

How to **Customize** a Lockbox Using a SentiCard®

After an Agent takes ownership of a lockbox, they may want to **customize** some of its settings. Agents can use **Customize a Lockbox** feature in the **SentiCard® Utility** to make changes to some of the settings on a particular lockbox. For example, Agents can change the shackle code, homeowner DND code, and assign a lockbox to a listing. If an Agent does not **customize** their lockbox, it will use the settings from the **Agent Default Lockbox Settings** window.

If an Agent would like to make changes that affect all of their lockboxes, for example, they may want to change the shackle code on all of their lockboxes, they can make those changes on the **Agent Default Lockbox Settings** window. After the Agent makes changes on the **Agent Default Lockbox Settings** window, they need to renew their SentiCard®. After they renew their SentiCard®, they need to update their lockboxes. To update lockboxes, insert the SentiCard® into each lockbox. This will update the lockboxes with the settings they selected on the **Agent Default Lockbox Settings** window.

Agents can use the instructions below to **customize** the settings on a particular lockbox.

Note: After an Agent **customizes** a lockbox, they'll need to insert their SentiCard® into the lockbox. This will update the lockbox with the settings they selected.

1. Insert your SentiCard® into the SentiCard® Reader.
2. The **SentiCard® Utility** resides in the System Tray on your computer. After you insert your SentiCard® into the SentiCard® Reader, the **SentiCard® Utility** displays the **Login** window.
3. The **SentiCard® Utility** will detect the SentiCard's® owner and fill in the **SentiLock ID** field. Enter your password in the **Password field** and click **Login**.
4. From the **Card Functions** pane on the **Main Menu**, click **Customize a Lockbox**.
5. The **SentiCard® Utility** displays the **Select Lockbox** window. This window displays all of an Agent's lockboxes. It may also display lockboxes for the Agent's team members. To select a lockbox, click its serial number.

Note: If the Agent's office uses Broker sharing, they may be using one of their Broker's lockboxes. If the Agent is using one of their Broker's lockboxes and they do not see the serial number of the lockbox on the **Select Lockbox** window, you or the Agent must assign the lockbox to the listing.

6. Select the region you are **customizing** the lockbox for and click **Select**.
7. The **SentiCard® Utility** displays the **Customize Lockbox Settings** window. You can use the fields, check boxes, and buttons on this window to **customize** the settings of the lockbox you selected from the **Select Lockbox** window.

| CUSTOM LOCKBOX SETTINGS FOR 00509082 IN (TEST REGION 1) | |
|--|---|
| Lockbox Settings Last Updated on 09/07/2017 8:59AM These custom settings are used on this lockbox. <small>* Custom settings can only be modified by customizing your lockbox in the SentiCard Utility.</small> | |
| Listing | <input type="text"/> <input type="button" value="Select..."/> |
| Access Times | <input type="button" value="8am-11:59am"/> <input type="button" value="12pm-3:59pm"/> <input type="button" value="4pm-7:59pm"/> <input type="button" value="8pm-11:59pm"/> <input type="button" value="12am-3:59am"/> <input type="button" value="4am-7:59am"/> |
| Allow Any Agent to Download Audit Log | <input checked="" type="checkbox"/> |
| Team Settings | |
| Enable Team Ownership Privileges | <input checked="" type="checkbox"/> |
| Loan Lockbox On FUNC 2 (address assignment from keypad) <small>This setting only applies to version 3 and higher firmware</small> | Enabled |
| Time Limited 1 Day Codes | |
| Time Limited 1 Day Codes <small>This setting only applies to version 10.11 and higher firmware</small> | <input checked="" type="checkbox"/> <input type="text" value="151"/> <small>1 Day Code Time Limit (in minutes) This setting only applies to version 10.11 and higher firmware</small> |
| Extended 1 Day Codes | |
| Extended 1 Day Codes <small>This setting only applies to version 24.33 firmware and above</small> | Disabled |
| Call Before Showing (CBS) Settings | |
| Call Before Showing Code | <input type="text" value="45097"/> <input type="checkbox"/> Always Require Call Before Showing Code |
| Enable Dynamic CBS Codes | <input type="checkbox"/> <small>Make Dynamic CBS Codes Unique for each Lockbox This setting only applies to version 3 and higher firmware</small> <input type="checkbox"/> |
| Homeowner Do Not Disturb (DND) 20 minutes | |
| Allow Homeowner DND | Enabled <input type="text" value="54345"/> Homeowner DND Code |
| Contractor Mode | |
| Allow Contractor Mode | Enabled <input checked="" type="checkbox"/> 1 Day Codes Always On |
| Showing Agent Lockout in Contractor Mode | <input type="checkbox"/> <small>Make 1 Day Codes Unique for each Lockbox This setting only applies to version 3 and higher firmware</small> Disabled |
| Allow 24 Hour Access in Contractor Mode | Enabled |
| The first digit of a contractor code must be zero. The rest of the number must be 5 to 7 digits long. | |
| Contractor Code #1 | <input type="text" value="06778445"/> |
| Contractor Code #2 | <input type="text" value="01183543"/> |
| Contractor Code #3 | <input type="text" value="07084443"/> |
| Shackle Release | |
| Enable Shackle Release With Code | <input checked="" type="checkbox"/> <input type="text" value="89148"/> Shackle Code |
| Auto Reset to Defaults After Shackle Release | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Auto Lock Keypad On Shackle Release |
| Do Not Clear Listing Assignment on Shackle Release | <input type="checkbox"/> |
| Do Not Clear Contractor Mode on Shackle Release <small>This setting only applies to version 3 and higher firmware</small> | <input checked="" type="checkbox"/> |
| <input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Use Default Settings"/> <input type="button" value="Cancel"/> | |

Signifies required fields

SentiCard® Utility: Custom Lockbox Settings Window

You can click the **Select** button in the **Listing** field to display the **Select Listing** window. You can use this window to select a listing to assign to the lockbox you selected. The **SentiLock Server** does not require you to select a listing. You can use the links in the **Access Times** field to allow or deny access to the lockbox on certain days and times.

You can use the **Homeowner DND Code**, **Contractor Codes**, and **Shackle Code** fields to **customize** these codes for the lockbox you selected.

You can use the check boxes on this window to enable or disable some settings. For example, you can check the **Enable Team Ownership Privileges** check box to allow your card team members to access your lockboxes as if they were the owner. This includes releasing the shackle without a shackle release code.

If **DISABLED** appears in any of the fields on this window, the Association disabled that feature. You can use the fields, check boxes and drop-down list in the **Lockbox Settings** group on the **Edit Association** window to enable or disable some of the settings on the lockboxes in your Association.

8. When you finish making changes to the fields on the **Custom Lockbox Settings** window, click **Finish**.
9. The **SentriCard® Utility** will begin updating your SentriCard®. Wait for it to finish.
10. Remove your SentriCard® from the SentriCard® Reader and insert it into your lockbox. This will update your lockbox with the settings you just selected.

Your lockbox is ready for use on your listing. When you are ready to remove the custom settings from your lockbox, you can do so in one of two ways:

- Remove the shackle from the lockbox 24 hours after you updated the lockbox to use the custom settings.
- Insert your SentriCard® into the lockbox and enter your PIN. Next, enter **FUNC + 6 + 5 +ENT** on the keypad.

When you remove the custom settings from a lockbox, the lockbox will use the settings from the **Agent Default Lockbox Settings** window.