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1. Product info

Applicable models:

X802(S3112); X802(S3111); X802(S3012); X802(S3011)

Spec:

GSM	850/900/1800/1900 MHz (Not for USA and Canada market)
UMTS	I, II, IV, V, VIII
LTE	1, 2, 3, 4, 5, 7, 8, 12, 13, 14, 20, 25, 26, 28, 29, 30, 32, 38, 39, 40, 41, 42, 43, 48, 66, 68, 71
5G FR1	n1, n2, n3, n5, n7, n8, n14, n20, n25, n26, n28, n30, n38, n40, n41, n48, n66, n70, n71, n75, n77, n78
OS	Android 14, Google AER Certified
Platform	Qualcomm SM7550 (Snapdragon 7 Gen 3), 1x 2.63GHz, 3x 2.4GHz, 4x 1.8GHz
Memory	8GB DDR4X, 256GB UFS (ROM). Micro SD up to 2TB
Display	6.58", 1080x2408, 90Hz. Gorilla Glass Victus II
Camera	50M Main + 13M Wide, or 50M+thermal camera; 16M Front Camera
WiFi	802.11 a/b/g/n/ac/ax, Up to 10 connections, 2.4G/5G/6GHz
BT	BT5.3, BLE
LBS	GPS/a-GPS, Galileo Glonass, Beidou, SBAS
SIM	Dual 4FF SIM slots
Charging	USB Type C with fast charging (18W), Wireless charging (WPC), 2-pin on back
Loud Speaker	Bottom-facing, Dual loud speaker, 100+dB at 10cm
Side buttons	Programmable key, Volume keys on left, Emergency button on top, Power with Fingerprint on right

Battery	5000mAh, non-removable
Dimensions	171.5x80x11.5mm
Weight	267g
NFC	Loop Antenna
WPT	Rx, 100kHz~ 148.5 kHz Coil Antenna

2. Battery info

Model: BAT-05000-21S

BATTERY USAGE

- Your Sonim XP Pro phone comes with a non-removable battery. For any battery related questions, please contact the Sonim Customer Experience Center at 1-833-697-6646 (1-833-MY-SONIM) or email us at support@sonimtech.com.
- Use only a Sonim X800 certified battery
- (BAT-05000-21S) is designed for this phone model.
- The use of other batteries may cause permanent damage to your device, thus avoiding the warranty.
- 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 close some applications to save battery power. From the 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 Force Stop an application, it may affect the overall performance of not only that application, but the device as well. If you notice any issues with device performance, please power cycle the device.

TIPS TO EXTEND THE BATTERY LIFE

- Follow these tips to extend your phone's battery life.
- If you are not using Wi-Fi, Bluetooth, or GPS, use 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

- We recommend that you give your device a full charge before you use your device for the first time.
- The ambient temperature during charging shall be in the range 0°C to 45°C (32°F to 113°F)
- Only the power supplies with outputs meeting the SELV requirements can be used for charging. The maximum allowable input voltage for the phone is 9V.
- 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.

PROPERLY CHARGING THE DEVICE

- **INSERT CHARGER** Insert the charger plug into a power outlet.
- **CONNECT TO THE PHONE** The charging port is located on the bottom center of the phone. Open the port cover and insert the charging connector to the charging port.
- **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.
 - 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.



STORING YOUR PHONE OR BATTERY

If you plan to store your phone or your battery for an extended time, please follow the recommendations below to ensure long battery life and minimize battery self-discharge:

- Charge your battery to a level between 40% to 80%
- Store phone and battery separately to minimize battery trickle drain

- Store phone and battery separately to minimize battery trickle drain
- Insulate the battery terminals to avoid discoloration and potential short circuits with other battery terminals
- Store the battery in dry and cool conditions in a vibration-free environment
- If you use a climate-controlled storage location, set the temperature to 50° to 64° F (10° - 18°Celsius) and keep the relative humidity between 40% - 50%
- Recharge the battery once every 6 months, using the original Sonim wall charger and charging cable

3. Safety Guidelines

General

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 flight mode.
- Do not expose the device to high temperature (in excess of 55°C).
- 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, etc.
- Use only Sonim Model approved charging equipment to charge your phone and avoid damaging to your phone.
- Ensure that only qualified personnel can install or repair your phone.
- The Sonim devices are waterproof.

Ensure to close the audio connector properly. This will prevent the deposit of water droplets on the connectors, when the phone is immersed in water.

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

- The Sonim devices are 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 devices from salt water, dust and strong impacts.

Avoid high 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.

Charging temperature is 0°C and +45°C.

Personal medical device

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.

Battery usage safety

Risk of explosion if battery replaced by an incorrect type.

Dispose of used batteries according to the instructions.

- Do not disassemble or open crush, bend or deform, puncture or shred
- Do not modify or remanufacture, 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 with the system per CTIA Certification Requirements for Battery System Compliance 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.

ECO warning



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.

Audio Device Warning



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

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.

4. RF Device warning

4.1 USA and Canada market

USA market FCC INTERFERENCE STATEMENT

This mobile phone complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This mobile phone 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 Note:

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

USA market FCC RF EXPOSURE INFORMATION (SAR)

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

- when tested for use at the head is 1.20 W/kg
- when worn on the body, as described in this user guide, is 1.20 W/kg (Body-worn measurements differ among device models, depending upon available accessories and FCC requirements.)

While there may be differences between the SAR levels of various devices and at 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: WYPS3111

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 10 mm from the body. When the device is set to hotspot mode, please use it at least 10 mm away from your body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

This phone 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 United States.

USA Market WIFI 6E warning

Transmitters in the 5.925-7.125 GHz band are prohibited from operating to control or communicate with unmanned aircraft systems.

