
The RAD Getting Started Guide



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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by SentiLock, LLC could void the user's authority to operate this equipment.

FCC RF EXPOSURE INFORMATION

In August 1996 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this unit complies with the FCC guidelines and these international standards. For more information about RF exposure, please visit the FCC website at www.fcc.gov. THE TERM "IC:" BEFORE THE CERTIFICATION/REGISTRATION NUMBER ONLY SIGNIFIES THAT THE INDUSTRY CANADA TECHNICAL SPECIFICATIONS WERE MET.

IC Licence Exempt

This device complies with Industry Canada licence-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 onctionnement.

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Introduction

What Is The RAD?

The Remote Access Device, or “RAD,” is a device that works with your SentiCard®. When you receive your RAD, it will come with a combination car/USB charger, visor clip and instructions.

You can use the RAD to:

- [Send immediate showing notifications](#) on page 7
- [Automatically keep your SentiCard® updated](#) on page 6
- [Access REALTOR® NXT Wireless lockboxes with Your PIN and You're In](#) on page 9

The RAD does not have any applications to load and you do not need to pair it with a lockbox. The following sections will guide you through getting started with your RAD.

Last update to this topic: June 14, 2012.

Top 5 Things to Know About the RAD

Listed below are the top 5 things to know about your RAD:

1. The RAD renews your SentiCard® wirelessly. For more information on this feature, see [How to Renew Your SentiCard® Using the RAD](#) on page 6.
2. Using the RAD, immediate showing notifications will be sent to the owner of the lockboxes you access. For more information about this feature, see [Using the RAD to Send Instant Showing Notifications](#) on page 7.
3. The RAD enables you to access an NXT Wireless lockbox key compartment without inserting your SentiCard® into the

lockbox. For more information about this feature, see [Your PIN and You're In](#) on page 9.

4. The RAD must be within 100 feet of the NXT Wireless lockbox you are trying to access. This distance is an estimate based upon clear line of sight, excluding any obstructions.
5. Some features such as **Your PIN and You're In** require an NXT Wireless lockbox with firmware version 24.35 or higher. For information on how to determine your lockbox firmware, please see [How to determine the firmware version of your Lockbox](#) on page 10.

Last update to this topic: June 20, 2012.

General Information and Warnings

Listed below are some warnings and general information about the RAD:

- Wireless communication does not take place while using or viewing the RAD's menu system. Exit any of the menus before trying to access a lockbox key compartment.
- If the cellular service is poor, it is possible for the RAD to drop its connection and display an error. The RAD will automatically try to connect to a cellular service every 15 minutes. Access logs and other information will not be sent until the RAD has a valid cellular connection.
- The RAD does not have an audible or other notification when connected with the lockbox. The communication does not occur until the keypad on the lockbox is activated. This is necessary to conserve battery power on the RAD.
- The battery life on the RAD is approximately 1-2 weeks. This will vary depending upon usage. To charge the RAD, use the car charger or the USB charger provided with the RAD. For optimal usage, do not use the RAD in temperatures below -4 degrees Fahrenheit or above 140 degrees Fahrenheit. It is not recommended to leave the RAD in direct sunlight, in a closed car.
- The RAD uses cellular service to communicate with the **REALTOR® Lockbox Web Site**. GSM Cellular Networks, such as AT&T and T-Mobile provide the cellular service. To find more information about activating the RAD, see the section on when the [RAD is activated](#) on page 3. When the RAD is activated, it initiates the cellular service setup.

- If you would like to transfer your RAD to another Agent, contact your Association. Your Association will deactivate it and re-assign it to another Agent.
- In order to receive showing notification emails or text messages, you will need to set up your showing notification preferences in the **REALTOR® Lockbox Web Site**. You will need to make sure a valid email address and mobile phone number are set up in your account. For more information about this feature, see [Using the RAD to Send Showing Notifications](#) on page 7.

Last update to this topic: December 19, 2012.

Getting Started

Activation and Setup Information

The RAD does not require any software, but you may need to activate and set it up before first use. The following information will help you begin using your RAD for the first time.

