



深圳市安室智能有限公司

	料号	F.1.05.MA5102	版本号	V1.0
	品名	SMA51_邮箱报警器单品_英语说明书_美规_认证增加警示语	设计师	张思格
	材质	70g书纸	日期	2024/03/14
	工艺	风琴折，双面单黑印刷		
	尺寸	36 × 90mm，展开尺寸：396 × 90mm		
	公差	±1 mm		

此页无需印刷

X-SENSE



SMA51

User Manual

Smart Mailbox Alarm

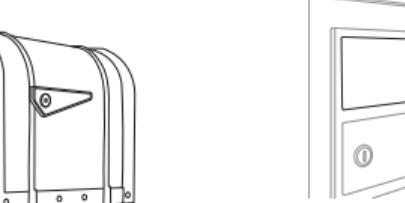
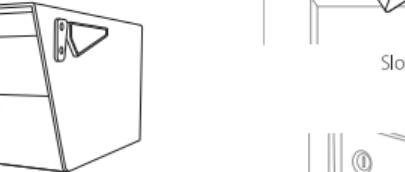
F.1.05.MA5102 V1.0

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.

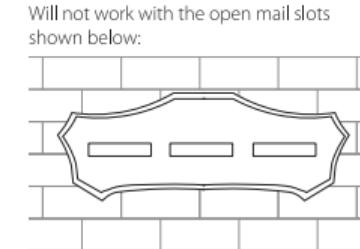
Introduction

Whenever new mail arrives, or if someone opens your mailbox, the X-Sense app will promptly send you a real-time notification.

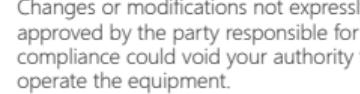
Compatible mailbox types:



Curbside/Post Mount



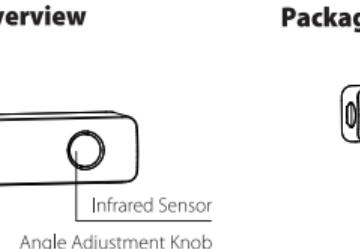
Wall Mount



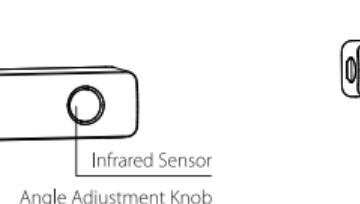
Slot Type



Cluster Type



Will not work with the open mail slots shown below:



Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.



Smart Mailbox Alarm
Infrared Sensor
Angle Adjustment Knob



Mounting Bracket



Mounting Bracket



2 x Double-Sided Tape



Pair Button
LED Indicator



User Manual x 1

Product Overview

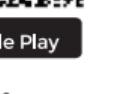
Package Contents



Smart Mailbox Alarm

Infrared Sensor

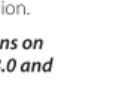
Angle Adjustment Knob



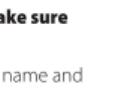
Mounting Bracket



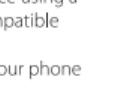
Mounting Bracket



2 x Double-Sided Tape



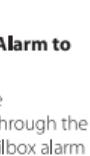
Pair Button
LED Indicator



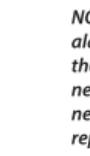
User Manual x 1

Device Setup

Download the X-Sense Home Security App



Download on the
App Store



GET IT ON
Google Play

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:

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.

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

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.

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 don't receive any app notifications, please check the following:

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

Mail Reminder Feature

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

Gather the necessary items before installation:

Package Contents:



Smart Mailbox Alarm



Mounting Bracket



2 x Double-Sided Tape



Curbside/Post Mount



Wall Mount



Slot Type



Cluster Type

Items Not Included:



Wipe

Technical Specifications

Specifications of Smart Mailbox Alarm

Power Supply	1 x 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°

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

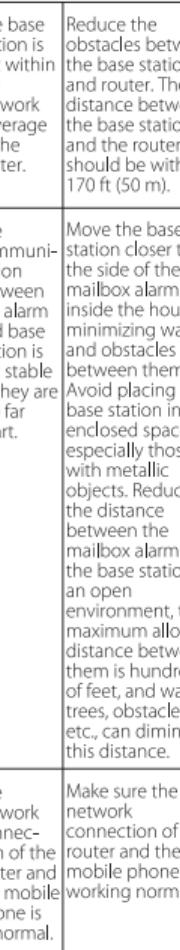
Problem	Cause	Solution
There are no alarms when the mailbox is opened.	The network connection of the router and the mobile phone is working normally.	Make sure the network connection of the router and the mobile phone is working normally.
	The distance between the base station and the mailbox alarm inside the house, minimizing walls and obstacles between them. Avoid placing the base station in enclosed spaces, especially those with metallic objects. Reduce	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
Connection Distance (in Open Air)	Hundreds of feet (with the mailbox door opened) Note that walls, trees, obstacles, etc. will reduce this distance.	
App	X-Sense Home Security (both Android and iOS supported)	

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.	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 mailbox alarm itself is not perpendicular to the ground, causing the installed mailbox alarm not to trigger.	The mailbox alarm is not strictly installed following the app installation process, and ensure that the mailbox type selected is consistent with the actual email 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.	You should install the alarm according to the app installation process, and ensure that the mailbox type selected is consistent with the actual email 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.
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 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 mailbox door opens slightly when installed on post-mount mailboxes, wall-mount mailboxes, or mail slots.	The mailbox door opens slightly when installed on post-mount mailboxes, wall-mount mailboxes, or mail slots.

When the mailbox door is not securely fastened, causing it to shake from side to side due to factors such as wind blowing.	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 communication between the alarm and base station is not stable or they are too far apart.	The communication between the alarm and base station is not stable or they are too far apart.	Move the base station closer to the side of the mailbox alarm inside the house, minimizing walls and obstacles between them.
The temperature is too low.	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.
Someone opened the mailbox or forcefully struck the mailbox door.	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.	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 base station cannot be added to the base station.	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.	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.

When the "Mail Reminder" function is enabled within the app, the base station will continuously flash red when triggered.	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.
The app push notification permission is disabled.	The app push notification permission is disabled.	Turn on the push notification permission on the phone.

There are instances of false alarms, where the app sends notifications but there is no actual mail present.	There are instances of false alarms, where the app sends notifications but there is no actual mail present.	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 is not within the network coverage of the router.	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 network connection of the router and the mobile phone is abnormal.	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.



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.

Warning:

This device complies with part 15 of the FCC Rules.

(1) This device may not cause harmful interference.

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

Manufacturer and Service Information
X-Sense Electronics Co., Ltd.
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Email: support@xsense.com



X-Sense Electronic Co., Ltd.
Email: support@xsense.com

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 communications, 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:
— 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.