

Lockbox System Trouble Shooting Guide



IR and iDesign Automatic Padlock

- If you press a button on a lock box and the keypad does not illuminate or beep, press the ENT button.
- Make sure you hear a beep every time you press a button.
- The Sentrilock Support number is 1-877-736-8745, which is also printed on the back of every SentiCard.
- Only place a lock box in a place where it can remain in an upright position to allow moisture to drain from the bottom of the box.



- Your PIN is what you use with your SentiCard at the lock box.
- To change your PIN:
 1. Insert your card into any Card Reader
 2. Enter your MLS password
 3. Click Login
 4. Click Change SentiCard PIN (left side, under card functions)
 5. Enter your new PIN (as instructed on the screen)
 6. Click Change near the bottom of the window
 7. You can start using your new PIN immediately after logging off



- Card Readers are available for purchase in the MLS Department
 1. Laptop Card Reader (fits in PCMCIA slot) \$73.00
 2. Office Card Reader (with a heavy base) \$49.00
 3. Agent/Home Card Reader (without base) \$39.00
- If you're having problems renewing your SentiCard and have Norton Anti-virus enabled, make sure <http://lockbox.sentrilock.com/lbs> is listed as a safe site in Norton.
- Use your MLS password to renew your SentiCard in a Card Reader.



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