The Bluetooth® REALTOR® Lockbox

Getting Started Guide

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.

This radio equipment operates at frequencies between 2402 and 2480 MHz, at a maximum transmit power of 1 mW.

EU Declaration of Conformity can be found at www.sentrilock.com/product_documentation.

The Bluetooth® REALTOR® Lockbox is protected under the following patents:

U.S. Patents

6,989,732	7,949,541	
7,009,489	7,999,656	
7,086,258	8,151,608	
7,193,503	8,164,416	
7,340,400	8,451,088	
7,420,456	8,593,252	8,606,589

Canada		
2,431,129	2,565,525	2,565,505

Other U.S. and foreign patents pending.

Table of Contents

Getting Started

Getting Started Overview

The Bluetooth® REALTOR® Lockbox Getting Started Guide summarizes the most common operations you will perform with your **Bluetooth® REALTOR® Lockbox**. *The Bluetooth® REALTOR® Lockbox Getting Started Guide* contains information about the features of your lockbox. You can access *The Bluetooth® REALTOR® Getting Started Guide* from the **REALTOR® Lockbox Website**. To access the **REALTOR® Lockbox Website**, visit http://lockbox.sentrilock.com/lbs. Login first. After logging in, go to the **Support** tab and click the **Documentation** tab. You will need your SentriLock ID and password (both of which are printed on the card carrier sheet that was packaged with your SentriCard®).

How to Take Ownership of the Lockbox with SentriSmart™

If you would like to take ownership of a **Bluetooth® REALTOR® Lockbox** via SentriSmart™, use the following steps:

1. Tap on **Lockbox Tools** in SentriSmart™.
2. Press the **ENT** button on the lockbox keypad.

    Note: The lockbox must have the most up to date firmware version in order to perform this task.

3. Tap on the lockbox serial number in the list.
4. Tap on **Take Ownership**.
5. Enter your **PIN** into SentriSmart™
6. Tap **OK**.

How to Load your Lockbox Settings via SentriSmart™ (Borrowing)

In order to use this feature, you must be using SentriSmart 2.1 or higher and lockbox firmware version 50.26 or higher. Please use the following instructions to borrow a lockbox via SentriSmart™:

1. Run SentriSmart™ on your Bluetooth mobile device.
2. Press the **ENT** button to wake up the lockbox.
3. Select **Lockbox Tools** in SentriSmart™.
4. Tap on **Lockbox Settings**.
5. Select the option to load your lockbox settings.
        Note: You will not have this option if it is your own lockbox.

System Borrowing Behavior Messages

You may receive popup message when trying to borrow a lockbox with either an iOS or Android device. If the lockbox is assigned to a property by another team member, you will not be able to remove it from the listing.

Ghost Borrowing

The actual definition of ghost borrowing is when an Agent borrows the lockbox from a Broker, either with their SentriCard® or SentriSmart™, but they do not clear the borrowing status upon releasing the lockbox shakle. When this happens, the next Agent receives the lockbox with the prior Agent's settings on it.

How to Open the Key Compartment

You will use your SentriCard® and PIN to access the lockbox key compartment. Your PIN is the number printed in large characters in the upper, right-hand corner of the card carrier sheet that came with your SentriCard®. Use the following instructions to open the key compartment of a SentriLock lockbox with a SentriCard®:

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

   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® into the lockbox.

2. Wait for the lockbox to display the **CODE** light, then type your **PIN** into the lockbox keypad and press **ENT**.
3. The lockbox will display the **READY** light.
4. Remove your SentriCard® from the lockbox.
5. The lockbox will open the key compartment.

How to Release the Shackle

Use the following instructions to release the shackle from one of your lockboxes:

1. Insert your SentriCard® into your lockbox.
2. Wait for the lockbox to display the **CODE** light, then type your **PIN** into the lockbox keypad and press **ENT**.

   Note: Do not remove your SentriCard® from the lockbox.

3. When the lockbox displays the **READY** light, press **FUNC + 1 + ENT**.
4. While firmly holding the lockbox, the lockbox will display the **READY** light, indicating that it is 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.

   Note: When using **FUNC+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 into the lockbox. To

reinsert the shackle, firmly press the shackle into the lockbox. The shackle is reversible, so it does not 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.

