sonim®

XP3plus 5G

USER GUIDE

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GENERAL INFORMATION

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MANUFACTURER'S ADDRESS

4445 Eastgate Mall, Suite 200,
San Diego, CA 92121, USA
Tel: 1-650-378-8100

WARRANTY

Sonim devices are covered by a 3-Year comprehensive warranty. The battery is covered by a 1-year limited warranty.

Congratulations on the purchase of a Sonim XP3plus 5G (X320) mobile phone! This phone has an intuitive feature-rich user interface, which allows you to make the best use of offered functions.

PHONE MODELS COVERED

This user guide covers Sonim XP3plus 5G phone with the model number X320.

SONIM SUPPORT INFORMATION

Web: sonimtech.com

Email: support@sonimtech.com

SonimCare for General Support:

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

24 hours a day, Monday-Friday

9am-6pm ET, Saturday & Sunday

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GETTING STARTED

WHAT IS IN THE BOX?

The list of items in the Sonim XP3plus 5G phone box are:

- Sonim XP3plus 5G
- Battery
- Wall Charger
- USB-C Cable
- Screwdriver
- Battery Cover
- Quick Start Guide

PHONE SPECIFICATIONS

FEATURE	DESCRIPTION
Chipset	Qualcomm SM4450 SA+NSA 4RX
Band	UMTS: B1/2/4/5/8
	LTE: B1/2/3/4/5/7/8/12/13/14/20/25 /26/28/38/41/42/43/48/66/71
	5G: n2/n5/n7/n14/n25/n28/n38/ n41/n48/n66/n71/n77/n78
Wi-Fi	Dual band, 802.11 a/b/g/n/ac with hotspot function excluding Wi-Fi 5G band 2/3
Memory	32GB eMMC + 4GB LPDDR, Micro SD
Languages Supported	English, Spanish, Canadian French, Korean, Traditional Chinese, Simplified Chinese
Battery	Removable Li-ion battery, 3.85V, 3000mAh
CONNECTIVITY	
Bluetooth	BT5.0/BLE (Low Energy)
SMS/MMS	Support SMS and MMS
GPS	GPS/aGPS, Galileo
PHYSICAL CHARACTERISTICS	
Ambient Temperature	-20°C to +55°C (-4°F to 131°F)
Protection Class	IP68
Size	123mm x 60mm x 29mm
Dedicated Keys	PTT Key, Volume Keys, Emergency Key, External Dynamic Keys
Ports	USB Type C port, SecureAudio 3.5mm Connector
DISPLAY	
SIZE	Internal/External: 2.95"+1.77"
Resolution	Internal/External: 854x480/128x160
Outdoor Visibility	Yes
Capacity	262K
AUDIO	
Microphone	2 Mics with noise cancellation
Speaker	Front Speaker with smart PA, Support HD voice and wide band
MULTIMEDIA	
Audio Formats	AMR-NB, AMR-WB, AAC, AAC+, AAC+V2, MP3, V-SELP, AMR 12.65, AMR 6.6
Video Formats	3GP, MP4, AVI, MOV, MPEG-4, H.263, H.264, H-265
FM Radio	Yes
CAMERA	
Camera Version	8MP FF Rear camera, No Front camera
Non-camera Version	No Rear camera, No Front camera

All camera features are not applicable for the non-camera variant devices.

LED Torch light	Yes, also used for camera flash.

If Flash notification alert is enabled, when battery is above 20% level, you can use camera flashlight for missed events.

SIM CARD

The SIM (Subscriber Identity Module) card associates your network services (for example, phone number, data services etc.) with your phone. Choose between an eSIM or a physical 4FF SIM for network connectivity. You do not need both.

For eSIM, you can download eSIM profile by following the device setup process.

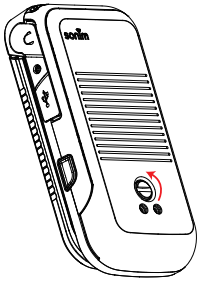
For physical SIM, refer to below instructions on how to insert a SIM card and also a micro SD card (sold separately).

Note: The device supports Dual SIM Dual Standby (DSDS), allowing you to use both an eSIM and a physical SIM simultaneously for network services.

INSERTING THE SIM CARD

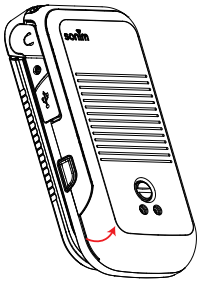
1. UNSCREW COVER

Use the included screwdriver to unscrew the battery cover screw on the back of the phone.



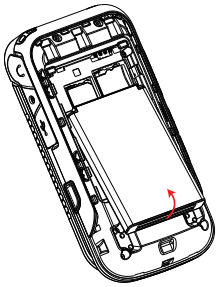
2. LIFT THE COVER

Lift the back cover to reveal the battery slot.

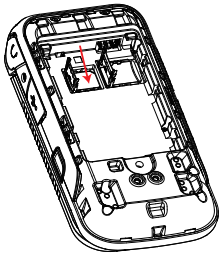


3. REMOVE THE BATTERY

After removing the back cover lift the battery from the battery compartment.



4. Open SIM card tray, insert SIM card and lock SIM card tray into the place.



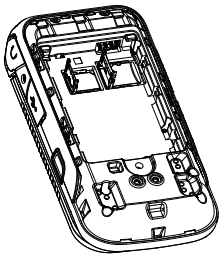
PLEASE ENSURE THAT A VALID NANO SIM CARD IS INSERTED IN YOUR PHONE.

INSERTING THE MEMORY CARD

Insert the memory card to add extra storage space for your music, pictures, videos, and more.

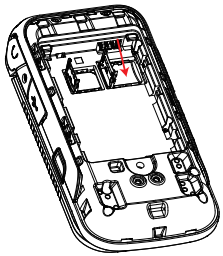
1. SLIDE THE SILVER CLIP

Slide (push forward) and lift the silver clip over the designated slot located beside the SIM card slot (as shown in the figure).



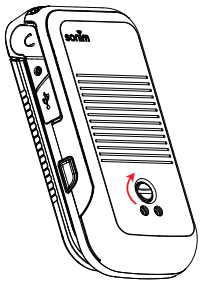
2. PLACE THE MEMORY CARD

Place the memory card in the designated slot and close the silver clip (as shown in the figure).



3. CLOSE THE BATTERY COVER

Use Sonim provided screwdriver and tighten the screw on the back cover.



MEMORY CARD IS OPTIONAL AND SOLD SEPARATELY.

USING YOUR SONIM XP3PLUS 5G DEVICE

1. Earpiece
2. Notification Bar
3. Primary Display
4. Internal Dynamic Keys
5. Loud speaker key
6. Answer/Accept Call
7. Voicemail (Press and Hold)
8. Lock Keypad (Press and Hold)
9. Primary Microphone
10. Back/Clear Key
11. End/Reject/Power On & Off (Press and Hold)
12. Navigation
13. Select
14. Text Input Mode
15. Loudspeaker
16. Lanyard notch
17. 3.5mm SecureAudio Connector
18. Emergency Button
19. USB-C Charging Port
20. Camera (camera model only)
21. Air Pressure Sensor
22. Flashlight
23. Second Microphone
24. Secondary Display
25. External Dynamic Key
26. Call Log Button
27. PTT Button
28. Volume Up/Down
29. Memory Card Slot
30. SIM Card Slot
31. Battery Cover
32. Battery Cover Screw
33. Charging Pins

SET UP YOUR PHONE

Press and hold **Power On/Off** key for 2 seconds to turn your phone on.

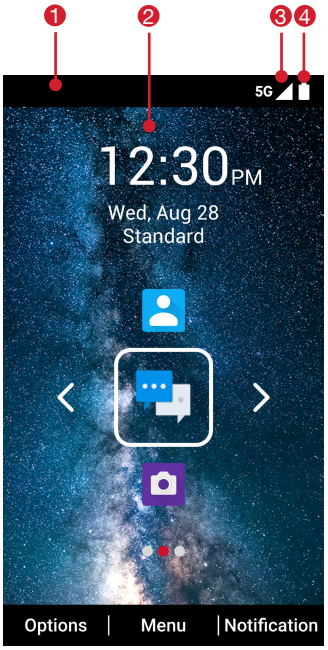
Once your phone has been switched on, the Setup Wizard will appear to guide you through the basic settings on your device.

You will be prompted to select the language you want to use, set up your Wi-Fi connection, download and install eSIM when there is no pSIM inserted, set date and time, and more.

Follow the instructions to finish your phone setup.

MANAGING HOME SCREEN

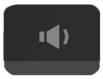
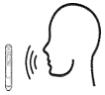
After you complete the phone setup, the home screen is displayed. The home screen is the beginning point to access all of the device's features.



1. Notification Bar
2. Home Screen
3. Signal Strength Bar
4. Battery Indicator

KEY DESCRIPTION

The navigation keys are located below the display screen.

ICONS	DESCRIPTION
	Back: Opens the previous screens in the working sequence until the home screen is displayed. Once the home screen is displayed, it remains there even when you press the back key. Back key also works as delete key for the text input field.
 	**Speaker:** You can place the call on speaker and this icon is enabled only when call is on the speaker. For better results in a noisy environment, hold the device 15-20cm (6-8 inches) from your mouth while speaking on speaker mode.

Do not cover the microphone as it may compromise the audio quality.

The **Notifications** on the top of the display screen provide details about various notifications such as missed calls, new messages and missed alarms.

The **System Icons** on the right display the current device status such as wireless and network connection strength and battery level.

EXTERNAL DISPLAY

The Sonim XP3plus 5G device is a flip open/close with a limited area for external or secondary display.

FUNCTIONALITIES THROUGH EXTERNAL DISPLAY

The following functionalities are performed through External display:

1. Press **Right External Dynamic** key and then **Volume Down** key to unlock the device. You can also change unlock pattern or turn off via **Settings > Security > External screen keyguard**.
   When device is unlocked, you can access **Call log** via **Left External Dynamic** key and change profile via **Right External Dynamic** key.
2. Press **Call log** key to view the call history.
   You can also change profile for **Sounds** from **Standard** to **Outdoor**, **Meeting** and **Silence**.
   For more information, refer to "Sound & vibration Settings" on page 22.
   With flip closed, you can accept or reject calls, view incoming new messages, dismiss alarms.
3. You can disable External Dynamic Key function via **Settings > Accessibility > External soft keys.** You can receive or reject the call without opening the flip.

