877-736-8745 | |
| support.sentrilock.com | |
| Status Lights | ● = STEADY ○ = BLINKING |
| ○ CARD + ○ ERROR | Reinsert Card - If Error Persists, Contact Support |
| ● CODE | Enter PIN / Call Before Showing Code on Keypad |
| ● CODE + ● ERROR | Incorrect PIN |
| ● CARD + ● ERROR | Card is Expired - RENEW YOUR CARD |
| ● READY or ○ READY | Login Successful - Enter Desired Function |
| ○ MESSAGE | Low Battery |
| ○ DND | Do Not Disturb - ● Come Back in 15 Minutes |
| ○ ERROR | Keypad Entry Error / Wrong PIN / Operation not Allowed |
| ● ERROR | Too Many Incorrect Access Codes - 3 min. Keypad Lockout |

Last update to this topic: March 14, 2012.

Why Won't my RAD Connect?

Similar to a cell phone, the RAD will need to be charged before you can use it. The first time you charge your RAD, SentiLock recommends charging it for four hours. The battery icon on the RAD screen will have an exclamation point in the middle of it when you first receive your RAD. This indicates the RAD battery is critically low, and the device will have trouble connecting to a cell network until it is fully charged. While charging the RAD, the battery icon will appear as a lightning bolt. When the RAD battery is fully charged, the solid battery icon will appear.

Another reason the RAD might not connect is because it is unable to get a cell connection. The inverted triangle on a stick is the antenna icon that displays the RAD's signal strength bars. This can be found on the RAD screen. If an action is performed and there is no cellular signal, the RAD displays a message saying "there is no connection." The RAD will automatically try to connect to a cellular service every 15 minutes. Access logs and other information will not be sent until the RAD has a valid cellular connection.

Last update to this topic: January 15, 2013.

How can I Charge my RAD?

You may use the car charger that came with your RAD; or if you have a micro USB wall charger available, you may use that to charge the RAD. The first time you charge your RAD, SentiLock recommends charging it for four hours. If the battery is critically low, the battery icon on the RAD screen will appear with an exclamation point in the middle of it. If the battery is critically low, the RAD will have difficulty connecting to a cell network. It is recommended to fully charge the RAD. When the RAD battery is fully charged, the solid battery icon will appear.

Last update to this topic: January 15, 2013.

Can I use a RAD that is not Mine?

Multiple Agents can use a RAD to renew their SentiCard®, provided each one of the Agents owns a RAD themselves. This is beneficial for Agent teams that may be traveling or showing property together. Agents

who do not own a RAD cannot use the RAD, however; all Agents can use the RAD's Event Tracker function at open houses or meetings.

Last update to this topic: January 15, 2013.

Glossary of Terms

1 Day Code

This code can be used to open the lockbox key compartment without the use of a SentiCard®. These codes may be necessary for use by Agents or contractors that need to access a lockbox key compartment but do not own a SentiCard®. These codes are valid for 24 hours. 1 day codes change automatically, every day, without having to go to the lockbox to make any changes.

CBS Mode

When you turn on call before showing mode, a lockbox will require a Showing Agent to enter a call before showing code (CBS code) before they can access the lockbox's key compartment. A Listing Agent may choose to use this code to ensure that he or she knows about any showings prior to the actual showing date and time. Prior to showing the listing, the Showing Agent must contact the Listing Agent for the CBS code.

Contractor Mode

When you turn on contractor mode, anyone with the lockbox's contractor codes can use them to open the key compartment without a SentiCard®.

PIN

PIN stands for Personal Identification Number. This is the code Agents use along with their SentiCard® at a lockbox. This code is needed in order to use a SentiCard® at a lockbox. Only the owner of the SentiCard® should know their PIN due to security reasons. The PIN for a SentiCard® can be changed using the **SentiCard® Utility** software and a SentiCard® Reader.

Power Paddle

The power paddle provides a temporary power source to the **NXT** and **NXT Wireless** (blue) lockboxes. If the internal batteries in the lockbox are dead, you can use this temporary power source to allow the lockbox to open the key compartment in order to replace the internal lockbox batteries. The power paddle is powered by a 9 volt battery.

REALTOR® Lockbox Web Site

You can use the **REALTOR® Lockbox Web Site** to edit and view information. You can edit listing, Agent, and lockbox information. You can view lockbox access information. You can also use the Web site to access manuals and contact SentiLock Support.

You can access the **REALTOR® Lockbox Web Site** from:

<http://lockbox.sentrilock.com/lbs>

SentriCard®

You will use a SentriCard® to access and program lockboxes. A SentriCard® is an ISO 7816 compliant smart card. Unlike their credit card counterparts, smart cards utilize an embedded "chip" that contains the security data for the lockbox system. This chip is immune to magnetic fields as well as employing tamper detection logic and circuitry.

The SentriCard® is the same size as a credit card.

SentriCard® Reader

You will use a SentriCard® Reader to transfer data to and from your SentriCard®. There are several styles and types of SentriCard® Reader s available. A SentriCard® Reader can connect to a USB port, standard RS-232C serial port, or PCMCIA slot. You can install a SentriCard® Reader at both your home and office.

Multiple users can use a SentriCard® Reader. To use the SentriCard® Reader, you'll need a computer with an Internet connection and the **SentriCard® Utility/SentriLock Card Utility**. Renewing your SentriCard® takes less than a minute. You simply insert your card into the SentriCard® Reader, enter your password and the **SentriLock Card Utility/SentriCard® Utility** will transfer data to and from your SentriCard®.

SentriCard® Utility/SentriLock Card Utility

The **SentriCard® Utility/SentriLock Card Utility** is a program you install on your computer. You will use the **SentriCard® Utility/SentriLock Card Utility**, a SentriCard® Reader and an Internet connection to send data to and from your SentriCard®. You use the **SentriCard® Utility/SentriLock Card Utility** to renew your SentriCard®.

SentriLock Support

SentriLock provides free support services to all lockbox customers. Our Support services are available daily, from 8AM to midnight ET, with the exception of holidays.

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