

SENTRIGUARD[®]

TROUBLESHOOTING



LED Indicators

Cycling Lights

- Forced reset
- Error requiring self-correction
- Firmware update
- Low battery

Blue LED

- **Double-blink:** Bluetooth advertising (ready to connect)
- **Single-blink:** Connected to phone/app

Red/Green/Yellow LED

Green: Success

Yellow: Firmware update or startup progress

Red: Failure

Power Check

1. Press ENT > Single-blink blue LED = Bluetooth connected > keypad disabled
2. No response? Wait 1 min (possible lockout)
3. No response? Wake lockbox with NFC scan (tap top of phone to bottom dot)
4. No response? Manual reset: Hold 1 + 4 + FNC + ENT
5. No response? Activate backup power (press LED button above "2" key; may need a pen to press it)
6. If still unresponsive > call support

FAQs & Manual Functions

Frequent Light Cycling?

Lockbox can't complete action > reset

- Activate backup power (button above "2" key) > release shackle or change battery

Keybin Troubleshooting

Keybin Won't Open?

1. Press down on shackle
2. Hold lockbox to relieve weight
3. Wiggle keybin
4. Pull tab or push up before pulling down
5. Green light = possible jammed keybin > tap lockbox on hard surface

Keybin Won't Stay Closed?

1. Press down on shackle > listen for audible click to ensure shackle is latched
2. Retry keybin open
3. Run to lock position: FNC 59 ENT > retry keybin insertion

Shackle Troubleshooting

Shackle Won't Release?

1. Push down on shackle before pulling up
2. Ensure keybin is fully inserted
3. Wiggle keybin
4. Hold lockbox to relieve weight
5. Open and close keybin to re-sync motor

Shackle Won't Reinsert?

1. Long side of shackle = left side (keypad facing you)
2. Run to lock position: FNC 59 ENT
3. Ensure keybin is fully inserted
4. Retry release process

Weak Motor Sound?

- Lockbox idle too long battery passivation
 - Try multiple accesses to restore performance

SENTRIKEY[®] APP

TROUBLESHOOTING



Here's some resources if things didn't meet your expectations.
Please reach out to our support team if you need additional assistance.

App Related Shackle Issues?

- Pressing ENT on lockbox opens keybin
- Restart everything:
 - a. Force close app
 - b. Lockbox sleep mode: ENT FNC ENT
 - c. Reopen app > go to shackle page > press ENT

Credentials Expired?

- Caused by low connectivity
 - Open app with stable data/Wi-Fi before showings

Blue Light Flashes, App Unresponsive?

- Force close app
- Lockbox sleep mode: ENT FNC ENT
- Reopen app > press ENT

Our Quick Fix Check List

- Make sure Bluetooth is enabled
- Ensure location services are on
- Confirm the lockbox is awake (press ENT on the lockbox)
- Check for app updates
- Restart the device as needed

Teaming Functionality

Invite Team Member

1. Log in at SentryLock.com
2. Go to the account icon in the top right corner
3. Select my settings > go to account settings
4. On the "team members" field type member name and select from drop-down
5. Add team member via "+" sign

Accept Invite

1. Open SentryKey app
2. Tap mail icon > find invite
3. Accept invitation

Features

- Assign lockboxes to listings
- Access code generation
- Shackle release
- View access logs