

# SENTRILOCK TROUBLESHOOTING GUIDE

SentriLock has requested that all members open any keyboxes they have by December 31 to "wake" the box to send data and analytics to SentriLock. *Only open **ONE** box at a time. Either wait for the blue light to stop flashing or press ENT + FNC + ENT to disengage the Bluetooth before opening the next.* If you are experiencing any issues, refer to the troubleshooting steps below.

## GENERAL LOCKBOX TROUBLESHOOTING

- Ensure the Key Container is fully latched: Press up on the key container. If properly latched, the key container should have some wiggle to it when pulling the tab at the bottom.
- Ensure the shackle is fully latched: Press down firmly on the shackle. If the shackle is properly latched, there should be a bound/spring when pressing down.
- If the Key Container or Shackle will not latch, press ENT + FNC + 59 + ENT to force the latch.
- If an error occurs, repeat the first two steps.

## OPEN KEY CONTAINER VIA BLUETOOTH

- Open the SentriKey Application. Press ENT on the lockbox to activate Bluetooth (the blue light will flash). The SentriKey app will request your PIN/Touch ID/Face ID and will retrieve lockbox Information before opening.
- If the SentriKey app stalls or data issues occur:
  - Force close the SentriKey app.
  - Press ENT + FNC + ENT on the lockbox to stop the Bluetooth. If the lockbox is still connected via Bluetooth (the blue light will be flashing) the keypad will not respond.
- Force close the SentriKey app.
- Press ENT + FNC + ENT on the lockbox to stop the Bluetooth. If the lockbox is still connected via Bluetooth (the blue light will be flashing) the keypad will not respond.
- The Key Missing field defaults to NO. If the key is in the container, click continue. Do not hit NO.

## OPEN KEY CONTAINER VIA TOUCH N SHOW/NFC (NEAR-FIELD COMMUNICATION)

- Open the SentriKey Application. Press Touch N Show. The "Touch your Phone to the Lockbox" image will appear.
- Touch the back of your phone to the NFC reader below the "0" key on the lockbox for proper alignment. You may need to move the phone around on the lockbox for the NFC to communicate. You will hear a beep and the blue light will flash.
- Continue to hold your phone to the lockbox until the key container releases.
- If successful, the app will **not** prompt you for your PIN/Face ID/Touch ID.
- If the SentriKey app stalls or data issues incur:
  - Force close the SentriKey app.
  - Press ENT + FNC + ENT on the Lockbox to stop the Bluetooth. If the lockbox is still connected via Bluetooth (the blue light will be flashing) the keypad will not respond.
- Force close the SentriKey app.
- Press ENT + FNC + ENT on the Lockbox to stop the Bluetooth. If the lockbox is still connected via Bluetooth (the blue light will be flashing) the keypad will not respond.

## RELEASE SHACKLE

- Open the SentriKey app. Go to menu at top left. Select My Lockboxes. Select Release Shackle.
- Press ENT on the lockbox to activate Bluetooth. The app will request your PIN/Touch ID/Face ID.
- A message will appear to hold the bottom of the lockbox. Hit OK. The shackle will not release until you press OK.
- If successful, the green light will flash, and you will be able to pull the shackle from the keybox.
- The shackle release wizard will step you through assigning or removing the lockbox from the listing.