

# RMLS™ SentiLock – Lockbox Batteries FAQ

RMLS™ receives many questions about the batteries used in SentiLock lockboxes. This frequently asked questions document will help answer the most common questions received by RMLS™.

## **Another broker in my office just had to replace her lockbox batteries, and it seems to be happening more often to brokers in our office lately. Do I need to replace the batteries in my lockboxes?**

The battery life in a SentiLock lockbox completely depends on the conditions the lockbox has been in, how often the lockbox has been accessed, and how long the lockbox has been in service. There is no set time frame for how long batteries will last. Just because another broker's batteries have died does not mean yours will anytime soon. SentiLock tells us the batteries last four to six years on average in normal conditions.

## **How will I know if the batteries in my lockboxes are low?**

There are two ways to know if a lockbox's batteries are low. First, when you put your SentiCard® and PIN into a lockbox, the message (MSG) light will flash after the box opens. Second, the SentiLock website will send an email to you when the batteries have about 20% of their life left. This notification will be sent to the email address you have on file with SentiLock—the same address where showing notifications are sent. When battery levels are low, the next SentiCard® inserted into the lockbox will transmit notice to the service, which will email the owner of the box. This setting is enabled by default. If you want to double-check that the low battery notification setting is enabled under your SentiLock account, log into the SentiLock website with your SentiCard® in the card reader. Select the “my account” button on the left, then click the preferences button at the top of the screen. At the bottom of the preferences page, you will see the low battery notification option, which should be checked.

Low Battery Notifications	
Low Battery Notifications	<input checked="" type="checkbox"/> Low Battery Notifications can only be sent via email and only apply to lockboxes with firmware 20.20 or higher.

## **What kind of batteries do these lockboxes use? Is there a specific brand I should buy?**

The warranty on your SentiLock lockbox will only remain valid if Panasonic brand CR123A batteries are used. This is because Panasonic puts in extra circuit in their batteries to maintain a consistent three volts. SentiLock lockboxes require a constant three volts in order to function properly, and other brands of batteries do not provide this consistency. *SentiLock will not support or warranty any lockboxes with non-Panasonic batteries in them.* All lockboxes that have ever been sold by RMLS™ or SentiLock have Panasonic batteries inside.



## Where can I get these CR123A batteries?

Unfortunately most grocery stores do not carry CR123A batteries. We have found they are sometimes available at [Batteries Plus Bulbs](#), but you should verify stock by calling or checking online prior to visiting. CR123A batteries are available online from many sites such as [BatterySpace.com](#). You may visit an RMLS™ office to pick up replacement Panasonic CR123A batteries if you have seen a low battery notification. If visiting RMLS™ we will verify the battery level is low and install replacements. If we find the message (MSG) light is not flashing, we will give you a few spare batteries for when they do need to be replaced.

## Why do I have to use Panasonic brand CR123A batteries?

In order for a SentiLock lockbox to function properly, it needs a consistent power level of three volts. Panasonic has built circuitry into their batteries that ensure the battery maintains this power level. Other CR123A batteries do not have this circuitry, so the voltage will often dip below the needed level. When this happens, the lockbox will not open. This is why SentiLock will only provide a warranty when Panasonic batteries are used inside a lockbox.

## How do I remove and replace the batteries?

You will need the following items to replace the CR123A batteries in your lockbox: two fresh Panasonic CR123A batteries, a Phillips-head screwdriver, and your SentiCard® (updated with a time stamp).

**Note: You will need to have placed an updated time stamp on your SentiCard® before proceeding with the battery replacement. See the RMLS™ Power Paddle Instructions document.**

Once you have these items, open the lockbox key compartment with your SentiCard® or the SentiSmart™ app. Once the compartment is open use the Phillips-head screwdriver to remove the battery compartment door (see image). Once the battery door has been removed, replace both batteries and follow the power paddle instructions document to update the clock in your lockbox. Your lockbox should function properly for another 4-6 years.





