

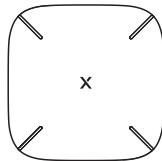


X-Sense Innovations Co., Ltd.
Email: support@x-sense.com

X-SENSE



SMA51



SBS50

User Manual

Smart Mailbox Alarm with Base Station

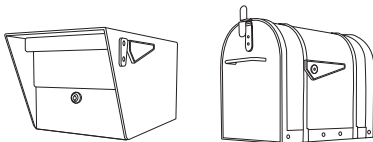
F.1.05.MA1101 V1.0

This user manual contains important information regarding the operation of your smart mailbox alarm. Ensure you read this user manual fully before installing and operating the alarm. If you are installing this device for use by others, you must leave this manual (or a copy of it) with the end user.

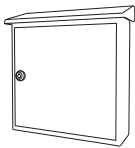
Introduction

Whenever new mail arrives, or if someone opens your mailbox, the X-Sense app will promptly send you a real-time notification. Simultaneously, the SBS50 base station will sound an alarm, providing you with both visual and audible alerts.

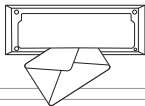
Compatible mailbox types:



Post Mount/Curbside

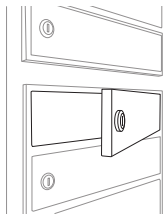


Wall Mount



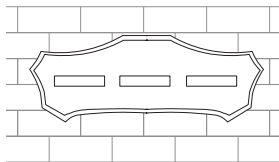
Mail Slot

02



Mailbox with Vertical Hinge (Cluster Box, etc.)

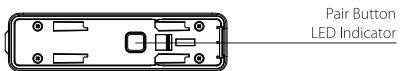
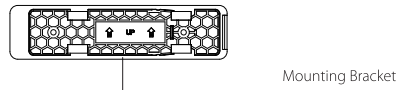
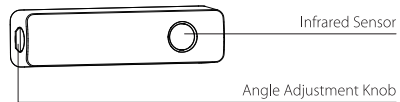
Will not work with the open mail slots shown below:



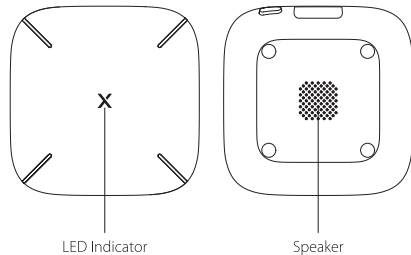
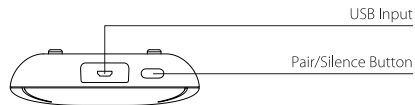
03

Product Overview

SMA51 Smart Mailbox Alarm



SBS50 Base Station



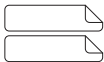
Package Contents



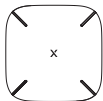
Smart Mailbox Alarm



Mounting Bracket



Double-Sided Tape



Base Station



Power Adapter



Power Cable



User Manual

Device Setup

Download the X-Sense Home Security App



Download on the
App Store



GET IT ON
Google Play

Note: Make sure your phone runs on iOS 11 and above, or Android 8.0 and above.

To download the **X-Sense Home Security** app, scan the QR code below or search for “**X-Sense Home Security**” in the Apple App Store or Google Play Store. Sign up with a valid email address. If you already have an account, make sure the app is updated to the latest version.

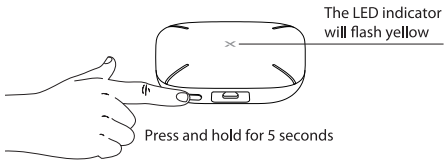
Before connecting devices, make sure that:

1. You know your Wi-Fi network name and password.
2. You are connecting your base station and water leak sensor using a 2.4 GHz Wi-Fi network (incompatible with 5 GHz Wi-Fi network).
3. Make sure the Bluetooth on your phone is turned on.

Note: When the device is configured via Wi-Fi, make sure your mobile phone and devices are as close to the router as possible, which can speed up device configuration.

Connecting the Base Station to the Network

1. Connect the base station to a power source with the power adapter.
2. Tap "⊕" in the app, select "Base Stations", select "Base Station (SBS50)" in the product list, and then you will see the "Scan QR Code" page. Scan the QR code on the bottom of the base station.
3. Enter a name for the base station. Select the home you created or create a new home for the base station, then select the room in which it is installed. If you create a new home, you will need to enter a name and select the country or region in which you live.
4. Press and hold the Pair button of the base station for 5 seconds until the LED indicator flashes yellow rapidly, indicating that the base station is waiting to connect to the Wi-Fi.



5. Tap "Operation Confirmed" and then "Next." The page will show "Searching for Nearby Bluetooth Devices."
6. Enter the correct Wi-Fi and password then tap "Next" to add the device. You will hear "connecting to Wi-Fi."
7. After successfully connected, you will hear "Wi-Fi connected" and the "Device Added" page will appear. The LED indicator will stay solid blue and you can find the base station in the device list.

