

Rhein Tech Laboratories, Inc.  
360 Herndon Parkway  
Suite 1400  
Herndon, VA 20170  
<http://www.rheintech.com>

Client: Sentrilock, LLC  
Model: SentiLock Bluetooth® REALTOR® Lockbox  
Standards: FCC 15.249/IC RSS-210  
IDs: W9T-BTRLB/8174A-BTRLB  
Report #: 2014051

**Appendix K: Manual**

Please refer to the following pages.

---

# **The SentiLock Bluetooth® REALTOR® Lockbox Getting Started Guide**

---

Published by: SentiLock, LLC

Copyright © 2014-2014 by SentiLock, LLC.

All rights reserved. You may not reproduce or transmit any part of this documents by any form or means, without written permission of the publisher.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

The REALTOR® Lockbox is a trademark of the National Association of REALTORS® and is used under exclusive license by SentiLock, LLC.

FCC ID: W9T-BTRLB

IC: 8174A-BTRLB

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The REALTOR® Lockbox is protected under the following US patents: 6,989,732 7,009,489 7,086,258 7,193,503 7,340,400 7,420,456 7,949,541 7,999,656 8,151,608 8,164419 8,451,088 8,593252 8,606,589

The REALTOR® Lockbox is protected under the following Canadian patents: 2,431,129 2,565,525 2,565,505

---





# Contents

- Getting Started** **1**
- Getting Started Overview ..... 1
- How to Open the Key Compartment ..... 1
- How to Release the Shackle..... 1
- How to Put a Lockbox on a Listing ..... 2
- How to Renew a Sentricard® ..... 3
- How to Lock the Keypad ..... 3
- Top 5 Things You Should Know About Your Lockbox..... 3
- How to Get Help ..... 4
  
- Index** **7**



# Getting Started

---

## Getting Started Overview

*The SentiLock Blue Tooth REALTOR® Lockbox Getting Started Guide* summarizes the most common operations you will perform with your lockbox. You can access this guide from the **Lockbox Web Site**. To access the web site, visit <http://lockbox.sentrilock.com/lbs>. Click **Support | Documentation**. You can view the Guide in both HTML and PDF format. You'll need your **SentiLock ID** and **Password** (both of which are printed on the Card Carrier Sheet that was packaged with your SentiCard® to access the **Lockbox Web Site**. Last update to this section: May 29, 2014

---

## How to Open the Key Compartment

In the instructions below, you will use your SentiCard® 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 SentiCard®.

1. With the gold contacts facing you and the arrows pointing towards the lockbox, insert your SentiCard® into the card slot that's located along the bottom edge of the lockbox.
2. *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 SentiCard®.
3. Wait for the lockbox to display the **CODE** light, then enter your PIN and press **ENT**.
4. The lockbox will display the **READY** light. Remove your SentiCard® from the lockbox. The lockbox will open the key compartment
5. To close the lockbox key compartment, make sure the listing key is laying flat in the key vault. 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.

Last update to this section: May 29, 2014.

---

## How to Release the Shackle

In order to release the shackle, use the following steps:

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, 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!
4. When using Function 1 to release the shackle, please wait for the motor to reset itself and the red **DND** light to go out before re-inserting the shackle. To reinsert 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.

Last update to this section: May 29, 2014.

---

## 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 vault and close the lockbox door. When using **FUNC + 3** to open the key compartment, wait for the green **READY** light to go solid before closing the key compartment. This is also true when using a SentiCard® to open the key compartment during a showing.
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).
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.

*Note:* Once the key compartment has been latched closed, the lockbox will enter Hardlock Mode. This mode provides added security by locking the latches into an immovable state. Should the lockbox be in Hardlock Mode while the shackle is out of the lockbox, it may be difficult, if not impossible, to reinsert it. If this happens, simply re-open the key compartment. When the **DND** light has gone out, reinsert the shackle before closing the key compartment. To allow for keeping the shackle out of the lockbox after re-latching the key compartment, with the intention of later placing the lockbox on a listing, Hardlock Mode will not engage within 24 hours after the last shackle release. To force the lockbox into Hardlock

Mode at any time, press **FUNC + 5 + 9 + ENT** on the keypad of the lockbox. This does not require a SentiCard®.

Last update to this section: May 29, 2014.

---

## How to Renew a Sentricard®

Your SentiCard® will expire if you don't renew it within the period selected by your Association. Use the following steps to renew your SentiCard®:

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

Last update to this section: May 29, 2014.

---

## 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 SentiCard® into the lockbox. Use the following steps to lock the keypad:

1. 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.
2. 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.

Last update to this section: May 29, 2014.

---

## Top 5 Things You Should Know About Your Lockbox

This guide contains information about how to use your lockbox system. This topic contains some of the more important information you need to know:

1. Don't 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 don't bend it excessively.
4. After removing your lockbox from a house, 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.

Last update to this section: May 29, 2013.

---

## How to Get Help

SentriLock provides free support services to all SentriLock customers. SentriLock provides 24/7 support through our automated telephone systems as well as our user-friendly website. Live support is available 7 days a week from 8 a.m. – 12 a.m. EST excluding the following US holidays:

- New Year's Day
- Memorial Day,
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

### 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 **Lockbox Web Site**; <http://lb.sentrilock.com/lbs/index> or **SentriLock Card Utility**. Click **Add Ticket** to send a message to SentriLock Support.
- Send details via e-mail to: [support@sentrilock.com](mailto:support@sentrilock.com).
- To access FAQs and manuals, click the Support button on the toolbar in the 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: 513-618-5800.

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

Last update to this section: May 29, 2014.





# Index

## **G**

Get Help 4  
Getting Started 1

## **K**

Key Compartment 1  
Keypad 3

## **L**

Lock 3

## **O**

Open 1

## **R**

Release 1  
Renew 3

## **S**

Shackle 1  
Support 4