

## Default Lockbox Settings

### *Introduction*

When your Association or the **SentriLock Server** import your Agent information, codes and settings are created for your lockboxes. These codes and settings are known as the default lockbox settings. You can use the **REALTOR® Lockbox Web Site** to view your default lockbox settings. If you would like to edit or change your default lockbox settings, you can use the **SentriCard® Utility** to change some of the settings. This handout will discuss how to view the default lockbox settings, explain some of the default lockbox settings and show you how to edit these settings using the **SentriCard® Utility**.

### *How to View the Default Lockbox Settings*

You can view your default lockbox settings by logging into the **SentriCard® Utility** or the **REALTOR Lockbox Web Site**. After successfully logging in, click on the **Default Lockbox Settings** tab on the left-hand side of the **Main Menu**. The **Agent Default Lockbox Settings** will appear at this point. In the **Agent Default Lockbox Settings** window, you can view several different settings such as ; time limited 1 day code settings, call before showing settings, homeowner do not disturb settings, contractor mode settings, contractor codes and shackle release settings.

### *Understanding the Default Lockbox Settings*

In order to better understand some of the important default lockbox settings, this portion of the handout will provide you with a brief explanation of some of the default lockbox settings.

**Shackle Code**-The shackle code can be located towards the bottom of the **Default Lockbox Settings** page. This numerical code can be used by any SentriCard® holder that does not have ownership permissions to the lockbox in order to release the lockbox shackle. The lockbox owner and their team members do not need a shackle code to remove the shackle from lockboxes they own or borrow. This code can be useful if an Agent who owns a lockbox asks another Agent that does not have ownership permissions to go to the lockbox to remove it from the listing. Once an Agent has the shackle code, they can insert their SentriCard® into the lockbox, press their **PIN + ENT**, wait for the **READY** light and press **FUNC +1 + Shackle Code + ENT**. The lockbox will emit the five triple beeps and the shackle will release from the lockbox.

**Auto Reset to Defaults after Shackle Release**-The checkbox for this setting can be located toward the bottom of the **Default Lockbox Settings** page. If the lockbox owner enables this feature, removing the lockbox shackle will cause the lockbox to lose any custom settings currently enabled on the lockbox. When a lockbox loses its custom settings, it re-loads the settings from the **Default Lockbox Settings** page. Agents may find it beneficial to reset a lockbox to their default settings when they remove it from

a listing; especially if they created any custom settings that were specific to the listing and the sellers.

**Always Require CBS Code**-This checkbox can be found in the **Call Before Showing (CBS) Settings** group on the **Default Lockbox Settings** page. The call before showing (CBS) code is an additional code Agents may need to enter into the lockbox before they can access the key compartment. Not all lockboxes require a CBS code. If the lockbox owner checks this box, this will enable the use of CBS mode on their lockboxes. A lockbox owner may choose to use CBS mode to ensure that he/she knows about any showings prior to the actual showing date and time. This feature may or not be available to your lockboxes depending upon what firmware version they are.

### ***Editing the Default Lockbox Settings***

If the lockbox owner would like to edit their default lockbox settings, they will need to use the **SentriCard® Utility** program and their SentriCard® Reader. Use the following steps to edit your default lockbox settings:

1. Login to the **SentriCard® Utility** program using your SentriCard® Reader.
2. Click on the **Default Lockbox Settings** tab on the left-hand side of the **Main Menu**.
3. Make required changes to the **Agent Default Lockbox Settings** page. For example; change your **Call Before Showing Code** or check the checkbox for **Auto Reset to Defaults After Shackle Release**.
4. Click the **Save Changes** button at the bottom.
5. Wait for the status bar at the top of the screen to appear in green with a message saying **Card Status: Connected**.
6. Insert your SentriCard® into all of your lockboxes in order to update the settings on each lockbox.

*Note:* It is important to make sure to insert your SentriCard® into all your lockboxes. The changes will not take place on the lockbox until your SentriCard® has been inserted into it.

### ***Summary***

If you need more information about viewing, understanding or editing your default lockbox settings, contact SentriLock Support for further assistance.

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