


Release the Shackle Using the SentryKey Mobile App (BLE)

These instructions can be carried out on a BLE¹ lockbox only.

1. In the app, tap the hamburger menu .
2. Tap **My Lockboxes**.
3. Tap **Release Shackle**.
4. On the lockbox keypad, press **ENT** to 'wake up' the lockbox. This will establish a connection with the app. You'll see a flashing blue light on the lockbox.
5. In the app, enter your PIN and tap **Release Shackle** or use Touch ID / Face ID.
6. Tap **OK**. If the lockbox is not already assigned to a property, you'll be prompted to assign the lockbox to a property. If the lockbox is currently assigned, unassign it from the property.
7. The lockbox motor will begin turning and the shackle will begin to detach. Hold the lockbox firmly to ensure it doesn't drop to the ground.

¹ Bluetooth low energy; Bluetooth enabled