

 Get in Advance 深圳市安室智能有限公司	料号	F800004000332	版本	V1.0
	品名	SMA0A 说明书 _ 美规	设计师	柳圳
	材质	70g 书纸	时间码	2026082801
	工艺	单黑印刷, 骑马钉		
	尺寸	35x90mm		
	公差	±1mm		

备注：此页无需印刷



Scan the QR code to view the product model.

X-SENSE



SMA0A

Smart Mailbox Alarm

User Manual

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

F800004000332 V1.0

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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.

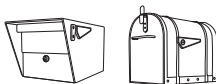
1 Introduction

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.

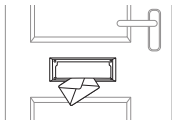
Compatible mailbox types:



Wall Mount



Post Mount/Curbside

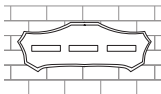


Mail Slot



Mailbox with Vertical Hinge
(Cluster Box, etc.)

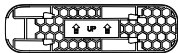
Will not work with the open mail slots shown below:



2 Product Overview



X-SENSE



Mounting Bracket



Pair Button
LED Indicator

3 Package Contents

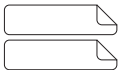


X-SENSE

Smart Mailbox Alarm



Mounting Bracket



Double-Sided Tape



User Manual

4 Device Setup

Download the X-SENSE Home Security App



Download on the
Apple App Store



GET IT ON
Google Play

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

NOTE: Make sure your smartphone

supports iOS 11 and higher, or Android 8.0 and higher.

Before connecting devices, make sure that:

1. You know your Wi-Fi network name and password.
2. You are connecting your device 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 device are as close to the router as possible, which can speed up device configuration.

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.

NOTES:

1. Before adding devices to the system, make sure the base station has been successfully added to the app.
2. This product only supports connection to the SBS50 base station and does not support Link⁺ wireless interconnected network.

1. Tap “”, and select “Mailbox Alarms” in the product list. Then select

"SMA0A".

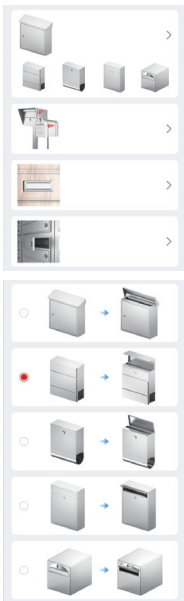
2. Enter a name for the mailbox alarm.
Then tap "Next."
3. Follow the prompts on the page by quickly pressing the pair button twice on the device until the LED flashes blue rapidly, indicating that the device is waiting to connect to the base station.
4. Tap "Next" to add the device. You will hear "Ready to add the device."
5. After successfully connected, you will hear "Device added" and the "Device added" page will appear. At the bottom of the page, "Go to Installation & Setup" button is displayed. Tap the button and 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.

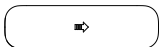


Gather the necessary items before installation:

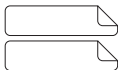
Package Contents:



Smart Mailbox Alarm



Mounting Bracket



Double-Sided Tape

Items Not Included:



Wipe

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

This feature lets you know when mail arrives without checking the app. When the base station keeps flashing red, it means new mail has arrived. After collecting your mail, press the button on the base station or tap the icon  on the app Home page to stop the flashing light.

5 Technical Specifications

Power Supply	1 × CR2 battery (replaceable)
Battery Capacity	1,000 mAh

Battery Life	The battery life exceeds 3 years when calculated based on 5 daily triggers.
Product Life	≥ 5 years
Operating Temperature	-10–60°C (14–140°F)
Waterproof Rating	IP65
Detection Angle	≥ 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.

Maximum Number of Interconnected Units	50 devices can be added to the SBS50 base station
Band	902–928 MHz
Connection Distance (in Open Air)	More than 100 m (about 328 feet) with the mailbox door open. Note that walls, trees, and other obstacles can reduce this distance.
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.

6 Troubleshooting

PROBLEM	SOLUTION
There are no alarms when the mailbox is opened.	Cause 1: The network connection of the router and the mobile phone is abnormal. Solution: Make sure the network connection of the router and the mobile phone is working normally. Cause 2: The distance between the base station and the mailbox alarm is too far, or communication is obstructed. Solution: Move the base station closer to the side of the mailbox alarm inside the house, minimizing walls and obstacles between them. Avoid placing the base station in enclosed spaces, especially those with metallic objects. Reduce the distance between the mailbox alarm and the base station; in an open environment, the maximum allowed distance between them is hundreds of feet, and walls, trees, obstacles, etc., can diminish this distance.

Cause 3: The mailbox alarm is not strictly installed following the app installation process. Solution: You should install the alarm according to the app installation process, and ensure that the mailbox type selected is consistent with the actual mailbox type you intend to install. Please ensure that the device is properly installed in the direction indicated in the app and do not install it in reverse. Make sure the device is level and not tilted on the mailbox. Cause 4: The device is being triggered frequently within a short period of time. Solution: Even if the mailbox alarm is triggered multiple times within a short period, only one alert will be sent during the Alarm Interval (2 minutes by default) to reduce frequent notifications. Cause 5: Mailbox lid opening angle is too small or opening speed is too slow/too fast.

