sonim

XP Pro

USER GUIDE

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Rogers Canada

GENERAL INFORMATION

Congratulations on your purchase of the Sonim XP Pro mobile phone! This phone is an ultra-rugged 5G smartphone with an intuitive, feature-rich user interface that helps you make the most of its capabilities.

Durable Design

The Sonim XP Pro is engineered for ultra durability, featuring IP68 and IPX9K ratings that certify its resistance to dust and water. This means the device can be submerged in up to 6.56 feet (2 meters) of fresh or salt water for 1 hour without sustaining damage, making it ideal for harsh and unpredictable environments. It also meets the rigorous MIL-STD-810H military standard, ensuring resilience against extreme conditions such as drops from up to 4.92 feet (1.5 meters), shock, vibration, temperature fluctuations, and is resistant to salt fog, enhancing its suitability for maritime or coastal environments [1].

Device Models Covered

This user guide covers the **Sonim XP Pro**, model number X800, and Android 14 software.

What's in the box?

The Sonim XP Pro package includes:

- Sonim XP Pro phone
- SIM Tool
- USB C Cable
- Wall Quick Charger
- Quick Start Guide

[1] For more information, consult the Sonim XP Pro warranty at https://www.sonimtech.com/support/warranties

Register Your Phone

Please register your phone at https://sonimtech.my.site.com to receive product information and updates.

Sonim devices are covered by a 3-Year manufacturer's warranty. The battery is covered by a 1-Year limited warranty.

Sonim Support Information

Web: For additional product and support information, including the user guide, visit www.sonimtech.com or contact our Sonim Customer Experience Center at https://www.sonimtech.com/about/contact/

Technical Support: support@sonimtech.com

Phone: 1-833 MY SONIM (1-833-697-6646)

Manufacturer's address: Sonim, a NEXA company
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IMPORTANT: The XP Pro only has IP68 and IPX9K level protection when the SIM, USB, and SecureAudio™ doors are closed.

TABLE OF CONTENTS

GENERAL INFORMATION 2
- What's in the box? 2
- Register Your Phone 3
- Sonim Support Information 3

GETTING STARTED 7
- How to use the Touchscreen 7
- Charging the Battery 8
- Inserting SIM and SD Storage Cards 11

USING YOUR XP PRO 13
- Switching On the Phone 14
- Switching Off the Phone 14
- Phone Operations without SIM Card 15
- Setting Up Your Phone 15
- Managing the Home Screen 21
- Notification and Status Icons 22
- Notification Panel 24
- Quick Settings Panel 24
- Setting Up and Using the Lock Screen 24
- Changing the Wallpaper 25
- Capturing a Screenshot 26
- The SecureAudio™ Connector 26
- Making a Call 27

SETTINGS MENUS 28
- Network & Internet 28
- Connected Devices 35
- Apps 40
- Notifications 41
- Battery Settings 45
- Storage Settings 48
- Sound & Vibrations Settings 49
- Display Settings 51
- Wallpaper 54
- Accessibility 54
- Programmable Keys 60

Security and Privacy 61
Location Settings 68
Safety & Emergency 70
Passwords and Accounts 72
Digital Well Being and Parental Controls 73
Google 75
System 76
System Updates 84
About Phone 84

MANAGING CONTACTS 87
Adding a Contact 87
Creating a New Contact 87
Editing Contact Details 88
Sending a Message from Contacts 88
Managing Contacts Settings 89
Searching for a Contact 91
Sharing a Contact 91
Deleting a Contact 92

MANAGING CALL SETTINGS 93
Caller ID & spam 93
Accessibility 93
Assisted Dialing 93
Blocked Numbers 93
Calling Accounts* 94
Display Options 95
Quick Responses 95
Sounds and Vibrations 95
Voicemail 99

SENDING MESSAGES & EMAILS 100
Sending SMS/MMS Message 100
Deleting Messages 101
Setting Up Gmail Accounts 101

MYROGERS APP 102

SONIM SCOUT 103

USING APPLICATIONS 105

Camera 105
Calendar 110
Calculator 111
Clock 111
Screen Saver 115
Sound Recorder 116
Files 117

ADDITIONAL BATTERY INFORMATION 118

Battery Usage 118
Tips to Extend the Battery Life 118
Storing Your Phone and Battery 120

REGULATORY INFORMATION 121

Safety Guidelines 121
Avoid High Temperatures 122
Personal Medical Devices 123
Child Safety 123
Emergency Calls 123
Protecting Your Personal Information 124
Battery Safety Warnings 124
Hearing Aid Compatibility (HAC) 125
RF Exposure Information (SAR) 126
Federal Communication Commission Interference Statement 127
FCC Caution 128
Radiation Exposure Statement 128
Additional Statement for Phones 129
Caution 129
Conditions of Acceptability 130
ISED Compliance Statement 131
IC SAR Statement 132
Hazardous Location Usage 133
CSA Standard 134

NOTE: Device visuals and icons are for general reference only. The physical product and screen illustrations in this user guide may differ in appearance and functionality, especially after any future software updates.

GETTING STARTED

How to use the Touchscreen

Familiarize yourself with the following finger actions for navigating the phone's touchscreen features.

HOME SCREEN	This is the screen displayed when the phone is in standby mode.
TOUCH AND HOLD	Touch and hold an item on the screen by touching it and not lifting your finger until an action occurs.
DRAG	Touch and hold an item for a moment, and then, without lifting your finger, move your finger on the screen until you reach the target position.
SWIPE OR SLIDE	Quickly move your finger across the surface of the screen, without pausing when you first touch. For example, you can slide a home screen left or right to view the other home screens.
DOUBLE TAP	Tap quickly twice on a web page, map, or other screens to zoom.
PINCH	In some applications, you can zoom in and out by placing two fingers on the screen at once and pinching them together or spreading them apart.

Charging the Battery

The battery delivered with your mobile phone is not fully charged. We recommend fully charging your phone before first use.

Optimal Charging Temperature Guidelines

For best battery performance and longevity, charge your smartphone within these temperature ranges:

- Acceptable charging temperature: 0°C to 45°C (32°F to 113°F).
- Optimal charging temperature: 20°C to 30°C (68°F to 86°F).

When battery temperature rises above 45°C (113°F), two negative effects occur:

1. Battery lifespan is reduced.
2. Charging speed automatically slows down to protect the battery (fast charging naturally produces more heat, pushing your device into higher temperatures).

A USB fast-charging wall charger, like the one provided in the XP PRO kit, is required. For the best charging speed, the charger should be capable of delivering at least 18 Watts* (10 Watts 5V DC and 2A) is the minimum, but this will result in slower charging).

NOTE: Only the power supplies with outputs that meets the Safety Extra Low Voltage (SELV) requirements [2] can be used for charging. The phone will only allow a maximum input voltage of 9V DC and 2A.

***NOTE:** Using a PD (Power Delivery) charger with more than 18 Watts of power is acceptable but does not provide additional benefits.

[2] SSELV (Safety Extra-Low Voltage) chargers are designed to ensure user safety by limiting the voltage and providing electrical isolation. Markings on the charger, indicating compliance, vary depending on the country or region in which it is intended for sale and use. Some common logos include “CE”, “UKCA”, “FCC”, “Intertek”, or “CSA”. Typically, there is also a logo of a square within a square (⧈), which indicates the wall charger is double-insulated and does not require grounding.

WARNING! Never charge, plug in, or unplug your phone when in an inherently unsafe environment (i.e., combustible or explosive atmospheres caused by flammable gases or fumes, dust, etc.).

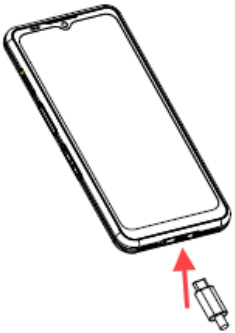
1. **Insert the charger**

   Insert the charger plug into a power outlet

2. **Connect to the phone**

   The charging port is located at the bottom of the phone and is covered by the charging port cap.

   - Open the charging port cap.
   - Insert the charging connector.

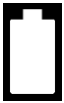


NOTE: If the battery is completely out of charge, the charging icon may take several minutes to appear after the charger is connected.

Charging Animation/Icon

- If the battery is charged when the phone is switched off, a battery charging animation with the current battery level is displayed.
  - After the battery is fully charged, the charging animation stops, and the battery level displays 100%.
  - Please disconnect the charger from the phone.

- If the battery is charged while the phone is switched on, the battery icon on the status bar shows the lightning bolt, indicating that the battery is being charged.
  - After the battery is fully charged, the display shows “100%” next to the battery.
  - Please disconnect the charger from the phone. Once unplugged, the battery icon will return to a solid image.



Inserting SIM and SD Storage Cards

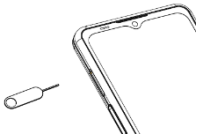
The SIM (Subscriber Identity Module) card associates your network services (for example, phone number, data services, etc.) with your phone. The Sonim XP Pro device comes with a hybrid tray that supports 4FF SIM cards and Memory card trays.

Insert a SIM card

Your Sonim XP Pro does not come with a pre-installed SIM card. To install/replace a SIM card, first, power down the phone:

NOTE: The XP Pro does have an eSIM on board and a dual-sided 4FF SIM tray. You can download your profile to the eSIM or insert your SIM card(s) in the SIM tray.

1. **Pull out SIM tray:** Insert the Sonim SIM tool into the SIM tray hole to pop out the tray.



2. **Place The SIM On The Tray:** Insert the SIM card with the gold contacts up on the tray.

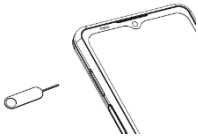
3. **Gently Push In The Tray:** Gently push the SIM tray in the slot.

CAUTION: Any abrasion or folding could easily damage the SIM card, MicroSD card, or SIM card tray; therefore, please handle them with extreme care.

Insert a MicroSD card

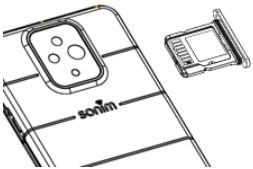
To access the SD card slot, use your Sonim SIM tool to pull out the SIM/Micro SD card tray. Notice that with the phone facing up, the SIM tray is located on the top-facing side, and the MicroSD tray is located on the underside.

1. **Pull Out SIM Tray:** Insert the Sonim SIM tool into the SIM tray hole to pop out the tray.



2. **Place The MicroSD On The Tray:** Insert the MicroSD card on the tray with the gold contacts facing up (opposite side of the SIM tray).

3. **Gently Push In The Tray:** Place the phone face down and reinsert the SIM tray back into the slot. Please continue to the chapter, STORAGE SETTINGS, for instructions on how to manage the SD memory card through the phone.



USING YOUR XP PRO

1. Secondary Microphone
2. Emergency Button
3. Primary Microphone
4. USB C Connector
5. Dual Loudspeaker
6. SIM Tray (dual-sided)
7. Push-to-Talk Button
8. Volume Keys
9. 16MP Front Camera
10. Earpiece
11. Status and Notifications Bar
12. Google Search Bar
13. Display
14. Android Hotseat
15. Lanyard Hook
16. 50MP Main Camera
17. SecureAudio™ Connector
18. Power Button / Fingerprint Sensor
19. 2MP Macro Camera
20. 13MP Wide-view (120°) Camera
21. Flashlight
22. Charging Pins

Switching On the Phone

Press and hold the **Power** button for 2 seconds to turn **ON** your phone.

When the phone is switched on, it tries to register with the network. After successful registration, the service provider's name is displayed at the top left of the status bar.

NOTE: Ensure a valid SIM card is activated, or your device will not work correctly on the network.

Switching Off the Phone

By default, in Android 14, the Power button is set to activate your Digital Assistant.

- If you prefer to set your power button to access the power menu, then go to **MAIN MENU > SETTINGS > SYSTEM > GESTURES > PRESS & HOLD POWER BUTTON >** select **POWER MENU**.
- If you still want easier/faster access to the Digital Assistant, you can use PROGRAMMABLE KEYS to set the "Assistant" application as the action of either the Push to Talk key or the Emergency Key.

Method #2 for turning off the phone

1. Swipe down on the Status bar to open the Notification panel.
2. Swipe down again and locate the power button icon at the bottom of the screen.
3. Tap the power button and make a selection from the following options: Emergency, Lockdown, Power off, and Restart.

Phone Operations without SIM Card

You can perform the following operations without a SIM card in your phone:

- Make an emergency call
- View & modify all settings except data usage and mobile network related settings
- Activate and share files through Bluetooth
- Access the Internet using Wi-Fi connectivity
- Access your phonebook, File Explorer multimedia files & all tools and applications
- View and modify your profile settings

Setting Up Your Phone

Follow the steps below to set up your device. For more information, follow the instructions displayed on your device screen.

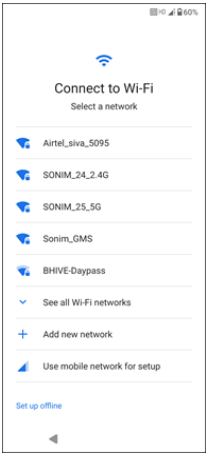
1. This screen is displayed when you turn on your device for the first time. Follow the prompts to complete the setup process.
2. Tap on **START,** and the below screen is displayed.

   You have two options:
   - Copy your data
   - Set up as new

3. Tap on **Set up as new,** and the **Connect to Wi-Fi** screen is displayed. The device will start checking for updates.

4. Connect to a network to quickly set up your phone. If you are not connected to the network, you will not have the ability to:

    - Sign in to your Google account
    - Restore apps & data
    - Get software updates
    - Automatically set up time and date



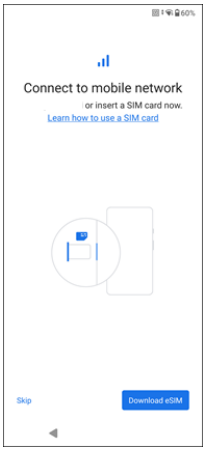
NOTE: Connect to the available Wi-Fi network to download the apps or copy data.

5. The **Connect to mobile network** screen appears.

    a. Please refer to your service provider's SIM or eSIM setup instructions.

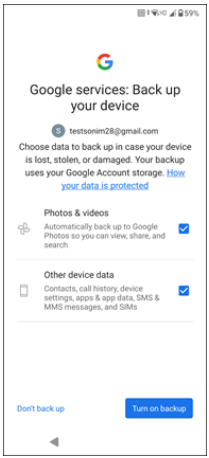
    b. Please see the quick start guide if you need to manually install the SIM card.

    c. If no action is needed, tap **Skip**.



6. The **Copy apps & data screen** appears. You can copy your data from any of the following methods:
    - A backup from an Android phone
    - A backup from the cloud
    - An iPhone® device
    - If you do not wish to copy the data, tap **Don't copy**.

7. You can use different Google services. Tap on **More** to learn about the services.
8. By tapping on **Accept** you agree to the Google Terms of Services.



9. After adding your Google account. The following screen will appear, asking if you want to use Google services to back up your Photos & videos and/or Other device data. Make your selections to proceed.

