

READERKEY FAQs

Q. I'm a licensed real estate broker or agent. Can I get a ReaderKey without being a member of RANWW or NW WI MLS?

A. Only brokers or agents affiliated with an Association of Realtors and a member of the NWW MLS can lease a ReaderKey.

Q. I'm not a real estate agent or broker. Can I still get a ReaderKey?

A. Home inspectors, appraisers and/or virtual tour photographers must be Full Affiliate members of RANWW before a ReaderKey can be leased. ReaderKeys are leased on an annual basis to these members, with fees payable in full in March of each calendar year.

Q. How do I turn on my ReaderKey?

A. Press the **RED** button and hold it until the key beeps (about 1/2 second). This may be a 0 or an *, depending on the ReaderKey version.

Q. When do I enter my PIN number?

A. When you can view the display screen enter your 4-digit PIN number. The ReaderKey beeps and an asterisk (*) is displayed for each character accepted. You do not need to wait to for the ENTER PIN prompt if the ReaderKey is not expired.

Q. Does my PIN number ever change?

A. No. Your 4-digit PIN number will not change.

Q. Where should I keep my PIN number?

A. Memorize the PIN number and keep a written note of it in a safe place, **separate** from your ReaderKey. *DO NOT write or tape it to the back of the ReaderKey!*

Q. Why does my ReaderKey turn off?

A. After each use the ReaderKey will power off for security and battery saving purposes. After entering your PIN number you have **one minute** before the ReaderKey will turn off. *If you have selected a RediSafe operation (1=KEY, 2=SHK you have **one more minute** before the ReaderKey turns off. If no buttons have been pushed, the ReaderKey will turn off in 10 seconds).*

Q. How do I open the RediSafe key tray?

A. Turn the ReaderKey on, enter your PIN number (screen displays "PRESS: 1=KEY, 2=SHK, 3=MENU"). **A) Press 1, B) fit the ReaderKey to the RediSafe lens, C) press 1 again.**

Q. How do I release the RediSafe shackle?

A. Turn the ReaderKey on, enter your PIN number (screen displays "PRESS: 1=KEY, 2=SHK, 3=MENU"). **A) Press 2, B) fit the ReaderKey to the RediSafe lens, C) press 2 again.**

Q. When will my ReaderKey expire?

A. Your ReaderKey will expire once a month on the date programmed into the ReaderKey. **An Update Code will be emailed to you 5 days prior to the expiration date of your key.** *To find the expiration date, turn the ReaderKey on. The screen displays the first letter of your first name and the first 3 letters of your last name followed by the expiration date (Example: JDOE, EXP 01/10). If the ReaderKey is expired, the screen will display EXPIRED.*

Q. How do I get an Update Code?

A. Update Codes are emailed to you 5 days before the ReaderKey expiration date. Update codes can also be obtained 24 hours a day either by phone at 913-722-3212 (*long distance call, not toll free*) or online at <http://www.riscolockbox.com/Orion/Security/Login.asp?RefPage=/orion/Default.asp>

NOTE: Add the following email address to your email contact list to ensure update codes are received: riscolockbox_updates@riscolockbox.com Online or by phone, you will be asked for **1) Board ID, 2) ReaderKey Serial Number (Key S/N) and 3) PIN.** The Board ID is 8795. The Serial Number is located on the back of the ReaderKey. Do NOT enter any preceding zeros (Example: S/N 00001234 – only enter 1234)

Q. Why can't I access the Risco Lockbox website?

A. 1) You must use Internet Explorer as your web browser, 2) if you attempt to login with the wrong credentials (*Board ID, Serial Number or PIN*) the system places a 'cookie' on your computer that expires in 5 minutes, 3) your account may not be active. Contact the RANWW office.

Q. My email address has changed. Will I still get my Update Codes?

A. *You must notify* the RANWW office if you change email addresses to ensure delivery of Update Codes.

Q. What are the menu options on the ReaderKey and how do I read them?

A. To view the menu options, turn the ReaderKey on and enter your PIN number. The screen displays "PRESS: 3=MENU". Press 3. To scroll through the menu options, press 2 to scroll forward, press 1 to scroll backwards. Each menu item begins with "3=". The menu options are 1) Update Key Expire Date, 2) Read Last Activity, 3) Read Prior 10 Records, 4) Battery in Safe Status, 5) Enter New Shackle Code, 6) Display Safe Data. The newer ReaderKeys also include 7) Display Owner Info.

Q. How long will the battery last?

A. The coin-cell lithium battery in the ReaderKey should last about 12 months with normal activity. Replace the **CR2032** battery when your screen displays "WARNING LOW BATTERY". **NOTE:** You have **2 minutes to remove the old battery and install the new battery** before the key loses all data and needs re-programming.

Q. How do I change the battery?

A. Use a small flat-blade screwdriver to avoid tearing up the battery cover – they fit very tightly! Insert the blade in the slot and twist slightly while using your thumb to pull the cover off using the grooves as leverage. **NOTE: have the new battery on hand and out of its packaging BEFORE removing the old battery from the ReaderKey to avoid data loss!**

Q. My ReaderKey says Clock Stopped. What do I do?

A. Your ReaderKey has lost function and must be returned to the RANWW office for re-programming.

Q. What do I do if I lost my key?

A. Contact the RANWW office immediately. You are required to complete a Lost Key Affidavit & submit a new deposit before a replacement ReaderKey can be issued.

Refer to your Owner's Manual and ReaderKey Error Messages for additional details.