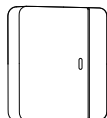
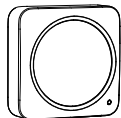
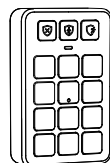
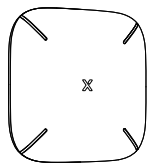


Scan the QR code to view the product model.



X-SENSE

User Manual Home Security System

AS05 & AS08



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Español/Italiano/Nederlands:
Scan QR code to check more details.

English

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

Say Hello to X-Sense Home Security System



SBS50 **Base Station**

The SBS50 base station is the central hub of your security system, connecting all your devices to the X-Sense Home Security app, allowing you to control your home from anywhere. It connects to power using the included power supply.



SKP0A **Keypad**

This keypad gives you hands-on control of home security system. Mount it on a wall or place it on a table near a door you use often.



SDS0A **Door and Window Sensor**

This door and window sensor is designed to alert you when a door or window is opened. It can be mounted using the double-sided tape on the back.



SMS0A **Motion Sensor**

This motion sensor is designed to alert you to movement inside your home. It can be mounted using the double-sided tape or screws on the back.

Package Contents

AS05

- 1 × SBS50 Base Station
- 2 × Door and Window Sensor
- 1 × Motion Sensor
- 1 × Keypad

AS08

- 1 × SBS50 Base Station
- 4 × Door and Window Sensor
- 2 × Motion Sensor
- 1 × Keypad

Your X-Sense Home Security System

This house diagram illustrates one possible setup for a home security system. You can customize your setup according to the layout of your home.



Base Station



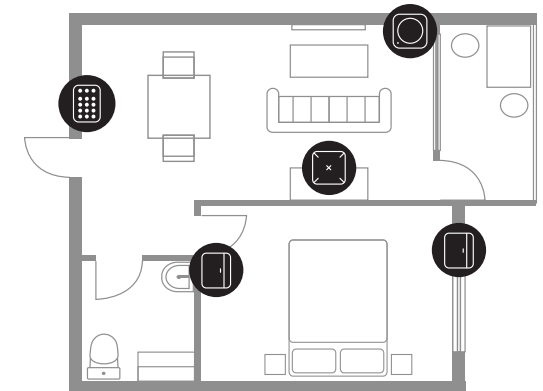
Motion Sensor



Keypad



Door and Window Sensor



Set Up Your App Account

Download the X-Sense Home Security App

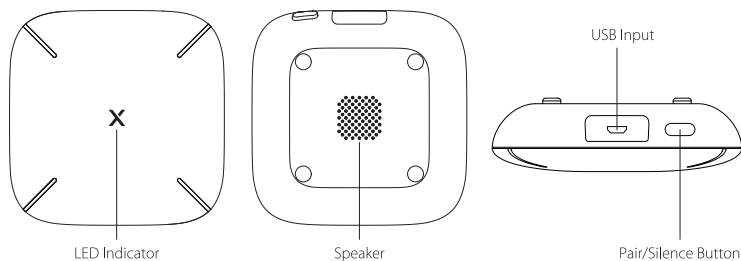


To download the **X-Sense Home Security** App, scan the QR code or search for "**X-Sense Home Security**" in the Apple App Store or Google Play. Sign up with a valid email address. If you already have an account, make sure the app is updated to the latest version.

Note: Make sure your smartphone supports **iOS 11 and higher, or Android 8.0 and higher.**

Set Up Your Base Station

SBS50 Base Station



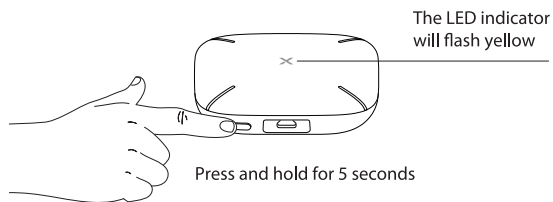
Before connecting base station, make sure that:

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.

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 tap "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.

- The plug of the adapter is considered a disconnect device. The socket-outlet shall be installed near the equipment and shall be easily accessible.
- The power delivered by the charger must reach 5 watts required by the radio equipment in order to achieve the maximum charging speed.

Set Up Your Devices

Setting up your device involves three steps:

1

Add the device to the app.

2

Carefully read the installation steps in the app.

3

Follow the installation steps strictly according to the app.

To avoid any usage issues, please do not install the device yourself without guidance from the app.

- For the easiest setup, complete all three steps for each device before moving on to the next one. Use the app and this user manual to help you position your security devices to improve your home security.
- If you need to take a break, you can close the app and finish adding security devices later. When you're ready to resume setup, open the X-Sense app and tap "⊕" on the right corner.

Door and Window Sensor

Friendly Reminder:

- The door and window sensor is set by default to ensure that you receive a push notification when in Home Mode without being armed or when in Disarm Mode. If you activate "Enable Prompt Tone" in the device settings page, the base station will emit a brief alert sound.
- If you want the base station to emit a continuous alarm sound when the door and window sensor is opened (while you will receive a push notification), please switch to Away Mode, or first select to arm this device in the Home Mode settings, then switch to Home Mode.

Adding to the X-Sense app

Note

1. Before adding devices to the system, make sure the base station has been successfully added to the app.
2. This product can only connect to the SBS50 base station and doesn't work with the Link[®] wireless interconnected network.

