SentriLock®

Troubleshooting Guide



Lockbox
513-618-5800



Showing
Service
513-618-5814



LED Indicators

Blue LED

Double-blink:

- Bluetooth advertising (ready to connect)

Single-blink:

- Connected to phone/app

Cycling lights

Indicates reset due to:

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

LED indicator colors

- **Blue** Ready or connected
- **Green** Success
- **Yellow** Firmware updated or startup progress
- **Red** Failure



Key Bin Issues

Key bin won't open?

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

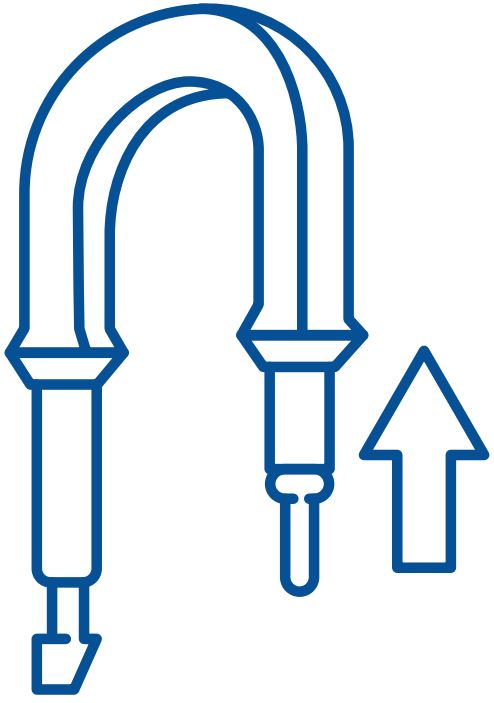
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Key bin won't stay closed?

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



Shackle Issues



Shackle won’t release?

1. Push down on shackle before pulling up
2. Ensure key bin is fully inserted
3. Wiggle key bin
4. Hold lockbox to relieve weight
5. Open and close key bin 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 key bin is fully inserted
4. Retry release process



Power Check

1. Press ENT > single-blink blue LED = Bluetooth connected > keypad disabled
2. No response? Wait 1 minute (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

1. Activate backup power (button above "2" key) > release shackle
2. Change battery

Weak motor sound?

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

Manual keypad functions

- Run to lock position: FNC 59 ENT
- Manual reset: Hold 1 + 4 + FNC + ENT for 2 seconds > release > lights cycle



SentriKey® App Issues

Shackle issues?

- Pressing ENT on the lockbox opens key bin
- Restart everything:
  1. Force close app
  2. Lockbox sleep mode **>** ENT FNC ENT
  3. Reopen app **>** go to shackle page **>** press ENT

Credentials are expired

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



SentriKey® App Issues

Blue light flashes but app is unresponsive?

1. Force-close app
2. Lockbox sleep mode **>** ENT FNC ENT
3. Reopen app **>** press ENT



Team Functionality

Invite a team member

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

Accepting invites

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

Features

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

SentriLock®

Visit our support page



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