

Lockbox Custom Modes

Introduction

The lockbox offers several custom modes. When you turn on contractor mode, anyone with the lockbox's contractor codes can use them to open the lockbox key compartment without a SentiCard®. Another custom mode you can enable on the lockbox is CBS (Call Before Showing) mode. This mode prevents Agents from accessing a lockbox unless the Listing Agent has approved the lockbox access and given the Agent a call before showing code to open the key compartment. Another commonly used custom mode for the lockboxes is do not disturb (DND) mode. With this mode enabled, the homeowner can temporarily deny access to the lockbox. This handout will discuss the use of all of these modes as well as give instructions on how to enable these modes successfully.

Note: It is important to remember that releasing the lockbox shackle may clear any custom modes that have been enabled on your lockbox, which is why it is always best to enable these modes after the lockbox has been placed on the listing.

How to Enable Contractor Mode

A contractor code is similar to a 1 day code. Both codes provide key compartment access without the use of a SentiCard®. 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 their lockboxes and these codes will work indefinitely to open the key compartment as long as contractor mode has been enabled. Unlike 1 day codes, contractor codes do not change. Use the following steps to successfully enable contractor mode on a lockbox:

1. Insert your SentiCard® into your lockbox.
2. Wait for the **CODE** light to illuminate and press your **PIN + ENT**.
3. After the lockbox displays the **READY** light, press **FUNC + 6 + 1 + ENT**.
Note: If you would like to turn off contractor mode, press **FUNC 6 + 0 + ENT**.
4. Wait for the **READY** light to illuminate on the lockbox.
5. Remove your SentiCard® from the lockbox.

How to Use a Contractor Code

Use the following instructions to open the key compartment of a lockbox with a contractor code:

1. On the lockbox keypad, press and hold the **ENT** button. This will "wake up" the lockbox.
2. When the lockbox lights up or beeps, type in the contractor code.
3. Press **ENT**.

4. The lockbox will open the key compartment.

If the **CODE** and **ERROR** lights alternate after you type in a contractor code, you have entered an incorrect code. You should verify the contractor code by referring to the **Default Lockbox Settings** in the **REALTOR® Lockbox Web Site**.

How to Enable CBS Mode

A call before showing (CBS) code prevents Showing Agents from accessing a lockbox with their SentiCard® without first calling the Listing Agents to obtain a CBS code. The CBS code is an additional code Showing Agents needs to enter into the lockbox before they can access the key compartment. A Listing Agent may choose to use this mode 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 in order to obtain the CBS code. Use the following steps to enable CBS mode on a lockbox:

1. Insert your SentiCard® into your lockbox.
2. Wait for the **CODE** light to illuminate and press your **PIN + ENT**.
3. After the lockbox displays the **READY** light, press **FUNC + 6 + 9 + ENT**.
*Note: If you would like to disable CBS mode, press **FUNC + 6 + 8 + ENT**.*
4. Wait for the **READY** light to illuminate on the lockbox.
5. Remove your SentiCard® from the lockbox.

How to Use a CBS Code

Use the following instructions to open the key compartment of a lockbox with a CBS code:

1. Insert your SentiCard® into the lockbox. When the lockbox displays the **CODE** light, press your **PIN + ENT**.
Note: If you are using a 1 day code or contractor code to access the key compartment, the lockbox will not require you to enter a CBS code.
2. When the **READY** light illuminates, remove your SentiCard® or press **FUNC + 3 + ENT**. The lockbox will display the **CODE** light.
3. Press the **CBS code + ENT**.
4. The lockbox will open the key compartment.

If the **CODE** and **ERROR** lights alternate after you enter the CBS code, you have entered an incorrect code. You should verify the CBS code by referring to the **Default Lockbox Settings** in the **REALTOR® Lockbox Web Site**.

Note: The owner of the lockbox and their team members do not need a CBS code to access the key compartment.

DND Mode

The homeowner do not disturb (DND) code is a code that the homeowner can enter into the lockbox to temporarily deny access to their home. When a homeowner uses a DND code, Showing Agents cannot use their SentiCard®, contractor code or 1 day codes to access the lockbox key compartment. You do not need a SentiCard® in order to enable this mode on your lockbox. You can use the following instructions to enable DND mode on your lockbox:

1. On the lockbox's keypad, press and hold the **ENT** button. This will "wake up" the lockbox.
2. When the lockbox activates by lighting up or beeping, press the following buttons on the lockbox keypad: **FUNC + 4 + DND Code + ENT**.
Note: You can find your DND code and DND setting information on the **Default Lockbox Settings** window in the **REALTOR® Lockbox Web Site** or on the tri-fold Card Carrier Sheet you received with your SentiCard®.
3. If the lockbox displays a steady **DND** light, you have enabled do not disturb mode. If you entered an incorrect do not disturb code, the lockbox will flash the **ERROR** light.

When you try to access a lockbox that a homeowner set to do not disturb, the lockbox will display the **DND** light and will not allow access until the DND period is over.

Summary

If you need more information about contractor mode, CBS mode or do not disturb mode, contact Sentrilock Support for further assistance.

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