Connect the Smart Mailbox Alarm to the Base Station

The smart mailbox alarm can be connected to the base station through the wireless network. When the mailbox alarm is connected to the base station, you will receive push notifications wherever you are to stay informed of the device status.

Note: Before adding devices to the system, make sure the base station has been successfully added to the app.

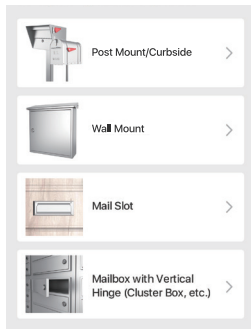
1. Tap "⊕", and select "Mailbox Alarms" in the product list.
2. Enter a name for the mailbox alarm. Then tap "Next."
3. Follow the prompts on the page by quickly pressing the pair button twice on the device until the LED flashes blue rapidly, indicating that the device is waiting to connect to the Wi-Fi.
4. Tap "Next" to add the device. You will hear "Ready to add the device."
5. After successfully connected, you will hear "Device added" and the "Device added" page will appear. Then, the app page will go to "Installation & Setup." Follow the instructions to complete the installation. Now, you can find the mailbox alarm in the device list.
6. If you want to add multiple devices into the system, please repeat the above steps.

NOTE: If you fail to add the mailbox alarm to the network within 60 seconds, the device will automatically exit the network configuration. To re-enter the network configuration, you need to repeat the above steps.

Installation

Select the mailbox type

Select the mailbox type and refer to the corresponding instructions.



Gather the necessary items before installation:

Package Contents:



Smart Mailbox Alarm



Mounting Bracket



2 ×
Double-Sided Tape

Items Not Included:



Wipe

Signal Test

Place the mailbox alarm beside the mailbox (not inside). Tap the Signal Test button to confirm whether the signal transmission is normal between the mailbox alarm in this location and the base station, as well as whether the installation location is suitable.

When the test is finished, you will receive an in-app message.

Installation Method

Based on the mailbox type you have selected, follow the instructions and notes provided in the app to complete the installation.

Mailbox Alarm Test

Tap the Alarm Test button, close the mailbox door, and open it again. If the device works properly, you will receive app notifications.

If you do not receive any app notifications, please check the following:

1. Make sure your phone and base station have a stable network connection.
2. Double-check each installation step and strictly follow the installation instructions.

Mail Reminder Feature

When the mailbox door is opened, the base station will continuously flash a red light until you collect the mail and press the base station button once, at which point the light will stop flashing. This feature eliminates the need for you to constantly check the app; you'll know there's mail when you see the base station's steady red flashing light.

Technical Specifications

Specifications of Base Station

Model	SBS50
Power Supply	Input:100–240 V AC 50/60 Hz; Output: 5.0 V \equiv 1.0 A
Operating Temperature	40–100°F (4.4–37.8°C)
Operating Relative Humidity	0–85% RH (non-condensing)
Alarm Volume	100 dB
App	X-Sense Home Security (both Android and iOS supported)
Wi-Fi Frequency	2.4 GHz (Incompatible with 5 GHz Wi-Fi network)
Wi-Fi Transmission Range	170 ft (50 m)
Wireless Protocol	IEEE 802.11b/g/n

LED Indicator

Status	LED Indicator
Powering on	The LED flashes red once.
Wi-Fi connected successfully	The LED remains solid blue.
Failed to connect to the Wi-Fi	The LED remains solid yellow.
Wi-Fi pairing mode	The LED flashes yellow.
Alarm	The LED flashes red.

Specifications of Smart Mailbox Alarm

Power Supply	1 × CR2 battery (replaceable)
Battery Capacity	1,000 mAh
Battery Life	The battery life exceeds 4 years when calculated based on 5 daily triggers.
Product Life	≥ 5 years
Operating Temperature	14–140°F (-10–60°C)
Waterproof Rating	IP65
Working Principle	Infrared sensor (cluster box); tilt switch (post mount, wall mount, mail slot)

Detection Angle	Infrared sensing: detection distance of 6.6 ft (2 m) and horizontal detection angle of 100°
	Tilt switch: detection angle of 30°
Product Materials	Super weather-resistant ASA and industrial grade silicone waterproof seal
Mounting Method	Double-sided adhesive tape
Alarm Volume	When the mailbox alarm is triggered, it doesn't make a sound but the LED flashes red. The base station sounds an alarm paired with the LED flashing red.
Indicator Light	Red/Blue
Maximum Number of Interconnected Units	50 devices can be added to the SBS50 base station
Operating Frequency	915 MHz
Connection Distance (in Open Air)	2,000 ft (600 m) (with the mailbox door opened)
App	X-Sense Home Security (both Android and iOS supported)

LED Indicator of Smart Mailbox Alarm

Mode	LED Status
Powering On	Flashes red once.
Normal Working Condition	None.
Pairing Mode	Flashes blue rapidly.
Alarm Status	Flashes red once.

Troubleshooting

Problem	Cause	Solution
Signal test failed.	The mailbox alarm is not properly placed beside the mailbox.	When performing a signal test, ensure the mailbox alarm is placed beside the mailbox and not inside it.
	The device is too far away from the base station.	Relocate the base station to a position on the side of the house that is closer to the alarm. Avoid placing it within an enclosed space, particularly in close proximity to metal objects.