The following information is displayed on the external display screen:

- SIM signal status
- Battery charging status
- Battery charging percentage
- Date and time
- Call status
- Missed events
- Missed call notification
- PTT status
- Incoming call status
- Call in progress
- Alarm
- Bluetooth
- Location
- Device boot up status
- Music playing status
- No SIM status/Airplane mode/No data
- Torch On/Off

FLIP CLOSED/OPEN FUNCTION

The following are the functionalities when flip is open/closed:

SCENARIO	DESCRIPTION
FLIP CLOSED	
Flip is closed while booting up the device	Red LED is shown until the device is booted completely.
Flip is closed while factory reset/FOTA upgrade	Red LED is shown until the device is booted completely.
Flip is open when an incoming event or message is received.	Ringtone can be muted and vibration can be stopped by closing the flip.
Flip closed when charger/USB is connected	Shows an indicator on external display.
FLIP OPEN	
Flip is open when an incoming event or message is received.	Ringtone can be muted and vibration can be stopped by opening the flip.
VOLUME KEYS	
Long press of either up or down volume keys. (up/down)	Rejects the incoming call whether flip is closed or open.
Short press of either up or down volume keys.	Mutes the incoming event tone/vibrations.

NOTIFICATION BAR ICONS

The icons displayed at the top of the screen provide information about the status of the device. The details such as 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.

ICONS	DESCRIPTION
	Battery level indicator
	Battery charging in progress
	No signal
	Signal strength (full)
	Mobile data disabled
5G	5G network connected
	Data in and out
	Wi-Fi connected
5	Wi-Fi
	Location icon
	Bluetooth
	Bluetooth connected
	RTT icon
	Call in progress
	Speaker icon
	FM Radio
	Missed call
	New SMS or MMS
	Alarm activated
	Silent mode activated
	Vibration mode activated

ICONS	DESCRIPTION
	Headset connected
	Missed events notification
	Hidden notifications
	Airplane mode activated
	Music is playing
	Device storage space is running out
	Profile status - Meeting
	Profile status - Outdoor
	Profile status - Silence
	USB
	Event Voice mail
R	Roaming
R	Roaming with data enabled
R	Roaming with data disabled

PHONE OPERATIONS WITHOUT SIM

You can perform the following operations without inserting the SIM card or installing an eSIM in your phone.

- Make an emergency call.
- View and 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.

CAPTURING A SCREENSHOT

You can take a screenshot of the current screen and it is stored in your phone's gallery.

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** button simultaneously. The screenshot is captured and it will be stored in the gallery.

Or

3. Long press the **Power** button, then select "**Screenshot**". The screenshot is captured and stored in the gallery.

TO CHANGE THE INPUT LANGUAGE

1. When you enter the text message, you can change the device language by press and hold the * key.
2. You can change the **Language** from **English** to **Spanish** or other languages and vice versa.

TEXT ENTRY OPTIONS

When you enter the text message, you can change the text entry options by pressing the # key. The current text entry options are displayed in the top bar.

The various text entry options are:

- **KT9**: Enter the text based on the KT9 dictionary. Only the first letter of the sentence is capitalized. Start by pressing the numeric keys from 2 through 9 only once for the required letter.
  - **Ex 1**: To enter the word "Home", press 4-6-6-3. The word displays on the screen as you type.
  - **Ex 2**: To enter the word "Hello", press 4-3-5-5-6. The word displays on the screen as you type.

    If the word does not display correctly, press the right navigation key to scroll through alternative word choices.
- **En:** Enter the first letter of the sentence in upper case.
- **EN:** Enter all the text in upper case.
- **en:** Enter all the text in lower case.
- **123:** Enter the numbers.
- **Emojis**: Select the Emojis.
- **Symbols**: Enter a symbol. (You can also press * key to quickly get full symbol list.)

HOME SCREEN MENU OPTIONS

In order to see the details about any notifications, on the home screen, select the **Notification**.

When you select Notification, all My Notifications are displayed.

From the home screen, select **Options**, the following options are displayed:

- Wallpaper
- Search
- Home screen shortcuts
- System settings
- Manage apps

WALLPAPER

You can set an image or a photo stored in your gallery as your home screen wallpaper or select pre-loaded wallpaper.

To change the wallpaper, from the Home screen, select **Options > Wallpaper**. Select wallpaper from the pop-up.

- **Gallery:** Includes photos and screenshots taken using the phone's camera.
- **Wallpapers:** Includes images that are pre-loaded with the phone.

SEARCH

You can search for people, places, music, movies and much more. Enter the keyword in the search bar and results will be displayed.

HOME SCREEN SHORTCUTS

The navigation **Up**, **Center**, and **Down** keys are displayed.

For more information, refer to "Home Screen Shortcuts" on page 29.

SYSTEM SETTINGS

System settings refers to the following settings. For more information, refer to:

- "Network and Internet Settings" on page 15
- "Connected devices" on page 19
- "Apps Settings" on page 20
- "Battery Settings" on page 21
- "Display Settings" on page 24
- "Sound & vibration Settings" on page 22
- "Storage settings" on page 21
- "Security settings" on page 26
- "System Settings" on page 29

MANAGE APPS

You can manage applications and force stop them. For more information, refer to "Apps Settings" on page 20.

QUICK SETTINGS

In order to see the quick settings, on the home screen, press the **Left Navigation** key.

The following settings are displayed:

- Wi-Fi
- Wi-Fi Calling
- Data
- Bluetooth
- Torch
- Airplane mode
- Profiles

These settings can be enabled or disabled.

MOBILE HOTSPOT

You can enable or disable Mobile hotspot settings. For more information, refer to "Hotspot and Tethering" on page 17.

WI-FI

You can enable or disable Wi-Fi settings. For more information, refer to "Wi-Fi" on page 15.

WI-FI CALLING

You can enable/disable Wi-Fi Calling settings. For more information, "Wi-Fi Calling: When Wi-Fi calling is ON, your phone can route calls through Wi-Fi network or your carrier network depending on the signal strength and your preferences." on page 16.

DATA

You can toggle your Mobile Data settings **ON** or **OFF**. For more information, refer to "Non-carrier Data usage" on page 16.

BLUETOOTH

You can toggle your Bluetooth settings **ON** or **OFF**. For more information, refer to "Bluetooth" on page 19.

TORCH

You can toggle your torch/flashlight **ON** or **OFF**.

AIRPLANE MODE

Toggle the button to enable or disable the Airplane Mode. For more information, refer to "Airplane Mode" on page 17.

PROFILES

You can select the profile from the list:

- Standard
- Outdoor
- Silence
- Meeting

For more information, refer to "Sound" on page 22.

MISSED EVENTS

To view the missed events from the home screen, press the **Right navigation** key.

Missed events are missed calls or any events which were saved earlier on the device.

The missed events shown on the external display are the same as on the lock screen of the internal display.

The missed events can be:

- Missed calls
- Calendar events
- New messages
- Alarm
- New Voicemail

NETWORK AND INTERNET SETTINGS

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 XP3plus 5G to a Wi-Fi network.

To connect your phone to a Wi-Fi network:

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **Internet > Wi-Fi** and turn **ON**.

   A list of Wi-Fi access points present within your phone's accessible range are displayed.
3. Select your preferred network. Enter the **Password** (if it is a secured network) and select **Connect**. To verify the password before connecting, enable **Show password**.

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

ADD NETWORK

1. In **Internet** settings screen, select **Add network**.
2. Enter the following details or select Scan QR Code, join Wi-Fi by scanning a QR code:
   - **Network name:** The wireless network ID.
   - **Security**: Set the security type to None, Enhanced Open, WEP, WPA/WPA2-Personal, WPA3-Personal, WPA/WPA2/WPA3-Enterprise, WPA3-Enterprise, WPA3-Enterprise 192-bit.

   Or
   - Scan QR code.
3. Enable **Advanced options** to set the Hidden network, Metered and Proxy, IP settings, and Privacy.
4. Select **Save** to save the network settings.

CONNECT TO A NETWORK

1. Select a desired network from the list after the Wi-Fi scanning is complete.
2. Enter the password and get connected to the network.

EDIT A NETWORK

1. Select connected network.
2. Press the **OK** key. You can change/update the network password and other advanced options such as **Metered**, **Proxy**, **IP settings**, etc.

FORGET A NETWORK

1. Press and hold the connected network you want to forget.
2. Select **Forget**.

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

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

NETWORK PREFERENCES

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. In **Internet** settings screen, select **Network preferences.**
3. The following options are displayed:
   - **Turn on Wi-Fi automatically:** Enable this option to notify you when a high-quality saved network is available, like your home network.
   - **Notify for public networks:** Enable this option to notify you when a high-quality public network is available.
   - **Passpoint:** Enable this option to seamlessly connect to passpoint enabled Wi-Fi access points without needing a password.
   - **Switch to mobile data automatically:** Enable this option to switch to mobile data when Wi-Fi has no internet access.
   - **Install certificates:** You can browse a certificate for installation.
   - **Wi-Fi Direct**: This allows to connect directly

from XP3plus 5G to another devices, a PC or television.

SAVED NETWORKS

If your XP3plus 5G is connected to a Wi-Fi network, you can view all the saved Wi-Fi networks in your device.

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & internet** ( ).
2. In **Internet** settings screen, select **Saved networks.**
3. All the saved Wi-Fi networks are displayed.

NON-CARRIER DATA USAGE

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

1. From **Home** screen**,** select **Menu > Settings** ( ) **> Network & Internet** ( )**.**
2. Select **Internet > Non-carrier data usage**.
3. When Wi-Fi is enabled, it shows the data used for a particular time frame.

CALLS & SMS

XP3Plus 5G is a dual SIM device and you can choose which number to use for Calls and SMS.

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **Calls & SMS**.
   - **Calls:** choose a SIM to use for calls.
   - **SMS:** choose a SIM to use for messages.
3. Under **Wi-Fi calling**, you can select a SIM to turn Wi-Fi calling on or off.