1. Tap "⊕", and select "Home Security Systems" in the product list, select "Home Security Systems (Working with SBS50 base station)", and then select "Door and Window Sensor (SD50A)".
2. Enter a name for the sensor. Then tap "Next."
3. Follow the prompts on the page by quickly pressing the pairing 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 in the app to complete the installation.
6. If you want to add multiple devices into the system, please repeat the above steps.

NOTE: If you fail to add the door and window sensor 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



Suitable locations for installing the door and window sensor:

- Front doors
- Back/side doors
- French doors and sliding glass doors
- Doors leading to an attached garage or storage area
- Windows, especially those that can be easily accessed

Locations not suitable for installing the door and window sensor:



- Do not place it outdoors or in extreme temperature conditions.



- Not suitable for garage doors.



- Please install carefully on metal doors and windows, as the device's performance will be significantly affected and may also cause wireless signal interference leading to disconnection.

Please follow the instructions provided in the app carefully to complete the entire installation process. Please pay special attention:

The sensor and magnet must be aligned, and the distance between them should be as small as possible, with a maximum distance not exceeding 3/4" (20 mm). Metal doors and windows have a significant impact on the device, and when installed on metal doors and windows, the distance between the sensor and magnet needs to be further reduced.



You need to leave 1/2" (13 mm) of space around the sensor so that you can slide it off to replace the battery.



Special Feature

Unclosed Reminder: You can set up an unclosed reminder through the app. When doors or windows are left open beyond the designated time frame (selectable from 20 seconds to 10 minutes), the base station will immediately emit an alert sound, and your phone will receive a push notification. This feature effectively prevents safety hazards caused by negligence and ensures the security of your home.

Motion Sensor

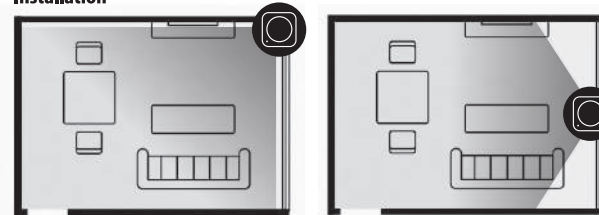
Friendly Reminder:

- *The motion sensor is set by default to not monitor motion when the system is in Disarm Mode or in Home Mode without selecting arming for this motion sensor. This means that motion cannot trigger an alarm, and you can move freely around your home. If you want the motion sensor to monitor motion, please switch to Away mode, or first select arming for this device in the Home Mode setting, and then switch to Home mode. This means that motion will trigger an alarm immediately.*
- *To reduce frequent notifications and disturbances, the motion sensor is designed with a 1-minute trigger interval. This means that it will take 1 minute after each trigger before it can be triggered again.*
- *In Motion Test, motion will be continuously monitored. Please walk back and forth within your desired monitoring range (especially in areas far from the device) once the Motion Test begins. This feature ensures that your desired monitoring range is fully covered and can also help you test for blind spots, pets, and other environmental triggers.*

Adding to the X-Sense App

Refer to the steps for adding a door and window sensor to add the motion sensor. Follow the instructions in the app to complete the installation.

Installation



You can install the motion sensor on the wall or in a corner, but placing it in a corner will provide a wider monitoring range.

Suitable locations for installing the motion sensor:

- Front and back entryways
- Hallways
- Rooms
- Basements with outside access

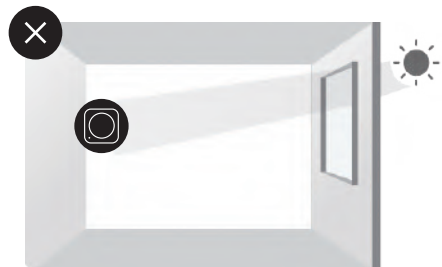
Locations not suitable for installing the motion sensor:



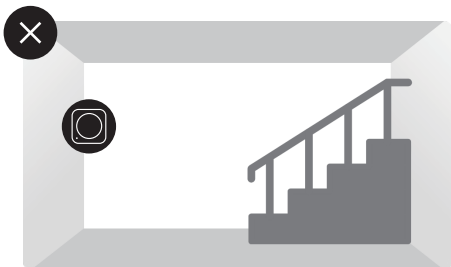
• Do not place it outdoors or in extreme temperature conditions.



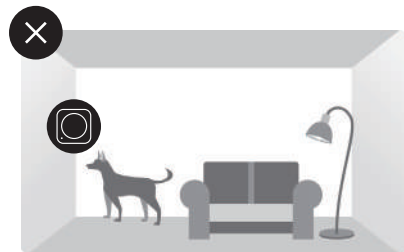
• Please do not place it in direct sunlight or near heaters, stoves, or vents, and avoid placing it near heat-generating household appliances such as microwaves, routers, etc.



• Do not aim it at windows.

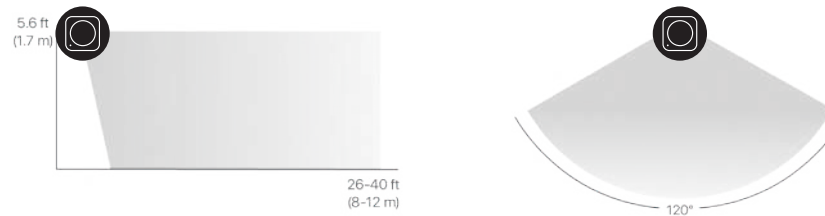


• Do not aim it at stairs.



• Do not use near large pets.

Please follow the instructions provided in the app carefully to complete the entire installation process. Please pay special attention:



1. The maximum monitoring distance of the device is approximately 26-40 ft (8-12 m), and this distance may vary depending on the indoor environment.
2. Within a distance of 2 ft (0.6 m) from the device is a blind area for monitoring. Do not install it in narrow passages or similar locations to avoid missed reports.
3. Install at a height of 5.6 ft (1.7 m).

