

# How to Put a Lockbox on 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:
  - o the numeric portion of the listing's street address; or
  - o the MLS number of your listing. If your MLS number includes letters and numbers, only enter the numeric portion of your MLS number.

Note: the SentiLock Server will search your listings and your team member's listings to find a match. If the SentiLock Server finds more than one listing with the same street number, it does not assign any listing to the lockbox. In addition, if the lockboxes in your Association use firmware revision 3 or greater, team members may borrow an Agent's lockboxes when they use FUNC + 2. 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 house key(s) in the key compartment and close the compartment door.
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.

If you need further assistance, you can obtain free support from SentiLock in one of the following ways:

- SentiLock Card Utility or REALTOR® Lockbox Web Site  
The best way to reach SentiLock support is via the Internet. Click the Support button on the toolbar in the REALTOR® Lockbox Web Site or SentiLock Card Utility. Click Add Ticket to send a message to SentiLock Support.
- E-mail  
You can send e-mail to SentiLock support: [support@sentrilock.com](mailto:support@sentrilock.com)
- Telephone  
If you prefer to contact SentiLock support via the telephone, call our toll free number: 1-877-736-8745. If you're having trouble with a lockbox or your computer, please contact SentiLock Support when you have the lockbox or computer available. SentiLock Support is available daily from 8:00am - Midnight Eastern Time, except holidays.

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