SIMs

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **SIMs**. You can select a SIM to view the following detailed info:
   - **Data preference:** Choose a SIM to use for data connection.
   - **Calls preference:** Choose a SIM to use for calls.
   - **SMS preference:** Choose a SIM to use for messages.
   - **Mobile data:** Enable Mobile data to get connected to the internet and use mobile data services such as email, web browsing and push notifications over the cellular network.
   - **Data during calls:** Enable this option to allow this SIM to be used for mobile data only during calls.
   - **Roaming:** Enable Roaming to connect to the data services when on a different network or out of your home country.

   You may need to activate this service with your carrier prior to accessing the roaming network.

   - **App data usage:** Data usage refers to the amount of data utilized by your phone during data transfers through the internet. The data usage charges are dependent of the wireless plan provided by your service provider.
   - **Data warning & limit:** To set the data usage limit.
   - **Enable 5G:** Enable or disable 5G.
   - **Preferred network type:** Select network type.
     - 5G (recommended)
     - LTE
   - **Wi-Fi Calling:** When Wi-Fi calling is ON, your phone can route calls through Wi-Fi network or your carrier network depending on the signal strength and your preferences.
   - **Automatically select network:** Turn ON this option to get connected to the network automatically.
   - **Choose network:** Your network operator name is displayed.
   - **Access Point Names:** You can view the access points related to your SIM provider.
   - **Use Controlled PLMN:** View the list of defined PLMNs in priority order. You can add new PLMN.
3. Select **eSIM management**. You can select

an eSIM to turn it on or off, and manage the following operations:

- **Add eSIM:** Add a new eSIM.
- **Get EID:** View your device's EID.
- **Reset eSIM:** Remove all eSIMs from the device.

AIRPLANE MODE

When your phone is set in airplane mode, network connectivity or mobile data connectivity is disabled, but you can access your camera, media files and other features that do not require mobile connectivity.

To activate airplane mode:

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Enable **Airplane mode**.

HOTSPOT AND TETHERING

You can use hotspot and tethering to provide internet to other devices through your mobile data connection. You can share mobile data connection via USB/mobile hotspot/Bluetooth.

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **Hotspot & tethering**.
3. **Mobile hotspot**: When you turn **ON** mobile hotspot it uses mobile data from your plan whenever you are not connected to Wi-Fi. And also you can share your mobile data connection with other devices. You can set up the mobile hotspot details by entering the following details:
   - **Hotspot name:** Enter the **hotspot** name.
   - **Security:** Select the **security** from the drop-down list.
   - **Hotspot Password:** You have the option to set your Hotspot password, which must contain at least 8 characters.
   - **AP Band:** Select preferred band.
   - **Broadcast network**: Enabled broadcast can be scanned by others.
   - **Mobile Hotspot turn off timer:** Auto disables Mobile Hotspot after 10 minutes inactivity.
   - **Maximum connections:** Your XP3plus 5G Mobile Hotspot may support up to 10 devices at one time.
   - **Connected Devices List**: This will show the list of devices currently connected to your XP3plus 5G.
   - **Allowed devices**: You can turn this feature **ON** to allow connected devices to add other devices.
4. **USB tethering:** Tethering is enabled only when the USB is connected to the device. This will allow the XP3plus 5G to share the internet connection via USB.
5. **Bluetooth tethering**: When you activate Bluetooth tethering, you can share your phone's internet connection with other Bluetooth paired devices.

DATA SAVER

Some applications actively use data when running in the background.

Enable **Data Saver** to restrict apps from using data in the background.

VPN

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **VPN**.
3. Select **Add**.
4. In **Edit VPN profile** screen, enter the **Name**, **Type** (select from the drop-down list), and the **server address**.
5. Enter **Username** and **password**.
6. Select **Save**.

PRIVATE DNS

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **Private DNS.** The following Private DNS Mode options are displayed:
   - Off
   - Automatic
   - Private DNS provider hostname

WIRELESS EMERGENCY ALERT

1. From **Home** screen, select **Menu > Settings** ( ) **> Network & Internet** ( ).
2. Select **Wireless Emergency Alert.** You can view Emergency alert history here.
3. Select **Options** > **Settings** to manage Wireless Emergency Alert settings
   - **Allow alerts:** Enable this option to receive wireless emergency alert notifications.
     - **Extreme threats:** Enable this option to get the extreme threat alerts to life and property. For example, Tsunami, Tornado, Extreme wind, Hurricane and Typhoon warnings.
     - **Severe threats:** Enable this option to get the severe threat alerts to life and property. For example, Storm surge, Flash flood and Dust storm warnings.
     - **AMBER Alerts:** Enable this option to get the child abduction and emergency bulletins.
     - **Public safety messages:** Enable to receive public safety messages (recommended actions that can save lives and property).
     - **State and local tests:** Enable to receive test messages from state and local authorities.
     - **Test alerts:** Enable this option to receive carrier tests and monthly tests from the safety alert system.
     - **Emergency alert history:** If you have any active emergency alerts, it is displayed in Alert History.
   - **Alert Preferences:**
     - **Vibration:** Enable this option to set the device on vibrate while receiving the alert.
     - **Audio:** Enable this option to receive audio during the alert.
     - **Alert Reminder:** You can set the following time duration for alert reminder sound: Once, Every 2 minutes, Every 15 minutes and Never.

CONNECTED DEVICES

BLUETOOTH

Bluetooth is a short-range wireless communication technology used to communicate between the devices over a distance of about 30 feet.

You can perform the following tasks using Bluetooth paired devices:

- Transfer media files and contacts between connected mobile devices using Bluetooth.
- Use Bluetooth connected headphones for playing media files.
- Bluetooth connected headsets can be connected and used during telephone calls.

PAIR NEW DEVICE

You can activate Bluetooth and pair your XP3plus 5G device with other Bluetooth devices:

A list of paired Bluetooth devices are displayed. Ensure that Bluetooth is activated on the other device too.

1. From **Home** screen, select **Menu > Settings** ( ) **> Connected devices** (**)**
2. Select **Pair new device** to pair a new device. The device will start searching nearby Bluetooth devices. **Available devices** are listed.
3. Select the desired device from the list. It will start pairing with the selected device. A confirmation message is displayed to pair the device. Select **Pair**.

To view the files received via Bluetooth, go to **Connection preference > Files received via Bluetooth**.

APPS SETTINGS

RECENTLY OPENED APPS

1. From **Home** screen, select **Menu > Settings** (⚙) **> Apps** (⠿).
2. You can view recently opened apps. Select **SEE ALL APPS** to view the list of apps installed on the device.
3. You can change the preferences for installed apps by pressing the **OK** key.
4. You can reset all preferences you set for the apps by selecting the **Reset app**.
5. All applications info will be displayed when you select **Show system**.

DEFAULT APPS

1. From **Home** screen, select **Menu > Settings** (⚙) **> Apps** (⠿).
2. Select **Default apps**. The list of default apps on the device are displayed.

PERMISSION MANAGER

1. From **Home** screen, select **Menu > Settings** (⚙) **> Apps** (⠿).
2. Select **Permissions manager**.

   App permissions govern what your app is allowed to do and access.

SPECIAL APP ACCESS

1. From **Home** screen**,** select **Menu > Settings** (⚙) **> Apps** (⠿).
2. Select **Special app access**.

   The following settings are displayed:

   - ALL files access
   - Wi-Fi control
   - Battery optimization

NOTIFICATIONS SETTINGS

NOTIFICATION HISTORY

1. From **Home** screen, select **Menu > Settings (** ⚙) **> Notifications** (🔔 **).**
2. Select **Notification history**.
3. Turn on Notification history to view your recent and snoozed notifications.

FLASH CALL ALERT

1. From **Home** screen, select **Menu > Settings (** ⚙) **> Notifications** (🔔 **).**
2. Select **Flash call alert** to turn it on.
3. Your device will flash when you get an incoming call.

FLASH NOTIFICATION ALERT

1. From **Home** screen, select **Menu > Settings (** ⚙) **> Notifications** (🔔 **).**
2. Select **Flash notification alert** to turn it on.
3. Your device will flash for missed events when battery is above 20% level.

BLINK LIGHT

1. From **Home** screen, select **Menu > Settings (** ⚙) **> Notifications** (🔔 **).**
2. Select **Blink light** to turn it on.

BATTERY SETTINGS

BATTERY

1. From Home screen, select **Menu** > **Settings** ( ) **> Battery** ( ).
2. Select **Battery usage** to view usage since last full charge.
3. Turn on **Battery saver** automatically by selecting below options:
   - **Set a schedule**: You have options to set the battery saver:
     - No schedule
     - Based on percentage
   - **Turn off at 90%**: Battery Saver turns off when your phone is at 90%.
4. Turn on the **Battery Manager** to detect when apps drain battery.
5. Turn on the **Battery LED light**.
6. Turn on **Reduce battery aging** to stop charging when the battery is at 80%, in order to protect battery from the damage caused by constant/back and forth charging.
7. Turn on **Battery percentage** to show battery percentage in status bar.
8. Select **USB Power Saving** to set automatic power on/off time when USB connected or disconnected.

STORAGE SETTINGS

STORAGE

1. From **Home** screen, select **Menu > Settings** ( ) **> Storage** ( ).
2. You can view the total memory and currently used memory.
3. Turn on **Storage manager** to allow your storage to be manged by storage manager. You can set a photo & video auto-remove frequency (over 30, 60, or 90 days old).
4. You can view the storage amount used in each categories. Tap a category to view the details.
   - System
   - Apps
   - Documents & other
   - Images
   - Audio
   - Videos
   - Trash
5. Select **Manage storage > Free up space** to free the space from the internal storage.