To avoid false alarms:

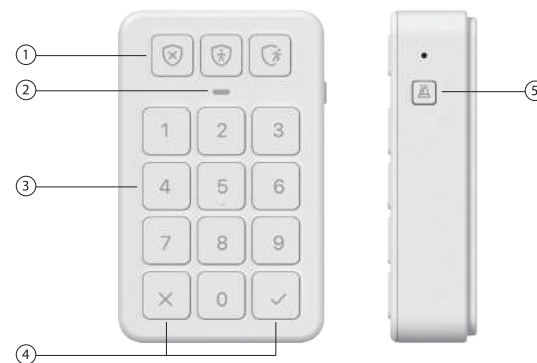
1. Do not place the sensor facing heat sources such as stoves, fireplaces, or sunlight through windows.
2. Adjust the sensitivity to accommodate environments with pets.
3. Try to configure the motion sensor to arm only in Away Mode and disarm in Home Mode as much as possible; this is also the default system setting.

Keypad

Friendly Reminder:

- When switching security modes, you should press the security mode button (the three buttons located in the upper section of the keypad) after entering the password, not the checkmark (✓) button. For example, to switch from Disarm Mode to Away Mode, press the security mode button after entering the password.
- Switching security modes requires a password. You cannot switch security modes by directly pressing the security mode button without entering the password.

Introduction

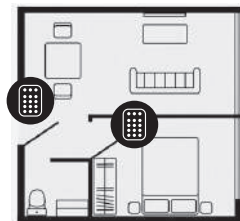


Serial Number	Key/Button	Light	Functions
1	Security Mode Key	Blue Light	Used to switch security modes (Disarm/Home/Away).
2	Status Indicator Light	Red/Blue Light	Indicates the status of the keypad.
3	Number Keys		0-9, used for entering the password.
4	Operation Keys		Cross (x) Key: Clears the password when an incorrect password is entered. Checkmark (✓) Key: Confirms the operation and is used to force arm the system. For more details, refer to the "Understanding Force Arming" section.
5	Panic Alarm Button		Press and hold for 3 seconds to initiate a Panic Alarm.

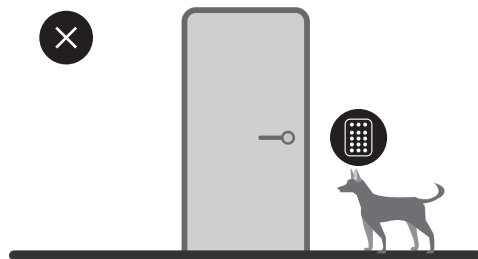
Adding to the X-Sense app

Refer to the steps for adding a door and window sensor to add the keypad. Follow the instructions in the app to complete the installation.

Installation



- You'll use your keypad to arm and disarm your system, so we recommend you place it near the door you most often use to exit and enter.
- Some people install an extra keypad in their bedroom for easy access at night.



- Install it high enough to be out of reach of pets.

Unsuitable locations for installing the keypad:



- Do not place it outdoors or in areas with extreme temperatures.
- Not suitable for garage doors.



- Metal doors can sometimes cause interference.

Please carefully follow the app instructions to complete the installation, paying special attention to the following:

1. After completing the installation process, you can tap on "Password Management" in the "Device Settings" page of the keypad in the app to modify the master password. You can also set specific passwords for family members, friends, or a nanny, and create a password schedule that is only valid during the times allowed by the master user.
2. Ensure that you and all users remember the passwords. To maintain optimal security, if you forget a password, the system does not support viewing previously set passwords through the app. You can only set a new password. From the master's app, tap on the keypad Device Settings page → tap "Password Management" → tap the username for which you need to reset the password → tap "Security Password" → input the security password you wish to update.
3. If you have added multiple keypads to the same base station, the same user's password will remain consistent across all keypads, including your own. For example, if you set the password for shared user A to 1234, their password will be 1234 on all keypads. You cannot set different passwords for the same user on different keypads.

Learn to Use Your Security System

Security Modes

- Your security system has three Security Modes to choose from: Disarm, Home and Away.
- You can switch between them using the Keypad or the X-Sense app.



Disarm Mode

No sensors inside your home are armed. Sensor triggers will not generate app notifications or base station alarms. This is useful when you're at home and want the freedom to go in and out easily.



Home Mode

In Home Mode, ALL SENSORS are DISARMED by default. You can selectively arm them according to your needs. Sensor triggers in armed mode will generate app notifications, and the base station will emit alarm sounds. This mode should be used when someone wants to stay home and feel safe.



Away Mode

When you set the system to Away Mode, ALL SENSORS are ARMED by default. Sensor triggers in armed mode will generate app notifications, and the base station will emit alarm sounds. This setting is ideal for when you leave home unoccupied.

How to Arm and Disarm Your Security System

Using the keypad: Enter your personal password, and then press the Disarm, Home, or Away Mode key to select your desired mode.

Using the app: Open the app and select "Control" at the bottom to select from Disarm, Home, or Away Mode.

Understanding Force Arming

If you attempt to switch security modes while some sensors are in an abnormal state, such as being triggered (e.g., a door or window sensor is opened or the motion sensor detected motion) or the Wi-Fi is disconnected (you won't receive app notifications). You won't be able to switch security modes directly. The system will indicate force arming: the key light for Home/Away Mode will continue flashing blue, and the keypad will emit a continuous beep.

