

SENTRILOCK TROUBLESHOOTING GUIDE

This guide is designed to help Agents while they are standing in front of a lockbox or assisting an agent in front of a lockbox.

<u>Problem</u>	<u>Possible Cause</u>	<u>Solution with Card</u> (Always make sure your Card is Updated before using)	<u>Solution With Phone</u> (Always make sure Bluetooth is turned ON for your phone)
I opened the key compartment, but now it won't close.	Has the box been open 20 minutes? If it has it has, then it locked itself open.	Insert your Sentricard into the box reader: enter your Pin#, press ENT then press FUNC + 3 + ENT. The pegs will retract allowing you to close the box.	Open the SentiSmart app: Press ENT on the box, Locate the box on the list from the mobile access screen, Enter your pin and press Open. The pegs will retract allowing you to close the box.
I took the shackle off of the Lockbox, and now the box won't let me put the shackle back on.	Pulling the shackle off while the motor is midway through releasing the shackle. (Make sure to wait until the sound finishes before trying to remove shackle)	Insert your Sentricard into the box reader: enter your Pin#, press ENT then press FUNC + 1 + ENT. The motor will release the tension and allow you to put the shackle back on.	Open the SentiSmart app: Press ENT on the box, Locate the box on the list from the mobile access screen, Enter your pin and press Open. The motor will release the tension and allow you to put the shackle back on.
I am trying to take the shackle off, but the motor stops half way through the sound of it opening and the shackle doesn't come off.	The motor needs to be recalibrated.	You must be the owner of the box to do this: Insert your Sentricard into the box reader, enter your Pin#, press ENT then press FUNC + FUNC+ 53456 + FUNC + ENT. The box will recalibrate itself.	None.
I recalibrated the box, but the shackle is still failing to remove.	The motor is defective.	Call Sentrilock at: 1(877)-736-8745, let them know the steps you completed to open the shackle and the result. They will send out someone to remove the box for you, and the box will be exchanged for a new one.	Call Sentrilock at: 1(877)-736-8745, for assistance. They will send out someone to remove the box for you, and the box will be exchanged for a new one.
When I put my card in the box, Nothing lights up and the box is unresponsive.	The box is in a sleep state.	Press ENT on the box then insert you card and try again.	You can try your phone as an alternative key. Make sure to hit ENT to turn on Bluetooth for the box.

<u>Problem</u>	<u>Possible Cause</u>	<u>Solution with Card</u> (Always make sure your Card is Updated before using)	<u>Solution With Phone</u> (Always make sure Bluetooth is turned <u>ON</u> for your phone)
I pressed ENT, put my card in the box, and still nothing lights up and the box is unresponsive.	The box might not be reading the card properly. You might have to force the box to read your card.	To force the box to read your card: Insert your card into the box, press FUNC + FUNC + 9 +ENT. The box should now be reading your card and become responsive.	You can try your phone as an alternative key. Make sure to hit ENT to turn on Bluetooth for the box.
I tried the previous 2 steps listed and the box is STILL unresponsive.	The boxes batteries may be dead, or there is another issue preventing the box from responding.	If you only have your card, Call Sentrilock at: 1(877)-736-8745, let them know the steps you completed to troubleshoot the issue, and follow their recommendations.	You can use your phone as an alternative key. Make sure to hit ENT to turn on Bluetooth for the box. IF when you hit ENT on the box it doesn't respond. Call Sentrilock at 1(877)-736-8745 for assistance.
When I put my card in the box and enter my Pin#, The Box lights up with "CARD" and ERROR" lights.	Your card is not updated.	You will have to call: 1(877)-736-8745. Select option 2 from the menu, and follow the prompts to have your card activated by phone. You will need a lockbox near you in order to complete this. You can only do this 3 times a month.	Open the SentiSmart app: Press ENT on the box, Locate the box on the list from the mobile access screen, Enter your pin and press Open.
When I put my card in the box and enter my Pin#, The box lights up with "CODE" and "ERROR" alternating lights.	You are entering the incorrect pin.	Call GAVAR at 661-726-9175 for assistance, Sentrilock will not be able to provide you with your pin#.	Call GAVAR at 661-726-9175 for assistance, Sentrilock will not be able to provide you with your pin#.
When I put my card in the box I see the lights "CARD" and "ERROR" light up immediately.	Either the Lockbox or the Sentricard are defective.	If you believe your card is defective, use an eraser on the gold strip and try your card again. If you believe it is the box is defective then your only option is to call the Owner of the box to receive a "One Day Code".	Your only option is to call the owner of the box and receive a "One Day Code" from them.

<u>Problem</u>	<u>Possible Cause</u>	<u>Solution with Card</u> (Always make sure your Card is Updated before using)	<u>Solution With Phone</u> (Always make sure Bluetooth is turned <u>ON</u> for your phone)
I am the owner of the box and I am not sure if I have CBS Mode, Contractor Mode, or any other mode turned on my box. How do I turn it off?	CBS code or other modes are possibly turned on for the lockbox, but it is unclear which one is activated.	Using your SentiCard: insert your card into the Lockbox, Enter your Pin#, Press ENT, Then press FUNC + 65 + ENT. All modes that were turned on will now be turned off.	None.
I am using my Card/Phone and every time I finish entering my pin and I hit ENT The box/Phone Starts flashing "CODE".	The Box is asking for a CBS Code, CBS Mode is turned on for this box. You must call the owner of this box in order to obtain a CBS Code.	Insert your Senticard into the box reader: enter your Pin#, press ENT then press FUNC + 3 + ENT. When "CODE" begins to flash enter the CBS Code you obtained from the owner then press ENT. The box will now open.	Open the SentiSmart app: Press ENT on the box, Locate the box on the list from the mobile access screen, Enter your pin and press Open. The phone will ask you for a CBS Code, enter the CBS code given to you by the owner. The box will open.
I have a "One Day Code"....how do I use it?	User has "One Day Code" and no card.	To use the "One Day Code" follow these steps: Press ENT on the box, Enter your code, Press ENT again. The box will open, Once you use the code you will have 60 minutes to use it again before it expires.	None.
How can I give a "One Day Code" to another Agent?	Agent is calling the box owner for a "One Day Code"	None.	The box must be assigned to a listing before you can do this. Open the SentiSmart app: Click on Lockbox tools, Find your lockbox they are trying to access, Click on "Get One Day Code", Enter the date. Then proceed, you will be given a code to give to another Agent.