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The REALTOR® Lockbox

# Getting Started Guide

By SentiLock, LLC



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# Getting Started

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## Getting Started Overview

The *REALTOR® Lockbox Getting Started Guide* summarizes the most common operations you will probably perform with your *REALTOR® Lockbox*.

The *REALTOR® Lockbox Owner's Guide* contains additional information about the features of your *REALTOR® Lockbox*. You can access the *REALTOR® Lockbox Owner's Guide* from the Lockbox Web site. To access the Web site, visit

<http://lockbox.sentrilock.com/lbs>. Click **Support |**

**Documentation**. You can view the Owner's Guide in both HTML or PDF format. You'll need your **SentriLock ID** and **Password** (both of which are printed on the Card Carrier sheet that was packaged with your SentriCard®) to access the Lockbox Web site.

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## How to Open the Key Compartment

In the instructions below, you will use your SentriCard® and PIN to access the key compartment. Your PIN is the number printed in large characters in the upper right corner of the card carrier sheet that came with your SentriCard®.

1. With the gold contacts facing you and the arrows pointing towards the lockbox, insert your SentriCard® into the card slot that's located along the bottom edge of the lockbox.

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Note: It may be easier to get to the card slot if you first rotate the lockbox clockwise or counter-clockwise around the door knob. This saves you from having to bend down to insert your SentriCard®.

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Figure 1 Inserting a SentiCard® into a lockbox.

2. Wait for the lockbox to display the **CODE** light, then enter your PIN and press **ENT**.
3. The lockbox will display the **READY** light. Remove your SentiCard® from the lockbox. The lockbox will open the key compartment
4. To close the lockbox key compartment, make sure the dwelling key is laying flat in the "cupped" area of the key door and swing the key compartment door up. Using both thumbs, press firmly on the top left and top right corners of the key door until it won't push in any more.

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## How to Release the Shackle from one of your Lockboxes

1. Insert your SentiCard® into your lockbox. Wait for the lockbox to display the **CODE** light, then enter your PIN and press **ENT**. Do not remove your SentiCard® from the lockbox.
2. When the lockbox displays the **READY** light, press **FUNC + 1 + ENT**. The lockbox will begin beeping.
3. While firmly holding the lockbox, gently press the shackle into the lockbox as the lockbox makes the triple beep sounds. After five triple beeps the lockbox will display the **READY** light, indicating that it's time to pull the shackle out 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!



Figure 2 Removing the shackle from a lockbox

4. To replace the shackle, firmly press the shackle into the lockbox. The shackle is reversible, so it doesn't matter which way you insert it. You may have to wiggle it slightly to get it to go into the lockbox. Make sure you hear or feel a positive "click" that confirms the shackle latch has engaged.

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## How to Put a Lockbox on a Listing

Attaching your lockbox to a listing is as easy as **FUNC + 1**, **FUNC + 2**, and **FUNC + 3**! Follow these steps to attach your lockbox to a listing:

1. Insert your SentiCard® in the lockbox.
2. Wait for the lockbox to display the **CODE** light, then enter your PIN and press **ENT**. Do not remove your SentiCard®!
3. Press **FUNC + 1** and press the **ENT** key. The lockbox will make five - triple beeps before it releases the shackle. Make sure you hold onto your lockbox when you release the shackle because the shackle will come all the way out of the lockbox. Remove the shackle from the lockbox. Leave your SentiCard® in the lockbox!
4. Press **FUNC + 2** followed by either:
  - the numeric portion of the listing's street address; or
  - the numeric portion of the listing's MLS number.

When you finish, press **ENT**. Leave your SentiCard® in the lockbox! If you made a mistake keying in the number, simply repeat this step.

5. Press **FUNC + 3** followed by **ENT**. The key compartment will open. Place the dwelling key(s) in the key compartment and close the compartment door.



*Figure 3 Opening the key compartment of a lockbox*

6. You may now remove your SentiCard® from the lockbox.
7. Hang the shackle over the door knob (or some other sturdy fixture that will allow the lockbox to hang vertically), then slide the protective cover up onto the shackle. Make sure you push the protective cover collars up onto the flared boot parts of the shackle. When it's properly installed, the protective cover's two collars will not be able to touch any of the uncoated metal on the shackle.



*Figure 4 Installing the lockbox's protective cover*

8. Firmly press the shackle into the lockbox. Make sure you hear the click that indicates the shackle is completely latched in the lockbox. Do not attach the lockbox to an object that could fill it with water, and make sure the card slot is the lowest point on the lockbox as it is also the drain point for any water that gets into the lockbox.
9. Lower the protective cover and press it against the front of the lockbox. To secure the cover in place, gently press the bottom tab of the protective cover into the SentiCard® slot opening at the bottom of the lockbox.