- If you press the checkmark (✓) key on the keypad during the above audio and visual signals, the system will ignore the abnormal sensors and continue to switch security modes. The abnormal sensors will automatically come to the armed state once they return to normal standby status.
- If you press the cross (x) key on the keypad or do nothing during the above audio and visual signals, the system will automatically return to Disarm Mode.

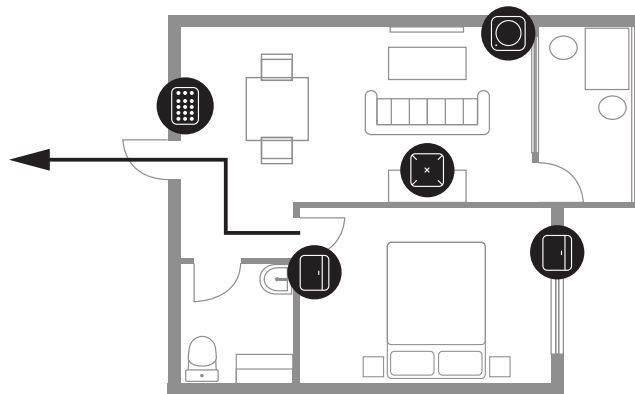
Note: If you use the app to switch security modes and encounter the above situation, the app will prompt you to confirm arming while ignoring exceptions or to keep the current mode.

Understanding Entry and Exit Delays

Exit Delay gives you a short period of time to leave once you've armed the security system. After you arm your system, you'll hear a series of beeps to remind you that there are only a few seconds to leave home. When your Exit Delay ends, your system will be armed. At this point, triggering a door and window sensor or motion sensor will immediately set off an alarm (if Entry Delay is not enabled) or start the Entry Delay countdown (if Entry Delay is enabled).

Entry Delay gives you a short time to disarm your security system after you return home. You'll hear a series of beeps during the delay, and when the delay ends, if you don't disarm, the security system will immediately start alarming.

To set Entry and Exit Delays, navigate to Control → Settings → Home Mode/Away Mode → Exit Delay/Entry Delay in the app and set up accordingly. You have the option to select “Off” for no delay, or choose from the following delay times: 15s, 30s, 45s, 60s, 120s, or 180s. Just make sure you give yourself enough time to arm and disarm your system.



Panic Alarm

If encountering an emergency at home, you can initiate a Panic Alarm in two ways:

1. Press and hold the Panic Button on the side of the keypad for 3 seconds.
 2. Tap on the flashlight “” icon in the app control page.
- Once the Panic Alarm is initiated, the base station and keypad will immediately sound the alarm, and the owner of the app as well as any shared users will receive a push notification about the emergency alarm initiated by the keypad. The emergency alarm can be canceled by disarming.
 - You can go to the keypad details page in the app and then select Panic Alarm to set it up so that when a Panic Alarm is initiated, the base station and keypad will only flash lights without sounding an audible alarm.

Note: *Using the Panic Alarm function does not require entering a password.*

Critical Alerts (iOS)/Alarm Sound (Android)

- Panic Alarm function allows your phone to emit the same alarm sound as the base station when the security system is triggered, regardless of whether your phone is in silent or do-not-disturb mode, to alert you as much as possible. This function is ON by default.
- If you want to set this function, please tap on Control → Settings → Home Mode/Away Mode → Alarm Sound Settings → Critical Alerts Settings (iOS)/Alarm Sound Settings (Android) in the app, where you can check the devices you want to send panic alarms to and set the volume of panic alarms emitted by your phone.

Master, Shared Users and Guest Users

Functions	Master	Shared Users	Guest Users
	The master account is used to set up your security system.	Best for family members, trusted friends, caregivers, and pet sitters.	Best used for short-term visitors and contractors.
An email address is required for account setup.	√	√	×
Arm and disarm via keypad with a password.	√	√	√

Access can be limited by a password schedule.	×	×	√
Arm and disarm via the app.	√	√	×
Receive alarm notifications.	√	√	×
Change device settings.	√	×	×
Add and delete users.	√	×	×

Adding and Removing Shared Users and Guest Users

Shared Users

- To add shared users to your account, open the X-Sense app and tap the sharing icon “” next to the base station. Enter the email address and nickname of the user you want to share with, select the devices you want to share, and tap “Send Invitation”.
- Shared users can switch security modes anytime via the app. If you want to set a password for them to arm/disarm using the keypad, please tap on the keypad Device Settings page in the app, then navigate to Password Management → Add Security Password → Shared User.

Guest Users

Tap on the keypad details page in the app → Password Management → Add Security Password → Guest User. Enter the nickname and password for the guest and provide it directly to them, no email required. Guests can use the password on the keypad to arm/disarm. You can also create a password schedule to make the guest password only valid during the time periods allowed by the owner.

You can remove shared users or guest users completely.

- To remove a Shared User, tap on the “Account” page in the app → Manage My Homes → Home Name → Users → Select the shared user you want to remove. The shared user’s keypad password will also become invalid.
- To remove a Guest User, tap on the keypad details page in the app → Password Management → Select the guest you want to remove.