Canada market INTERFERENCE STATEMENT

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

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

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

l'appareil ne doit pas produire de brouillage, et

l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en

Canadian market IC Radiation Exposure Statement(SAR)

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

The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body & head. This equipment should be installed and operated with minimum distance 1.0 cm between the radiator and your body.

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

properly worn on the limbs.

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

L'appareil portable est conçu pour répondre aux exigences d'exposition aux ondes radio établies par l'ISED. Ces exigences fixent une limite de SAR de 1,6 W/kg en moyenne sur un gramme de tissu. La valeur SAR la plus élevée déclarée en vertu de cette norme lors de la certification du produit pour une utilisation lorsqu'elle est portée correctement sur le corps et la tête. Cet appareil doit être installé et utilisé avec une distance minimale de 1.0 cm entre l'émetteur et votre corps.

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

This device has been test and compliance with approved with IC:8090A-S3111

Canadian market WIFI warning

Devices shall not be used for control of or communications with unmanned aircraft systems.

Devices shall not be used on oil platforms.

Les dispositifs ne doivent pas être utilisés pour le contrôle ou les communications avec les systèmes d'aéronef sans pilote.

Les dispositifs ne doivent pas être utilisés sur les plates-formes pétrolières.

Devices shall not be used on aircraft, except for the low-power indoor access points, indoor subordinate devices, low-power client devices, and very low-power devices operating in the 5925-6425 MHz band, that may be used on large aircraft as defined in the Canadian Aviation Regulations, while flying above 3,048 metres (10,000 feet).

Les dispositifs ne doivent pas être utilisés à bord des aéronefs, sauf pour les points d'accès intérieurs à faible puissance, les dispositifs subalternes intérieurs, les dispositifs clients à faible puissance et les dispositifs à très faible puissance fonctionnant dans la bande de 5925 à 6425 MHz, qui peuvent être utilisés sur les gros aéronefs au sens du règlement de

l'aviation canadien, alors qu'ils volent à plus de 3048 mètres (10 000 pieds).

Devices shall not be used on automobiles.

Devices shall not be used on trains.

Devices shall not be used on maritime vessels.

Les dispositifs ne doivent pas être utilisés sur les automobiles.

Les dispositifs ne doivent pas être utilisés sur les trains.

Les dispositifs ne doivent pas être utilisés sur les navires maritimes.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

L'appareil pour fonctionner dans la bande 5150-5250 MHz est uniquement pour une utilisation à l'intérieur pour réduire le potentiel d'interférence nuisible aux systèmes satellites mobiles co-canaux.

USA Market HAC warning

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 6.0 dB with a hearing aid, and 10.9 dB without a hearing-aid.

The table below shows the wireless technologies (including frequencies/bands by air interface and codec) that are tested or not tested according to FCC rules and limited waiver DA23-914:

Air Interface	Bands	Codec	HAC		
			RF	T-Coil	Volume control
LTE/NR/WIFI	LTE:2/4/5/7/12/13/14/25/26/30/38/41/42/43/48/66/71 NR: n2/5/7/14/25/26/30/38/41/48/66/70/71/77/78 WIFI:2.4GHz, UNII1/2A/2C/3/4/5(1)	EVS-NB/WB	Yes	Yes	Yes
		AMR-NB/WB	Yes	Yes	Yes (2)
		EVS-SWB, Opus	Yes	Yes	No
UMTS/GSM	UMTS: II/IV/V	EFR (GSM only) AMR-NB/WB	Yes	Yes	Yes (2)
		Opus	Yes	Yes	No
NR/WIFI	UNII 5 ⁽¹⁾ /6/7/8	AMR-NR/WB EVS-NB/WB/SWB Opus	No	No	No
(1) The UNII-5 is tested for Hearing Aid Compatibility for operations which are entirely below 6 GHz. Above 6 GHz is not tested due to outside of the current scope of ANSI C63.19 and FCC HAC regulations.					
(2) According to FCC waiver DA 23-914, Hearing Aid compatibility only partially tested for the conversational gain.					

4.2 EEA market

RED compliance

The device is compliance with Directive 2014/53/EU, please visit www.sonimtech.com

Radiation Exposure Statement(SAR)

This device meets applicable international safety requirements for exposure to radio waves. The mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines from the independent scientific organization ICNIRP (International Commission of Non-Ionizing Radiation Protection). The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg averaged over 10 grams of tissue and includes a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the

ICNIRP guidelines for this device model are:

Test Position	Test value	Test distance	Limit
Head	1.552 W/kg	0 mm	2.0 W/kg
Body	1.571 W/kg	5 mm	2.0 W/kg
Limb	3.232 W/kg	00 mm	4.0 W/kg

WIFI warning

The device is restricted to indoor use only when operating in the 5250 to 5350 MHz, 5945 to 6425MHz (WIFI 6E LPI) frequency range.

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK(NI)

EU Variant power table

Conducted Power / dBm
GSM900: 32.5, GSM1800: 29.5
WCDMA B1: 24.5, WCDMA B5/8: 25
LTE B1/3/5/7/8/20/28/38/40/42/43/68: 25
LTE B41 for HPUE : 27
5G n1/3/7/38/40: 25.5
5G n5/8/20/28: 25
5G n41/78 for HPUE: 27.5
5G n77 for HPUE: 27
EIRP Power / dBm
BT(2400-2483.5MHz): 9.12
WIFI2.4G(2400-2483.5MHz): 19.92
WIFI5G
5150-5250MHz: 21.81
5250-5350MHz: 19.96
5470-5725MHz: 19.97
5725-5850MHz: 13.96
WIFI6G(5945-6425MHz): 21.45
NFC: -18.19 dBμA/m@10m