10. For added security, set up a screen lock.
11. Follow the screen instructions to set up your backup screen lock method (PIN, Pattern, or Password).
    a. If a Fingerprint will be used, choose from the following combinations:
        - Fingerprint + Pattern
        - Fingerprint + PIN
        - Fingerprint + Password

IMPORTANT: When you reboot device, the fingerprint and face unlock will not work. You must use PIN or password to unlock the device for the first unlock. After the first unlock, the fingerprint or face unlock will function as expected.

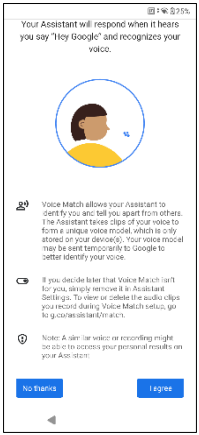
12. Set up your fingerprint. The fingerprint sensor is on the power button. Locate the fingerprint sensor, and follow instructions by placing your finger on the sensor, and lift the finger after you feel a vibration. Tap on **Do it later** to perform this task later.
13. Now that the fingerprint has been added, you can use your fingerprint to unlock your phone or to approve any purchases. Tap on **Next** to proceed further.

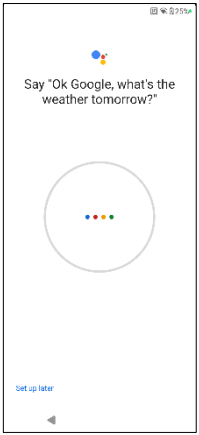
NOTE: Your fingerprint may be less secure than a strong pattern or PIN.

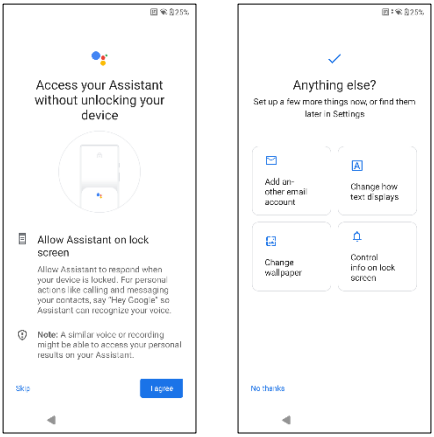
NOTE: You can add multiple fingerprints if the same device is used by multiple users.

- You can add another fingerprint by tapping on **Add another**. Otherwise, tap **Next**.

14. The screens below are displayed after setting up the screen lock and fingerprint. Continue to make your selections at the bottom of each screen to complete the initial set up.



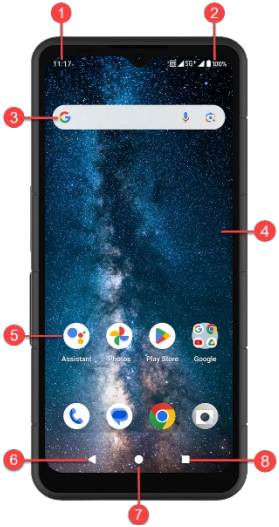




- You can also use the **Settings** menu to add another email account or set up other services.
- Tap on **No, thanks** to proceed to the Home Screen.

Managing the Home Screen

After you complete the phone setup, the home screen is displayed. The home screen is the beginning point to access all the device's features.



1. Notification Indicators
2. Status Indicators
3. Google Search Bar
4. Home Screen
5. Applications

BUTTONS		DESCRIPTION
6. Back Button		Tap to return to the previous screen.
7. Home Button		Tap to display the main Home screen.
8. Recent Apps Button		Tap to display a list of recently used apps. Double-tap to swap between your last two used apps

Notification and Status Icons

The icons displayed at the top of the screen provides information about the status of the device. The details such as date and time, battery charge status, and data service are displayed when the phone is in standby mode. Other indicators such as Bluetooth connectivity status, airplane mode, alarm and Call Forward (only if Always Forward is enabled) and Wi-Fi connectivity are displayed, if the feature is activated. Not inclusive:

ICONS	DESCRIPTION
	4G LTE network connected
	5G network connected
	5G Plus network connected
	Airplane mode
	Alarm activated
	Battery charging in progress
	Battery level indicator
	Bluetooth activated
	Call forward (only if Always forward is enabled)
	Call in progress
	Device storage space is running out

	Error/information notification - attention
	Flashlight
	Missed call
	Music is played
	New SMS or MMS
	Near-Field communication (NFC) feature in use
	New E-mail
	No signal
	No SIM card
	Roaming
	Screen rotation
	Screenshot captured
	SD Card inserted
	Signal strength (full signal)
	Silent mode / Do Not Disturb mode

	SMS/MMS notification
	Vibration mode activated
	Volume is off / Silent Mode
	Wi-Fi connected
	Wi-Fi Calling is enabled

Notification Panel

From the Home screen, swipe down on the Status bar to open the **Notification panel**. Swipe left or right on a notification to delete it, or tap **Clear all** to clear all event- based notifications.

Quick Settings Panel

Swipe down on the Status bar again from the Notification panel. Tap a setting to turn it on or off. You can tap **Settings (** **)** to access full settings or tap **Power off (** **)** to turn your phone off.

Setting Up and Using the Lock Screen

To protect your phone from unauthorized access, you must set up your lock screen feature and lock your device.

1. From the Home screen, swipe up to access the App screen. Scroll to and tap **Settings.**
2. Scroll up and select **Security & Privacy**, Select **Device Unlock**.

Select **Screen lock** and select one of the following options to configure phone:

- **None**: Disables the screen lock.
- **Swipe**: This is not a lock and only requires a swipe of screen.

- **Pattern**: When enabled, enter your own pattern. When the phone is locked, unlock it using the pattern. When the phone screen is locked, you can answer an incoming call, without unlocking the screen.
- **PIN:** When enabled, enter your own PIN. When the phone is locked, unlock it using the PIN. When the phone screen is locked, you can answer an incoming call, without unlocking the screen.
- **Password:** When enabled, enter your own Password. When the phone is locked, unlock it using the password. When the phone screen is locked, you can answer an incoming call, without unlocking the screen.

Changing the Wallpaper

You can set an image or a photo stored in your phone as your home screen wallpaper. To change the wallpaper, select from one of the following Wallpaper collections.

Touch and hold an empty space on the Home screen, then tap **Wallpapers**. You can also access the Wallpapers menu from the Settings menu. From the home screen, swipe up and tap **Settings > Wallpapers.** Select the wallpaper from the following folders.

- Live Wallpaper Picker
- **Photos**: It includes photos and screenshots taken using the phone's camera.

(Default Sonim wallpaper is Black Paint Sponge wallpaper.)

- **Wallpaper & style**: Includes images that are pre-loaded with the phone.

Capturing a Screenshot

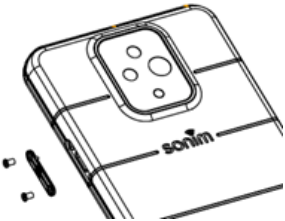
You can take an image of what is on your screen, and it will be stored in the Photos or Files app.

To take a screenshot:

1. Ensure that the image to be captured is displayed on the current screen.
2. Press the **Power** and **Volume** down keys simultaneously. The screenshot is captured and stored in **Photos > Collections > Screenshots** OR **Files > Images > Screenshots.**

The SecureAudio™ Connector

The SecureAudio™ Connector is not a USB C port. It is used for specific, compatible audio Push-to-Talk (PTT) accessories.



For USB C connectivity, please refer to location #4 of the callouts at the beginning of the “Using Your XP Pro” section above.

Please visit the Sonim Accessory store for examples of PTT accessories.
https://www.sonimtech.com/products/accessories

GUIDELINE FOR HEADPHONE AND EARPHONE

To prevent potential hearing damage, please refrain from listening at high volume levels for extended periods.

Making a Call

From the Home screen, tap Telephone ( ).

To dial a number, use one of the following options:

Dial pad: Tap the Dial pad ( ), enter the phone number, and tap the telephone button ( )to make a call.

a. **To dial an international number**, include the respective country code before dialing the international phone number.

Favorites: Tap the Favorites button to access your favorite contact list. Tap the contact you want to call.

Recents: Tap the Recents button to access your call log. Tap the Telephone icon next to the contact, or tap the contact and then tap the number.

Contacts: Tap the Contacts button to access the complete contact list, then tap the contact you want to call, and tap the phone icon to start the call.

SETTINGS MENUS

Network & Internet

From the Home screen, swipe up to access App screen, scroll to and tap **Settings** > **Network & Internet.**

Wi-Fi

Wi-Fi is a wireless network technology that can provide Internet access at distance up to 100 feet, depending on the Wi-Fi router and surroundings.

You can access the Internet when you connect your XP Pro to a Wi-Fi network. To connect your phone to a Wi-Fi network;

1. On the **Network & Internet** screen, tap **Internet**.
2. Turn **ON** Wi-Fi.
3. A list of Wi-Fi access points present within your phone's accessible range is displayed.
4. Select your preferred network. Enter the WEP/ WPS/WPA key (if it is a secured network) and select **Connect**. To verify the password before connecting, enable **Show password**.

NOTE: It is always recommended to make your Wi-Fi network connection secure and also to connect your phone to a secure network.

CONNECT TO NETWORK

1. On Wi-Fi screen, tap any of the listed Wi-Fi access points displayed in your device. Enter the network password.
2. The other network setting details such as Advanced options, Proxy, IP settings can be updated.
3. Tap **Connect** to get connected to the network.

ADD NETWORK MANUALLY

1. On Wi-Fi screen, tap **Add network**.
2. Enter the Network name and select **Security** from the drop-down list. You can set the network password.
3. Tap **Advanced options**. The settings, such as Proxy and IP settings, can be updated using the drop-down list.
4. Tap **Save** to save the network settings.

You can also join Wi-Fi by scanning a QR code, tap the QR code icon ( ) on the right side of **Add network** and scan network QR code to join in.

FORGET NETWORK

1. On Wi-Fi screen, tap the connected network.
2. Tap FORGET.

The selected network gets disconnected and displayed in the Wi-Fi list.

If you have to get connected to the same network, tap the network and enter the password.

MODIFY NETWORK

1. On Wi-Fi screen, tap **connected network**.
2. Tap ( ) at the top right corner of the screen. You can change the network password. The other network setting details such as Advanced options, Proxy, IP settings can be updated.
3. Select Save to save the changes.

NETWORK PREFERENCES

- On Wi-Fi screen, tap **Network preference.**
- **Turn on Wi-Fi automatically**: Wi-Fi will be turned on automatically when you are near high-quality saved networks, like your home network.
- **Notify for public networks**: Enable this option to get a notification when a high-quality public network is available.
- **Passpoint**: Seamlessly connect to Passpoint™ enabled Wi-Fi access points without needing a password.
- **Install certificates:** You can browse a certificate for installation.
- **Wi-Fi Direct:** Tap **Searching** to search for the peer devices and also select Rename device to rename the device.

SAVED NETWORKS

On the Wi-Fi screen, tap **Saved networks** to view your saved Wi-Fi networks.

NON-OPERATOR DATA USAGE

On the Wi-Fi screen, tap Non-operator data usage to view the Wi-Fi data used by each app.

Mobile Network

On the Network & Internet screen, tap **Internet**, and then tap ( ) on the right of a SIM carrier network.

Mobile data: Turn On to enable data access on your mobile network.

Roaming: Turn On to enable data roaming to connect to data services while roaming.

App data usage: View the mobile data usage of each app.

Data warning & limit: View the following data management options:

- **Mobile data usage cycle**: Set the date the usage cycle resets.
- **Set data warning:** Turn **On** to enable alerts when your mobile data usage reaches the amount set.
- **Data warning:** Set the data usage amount. Your phone will notify you when it reaches the amount set. Data usage measured by your phone is an approximate amount, and it may differ from the actual amount.
- **Set data limit:** Turn **On** to enable data limits.
- **Data limit:** Set a data limit. Your phone will turn off mobile data when it reaches the limit set.

Preferred network type: 5G is recommended; however, you can select LTE or 3G if you desire.

WI-FI CALLING

Default is OFF. Enabling this feature on your device allows you to make and receive calls, as well as send text messages, via Wi-Fi networks or your carrier's network, depending on your preference and the strength of the signal. This service may require additional activation from your carrier and may also result in additional charges. Before activating, please contact your carrier.

NOTE: For those using TTY devices, they are not compatible with Wi-Fi Calling.

Automatically select network: Turn On by default.

Access Point Names: The following options are available: select or add APNs, user controlled PLMN, Allow 2G, and Delete SIM.

SIMs

On the **Network & Internet** screen, tap **SIMs** for the following options:

- **SIM cards**: View your installed physical SIM and downloaded eSIM. Tap on either of the SIMs to explore additional management options for that SIM.
- **Add eSIM**: Tap **Add eSIM** to sign up for a new eSIM mobile plan.

NOTE: When using multiple SIM cards, set a primary card (Preferred SIM card) to be used for calls, texts, and data.

Airplane Mode

When your phone is set to Airplane mode, network connectivity and mobile data connectivity are disabled; however, you can still access your camera, media files, and other features that do not require mobile data connectivity.

To activate Airplane mode:

1. On the Network & Internet screen, tap **Airplane mode**.
2. Enable Airplane mode.

You can directly enable or disable Airplane mode via the Quick Settings Panel.

Hotspot & Tethering

Hotspot and Tethering provides Internet to other devices through your mobile data connection. Apps can also create a hotspot to share content with nearby devices.

On the Network & Internet screen, tap **Hotspot & tethering**.

WI-FI HOTSPOT

The Mobile hotspot feature uses mobile data from your data plan whenever you are not connected to Wi-Fi.

1. On the Hotspot & tethering screen, tap **Wi-Fi hotspot**.
2. Turn On to enable the mobile hotspot.

When this option is disabled, you cannot share Internet or content with other devices.

- **Hotspot name**: Set the hotspot name.
- **Security**: Select the desired security from the drop-down list.
- **Hotspot password**: The password must have at least 8 characters.
- **AP Band**: Select AP Band from the drop-down list.
- **Keep Mobile Hotspot on**: Set the timer for: Always, idle after 5, 10, 20, 40, or 60 minutes
- **Maximum connections**: Tap to set the maximum number of users allowed to connect to the hotspot.
- **Connected users**: View your connected users.
- **Help & Tips**: Instructions for using your phone as a mobile hotspot and sharing your mobile data with other Wi-Fi capable devices.

USB TETHERING

Using USB tethering, you can share your phone's internet connection via USB. To enable USB Tethering, connect the device to the PC using a USB cable. This feature will only be available when the XP Pro is connected via USB to a compatible device.

1. On the Hotspot & tethering screen, tap **USB tethering**.
2. Turn **On** USB tethering.

BLUETOOTH TETHERING

You can share the phone's internet connection via Bluetooth. For sharing internet, you have to pair your Bluetooth with another device.

1. On Hotspot & tethering screen, tap Bluetooth tethering.
2. Turn **On** Bluetooth tethering.
3. Pair your Bluetooth device with another device.