You may receive your RAD from the Association/Board/MLS or from SentiLock during a lockbox conversion. Before you can begin using the RAD you need to:

1. **Charge the RAD.** Similar to a cell phone, the RAD will need to be fully charged before you use it. You may use the car charger that came with the RAD; or if you have a micro USB wall charger available, you may use that to charge the RAD. The first time you charge your RAD, SentiLock recommends charging it for four hours. The battery icon on the RAD screen will have an exclamation point in the middle of it when you first receive your RAD. This indicates the RAD battery is critically low, and the device will have trouble connecting to a cell network until it is fully charged. While charging the RAD, the battery icon will appear as a lightning bolt. When the RAD battery is fully charged, the solid battery icon will appear.

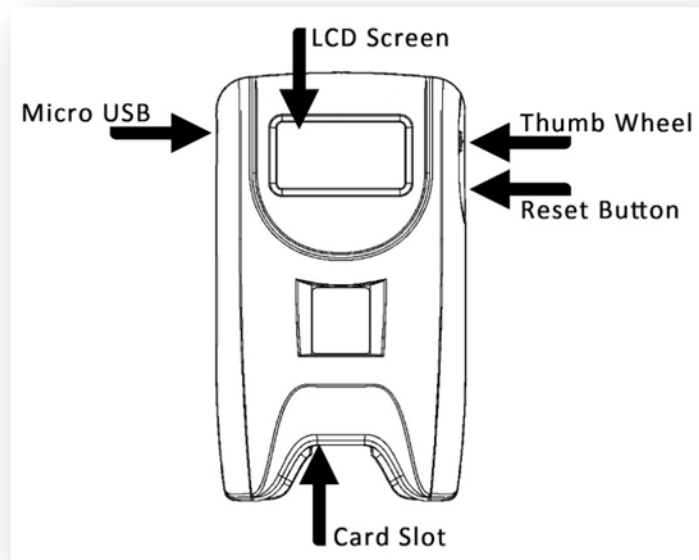
2. **Activate the RAD.** Activating the RAD ensures that the RAD recognizes you as the user and you are activating the cellular service. To activate the RAD, follow the activation instructions that came with the RAD.

If your activation instructions say your RAD is activated, you only need to charge your RAD before you begin using it. If your instructions tell you to activate the RAD, call **855-351-1627** and follow the prompts. You will need your SentiCard® serial number (located on front of your SentiCard®) and the serial number/IMEI number of the RAD (located on the back of the RAD).

Last update to this topic: December 20, 2012.

Getting to Know the RAD

This section displays a diagram of the RAD with the name of the RAD's various parts. For example; thumbwheel, Micro USB port, reset button, etc. This section also features some information about the different notifications found on the RAD's LCD display screen.



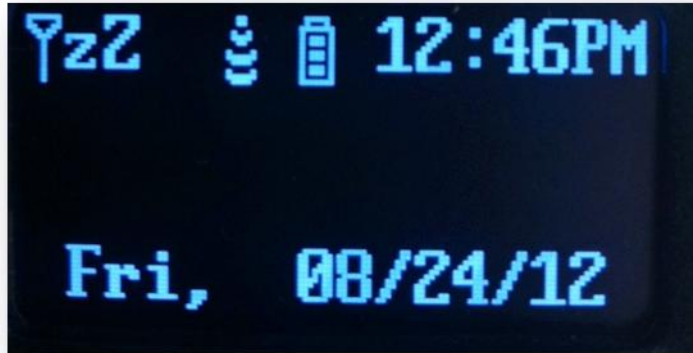


Figure 1 The RAD's LCD Display Screen

On the RAD's LCD display screen, you will find the following items:

- **An Inverted Triangle on a Stick**
- **zZ**
- **Signal Strength**
- **Battery Charge Indicator**
- **Time of the Day**
- **Day of the Week**
- **The Date**

The **Inverted Triangle on a Stick** is the antenna icon that displays the RAD's signal strength bars.

The **zZ** on the RAD's LCD display screen means that the cell module is conserving the battery power while it does not need to connect. When it wakes up, it will show the signal strength. The cell module wakes up when there is activity that would require a connection to the **SentriLock Server**.

The **Signal Strength** icon displays the strength of the cell connection.

The **Battery Charge Indicator** displays whether or not the battery is fully charged. The battery is 100% charged when the battery charge indicator is solid. While charging, there will be a lightning bolt icon on the LCD display screen. As soon as the RAD is unplugged, the battery icon will change to the segmented icon which divides up the last 99% of battery life to show a rough estimate of how much power is left on the RAD. If the battery icon contains an exclamation point in the middle of it, this indicates that the battery is either measured to below effective operating voltage range, or the cell module has indicated an undervoltage error. The exclamation point indicates that the battery is critically low and the device will have trouble connecting to a cell network.