The knob is aligned to the dot according to the instructions in the app, but the device does not work properly.	The mailbox is not perpendicular to the ground, which is causing the mailbox alarm installed on it to not trigger an alarm.	Adjust the knob of the mailbox alarm to be perpendicular to the ground.
There are no alarms when the mailbox is opened.	The incorrect type of mailbox was chosen during the app installation.	Ensure that the type of mailbox you select during the app installation process is the same as the actual mailbox type you intend to install.
	The device is installed upside down.	Please ensure that the device is properly installed in the direction indicated in the app.
	The device is not level on the mailbox.	Make sure the device is level and not tilted on the mailbox.

	When mounted on a wall-mount mailbox, the side knob is not adjusted.	When installing on a wall-mount mailbox, adjust the knob on the side of the device so that it is perpendicular to the ground according to the instructions in the app installation process.
	The device is being triggered frequently within a short period of time.	Even if the device is triggered multiple times within a short period of time, notifications will only be sent once every 2 minutes to minimize the disruption of frequent alerts.
	The mailbox door opens slightly when installed on post-mount mailboxes, wall-mount mailboxes, or mail slots.	The device will only activate when the mailbox door is opened at an angle exceeding 30 degrees.

Upon opening the mailbox door, the postman directly deposits mail into the mailbox without reaching inside, when installed on a cluster mailbox.	The device will only activate when the postman's hand enters the mailbox.
The temperature is too low.	The operating temperature range of the device is 14°F to 140°F (-10 °C to 60°C). In cases where the temperature drops below 14°F (-10°C), the device may not function properly but will resume normal operation as the temperature increases.
The communication between the alarm and base station is not stable or they are too far apart.	Reduce the obstacles between the alarm and base station. The maximum distance between the alarm and the base station in an open environment is 2,000 ft (600 m) (with the mailbox door opened).

	The network connection of the router and the mobile phone is abnormal.	Make sure the network connection of the router and the mobile phone is working properly.
There are instances of false alarms, where the app sends notifications but there is no actual mail present.	The mailbox door is not securely fastened, causing it to shake from side to side due to factors such as wind blowing.	Ensure that the mailbox door is properly secured to prevent it from shaking when closed.
	The mailbox alarm was triggered due to vibrations caused by the passage of a heavy vehicle.	None.
	Someone opened the mailbox or forcefully struck the mailbox door.	None.

The base station keeps flashing red.	When the "Mail Reminder" function is enabled within the app, the base station will continuously flash red when triggered.	When you collect your mail, simply press the base station button once to stop the flashing light. This means you don't need to check the app. If the base station's red light keeps flashing, it means there's new mail.
It is unclear how to disarm the device.	None.	The device does not have a disarming feature. However, in the Device Settings, you can turn off the "Enable Alarm Sound" option. By doing so, the base station will not emit any sound when triggered. Additionally, in the "Notifications" section, you can turn off "Device Triggered" to stop receiving push notifications when the device is triggered.

The base station failed to connect to the network.	The entered Wi-Fi name and/or password are wrong.	Enter the correct Wi-Fi name and password.
	The phone Bluetooth is not turned on.	Turn on the phone's Bluetooth.
	The base station is not entering pairing mode.	Press and hold the Pair button on the base station for 5 seconds and the LED will flash yellow while entering pairing mode.
The alarm cannot be added to the base station.	The alarm did not enter pairing mode.	Quickly press the pairing button twice on the alarm until it flashes blue rapidly, indicating it has entered pairing mode.
The alarm volume of the base station is low.	The alarm sound is set to low.	Go to "Base Station Alarm Volume" in the "Sound Settings" option to adjust the alarm sound.

The app push notification is delayed or there are no push alerts.	The battery ran out.	Remove the mailbox alarm from the mounting bracket, take off the back cover with a screwdriver, replace the old battery with a new one, and then reinstall it back.
	The app push notification permission is disabled.	Turn on the push notification permission on the phone.
	The base station is not within the network coverage of the router.	Reduce the obstacles between the base station and router. The distance between the base station and the router should be within 170 ft (50 m).
	The communication between the alarm and base station is not stable or they are too far apart.	Reduce the obstacles between the alarm and base station. The maximum distance between the alarm and the base station in an open environment is 2,000 ft

		(600 m) (with the mailbox door opened).
	The network connection of the router and the mobile phone is abnormal.	Make sure the network connection of the router and the mobile phone is working normally.
The app shows that the base station is offline.	The base station's Wi-Fi connection is disconnected.	Make sure that the router network connected to the base station is working normally.
	The base station is powered off.	Check that the base station is properly connected to the power supply.
The app prompts low battery.	Low battery warning.	Replace the battery.

Environmental Protection

Waste electrical products should not be disposed of with household waste. Please recycle where facilities are available. Please check with your local authorities or retailers for recycling advice.



Manufacturer and Service Information

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