Data Saver

Data usage refers to the amount of data your phone uses during internet data transfers. The data usage charges are dependent on the wireless plan provided by your service provider.

To monitor your data usage, adjust your data usage settings.

1. On the Network and Internet screen, tap **Data Saver**.
2. Turn **On** Data Saver.
3. Unrestricted data: Set apps to be allowed to use restricted data when Data saver is on.

VPN

1. On the **Network & Internet** screen, tap **VPN**.
2. Tap (+) at the top right corner of the screen to add a new VPN profile.
3. In the **Edit VPN profile** screen, enter the Name, Type (select from the drop-down list), and the server address.
4. Enter Username and password. Select **Save**.

Private DNS

1. On the Network & Internet screen, tap **Private DNS**.
2. Select your Private DNS mode.

Connected Devices

From the Home screen, swipe up to access App screen, scroll to and tap **Settings > Connected devices** ( ).

Bluetooth

Bluetooth is a short-range communications technology that allows you to connect wirelessly to several Bluetooth devices, such as headsets and hands-free car kits, Bluetooth-enabled handhelds, computers, printers, and wireless phones. The communication range for Bluetooth is approximately 30 feet.

On the Connected devices screen, tap **Connection preferences > Bluetooth**.

PAIR NEW DEVICE

To activate Bluetooth and pair your XP Pro device with other Bluetooth devices:

1. With Android 14, Bluetooth will automatically turn On when scanning for a new device.
2. Select the desired device from the list. It starts pairing with the selected device. A confirmation message is displayed to pair the device. Select **Pair**.

CONNECT TO BLUETOOTH

1. On the Connected devices screen, tap **Connection preferences > Bluetooth.**
2. Make sure that Bluetooth is enabled (turned on).
3. In the list of paired devices, tap a paired but unconnected device.

SONIM BLE

Sonim BLE (Bluetooth Low Energy) enables low-power connections with compatible devices. If your Bluetooth device supports Sonim BLE, you will need to follow these steps to complete the BLE process:

1. Refer to the Bluetooth section to pair your device.
2. Open Sonim Scout, then Utilities, then Sonim BLE Connect.

   Ensure the device you want to pair with BLE is powered on and in pairing mode. The Sonim BLE app will search for available devices. If your device is not listed, then you will be given the option to connect manually through the Sonim BLE Connect application.
4. The Sonim BLE Connect app will then display a connected status for those paired devices.

FORGET A BLUETOOTH DEVICE

1. On the Bluetooth screen, tap Settings ( ) next to the device you wish to forget.
2. Tap **Forget> Forget device**
3. The device will be unpaired from your phone. To reconnect with the device, you will need to pair again.

SEND INFORMATION VIA BLUETOOTH

You can use Bluetooth to transfer files between your phone and other Bluetooth-enabled devices, such as phones or computers. You can send photos, videos, calendar events, contacts, and more.

USB

USB is a plug-and-play interface that allows a computer to communicate with peripherals and other devices.

On the **Connected devices screen**, tap **USB**. You can use USB for the following tasks:

- **File Transfer:** Tap this option to transfer the data from one device to another.
- **USB tethering:** Select to set the USB tethering mode.
- **MIDI:** Musical Instrument Digital Interface (MIDI). Select to enable the phone to act as a digital interface for connecting musical instruments and other devices. This means you can connect your phone to a MIDI keyboard or controller and use it to play or record music, or connect it to a computer to send and receive MIDI data.
- **PTP:** Tap this option to transfer photos.
- **No data transfer:** Select this option to enable the no data transfer mode. This will ONLY appear when you connect your device via a USB cord to a laptop or computer.
- **File Transfer Options:** Click to enable Convert videos to AVC

NFC

NFC (Near-Field Communication) is a set of communication protocols that enable two electronic devices, typically a portable device such as a smartphone, to establish communication by bringing them within 4 cm of each other.

NFC is turned ON by default.

1. On the Connected Devices screen, tap **Connection Preferences > NFC.** Select **Enable** prompt for NFC, which will alert you when an NFC card is nearby.
2. To set up Contactless payments, click **Contactless payments** from the NFC page and follow the prompts to set up your payment methods.

Cast

1. On the Connected devices screen, tap **Connection preferences > Cast.**
2. You can cast your screen from your Android device. Connect your Android device to the same Wi-Fi network as your Chromecast or TV with Chromecast built-in. In the top left corner of the app's Home screen, tap **Menu Cast Screen > Audio Cast Screen > Audio.**
3. Ensure that your Android device and Chromecast are connected to the same Wi-Fi network.
4. Tap (⋮) on the top right corner of the screen and **check Enable wireless display** to view a list of nearby devices you can cast to.

NOTE: When you connect the Sonim XP Pro phone to a computer, it appears as a drive, not as a device.

Printing

1. On the Connected devices screen, tap **Connection preferences > Printing**.
2. Tap **Default Print Service**. Turn **On** the default print service.
3. Tap **Add service**. The Google Play screen is displayed. You can sign in with your Google credentials and add any desired service.

Chromebook

You can use your phone to unlock your Chromebook screen and send and receive text messages from your Chromebook.

1. On the Connected devices screen, tap **Connection preferences > Chromebook**.
2. Tap the drop-down list to view the Gmail accounts that are configured on your device.

Quick Share

Quick Share enables the rapid, short-range exchange of images, videos, text, contact information, directions, YouTube videos, and other data via Bluetooth.

1. On the Connected devices screen, tap Connection preferences > **Quick Share**.
2. Turn **On** the **Quick Share**. You can directly enable or disable the Quick Share feature via the Quick Settings Panel.

For more information on Quick Share, please visit support.google.com

Android Auto

Use the Android Auto app to control your phone's maps, media, and messaging functions, with the Google Assistant while you drive.

1. On the Connected devices screen, tap Connection preferences > **Android Auto**.
2. Before using, please visit the Google Play Store and ensure you have the latest version installed on your device.

Apps

View current running applications, manage default apps, and more.

From the Home screen, swipe up, scroll to and tap **Settings > Apps** ( ).

Default Apps

The default apps are listed.

1. On App screen, tap **Default apps**.
2. Set the default app for the browser, phone, messages, and other applications. You can also set default apps for opening links.

Screen Time

1. On the App screen, tap **Screen time**.
2. You can tap ( ) on the right side of most apps to set daily timers. When the app timer ends, the app is paused for the rest of the day.

Unused Apps

If an app is unused for a few months, it will be listed:

- Permissions are removed to protect your data.
- Notifications are stopped to save battery.
- Temporary files are removed to free up space.

To allow permissions and notifications again, open the app.

App Battery Usage

Review and set the battery usage parameters for individual apps.

Special App Access

A list of permission levels will be shown. Click on a permission level to view a list of apps allowed to perform that permission/task/access, etc.

1. On the App screen, tap **Special app access**.
2. View app access for special functions, such as battery optimization, display over other apps, unrestricted data, usage access, etc.
3. To disable an app's permission, tap on the app and disable the permission.

NOTE: You can use FIND MY DEVICE under **Device admin apps**. Activating this service will enable you, using Google Play services, to change the screen lock, lock the screen, disable certain screen lock features, or even completely wipe the device by performing a factory data reset.

The default setting of Find My Device is OFF.

Notifications

Manage the settings on notifications.

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Notifications (** **).**

App Settings

1. On the Notifications screen, tap the **App notifications**.
2. Apps are categorized into four types: Most recent, Most frequent, All apps, or Turned off. Select a category from the drop-down list, and choose the app you want to adjust the notification settings.

Notification History

View your recent and snoozed notifications.

1. On the Notifications screen, tap **Notification history**.
2. The default setting is OFF. Turn On Notification history.
3. When you turn this ON, your recent and snoozed notifications will appear.

Conversations

View priority and modified conversations.

1. On the Notifications screen, tap **Conversations**.
2. Your priority and modified conversations are displayed. To change conversation settings, follow the below steps.
3. Swipe the Status bar down to display the Notification panel.
4. Touch and hold a conversation.

Bubbles

Enable message conversations display as bubbles, floating on top of other apps.

1. On the Notifications screen, tap **Bubbles**.
2. Turn **On** Bubbles to allow apps to show bubbles.

Device & App Notification

Control which apps and devices can read notifications.

1. On the Notifications screen, tap **Device & app notifications**.
2. You can see the devices and apps that are allowed and not allowed to access notifications.

Notifications On Lock Screen

1. On the Notifications screen, tap **Notifications on lock screen**.
2. Select how you want notifications to be displayed on the lock screen.

NOTE: SENSITIVE NOTIFICATIONS

This setting determines whether to display sensitive content when the device is locked.

- Turn ON to show sensitive content; or
- Turn OFF to not show sensitive content.

Do Not Disturb

1. On the Notifications screen, tap Do Not Disturb.
2. Tap (TURN ON NOW) to turn On Do Not Disturb mode.
3. You can set Do Not Disturb behavior, exceptions, schedules, etc.

Flash Notifications

You can set your XP Pro to flash the camera light or the screen when notifications are received or when alarms sound.

1. Set the Camera Flash to ON to activate the camera light when notifications are received or when alarms are activated.
2. Set the Screen Flash to ON to activate the screen illumination when notifications are received or when alarms are activated. Touch **Screen Flash** to select the color you would like to illuminate.

Wireless Emergency Alerts

1. On the Notifications screen, tap Wireless Emergency Alerts.
2. Enable the **Allow alerts** feature (Wireless Emergency Alerts).

ALERTS

- **Extreme threats**: Enable this option to get the alerts for extreme threats to life and property.
- **Severe threats:** Enable this option to get the severe threats to life and property displayed.
- **AMBER alerts:** Enable this option to get the child abduction emergency bulletins.
- **Test alerts:** Enable this option to receive tests and monthly tests from the safety alert system.
- **Emergency alert history:** You can view the emergency alert history.

ALERT PREFERENCES

- **Vibration**: Enable this option to set the device to vibrate during the alert.
- **Alert reminder**: You can set the alert reminder to occur: **Once, Every 2 minutes, Every 15 minutes,** or **Never.**
- **Speak alert message:** Enable to hear text-to-speech wireless emergency alerts messages.

Hide Silent Notifications In Status Bar

1. On the Notifications screen, tap Hide silent notifications in the **status bar**.
2. Turn On this option to hide silent notifications in the status bar.

Allow Notification Snoozing

1. On the Notifications screen, tap **Allow notification snoozing**.
2. Turn **On** this option to allow temporarily snoozing certain notifications.

Notification Dot On App Icon

The default setting is enabled. This option allows the display of notification dots on an app icon to alert that you have a notification.

Enhanced Notifications

Enhanced notifications can access notification content, including personal information like contact names and messages. This feature can also dismiss or respond to notifications, such as answering phone calls, and controls Do Not Disturb.

The default setting is Enabled. This option automatically shows suggested actions and replies.

Battery Settings

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Battery** ( ). The current battery percentage level and the estimated number of days and hours of charge are shown.

Battery Usage

View battery usage from last full charge.

1. On the Battery screen, tap **Battery usage**.
2. You can view the battery percentage that each apps used.

Battery Saver

Battery Saver mode turns on the Dark theme and limits or turns off background activity, some visual effects, certain features, and some network connections.

On the Battery screen, tap **Battery Saver**.

- **Use Battery Saver**: Turning this setting ON will enable the Battery Saver mode, and it will automatically turn off when the phone is plugged in.
- **Set a schedule:** Tap **Based on percentage** (Min Settings 5%, Max Settings 75%) and drag the slider to the percentage you desire. The Battery Saver will turn on automatically when your phone reaches that battery percentage.
- **Turn off at 90%:** This option is enabled by default. While this setting is enabled, the Battery Saver feature will turn off when the battery reaches 90%.

Battery Percentage

The default setting is enabled. While this setting is enabled, the battery percentage will show in the Status bar.

Reduce Battery Aging

This feature is **OFF** by default. When enabled, it limits battery charging to 80% capacity, which helps extend your battery's overall lifespan. This is beneficial for any situation where your device remains connected to a power source for extended periods, such as when using desk chargers, nightstand chargers, or vehicle mounts. Your phone will occasionally charge to 100% to ensure accurate battery capacity readings.

To activate this feature, go to **Settings > Battery > Reduce Battery Aging**.

USB Power Saving

You can enable specific settings relative to USB charging.

- **Automatic power ON**: The default setting is OFF; however, enabling this feature will automatically power your device on when a USB device is connected.

You also have two options relative to powering your device OFF when tied to USB charging:

- **Automatic power OFF**: The default setting is OFF; however, enabling this feature allows you to set a specific time for your device to power off.
- **Automatic power OFF**: The default setting is OFF; however, enabling this feature allows you to set the time (in hours) after which your device will power off when disconnected from USB power.

For more information on battery performance, storage & charging, please refer to Additional Battery Information.

Storage Settings

The Storage settings menu allows you to manage internal storage on your phone and provides menu choices for an optional SD card (not included).

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Storage (** **).**

SD Card

You must have an SD card inserted to manage settings.

1. On the **Storage** screen, tap ( ) **> SD Card** to view files stored on your SD card.
2. Tap ( ) on the top right corner of the screen to access the following options:
   - **Rename:** change the SD card name.
   - **Eject:** eject the SD card to allow for safe removal.
   - **Format:** format the SD card.

Storage Manager

Storage manager removes backed-up photos and videos from your device.

1. From the Storage screen, tap **Storage manager**.
2. Turn **On** to enable Storage manager.
3. Tap on **Storage Manager.** Then tap on **Remove photos & videos** to select the types of photos and videos to be removed.

You can set it to remove photos & videos that are **Over 30 days old**, **Over 60 days old**, or **Over 90 days old**.

You can go to the **Files** app to manage and free up space by tapping **Free up space**.

Sound & Vibrations Settings

Control your phone's audio, from ringtones and alerts to tap tones and notifications.

From the Home screen, swipe up to access App screen, scroll to and tap **Settings > Sound & vibration** ( ).

- Drag the sliders to adjust the volumes of Media, Call, Notification, Ring, and Alarm.

Do Not Disturb

1. On the Sound & Vibrations screen, tap **Do Not Disturb**.
2. Tap ( ) to turn **On** Do Not Disturb mode.
3. You can set Do Not Disturb behavior, exceptions, schedules, etc.

Phone Ringtone

1. On the Sound & Vibrations screen, tap **Phone ringtone.**
2. Select a ringtone for incoming phone calls.
3. You can customize your ringtone by tapping Add ringtone.

Live Caption

Live Caption detects speech on your device and automatically generates captions. When speech is captioned, this feature uses additional battery. All audio and captions are processed locally and never leave the device.

1. On the Sound & Vibrations screen, tap **Live Caption**.
2. Enable the feature by selecting **Use Live Caption**

SETTINGS

- **Languages:** Your phone will show captions for languages that are loaded. You can manually search for a language.

- **Hide Profanity:** Profanity will be replaced with an asterisk symbol (*).
- **Show sound labels:** Include sounds like laughter, applause, and music.
- **Live Caption in volume control**: When enabled, all audio, captions, and typed responses during calls are processed on your device (they are never sent to Google). Live caption increases battery usage. Song lyrics aren't captioned.
- **Help:** Wi-Fi or cellular data is required to view helpful tips.