SOUND & VIBRATION SETTINGS

SOUND

1. From **Home** screen, select **Menu > Settings** ( ) **> Sound & vibration** ( ).
2. Select **Profile** and the following options are displayed:
   - **Standard:**

     Set to **Standard** and select **Edit**. The following options are displayed:
     - **Sound:** You can set Media volume, Ring volume, Alarm volume, Notification volume, Phone ringtone, Default notification sound. You can enable the **Vibrate when ringing**.
     - **Other Sounds:** You can set **Screen lock sounds**, **Charging sounds**, and **key press tones**.
     - **Notification:** If **Notification LED** is enabled, battery status indication is not affected. If **Flash Notification** alert is enabled and the battery level is above 20%, you can use the camera flashlight for missed events. If **Flash call alert** is enabled, you can use Flash camera light for incoming voice call.
   - **Outdoor:**

     Set to **Outdoor** and select **Edit**. The following options are displayed:
     - **Sound:** You can set Media volume, Ring volume, Alarm volume, Notification volume, Phone ringtone, Default notification sound. You can enable the **Vibrate when ringing**.
     - **Other Sounds:** You can set **Screen lock sounds**, **Charging sounds**, and **Key Press tones**.
     - **Notification:** If **Notification LED** is enabled, battery status indication is not affected. If **Flash Notification** alert is enabled and the battery level is above 20%, you can use the camera flashlight for missed events. If **Flash call alert** is enabled, you can use Flash camera light for incoming voice call.
   - **Silence:**

     Set to **Silence** and select **Edit**. The following options are displayed:
     - **Sound:** When set to **Silence** mode, this profile blocks all sounds and vibrations including alarms, music, videos, and games. You will be able to make phone calls.
     - **Notification:** If **Notification LED** is enabled, battery status indication is not affected. If **Flash notification alert** is enabled and the battery level is above 20%, you can use the camera flashlight for missed events. If **Flash call alert** is enabled, you can use Flash camera light for incoming voice call.
   - **Meeting:**

     Set to **Meeting** and select **Edit**. The following options are displayed:
     - **Sound:** You can set Media volume, and Alarm volume.

Apart from default profiles, user can create customized profiles.

You can select anyone from the profiles list.

TO CREATE A NEW PROFILE

1. From **Home** screen, select **Menu > Settings** ( ) **> Sound & vibration** ( ).
2. Select **Profiles > Create**.
3. Enter the required profile name.
4. Maximum length of 24 characters is allowed for the profile name and the name must be unique.
5. After modifying the necessary sound and notification settings, save the new profile.

QUICK PROFILE SWITCH

1. From **Home** screen, select **Menu> Settings** ( ) **> Sound & vibration** ( ) **> Profile**.
2. Select **Profile switch**.

   You can use this option to quickly switch profiles via home screen shortcut.

SOUND

- **Media volume:** You can increase, decrease, and mute media volume.
- **Call volume:** You can increase, decrease, and mute call volume.
- **Ring volume:** You can change the ringer volume to no ringer or ringing.
- **Notification volume:** You can increase, decrease or mute the notification volume.
- **Alarm volume:** You can increase, decrease or mute the alarm volume.
- **Phone ringtone:** You can select the required ringtone from the list.
- **Vibrate & haptics:** Enable or disable vibration for calls, notifications, and alarms.
- **Shortcut to prevent ringing:** Enable this option to prevent ringing.
- **Default notification sound:** Set the default notification sound from the list.
- **Default alarm sound:** The tone listed here is the default alarm sound.
- **Dial pad tones:** Enable or disable this option.
- **Screen locking sounds:** Enable or disable this option.
- **Charging sounds and vibrations:** Enable or disable this option.
- **Key press tones:** Enable or disable this option.

NOTIFICATION

- **Blink light:** Use this feature to enable or disable the notification blink light.
- **Flash notification alert:** If Flash notification alert is enabled and the battery level is above 20%, you can use the camera flashlight for missed events.
- **Flash call alert:** If Flash call alert is enabled, you can use Flash camera light for incoming voice call.

DISPLAY SETTINGS

DISPLAY

1. From **Home** screen, select **Menu > Settings** ( ) **> Display** ( ).
2. Set one of the following options to configure your phone's display:
   - **Brightness level**: Set the brightness of the phone display. This also optimizes the battery power.
   - **Screen timeout**: Set the screen time so that the screen brightness is turned down after specified time of phone inactivity. This setting also optimizes the battery power. The following are the options:
     - 15 seconds
     - 30 seconds
     - 1 minute
     - 2 minutes
     - 5 minutes
     - 10 minutes
     - 30 minutes.
   - **Display size and text**: Set the font size of the text as displayed on the screen.

WALLPAPER SETTINGS

WALLPAPER

1. From **Home** screen, select **Menu > Settings** ( ) **> Wallpaper** ( ).
2. Set the wallpaper for your home screen. You can select from one of the following wallpaper collections:
   - **Gallery:** Includes photos and screenshots taken using the phone's camera.
   - **Wallpapers:** Includes images that are preloaded with the phone.
3. When done, select **Set** at the bottom bar.

ACCESSIBILITY SETTINGS

ACCESSIBILITY

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

1. From **Home** screen, select **Menu > Settings** ( ) **> Accessibility** ( ).
2. **Downloaded apps:**
   - **SCOUT Remote Support:** Enable this option to allow SCOUT Remote Support to view and control screen, and view and perform actions.
   - **Talkback:** When Talkback is enabled, it helps vision-impaired users interact with their devices. It uses spoken word, vibration and other audible feedback to let you know what is on your screen.
3. **Display:**
   - **Display size and text:** You can adjust the font size to meet your visual needs.
4. **Interaction Control:**
   - **Vibrate & haptics:** Enable or disable vibration for calls, notifications, and alarms.
   - **Speaker**: Enable this option to switch audio among earpiece, speaker and accessory (if attached) during a call.
5. **Captions**
   - **Caption preferences:** When **Captions** is set to **ON**, you can set the following options:
     - Show captions
     - Caption size and style
     - Language
6. **External soft keys:** Enable this option to activate soft keys on external screen.
7. **TTY mode:**

   Set any one of the following options:
   - **TTY Off:** Disables TTY mode.
   - **TTY Full:** Enables TTY mode for both incoming and outgoing calls. Set this for both hearing and voice assistance.
8. **RTT Call Button:** RTT allows you to use the keypad to type messages back and forth during a call. There are two ways you can allow RTT messages:
   - Visible during calls
   - Always visible
9. **Audio:**
   - **Voice command:** When this option turns on, you can long press **Speaker** ( ) key to enable voice command.
   - **Flash notifications:** Flash the camera light or the screen when you receive notifications or when alarms sound.
   - **Hearing devices:** You can use hearing aids, cochlear implants, and other amplification devices with your phone.
   - **Audio adjustment:** You can enable or disable mono audio, and adjust audio balance.
10. **General:**
    - **Text-to-speech output:**
      - **Preferred engine:** The Nuance talkback engine is set as default.
      - **Language:** You can select the desired language to adjust the spoken language. System language is set as default language.
      - **Speech rate:** You can move the speech rate using the slider to adjust how faster or slower the text will be spoken.
      - **Pitch:** You can move the pitch value using the slider to adjust how high or low the text will be spoken.

    You can demonstrate a speech synthesis.

SECURITY SETTINGS

SECURITY

You can activate and protect your phone from unauthorized access by configuring the security settings.

1. From **Home** screen, select **Menu > Settings** ( ) **> Security** ( ).
2. Select **External screen keyguard** and select one of the following options:
   - **Press 2 keys to unlock**: Press external right soft key and volume down key in sequence to unlock external keys.
   - **Long press to unlock:** Long press external right soft key to unlock external keys.
   - **Keyguard off:** Turn keyguard off.

   External screen keyguard will be enabled by selecting “Press 2 keys to unlock” or Long press to unlock.
3. **Screen Lock**: Select Screen lock and select one of the following options to configure the phone:
   - **None**
   - **Press and hold (*) key**
   - **PIN:** When enabled, enter your own PIN value.

     When the phone is locked, unlock it using the PIN. When the phone is locked, you can answer an incoming call without unlocking the phone.
4. **More security settings:**
   - **Device admin apps:** Select the apps and activate the device admin apps.
     - **Sonim Care:** You can activate this admin app to allow Sonim care to control on how and when the screen locks.
     - **Sonim scout:** You can activate this admin app to allow Sonim Scount to view and control screen, and view and perform actions.
   - **SIM lock:** Set your SIM PIN.
   - **Encryption & credentials:**
     - **Encrypt phone:** Select **Encrypt phone** to encrypt your accounts, settings, app and their settings, media and other files.
     - **Trusted credentials**: You can view and verify the system and user certificates.
     - **User credentials**: You can view and modify stored credentials.
     - **Install certificate**: You can install certificate from storage.
     - **Clear credentials**: You can remove all certificates.

PRIVACY SETTINGS

PRIVACY

1. From Home screen, select **Menu > Settings** ( ) **> Privacy** ( ).
2. **Permission Manager:** Apps with the following permission can access to your data:
   - Body sensors
   - Calendar
   - Call logs
   - Camera
   - Contacts
   - Files
   - Location
   - Microphone
   - Music and audio
   - Nearby devices
   - Notifications
   - Phone
   - Photos and videos
   - Physical activity
   - SMS
   - Additional permissions
3. **Show Passwords:** Enable this option to display characters briefly as you type.
4. **Show media on lock screen:** Enable this option to show media player on lock screen and you can quickly resume playback.

LOCATION SETTINGS

LOCATION

1. From **Home** screen, select **Menu > Settings** ( ) **> Location** ( ).
2. Set the **Use Location** to **ON** status.
3. **Recent access:** View a list of apps that have recently requested your location.
4. **App location permissions:** View which apps have permission to access location services.
5. **Location services:** Apps with this permission can access the device's location.
   - **Wi-Fi Scanning**: Enable Wi-Fi scanning to improve location by allowing system apps and services to detect Wi-Fi networks at any time.
   - **Bluetooth scanning**: Enable Bluetooth scanning to improve location by allowing system apps and services to detect Bluetooth devices at any time.

SAFETY & EMERGENCY SETTINGS

SAFETY & EMERGENCY

1. From Home screen, select **Menu > Settings** ( ) **> Safety & emergency** ( ).
2. **Medical information:** Add your medical information such as your name, address, blood type, allergies, etc.
3. **Emergency SOS:**
   - **Use Emergency SOS:** Turn Emergency SOS function on. If you have an emergency and need emergency services, you can press the **Power** key 5 times or more quickly to start Emergency SOS.
   - **Play count-down alarm:** When this function is turned on, your device will play a loud sound when Emergency SOS is starting.
   - **Call for help:** View your current Emergency call number. You can also change your Emergency number. Make sure the number you entered is a emergency number. If not, your call may not be answered.