Technical Specifications

Specifications of Base Station

Model	SBS50
Power Supply	Input:100–240 V AC 50/60 Hz; Output: 5.0 V = 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)
Operating Frequency	US: 902–928 MHz 2400–2483.5 MHz EU: 868.0–868.6 MHz (25 mW) 869.25–869.3 MHz (10 mW) 2400–2483.5 MHz (100 mW) (incompatible with 5 GHz Wi-Fi network)
Maximum Number of Interconnected Units	50 devices can be added to the SBS50 base station (including up to 6 keypads)
Wi-Fi Transmission Range	170 ft (50 m)

Wireless Protocol	IEEE 802.11b/g/n
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LED Indicator of Base Station

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 Door and Window Sensor

Power Supply	1 × 1.5 V AAA battery (replaceable)
Battery Life	≥ 2 years (10 cycles per day, with each cycle containing open and close.)
Product Life	≥ 5 years
Operating Temperature	32–104°F (0–40°C)
Operating Frequency	US: 902–928 MHz EU: 868.0–868.6 MHz
Max. RF Power	EU: 25 mW

LED Indicator of Door and Window Sensor

Mode	Status Indicator Light (Red/Blue)
Powering on	Flashes red slowly once.
Wi-Fi pairing	Flashes blue rapidly continuously.
Successfully paired	N/A
Normal working status	N/A
Online status with door/window open (magnet disconnected)	Flashes blue rapidly once.
Online status with door/window closed (magnet connected)	Flashes blue rapidly twice.
Door/window open in unpaired or offline status (magnet disconnected)	Flashes red rapidly once.
Door/window closed in unpaired or offline status (magnet connected)	Flashes red rapidly twice.
Device test	Flashes blue rapidly 3 times.
Low battery	Flashes red once every 60 seconds

Specifications of Motion Sensor

Power Supply	2 × 1.5 V AAA batteries (replaceable)
Battery Life	≥ 2 years (triggered 20 times per day)
Product Life	≥ 5 years
Monitoring Distance	The maximum monitoring distance is approximately 26–40 ft (8–12 m). This distance may vary depending on the indoor environment, with the Motion Test results being the most accurate reference.
Monitoring Angle	The horizontal monitoring angle is approximately 120 degrees. This angle may vary depending on the indoor environment, with the Motion Test results being the most accurate reference.
Operating Temperature	32–104°F (0–40°C)
Operating Frequency	US: 902–928 MHz EU: 868.0–868.6 MHz
Max. RF Power	EU: 25 mW

LED Indicator of Motion Sensor

Mode	Status Indicator Light (Red/Blue)
Powering on	Flashes red slowly once.
Wi-Fi pairing	Flash blue rapidly continuously.
Successfully paired	N/A
Normal working status	N/A
Motion detection triggered in online mode	Flashes blue rapidly once.
Motion detection triggered in offline or unpaired mode	Flashes red rapidly once.
Motion test	Consistent with motion detection triggered light behavior.
Device test	Rapidly flashes blue 3 times.
Low battery	Flashes red once every 60 seconds.

Specifications of Keypad

Power Supply	4 × 1.5 V AAA batteries can be replaced.
Battery Life	≥ 2 years (with daily switching of security modes twice using the keypad, with customer-set 30-second entry and exit delays).
Product Life	≥ 5 years
Operating Temperature	32–104°F (0–40°C)
Operating Frequency	US: 902–928 MHz EU: 868.0–868.6 MHz
Max. RF Power	EU: 25 mW

Audible and Visual Alerts of the Keypad

Modes	Status Indicator Light (Red and Blue)	Security Mode Key Light (Blue)	Buzzer
Powering on	Flashes red slowly once.	N/A	1 long beep.
Wi-Fi pairing	Keeps flashing blue rapidly.	N/A	1 short beep.
Successfully paired	N/A	N/A	1 long beep.
Normal working status	N/A	N/A	N/A
Security mode prompt	N/A	For unpaired status: all 3 security mode key lights illuminate blue simultaneously for 1 second then turn off. For paired status: current security mode light remains blue on for 3 seconds, while the other mode lights stay off.	1 short beep per key press.
Security mode switching	N/A	Expected security mode light on for 3 seconds.	1 long beep.
Incorrect password	Flashes red rapidly twice.	N/A	2 short beeps.
Unauthorized operation (setting a password but directly pressing the security mode key to switch modes without entering the password.)	Each time the security mode key is pressed, the light flashes red rapidly twice.	N/A	2 short beeps each time the security mode key is pressed.
Force arming	N/A	When a sensor is triggered or the base station is offline: expected security mode light flashes blue once every 1 second, 5 times in total.	1 short beep every 1 second, 5 beeps in total.
		Press cross (x) key: original security mode light remains blue on for 3 seconds.	N/A
		Press checkmark (✓) key: expected mode light remains blue on for 3 seconds.	1 long beep.
Entry delay	Countdown before the final 10 seconds: flashes red slowly continuously.	N/A	Continuous short beeps, matching the flash frequency.
	Countdown final 10 seconds: flashes red rapidly.		
Exit delay	Countdown before the final 10 seconds: flashes blue slowly continuously.	N/A	Continuous short beeps, matching the flash frequency.
	Countdown final 10 seconds: flashes blue rapidly.	N/A	
Alarming	Keeps flashing red rapidly.	N/A	Continuous short beeps (can be set to flash only).
Cancel alarm	Canceled successfully: N/A.	Disarm mode light on for 3 seconds.	1 long beep.
Panic alarm	Operation confirmation: flashes red once every 1 second for 3 seconds.	N/A	N/A
Abnormal communication or failure of operations other than password errors.	Flashes red 3 times rapidly.	N/A	3 short beeps.
Low battery	Flashes once red every 60 seconds.	N/A	N/A

Device test passed	Remains on blue for 3 seconds.	N/A	N/A
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Troubleshooting