Media

1. On the Sound & Vibrations screen, tap **Media**.
2. Turn On Pin media player to keep the media player open in the **Quick Settings Panel** when the media session has ended.
3. Turn On **Show media** on lock screen so it stays open on the lock screen & quickly resumes playback.
4. Turn On **Show media** recommendations to show media recommendations based on your activities.

Vibration & Haptics

1. On the Sound screen, tap **Vibration & haptics**.
2. You can then enable or disable **Vibration for calls**, **Notifications**, **and alarms,** and **Interactive haptics**.

Shortcut To Prevent Ringing

To activate this feature, simultaneously press the Power button and the Volume Up key to mute the ringing or set the ring to vibrate.

Default Notification Sound

1. On the Sound screen, tap **Default notification sound**.
2. Select the default notification sound.
3. You can customize your notification sound by scrolling down to the bottom of the list and tapping **Add notification.**

Default Alarm Sound

1. On the Sound & Vibrations screen, tap **Default alarm sound**.
2. Select the default alarm sound.
3. You can customize your alarm sound by scrolling down to the bottom of the list and tapping **Add alarm.**

Additional Sound Parameters

You can also enable or disable **Dial pad tones, Screen locking sound**, **charging sounds and vibration**, **Tap & click sounds**, and **Always show icon when in vibrate mode**.

Display Settings

Adjust items such as wallpaper, brightness, screen timeout, and more.

From the Home screen, swipe up to access App screen, scroll to and tap **Settings > Display (** **)**.

Brightness Level

1. On the Display screen, tap **Brightness level**.
2. Drag the slider to adjust the screen brightness level manually.

NOTE: The higher the brightness with the display on, the more battery power is used.

Adaptive Brightness

The default setting is enabled. While this setting is enabled, the screen brightness automatically adjusts based on the lighting conditions.

Lock Screen

1. On the **Display** screen, tap **Lock screen**.
2. Set what to display and when to display it while the screen is locked.

Screen Timeout

1. On the **Display** screen, tap **Screen timeout** to select a time.
2. Your screen will automatically go to sleep after a predetermined set amount of time. This setting also affects battery use.
3. **Screen attention: This feature is OFF by default**. Prevents your screen from turning off while you're looking at it.

Dark Theme

1. On the **Display** screen, tap **Dark theme**.
2. Enable this option to use a black background, which helps conserve battery life on some screens.

Display Size And Text

1. On the Display screen, tap Display size and text.
2. From this screen:
   - Drag the slider to set the font size of the text to make the text smaller or larger.
   - Drag the slider to set the display size of everything on your screen.
   - Activate **BOLD TEXT** to bold all text on your screen
   - Activate **HIGH CONTRAST TEXT** to change text color to black or white.
   - Touch **RESET SETTINGS** to return your display size & text settings to the phone's original settings.

Night Light

1. On the **Display** screen, tap **Night light** to add an amber tint to the screen, making it easier to look at your screen or read in dim light.
2. You can set the schedule and intensity of the night light on your screen.

Colors

Choose from Natural, Boosted, and Adaptive. There are three photos to view and see how the photo appears based on the selection.

Auto-Rotate Screen

1. On the Display screen, tap Auto-rotate screen.
2. The Default setting is ON. This option enables screen rotation automatically.

Screen Saver

1. On the Display screen, tap Screen Saver.
2. Turn On Screen Saver.
3. You can select to use either the Clock, Colors or Photos as your screen saver.

Wallpaper

Use Wallpapers to modify your screen display using either on device wallpapers or your own photos. You can use with dark theme and change the grid layout.

From the Home screen, swipe up to access App screen, scroll to and tap **Settings > Wallpaper (** **)**.

The **Choose wallpaper form** sub-menu will provide options for where you want to choose your image from.

Wallpaper & Style: will allow you to choose a color theme, Dark theme mode, Themed icons (Beta), and the app grid (3x3 or 4x4).

Accessibility

You can make websites and applications more accessible to people with disabilities when they are using mobile phones and other devices.

From the Home screen, swipe up to access App screen, scroll to and tap **Settings > Accessibility** ( ).

SCOUT Remote Support: The default is OFF. We use this Accessibility service to offer you remote control of this device during a remote connection.

Screen Reader

Talk Back

Talk Back provides spoken feedback, allowing you to use your device without needing to look at the screen. The default is OFF.

Talk Back Shortcut

There is a Talk Back shortcut available to make it easier to use this feature when activated. Options are to Tap the Accessibility button on the screen, or to press & hold both volume keys.

Settings

Use this section to adjust various audio settings & controls for colors, gestures, image & icon descriptions, various Braille keyboard and display settings and general device settings.

From this section you can see the current installed version of Talk Back and link directly to the Play Store to update if needed, as well as access various tutorials, access Google support for Talk Back, and connect directly with Google Disability Support.

Display

Select to Speak

On the **Accessibility** screen, tap **Select to** Speak to enable you to tap specific items on your screen to hear them read or described aloud.

Display size and Text

See instructions in the previous section above, **Display Settings.**

Color and motion

On the **Accessibility** screen, tap **Color and motion**.

- **Color correction:** can be helpful when you want to see colors more accurately or remove colors to help you focus.

- **Color inversion:** turns light screens dark. It also turns dark screens light.
- **Dark theme:** uses a black background to help keep the battery alive longer on some screens. You may also set a schedule.
- **Remove animations:** reduce movement on the screen,
- **Large mouse cursor:** make the mouse pointer more noticeable.

Extra Dim

On the **Accessibility** screen, tap **Extra dim**. Dim screen beyond your phone's minimal brightness.

Magnification

On the **Accessibility** screen, tap **Magnification**.

- **Magnification shortcut**: Turn On **magnification shortcut**. To magnify the screen, tap the ( ) icon.
- **Magnification type:** Magnify full screen, part of screen, or switch between both options.
- **Magnify typing:** The Magnifier follows texts as you type.
- **Keep on while switching apps:** Allows the magnifier to stay on and zoom out when you switch apps.

Glove Touch Mode

1. On the Accessibility screen, tap Glove touch mode.
2. By default, this setting is OFF, however turn it on to increase capability of using your device with gloves.

NOTE: Enabling Glove Touch mode can make your display very sensitive, resulting in potentially false touches.

Accessibility Menu

This menu provides a large on-screen menu to control your device. You can lock your device, control volume & brightness, take screenshots and more.

Switch Access

Switches can assist you if you have difficulty using the touchscreen. These can be externally connected to your device, like a keyboard or large button.

There are multiple options to use face gestures to manage the camera and various actions/assignments based on your facial gestures.

Within the Settings menu of this feature, there is a more in-depth set up guide and help options.

Timing Controls

On the **Accessibility** screen, tap **Timing controls**.

- **Touch & hold delay**: Set the touch & hold delay to Short, Medium, or Long.
- **Time to take action (Accessibility timeout):** Choose how long to show messages that ask you to take an action. Note that not all apps are compatible with this.
- **Auto-click (dwell timing):** Enable automatic clicking when using a mouse and adjust the amount of time between the mouse stopping and the click. If clicking the mouse is a challenge, this could be helpful.

System Controls

On the **Accessibility** screen, tap **System controls**.

- **Navigation Mode**: Set system navigation by gestures or using Back, Home and Recent Apps buttons located at the bottom of the screen.
- **Power button ends call**: Enable ending calls by pressing the Power key.
- **Auto-rotate screen**: Enable or disable screen rotation.

Vibration and Haptic

On the **Accessibility** screen, tap **Vibration and haptic**.

- **Ring vibration**: Enable or disable vibration for ringing.
- **Vibrate first then ring gradually**: Enable or disable.
- **Notification vibration**: Enable or disable vibration for notifications.
- **Alarm Vibration**: Enable or disable vibration for alarms.
- **Touch feedback:** Enable or disable vibration for touch.
- **Media Vibration:** Enable or disable vibration for various

Captions

Live Caption

Automatically caption media. Please refer to **Settings > Sound & Vibrations > Live Caption** for details.

Caption Preferences

On the Accessibility screen, tap Caption preferences.

Please refer to **Settings > Sound & Vibrations > Live Caption** for details.

Audio

Audio Description

Hear a description of what's happening on screen in supported movies and shows.

Flash Notifications

Flash the camera light or the screen when you receive notifications or when alarms sound.

Audio Adjustment

On the **Accessibility** screen, tap **Audio adjustment**.

- **Mono audio:** Enable combining channels when playing audio.
- **Audio balance:** Drag the slider left or right to adjust the audio balance from the speaker.

General

Accessibility Shortcuts

On the **Accessibility** screen, tap **Accessibility shortcuts**.

- **Accessibility button**: Manage the settings of the accessibility button, including location, size, and other options.
- **Shortcut from lock screen**: Allow a feature shortcut to turn on from the lock screen.

Text-To-Speech Output

On the **Accessibility** screen, tap **Text-to-speech output**.

- **Preferred engine:** Set the text-to-speech engine (Google is default). Tap to manage text-to-speech settings.
- **Language:** Set the language for using this function.
- **Speech rate:** Drag the slider to adjust speech rate.

- **Pitch:** Drag the slider to adjust pitch.

Tap **PLAY** to play the example.

Tap **RESET** to reset all the Text-to-speech settings back to default.

Programmable Keys

Your device has two programmable keys. You can assign these buttons to specific on-board applications.

From the Home screen, swipe up to access App screen, scroll to and tap **Settings > Programmable Keys (** **)**.

Select PTT Key App

The PTT (Push-to-Talk) key is on the left side of the device. The default setting selection is **Phone**.

If you wish to change this from the Programmable Keys menu on the device, press **Select PTT Key App**, and scroll through the list of available applications to assign to this key. Touch the application you would like to assign to this key. You can choose 'No Action' if you prefer not to take any action.

There is also an option to set a timer to activate the PTT Key button. The default setting for this timer is OFF, which means that as soon as you press the button, the application assigned to that button will launch.

Select Emergency Key App

On the top right-hand side of the device is the Emergency key. The default setting is “unassigned.”

If you wish to change this, from the **Programmable Keys** menu on the device, press **Select Emergency Key** and scroll through the list of available applications to assign to this key. Touch the application you would like to assign to this key. You can choose **'No Action' if you prefer not to take any action**.

Select Press And Hold Timer To Engage PTT Key

If you wish to assign a delay to this action, touch the **SELECT Press and Hold Timer to engage PTT Key** option, and from the menu displayed, select the appropriate delay you would like to assign. The default setting is **OFF**.

To engage this application, press and hold the PTT Key for the selected time, and then the application will launch.

Push To Talk (PTT) Services

Push-to-Talk (PTT) services may require a subscription to work, and additional charges may apply. Please check with your network provider for more information about using PTT services.

Security and Privacy

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Security and Privacy (** **)**.

Settings

APP Security (Google Play Protect)

On the Security screen, tap Scan device. Google will regularly check your device and prevent/warn you of potential harm. Only apps on Google Play will be checked.

Device Unlock

SCREEN LOCK

Set your Screen lock. The options are: None, Swipe, Pattern, PIN or Password.

FACE & FINGERPRINT UNLOCK

In addition to unlocking your phone, you can also use your fingerprint to authorize purchases and access apps.

IMPORTANT: You will not be able to unlock via fingerprint on first boot / power on.

Face Unlock

This feature allows users to unlock their phone by looking at it. On the **Security & Privacy** screen, tap **Face & Fingerprint Unlock > Face Unlock.**

IMPORTANT: To increase facial accuracy when attempting to unlock your device, we encourage you to ensure you are in good lighting when enrolling into face unlock.

Set Up Face Authentication

1. Enter your pattern, PIN, or password.
2. Keep your eyes open and make sure your face is fully visible and not covered by any object, such as a hat or sunglasses.

Unlock Your Phone With Your Face

To unlock your phone, press the Power key to light up the phone screen and trigger Face Unlock automatically.

NOTE: Using Face unlock works best in well lit environments.

Fingerprint

On the **Security & Privacy** screen, tap **Device unlock** > **Face & Fingerprint Unlock > Fingerprint.**

Tap on “Add fingerprint” and follow the on-screen prompts to place your thumb on the side fingerprint sensor (power button).

Account Security

This will allow you to review the Google Security settings and any passwords saved to your Google Account.

Some settings, such as Find My Device and system updates, won’t work until you add a Google Account.

Device Finders

Use Google’s Find My Device to locate your device or any connected Fast Pair accessories.

To use this feature, the user must have had previously signed in with a Google account on their phone.

For more information on Find My Device, please reference this link: https://www.google.com/android/find/about

System and Updates

This section will provide the dates of your last Google security update, Google Play system update as well as providing the tool to backup your device to your Google Account to protect your data.

Privacy

From here you will be able to access your Permission manager, privacy dashboard, ads, health content, data sharing updates for location as well as controls for clipboard access, password character display, apps accessing your location and Google's Activity Controls.

PERMISSION MANAGER

1. On the Privacy screen, tap Permission manager.
2. Control permission for apps that use your camera, location, microphone, contacts, storage, etc.

PRIVACY DASHBOARD

1. On the Privacy screen, tap Privacy dashboard.
2. Show which apps used permissions in the past 24 hours.

ADS

Manage the information used to show you ads and measure ad performance.

- **Reset advertising ID**: This generates a new advertising ID for apps to use.
- **Delete advertising ID**: Apps can no longer use this advertising ID to show personalized ads.
- **Enable debug logging for ads**: Enable to instruct apps to write ads debugging information (such as network traffic) to the system log.

HEALTH CONNECT

Health Connect stores your health and fitness data, giving you a simple way to sync the different apps on your device.

DATA SHARING UPDATES FOR LOCATION

Review apps that changed the way they may share your location data.

Controls

SHOW CLIPBOARD ACCESS

Default is ON; Show a message when apps access text, images, or other content you've copied.

SHOW PASSWORDS

Default is ON; Display characters briefly as you type

LOCATION ACCESS

See apps and services that have access to location.

ACTIVITY CONTROLS

Choose the activities and info you allow Google to save.

Other Settings

More Security & Privacy

This section will provide more controls over privacy & security.

PRIVACY

- **Notifications on lock screen**: Show all notification content.
- **Show media on lock screen:** Quickly resumes playback and media player will stay open on lock screen.
- **App Content:** Allows apps to send content to the Android system.
- **Android System Intelligence:** Get suggestions based on the people, apps, and content you interact with.
- **Autofill Service from Google:** Lists your saved passwords, credit cards & addresses.
- **Usage & diagnostics:** Share data to help improve Android.

SECURITY

Extend Unlock

This Google feature allows you to keep your device unlocked when it's with you. Extend Unlock can recognize when:

- You are holding the device
- You are near home or another trusted place
- Your watch or another trusted device is nearby

Tap on the blue **GOT IT** button.

On-body detection: Enable this feature to allow device to stay unlocked while it's in motion, like when you're walking with it.

Add trusted place: Tap Add trusted place and follow the on-screen prompts.