SYSTEM SETTINGS

LANGUAGES

You can set the phone's language to any of the languages displayed in the language list.

1. From **Home** screen, select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **Languages**.
3. Go to **System languages** and select any language from the list as your preferred language.

   The following languages can be set as a preferred language:

   - English
   - Spanish
   - Canadian French
   - Korean
   - Simplified Chinese
   - Traditional Chinese

   All the menu items and user feedback messages will be displayed in the set language.
4. Select **Text-to-speech output**. You can adjust set **Language**, **Speech rate** and **Speech pitch**.

HOME SCREEN SHORTCUTS

On your XP3plus 5G you have the ability to program the 3 **Navigation** keys to quickly access & launch the selected apps on your device.

1. From **Home** screen, select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **Home screen shortcuts**.
3. Select the **Navigation up** key and select the app that you would like to be launched when you press the **Navigation up** key.
4. Select the **Navigation center** key and select the app that you would like to be launched when you press the **Navigation center** key.
5. Select the **Navigation down** key and select the app that you would like to be launched when you press the **Navigation down** key.

PROGRAMMABLE KEYS

You can assign any application to the programmable key.

1. From Home screen, select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **Programmable keys**. The following options are displayed:
   - **External RSK settings:** Select the feature that you would like to be launched when you press the **External RSK**.
   - **Select PTT Key app:** Select the app that you would like to be launched when you press the **PTT** key.
   - **Select ALARM Key app:** Select the app that you would like to be launched when you press the **ALARM** key.
   - **Press & hold delay for PTT key:** Select the time for delay when you press and hold the PTT key.

KEYBOARD

Manage your keyboard settings.

1. From Home screen, select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **Keyboard > On-screen keyboard > 12key keyboard**.
   - **Language**: You can set the input language to either English, Spanish, Canadian French, Korean, Simplified Chinese, and Traditional Chinese.
   - **Switch keyboard language**: You can switch the language to English, Spanish, Canadian French, Korean, Simplified Chinese, or Traditional Chinese.
   - **Personal dictionary**: You can add the desired custom words to the dictionary.
   - **Auto-capitalization**: The first letter of the new sentence is automatically capitalized.
   - **Double-space period**: If this option is enabled, when you press the space key twice at the end of a word, a period will be inserted.
   - **Prediction**: Predicts a new word based on the previous word entered.

- **Long press * to switch language:** When entering text, you can press and hold * to switch the language to English, Spanish, Canadian French, Korean, Simplified Chinese, or Traditional Chinese.

DATE & TIME

You can set and display the date and time on the phone. You can also select the display format.

1. From **Home** screen, select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **Date & time**.
3. Select the following options to configure phone:
   - Enable **Set time automatically** to synchronize the date and time with the network provided time.
   - Under **Time zone** settings, enable **Set automatically** to synchronize the time zone with the network provided time.
   - To set the date manually, select **Date**. Scroll and select the date, month and year. Select **OK**.
   - To set the time manually, select **Time**. Scroll and select the hour and minute. Select **OK**.
   - To set the time zone, select **Time zone**. Select Region and select your time zone.
   - **Time Format**:
     - Enable **Use locale default** to set default time.
     - Enable **Use 24-hour format** to set the clock to 24-hour format. By default, the phone is set to **12-hour format**.

SYSTEM UPDATE

1. From **Home** screen, select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **System update**.
3. Select **Update**. If there are any updates required, the update process begins. If there are no updates required, a message will be displayed showing that there are no updates available for your phone.
4. Select **Wi-Fi only** to check download updates when Wi-Fi available.
5. Select **Auto update** to check for updates automatically.

RESET OPTIONS

1. From **Home** screen**,** select **Menu > Settings** (⚙) **> System** (ⓘ).
2. Select **Reset options**.
3. You can reset the following settings:
   - **Reset mobile network settings:** Reset all network settings, including Wi-Fi, Mobile data, and Bluetooth.
   - **Reset Bluetooth & Wi-Fi:** Reset all Wi-Fi and Bluetooth.
   - **Reset app preferences:** Reset all app preferences, including disabled apps, disabled app notifications, default apps, background data restrictions, etc.
   - **Erase eSIMs:** Erase all downloaded eSIMs. This won't cancel any mobile service plans.
   - **Erase all data (factory reset):** Completely erase all data from your phone's internal storage and reset the device to factory settings.

ABOUT PHONE

From **Home** screen**,** select **Menu > Settings** ( ) **> About phone** ( ). The following information is displayed:

- Device name
- Phone Number (sim slot 1)
- Phone Number (sim slot 2)
- Legal information
- SIM status (sim slot 1)
- SIM status (sim slot 2)
- Model & Hardware
- EID (sim slot 2)
- IMEI (sim slot 1)
- IMEI (sim slot 2)
- System version
- IP address
- Wi-Fi MAC address
- Device Wi-Fi MAC address
- Bluetooth address
- Up time
- Build number
- Carrier Configuration Version

MANAGING CONTACTS

You can use the phonebook to maintain the contact information of your contacts. This feature enables you to add, dial phone numbers and send SMS and MMS messages.

To access the contacts, from **Home** screen, select **Contacts** ( ). The contacts saved in the phonebook are displayed.

ADDING CONTACT FOR THE FIRST TIME

After inserting the SIM when you switch on the XP3plus 5G for the first time and there are no contacts listed in the device or SIM, you have two options:

1. Press **Add** from **CSK** (Center Soft Key), enter all the details and then press **Save** from CSK to save the contact. You can also enter a number using dialpad and select **Add to a contact** and then **Create new contact** to add a new contact. Enter the contact details and select **Save** to save the contact.
2. Select **Options** from **LSK** (Left Soft Key), then select **Import/export** to import contacts from .vcf file or from SIM card.

VIEWING CONTACT DETAILS

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Scroll to the desired contact and select the contact to view the contact details.

SENDING A MESSAGE FROM CONTACTS

You can send SMS and MMS messages to your contacts.

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Scroll to the desired contact and select the contact to view the details.
3. Select **Message**.
4. Enter the message and select **Options > Attach photos/videos** to attach the photos and videos.
5. Select **Send**.

If you attach a media file or a contact to your SMS message, it is converted to an MMS message automatically.

DIALING A NUMBER FROM CONTACTS

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Scroll to the desired contact and select the contact to view the details.
3. Select the phone number and press the **Center** key to initiate the call.

   Or

4. Select the desired contact from the contact list and press the green **Call** key to initiate the call.

EDITING THE CONTACT DETAILS

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Scroll to the desired contact and select the contact to view the details.
3. Select **Edit.**
4. Edit the desired details. Select **Save** to save the details.

DELETING A CONTACT

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Scroll to the desired contact and select the contact to view the contact details.
3. Select **Options > Delete**. The contact is deleted after the confirmation.

   Or

4. Select the desired contact from the contact list and select **Options > Delete**.

IMPORT/EXPORT CONTACTS

IMPORT FROM .VCF FILE

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Import/export**.
3. Select **Import from .vcf file**.

4. Select the .vcf file.
5. Select **Done**.

   The contact is imported to the list.

IMPORT FROM SIM CARD

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Import/export**.
3. Select **Import from SIM card**.
4. The list of contacts stored in your SIM card are displayed.
5. Select the contact to be moved to the phone.
6. Select **Done**.
7. A confirmation message is displayed. Select **OK** to confirm. The contact is imported to the phone address.

EXPORT TO SIM CARD

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Import/export**.
3. Select **Export** to **SIM card**.
4. Select the contact to be exported from Phone to SIM card.
5. Select **Done**.

   Selected contacts will be exported to the SIM card.

EXPORT TO .VCF FILE

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Import/export.**
3. Select **Export to .vcf file**.
4. Press **Center** key to select the contact to be exported.
5. Select **Done**.

   A message is displayed to select the source to save the **.vcf** file.

IMPORT FROM CLOUD

YOU CAN SYNC YOUR CLOUD CONTACTS, EG., GOOGLE, EXCHANGE ACTIVE SYNC AND OUTLOOK CONTACTS FROM SERVER TO DEVICE:

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Import/export > Import from cloud.** You can select either account to sync contacts from the selected account server.
3. After finishing the setup process, contacts will be downloaded to your device. Any changes made in the device will be synced back to the server.
4. You can change the default contacts storage from the Phone to any account via **Settings > Default contact storage,** new contacts created afterwards will be backed up to the default storage account automatically
5. You can delete the account via **Settings > Delete cloud account**.
6. You can also move the phone contacts to cloud via **Settings > Move contacts to cloud account**

SHARE ALL CONTACTS

You can send contact information.

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Import/export > Share all contacts**. You can use one of the following options to share the desired contact from **Share contact via**:
   - **Bluetooth:** Send the contact details to a Bluetooth device paired with your phone. Select the Bluetooth device to share the contact.
   - **Messaging:** Send the contact details as a multimedia message to any mobile phone.

MANAGING BLOCKED NUMBERS

You cannot receive either a call or a text message from a blocked number.

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Blocked numbers**.
3. Turn on **Unknown** to block calls from unidentified callers.

4. You can select **Add** to enter a phone number to block.
5. To unblock a number, select the number you want to unblock, and select **Unblock**.

CONTACT SETTINGS

You can set the sort list to view the contacts and also the first or last name of the contact to be displayed first.

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Select **Options > Settings**. Set the following options:
   - **Sort by:** Sort the contact names by first name or last name.
   - **Name format:** Set the contact display name to first name or last name.

MANAGING CALL SETTINGS

MAKING A CALL

1. From **Home** screen, select **Menu > Phone** ( ).
2. The phone screen with last dialed number, missed calls and received calls are displayed.
3. Select a call and press **Call** key to make a call.

DIALING A NUMBER VIA CONTACT

1. From **Home** screen, select **Menu > Contacts** ( ).
2. Scroll to the contact and select the contact. The contact details are displayed.
3. Select the desired phone number to call the contact.

ADDING A CONTACT FROM HOME SCREEN

1. From **Home** screen, enter the desired number to be dialed.
2. Select **Add to contact**.
3. Select **Create new contact**.
4. In the **Add new contact** screen, add the name and other details for the contact.
5. Select **Save**.
   The contact is saved.