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## How to Renew a SentiCard®

1. Your SentiCard® will expire if you don't renew it within the period selected by your Association. To renew your SentiCard®, insert it into the card reader attached to your PC or your Broker's office PC. The **SentriLock Card Utility** will display the **Login** window. If the



**SentriLock Card Utility** does not display the **Login** window, click **Start | Programs | SentriLock Card Utility | SentriLock Card Utility**.

2. The **SentriLock Card Utility** will detect your ID and fill in the **SentriLock ID** field automatically. Enter your password in the **Password** field.
3. Click the **Renew** button to renew your SentriCard®. The **SentriLock Card Utility** may prompt you to send information from your SentriCard® to the **SentriLock Server**. Click **OK** to send the information. When the **SentriLock Card Utility** finishes updating your SentriCard® it displays the **Renew Card Summary** window. This window displays the card's new expiration date. Click **OK** and remove your SentriCard® from the card reader.

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## How to Lock the Keypad

When your lockbox is not on a listing, you probably store it in your office. Before you store the lockbox, you should lock the keypad. This will prevent unintended activation of the keypad which could prematurely run down the battery. When you're ready to use the lockbox on a listing, you need to unlock the keypad. To unlock the keypad, all you have to do is insert a SentriCard® into the lockbox.

1. Insert your SentriCard® into the lockbox. Wait until the **CODE** light displays, then enter your PIN and press **ENT**. Do not remove your SentriCard® from the lockbox.
2. When the **READY** light displays, press **FUNC + 6 + 7 + ENT**. The **READY** light will display. Remove your SentriCard®. 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.

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## Top 5 Things you Should Know About your REALTOR® Lockbox

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

1. Don't write your PIN on your SentriCard®!
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 SentriCard® on your car's dashboard or any surface that could get hot enough to melt it, and don't bend it excessively.
4. After removing your lockbox from a house, lock the keypad before storing it.
5. Your SentriCard® only inserts about halfway into the lockbox. Do not try to force it further into the lockbox.

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## How to Get Help

SentriLock provides free support services to all REALTOR® Lockbox customers. Our support services are available daily from 8:00am - 8:00pm eastern time, except holidays.

### Support via the Internet

The best way to reach SentriLock Support is via the Internet. You can reach us in one of the following ways:

- Click the **Support** button on the toolbar in the **REALTOR® Lockbox Web Site** or **SentriLock Card Utility**. Click **Add Ticket** to send a message to SentriLock Support.
- Send details via e-mail to:  
**support@sentrilock.com**
- To access FAQs and manuals, click the **Support** button on the toolbar in the **REALTOR® Lockbox Web Site** or **SentriLock Card Utility**. Click **FAQ** to get the latest FAQs. Click **Documentation** to access manuals, guides and handouts.

### Support via the Telephone

- If you prefer to contact SentriLock Support via the telephone, call our toll free number:  
**1-877-736-8745**

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Note: if you're having trouble with a lockbox or your computer, please contact SentriLock Support when you have the lockbox or computer available.

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# Glossary of Terms

## Card Reader

You will use a card reader to transfer data to and from your SentiCard®. There are several styles and types of card readers available. A card reader can connect to a USB port, standard RS-232C serial port, or PCMCIA slot. You can install a card reader at both your home and office. To use a card reader, you'll need a computer (PC) with an Internet connection and the **SentiLock Card Utility**.

## REALTOR® Lockbox Web Site

You can use the **REALTOR® Lockbox Web Site** to edit and view listing, Agent, and lockbox information. You can also use the Web site to access manuals and contact SentiLock Support.

You can access the **REALTOR® Lockbox Web Site** from:

<http://lockbox.sentrilock.com/lbs>

For more information about using the **REALTOR® Lockbox Web Site**, see the *REALTOR® Lockbox Web Site Reference Guide*:

<http://lockbox.sentrilock.com/lbs/manuals/lockweb/helpcontents1.htm>

## SentiLock Card Utility

The **SentiLock Card Utility** is a program you install on your PC. You will use the **SentiLock Card Utility**, card reader and an Internet connection to send data to and from your SentiCard®. You use the **SentiLock Card Utility** to renew your SentiCard®.

For more information, see the *SentiLock Card Utility Reference Guide*:

<http://lockbox.sentrilock.com/lbs/manuals/lockutil/helpcontents1.htm>

## SentiLock Server

Several of SentiLock's programs access the **SentiLock Server**. The **REALTOR® Lockbox Web Site** and **SentiLock Card Utility** use the server to send, retrieve, and store information about lockboxes, users, Agents, and listings.

For example, when you log into the **REALTOR® Lockbox Web Site**, you access information on the **SentiLock Server** that relates to the user permission you selected from the **User Permission** window.