How to Assign and Attach a Lockbox to a Listing

Assigning and attaching your lockbox to a listing is as easy as **FUNC + 1**, **FUNC + 2**, and **FUNC + 3**. Use the following steps to open the key compartment, assign and attach your lockbox to a listing with your SentriCard®:

1. Insert your SentriCard® in the lockbox.
2. Wait for the lockbox to display the **CODE** light, then type your **PIN** into the lockbox keypad and press **ENT**.

    Note: Do not remove your SentriCard® from the lockbox.

3. Press **FUNC + 1** and press the **ENT** button. The lockbox will release the shackle.

    Note: Make sure you hold onto your lockbox when releasing the shackle because it will come all the way out of the lockbox.

4. Remove the shackle from the lockbox.

    Note:Leave your SentriCard® in the lockbox.

5. 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 SentriCard® in the lockbox. If you made a mistake typing in the number, simply repeat this step.

6. Press **FUNC + 3** followed by **ENT**. The key compartment will open. Place the dwelling key(s) in the key compartment and close the 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 SentriCard® to open the key compartment during a showing.
7. You may now remove your SentriCard® from the lockbox.
8. Hang the shackle over the door knob (or some other sturdy fixture that will allow the lockbox to hang vertically).
9. 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 the shackle. If this happens, simply re-open the key compartment. When the **DND** light has gone out, reinsert the shackle before closing the key compartment.

How to Renew a SentriCard®

Your SentriCard® will expire if you don't renew it within the period chosen by your Association. Use the following steps to renew your SentriCard® from a SentriCard® Reader at a computer:

1. Insert your SentriCard® into the SentriCard® Reader attached to your computer.
2. The **SentriLock Card Utility** will display the **Login** window.
3. The **SentriLock Card Utility** will detect your ID and auto-fill in the **SentriLock ID** field. Enter your password in the **Password** field.
4. After logging in, click the **Renew** button to renew your SentriCard®. The **SentriLock Card Utility** will send information from your SentriCard® to the **SentriLock Server** and vice versa.
5. When the **SentriLock Card Utility** finishes updating your SentriCard®, it displays the card's new expiration date.

> *Note*: Do not remove your SentriCard® from the SentriCard® Reader while it is in the process of being renewed. Removing your card during renewal can damage card files and alter the performance for your SentriCard®.

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 are 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. To lock the keypad, use the following steps:

1. Insert your SentriCard® into the lockbox.
2. Wait until the **CODE** light displays then enter your **PIN** into the lockbox keypad and press **ENT**.

> *Note*: Do not remove your SentriCard® from the lockbox.

3. When the **READY** light displays, press **FUNC + 6 + 7 + ENT**. The **READY** light will display.
4. Remove your SentriCard® from the lockbox. The keypad backlight will flash for several seconds, indicating that the keypad is being locked.

> *Note*: You can test to see if the lockbox is locked by holding down any key for at least one second. Nothing should happen, indicating it is successfully locked and ready for storage.

How to Assign a Lockbox to No Owner via SentriSmart™

If you would like to set a **Bluetooth® REALTOR® Lockbox** to no owner, use the following steps via SentriSmart™:

1. Tap on **Lockbox Tools** in SentriSmart™.
2. Press the **ENT** button on the lockbox keypad.

    Note: The lockbox must have the most up to date firmware version in order to perform this task.

3. Tap on the lockbox serial number in the list.
4. Tap on **Assign to No Owner**.
5. Enter your **PIN** into SentriSmart™
6. Tap **OK**.

How to Check the Lockbox Firmware Version

There is a label on the back of the **Bluetooth® REALTOR® Lockbox** that lists the firmware version of the lockbox at the time it was assembled. As lockboxes often receive later firmware versions, this number may not be up to date. The lockbox firmware check can be done two different ways:

