

Scan the QR code to view the product model.



# X-SENSE



## User Manual

### Keypad

**SKP0A**



## English

This user manual contains important information regarding the operation of your keypad. 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 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.

### Set Up Your App Account

#### Download the X-Sense Home Security App



Download on the  
Apple App Store



GET IT ON  
Google Play

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

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.

### 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.

## 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.

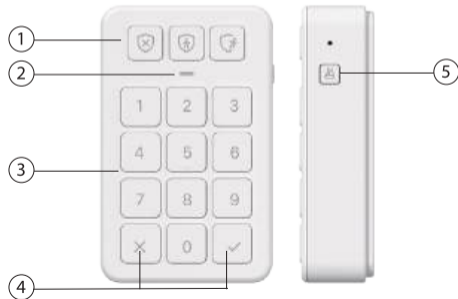
**To avoid any usage issues, please do not install the device yourself without guidance from the app.**

- 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.

### 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

### 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<sup>+</sup> wireless interconnected network.**
1. Tap "⊕", and select "Home Security Systems" in the product list, select "Home Security Systems (Working with SBS50 base station)", then select "Keypad (SKP0A)".

2. Enter a name for the keypad. 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 keypad 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



- 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.

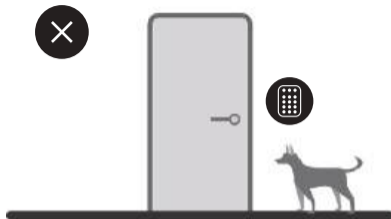
## Unsuitable locations for installing the keypad:



- Do not place it outdoors or in areas with extreme temperatures.



- Not suitable for garage doors.



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



- 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). 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 or do nothing 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 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.

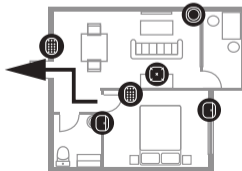
### Note:

If you want to adjust or disable the sound prompts emitted by the base station and keypad during the Entry and Exit Delay countdown, please follow the steps below:

Base Station Prompts: Tap Home → Base Station → Disable "Enable Voice Prompts" (to turn off prompts) / Tap Voice Volume (to adjust the prompt volume).

Please note that the above options only affect the base station's prompts (including prompts when adding devices) and do not affect the base station's alarm sound. If you want to adjust the base station's alarm sound, tap Control → Settings icon in the upper right corner → Home Mode/Away Mode → Alarm Sound Settings → Set Base Station Volume.

Keypad Prompts: Tap Home → Keypad → Disable "Keypad Tone". Please note that after disabling the above option, the keypad will remain silent under all circumstances, including during an alarm event.



## 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 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.	1 short beep per key press.
		For paired status: current security mode light remains blue on for 3 seconds, while the other mode lights stay off.	
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 or do nothing: 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.		
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

## Troubleshooting

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"> <li>Do not place it outdoors or in places with extreme temperatures.</li> <li>It is not suitable for garage doors.</li> <li>Install it high enough to be out of reach of pets.</li> <li>Metal doors can sometimes cause interference.</li> </ul>
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	You entered the wrong password.	Enter the correct password and press the security mode key (the top 3 keys on the keypad).

twice, the keypad beeps twice, and the security mode does not switch successfully.	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 to Home/Away mode, the Home/Away mode key keeps flashing blue, and the keypad keeps beeping continuously. After a short period, the system will switch to Home/Away 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 or do nothing. 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, the security mode will not be switched.

<p>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 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.</p>		<p>You have enabled the Exit Delay feature. When switching security modes 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. If you want to adjust or disable the sound prompts emitted by the base station and keypad during the Entry and Exit Delay countdown, please refer to the "Understanding Entry and Exit Delays" section.</p>
<p>When a door and window sensor or motion sensor is triggered in Home/Away mode, the system does not</p>		<p>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</p>

<p>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.</p>		<p>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.</p>
<p>The status indicator light (located below the Home mode key) continuously flashes red, and the keypad continuously emits beeping sounds.</p>	<p>The security system is alarming.</p>	<p>The door and window sensor/motion sensor has been triggered.</p>
<p>I don't know how to turn off the beeping sound when pressing keys on the keypad.</p>		<p>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.</p>

Base station alarm volume is low.	Base station alarm volume setting is too low.	Tap Control → Settings → Home/Away Mode → Alarm Sound Settings → Increase Base Station Volume.
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.
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.
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.