

Lockbox Functions 1, 2 and 3

Introduction

There are three functions that are most commonly used on the SentiLock lockboxes. These three functions include:

- **Function 1**-Release the lockbox shackle
- **Function 2**-Assign the lockbox to a listing address
- **Function 3**-Open the lockbox key compartment

This handout will give you information on the purpose of each of these functions as well as instructions on how to use them.

How to Use Function 1-Release the Lockbox Shackle

Lockbox owners and their team members can use their SentiCard® to release the shackle from the lockboxes they own or borrow. 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 SentiCard® into the lockbox.
2. Wait for the **CODE** light to illuminate.
3. Press your **PIN + ENT**.
4. Wait for the **READY** light to illuminate and press **FUNC + 1 + ENT**.
5. While firmly holding the lockbox, gently press the shackle into the lockbox as the lockbox emits the triple beeps. After five triple beeps, the lockbox will display the **READY** light, indicating that it is time to pull the shackle out of the top of 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. You may have to wiggle it slightly to get it to go back into the top of the lockbox. Make sure you hear or feel a positive “click” that confirms the shackle latch has successfully engaged.

Note: Depending upon the version of lockbox you are using, make sure to wait for the DND light to go out before placing the shackle back into the top of the lockbox. This rule applies to the NXT and NXT Wireless (blue) lockboxes.



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

How to Use Function 2-Assign the Lockbox to a Listing Address

Assigning your lockbox to a listing address makes your lockboxes easier to identify. When a lockbox is assigned to a listing address, you can search for the lockbox by looking up the MLS number or street address it is assigned to as opposed to looking it up by the lockbox serial number. If a lockbox has not been assigned to a listing address, the serial number of the lockbox is how it is identified. You can use the keypad on the lockbox to assign a lockbox to a listing address.

In order to assign your lockbox to a listing address using the lockbox keypad, use the following steps:

1. Release the lockbox shackle, making it ready to be placed on the listing.
Note: You can leave the shackle out of the lockbox or hang the lockbox on the listing you are going to assign it to. Releasing the shackle will clear the lockbox's internal settings so it is important to do this before you assign it to a listing address.
2. Insert your SentiCard® into the lockbox card slot.
3. Press your **PIN + ENT**.
4. You can enter either one of the following commands to assign a listing address to a lockbox:
 - **FUNC + 2 + MLS Number + ENT**
 - **FUNC + 2 + Numeric Portion of the Listing Address + ENT**If you have a listing at 282 S. Main Street, you would press **FUNC + 2 +282 + ENT** to assign the lockbox.
5. When you finish, renew your SentiCard® at a SentiCard® Reader. This will update the **SentriLock Server** with the listing address and lockbox information.
Note: If you renew your SentiCard® and the **SentriLock 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 the lockbox to a listing address. If the listing address is not on the **SentriLock Server**, SentriLock will import the listing from your MLS system and attempt to re-assign the lockbox to the listing address. SentriLock imports information it receives on a regular basis (determined by the Association). If several days have passed and the **SentriLock Server** has not imported a listing address that matches what you entered into the lockbox keypad and you have not used the **Edit Lockbox** window to assign the listing address to the lockbox, the **SentriLock 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 address.

How to Use Function 3-Open the Lockbox Key Compartment

Use the following instructions to access the key compartment of a lockbox:

1. Insert your SentiCard® into the lockbox.
2. Wait for the **CODE** light to illuminate and press your **PIN + ENT**.
3. If the lockbox displays the **READY** light, remove your SentiCard® from the lockbox or press **FUNC + 3 +ENT**.
4. The lockbox key compartment will come open.

If the lockbox displays the steady **CARD** and **ERROR** lights after you press your **PIN + ENT**, your SentiCard® might be expired. You need to renew your SentiCard® if it is expired. If the lockbox displays the steady **CARD** and **ERROR** lights after you press your **PIN + ENT** and your SentiCard® is valid, the lockbox's internal clock needs to be updated.

Summary

If you need more information about releasing the lockbox shackle, assigning the lockbox to a listing address or opening the key compartment, contact Sentrilock Support for further assistance.

Last update to this topic: October 1, 2013.