

How to Replace the REALTOR® Lockbox Battery

The REALTOR® Lockbox has an internal lithium battery. The battery in the **GEN II** series lockbox should last between 5 and 6 years of normal operation. The battery in a **GEN I** series lockbox should last between 2 and 3 years of normal operation. Extended operation at high temperatures or excessive mechanical cycling of the latching mechanism may shorten battery life.

When the battery is low, the lockbox will alert the lockbox owner or their card team members. When the lockbox owner or card team member inserts their SentiCard® into the lockbox, it will flash the **MESSAGE** light 10 times. In addition, it will make a series of beeps. The lockbox will continue to operate with a low battery. However, it is imperative that you replace the battery as soon as possible. You can get your replacement batteries from your Association or Board.

Replacing the Battery

Do not remove the old battery until you have a replacement in hand. Do not carry unpackaged batteries in your pocket or purse as metal objects could cause a short circuit and thereby cause bodily injury or property damage. Also make sure to bring a 5/64 hex / allen wrench or a T10 torx drive as it is required to remove the battery cover. These can be picked up at your local association or hardware store.

When replacing the battery, it is important to remember the lockbox has a memory backup circuit that will retain the lockbox settings and timekeeping system while you replace the battery. This memory backup circuit will only operate for a few minutes after you remove the battery. The lockbox owner or their card team member can use the following instructions to replace the battery.

Note: To preserve the battery's life, you should lock the keypad when you store or transport the lockbox. Leaving your SentiCard® in the card slot on your lockbox will shorten the battery's life. We recommend using your SentiCard® to access and program your lockboxes. Do not store your SentiCard® in the card slot on the lockbox.

If You Need Help

- Click the Support button on the REALTOR® Lockbox Web Site or SentiLock Card Utility. Click Add Ticket to send a message to SentiLock Support.
- Send details via e-mail to: support@sentrilock.com
- Call Technical Support at our toll free number: 1-877-736-8745

SentiLock Support is available seven days a week, 8:00am – Midnight eastern time, except holidays.

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1. Before replacing the battery, you should lock the keypad. Insert your SentiCard® into the lockbox. When the lockbox displays the CODE light, enter your PIN and ENT.

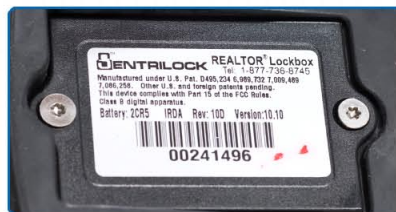


2. On the keypad, press FUNC + 6 + 7 + ENT to lock the keypad.



3. To replace the battery, remove the new battery from its packaging and have it ready to install in the lockbox.

4. Remove the two small screws that hold the battery cover on the back of the lockbox. You will need either a 5/64" hex / allen wrench or a T10 torx driver to remove the screws. You may be able to borrow these tools from your Association. The battery cover is easy to identify because it may have a white label affixed to it.



5. Once you remove the screws, the battery cover should come off and reveal the 2CR5 type lithium battery. Observe the orientation of the old battery.



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6. To remove the battery, turn the lockbox face up. Tap the keypad side of the lockbox against the palm of your hand. This should dislodge the battery from the back of the lockbox. If the battery doesn't dislodge, tap the keypad side of the lockbox against a hard surface. Place the lockbox over a table before attempting to remove the battery. Do not let the battery fall to the ground. Be careful not to bend the battery contacts.



7. To install the new battery, place it directly over the battery compartment and push it straight down into the compartment. Do not try to slide the battery into the opening. You could damage the battery contacts.



If you remove the battery for more than a few minutes; or if the battery runs down completely, you may need to set the lockbox clock. For instructions, see <http://lockbox.sentrilock.com/lbs/faq/clock.htm>

To find out the series and firmware of your lockboxes, see http://lockbox.sentrilock.com/lbs/faq/firmware_revision.htm