## Before Using the Power Paddle at a Lockbox

If need assistance with this, please contact Sentrilock.

Before you can use the **Power Paddle** at a lockbox, you need to apply a **time stamp file** to your **Sentricard®** using the following steps:

1. Insert your **Sentricard®** into the **Sentricard® Reader** attached to your computer.
2. Enter your **PASSWORD** and **Click to Login**.

LOGIN

Sentrilock ID

Password

Click to Login

3. On the left-hand side of the **Main Menu**, click the **Set Lockbox Clock**.

Customer Support  
Priority Support: 513-618-5800  
Standard Support: 1-877-SENTRILOCK

Summary My Lockboxes Showing Feedback RAD RMA My SentriCards M

Logged In: CARYLFRA-sl (C601019146) (Card expires at midnight Friday, July 25th, 2014)

SentriCard Utility Status: Connected.

Renew SentriCard

Change PIN

Auto Renewal Settings

Set Lockbox to No Owner

Set Lockbox Clock

Customize Lockbox

Sentrilock University

System Messages

- Upcoming System Maintenance 2014 April 18
- Click on Sentrilock University to learn more about your

4. Click on **Select...** and select the **Serial Number** of the lockbox and click **Submit Changes**.
5. Choose the Date and Time when you will be going to the lockbox with your **Sentricard®** and **Power Paddle**.
6. Click the **Save Changes** button.
7. Wait for the **Sentricard® Utility Status Bar** to appear across the top of the screen in **GREEN** with a **Sentricard® Utility Status: Connected** message.
8. Remove your **Sentricard®**.

SET LOCKBOX CLOCK

Select A Lockbox

Select...

Date

7/25/2014

Hour Minute AM/PM

01 16 PM

Save Changes Reset Cancel

You can now take your **Sentricard®** and power paddle to the lockbox on the date and at the time you programmed it.

You will need  
a Phillip's  
screwdriver



Contact  
Sentrilock  
for assistance  
as well

### ***How to Use the Power Paddle at the Lockbox***

1. Insert the **Power Paddle** into the lockbox card slot. **DO NOT REMOVE** unless you are instructed.
2. Slide **Power** switch on the power paddle to the **ON** position. The **Green POWER** light will illuminate.
3. The **red STATUS A** light will illuminate for approximately one minute.
4. Then the **yellow STATUS B** light will illuminate. During this time, the power paddle is charging the lockbox.
5. While the **power paddle** is in **yellow STATUS B**...
6.
  - a. Leave the **power paddle** inserted into the lockbox and press and hold the **ENT** key on the lockbox to see if it lights up. If it **does**, remove the **power paddle**, turn it **OFF** and insert your **Sentricard®** into the card slot on the lockbox. If you time stamped it the lockbox will chirp and the **CODE** light will illuminate signaling the application of the **time stamp**. Enter your pin followed by ENT on the lockbox. If the box doesn't open, remove your card, reinsert the power paddle and repeat steps above.



#### **USING THE SENTRYSMART APP TO OPEN THE BOX:**

- b. Bring up an access code for the lockbox on the app. Leave the **power paddle** inserted into the lockbox and hit the **ENT** key on the lockbox to see if it lights up. If it **does**, follow the instructions on the app for opening the box. If the box doesn't open, turn the power on the **power paddle** to **OFF** and then back to **ON** and repeat steps above.

**IMPORTANT!!** You may need to complete steps above more than once to get enough juice stored up in the lockbox to open it.

7. Remove the cover from the battery compartment and remove the dead batteries. Insert new batteries following the positive/negative symbols. **BEFORE replacing the coverlet on the battery compartment press/hold any button to ensure the keypad lights up. If it doesn't you may have the batteries in wrong.**
8. The motor will reset and you will be able to shut the lockbox.

Phone: 877-736-8745 • Fax: 513-618-5801  
www.sentrilock.com  
2710 East Kemper Road • Cincinnati OH 45241