VIEWING CALL HISTORY

1. From **Home** screen, select **Menu > Phone** ( ).
2. The **Recent calls** screen displayed with recently called, received and missed calls.

DELETING CALL HISTORY

1. From **Home** screen, select **Menu > Phone** ( ).
2. On the Recent calls screen, select **Options > Delete selected call log**.
3. A confirmation message is displayed to delete the selected call log. Select **Delete** to delete the call log. The selected call log is deleted.

SPEED DIAL SETTINGS

With the Speed dial option, the user can assign a contact to each key present in the keypad (2 to 9). User needs to press the keypad to initiate the call to the assigned contact.

To set the speed dial:

1. From **Home** screen, select **Menu > Phone** ( ).
2. On **Recent calls** screen, select **Options > Speed dial settings**.
3. Long press key 1 to initiate a call to the voicemail.
4. Assign a contact for each key present in the keypad (2 to 9).
5. Press a particular keypad to initiate a call to the assigned contact.

CALL SETTINGS

DISPLAY OPTIONS

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Display options**. You can display contacts using the following options:
   - **Sort by**
     - First name
     - Last name
   - **Name format**
     - First name first
     - Last name first

SOUNDS AND VIBRATION

You can change the incoming call ringtone, enable vibrate when ringing and enable audible press tone. To view and modify call settings:

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Sounds and vibration**. For more information, refer to "Sound & vibration Settings" on page 22.

CALL DURATION

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Call duration**.
3. You can view the duration of last call, total outgoing calls, total incoming calls, all calls, etc.

USED DATA

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Used data**.
3. You can view the total sent data, total received data, and all data sent/received.

QUICK RESPONSES

When you are not able to answer an incoming call, you can send a quick response to the caller.

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Quick responses**.
3. Select the specific response message to edit. Edit the message and select **OK**.

CALL ACCOUNTS

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Calling accounts**.
   - **Make & Receive Calls**: Vibrating for outgoing call accepted - Turn on to enable vibrating mode for outgoing call accepted.
   - **SIP Accounts:** To add a SIP account and configure your incoming and outgoing preferences:
3. Select **Calls > Calling account > SIP settings and SIP accounts**.
4. Select **Option key > Add account** to configure a new SIP account.
5. Enter the following details and select **Option key > Save** to save the account:
   - **Username:** Username to login to SIP account.
   - **Password:** Password to login to SIP account.
   - **Server:** SIP server details.
   - **Optional Settings:** Select to view/modify or hide optional details such as Authentication username, Display name, Outbound proxy address, Port number, Transport type and Send keep-alive.
   - **Use SIP calling**: Select **Calling accounts > Use SIP calling**. A dialog is open with the following options:
     - **For all calls:** If this option is selected and when the phone is connected to Wi-Fi network or mobile Internet, each dialed call becomes an Internet call.
     - **Only for SIP calls:** If this option is selected, only SIP call can be dialed.
   - **Receive incoming calls**: Enable Receive incoming calls to answer incoming Internet calls.
6. **Speaker boost:** During a call, when the speaker is active, you can use the Speaker Boost function. To activate the speaker boost function, press the navigation down key during a voice call. The speaker volume will be extra loud when the speaker boost is activated. If you disable this setting, you cannot use the speaker boost function.
7. **Fixed Dialing Numbers:**
   - **Enable FDN:** Fixed Dialing Numbers are enabled.
   - **Change PIN2:** Change the PIN for FDN access.
   - **FDN List:** Manage phone number list.
8. **Call forwarding:**

   You can forward your incoming calls to a number in the contacts or a new number, provided your network operator supports this service.

   Select one of the following call forward options:

SETTINGS	DESCRIPTION
Always forward	Forward all incoming calls to a pre-designated number.
When busy	Forward calls when your phone is busy.

When unanswered	Forward calls when you do not answer incoming calls.
When unreachable	Forward calls when your phone is switched off or is out of coverage area.

9. **Call barring**

SETTINGS	DESCRIPTION
Outgoing call barring	Outgoing calls are barred: **Outgoing call, International call, International roaming call**
Incoming call barring	You can select either All calls or Roaming calls.
Cancel all call barring	You can cancel the call barring option for all the calls.
Change password	You can change the password.

10. **Additional settings:**
    - **Caller ID:** When SIM card is inserted, this option is enabled. This feature is used to display caller details (MSISDN or contact name) to the user. If there is no network connection, the number is displayed as a private number.
    - **Call waiting:** When call waiting is enabled and the phone is already engaged in an active mobile call, the incoming number is displayed when you receive a call. To activate call waiting in the Call settings screen, enable **Call waiting**.

BLOCKED NUMBERS

You will not receive calls or messages from blocked numbers.

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Blocked numbers**.
3. Turn on **Unknown** to block calls from unidentified callers.
4. You can select **Add** to enter a phone number to block.
5. To unblock a number, select the number you want to unblock, and select **Unblock**.

VOICEMAIL

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Voicemail**.
    - **Notifications:** Turn **On** to receive voicemail messages notifications.
    - **Advanced Settings**: You can see **service** provider and **setup** the voicemail number.

ACCESSIBILITY

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Accessibility**.
    - **TTY mode:** Set any one of the following options:
        - **TTY Off:** Disables TTY mode.
        - **TTY Full:** Enables TTY mode for both incoming and outgoing calls. Set this for both hearing and voice assistance.
        - **TTY HCO:** Enables TTY mode only for incoming calls. Set this for only hearing assistance.
        - **TTY VCO:** Enables TTY mode only for outgoing calls. Set this for only voice assistance.
    - **RTT (Real Time Text):**
        - **RTT Call Button:** Set RTT as Visible during call or Always visible.
        - **RTT Tutorial:** View RTT Tutorial.
        - **RTT Transcript:** When RTT Transcript is turned on, you can view transcript in call log screen.

OPEN/CLOSE FLIP

1. From **Home** screen, select **Menu > Phone** ( ).
2. On Recent calls screen, select **Settings > Open/Close flip**.
3. The following options are displayed to answer a call using the flip:
    - **Open to answer:**

- **Turned On:** During an incoming call, opening the flip will connect the call.
- **Turned Off:** During an incoming call, you can only mute the ringtone and stop the vibration, but the call cannot be connected.

- **Close to end:**
  - **Turned On:** You can close the flip to end the call.
  - **Turned Off:** Voice will be directed to the loudspeaker mode but, the call does not get disconnected.

SENDING MESSAGES

SMS and MMS are convenient and inexpensive 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 Messaging in your phone to send an SMS and MMS message to other mobile phones or any other equipment that can receive SMS and MMS.

> The MMS feature is available only if you subscribe to it from your network operator.

To access the message function, from **Home** screen, select **Messaging**.

SENDING SMS/MMS MESSAGE

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

1. To create a SMS message, from the **Home** screen, select **Messaging** ( ).
2. Select **New**.
3. Enter the contact name or the phone number in the **To** field. If you enter letters, all of the contact names starting with that letter and containing that letter will be displayed in a list. Keep typing to further reduce the list or scroll down to select the appropriate contact.
4. Type the message.

   When you add an attachment, the message is automatically converted to a multimedia message. MMS charges will apply, based on the operator. You can add any multimedia attachment up to the size of <= 2 MB.

   On a new message screen, select **Options** and the following options are displayed:

   - **Attach photos/videos:** Select a photo or video from the Gallery.
   - **Attach others:** You can select any of the following attachments to send a message.

ATTACHMENT TYPE	DESCRIPTION
Audio	Attach an audio file from the phone memory.
Record audio	Record a new audio using the sound recorder and attach.
vCard	Attach a contact available in the phone.
vCalendar	Attach a calendar event.

   - **Insert from templates:** You can insert an attachment from the template.
   - **Insert contact:** You can insert a contact from the phonebook.
   - **Discard:** Select **Discard** to delete the message. The message thread is deleted after confirmation.

SEARCH

1. From **Home** screen, select **Messaging** ( ).
2. Select **Options > Search**.
3. Enter the key word to search a particular message.

DELETING MESSAGES

To delete the messages,

1. From **Home** screen, select **Messaging** ( ).
2. Select the message and select **Options > Delete selected thread**.
3. A confirmation message is displayed. Select **Delete** to delete the selected message.
4. To delete an individual conversation, open the message thread and select the conversation to be deleted and select **Delete** and confirm the choice.

WIRELESS EMERGENCY ALERTS

1. From **Home** screen, select **Messaging** ( ).
2. Select **Options > Wireless Emergency Alert**.

3. You will receive active alerts and emergency alerts from the service provider.

MESSAGE SETTINGS

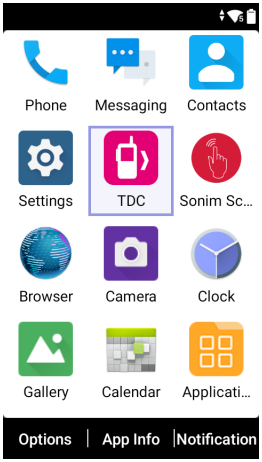
1. From **Home** screen, select **Messaging** ( ).
2. Select **Options > Settings**. The following settings are displayed:

SETTINGS	DESCRIPTION
DISPLAY	
Group notification message	Enable this notification message to auto combine the notification into one group.
STORAGE	
Delete old messages	Delete old messages automatically when the storage limit is reached.
Text message limit	Set the maximum number of SMS messages to be stored. By default, 1000 messages can be stored.
Multimedia message limit	Set the maximum number of MMS messages to be stored. By default, 1000 messages can be stored.
Memory status	Shows the memory used for SMS, MMS and the total memory used.
ADVANCED SETTINGS	
Text (SMS) messages settings	
Delivery reports	Enable this option to request a delivery receipt for each message you send.
Message template	Edit the quick message template.
SMS signature	Enable this option to edit SMS signature to do SMS signature.
Manage SIM card messages	Manages the messages in the SIM card located under **Text Messages**.
Enable WAP PUSH Service	Enable to receive service message.

SETTINGS	DESCRIPTION
Multimedia (MMS) messages settings	
Group messaging	Enable and use MMS to send a single message when there are multiple recipients.
Delivery reports	Enable this option to request a delivery receipt for each message you send.
Read reports	Enable this option to request a read receipt for each message you send.
Auto-retrieve	Enable this option to retrieve the messages automatically.
Roaming auto-retrieve	Enable this option to automatically retrieve messages while roaming.

