

YOU'VE TESTED THE KEYBOXES, NOW WHAT?

Last month, SentiLock requested that keybox owners test each of their keyboxes. Opening each keybox allows data and analytics to be sent to SentiLock which in turn allows SentiLock to be proactive in tracking any problems.

Most keyboxes operated without any issues; however, some did not. What should you do if yours did not open?

- 1** Call SentiLock Support at 513-618-5800 or 877-736-8745.
- 2** They will troubleshoot the keybox and, if defective, they will issue an RMA.
- 3** Call CincyMLS with the RMA number(s) to schedule a time to replace any keyboxes.
- 4** Exchange defective keyboxes at CincyMLS. Please do not take them to SentiLock.

If you have not tested all of your keyboxes by opening the key container and removing the shackle, please try to do so by the end of the year. Remember, if you have multiple keyboxes, test them one at a time and be sure the Bluetooth has disengaged (by waiting for the blue light to stop blinking or pressing ENT + FCN +ENT) before testing another.

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TUESDAY TIP
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