Base Station		
Problem	Cause	Solution
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 app shows the base station is offline.	The Wi-Fi connection of the base station is disconnected.	Make sure the network of the router connected to the base station is functioning properly.
	The base station has lost power.	Make sure the base station is properly connected to its power source.
Low base station alarm volume.	The base station alarm volume is set too low.	Tap on Control → Settings → Home/Away Mode → Alarm Sound Settings → Set Base Station Volume to increase it.
Door and Window Sensor		
Problem	Cause	Solution
I don't know where are suitable places to install a door and window sensor.		<ul style="list-style-type: none"> • Front doors • Back/side doors • French doors and sliding glass doors • Doors leading to an attached garage or storage area • Windows, especially those that can be easily accessed
		<ul style="list-style-type: none"> • Do not place them outdoors or in extreme temperature areas. • Not suitable for garage doors. • Be cautious when installing on metal doors and windows; the device's performance will be significantly affected, and it may also cause wireless signal interference, leading to disconnection.
If the Device Test fails during installation, I don't know how to troubleshoot the problem, then rerun the Device Test.		If the door and window sensor does not flash when the door is opened, reduce the distance between the sensor and the magnet, especially if installed on metal doors and windows.
		If the door and window sensor flashes red when the door is opened, move the base station to a more central location in the house to ensure proper communication.
		If the door and window sensor flashes blue when the door is opened, check that both network of the phone and the base station is normal.
The double-sided tape loses its stickiness or falls off and cannot be reused. If the Device Test fails during installation, I don't know how to troubleshoot the problem, then rerun the Device Test.		If the above issues are ruled out but the app still does not respond, go back and carefully check if the installation was done strictly according to the app's instructions.
		Please purchase strong double-sided tape, cut it into the appropriate shape, and attach it to the sticking area of the device. Then, reattach the device to the door or window. If you encounter any difficulties, please contact our customer service. If the door and window sensor does not flash when the door is opened, reduce the distance between the sensor and the magnet, especially if installed on metal doors and windows. If the door and window sensor flashes red when the door is opened, move the base station to a more central location in the house to ensure proper communication.

		If the door and window sensor flashes blue when the door is opened, check that both network of the phone and the base station is normal. If the above issues are ruled out but the app still does not respond, go back and carefully check if the installation was done strictly according to the app's instructions.
The double-sided tape loses its stickiness or falls off and cannot be reused.		Please purchase strong double-sided tape, cut it into the appropriate shape, and attach it to the sticking area of the device. Then, reattach the device to the door or window. If you encounter any difficulties, please contact our customer service.
After the door and window sensor is triggered, the base station does not alarm but only emits a short beep.	The system is currently in Disarm Mode, or it is in Home Mode but the door and window sensor is not armed.	Switch to Away Mode. Select to arm the door and window sensor in the Home Mode settings, then switch to Home Mode.
Unable to add the door and window sensor to the app.	The door and window sensor has not entered the Wi-Fi pairing mode.	Remove the backplate of the door and window sensor, then press the Pairing button twice to activate Wi-Fi pairing mode for the sensor.
Unable to receive app notifications or operation failure.	The phone has disabled push notifications for the X-Sense Home Security app.	Enable push notifications for the app.
	The battery ran out.	Replace with a new battery.
	Communication between the base station and the router is obstructed or the distance is too far.	Reduce obstacles between the base station and the router, including metal doors, thick walls, etc. The maximum distance allowed between the base station and the router in an open environment is 170 ft (50 m).
	Communication between the sensor and the base station is obstructed or the distance is too far.	Reduce obstacles between the sensor and the base station. The maximum distance allowed between the sensor and the base station in an open environment is 1,700 ft (500 m).
	The door and window sensor is installed on a metal object.	Metal objects may interfere with the wireless signal, causing the device to disconnect. Do not install on metal objects.
	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 the door and window sensor is offline.	Communication between the sensor and the base station is obstructed or the distance is too far.	Reduce obstacles between the sensor and the base station. The maximum distance allowed between the sensor and the base station in an open environment is 1,700 ft (500 m).
	The battery ran out.	Replace with a new battery.
The app indicates low battery.	Low battery.	Replace with a new battery.
Motion Sensor		
Problem	Cause	Solution
I don't know where are suitable places to install the motion sensor.		<ul style="list-style-type: none"> • Front and back entryways. • Hallways. • Rooms. • Basements with outside access.
I don't know where are unsuitable places to install the motion sensor.		<ul style="list-style-type: none"> • Do not place them outdoors or in extreme temperature environments. • Avoid placing them in direct sunlight or near heaters, furnaces, or vents, and avoid placing them near heat-generating household appliances such as microwaves, routers, etc. • Do not aim them at windows. • Do not aim them at staircases. • Avoid using them near large pets.