- After you unlock your phone, it stays unlocked as long as you're at or close to a trusted place.
- Your phone will stay unlocked for up to 4 hours or until you leave one of your trusted places. For accuracy, this uses your precise location.

Add trusted device: After you unlock your phone, it stays unlocked when it's connected to a trusted device listed above, like a Bluetooth watch or car system.

- Your phone will stay unlocked for up to 4 hours or until it disconnects from all trusted devices.
- When Smart Lock is active, you can force your phone to lock anytime. Just open the power menu and tap Lockdown

Android Safe Browsing

Safe Browsing alerts you to security threats, like harmful links and webpages, when you browse within supported apps.

Theft Protection

Lock the device's screen if theft is detected. Use built-in safeguards to protect your personal data if your device is stolen.

- **Theft Detection Lock**. Tap to turn on the feature. The screen will lock if this setting detects that someone has taken your device and ran away.
- **Offline Device Lock**. Tap to turn on the feature. The screen will lock shortly after your device goes offline to help protect your data.
- **Remote Lock**. If your device is lost or stolen, you can lock its screen with just a phone number.
- **Find and erase your device**. Use Find My Device to locate and/or erase your device.

Device Admin Apps

Access FIND MY DEVICE and other admin apps in this section.

Sim Lock

You have the option to lock the SIM. Default is OFF; enabling this feature would require a PIN to use the device. If SIM is locked and PIN is unknown, please contact your service provider.

Encryption & Credentials

Manage your credential storage within this sub-menu

- **Encrypt phone:** Your phone is already encrypted.
- **Trusted credentials:** View trusted security certificates.
- **User credentials:** View and modify stored credentials.
- **Install a certificate:** Install certificates from the SD card.
- **Clear credentials:** Remove all certificates.
- **Certificate management app:** Tap to view apps where the credentials can be used for authentication

Trust Agents

From the Security & Privacy screen, scroll to and tap **More security & privacy**, then scroll to and tap **Trust agents**.

Slide the switch to the On position to turn them on.

App Pining

- From the Security screen, tap **App pinning**. Slide the switch to the On position to turn it on.
- When turned on, you can use app pinning to keep the current screen in view until you unpin.

Confirm SIM deletion

Enable this option to require verification before deleting a SIM.

Location Settings

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Location** ( ).

- Turn **On** location services.

RECENT ACCESS

View a list of apps that have recently requested your location.

App Location Permissions

View which apps have permission to access location services.

Location Services

Earthquake alerts: The default setting is ON; you will receive an alert with the initial estimated magnitude and distance from your location. Alerts are managed by Google.

Emergency Location Service: Turn On Google ELS.
If ELS is supported in your region, when you contact an emergency number, your device may automatically send its location to emergency responders using ELS.

Google Location History: Default is ON; Saves where you go with your device, even when you aren't using a specific Google service.

Google Location Sharing: Default is OFF; Location Sharing lets you share your real-time location from your device with people you choose.

Location Accuracy: Default is ON. This option uses GPS, Wi-Fi, Bluetooth, mobile networks, and sensors to determine your location.

Wi-Fi scanning: Default is ON. This option improves location services by allowing the system apps and services to detect Wi-Fi networks at any time.

Bluetooth scanning: Default is ON. This option improves location services by allowing the system apps and services to detect Bluetooth devices at any time.

Safety & Emergency

Store your medical and emergency information, view emergency alerts, and manage settings on emergency SOS and location service.

From the Home Screen, swipe up to access App screen, scroll to and tap **Settings > Safety & emergency (✱).**

- Open Google's **PERSONAL SAFETY** to add your medical information, emergency contacts & emergency info access.

Medical Information

Gives you the ability to enter your name, date of birth, blood type, height, weight, allergies, pregnancy status, medications, address, any medical notes, and organ donor status. This information is only stored on your device.

Emergency Contacts

Add your emergency contacts. In the case of an emergency, this information is available so these contacts can be called without unlocking your device.

Emergency SOS

Pressing the POWER button quickly 5 times (or more) in an emergency, your device can call emergency services, share info with emergency contacts & record a video.

Car Crash Detection

This is a Google service that is not available on this device.

Crisis Alerts

Default is OFF: Get notified about natural disasters and public emergencies affecting your area. The use of this feature does require location permissions.

Emergency Location Service

When activated and in an area that supports this feature, when you call or text an emergency number, your device may automatically send its location and other critical information to emergency responders.

Earthquake Alerts

Default is ON. You will get an alert with the initial estimated magnitude and distance from your location.

Unknown Tracker Alerts

Default is ON. Trackers work with Find My Device network compatible tags.

When alerts are on, you'll get a notification if an unknown tracker is detected traveling with you. These alerts are deleted after 48 hours.

Silence Notifications While Driving

Default is OFF. This acts as a Do Not Disturb while driving.

When ON, this will automatically silence incoming calls, texts, and notifications when driving is detected.

Wireless Emergency Alerts

Enabling Wireless Emergency Alerts will provide notifications for Extreme & Severe threats to life and property, Alerts, Public Safety messages, State & local tests. You can turn each one of these on or off individually.

Please refer to **Settings > Notifications > Wireless Emergency Alerts** for further information.

Passwords and Accounts

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Passwords and accounts (** **)**.

PASSWORDS

See, change, or remove passwords you saved in your Google Account.

AUTOFILL SERVICE

Autofill your information from your Google Account when needed. Fill in the categories with the information you would like to autofill, such as addresses and payment methods.

ACCOUNT FOR OWNER

On the **Passwords & accounts** screen, tap **Add account**.

- Tap the type of account you want to add.
- Follow the prompts to enter your credentials and set up the account.

Automatically Sync App Data

On the **Passwords & accounts** screen, tap **Automatically sync app data**.

- Turn **On** this option to activate automatic data syncing.

Digital Well Being and Parental Controls

From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > Digital Wellbeing & parental controls ( ).**

DIGITAL WELLBEING

- Use app timers and other tools to keep track of screen time and unplug more easily.
- Touch the timer in the center of the screen to view the usage time of Screen Time, the number of notifications received, and the number of times it was opened.
- You can also set timers for each application to set the amount of time each application is made available for that day. The clock, for timing purposes, runs 12:00am-11:59pm.

View Activity Details (also known as Dashboard): Touch the timer in the center of the screen to view the usage time of Screen time, the number of Notifications received, or the number of Times opened.

This section allows you to set daily screen time limits for most of the apps. When the app limit ends, the app is paused for the rest of the day.

WAYS TO DISCONNECT

App Limits

View your screen time & set timers for your applications.

Bedtime mode

Silence your phone, dim the wallpaper, and set the screen to black and white at your designated bedtime.

- Use **Do Not Disturb for Bedtime Mode** and allow only calls from starred contacts, repeat callers, and alarms.

Focus mode

Set a schedule to pause distracting apps and hide their notifications.

Screen time reminders

Stay in control of your digital habits with screen time reminders. Get occasional reminders showing how much time you spend on the app.

To enable, click on the **Turn on** button.

REDUCE INTERRUPTIONS

Manage Notifications

Enable or disable the notifications of apps.

Do Not Disturb

Turn ON to only get notified by important people and apps. Use this section to set which people, applications, and various alarms, reminders, and calendar events can interrupt Do Not Disturb mode.

What can interrupt Do Not Disturb

- **People:** Choose which of your contacts can still reach you.
- **Apps:** Choose which apps can still reach you.
- **Alarms & other interruptions:** Choose if alarms, media sounds, touch sounds, reminders, or calendar events can still interrupt.

General

- **Schedules:** Set your schedule for sleeping and events.
- **Duration for Quick Settings:** Until you turn off, for 1 hour, or ask every time
- **Display options for hidden notifications:** When Do Not Disturb is turned ON, set whether 1) sound will play when a

notification arrives or 2) no visuals or sound when a notification arrives.

- You can also set custom settings.

Heads Up

- Receive a reminder from Google when walking while using your phone to focus on what's around you.
- **Show icon in the app list**: Turn on to show icon in the application list.

FAMILIES

Parental Controls

You can add content restrictions and set other limits to help your child balance their screen time.

Google

Configure your device's Google settings. Available options depend on your Google Account.

From the Home screen, swipe up to access the App screen, and tap **Settings > Google (G).**

If you have not logged into your Google account yet, you can use this menu to sign in.

1. On the Google screen, tap SIGN IN TO YOUR Google ACCOUNT.
2. Tap Google ACCOUNT.
3. Follow the screen instructions to finish the setup.
4. Choose from Recommended services or All Services.
    - You will see your current backup status and your current

Google storage usage.

- From this menu, you will have the capability to access Find My Device, Password Manager, Google Wallet, and Quick Share.

System

Configure your device's languages, gestures, time, and backup. From the Home screen, swipe up to access the App screen, scroll to and tap **Settings > System (ⓘ)**.

Languages

You can set the phone language and input options to any of the languages displayed in the language lists.

1. On the **System** screen, tap **Languages.**
2. From here, you can change languages for the System, for Apps, and for regional preferences.
3. English is set as the default System language; however, to change this, simply touch System Languages and either select an alternative language or touch **Add a language.**
4. When more than one language has been added, you can touch and hold the language, then drag it up to the first position to set it as the default display language.
5. To remove a language, tap **REMOVE.**
6. To change APP LANGUAGES, touch **App Languages** and select the application you would like to change the language for, and on the next screen, select the language you would like associated with that application.
7. For **REGIONAL PREFERENCES**, you can change the

- **Temperature** between Fahrenheit and Celsius,
- Set the **First day of the week**, and
- Select your **Number preferences**.

SPEECH

These tools will assist with voice input and recognition, as well as text-to-speech output.

- **Voice input:** Speech recognition and Synthesis from Google.
- **On-Device recognition**: Choose a language for on-device speech recognition.
- **Text-to-Speech output:**
  i. **Preferred engine:** The default is Speech Services by Google, however click the settings icon and you can install voice data (various voice languages), control how the voice data is downloaded (Wi-Fi vs. Cellular), amplify speech volume to make it easier to hear, set your language detection (off, conservative or aggressive) and other settings.
  ii. **Language:** The default setting is the system language. However, you can change the primary language to any one of the listed languages.
  iii. From this sub-menu, you can also adjust the Speech Rate and the Pitch of the text-to-speech.

Keyboard

You can select the on-screen keyboard you wish to use from this sub-menu, as well as other tools such as Spell Checker, Personal Dictionary, and Pointer Speed.

On-Screen Keyboard

Gboard: You can use **Google Keyboard,** which is a multilingual typing keyboard. Click this, and you will open up a submenu where you can change the settings of the Gboard.

Google voice typing: You can use **Google voice typing** for entering the text instead of using the keyboard.

Spell checker

Turn ON to use the spell checker.

You can select the language from the list of languages

From the Default spell checker, you can click on the Settings icon, and you can include your contacts' first and last names as part of your dictionary, as well as marking words that are potentially misspelled with a blue underline.

Personal dictionary

You can add words to your dictionary. Press the Add (+) button to add additional words to your personal dictionary.

Pointer speed

Use this slider to adjust the speed of how fast the pointer moves on the screen.

Gestures

You can use this menu to manage gestures on your device. From your Home screen, scroll to **SETTINGS > SYSTEM > GESTURES**.

Quickly open camera

Enabling this option allows you to activate the camera by pressing the power button twice from any screen.

Navigation mode

You have a choice of how to manage navigation by using either the Gesture navigation or the 3-button navigation setting.

Press & hold power button

Pressing and holding the power button can be set up for two different actions:

- Displaying the **Power menu**: Choosing this displays options to make an emergency call, lock your phone, restart your device, or power it off.
- Opening the **Digital Assistant**.

  The default is to open the digital assistant.

  When choosing the Digital Assistant, you will have the option to set the sensitivity of how long to press & hold the power button before the digital assistant is activated.

If you choose the Digital Assistant and wish to access the Power Menu, press the power button and the volume up button simultaneously.

If you choose the Digital Assistant and want to quiet the ringing of an incoming phone call, press any volume button.

Prevent ringing

When the power button is driven to access the Power menu, you can select to vibrate or mute the ringer by simultaneously pressing the Power button and the volume up button.

Toggle Flashlight

When enabled, you can activate the flashlight by double shaking the device.

NOTE: Sudden movements can inadvertently activate the flashlight. Please note that the flashlight consumes battery life and can generate heat, so please check this setting to ensure your device is performing as expected.

Date & Time

From the Home screen, click **SETTINGS > SYSTEM > DATE & TIME**

The device defaults to using the network date and time. If you disable this, you can manually change the date and time to your preferred setting.

TIME ZONE

The device defaults to ON, automatically detecting the time zone you are currently in.

You can also allow the device to use your location to identify your time zone.

TIME FORMAT

You can select **Use locale default**, which is set to OFF by default.

You can also format the time to either a 12-hour or 24-hour format. The default is a 12-hour time format.

Backup

From here, you will be able to manage the storage of your Google account, as well as back up your Google account.

Backup by Google One is enabled by default.

NOTE: If you turn this off, a TURN OFF AND DELETE BACKUP message is displayed. This will turn off backup for device data on this device AND you will also delete backed-up device data, including Device Settings, Apps & app data, Contacts & Call history, and SMS/MMS messages.

Backup only uses Wi-Fi connections to back up data.

You can determine what you would like to backup:

- Applications
- Photos & videos
- SMS & MMS messages
- Call history
- Device settings
- Google Account data

Advanced Settings

You also may choose to **Back up using mobile or metered Wi-Fi data**. The default setting here is OFF.

NOTE: Charges may apply if you use this feature. Please contact your cellular provider for details about your pricing plan.

Multiple Users

You can allow multiple users of your device by enabling this feature. The default setting is OFF.

Each user will have a personal space on your device for custom home screens, accounts, apps, settings & more.

From this menu, you will also be able to delete guest activity.

You have the ability for the guest to use phone capabilities. The default for this is OFF. If you activate this, note that your call history will be shared with the guest user.

You also have the capability of adding users from the lock screen.

Reset Options

From here, you can:

- **Reset Mobile Network Settings**
- **Reset Bluetooth & Wi-Fi** (Note: This action cannot be undone.)
- **Reset app preferences.** This will reset all preferences for:
    - disabled apps
    - disabled app notifications
    - default applications for actions
    - background data restrictions for apps
    - permission restrictions
    - battery usage settings
    - (You will not lose any app data.)
- **Erase eSIMs** (Note: This will not cancel any mobile service plans. To download replacement SIMs, please contact your carrier.)
- **Erase all data**. (Factory data reset*). Completely wipe your device clean as if it were brand new from the factory.

***BACK UP YOUR IMPORTANT DATA FIRST!**

WARNING! The factory data reset function deletes EVERYTHING from your device, including your Google account, all apps and app settings, all contacts, photos, downloaded music, and text messages. Back up important data before proceeding, as you will not be able to recover it if you do not.

System Updates

This section enables you to check for any available software updates for your device.

