

How do I access a non-Bluetooth (navy blue/silver) lockbox without a SentiCard® Key?

Despite the retirement of the SentiCard®, all previous generations of SentiLock's® lockboxes can continue to be accessed, including those without Bluetooth® connectivity, by using the SentiKey® Real Estate app. Non-Bluetooth NXT lockboxes can be accessed through app-generated codes entered via the lockbox keypad.

Here are the steps on how to access a non-Bluetooth lockbox through the SentiKey® Real Estate app:

1. In the app, tap **View Nearby Properties**.
2. The **Property List** will be displayed. Tap the desired property.
3. Enter your **PIN** or use **Touch ID / Face ID**. You'll be prompted to enter the lockbox serial number.
4. You'll be given a code to enter on the lockbox keypad. This will open the lockbox.
5. In the app on the **Listing Detail** screen, tap **Done**.

Note: If the property you are trying to access is not listed on the **Property List**, search the serial number of the lockbox in the Search box at the top of the page, and select the lockbox.

How do I release the shackle on a non-Bluetooth (navy blue/silver) lockbox without a SentiCard® Key?

1. In the app, tap the hamburger menu at the top left of the screen.
2. Tap **My Lockboxes**.
3. Tap **Release Shackle**.
4. Tap **Get Shackle Release Code**. You'll be asked to select a lockbox for which you want a shackle release code.
5. Enter your **PIN** and tap **Get Shackle Release Code**, or use **Touch ID / Face ID**.
6. The code will be displayed with instructions. Tap **OK**.

Note: Hold on to the lockbox because the shackle will come completely out of the lockbox.

How do I access a non-Bluetooth (navy blue/silver) lockbox without a SentiCard® Key when I have no cell service?

The process for accessing non-Bluetooth NXT lockboxes without a SentiCard® is the same in areas with no cell phone coverage. However, obtaining access requires more advanced planning and you may not always know in advance if you are going to an area with no cell phone coverage.

Non-Bluetooth lockboxes can still be accessed through app-generated codes entered via the lockbox keyboard. However, you would need to generate the code before you go to the property and lose cell coverage.