The **Time of Day**, **Day of the Week** and **Date** are displayed on the RAD's LCD display screen.

Last update to this topic: December 20, 2012.

How to Use the RAD to Renew Your SentiCard®

Renewing your SentiCard® keeps it active and allows you to access lockboxes. You can check with your Association to find out how often you need to renew your SentiCard®.

There are 3 ways to renew your SentiCard® using the RAD:

- **Insert SentiCard® into the RAD**
- **Automatic Renewal**
- **Manual Renewal**

When you **Insert your SentiCard® into the RAD**, it will check to see if the SentiCard® is expired. If it is, the RAD will renew the SentiCard®.

The **Automatic Renewal** occurs after midnight each night. The RAD will check to see if your SentiCard® needs to be renewed. If it does, and the RAD has cellular service; the RAD will automatically renew your SentiCard®. During the automatic renewal, it will upload any lockbox accesses from your SentiCard® and any additional files on your card. For example; when you visit a lockbox, your SentiCard® records your access along with the previous 3 accesses to the lockbox. During the automatic renewal, all accesses are sent to the **SentriLock Server**. Additionally, if you have taken ownership of any lockboxes, the RAD will upload those files during the automatic renewal.

You can **Manually Renew** your SentiCard® at any time. Follow these steps to manually renew your SentiCard®:

1. Insert your SentiCard® into the RAD (SentiCard's® gold chip facing up and going into the RAD). Push past the initial resistance until no part of your SentiCard® is extending beyond the RAD.
2. The RAD will display your name and SentiCard® serial number; followed by the date and time.
3. Press the thumb wheel and select **Renew Card**.

The RAD will display the **Connecting** message, and then it will begin updating the SentiCard®. Wait for the renewal to finish. While the RAD is in the process of renewing the SentiCard®, it will display a screen saying "Renewing card....."

DO NOT remove your SentiCard® from the RAD during the renewal process. Removing the SentiCard® from the RAD during the renewal process may cause damage to the SentiCard®.

Once the renewal is complete, the RAD will return to the **Main Menu**.

The RAD's SentiCard® renewal feature does not require a lockbox.

Note: To renew your SentiCard®, you must have your SentiCard® in a charged RAD with cellular service.

Last update to this topic: July 10, 2012.

Using the RAD to Send Showing Notifications

Showing notifications tell the lockbox owner who has shown their listing(s). Each time you access a lockbox with your SentiCard® or **Your PIN and You're In**, showing information is sent to your SentiCard® or RAD.

Note: If you have accessed an NXT Wireless lockbox, with firmware 24.35 or higher, the lockbox will send the access information directly to the RAD and the RAD will send the information to the **SentriLock Server**. It is not necessary to insert your SentiCard® into the RAD. If you are accessing a previous version of lockbox, you will need to insert your SentiCard® into the RAD to send showing information.

It is important to assign your lockbox to the listing address. When a lockbox is assigned to a listing, you can easily identify the property that has been shown. If you do not assign a lockbox to a listing, you will see the lockbox serial number, rather than the address in the showing notification. For more information on assigning your lockbox to a listing address, see the **How to Assign a Lockbox to a Listing** topic in the *SentriLock System Guide*. You can view the System Guide from:

<https://lockbox.sentrilock.com/manuals/systemguide/default.htm>.

Showing Notifications for Cara Lawson:

Location: Wood Creek Lane Cincinnati OH 45212 LockBox SN: 508918
Date: Tuesday Aug 30, 2011
Time: 2:43 PM (ET)
Showing Agent: Angela Burgess

Contact information for Angela Burgess:
Company: Down Home Realty
Telephone number: 1-877-736-8745
E-mail address: aburgess@sentrilock.com

Showing Notification ID: SH00004XQ1E
This is an automated message from SentiLock LLC.
Please do not respond to this message as responses are not seen.
Questions should be directed to support@sentrilock.com please include the Showing Notification ID in any correspondence.

If you no longer wish to receive showing notifications or wish to change how they are delivered, please visit your preferences page at:
<http://lockbox.sentrilock.com/lbs/agent/edit/AgentID/AG0000073NF>

You will need your SentiLock ID and password to login.