To access this submenu, from the Home screen, swipe up to access the App screen, scroll to and tap **Settings > System Updates.**

About Phone

To access specific information about your device, from the Home screen, swipe up to access the App screen, scroll to and tap **Settings > About Phone (** **).**

The following information is displayed:

Basic Info

Device name

Tap on this to show your device name. You can change this. Note that this is what others will see when/if you connect to Bluetooth devices, Wi-Fi networks, or hotspots.

Phone number (SIM slot 1)

Tap to show info.

Phone number (SIM slot 2)

Tap to show info.

Legal & Regulatory

Legal information

Tap to display additional information.

Device Details

Device Unlock

View your device's unlock status information.

SIM status (SIM slot 1)

Tap to display more information about the network connection & device performance stats.

SIM status (SIM slot 2)

If eSIM is in use, tap to display additional information.

Model

Tap to display Model, Type number, Serial number & Hardware version number.

EID

Tap to display the QR code for your EID.

IMEI (SIM slot 1) (Primary)

Tap to show info.

IMEI (SIM slot 2)

If eSIM in use, tap to show info.

Android version

- Tap to display Android version
- Latest Android security update
- Latest Google Play system update
- Baseband version
- Kernel version
- Build (Software) version number

Device Identifiers

IP address

The device IP address is displayed.

Wi-Fi MAC address

NOTE: MAC addresses are only available when the service is enabled.

IP addresses are only available when the device is connected to Wi-Fi or mobile data.

Device Wi-Fi MAC address

The device Wi-Fi MAC address is displayed.

Bluetooth address

This address is used to identify the phone when connecting to other Bluetooth devices

Up time

Displays the measurement of time in hours since the device was last restarted or powered up.

Build Number

This is the Software version of your device, and it is important that you keep this updated with the latest improvements and enhancements to the device software package.

MANAGING CONTACTS

The phonebook enables you to store phone numbers and other details about your contacts. This feature enables you to add and dial phone numbers, as well as send SMS and MMS messages.

From the Home screen, swipe up to access the App screen, scroll to and tap the **Contacts** ( ) app.

Adding a Contact

When you switch On the device for the first time, there are no contacts added to the device or SIM. Contacts can be imported when you sync your Google account.

Creating a New Contact

1. On the **Contacts** screen, tap ( ).
2. Enter all the details, select where to save the contact and tap **Save.** The contact is added to the phonebook.

To add a new contact from dialer/phone:

1. Tap the Phone ( ) app.
2. Now tap on the dialer ( ).
3. Enter a phone number.
4. Tap **Create new contact**. Enter all the details and tap **Save**.
5. The contact will be added to your phonebook.

To add a picture to the contact:

On the Contacts screen, scroll to the desired contact and tap the contact to view the details.

1. Tap the pencil icon ( ) at the top of the screen (**Edit**), and then tap on the picture + icon ( ) at the top and follow the prompts.
2. Press **Save.**

Editing Contact Details

On the **Contacts** screen, scroll to the desired contact and tap the contact to view the details.

1. Tap the Edit pencil icon ( ), which is present in the top right corner.
2. Edit the required details. Tap **Save** to save the details.

Sending a Message from Contacts

You can send SMS and MMS messages to contacts in your phone book.

On the Contacts screen, scroll to the desired contact and tap to open it.

1. Tap the Messages icon ( ).
2. Tap in the Text Message box at the bottom of the page and enter your message.
3. If you wish to attach a photo/video, tap the photo/video icon, and select the desired photo/video.
4. If you wish to attach an emoji/GIF/sticker, tap the smiley face icon, and select the desired emoji/GIF/sticker.
5. To record a voice memo, tap the sound wave icon and follow the on-screen prompts.

6. When ready to send, tap the arrow in the text field on the right side of the screen to send your message.

NOTE: If you attach a media file or a contact to your SMS message, it will automatically be converted to an MMS message.

Managing Contacts Settings

ORGANIZE

App Screen > Contacts > Organize icon ( )

- **Contact ringtones:** Set ringtones for specific contacts.
    1. Tap on the **Add contact ringtone** button.
    2. Tap on the Contact to assign a ringtone.
    3. Tap on the desired ringtone.
    4. Tap **OK**.
- **Manage SIM:** Import or delete contacts from the SIM.
- **Import from file:** Import a VCF file to populate your Contacts. Select the .vcf file > choose the account/device to which the contacts should be imported.

NOTE: This will add contacts to your existing phone's contacts list, creating duplicate entries if identical contact entries are present.

NOTE: If the device has only one .vcf file, it is imported without any selection window.

- **Export to file:** save your contacts as a .vcf file.

1. Tap the **SAVE** button to create a **contact.vcf** file. It will be saved to your **Downloads** folder.
2. You may share that file through text messaging, or for more options, view the file in your Download folder.
   All Apps Screen > **Files** > **Categories**: **Downloads**.

- **Blocked numbers:** Numbers you won't receive calls or texts from.

  Unknown: Enable this feature to block calls from unidentified callers.

  Add a number: add a 10-digit number you wish to block and tap on **Block**.

- **Settings:** Customize how you want to view/use your contacts.

App Screen > Contacts > Organize icon ( )> Settings ( ).

- **Your info:** Set up your profile. Enter the details and tap **Save**.
- **Accounts:** Manage accounts.

Display

- **Sort by:** Sort the contacts by their First name or Last name.
- **Name format:** Set contact name format.
- **Theme:** Choose between Light, Dark, or System default.

Edit Contacts

- **Default account for new contacts:** Choose the device or add another account.
- **Phonetic name:** Choose always to show the phonetic name or hide if empty.
- **Undo changes.**

Searching for a Contact

On the Contacts screen, tap the search icon ( ) at the top. Enter the first few letters or numbers of the contact name or phone number to be searched. All the contacts containing the searched text will be displayed.

Sharing a Contact

App Screen > Contacts app ( ) > Contacts icon ( ).

- **Quick path (send all details):** On the Contacts screen, touch and hold the desired contact to select it. Tap Share ( ) and choose from several modes to share the contact.
- **Choose the contact's details you want to send**:
  1. Tap on the contact you would like to share.
  2. Tap the options icon ( ) icon > **Share.**
  3. Scroll down the notification bar and select the exporting contacts item(s) from the notification curtain.
  4. You can choose the desired method from the list, such as Bluetooth, Drive, message, etc. Tap "Just once" if it is not how you always share your data or "Always."
  5. Follow the on-screen instructions for the next steps, which vary depending on the method you choose from the list.

Deleting a Contact

App Screen > Contacts app ( ) > Contacts icon ( ).

On the **Contacts** screen, touch and hold the desired contacts to select them. Tap on the trashcan icon ( ) to delete.

A confirmation message is displayed: “This contact will be permanently deleted from your device.”

Tap **Delete** to confirm. The contacts are deleted.

MANAGING CALL SETTINGS

From the Call Settings screen, you can adjust volume levels, ringtones, vibration options, and other actions like setting up your voicemail.

You can also customize the sounds and volume levels of the ringtones, alarms, and navigation feedback.

From the HOME screen, Tap Phone ( ), then Tap () on the top right corner of the screen, then tap **Settings**.

ASSISTIVE

Caller ID & spam

Enable the feature to see the caller and span ID. Identify business and spam numbers.

GENERAL

Accessibility

From here, you can:

- Activate TTY mode
- Turn on hearing aid compatibility

Assisted Dialing

Enable the ability to predict and add a country code when you are making a call while traveling abroad.

Blocked Numbers

Unknown: Enable the ability to block calls from unidentified callers.

You will not receive any calls or text messages from the blocked numbers.

If you wish to add a number to be blocked, tap **Add a number**. Enter the number to be blocked and tap **Block**. The number will then be blocked, and you will not receive any calls or messages from that number.

Calling Accounts*

SETTINGS

Tap on your carrier's name. From here you can:

- Fixed dialing numbers
- Activate Wi-Fi calling when the mobile network is not available.
- Activate video calling
- Set calls to auto-answer between 3 and 30 seconds.
- Boost the speaker during a phone call.
- IMS Settings
- Set Call Forwarding
    - Always forward
    - When busy
    - When unanswered
    - When unreachable
- Call Barring
    - All outgoing
    - Outgoing international
    - Outgoing international roaming
    - All incoming
    - Incoming international
    - Deactivate all
    - Change password
- Additional Settings
    - Caller ID

- Network default
- Hide number
- Show number
- Call Waiting
    - Enable to disable being alerted during a call when you receive an incoming call.

**These are network-related features. Menu options will only be visible based on your provider's network offerings.*

Display Options

From here, you can set how your contacts are displayed in the address book.

- **Sort by:** Use this to sort your address book by first name or last name.
- **Name format:** Use this to sort your address book by first name first or last name first.
- **Choose Theme:** Choose a theme from the available options.

Quick Responses

Four quick responses are available here for use in responding to SMS or MMS messages. Each of these can be edited. Tap the response and edit as you desire.

Sounds and Vibrations

This submenu allows you to adjust volume levels for your media, in-call volume, ring volume, notification volume, and alarm volume.

Do Not Disturb

You can turn Do Not Disturb on or off, and from here you can also

identify specific people, applications, alarms & sounds, reminders, and calendar events that can override the Do Not Disturb mode.

You can activate a Do Not Disturb schedule and specify which events can be included in Do Not Disturb management.

What can interrupt Do Not Disturb

People:

- Choose the types of Messages that will be allowed.
- Choose the types of Calls that will be allowed.

Apps:

Select apps that will be allowed to interrupt.

Alarms & other interruptions

Select if alarms, media sound, touch sounds, reminders, or calendar events should be allowed to interrupt.

General

Schedules:

- **Sleeping***: Set a schedule to automatically enable Do Not Disturb.
- **Event***: Enable the feature if you do not want to be interrupted during calendar events on your calendar.

*Customize this activity's Do Not Disturb behavior by either using default settings or creating a custom setting.

Duration for Quick Settings

Determine the duration of your quick settings. Choose between Until you turn it off, For 1 hour, or Ask every time.

Display options for hidden notifications

Determine how your options for hidden notifications are when Do Not Disturb is on:

- You will see notifications on your screen but no sound,
- You won't see or hear notifications, or
- You can set custom settings based on when the screen is off or on

Phone Ringtone
Use this submenu to set the preferred ringtone for incoming calls.

Live Caption
Live Caption detects speech on your device and automatically generates captions. Settings allow you to choose languages, suggest detected languages, set your caption preferences, hide profanity, display sound labels, and adjust volume control. For additional details, please refer to **Settings > Sound & Vibrations > Live Caption.**

Media

- **Pin media player:** Enable this feature to quickly resume playback as the media player will stay open in the Quick Settings Panel.
- **Show media on lock screen:** Enable this feature to quickly resume playback as the media player will stay open in the Quick Settings Panel.
- **Show media recommendations:** Based on your activity, recommendations will be displayed for your consideration.

Vibration & Haptics
You can enable ring vibration, set the device to vibrate first then ring gradually, set your notifications & alarms to vibrate, and enable touch feedback and media vibration.

Shortcut To Prevent Ringing

Enabling this feature allows you to vibrate or mute the ringing when you press the volume up and power buttons together.

Default Notification Sound

Select the default sound for notifications that are received by your device.

Default Alarm Sound

Select the default sound for alarms that will play when an alarm is activated.

Dial Pad Tones

Enable this, and tones will be played when dial pad buttons are pressed.

Screen Locking Sound

Enable this for a sound to be played when the screen is locked

Charging Sounds And Vibration

Enable this for sound/vibration to be played when the device goes into charging mode.

Tap & Click Sounds

Choose whether or not you want to hear the tap and clicking sounds as you interact with your phone.

Always Show Icon When In Vibrate Mode

Choose whether or not you want to see the vibrate mode icon ( ) in the navigation bar.

Voicemail

From this submenu, you can change various settings for voicemail sounds & notifications.

- **Pop on screen**: When the device is unlocked, show notifications as a banner across the top of the screen.
- **Sound:** The Default notification sound is selected. You can select any other sound from the list.
- **Vibrate:** Turn **On** to get the vibration when a voicemail is received.
- **Show notification dot:** Turn **On** the toggle button to show a notification dot when a voicemail is received.
- **Override Do Not Disturb:** Turn **On** this option when notifications continue to interrupt when Do Not Disturb is set to Priority only.

SENDING MESSAGES & EMAILS

SMS and MMS are convenient means of communication. You can send a text message to other people via SMS service. MMS allows you to send messages by including multimedia content such as pictures, audio files, video files, and so on.

You can use the Messages app on your phone to send SMS and MMS messages to other mobile phones or any other equipment that can receive SMS and MMS.

An active mobile data connection is required to send an MMS.
From the Home screen, swipe up to access the App screen, and tap Messages ( ).

Sending SMS/MMS Message

You can send SMS and MMS messages to contacts in your phonebook and to numbers that are not present in the phonebook.

1. From the **Messages** app screen, tap **Start chat** button.
2. Enter the contact name or the phone number in the To field. When entering letters, contacts that start with and contain the entered letters are displayed. Scroll down to select the desired contact.
3. Type the message in the **Text message** field. When you add an attachment, the message automatically converts to a multimedia message.
4. Add an attachment option

   Multimedia: You can add any multimedia attachment up to a size of <=1 MB*. To add an attachment,

   i. Tap the Attach (⊕) icon.

   ii. In the next step, select the attachment type from the options: emoji, Location, Contact, or Attach file.

iii. Select the multimedia file to be attached.
**file size may vary based on carrier requirements.*

Photo: You can add a previously captured photo or take a photo

i. Tap the camera ( ) icon.

ii. In the next step, take a photo by tapping on the gray circle, or tap on an existing photo(s) to share.

5. To send your message, Tap on the send ( ) icon on the right side of the text message field.

Deleting Messages

To delete a message, click on the message you wish to delete.

1. Tap the options icon ( ) and tap **delete**. A pop-up message will appear.
2. Tap **delete** to delete the message.

NOTE: Once deleted, items cannot be recovered or undeleted.

Setting Up Gmail Accounts

Setting up your Gmail account(s) will allow you to access your email and email services.

To add a Google account to your device:

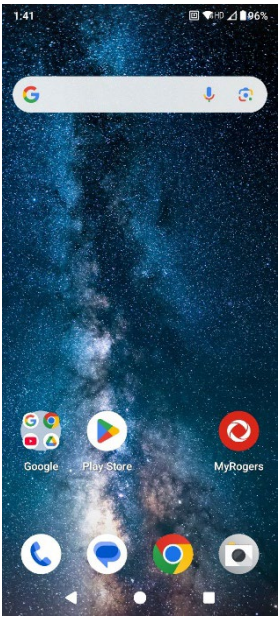
1. From the Home screen, tap the Google application.
2. Tap the screen above Recommended and All Services.
3. Click ADD ANOTHER ACCOUNT.

MyRogers App

The **MyRogers** app is a mobile application that allows Rogers customers to manage their accounts and services. It allows users to pay bills, track data usage, set data alerts, and access account details securely.