1. **On the REALTOR® Lockbox Website:**
   a. Go to the **REALTOR® Lockbox Website** at http://www.sentrilock.com/ and login.
   b. Click the **Lockboxes/My Lockboxes** tab.
   c. Search for the lockbox by serial number, owner, etc.
   d. The version unmber will be in the **Firmware Version** column of the results.
      i. The version number will also be displayed in the **Firmware Version** field of the **Edit Lockbox** page, which can be accessed by clicking on the lockbox serial number in the search results.
2. **The Lockbox Firmware Check Function:**
   a. Press **FUNC + FUNC + 43752 + FUNC + ENT** on the lockbox keypad.
      Note: Ownership privileges to the lockbox are required.
   b. Determine the number of beeps the lockbox emits. First, look at the hardware version of the lockbox you are checking this on, for example; **GENI/GENII**, **NXT/NXT Wireless**, **Bluetooth® REALTOR® Lockbox**, and then use the following chart to determine your firmware version:

		Beeps / Flashes*															
		1	2	3	4	5	6	7	8	9	(skip a few)	21	22	23	24	25	26
Hardware Version	Gen1		2.02	2.03	2.04						...						
	Gen2	10.10	10.11	10.12	10.13	10.14					...						
	NXT			22.22	22.23	23.24	22.25	23.26	22.27	23.28	...						
	NXT Wireless	24.30	24.31	24.32	24.33	24.34	24.35	24.36			...						
	BTRLB (3.5)	50.26	50.27	50.28	50.29	50.30	50.31				...	50.20	50.21	50.22	50.23	50.24	50.25

How to Update the Lockbox Firmware via SentriSmart™

There are three different ways to update firmware on a **Bluetooth® REALTOR® Lockbox**:

1. Initiate immediate updates on an unowned lockbox
2. Initiate immediate updates on an owned lockbox
3. Perform an automatic update on an owned lockbox

The automatic firmware updates on a **Bluetooth® REALTOR® Lockbox** are done by any SentriSmart™ user connected to the lockbox (in the background). If you would like to initiate an immediate firmware update on the lockbox, use the following steps:

1. Establish a Bluetooth connection between the lockbox and your mobile device by pressing **ENT** on the **Bluetooth® REALTOR® Lockbox** keypad.
2. Open the **Lockbox Tools** tab in the **SentriSmart™** application.
3. Select the lockbox serial number from the **Lockbox List**.
4. Select **Update Firmware** from the list.
5. Press the **Update Firmware** button.

SentriSmart™

SentriSmart™ is a mobile application, allowing access to a lockbox key compartment with the use of a mobile access code instead of a SentriCard®. Benefits of using the SentriSmart™ mobile application include: obtaining 1 day codes, automatic listing assignments, instant showing notifications, viewing the lockbox access log, generating 1 day codes and SentriCard® renewal codes for access with your SentriCard® with in out-of-service-areas, etc. In order to access *The SentriSmart™ User Guide* for either Apple or Android, go to http://www.sentrilock.com/sentrismart-users-guide/.

Top 5 Things to Know About SentriSmart™

Listed below are the top 5 things to know about SentriSmart™:

1. In order to install the SentriSmart™ application onto your device, SentriSmart™ must be enabled by your Association, and the mobile device will need to meet the following requirements:
   - Apple iPhone™ or iPad™ (iOS 7 or higher) / Android Device (Android 2.3 or higher)
2. It is important to keep your SentriCard® with you to access lockboxes outside your mobile device's service area with the SentriSmart™ application.
3. Your mobile device's location services must be enabled in order to use the SentriSmart™ application.
4. You must know your PIN in order to use the SentriSmart™ application.
5. When using a mobile access code you received from the SentriSmart™ application, you do not need to insert your SentriCard® into the lockbox you are trying to access

General Information about SentriSmart™

Listed below is some general information about SentriSmart™:

- Upon first use of the SentriSmart™ application, you will need to register your mobile device by entering your SentriLock ID and password. You will use the same ID and password you would use to login to the **REALTOR® Lockbox Web Site** or the **SentriCard® Utility**.
- SentriSmart™ users have the ability to use SentriSmart™ to: view their lockbox access logs, assign their lockboxes to a listing address, obtain a 1 day code for their lockboxes as well as get a mobile access code.
- SentriSmart™ users must agree to the license before the application can be used. Agreeing to this license means that you are taking responsibility for any mobile access codes generated from the application onto your mobile device. Mobile access codes are treated just like SentriCard® accesses and will be displayed in the lockbox access log this way.
- If your mobile device loses its connection and is out of service, the SentriSmart™ application will switch into the off-line mode. When your device is in this mode, you can obtain a mobile renewal code. You will need your SentriCard® to use this code at a lockbox.

