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› X-Sense Smart Mailbox Alarm System SMA11 User Manual

X-Sense SMA11

X-Sense Smart Mailbox Alarm System SMA11 User Manual

Model: SMA11 with SBS50 Base Station

1. INTRODUCTION

The X-Sense Smart Mailbox Alarm System (Model SMA11) provides real-time notifications when your mailbox is accessed. This system includes a wireless mailbox sensor (SMA11) and an SBS50 Base Station, designed to keep you informed about mail delivery. The system operates on a 2.4 GHz Wi-Fi network and is built for reliable performance in various weather conditions. The SMA11 sensor is IP65 weatherproof, ensuring durability against rain, snow, and sunlight. It is compatible with a wide range of mailbox types, offering flexible installation options.

2. PACKAGE CONTENTS

Verify that all items are present in your package:

- 1 x X-Sense Smart Mailbox Alarm (SMA11)
- 1 x X-Sense SBS50 Base Station
- 1 x User Manual (this document)
- Mounting accessories (double-sided tape)
- 1 x CR2 Battery (pre-installed or included separately)



Image: Overview of the X-Sense Smart Mailbox Alarm system, showing the base station, mailbox sensor, and the mobile application interface.

3. PRODUCT OVERVIEW

The system consists of two main components:

- **SMA11 Mailbox Sensor:** This compact, wireless sensor is installed inside your mailbox. It detects when the mailbox is opened and sends a signal to the base station.
- **SBS50 Base Station:** This central unit connects to your home's 2.4 GHz Wi-Fi network. It receives signals from the mailbox sensor and relays notifications to your smartphone via the X-Sense Home Security App. The base station also features an adjustable alarm and customizable ringtones.

4. SETUP

4.1 App Installation

1. Download the "X-Sense Home Security" app from the Apple App Store or Google Play Store.
2. Register for an account or log in if you already have one.

4.2 SBS50 Base Station Setup

1. Plug in the SBS50 Base Station to a power outlet near your Wi-Fi router.
2. Open the X-Sense Home Security App and follow the in-app instructions to add the base station to your account. Ensure

your Wi-Fi network is 2.4 GHz, as 5.0 GHz networks are not supported.

3. Once connected, the base station's indicator light will confirm its status.



Image: The SBS50 Base Station can connect up to 50 X-Sense devices, forming a comprehensive home security system.

4.3 SMA11 Mailbox Sensor Installation

The SMA11 sensor is designed for wire-free installation using the included double-sided tape. It is compatible with various mailbox types, including curbside/post mount, wall mount, slot type, and cluster type mailboxes. It is not suitable for mail slots without lids.

1. **Prepare the Surface:** Clean the interior surface of your mailbox where the sensor will be mounted. Ensure it is dry and free of dust or debris.
2. **Attach Tape:** Apply the double-sided tape to the back of the SMA11 sensor.
3. **Mount Sensor:** Position the sensor inside the mailbox. For optimal detection, mount it on the inside of the mailbox door or a surface that moves when the mailbox is opened. Ensure the sensor's detection area is clear.
4. **Add to App:** Follow the in-app instructions to add the SMA11 sensor to your X-Sense Home Security App. This typically involves scanning a QR code or following a pairing process.
5. **Test Functionality:** Open and close your mailbox to test if the sensor triggers an alert in the app.

Wire-Free and Easy Installation

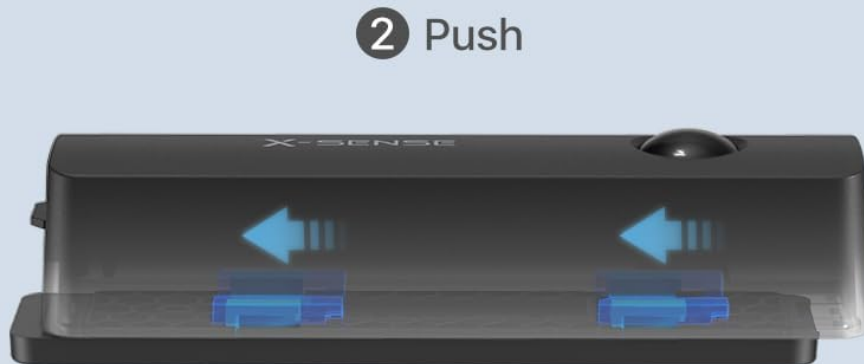


Image: Simple three-step installation process for the SMA11 Mailbox Sensor using adhesive tape.

