

Renewing Your SentiCard at a Lockbox

SentiLock's **CARD AUTHORIZATION RENEWAL SYSTEM (CARS)** allows you to renew your SentiCard at any lockbox, and it is available 24 hours a day, 7 days a week.

To use **CARS**, call **1-877-736-8745** and select **Option #2**.

You will need to have your SentiCard, and you will need to know your PIN.

Listen carefully as **CARS** will instruct you on how to renew your card.

Note that **CARS** can also generate **One Day** codes and **Dynamic Call Before Showing** codes for any of the lockboxes that you own.

Lockbox Commands Quick Overview

- Remove Shackle from Your Lockbox:
FUNC + 1 + ENT
- Remove Shackle from a Lockbox you don't own:
FUNC + 1 + Shackle Code + ENT
- Set Lockbox Location:
FUNC + 2 + MLS Number + ENT or
FUNC + 2 + Address Number + ENT
- Open Key Compartment:
FUNC + 3 + ENT
- Turn **ON** Contractor Mode:
FUNC + 6 + 1 + ENT
- Turn **OFF** Contractor Mode:
FUNC + 6 + 0 + ENT
- Turn **ON** CBS Mode:
FUNC + 6 + 9 + ENT
- Turn **OFF** CBS Mode:
FUNC + 6 + 8 + ENT
- Download Audit / Access Log from a Lockbox:
FUNC + 7 + ENT
- Lock the Lockbox Keypad:
FUNC + 6 + 7 + ENT

How to Get Help...

SentiLock provides free technical support services 7 days a week to all REALTOR® Lockbox customers.

REALTOR® LOCKBOX

- Phone: **1-877-736-8745**
8:00AM-5:00PM your local time
- Send details via e-mail:
support@sentrilock.com
- On the Web:
<http://lockbox.sentrilock.com/>
click on "Support" button
- SentiLock Card Utility:
Click on "Help" menu item
and select "Support..."

Pocket
Reference
Guide



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IMPORTANT: You will need to have your *SentriCard* and you will need to know your *Personal Identification Number (PIN)* to perform the following operations. You should always insert your *SentriCard* with the gold contacts facing up and the arrows pointing into the card slot.

Opening the Key Compartment

1. Insert your *SentriCard* into the lockbox.
2. Wait until the **CODE** light illuminates, then enter your PIN and press **ENT**.
3. Remove your *SentriCard* from the lockbox. The lockbox key door will now open.
4. When closing the key door, make sure you press it firmly shut.

Removing a Shackle from One of Your Lockboxes

1. Insert your *SentriCard* into your lockbox.
2. Wait until the **CODE** light illuminates, then enter your PIN and press **ENT**.
3. When the **READY** light illuminates, leave your *SentriCard* in the lockbox and press **FUNC + 1 + ENT**.
4. **HOLD ONTO THE LOCKBOX** and gently compress the shackle into the lockbox until the five (5) triple beeps stop.
5. When the **READY** light illuminates, pull the shackle from the lockbox.
6. To replace the shackle, firmly press the shackle back into the lockbox.

Placing One of Your Lockboxes on a Listing

1. Remove the shackle. Leave your *SentriCard* in the lockbox!
2. Press **FUNC + 2** followed by the *numeric portion* of either the listing's street address, or the listing's MLS number, then press **ENT**.
3. Press **FUNC + 3 + ENT** to open the key compartment, then place the dwelling key(s) inside. Remove your *SentriCard* from the lockbox.
4. Hang the shackle from a secure mounting position that will allow the lockbox to rest in a vertical orientation. Slide the protective cover up onto the shackle and push the cover *above* the shackle's flared rubber boots.
5. Firmly press the shackle into the lockbox, then lower the protective cover and press it against the front of the lockbox.

Renewing Your SentriCard at a PC

1. Insert your *SentriCard* into the card reader attached to your PC or your Broker's office PC. The *SentriLock Card Utility* will display its *Login* window.
2. Enter your password in the *Password* field.
3. Click the *Renew* button that's located below the *Password* field.
4. The *Renew SentriCard Summary* window will appear upon completion of the renewal process, and it will display your card's new expiration date.
5. To finish, click the **OK** button.