If you are the lockbox owner, and you want to receive showing notifications, you need to verify your preferences before you can begin receiving showing notifications. To set up your preferences:

1. Log into the **REALTOR® Lockbox Web Site** using your SentiLock ID and password.
2. After logging in, click **Manage My Account** or the **My Account** tab.
3. Click the **Preferences** tab in the top, left-hand corner.
4. In the **Showing Notifications** group, use the radio button to choose how you would like your showing notifications to be sent to you. You can choose one of the following:
 - Send notifications as soon as they are available
 - Send all notifications daily at this time (you select the time)
5. After choosing your preference, you can select the delivery method. You can choose one of the following:
 - Deliver showing notifications as email messages
 - Deliver showing notifications as text messages to my phone
 - Deliver as both, email messages and text messages
6. Click **Save Changes**. If you choose a text messaging option, SMS text charges may apply.
7. On the **User** window, check the information in the **Cell Phone Number** and **Email Address** fields. Depending upon the delivery method you choose, your showing notifications

will be sent to the cell phone number and/or email address in these fields.

8. Click **Save Changes** to close the **Edit User** window.

Note: If you are unable to change your email address, this means SentiLock imports your contact information from your Association or MLS. You would need to change your email address in your Association or MLS system first, then SentiLock will import the changes automatically. Contact your Association or MLS for details. As an alternative, you could enter an additional email address in the **Copy Showing Notifications** group on the **Edit Preferences** window.

If you are in an area without cellular service, you will have to wait until the RAD has cellular service before it will update your SentiCard® and send showing notifications to the lockbox owner.

Showing notifications are available for any of the lockbox firmware versions.

Last update to this topic: December 19, 2012.

How to Use Your PIN and You're In

The RAD and the NXT Wireless lockboxes work together to provide you access to the key compartment with just your PIN. You do not need to remove your SentiCard® from the RAD and insert it into the lockbox. Your SentiCard® must be in the RAD in order to use **Your PIN and You're In**.

Note: **Your PIN and You're In** is available with NXT Wireless lockboxes using firmware 24.35 or higher. To check the firmware version on your lockboxes, see [How to Determine the Firmware on your Lockbox](#) on page 10.

Follow these steps to use **Your PIN and You're In**:

1. Insert your SentiCard® into the RAD (SentiCard's® gold chip facing up and going into the RAD). Push past the initial resistance until no part of your SentiCard® is extending beyond the RAD.

Note: You can store your SentiCard® in the RAD.

2. After your SentiCard® has been inserted into the RAD, the SentiCard® serial number and cardholder's name will appear on the RAD's display screen. This will be followed by the time and date as well as the SentiCard® status.

3. Go to the lockbox and hold the **ENT** button until the lockbox keypad illuminates or beeps.
4. Type your **PIN + ENT** on the lockbox keypad.
5. The **MESSAGE** light will illuminate on the lockbox.
6. The **READY** light will illuminate on the lockbox and the lockbox's motor will begin turning.
7. The lockbox key compartment will open when the motor finishes turning.
8. With cellular signal:
 - i. Instant showing notification is sent to the lockbox owner or Listing Agent (if this feature has been enabled by the lockbox owner in the **REALTOR® Lockbox Web Site**).
 - ii. Access is visible on the **REALTOR® Lockbox Web Site** immediately.
9. With no cellular signal:
 - iii. RAD displays message saying "there is no connection."
 - iv. The RAD will attempt every 15 minutes to make a connection; and when it does, the showing notification is sent to the lockbox owner.

The range of the RAD is up to 100 feet from the lockbox to the RAD for wireless communication.

If you keep the RAD in your vehicle, it will still work with the **Your PIN and You're In** feature. You do not have to take your RAD with you in order to access the lockbox.

Last update to this topic: December 19, 2012.

How to Determine the Firmware Version in Your Lockbox

As SentiLock adds features to a lockbox, the firmware of a lockbox may change.

The series and firmware version in a REALTOR® Lockbox tells it what features are available and how to respond to various commands. Every REALTOR® lockbox has a series and firmware version. Generally, most of the lockboxes in your Association will use the same series and firmware version.

SentiLock customers use the following series of lockboxes:

GENI OR GENII Series:

The visual difference between the **GENI** and **GENII** lockbox is the castling around the key compartment door. Only **GENII** lockboxes have the castling around the key compartment door.

