User Manual

Keypad

Model: SKP0A

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



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 Keypad

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.



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:

- 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 ($\sqrt{}$) 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	Red/Blue	Indicates the status of the keypad.
	Light	Light	
3	Number Keys		0-9, used for entering the password.
4	Operation Keys		Cross (×) 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 an
			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⁺

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 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 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). 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 $(\sqrt{})$ 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 \rightarrow Settings \rightarrow Home Mode/Away Mode \rightarrow 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 " ⁱⁱⁱ " 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

	Master	Shared Users	Guest Users
Functions	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.	\checkmark	\checkmark	×
Arm and disarm via keypad with a password.	\checkmark	\checkmark	\checkmark
Access can be limited by a password schedule.	×	×	\checkmark
Arm and disarm via the app.	\checkmark	\checkmark	×
Receive alarm notifications.	$\overline{\mathbf{v}}$		×
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 \rightarrow Password Management \rightarrow Add Security Password \rightarrow

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 \rightarrow Manage My Homes \rightarrow Home Name \rightarrow Users \rightarrow 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 \rightarrow Password Management \rightarrow 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	\geq 2 years (with daily switching of security modes twice using the		
Dattery Life	keypad, with customer-set 30-second entry and exit delays).		
Product Life	\geq 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	StatusIndicatorLight(Red andBlue)	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	1 short beep per key press.

		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.	
		Expected security	
Security mode switching	N/A	mode light on for 3	1 long beep.
		seconds.	
T / 1	Flashes red rapidly		
Incorrect password	twice.	N/A	2 short beeps.
Unauthorized operation			
(setting a password but	Each time the		2 short beeps each
directly pressing the	security mode key is		time the security
security mode key to	pressed, the light	N/A	mode key is
switch modes without	flashes red rapidly		pressed.
entering the password.)	twice.		
		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.
Force arming	N/A	Brand Article Income	
		original socurity mode	N/A
		light romains blue	
		on for 3 seconds	
		Press checkmark $(\sqrt{)}$	
		key: expected mode	
		light remains blue on	1 long beep.
		for 3 seconds	
	Countdown before		
	the final 10 seconds:		
	flashes red slowly	N/A	Continuous short
Entry delay	continuously		beeps, matching
Line, using	Countdown final 10		the flash
	seconds: flashes red		frequency.
	rapidly.		
Exit delay	Countdown before		Continuous short
			Sommaous short

	the final 10 seconds:	N/A	beeps, matching	
	flashes blue slowly		the flash	
	continuously.		frequency.	
	Countdown final 10			
	seconds: flashes blue	N/A		
	rapidly.			
	Kaana flashing rad		Continuous short	
Alarming	ropidly	N/A	beeps (can be set	
	таріоту.		to flash only).	
Cancel alarm	Canceled	Disarm mode light on	1 long boon	
	successfully: N/A.	for 3 seconds.	i 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		Install it near the most frequently used entrance,
are suitable places		or you can also install an additional keypad in the
to install a keypad.		bedroom for use at night.
I don't know where		• Do not place it outdoors or in places with
are unsuitable		extreme temperatures.
places to install a		• It is not suitable for garage doors.
keypad.		• Install it high enough to be out of reach of
		pets.
		• Metal doors can sometimes cause
		interference.
The double-sided		Please purchase strong double-sided adhesive,
adhesive loses its		cut it into the appropriate shape, and stick it to
stickiness or falls		the adhesive position on the device. Then,
off and cannot be		reattach the device to the wall. If you encounter

reused.		difficulties, please contact our customer service.
When I want to	You entered the	Enter the correct password and press the security
switch the security	wrong password.	mode key (the top 3 keys on the keypad).
mode, the status	You pressed the	Enter the correct password and then press the
indicator light	security mode key	security mode key (the top 3 keys on the
(located below the	without entering the	keypad).
Home mode key)	password.	
flashes red twice,		
the keypad beeps		
twice, and the		
security mode does		
not switch		
successfully.		
The security mode		You should press the security mode key (the top
is not switched		3 keys on the keypad) after entering the
successfully when		password, rather than the checkmark ($$) key.
the password is		
entered and the		
checkmark ($$) key		
is pressed.		
When I operate the	The keypad	Remove any metal objects near the base station
keypad, the status	encountered an	and keypad, ensure that the network connection
indicator light	abnormal	of the base station and keypad is normal, and
(located below the	communication or	then try operating the keypad again.
Home mode key)	other issues resulting	
flashes red 3 times,	in the operation	
the keypad beeps 3	failure.	
times, and yet the		
security mode does		
not switch		
successfully.		
I don't know what		To ensure the best security, it is not possible to
to do if I forgot the		view past passwords through the app. You can
password for the		only set a new password. From the owner's app,
keypad.		tap on the keypad details page \rightarrow tap Password
		Management \rightarrow tap on the username for which
		you need to reset the password \rightarrow tap Security
		Password \rightarrow enter the new password.
When I switch	When you switch to	While the Home/Away Mode key keeps flashing
from Disarm mode	the Home/Away	and the keypad keeps beeping, you can press the
to Home/Away	mode, there is a door	checkmark ($$) key on the keypad. This will tell
mode, the	and window sensor or	the system to ignore any sensor issues or the base
	and window sensor of	The system to ignore any sensor issues of the base
Home/Away mode	motion sensor in an	station's Wi-Fi disconnection, and switch the

