



Top 10 Things To Know About Your REALTOR® Lockbox System

The *REALTOR® Lockbox Association Guide* contains information about how to use your REALTOR® Lockbox system. This section contains some of the more important information you need to know.

1. Do not write your [PIN](#) on your SentiCard®!
2. When you release the shackle, it will completely detach from the lockbox, so hold onto the lockbox to prevent it from falling to the ground.
3. Don't leave your [SentiCard®](#) on your car's dashboard or any surface that could get hot enough to melt it, and do not bend it excessively.
4. After removing your lockbox from a listing, lock the keypad before storing it.
5. Your SentiCard® only inserts about halfway into the lockbox. Do not try to force it further into the lockbox.
6. If you need to update your SentiCard® and are away from a key reader, you can contact the Sentrilock Customer Support at 1-877-8745 from 8:00 am to 12:00 midnight, seven days a week.
7. Always hang your lockbox vertically to prevent water damage or buildup. Do not sit your lockbox anywhere where it could become immersed in liquid.
8. Refer to the back of your SentiCard® for basic information on how to use your lockbox.
9. When trying to access a lockbox with your SentiCard®, always wait for the **CODE** light to illuminate before pressing any buttons on the lockbox keypad.
10. Make sure you hear a single beep for each button pressed on the lockbox keypad.

How to Get Help ...

- **Phone:** 1-877-736-8745, 8:00 am to 12:00 midnight, Monday through Sunday
- **Email:** Support@Sentrilock.com
- **Online:** www.sentrilock.com
- **Sentrilock Card Utility:** Click on "Help" menu & select "Support"



Customer Support
1-877-SENTRILOCK (736-8745)

How To...

Remove a Lockbox Shackle

- Insert SentiCard into lockbox
- “Card” then “Code” will illuminate
- Enter your PIN then press the ENT
- “Ready” will illuminate
- Press the FUNC - 1 - ENT



How to Lock the Keypad

When your lockbox is not on a listing, you should store it by locking the keypad. To unlock the keypad, all you have to do is insert a SentiCard® into the lockbox.

- Insert your SentiCard® into the lockbox. Wait until the **CODE** light displays, then enter your PIN and press **ENT**. Do not remove your SentiCard® from the lockbox.
- When the **READY** light displays, press **FUNC + 6 + 7 + ENT**. The **READY** light will display. Remove your SentiCard®. The keypad backlight will flash for several seconds, indicating that the keypad is being locked. You can test to see if it's locked by holding down any key for at least one second. Nothing should happen, indicating it is successfully locked and ready for storage.

Extend Your Lockbox Battery Life

- Store in a temperature controlled environment.
- Turn on low battery notification.
- Change the batteries every 3-4 years.
- Rotate your lockbox inventory

If the batteries in your lockbox are completely dead then you must contact the DAAR office at 703-777-2468. They will loan you a Power Paddle Charger to use to open your lockbox.

How To...

Use CARS (Card Authorization Renewal System)

An Agent can use their SentiCard®, a renewal code and a lockbox to renew their SentiCard® until Midnight.

- To generate a renewal code, call **CARS** at 877-736 -8745. **CARS** is available 24 hours a day, 7 days a week.
- **CARS** will prompt you to enter your SentiCard® serial number and PIN. Follow the prompts to generate a renewal code.
- Once you have the renewal code, insert your SentiCard® into a lockbox. Do not enter your PIN. When the lockbox displays the **CODE** light, press **FUNC + 0 + Renewal Code + ENT**. If you renewed your SentiCard®, the lockbox will display the **READY** light. If the **CODE** and **ERROR** lights alternate, you may have incorrectly entered the renewal code. Remove your SentiCard® from the lockbox and repeat the instructions in this step.



Tips and Tools

Set up showing notifications. You can get a text message or email notifying you that there has been a showing at your properties.

Renew your card after assigning a lockbox to a listing, or making any customization changes. To ensure that all information gets to the website, it is best to renew your card after taking any actions at a lockbox.

Always assign your REALTOR® lockbox to the listing. This will also allow the lockbox access report to show the assigned listing address