

Enable CBS Mode Using the SentryKey Real Estate Mobile App

The Call Before Showing (CBS) code is an additional code that may be required to access a lockbox key compartment. It's used when the listing agent wants to be notified about a showing prior to the actual showing date and time. Not all lockboxes are capable of using a CBS code.

As the listing agent, you can use the SentryKey Real Estate app to enable/disable CBS mode. You can use this feature as long as you have permission from your association.

To enable CBS mode:

1. In the app, tap **Lockbox Tools** at the top.
2. Tap **Enable CBS Mode**.
3. 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.
4. In the app on the list of lockboxes, tap the desired lockbox serial number.
5. Enter your PIN and tap **OK**, or use Touch ID / Face ID.
6. On the popup screen, tap **OK** to complete the process.