T-MOBILE DIRECT CONNECT

Your Sonim mobile comes with a pre-loaded **T-Mobile Direct Connect** application.



To use the PTT service, you must activate your PTT subscription from the operator.

Once you get the PTT confirmation from the operator, follow the steps below for the activation:

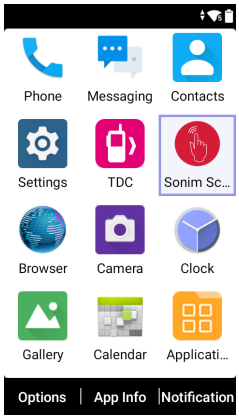
1. From the **Home screen**, select **Menu > TDC** ( ) application or press the side **PTT Key**).
2. The TDC application will launch and initiate the PTT activation process and allows the requested permissions .
3. Now allow the activation over **SMS** > **Continue**. Once the activation is successful, you can view the Push-to-Talk tutorials. Refer to tutorials to get the information on PTT or skip if you are already a PTT user.
4. You can now make PTT calls (1-to-1 or group PTT calls), send alerts/messages and other PTT operations as configured by your operator.

SONIM SCOUT

Sonim SCOUT is a solution that allows the user to register with Sonim and use a number of key enterprise features.

Sonim Cloud account required to fully utilize SCOUT capabilities. For more information, visit http://www.sonimcloud.com.

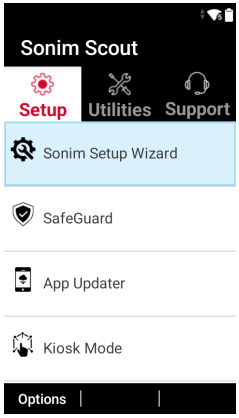
To access Sonim Scout, from **Home** screen, select **Menu > Sonim Scout** ( ).



SETUP

Setup tab consists of the following features:

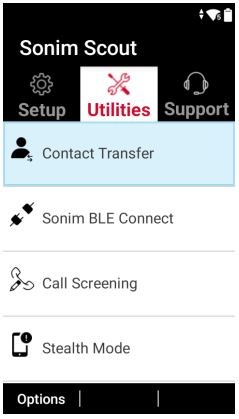
- Sonim Setup Wizard
- SafeGuard
- App Updater
- Kiosk Mode
- MDM Helper



UTILITIES

Utilities tab consists of the following features:

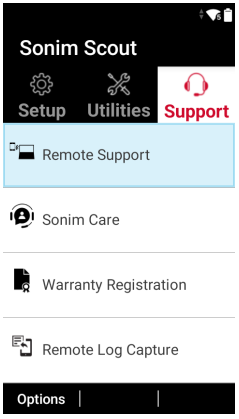
- Contact Transfer
- Sonim BLE Connect
- Call Screening
- Stealth Mode
- Device Settings



SUPPORT

Support tab consists of the following features:

- Chat
- Sonim Care
- Warranty Registration
- Device Information
- SCOUT Information
- Support Contact
- Remote Support



BROWSER

BROWSER

1. From Home screen, select **Menu > Browser** ( ).
2. Enter the URL to search for the required information or any website.

CAMERA

CAMERA

The Sonim XP3plus 5G has a rear camera with 8MP fixed focus for taking pictures and videos. The pictures and videos are saved in the Gallery.

1. From Home screen, select **Menu > Camera** ( ).
2. Select Camera mode to set the following modes:
   - **Normal**: To shoot a picture in normal mode, press center key to capture the picture. Use **Left** and **Right** navigation keys for **Zoom in** and **Zoom out**.
   - **Video**: Press **Center key** to start/stop a video recording. You cannot pause the recording in the middle.
3. Select **Options** to view or change camera settings such as **Flash**, **Exposure**, and **Photo Quality**, etc.

CLOCK

CLOCK

You can view the current time of various major cities across the country and world by using the Clock feature.

1. From **Home** screen, select **Menu > Clock** ( ).
2. Select **World clock icon** ( ) located on the top of the screen. To add a city, select **Add**. Select the check boxes next to the cities to add them to the **Clock**.

   Added cities are listed in alphabetical order.

- The local time in the home city is displayed in the upper half of the screen.
- To set the home city, select the desired city from the list. It will be added to the selected cities list. The selected city is set as the home city.

ALARM

You can set an alarm for a particular time.

1. From Home screen, select **Menu > Clock** ( ).
2. Select Alarm activation icon ( ) on the top of the screen.
3. Select **Options > Add** to add a new alarm.
4. To set a recurring alarm, select **Options > Edit**. You can choose and set the following options:
   - **Time:** You can set the required time.
   - **Repeat:** You can select the days in a week to repeat the alarm.
   - **Alarm Ringtone:** Select the alarm ringtone.
   - **Label:** You can name the alarm.
   - **Vibrate**: You can enable the device to vibrate when the alarm is set.
5. Select any of the ringtones from the Default alarm tone sound present and select **OK**.
6. Select **Option key > Save** to save the changes.

GALLERY

GALLERY

The pictures, videos, and screenshots are captured from the camera are stored in the Gallery and can be viewed later.

1. From **Home screen**, select **Menu > Gallery** ( ). You can view the photo album, screenshots, and the individual pictures.
2. From **Gallery**, you can select **Camera** to switch to camera to capture pictures or videos.
3. Select the picture and select the **Options**, the following options are displayed:
   - **Delete:** Select this option to delete a picture.
   - **Slideshow:** Select desired photo to set it as slideshow.
   - **Details:** You can view the details such as **User comment**, **Flash**, **Orientation** etc.
   - **Rotate:** Use this option to rotate picture.
   - **Set picture as:** Select the desired photo to set it as contacts photo or wallpaper.
4. Select **Share** to share the captured images via **Messaging** or **Bluetooth**.

CALENDAR

CALENDAR

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

To access calendar:

1. From **Home** screen, select **Menu > Calender** ( ).
2. To change the calendar view, choose **Month** or **Agenda** from **Options** menu.
3. Select **Options key** to view the list of the following available options:

- **Today:** Access current date events.
- **New event:** New event can be added on selecting this option.
- **Agenda:** Select each agenda and to view the event details.
- **Search:** You can search for a particular event.
- **Delete Events:** Select the **event > Option key > Done** to delete the selected event. Select **Select all** to delete all the events.

  When you have an event the **Delete event** option is enabled.
- **Settings:**
  - Displays the **General settings** of the calendar.
  - Displays the **Build version** in **About Calendar**.

APPLICATIONS

DOWNLOADS

Use the **Downloads** screen to view, open, or delete the downloaded files.

1. From **Home** screen, select **Menu > Applications** ( ).
2. Select **Downloads** ( ).
3. Select **Options > Select** to select the downloaded file to be opened, viewed or deleted.

BACKUP AND RESTORE

If you need to replace your device you can backup your data to an SD card before completing a factory reset to reset your device so no one can access any data from your old device and then restore your data from the SD card where you previously backed up.

To back up your data:

1. From **Home** screen, select **Menu > Applications** ( ).
2. Select **Backup and Restore** ( ).
3. Select **Backup**.

   All your contacts, Calendar, SMS and MMS data will be backed up and media content like photos, audio and videos are moved to an SD card.
   A warning message is displayed that Backup may take several minutes. Please do not perform other operations during this time.
4. Select **OK** to start the backup.
5. Select **Restore**.

   The contacts, Calendar, SMS and MMS will be restored.

> Without an SD card, the device will not be able to be successfully backed up.

VOICE COMMANDS

The XP3plus 5G device includes a voice recognition system for basic commands and voice dialing.

1. From **Home** screen, select **Menu > Applications** ( ).
2. Select **Voice Commands** ( ).
3. You can give a command by speaking over the phone using your voice. You can perform the voice actions like calling any of the contacts from the phone book, get the direction to a particular destination and create reminders, etc.

SOUND RECORDER

You can record voice memos using the sound recorder.

To access the sound recorder:

- From **Home** screen, select **Menu > Applications** ( ) **> Sound Recorder** ( ) .
  - To record an audio file, select **Record**.
  - To pause the recording, select **Pause**.
  - To stop the recording, select **Stop**.
  - To save the voice memo, select **Save**.
  - To exit without saving, select **Discard**.
  - To play the recorded file, select **List** and select the file to be played. Press the **center** key to play the voice memo.
  - Select **Options** to view the following options:
    - **Rename:** Rename the existing file.
    - **Share:** You can share the recording via **Bluetooth** or **Messaging**.
    - **Delete:** Deletes the selected item.
    - **Select:** Select a particular file.
    - **Exit:** Exits the Sound Recorder.

FILE EXPLORER

You can view/edit/delete/share the files stored in the phone through **File Explorer** ( ).

To view the files, select **Menu > Applications** ( ) **> File Explorer** ( ).

Select any folder and press **Options** to view the following options:

- **Recent:** Displays the recent files captured or stored.
  - Select **Share** to share the file or folder via Messaging/Bluetooth.
  - Select **Move to** to move the file or folder to other locations.
  - Select **Options** to view below options:
    - **Copy to:** Copy the contents of the folder.
    - **Properties:** View the properties of the folder.
    - **Select:** Select a particular folder.
    - **Exit:** You can select **Exit** option for exiting from **File Explorer.**
- **Downloads:** Displays the different folder under Downloads.
  - Select **Share** to share the file or folder via Messaging/Bluetooth.
  - Select **Move to** to move the file or folder to other locations.
  - Select **Options** to view below options:
    - **Delete:** Delete the existing folder.
    - **Copy to:** Copy the contents of the folder.
    - **Rename:** Rename the existing folder.
    - **Properties:** View the properties of the folder.
    - **Select:** Select a particular folder.
    - **Sort by:** You can sort the folder using **Sort** option. Sorting options are: **By Name**, **By Date Modified** and **By Size**.
    - **Exit:** You can select **Exit** option for exiting from File Explorer.
- **X320:** Displays the different folder in the device drive.
  - Select **Search** to Search for the file and folder.
  - Select **Move to** to move the folder to other locations.
  - Select **Options** to view below options:
    - **Delete:** Delete the existing folder.
    - **Copy to:** Copy the contents of the folder.
    - **Rename:** Rename the existing folder.
    - **Properties:** View the properties of the folder.
    - **Select:** Select a particular folder.
    - **Sort by:** You can sort the folder using **Sort** option.
    - **New folder:** You can create a new folder.
    - **Exit:** You can select **Exit** option for exiting from File Explorer.