	Solution: The mailbox alarm will only be triggered when the lid opens at an angle of more than 30° and at a normal speed. Cause 6: The temperature is too low. Solution: The operating temperature range of the device is -10°C to 60°C (14°F to 140°F). In cases where the temperature drops below -10°C (14°F), the device may not function properly but will resume normal operation as the temperature increases.
There is an alarm triggered when there is no mail.	Cause 1: The mailbox is installed on an unstable surface (such as a shaking branch or pole). Solution: Install the mailbox on a stable surface. Cause 2: The mailbox door is not secured and may swing due to wind or other external forces. Solution: Make sure the mailbox door remains stable when closed. Cause 3: When the mailbox alarm is installed on a door mail slot, avoid opening or closing the door too forcefully.

	Solution: Open and close the door smoothly to minimize impacts or strong vibrations. Cause 4: The mailbox is installed too close to another mailbox and may be triggered by the movement of the neighboring mailbox door. Solution: Keep the mailbox away from other mailboxes whenever possible. Cause 5: Vibrations caused by heavy vehicles passing nearby may trigger the mailbox alarm. Solution: None. Cause 6: Someone intentionally opening the mailbox or forcefully hitting the mailbox door may trigger the alarm. Solution: None.
The base station keeps flashing red.	When the Mail Reminder feature is enabled in the app and the mailbox alarm is triggered, you don't need to keep checking the app. A continuously flashing red light on the base station indicates new mail. After collecting your mail, press the button on the base station or tap the icon  on the app Home page to stop the flashing light.

It is unclear to turn off the mailbox alarm during a specific time period.	Go to the mailbox alarm in the app, select "Schedule", and tap "Add Schedule". This feature allows you to set a specific time period when the mailbox alarm will not sound, helping avoid unwanted interruptions.
The base station failed to connect to the network.	Cause 1: The entered Wi-Fi name and/or password are wrong. Solution: Enter the correct Wi-Fi name and password. Cause 2: The phone Bluetooth is not turned on. Solution: Turn on the phone's Bluetooth. Cause 3: The base station is not entering pairing mode. Solution: 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.	Cause: The alarm did not enter pairing mode. Solution: 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.	Cause: The alarm sound is set to low. Solution: Go to "Base Station Alarm Volume" in the "Voice Volume" option to adjust the alarm sound.
The app push notification is delayed or there are no push alerts.	Cause 1: The battery ran out. Solution: 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. Cause 2: The app push notification permission is disabled. Solution: Turn on the push notification permission on the phone. Cause 3: The base station is not within the network coverage of the router. Solution: Reduce the obstacles between the base station and router. The distance between the base station and the router should be within 50 m (164 ft). Cause 4: The communication between the alarm and base station is not stable or they are too far apart.

	Solution: Move the base station closer to the side of the mailbox alarm inside the house, minimizing walls and obstacles between them. Avoid placing the base station in enclosed spaces, especially those with metallic objects. Reduce the distance between the mailbox alarm and the base station; in an open environment, the maximum allowed distance between them is hundreds of feet, and walls, trees, obstacles, etc., can diminish this distance. Cause 5: The network connection of the router and the mobile phone is abnormal. Solution: Make sure the network connection of the router and the mobile phone is working normally.
The app shows that the base station is offline.	Cause 1: The base station's Wi-Fi connection is disconnected. Solution: Make sure that the router network connected to the base station is working normally.

	Cause 2: The base station is powered off. Solution: Check that the base station is properly connected to the power supply.
The app prompts low battery.	Cause: Low battery warning. Solution: Replace the battery.

BATTERIES

WARNING

1. KEEP NEW OR OLD USED BATTERIES OUT OF REACH OF CHILDREN.
2. In the event of a battery leaking, do not allow the liquid to come into contact with the skin or

eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice immediately.

3. NEVER charge a battery unless it is a rechargeable battery.

4. Do not mix alkaline, standard (carbon-zinc) or rechargeable (Ni-Cd; Ni-MH)

batteries.

5. Different types of batteries or new and used old batteries are not to be mixed. Do not mix batteries of different manufacturers, capacities, or sizes.

6. Batteries must be inserted with the correct polarity. Replacement of a battery with an incorrect type can defeat the safeguard. There

- will be a risk of fire or explosion if a battery is replaced by an incorrect type.
7. Test the alarm for correct operation using the test facility, whenever the battery is replaced.
8. Constant exposure to high or low temperatures or high humidity may reduce battery life.

9. Use only batteries specified in marking. Use of a different battery will have a detrimental effect on smoke alarm operation.

FCC Statement

1. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
- (1) This device may not cause harmful interference.
 - (2) This device must accept any interference received, including interference that may cause undesired operation.
2. Note: This equipment has been tested and found to comply with the limits for a Class B digital device. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not

installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
3. Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.
 4. The distance between user and products should be no less than 20 cm.

ISED Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Radiation Exposure Statement

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

Environmental Protection

The crossed-out wheeled-bin symbol on your product, literature, or packaging reminds you that all electrical and electronic products, batteries, or accumulators must be taken to designated collection locations at the end of their working life. Do not dispose of these products as unsorted municipal waste. Dispose of them according to the laws and rules in your area.



7 Manufacturer and Service Information

X-Sense Electronics Co., Ltd.

Address: Room 402, Building 4, No. 9,
Jinshagang 1st Road, Shixia Village,
Dalang Town, Dongguan City, 523750
Guangdong, P.R. China
Email: support@x-sense.com