

SUPRA IBOX LOCKBOX RESOURCE GUIDE

Unresponsive Lockboxes (also known as a keybox)

There are **three possible reasons lockboxes do not respond** when attempting to obtain the key or attempting to release the shackle:

- 1) **The shackle or key container is jammed**
- 2) **There is poor communication between the lockbox and your eKEY/activeKEY**
- 3) **The lockbox has failed**

If you have a jammed shackle:

- Grasp the lockbox in one hand and the shackle in the other.
- Move the shackle from side to side and up and down to see if you can loosen it, then try to release the shackle again.
- Push down on the shackle and up on the bottom of the lockbox, as if you were trying to close the shackle, and, while keeping the pressure on, try to release the shackle again.
- If you cannot release the shackle, contact NCCBOR for further instructions.

If you have a jammed key container:

- Grasp the lockbox with one hand then reach under the lockbox and try to wiggle the key container to loosen it, then try to obtain the key again.
- **If it appears that a house key is jammed between the lockbox and the key tray/container**, AND the keybox is yours, try sliding a thin strong object such as a metal fingernail file up between the inside of the keybox and the key container, to dislodge it.
- If you're unable to loosen the key tray/container, AND the keybox is yours, remove the keybox from the listing and contact NCCBOR for further instructions.

Note: If the keybox is NOT yours please contact the listing agent and let them know there is a problem with the lockbox. Please do not attempt anything that could cause damage to someone else's keybox.

If you're experiencing poor communication with the lockbox:

- Polish the infrared lens on your key and on the front of the lockbox with a dry cloth.
- Try to shade both the infrared lens on the key and the infrared lens on the lockbox from any light. Infrared communication works better in less light.
- Hold your eKEY/ActiveKEY 4 to 8 inches from the front of the iBox lockbox and point your key directly at the infrared lens on the iBox lockbox, just like a TV remote.

If there you have a failed iBox Programming

- If you were able to open an iBox right before this one and can open others after this one, or if other agents can't open this lockbox, the lockbox programming may have failed.
- If this is the case, the keybox owner or listing agent may call NCCBOR for further instructions.