

USING NON-BLE LOCKBOXES AFTER CARD DEPRECATION

How do I open the key compartment?

The lockbox owner can open the key compartment of a lockbox using their SentiKey® app and SentiCard®. Showing agents, agents that use their broker's lockboxes, team members, and assistants will use the SentiKey® app to open the key compartment by using a Mobile Access Code.

How do I remove customization and borrowed lockboxes?

Lockboxes that are borrowed or customized require the lockbox owner's SentiCard® to be inserted into the lockbox to release the shackle. This will set the lockbox back to its default settings and remove any customization.

Lockbox Sharing

Brokers sharing their Lockboxes will need to enable the ability for agents to see all Lockboxes and access logs to generate one day codes, release the shackle and assign lockboxes to listings. If this feature is disabled, an Office Staff or Broker personnel will need to assign the lockbox to an agent's listing first to perform these functions.

How do I set the lockbox clock?

All lockboxes below an NXT Wireless (Blue Box) 24.34 version must use the lockbox owner's SentiCard® to set the clock on a lockbox for the time to update.

How do I release the shackle?

Lockbox owners can use the SentiKey® app to generate a shackle release code, or owners can use their SentiCard® to release the shackle. If you are using a lockbox that is owned by another user, you will use the SentiKey® app to release the shackle by using a shackle code.

How do I recalibrate a lockbox?

With assistance from our Support department, the lockbox owner's SentiCard® will be able to recalibrate the motor.



NXT



NXT
Wireless



Gen 1



Gen 2

How do I customize a lockbox to another region?

By using the lockbox owner's SentiCard®, the lockbox owner can customize a lockbox to a different region, enable/disable CBS, and enable/disable contractor mode for a non-BLE lockbox.