Here's a more detailed look at the app's features:

- **Account Management:** You can view your account details, plan information, and account balance.
- **Billing and Payments:** The app allows you to view your bills, make payments, and set up automatic payments.
- **Data Usage:** You can monitor your data usage in real-time, set data alerts, and even top up data if needed.
- **Service Management:** The app allows you to pause data access for specific lines and manage your family's data usage.
- **Account Security:** The app provides secure login and access to your account information.



NOTE: ROGERS XP Pro handsets have their cellular bands B48 (LTE) and N48 (5G NR) disabled. The vast majority of customers will not be impacted.

Sonim Scout

The Sonim Scout app is a solution that enables users to register with Sonim and utilize several key enterprise features.

A Sonim Cloud account is required to fully utilize Scout capabilities. For more information, visit https://www.sonimcloud.com.

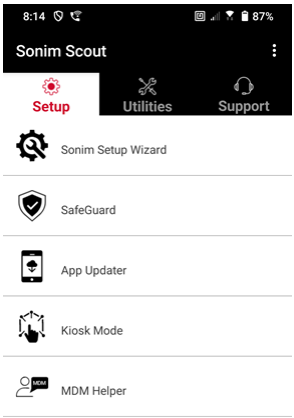
To access Sonim Scout, from the **Home** screen, swipe up to access App screen, scroll to and tap **Sonim Scout** ( ).

NOTE: The initial launch of the app will require acceptance of the Terms and Conditions and End User License Agreement.

SETUP

The **Setup** tab consists of the following features:

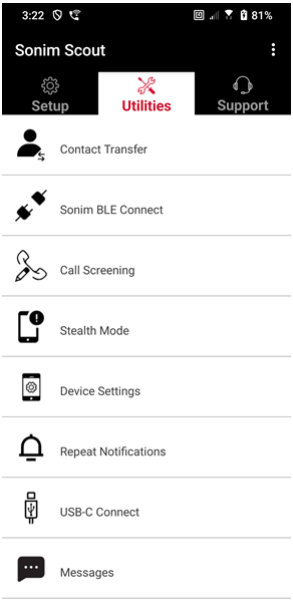
- Sonim Setup Wizard
- SafeGuard
- App Updater
- Kiosk Mode
- MDM Helper



UTILITIES

The **Utilities** tab consists of the following features:

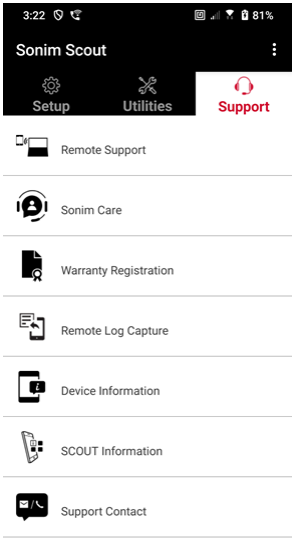
- Contact Transfer
- Sonim BLE Connect
- Call Screening
- Stealth Mode
- Device Settings
- Repeat Notifications
- USB C Connect
- Messages



SUPPORT

The **Support** tab consists of the following features:

- Remote Support
- Sonim Care
- Warranty Registration
- Remote Log Capture
- Device Information
- SCOUT Information
- Support Contact



USING APPLICATIONS

Camera

The Sonim XP Pro features a 50MP main camera, a 13MP ultra-wide camera, a 2MP micro camera, and a 16MP front camera with fixed focus for capturing images. Saved pictures can be accessed via either the Photos app or by clicking the gallery button on the lower left corner of the screen.

From the Home screen, swipe up to access the Applications screen, and then tap the Camera icon.

- **Camera mode:** Tap the soft key in the bottom center of the screen to take a photo. Use the Volume Up and Volume Down keys as alternative keys for capturing pictures.
- **Continuous Shot mode:** Press and hold the Volume Up or Volume Down key to activate Continuous Shot mode, which captures up to 20 pictures in rapid succession. Releasing the button at any point during the long press will end the continuous mode shooting.

When you activate the camera, you will see a series of options along the lower edge of the screen above the camera soft key. These options are:

Pro

Several professional settings are provided for you to manually adjust parameters for picture-taking. You have the capability to adjust any of the following:

- Manual focus
- ISO
- Shutter speed
- Exposure
- White Balance
- Auto focus

Night
This mode reduces noise and sharpens details for low-light photography. Keep your phone still when taking photos.

Video
You will have access to Beauty & Filter settings, as well as an Auto Zoom setting (0.6x, 1x, or 2x).

Photo
You will have access to Beauty & Filter settings, as well as an Auto Zoom setting (0.6x, 1x, or 2x).

Portrait
For best "bokeh" (or blur) effects, keep a distance of 0.5-1.5 meters between your phone and the subject.

50M and More

- Panorama
- AR Sticker
- Watermark
- Time-lapse
- QR Code
- Macro

Just below these "modes," there are three buttons that support your photo/video efforts.

Gallery soft key is the soft button on the left side of the screen. This will give you access to all of your photos and videos taken from your device.

Camera Soft key is the button you use to take a picture or to start and stop a video.

Mirror Soft key is the button used to turn the front camera around, allowing you to take a selfie. This feature does not work with the rear camera.

Utilize the following features when in Camera mode. These are the icons along the top of the screen when in Camera mode.

NOTE: These descriptions are for the camera installed on the Sonim XP Pro. If you are using a different camera, these descriptors could be different.

These icons are seen at the top of the screen from left to right:

FLASH: Tap on the Flash icon to activate or deactivate the flash. If the flash icon is orange in color, it is activated; if the icon has a slash through it, the flash is deactivated; if the icon has a small “a” in the bottom right of the icon, then it is in Automatic mode.

HDR (High Dynamic Range): Tap on the HDR icon to activate or deactivate the feature. If the HDR icon is orange in color, it is activated; if the icon has a slash through it, the flash is deactivated; if the icon has a small “a” in the bottom right of the icon, then it is in Automatic mode.

AI: Tap the AI icon to activate or deactivate auto scene detection.

Google Lens: Tap on the Google Lens icon to activate Google Lens. When active, use your camera to snap a picture, and Google will provide a description (where available) of the image in your shot.

MOTION PLAY

Enable or disable this Google Camera feature to capture photos with creative blur effects.

SETTINGS

Picture Size: Ability to adjust the size while in **Pro** or **Photo** modes.

- 1.2MP (1:1)
- 13MP (4:3)
- 8MP (16:9)
- 7MP (Full screen)

Shutter Sound: It can be turned on or off.

QR Code recognition

Geotagging: When enabled, it records coordinates where pictures are taken. Details can be found in the picture details.

Camera Screen Brightness:

- Minimum brightness
- Normal
- Maximum brightness

Volume Key Functions: While the default is to capture a shot, including Continuous Shot mode, you can set the volume key to operate as follows when the camera is engaged:

- Volume
- Capture
- Zoom

Self-Timer: Can set the self-timer to any of the following options:

- Off
- 3 seconds
- 5 seconds
- 10 seconds
- 15 seconds

Touch Shot: Enabling this feature allows you to capture a photo by simply touching anywhere on the touchscreen.

NOTE: This does NOT work when in video mode.

Face Detection: Enable this feature to automatically detect and track a face, keeping it in focus as you move the camera.

Watermark: This Google Camera feature allows you to create a time watermark, a device watermark, and/or a location watermark.

To create a custom watermark, select **device watermark**. This custom watermark can contain up to 16 characters, including letters, numbers, and special characters.

NOTE: Emojis cannot be used as part of your custom watermark.

Grid: Enable this feature to overlay a grid on the screen, helping you align your image before taking a photo or video.

Video: Ability to adjust the video parameters while in the **video** mode.

- Video frame rate: Select 30FPS or 60FPS.
- Video quality: Select High, Medium, or Low.

Smile capture: Turn on this feature to snap a photo whenever the camera detects a smile, while in the **Photo** mode.

Advanced Features:

- **Anti-Flicker:** Select from Auto, Off, 50 Hz, or 60 Hz settings.
- **Correct ultra-wide angle distortion:** Enable or disable.

Restore Default Settings: This option resets all settings to their factory default values.

Calendar

The Calendar helps you to set up appointments, schedule reminders and alerts and repeat them as required. You can also view your saved tasks on a daily or weekly basis.

To access your calendar:

1. From the App screen, tap Calendar ( ).
2. From the home calendar screen, you can change your view by clicking the three lines ( )on the top left side of the screen. Here, you can display:
    - Schedule
    - Day
    - 3 Days
    - Week
    - Month

To schedule an event or a task, tap the "+" button on the lower right side of the screen, and then tap either Task or Event and follow the prompts.

To view events on your calendar, ensure they are selected to be displayed. Go to Settings by clicking on the three lines in the upper left-hand corner of your device. Scroll to the bottom and tap Settings. Follow the prompts based on what activities and calendars you would like synced to your phone.

Calculator

The default calculator in this phone is designed to perform simple mathematical calculations.

1. To access the calculator, from the App screen, tap Calculator.
2. To enter numbers, tap the respective numeric soft keys.
3. To perform your calculations, touch the respective operation soft keys on the screen.

For more mathematical operators, tap the “v” soft key above the division soft key on the right side of the screen.

Within the Calculator app, there is a Settings menu. From here, you can gain access to:

- History: you can get a list of previous calculations you have performed on the device.
- Choose theme: you can choose a light, dark or system default theme.
- You can access Google’s Privacy Policy as well as send Google feedback on their application and access the Google help menu.

Clock

To access the Clock, from the App screen, scroll to and tap **Clock**. The following features are available:

Alarm

- To schedule a new Alarm, tap the “+” button and set the specific time of your alarm.
- You can then add a label, select the frequency of the alarm, set the tone, whether you want it to vibrate, whether you wish to add this alarm to your Google Assistant Routine, or delete the alarm.

Clock

- The clock automatically displays the current time for your location by using data from the nearest connected cell tower.
- To check the time in other cities around the world, tap the "+" button and start typing the first few letters of a city's name. A list of city options will appear based on your input. Select the cities you want, and they will be added to the Clock screen for easy viewing.
- If you want to remove a city from the Clock screen, swipe left on the city name, and it will be deleted.

Timer

- Set the desired timer and press the round **Play** key at the bottom center of your screen.
- You will then be able to pause, add 1 minute to the timer, or create another timer. You can add as many timers as you like.

Stopwatch

To start the Stopwatch, press the play button on your screen. You have options to restart (left soft key) or create a split (right soft key)

Bedtime

Setting Up Your Sleep Routine.

- Set a Regular Wake-Up Alarm
  - Choose a consistent wake-up time to start your day.
  - If you prefer a gentler wake-up, enable the **Sunrise Alarm** feature. This gradually brightens your screen before the alarm activates.
- Customize Alarm Settings
  - Select a preferred alarm tone to wake up to.

- Enable or disable vibration based on your preference.
- Add the alarm to your **Google Assistant Routine** to seamlessly integrate it with your daily tasks.

- Set Up Bedtime Notifications
  - Configure a consistent bedtime to help you develop a healthy sleep pattern.
  - Enable **Bedtime Notifications** to remind you to prepare for sleep. You can choose when to receive notifications—15 minutes, 30 minutes, 45 minutes, or 1 hour before your set bedtime. You can also disable notifications if you prefer no reminders.
- Enable Bedtime Mode
  - Turn on **Bedtime Mode** to minimize distractions and create a sleep-friendly environment. When enabled:
    - Your phone will automatically silence notifications.
    - The wallpaper will dim.
    - The display will switch to black and white to reduce screen stimulation.
  - You can customize Bedtime Mode to allow specific people, alarms, or notifications to bypass these settings for essential communication.
- Additional Tips for Better Sleep
  - Disconnect from your device as you approach bedtime.
  - Listen to soothing sounds to relax and prepare for a restful night.

To access Clock settings directly from the Clock application, tap the 3 dots in the upper right-hand corner of your screen.

The following tools are available:

Screensaver: You will enable the screensaver when you access this screen.

Settings:

- Clock Settings:
    - Style: Digital or Analog
    - Display time with seconds: on or off
    - Automatic home clock: Enabling this feature allows you to have a 2nd clock for when you are traveling in an area outside of your home time zone, displaying the correct time at your home.
    - Home time zone: Use this to set your official home time zone
    - Change date & time: Use this to manually adjust the date & time.

ALARM SETTINGS

Silence after: Set the time to cancel the alarm sound after a specific duration. Options are:

- 1 minute
- 5 minutes
- 10 minutes
- 15 minutes
- 20 minutes
- 25 minutes, or
- Never

Snooze after: This allows you to set the time to snooze after you have silenced your alarm. Options are from 1 minute to 30 minutes.

You can also:

- Adjust the volume of your alarm
- Gradually increase the volume of your alarm from 5 seconds to 60 seconds (in 5-second increments)
- Set the volume buttons, when tied to an alarm, to control volume, snooze, stop the alarm, or do nothing.
- Set what day of the week your calendar starts. Options are Sunday, Friday, Saturday, or Monday.

TIMER SETTINGS

You can customize the timer:

- Select the sound used by the Timer, or add your own sound.
- Gradually increase the sound of your timer counter from 5 seconds to 60 seconds (in 5-second increments).
- Enable or disable the Timer vibrate feature.

Screen Saver

You can customize the screen saver:

- Set a digital or analog screen saver
- Activate Night Mode to decrease the display to a very dim display to decrease the impact on your eyes in dark rooms.

Privacy Policy

This will take you to the Google Privacy Policy.

Help

This will take you to the Google Help resources. Popular topics will be listed on the main screen; however, you can use the search window to search the entire Google help database.

Send feedback

This link will allow you to provide feedback directly to Google.

Sound Recorder

You can record voice memos using the device's sound recorder.

1. To access the sound recorder, from the **App** screen, tap **Sound Recorder.**
2. To record an audio file, tap the red record button located in the bottom center of the screen.
3. To STOP the recording, press the STOP soft key on the bottom left side of the screen.
4. To PAUSE the recording, press the PAUSE soft key in the bottom center of the screen.

Once you have stopped the recording, you will be prompted to save the recording with a file name. You can use the prepopulated file name or create one of your own.

- Press SAVE when you have named the file.
- Once you have saved audio files to the device, you will see the MENU soft key brighten (it is dark and inactive on the screen when no audio files are present). Press this to see the list of audio files saved to your device, and you can tap any of the files for it to play for you.

Sound Recorder Settings Menu: view specific attributes to the sound recordings or set custom values such as BitRates, Sample Rate, Channel, and Codec by tapping the check box next to Custom Settings in the upper left corner of the screen.

Files

Files stored on your phone (i.e., photos, videos, screenshots, recordings, documents, etc.) can be viewed, edited, deleted, and shared through Files. If you are using an external storage SD card, you can also manage those files from your device.

From the **App** screen, tap **Files.** You will see:

- **Recent** files are listed and grouped at the top of the screen.
- Collections include files you have marked as Favorites (Starred) and a Safe Folder.
- **Categories** of files appear below the Recent files. These include:
    - Downloads
    - Images
    - Videos
    - Audio
    - Documents
    - Apps
- **Collections** include files you have marked as Favorites (Starred) and a Safe Folder.