Single Key

Single Key was created to deter the sharing of keys. It limits the access of unauthorized users to access lockboxes at the same time. Single Key is an additional security feature in which Agents are only allowed to use either a SentriCard® or the SentriSmart™ application to open the key compartment. A few important things to remember about Single Key are:

- Once you register SentriSmart™, it becomes your "valid key."
- When a SentriCard® has been renewed, it will prohibit the SentriSmart® application from being used to open the key compartment that entire day until midnight.
- It is important to always keep your SentriCard® with you for backup.
- Once your key is successfully renewed (up to date), it becomes your "valid key."
- Single Key becomes active 30 days after the SentriSmart™ application has been installed on your mobile device.

Top 5 Things You Should Know about your Bluetooth REALTOR® Lockbox

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

1. Even if you are going to use the SentriSmart™ application and **The Bluetooth® REALTOR® Lockbox**, it is important to carry your SentriCard® with you.
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. SentriLock designed **The Bluetooth® REALTOR® Lockbox** to be weatherproof, but we did not design it to be submerged in liquid. Mount your lockbox in a location that will ensure it is

not submerged if localized flooding occurs. For example, don't put the lockbox down into a window well or a flower pot. SentriLock designed the lockbox to drain water from the card slot at the bottom of the lockbox, so the lockbox should be hanging vertically or close to vertically with the card slot being the lowest point. Do not leave the lockbox lying flat or almost flat unless it is in a location protected from the elements.

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.

How to Get Help

SentriLock provides free support services to all **Bluetooth® REALTOR® Lockbox** customers. SentriLock provides 24/7 support through our automated telephone system as well as our user-friendly **REALTOR® Lockbox Website**. Live support is available 7 days a week from 8 am – 12 am EST, excluding the following US holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and 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 in the **REALTOR® Lockbox Website** http://lb.sentrilock.com/lbs/index/ or the **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 Website** or the **SentriLock Card Utility**. Click **FAQ** to get the latest frequently asked questions. 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** if you are in the US, **1- 877-736-8745** if you are outside the US

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

Appendix

General Specifications

Product Size

- Width 3.188"
- Height (excluding shackle) 5.406"
- Shackle Clearance 2.3"
- Depth (included keypad) 2.41"
- Weight 2 lbs. 5 oz.

Motor Ratings

- Rated Voltage 5V +/- 1V
- Torque 1400gf-cm
- Load Current 145ma at 200 g.cm

Current Consumption

- Standby current (sleep mode) 12uA (micro-amps)
- Operating current (backlight on) 55ma.
- Typical operating current (motor on) 104 - 200 ma.
- Absolute maximum current consumption (rotor lock condition) 750 ma.
- Alarm (When Wrong code inputted) 16 ma.

Federal Communications Commission

- FCC ID: W9T-BTRLB

Industrie Canada

- IC: 8174A- BTRLB

General Information and Warnings

- WARNING - FAILURE TO FOLLOW THESE INSTRUCTIONS MAY LEAD TO PERSONAL INJURY, PROPERTY DAMAGE, AND DAMAGE TO THE LOCKBOX AND COULD VOID YOUR WARRANTY:
- Do not operate or store the lockbox above 151 degrees F (66 degrees C) or below -22 degrees F (-30 degrees C). UL tested.
- Do not immerse the lockbox in water.
- Do not store or operate the lockbox in the presence of explosive vapors.
- Do not disassemble the lockbox as there are no user serviceable parts inside.
- Do not drop the lockbox onto hard surfaces as permanent damage may result.

- Use caution when releasing the shackle as the shackle is completely removable and the lockbox could fall causing personal injury or property damage.
- Do not attempt to recharge the battery as doing so may result in fire or explosion.
- Do not dispose of the battery in a fire as it may explode. Check your local codes for proper lithium battery disposal regulations.
- Do not carry unpackaged batteries in your pocket or purse as metal objects could cause a short circuit and thereby cause bodily injury or property damage.
- Do not immerse the battery in water. Lithium is highly reactive with water and immersion could cause an explosion or fire.