User Manual

Door and Window Sensor

Model: SDS0A

This user manual contains important information regarding the operation of your door and window sensor. 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 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.

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.

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 Door and Window Sensor

Setting up your device involves three steps:

1. Add the device to the app.
2. Carefully read the installation steps in the app.
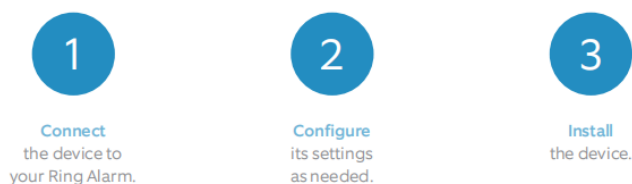3. Follow the installation steps strictly according to the app.

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.

> **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.

Setting up your Ring Alarm security devices involves three steps:

1	2	3
Connect	**Configure**	**Install**
the device to your Ring Alarm.	its settings as needed.	the device.

Some Alarm devices have plastic tabs that you pull out to power them on. **To avoid problems during setup, do not pull them all out at once!** When setting up a device, pull out its tab when the app prompts you to.

For the easiest setup, complete all three steps for each device before moving on to the next one. Use the app and this guide to help you position your Alarm 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 Ring app and tap **Set Up a Device**.

> *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 (SDS0A)".

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

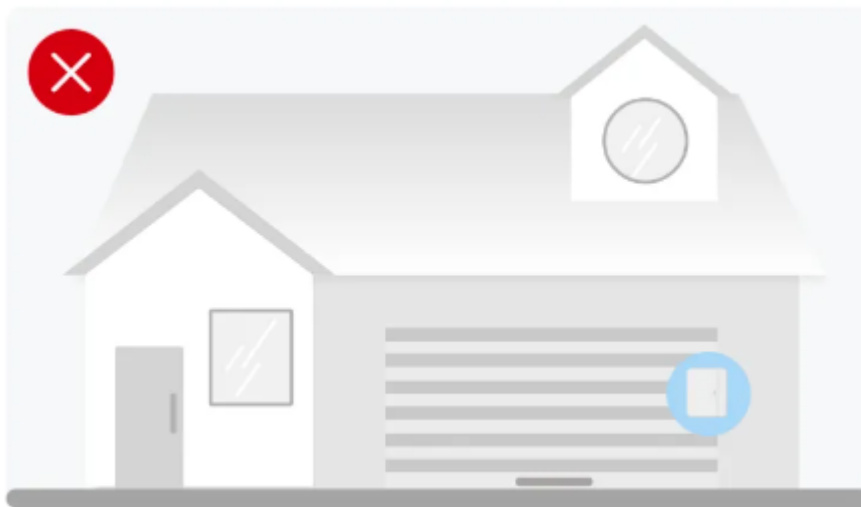**Suitable locations for installing the door and window sensor:**
● Front doors

- 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.
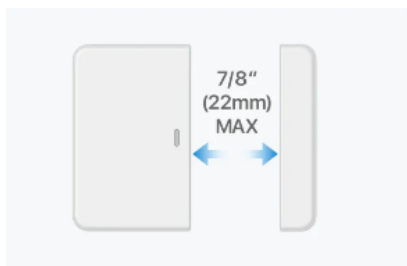

- Not suitable for garage doors.

- 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.
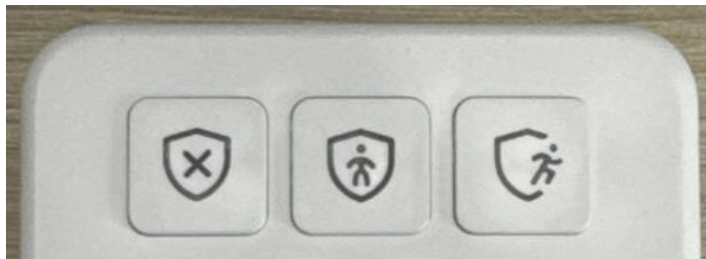
Special Feature

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.

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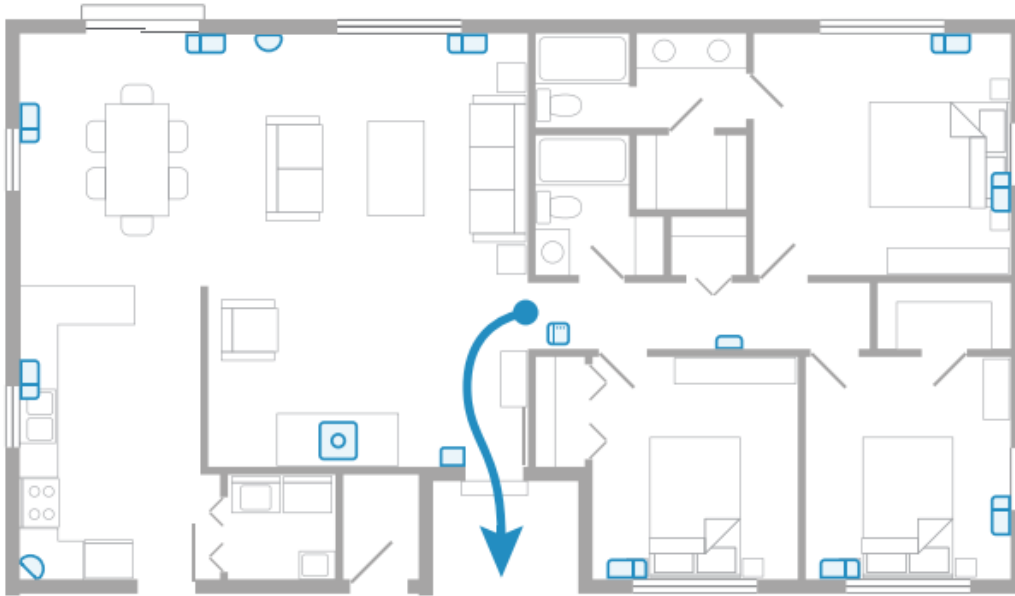
Using the app: Open the app and select "Control" at the bottom to select from Disarm, Home, or Away Mode.

Understanding 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.

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.

Technical Specifications

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℉ (0–40℃)
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

Troubleshooting

Problem	Cause	Solution
I don't know where are suitable places to install a 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
I don't know where are unsuitable places to install a door and window sensor.		● 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		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.

troubleshoot the problem, then rerun the Device Test.		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.
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.
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.
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	Enable push notifications for the app.

	Security 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 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.
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.

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. Radiation Exposure Statement

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

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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