If the Motion Test fails during installation, I don't know how to troubleshoot the problem, then rerun the Motion Test.	The network of the router or mobile phone is abnormal.	Make sure that the network connection of the base station and the mobile phone is functioning properly.
	The distance between the base station and the motion sensor is too far or communication is obstructed.	Move the base station closer to the location of the motion sensor within the house, minimizing walls and obstacles between the base station and the motion sensor. Avoid placing the base station in enclosed spaces, especially within metallic objects.
	Installation was not strictly following the instructions provided in the app installation process.	Install strictly following the instructions provided in the app installation process. Make sure that the motion sensor is installed at the height and angle specified in the app installation process. Keep the motion sensor level and avoid tilting.
	Sensitivity setting is too low.	Due to the varying indoor environments affecting detection distance, try increasing the sensitivity for better monitoring results. However, please note that higher sensitivity settings may lead to more frequent triggers and increase the likelihood of false alarms due to pet activity, etc.
	Human body movement beyond detection range.	The device's maximum detection range is approximately 26-40 ft (8-12 m). When beyond this distance, movement of a human body will not trigger the device. The specific value of the maximum detection range may vary depending on the indoor environment, and the actual detection range should be based on the results of the Motion Test.
	Movement of a human body within the blind area of detection.	Due to technological limitations in the industry, there is a blind spot within 2 ft (0.6 m) of the device where movement of a human body will not trigger the device. Please avoid installing the device in narrow passages or similar locations.
The double-sided adhesive loses its adhesion or falls off and cannot be reused.		Please purchase strong double-sided adhesive, cut it into appropriate shapes, and stick it to the adhesive position on the device. Then reattach the device to the wall. If you encounter any difficulties, please contact our customer service.
The system didn't alarm when I passed in front of the motion sensor.	The system is currently in Disarm Mode, or in Home Mode without arming this motion sensor.	Switch to Away Mode. Arm this motion sensor in "Arm the Sensor" under Home Mode Settings, then switch to Home Mode. Check "Home Mode" in the Mode Settings on the device details page, then switch to Home Mode.
	The device has just been triggered. To reduce push notification disturbances, it is designed with a 1-minute trigger interval, meaning it needs to wait for 1 minute after each trigger before it can be triggered again.	Once the 1-minute push interval has elapsed, the motion sensor can be triggered again.
	Movement of a human body within the blind area of detection.	Due to technological limitations in the industry, there is a blind spot within 2 ft (0.6 m) of the device where movement of a human body will not trigger the device.
	Sensitivity setting is too low.	Due to the varying indoor environments affecting detection distance, try increasing the sensitivity for better monitoring results. However, please note that higher sensitivity settings may lead to more frequent triggers and increase the likelihood of false alarms due to pet activity, etc.
	The motion sensor is aligned with the stairs.	The environment of the stair area may create blind spots for the motion sensor, especially around stair corners or landing areas. Avoid installing the sensor facing the stairs.
The system triggered an alarm even though no one passed in front of the motion sensor.	A pet triggered the motion sensor.	Avoid installing it in areas where pets frequently move, especially for large pets. Additionally, try lowering the sensitivity.
	A heat source triggered the motion sensor.	Avoid installing it in areas exposed to direct sunlight or near heaters, stoves, or vents. Also, avoid placing it near heat-generating household appliances such as microwaves, routers, etc.
	Sunlight triggered the motion sensor.	Avoid installing facing windows.
	The motion sensor is aligned with the stairs.	Stairs typically connect different floors and may experience significant airflow and light changes, which could be incorrectly detected as motion. Avoid installing the sensor facing the stairs.

	Someone passed by outside the detection range of the motion sensor.	The motion sensor has a maximum detection range of 26-40 ft (8-12 m) and a horizontal detection angle of 120°. This distance and angle may vary depending on the indoor environment. Due to technological limitations in the industry, there is still a probability of detecting movement when someone passes by outside the detection range of the motion sensor.
Unable to add the motion sensor to the app.	The motion sensor has not entered the Wi-Fi pairing mode.	Remove the backplate of the motion sensor, then press the Pairing button twice to activate Wi-Fi pairing mode for the sensor.
Unable to receive app notifications or operation failure.	The phone has disabled push notifications for the X-Sense Home Security app.	Enable push notifications for the app.
	The batteries ran out.	Replace with new batteries.
	Communication between the base station and the router is obstructed or the distance is too far.	Reduce obstacles between the base station and the router, including metal doors, thick walls, etc. The maximum distance allowed between the base station and the router in an open environment is 170 ft (50 m).
	Communication between the sensor and the base station is obstructed or the distance is too far.	Reduce obstacles between the sensor and the base station. The maximum distance allowed between the sensor and the base station in an open environment is 1,700 ft (500 m).
	The motion sensor is installed on a metal object.	Metal objects may interfere with the wireless signal, causing the device to disconnect. Do not install on metal objects.
	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 the motion sensor is offline.	Communication between the sensor and the base station is obstructed or the distance is too far.	Reduce obstacles between the sensor and the base station. The maximum distance allowed between the sensor and the base station in an open environment is 1,700 ft (500 m).
	The batteries ran out.	Replace with new batteries.
The app indicates low battery.	Low battery.	Replace with new batteries.
Keypad		
Problem	Cause	Solution
I don't know where are suitable places to install a keypad.		Install it near the most frequently used entrance, or you can also install an additional keypad in the bedroom for use at night.
I don't know where are unsuitable places to install a keypad.		<ul style="list-style-type: none"> Do not place it outdoors or in places with extreme temperatures. It is not suitable for garage doors. Install it high enough to be out of reach of pets. Metal doors can sometimes cause interference.
The double-sided adhesive loses its stickiness or falls off and cannot be reused.		Please purchase strong double-sided adhesive, cut it into the appropriate shape, and stick it to the adhesive position on the device. Then, reattach the device to the wall. If you encounter difficulties, please contact our customer service.
When I want to switch the security mode, the status indicator light (located below the Home mode key) flashes red twice, the keypad beeps twice, and the security mode does not switch successfully.	You entered the wrong password.	Enter the correct password and press the security mode key (the top 3 keys on the keypad).
	You pressed the security mode key without entering the password.	Enter the correct password and then press the security mode key (the top 3 keys on the keypad).