IMPORTANT: Files stored in the Safe Folder are protected by a lock (either PIN or Pattern). If you forget this lock (password), there is no way to recover it, and these files will be lost. **Please protect your lock code. Neither Google nor Sonim can recover this lock code for you or reset it without a factory reset, which would delete all folders within this Safe Folder.**

- **All Storage** devices appear at the bottom of the screen, which includes internal storage and other storage options.

ADDITIONAL BATTERY INFORMATION

Battery Usage

Your Sonim XP Pro phone has a non-removable battery. If you have any battery-related questions, please contact the Sonim Customer Experience Center at 1-833-MY-SONIM (1-833-697-6646) or email us at support@sonimtech.com.

- Use only a Sonim XP Pro (X800) certified battery that is designed for this phone model.
- (BAT-05000-21S) is designed for this phone model.
- The use of other batteries may cause permanent damage to your device, thus voiding the warranty.
- It is recommended to protect the phone and battery from extreme temperature environments and moisture.

NOTE: If you Force Stop an application, it may affect not only the overall performance of that application but also the device's performance.

If you notice any issues with device performance, power cycle the device.

Tips to Extend the Battery Life

Follow these tips to extend your phone's battery life.

- If you are not using Wi-Fi, Bluetooth, or GPS, use **Settings** to turn them off. The GPS setting is located in **Settings > Location**.
- Set screen brightness to Low and set a shorter Sleep timeout (15 seconds). The display settings are located in **Settings > Display**.
- If you are traveling and do not have access to mobile data or Wi-Fi network, switch to **Airplane mode**.
  Select **Airplane mode** from Quick Settings.

NOTE: Once the battery is fully charged, no further charging power is supplied to it unless the charge level drops below 95% of its maximum charge capacity.

NOTE: The XP Pro also supports Wireless Charging. For optimal charging, use a wireless charger that supports a minimum output of 15W.

Verifying And Optimizing Battery Usage

The current battery level (charging or not charging) is displayed on the top of the screen. You can check the battery usage status, and to optimize your battery life, you may choose to close applications.

From the Home screen, swipe up to access the App screen.
Tap on **Settings (**) **> Battery (**). Tap on **Battery Usage** to view the battery level over time since you last charged the device, how long you have been running on battery power, and approximately how much battery life you have left.

The list at the bottom of the screen shows the breakdown of battery usage for individual apps and services. Touch any listed items for more details. The details screen for some apps includes buttons that allow you to adjust settings affecting power usage or stop the application completely.

Storing Your Phone and Battery

If you plan to store your phone (which includes the non-removable battery) for an extended time, please follow the recommendations below to ensure long battery life and minimize battery self-discharge:

- Charge your battery to a level between 40% and 80%.
- Protect the battery terminals to avoid discoloration and potential short circuits with other battery terminals.
- Store the phone in a dry, cool environment that is free from vibration.
- If you use a climate-controlled storage location, set the temperature to 59°F to 77°F (15°C to 25°C) and keep the relative humidity ≤85% RH.
- Recharge the battery once every 6 months using the original Sonim wall charger and charging cable.

WARNING! Do not replace an embedded (non-removable) battery pack. Improper replacement may present a risk of fire, explosion, leakage, or other hazard. Contact the manufacturer for replacement.

The device recognizes the battery via battery ID.

REGULATORY INFORMATION

Safety Guidelines

Please read and understand the following safety guidelines before you use the phone. These guidelines provide details to help you operate your phone safely and comply with any applicable legal requirements regarding the use of cellular phones.

	Observe restrictions when using radio equipment at fuel depots, chemical plants, or where blasting operations are in progress.
	Electrical interference may obstruct the use of your phone. Observe restrictions in hospitals and near medical equipment.
	Switch off your cellular phone when in an aircraft. Wireless phones can cause interference or danger to an aircraft. In an aircraft, the phone can be used in Airplane mode.
	Do not expose the device to temperatures exceeding 55°C (131°F).
	Adhere to road safety laws. Do not hold/ use a phone while you are driving; find a safe place to stop first. Use hands-free microphone while you are driving.
	Avoid using the phone in close proximity to personal medical devices, such as pacemakers and hearing aids.
	Use only Sonim XP Pro approved charging equipment to charge your phone and avoid damage to your phone.

	The symbol of the crossed-out wheeled bin indicates that this product, and any enhancements marked with this symbol, cannot be disposed of as unsorted waste but must be taken to separate collection for end-of-life disposal.
	Ensure that only qualified personnel install or repair your phone.
	The Sonim XP Pro is water-resistant and can be submerged to a depth of up to 6.56 Feet (2 meters) of fresh or salt water for 1 hour. Ensure that the audio connector is closed correctly. This prevents water droplets from forming on the connectors when the phone is submerged in water. Water droplets may condense under the display cover if the phone is immersed in water with a significant temperature drop. This does not indicate water leakage. The droplets will disappear at room temperature. The Sonim XP Pro is dust-resistant, rugged, and shock-resistant. However, it is not dust-proof or unbreakable if subjected to overwhelming impact. For optimal results and extended product life, it is recommended to protect the Sonim XP Pro from salt water, dust, and strong impacts.

Avoid High Temperatures

Leaving the device in hot or cold places, such as a closed car in summer or winter conditions, reduces the battery's capacity and lifetime. For optimal results, use the device within the temperature range of -20°C to +55°C (-4°F to 131°F). A device with a hot or cold battery may not work temporarily, even when the battery is fully charged. Battery performance is particularly limited in temperatures well below freezing.

Personal Medical Devices

Mobile phones can interfere with the operation of cardiac pacemakers and other implanted medical devices. Please avoid placing your mobile phone over a pacemaker, for example, in your breast pocket. When using the mobile phone, place it at the ear opposite the pacemaker. Maintaining a minimum distance of 15 cm (6 inches) between the mobile phone and the pacemaker limits the risk of interference. If you suspect interference is occurring, immediately turn off your mobile phone. Contact your cardiologist for more information. For other medical devices, consult your physician and the device's manufacturer. Comply with instructions to switch off the device or deactivate the RF transmitter when required, especially when posted in hospitals and airplanes. Equipment used in these places may be sensitive to radio waves emitted by the device and may adversely affect its operation. Also, observe restrictions at gas stations or other areas with flammable atmospheres or when close to electro-explosive devices.

Child Safety

Do not allow children to play with your mobile phone or its accessories. Keep it out of their reach. They could hurt themselves or others, or could accidentally damage the mobile phone or accessories. Your mobile phone and its accessories may contain small parts that could detach and create a choking hazard.

Emergency Calls

Mobile phones operate using radio signals, which cannot guarantee a connection under all conditions. Therefore, you should never rely solely on any mobile phone for essential communications, such as medical emergencies.

Emergency calls may not be possible in all areas, on all cellular networks, or when certain network services and/ or mobile phone features are in use. Check with your local service provider.

Protecting Your Personal Information

Your device can store personal information in various locations, including a SIM card, eSIM, memory card, and built-in memory. Be sure to remove or clear all personal information (perform a Factory Reset) before recycling, returning, or giving away your device. Choose your third-party apps and updates carefully, and install them only from trusted sources. Some apps can impact your product's performance and/or have access to private information, including account details, call data, location details, and network resources.

Check with local electronic retailers to see if they offer in-store recycling options.

Battery Safety Warnings

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or re-manufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery with a charging system that the system has qualified according to the CTIA Certification Requirements for Battery Systems Compliant with IEEE 1725. Using an unqualified battery or charger may pose a risk of fire, explosion, leakage, or other hazards.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Promptly dispose of used batteries in accordance with local regulations
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.

Charging Safety Warning

Risk of electrical shock. Dry location use only.

Hearing Aid Compatibility (HAC)

2019 REGULATIONS FOR MOBILE PHONES

This phone is hearing aid compatible as determined by ANSI C63.19-2019.

This phone has been tested and certified for use with hearing aids for some of the wireless technologies that it uses. However, some newer wireless technologies used in this phone may not have been tested yet for compatibility with hearing aids. It is important to thoroughly test the various features of this phone in different locations, using your hearing aid or cochlear implant, to determine if you experience any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, please consult your service provider or contact the retailer directly.

The ANSI C63.19-2019 standard does not use the M/T rating system for showing the hearing aid compatibility with the phone that older version of the standard used; instead, the 2019 version of the standard uses the conversational gains for the phone's hearing aid compatible capabilities.

The volume control performance has been evaluated according to ANSI C63.19-2019 and waiver DA-23-914. The lowest conversational gain is 6.74 dB with a hearing aid, and 11.82 dB without a hearing aid.

GUIDELINE FOR HEADPHONE AND EARPHONE

To prevent possible hearing damage, please do not listen at high volume levels for long periods.

RF Exposure Information (SAR)

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for a wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/ kg. *Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels, using only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

- When tested for use at the head, it is 1.19 W/kg
- When worn on the body and hotspot, as described in this user guide, it is 1.13 W/kg (Body-worn measurements differ among device models, depending upon available accessories and FCC requirements.)

While there may be differences between the SAR levels of various devices and at multiple positions, they all meet the government's requirements.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information for this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid, after searching for FCC ID**: WYPS1003.**

For body-worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and can be positioned a minimum of 10 mm from the body. When the device is set to hotspot mode, please use it at least 10 mm away from your body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Federal Communication Commission Interference Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. 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 with the dealer or an experienced radio or TV technician for assistance.

FCC Caution

- Any Changes or modifications not expressly approved by the party responsible for compliance could void the user‘s authority to operate the equipment.
- The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- The country code selection is for the non-US model only and is not available to all US models. Per FCC regulation, all Wi-Fi products marketed in the US must be configured to operate on US-specific channels only.

Radiation Exposure Statement

The product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual. Further reduction in RF exposure can be achieved if the product is kept as far as possible from the user's body or if the device can be set to lower output power, if such a function is available.

Additional Statement for Phones

This device has been tested for compliance with IC SAR values at a typical operating position near the body. To ensure that RF exposure levels are below the levels tested, use accessories with this equipment to maintain a minimum separation distance of 1.0 cm between the body of the user and the device. These accessories should not contain metallic components. It is possible that the accessories used close to the body that do not meet these requirements are not consistent with the SAR limits, and it is advisable to avoid using them.

Caution

1. The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
2. The maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the EIRP Limit.
3. The maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the EIRP. Limits specified for point-to-point and non point-to- point operation as appropriate.
4. Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.
5. **WIFI 6G (5.925-7.125 GHz) can't be used in the following situation:**
    - **Devices shall not be used for control of or communications with unmanned aircraft systems.**
    - **Devices shall not be used on oil platforms.**
    - **Devices shall not be used on aircraft, except for the**

low-power indoor access points, indoor subordinate devices, low-power client devices, and very low-power devices operating in the 5925-6425 MHz band, that may be used on large aircraft as defined in the Canadian Aviation Regulations, while flying above 3,048 metres (10,000 feet).

- Devices shall not be used on automobiles.
- Devices shall not be used on trains.
- Devices shall not be used on maritime vessels.
- Client devices shall not be capable of initiating a network.
- Devices shall not connect directly to another standard client device or low-power client device.
- Devices may transmit brief messages to an access point after detecting a signal confirming that the access point is operating on a particular frequency in order to join the access point's network.

Conditions of Acceptability

The mobile phone shall only be charged in a safe area using a charger approved as SELV or Class 2 equipment against CAN/CSA C22.2 No. 62368-1 and ANSI/UL 62368-1 or equivalent standard as defined in the Canadian Electrical Code C22.1, Section 16-200 and/or National Electrical Code (NFPA 70), article 725.121.

The maximum charging voltage and current from the charger shall not exceed 9V DC and 2A. The ambient temperature during charging should be between 0°C and 40°C (32°F and 104°F).

Mobile phone, model: X800 has been certified with the use of battery: BAT-05000-21S (from Shenzhen Aerospace Electronic Co., Ltd.) only. No other types have been tested as part of this evaluation.

ISED Compliance Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) L'appareil ne doit pas produire de brouillage;
(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC SAR Statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. The end user must follow the specific operating instructions to satisfy RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body & head.

These requirements set a SAR limit of 4 W/kg averaged over ten grams of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the limbs.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur final doit suivre les instructions d'utilisation spécifiques pour satisfaire la conformité à l'exposition RF. Cet émetteur ne doit pas être co-situé ou fonctionner conjointement avec une autre antenne ou émetteur.

L'appareil portable est conçu pour répondre aux exigences d'exposition aux ondes radio établies par l'ISED. Ces exigences fixent une limite de SAR de 1,6 W/kg en moyenne sur un gramme de tissu. La valeur SAR la plus élevée déclarée en vertu de cette norme lors de la certification du produit pour une utilisation lorsqu'elle est portée correctement sur le corps et la tête.

Ces exigences fixent une limite de SAR de 4 W/kg en moyenne sur dix grammes de tissu. La valeur SAR la plus élevée déclarée en vertu de cette norme lors de la certification du produit pour une utilisation lorsqu'elle est correctement portée sur les membres.

Hazardous Location Usage

- It is not allowed to connect any external devices to all ports/ interface (USB) in a hazardous area.
- Explosion hazard - the battery can only be charged in non-hazardous location.
- Do not connect or disconnect through the USB port when energized, unless the location is known to be non-hazardous

Do not operate the device in an environment that might be susceptible to radio interference, resulting in danger.[3] Specifically:

Areas Prohibited By Law

Follow any special rules and regulations and obey all signs and notices. Always turn off the device when instructed or suspect it might cause interference or danger.

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device MUST BE POWERED OFF. Your device can transmit signals that could interfere with this equipment. Some airlines may permit the use of devices while the aircraft is on the ground. When using your device on an airplane, follow the airline's instructions and either power your device off or put it in Airplane Mode as directed. When the aircraft is in the air, your device MUST be powered off or placed in Airplane Mode. Your device can transmit signals that could interfere with various onboard systems.

[3] U.S. Food and Drug Administration. "Magnets in Cell Phones and Smart Watches May Affect Pacemakers and Other Implanted Medical Devices." Last modified May 13, 2021. https://www.fda.gov/radiation-emitting-products/cell-phones/magnets-cell-phones-and-smart-watches-may-affect-pacemakers-and-other-implanted-medical-devices. Federal Communications Commission. "Wireless Devices and Health Concerns." Last modified November 4, 2020. https://www.fcc.gov/consumers/guides/wireless-devices-and-health-concerns.

CHARGING SAFETY WARNING

The equipment shall only be charged when in the non-hazardous area using a charger specifically supplied for use with the unit's USB cable and AC charger 1-CHUSQ302-097, which is a CTIA-certified adapter.

CSA Standard

CAN/CSAC22.2No.213-17+UPD 1(2018) +UPD 2 (2019) +UPD 3(2021) (R2022)

CSA C22.2 No.62368-1-19

ANSI/UL 121201-2021, 9th Edition

ANSI/UL 62368-1, 3rd Edition

Certification

cCSAus	CSA Certificate No. 80223543
	Class I, Division 2, Groups A, B, C, and D, T4
	Class II, Division 2, Groups F and G.
	Class III, Division 2