SENTRILOCK Quick Tip Guide

Basic Lockbox Troubleshooting
1. Ensure Key Compartment is fully latched. Press up on the key compartment.
   If properly latched, the key compartment should have some wiggle to it when pulling
   the tab at the bottom of the Lockbox.
2. Ensure the shackle is fully latched by pressing down firmly on the shackle.
   If it is latched properly, there should be a bounce/spring when pressing down
   on the shackle.
3. Press **ENT + FNC + 59 + ENT** to force latch the Lockbox and ensure no errors persist.
4. If an error occurs, repeat steps 1 and 2.

Open Key Compartment via Bluetooth
1. Open the SentriKey Application and press **ENT** on the Lockbox, the app will request
   your PIN/Touch ID/Face ID and will retrieve Lockbox Information before opening.
2. If the app stalls or data issues occur, force close the application, press **ENT + FNC +
   ENT** on the Lockbox to stop advertising Bluetooth. Note: If the Lockbox is still
   connected to a device via Bluetooth, the keypad will not be responsive.
3. Open the SentriKey Application and re-attempt step 1.
4. Upon success, you may have to use the pull tab at the bottom of the Lockbox to pull
   down on the key compartment to fully open it.

Open Key Compartment via NFC:
1. Open the SentriKey Application, Press Touch N Show. The Ready to Scan image
   will appear.
2. Touch your phone near the "8" and "0" Keys on the Lockbox for proper alignment.
   You may have to move the phone around on the Lockbox.
3. Once the Lockbox beeps and lights up, hold your phone to the Lockbox until the
   Key bin releases.
4. If done properly, the app will not prompt you for a PIN/Face ID/Touch ID.
5. If the app stalls or data issues occur, force close the application, press **ENT + FNC +
   ENT** on the Lockbox to stop advertising Bluetooth. Note: If the Lockbox is still
   connected to a device via Bluetooth, the keypad will not be responsive.
6. Open the SentriKey Application and re-attempt step 1-3.
7. Upon success, you may have to use the pull tab at the bottom of the Lockbox to pull
   down on the key compartment to fully open it.

Release Shackle:
1. Open the SentriKey Application, select My Lockboxes and Release Shackle.
2. Press **ENT** on the Lockbox and the application will ask for your PIN/Touch ID/Face ID.
   A message will appear to hold the bottom of the Lockbox. The shackle will not release
   until you press OK.
3. The shackle release wizard will step you through assigning or removing your Lockbox
   from a listing.