The security mode is not switched successfully when the password is entered and the checkmark (✓) key is pressed.		You should press the security mode key (the top 3 keys on the keypad) after entering the password, rather than the checkmark (✓) key.
When I operate the keypad, the status indicator light (located below the Home mode key) flashes red 3 times, the keypad beeps 3 times, and yet the security mode does not switch successfully.	The keypad encountered an abnormal communication or other issues resulting in the operation failure.	Remove any metal objects near the base station and keypad, ensure that the network connection of the base station and keypad is normal, and then try operating the keypad again.
I don't know what to do if I forgot the password for the keypad.		To ensure the best security, it is not possible to view past passwords through the app. You can only set a new password. From the owner's app, tap on the keypad details page → tap Password Management → tap on the username for which you need to reset the password → tap Security Password → enter the new password.
When I switch from Disarm mode to Home/Away mode, the Home/Away mode key keeps flashing blue, and the keypad keeps beeping continuously. After a short period, the system automatically goes back to Disarm mode.	When you switch to the Home/Away mode, there is a door and window sensor or motion sensor in an abnormal state, such as being triggered (e.g., door and window sensor open), or the base station's Wi-Fi is disconnected (you won't receive push alerts).	While the Home/Away Mode key keeps flashing and the keypad keeps beeping, you can press the checkmark (✓) key on the keypad. This will tell the system to ignore any sensor issues or the base station's Wi-Fi disconnection, and switch the security mode. The sensors will arm themselves once they're back to normal. If you press the cross (X) key on the keypad or do nothing, the system will go back to Disarm mode automatically.
The status indicator light (located below the Home mode key) keeps flashing blue, and the keypad and base station keep beeping continuously when I switch from Disarm mode to Home/Away mode. After a short period, the beeping from the keypad and base station becomes more urgent, and then the beeping stops altogether.		You have enabled the Exit Delay feature. When switching security modes from Disarm to Away or Home, the system enters an arming countdown, giving you time to leave your home. Once the countdown ends, the system arms itself. At this point, any triggered door/window sensors or motion sensors will immediately trigger an alarm (if Entry Delay is not enabled) or start the Entry Delay countdown (if Entry Delay is enabled). You can set this feature by navigating to Control → Settings → Home/Away Mode → Exit Delay in the app.
When a door and window sensor or motion sensor is triggered in Home/Away mode, the system does not immediately sound an alarm. Instead, the status indicator light (located below the Home mode key) keeps flashing red, and the keypad and base station keep beeping continuously. After a short period, the beeping from the keypad and base station becomes more urgent, and then the keypad and base station sound an alarm.		You have enabled the Entry Delay feature. When a door and window sensor or motion sensor is triggered in Home/Away mode, the system enters an alarm precaution countdown, giving you time to disarm it. If the system is not disarmed by the end of the countdown, it will sound an alarm immediately. You can set this feature by navigating to Control → Settings → Home Mode/Away Mode → Entry Delay in the app.
The status indicator light (located below the Home mode key) continuously flashes red, and the keypad continuously emits beeping sounds.	The security system is alarming.	The door and window sensor/motion sensor has been triggered.
I don't know how to turn off the beeping sound when pressing keys on the keypad.		In the app, go to the keypad device page → turn off Keypad Tone. Please note that turning this off will stop the keypad from making any sound in any situation.
Unable to add the keypad to the app.	The keypad is not in pairing mode.	Remove the keypad's backplate, then press the pairing button twice to put the keypad into pairing mode.
Unable to receive app notifications or operation failure.	The phone has disabled push notifications for the X-Sense Home Security app.	Enable push notifications for the app.
	The batteries ran out.	Replace with new batteries.

	Communication between the base station and the router is obstructed or the distance is too far.	Reduce obstacles between the base station and the router, including metal doors, thick walls, etc. The maximum distance allowed between the base station and the router in an open environment is 170 ft (50 m).
	Communication between the keypad and the base station is obstructed or the distance is too far.	Reduce obstacles between the keypad and the base station. The maximum distance allowed between the keypad and the base station in an open environment is 1,700 ft (500 m).
	The keypad is installed on a metal object.	Metal objects may interfere with the wireless signal, causing the device to disconnect. Do not install on metal objects.
	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 the keypad is offline.	Communication between the keypad and the base station is obstructed or the distance is too far.	Reduce obstacles between the keypad and the base station. The maximum distance allowed between the keypad and the base station in an open environment is 1,700 ft (500 m).
	The batteries ran out.	Replace with new batteries.
The app indicates low battery.	Low battery.	Replace with new batteries.

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.



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.

WARNING

1. BATTERIES

• KEEP NEW OR OLD USED BATTERIES OUT OF REACH OF CHILDREN.

• 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.

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

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

• 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.

• 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.

2. RF ENERGY EXPOSURE AND PRODUCT SAFETY GUIDE

- Before using this device, please read this guide which contains important operating instructions for safe usage, control information and operational instructions for compliance with RF Energy Exposure limits in applicable national and international standards.
- User instructions should accompany the device when transferred to other users.

Simple EU Declaration of Conformity

X-Sense Electronics Co., Ltd. declares that the radio equipment type is in compliance with the essential requirements and other relevant provisions of RED Directive 2014/53/EU and the RoHS Directive 2011/65/EU and the WEEE Directive 2012/19/EU; the full text of the EU declaration of conformity is available at the following internet address: www.x-sense.com.

Manufacturer and Service Information

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