blue, and the	as being triggered	once they're back to normal. If you press the
keypad keeps	(e.g., door and	cross (x) key on the keypad or do nothing, the
beeping	window sensor open),	system will go back to Disarm mode
continuously. After	or the base station's	automatically.
a short period, the	Wi-Fi is disconnected	
system	(you won't receive	
automatically goes	push alerts).	
back to Disarm		
mode.		
The status		You have enabled the Exit Delay feature. When
indicator light		switching security modes from Disarm to Away
(located below the		or Home, the system enters an arming
Home mode key)		countdown, giving you time to leave your home.
keeps flashing		Once the countdown ends, the system arms itself.
blue, and the		At this point, any triggered door/window sensors
keypad and base		or motion sensors will immediately trigger an
station keep		alarm (if Entry Delay is not enabled) or start the
beeping		Entry Delay countdown (if Entry Delay is
continuously when		enabled). You can set this feature by navigating
I switch from		to Control \rightarrow Settings \rightarrow Home/Away Mode \rightarrow
Disarm mode to		Exit Delay in the app.
Home/Away mode.		
After a short		
period, the beeping		
from the keypad		
and base station		
becomes more		
urgent, and then		
the beeping stops		
altogether.		
When a door and		You have enabled the Entry Delay feature. When
window sensor or		a door and window sensor or motion sensor is
motion sensor is		triggered in Home/Away mode, the system enters
triggered in		an alarm precaution countdown, giving you time
Home/Away mode,		to disarm it. If the system is not disarmed by the
the system does not		end of the countdown, it will sound an alarm
immediately sound		immediately. You can set this feature by
an alarm. Instead,		navigating to Control \rightarrow Settings \rightarrow Home
the status indicator		Mode/Away Mode \rightarrow Entry Delay in the app.
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.		
The status	The security system is	The door and window sensor/motion sensor has
indicator light	alarming.	been triggered.
(located below the		
Home mode key)		
continuously		
flashes red, and the		
keypad		
continuously emits		
beeping sounds.		
I don't know how		In the app, go to the keypad device page \rightarrow turn
to turn off the		off Keypad Tone. Please note that turning this off
beeping sound		will stop the keypad from making any sound in
when pressing keys		any situation.
on the keypad.		
Base station alarm	Base station alarm	Tap Control \rightarrow Settings \rightarrow Home/Away Mode \rightarrow
volume is low.	volume setting is too	Alarm Sound Settings \rightarrow Increase Base Station
	low.	Volume.
Unable to add the	The keypad is not in	Remove the keypad's backplate, then press the
keypad to the app.	pairing mode.	pairing button twice to put the keypad into
		pairing mode.
The base station	The entered Wi-Fi	Enter the correct Wi-Fi name and password.
failed to connect to	name and/or	
the network.	password are wrong.	
	The phone Bluetooth	Turn on the phone's Bluetooth.
	is not turned on.	
	The base station is not	Press and hold the Pair button on the base station
	entering pairing	for 5 seconds and the LED will flash yellow
	mode.	while entering pairing mode.
Unable to receive	The phone has	Enable push notifications for the app.
app notifications or	disabled push	
operation failure.	notifications for the	
	X-Sense Home	
	Security app	

	The batteries ran out.	Replace with new batteries.
	Communication	Reduce obstacles between the base station and
	between the base	the router, including metal doors, thick walls, etc.
	station and the router	The maximum distance allowed between the
	is obstructed or the	base station and the router in an open
	distance is too far.	environment is 170 ft (50 m).
	Communication	Reduce obstacles between the keypad and the
	between the keypad	base station. The maximum distance allowed
	and the base station is	between the keypad and the base station in an
	obstructed or the	open environment is 1,700 ft (500 m).
	distance is too far.	
	The keypad is	Metal objects may interfere with the wireless
	installed on a metal	signal, causing the device to disconnect. Do not
	object.	install on metal objects.
	The network	Make sure the network connection of the router
	connection of the	and the mobile phone is working normally.
	router and the mobile	
	phone is abnormal.	
The app shows the	The Wi-Fi connection	Make sure the network of the router connected to
base station is	of the base station is	the base station is functioning properly.
offline.	disconnected.	
	The base station has	Make sure the base station is properly connected
	lost power.	to its power source.
The app shows the	Communication	Reduce obstacles between the keynad and the
kaypad is offling	between the keyned	has station. The maximum distance allowed
keypad is offinie.	and the base station is	base station. The maximum distance anowed
	and the base station is	between the keypad and the base station in an (500 m)
	distance is too for	open environment is 1,700 ft (300 iii).
	uistance is too far.	
	The batteries ran out.	Replace with new batteries.
The app indicates	Low battery.	Replace with new batteries.
low 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.

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