If SD card is inserted, all the files in the SD card can be view/edit/delete/share from the File Explorer.

MUSIC

You can play music files and voice memos stored in your phone using the music application.

From **Home** screen, select **Menu > Applications** ( ) **> Music** ( ).

- Select **Artists** to view the music files sorted based on the artists.
- Select **Albums** to view the music files sorted based on the albums.
- Select **Songs** to view the complete list of songs stored in your phone.
- Select **Playlists** to access the default playlists in the music folder.
  - Select **Recently added** playlist to view the music files that are recently added to the music folder.
  - Select **My recordings** playlist to access all your voice memo files.

FM RADIO

You can listen to the radio through FM radio. A wired headset must be connected to enable FM radio.

1. To listen to the radio, select **Menu > Applications** ( ) **> FM Radio** ( ).
2. A pop-up message is displayed: **Connect Headset**. Connect a wired Headset in the alloted slot to enable FM Radio. **FM radio** icon is displayed on the **Notification** bar.
3. Select **Options > Auto Scan** to scan all the stations. Available channels are displayed.

4. Select **Options > Setting** and the following options are displayed:
   - Regional Band
   - Audio Output Mode
   - Alternate Frequency
   - Revert to Factory Defaults

NOTE

You can create notes using Note app.

1. From **Home** screen, select **Menu > Applications** ( ) **> Note** ( ).
2. Press **New** to create new Note.

CALCULATOR

The default calculator in this phone is designed to perform simple mathematical calculations and the advanced panel for scientific calculations.

1. From **Home** screen, select **Menu > Applications** ( ) **> Calculator** ( ).
   - To enter the numbers, select the numeric keys.
   - To use mathematical operators, select the respective operation key on the keypad.
   - Select **=** for the final result.
2. Select **Advanced panel** for scientific calculations.
3. You can toggle between **Basic** panel and **Advanced** panel.

SAFETY AND REGULATORY INFORMATION

ENVIRONMENT WARNING

DISPOSAL OF OLD ELECTRICAL AND ELECTRONIC EQUIPMENT

The symbol of the crossed-out wheeled bin indicates that this product, and any enhancements marked with this symbol, cannot be disposed as unsorted waste but must be taken to separate collection at their end-of-life.

DISPOSAL OF BATTERY

Please check local regulations for disposal of batteries. The battery should never be placed in municipal waste. Use a battery disposal facility if available.

The device is designed with including but not limited to the following specifications for the environmental conditions range:

- Specification of the Pollution Degree: "2"
- Specification of the Overvoltage Category: I
- Specification for maximum use altitude: not more than 5000m above sea level.

SAFETY WARNING

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

Do not use the phone at a refueling point. 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 alarm mode.

Do not expose the device to high temperatures (in excess of 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 X320 approved charging equipment to charge your phone and avoid damage to your phone.

Ensure that only qualified personnel install or repair your phone.

The Sonim X320 device is waterproof and can be submerged to 2 meters for 30 minutes.

Water droplets may condense under the display cover if the phone is immersed in water with a significant drop in temperature. This does not indicate water leakage and the droplets will disappear when the display reaches room temperature.

The Sonim X320 is dust-resistant, rugged and shock-resistant. However, it is not dust-proof or unbreakable if subjected to overwhelming impact. For best results and long product life, one should protect the Sonim X320 from salt water, dust and strong impacts.

AVOID EXTREME TEMPERATURE

Leaving the device in hot or cold places, such as in a closed car in summer or winter conditions, reduces the capacity and lifetime of the battery. For the best results, try to use the device between -20°C and +55°C (-4°F and 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 may affect the operation of cardiac pacemakers and other implanted equipment. Please avoid placing the mobile phone over the pacemaker, for example in your breast pocket. When using the mobile phone, place it at the ear opposite the pacemaker. If a minimum distance of 15 cm (6 inches) is kept between the mobile phone and the pacemaker, the risk of interference is limited. If you suspect that interference is taking place, immediately turn off your mobile phone. Contact your cardiologist for more information. For other medical devices, consult your physician and the manufacturer of the device. 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 from the device and adversely affect their operation. Also, observe restrictions at gas stations or other areas with flammable atmosphere 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, which could be detached and create a choking hazard.

EMERGENCY CALLS

Mobile phones operate using radio signals, which cannot guarantee connection under all conditions. Therefore you should never rely solely upon any mobile phone for essential communications (e.g. 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.

PLASTICS CONTENT

The percentage of post-consumer recycled and biobased plastics content in your phone is 0%.

BATTERY USAGE

Your Sonim XP3plus 5G phone comes with a removable battery. For any battery related queries, contact Sonim Support at 1-833-MY-SONIM (1-833-697-6646) or **support@sonimtech.com**.

- Use only a Sonim XP320 certified battery (BAT-02300-01S supplied by TIANJIN LISHEN BATTERY JOINT-STOCK CO., LTD) that is designed for this phone model.
- The use of other batteries may void the warranty terms of your phone and cause damage.
- It is recommended to protect the battery from extreme temperature environments and moisture.
- Please keep the battery out of the reach of children.

VERIFYING AND OPTIMIZING BATTERY USAGE

You can check the battery usage status and also close some applications to save battery power. In the all application screen, select **Settings** ( ) **>** **Battery** ( ).

The current battery level (charging or not charging) is displayed in the middle of the screen just below the Date information. Select **Settings** ( ) **> Battery** ( ) to view the discharge graph which shows the battery level over time since you last charged the device, and how long you have been running on battery power.

The list at the bottom of the screen shows the breakdown of battery usage for individual apps and services. Select 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.

> If you stop some apps or services, your device may not work correctly.

TIP 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 the **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**.

CHARGING THE BATTERY

The battery delivered with your mobile phone is not fully charged. We recommend that you charge your mobile for 2 hours before you use your mobile phone for the first time.

> The ambient temperature during charging shall be in the range 0°C to 45°C.

> Only the power supplies with outputs meeting the SELV requirements can be used for charging. The maximum allowable input voltage for the phone is 5V.

> There is a risk of explosion while charging if the battery has been replaced by an incorrect type.

> If the battery is completely out of charge, it can take several minutes for the charging icon to appear when the charger is connected.

1. **INSERT CHARGER**

   Insert the charger plug into a power outlet.

2. **CONNECT TO THE PHONE**

   The charging port is located on the right side of the phone. Open the port cover and insert the charging connector to the charging port.

3. CHARGING ANIMATION/ICON

- If the battery is being charged when the phone is switched off, a battery charging animation with current battery level is displayed.

- If the battery is being charged while the phone is switched on, the battery icon on the status bar shows the animation indicating that the battery is being charged.

- If the battery is being charged while the phone is switched on, the battery icon on the secondary display screen shows the animation indicating that the battery is being charged.

- After the battery is fully charged the charging animation stops and you can disconnect the charger from the phone. A message is displayed as **Battery is full.** Please unplug the charger.

GUIDELINE FOR HEADPHONE AND EARPHONE

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

HEARING AID COMPATIBILITY

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, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear 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, consult your service provider or phone retailer.

The ANSI C63.19-2019 standard does not use the M/T rating system for showing the hearing aid compatible of 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 7.83 dB with a hearing aid, and 14.63 dB without a hearing-aid.

RADIO FREQUENCY ENERGY

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 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 so as to use only the poser required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The highest SAR value for the model device X320 (Type number S1303 & S1403) as reported to the FCC:

- When tested for use at the ear is 1.22 W/kg, and
- When worn on the body, as described in this user guide, is 0.90 W/kg (Body-worn measurements differ among device models, depending upon available accessories and FCC requirements.).
- When device is set as Hotspot mode as described in this user guide, is 1.23 W/kg. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

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 on 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 on FCC ID: WYPS13030.

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 be positioned a minimum of 15 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. If you do not use a body-worn accessory and are not holding the device at the ear, position the handset a minimum of 0 cm from your body when the device is switched on.

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 the dealer or an experienced radio/TV technician for help.

FCC COMPLIANCE STATEMENT

- 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 non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

HAZARDOUS LOCATION USAGE

WARNINGS

Determine by inspection that the following information is made available to the user by one or more of:

1. Printed on the label for the battery.
2. Printed on the label for the host device.
3. Printed in the owner's manual.
4. Posted in a help file or Internet website.

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, expose to fire, explosion or other hazard.

Only use the battery with a charging system that has been qualified by the system per CTIA Certification Requirements for Battery System Compliant to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.

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.

IT IS NOT ALLOWED TO CONNECT ANY EXTERNAL DEVICES TO ALL PORTS/ INTERFACE (USB) IN A HAZARDOUS AREA.

ONLY THE POWER SUPPLIES WITH OUTPUTS MEET THE SELV REQUIREMENTS CAN BE USED FOR CHARGING. THE MAXIMUM ALLOWABLE INPUT VOLTAGE FOR THE PHONE IS 5V.

DO NOT USE THE NON-LPS ADAPTER TO CHARGE THE DEVICE. IT MAY CAUSE A FIRE.

EXPLOSION HAZARD - THE BATTERY ONLY CAN BE CHARGED or CHANGED IN NON-HAZARDOUS LOCATION.

RISQUE D'EXPLOSION - LES PILE DOIVENT ETRE REMPLACEES OU CHARGE DANS NON-DANGEREUX EMPLACEMENT.

DO NOT CONNECT OR DISCONNECT THROUGH USB PORT WHEN ENERGIZED, UNLESS THE LOCATION IS KNOWN TO BE NON-HAZARDOUS.

DO NOT OPEN THE BATTERY COVER DOOR IN HAZARDOUS LOCATIONS.

THE TORQUE FORCE OF BATTERY COVER SCREW is 1N.m.

CERTIFICATION

cCSAus	CSA Certificate No. 80091175
	Class I, Division 2, Groups A, B, C and D, T4
	Class II, Division 2, Groups F and G, T4
	Class III, Division 2

CSA C22.2 No. 62368-1-19

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