Compatible with **Various** Mailbox Types



Curbside/Post Mount



Slot Type



Curbside/Post Mount



Wall Mount



Cluster Type

Image: The SMA11 Mailbox Sensor is compatible with multiple mailbox designs, excluding lidless mail slots.

5. OPERATING INSTRUCTIONS

5.1 Real-Time Notifications

When your mailbox is opened, the SMA11 sensor will detect the activity and send an immediate alert to your X-Sense Home

Security App. You will receive a push notification on your smartphone.

Real-Time Push Notifications



Mailbox Alarm Triggered ^{now}

Home: Smart Mailbox Alarm is triggered.
Please check your mail.

Image: Example of a real-time push notification received on a smartphone when the mailbox is opened.

5.2 App Features

The X-Sense Home Security App allows you to manage various aspects of your mailbox alarm system:

- **Device Sharing:** Share access to the mailbox alarm with up to 12 family members, allowing multiple users to receive alerts.
- **Mail Reminder:** Set up reminders within the app to check your mail.
- **One-Button Silence:** Quickly silence the base station alarm from the app.
- **Volume Adjustment:** Adjust the base station's alarm volume up to 100 dB.
- **Ringtone Selection:** Choose from various ringtones for your base station alerts.
- **Custom Device Names:** Personalize device names for easier identification and management within the app.

Loud, Crystal Clear Sound



100 dB
adjustable volume



Various
ringtones



Image: The SBS50 Base Station offers adjustable volume and multiple ringtone options for audible alerts.

6. MAINTENANCE

6.1 Battery Replacement

The SMA11 Mailbox Sensor uses a replaceable CR2 battery. The battery is designed to last approximately 4 years based on 5

daily triggers. The X-Sense Home Security App will provide a low battery warning when replacement is needed.

1. Access the battery compartment on the SMA11 sensor.
2. Remove the old CR2 battery.
3. Insert a new CR2 battery, ensuring correct polarity.
4. Close the battery compartment securely.

Replaceable Battery for **4-Year** Use



4
YEARS

*Note: Calculated based on
5 daily triggers.*

Image: The SMA11 sensor features a replaceable CR2 battery with an estimated 4-year lifespan.

6.2 Cleaning

Wipe the exterior of the SMA11 sensor and SBS50 Base Station with a soft, dry cloth as needed. Avoid using harsh chemicals or abrasive cleaners.

7. TROUBLESHOOTING

Issue	Possible Cause	Solution
No notifications received.	- Base station not connected to Wi-Fi. - Sensor battery low or depleted. - Sensor out of range of base station. - App notifications disabled.	- Check base station's Wi-Fi connection and app status. - Replace the CR2 battery in the sensor. - Relocate the base station closer to the mailbox or ensure no major obstructions. - Enable push notifications for the X-Sense app in your phone settings.
Base station not connecting to Wi-Fi.	- Incorrect Wi-Fi password. - Attempting to connect to 5.0 GHz Wi-Fi. - Weak Wi-Fi signal.	- Verify Wi-Fi password. - Ensure you are connecting to a 2.4 GHz Wi-Fi network. - Move the base station closer to the Wi-Fi router.
False alarms from sensor.	- Sensor movement due to wind or vibration. - Sensor positioned incorrectly.	- Ensure the sensor is securely mounted and not subject to external movement. - Adjust sensor position to minimize accidental triggers.

8. SPECIFICATIONS

Feature	Detail
Model Number	SMA11 (Sensor), SBS50 (Base Station)
Brand	X-Sense
Connectivity	2.4 GHz Wi-Fi (Base Station), Wireless (Sensor to Base Station)
Sensor Battery Type	1 x CR2 Lithium Battery
Sensor Battery Life	Approx. 4 years (based on 5 daily triggers)
Sensor Voltage	3 Volts
Sensor Dimensions (L x W x H)	3.91 x 1.06 x 1.02 inches
Sensor Weight	7.6 ounces
Control Method	X-Sense Home Security App
Maximum Wireless Range	Up to 50 meters (sensor to base station)
Sensor Technology	Infrared Sensor
Weather Resistance	IP65 Waterproof (SMA11 Sensor)
Operating Temperature	14–140°F (-10–60°C)

Feature	Detail
Installation Method	Pre-paste (double-sided tape)
Included Components	Smart Mailbox Alarm, SBS50 Base Station, User Manual

9. WARRANTY AND SUPPORT

For warranty information, technical support, or further assistance, please refer to the official X-Sense website or contact X-Sense customer service directly. Details can typically be found on the product packaging or within the X-Sense Home Security App. You can also visit the [X-Sense Store on Amazon](#) for additional product information and support resources.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question