NXT and NXT Wireless Series:

The visual difference between the **NXT** and **NXT Wireless** lockbox is the **NXT Wireless** sticker on the front, left-side of the **NXT Wireless** lockboxes.

Below you'll find the lockbox series and the firmware available in that series:

- **GENI**-Firmware version 2.02-2.04
- **GENII**-Firmware version 10.10-10.14
- **NXT**-Firmware version 20.20-23.28
- **NXT Wireless**-Firmware version 24.30 or higher

Find Your Lockbox Firmware Version

You can find the firmware version of a lockbox by using the **Firmware Version** field on the **Lockboxes** window in the **REALTOR® Lockbox Web Site**. To do this, use the following steps:

1. Log in to the **REALTOR® Lockbox Web Site**. To access the Web site, use your Web browser to access: <http://lockbox.sentrilock.com/lbs>. You will need your SentiLock ID and password to log in to the Web site.
2. From the **Main Menu** window, click **My Lockboxes** or **Lockboxes**.
3. From the **Lockboxes** window, use the drop-down lists in the **Search** bar to search for the serial number of the lockbox. The search results will display on the **Lockboxes** window.
4. The **Firmware Version** field on the **Lockboxes** window lists the firmware version of the lockbox.

Last update to this topic: December 19, 2012.

Appendix

General Specifications

Product Size

- Width: 2 ¾ inches
- Height: 4 ¾ inches
- Depth: 7/8 inches

Federal Communications Commission

- W9T-P10300

Industrie Canada

- 8174A-P10300

Glossary of Terms

Event Tracker

The **Event Tracker** is a program that SentiLock developed to assist Associations, Boards, Brokers and Agents track attendance at various events, electronically.

GSM Network

GSM Network is a cellular network that cell phones and other mobile devices connect to.

NXT Wireless Lockbox

The **NXT Wireless Lockbox** includes any lockboxes with firmware version 24.30 or higher. You may need to update the firmware version of your **NXT Wireless Lockbox** before you can use just your PIN to access the key compartment. Contact SentiLock Support at 1-877-736-8745 for more information. The **NXT Wireless Lockbox** is navy blue, with a “Wireless” indicator sticker on the front of the lockbox.

PIN

PIN stands for Personal Identification Number. This is the code Agents use along with their SentiCard® at a lockbox. This code is needed in order to use a SentiCard at a lockbox. Only the owner of the SentiCard® should know their PIN due to security reasons. The PIN for a SentiCard® can be changed using the **SentiLock Card Utility** software and a SentiCard® reader.

RAD

The Remote Access Device, or **RAD**, is a device that works with your SentiCard®. You can use the RAD to send immediate showing notifications, automatically keep your SentiCard® updated, use **Event Tracker** and access the REALTOR® NXT Wireless lockboxes with the Your PIN and You're In feature.

REALTOR® Lockbox Web Site

You can use the **REALTOR® Lockbox Web Site** to edit and view information. You can edit listing, Agent and lockbox information. You can view lockbox access 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>.

SentriCard®

You will use a **SentriCard®** to access and program lockboxes. A SentriCard® is an ISO 7816 compliant smart card. Unlike their credit card counterparts, smart cards utilize an embedded "chip" that contains the security data for the lockbox system. This chip is immune to magnetic fields as well as employing tamper detection logic and circuitry. The SentriCard® is the same size as a credit card.

Serial Number/IMEI

The **Serial Number/IMEI** field appears on the **RAD** window in the **REALTOR® Lockbox Web Site**. The **Serial Number/IMEI** field contains the serial number and International Mobile Equipment Identity (IMEI) number of the RAD(s). Each RAD has a unique serial number/IMEI number.

Showing Notifications

Each time you access a lockbox using the RAD, the lockbox will immediately notify the lockbox owner by sending them a **showing notification**. Showing notifications are sent through e-mail and/or SMS text messages.

SMS Charges

SMS stands for Short Message Service. SMS is a text messaging service component of phone, web or mobile communication systems, using standardized communication protocols that allow the exchange of short text messages between fixed line or mobile phone devices. Depending upon your mobile equipment provider, **SMS Charges** may apply for text messages.

Your PIN and You're In

The RAD and the NXT Wireless lockboxes work together to allow you access to the key compartment with just your PIN. You do not need to remove your SentriCard® from the RAD and insert it into the lockbox when using **Your PIN and You're In**.

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