

FAQ GUIDE

**SONIM
ENDURO**

English

sonim[®]
BUILT FOR LIFE[™]

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Reference Documentation

For more information about any of the features discussed in this guide, refer to Sonim ENDURO user guide available at <http://www.sonimtech.com/support/downloads.php>.

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How can I activate the WAP features on my Sonim ENDURO?

Contact your service provider to activate the WAP feature.

How can I configure e-mail on my Sonim ENDURO?

Configure and create an e-mail account to access the e-mail functionalities on your Sonim ENDURO.

1. To create an e-mail account Menu > **Messages > E-mail message > No e-mail account. Create an account now?** > select **Yes**.
2. Enter the e-mail account name.
3. Enter the e-mail address.
4. Select the required protocol for incoming mail server: **POP3 or IMAP4**.
5. Enter the **username** and **password** to access the e-mail account.
6. Enter the following Download settings (**Download sett.**):
 - **Retrieve mode:** You can retrieve the whole e-mail or only headers.
 - **No. of mails shown:** You can set the number or e-mails to be retrieved from the server. The default value is 30.
 - **Del. original after retrieval:** Select No to store the original e-mail in the server.
7. Maximum size of retrieval: Set the maximum download size per mail.
8. Enter the following Incoming mail settings

(Incoming mail sett.).

- **Incoming POP3/IMAP4 serv.:** The name of the incoming mail server.
 - **Security:** Enable or disable secure mail server connection.
 - **Port:** The port number to connect to the mail server.
9. Enter the following Outgoing SMTP server (**Outgoing sett. (SMTP)**) settings.
- **Outgoing SMTP serv.:** The name of the incoming mail server.
 - **Reply-to address:** The e-mail address to which the reply is sent by the receiver.
 - **SMTP authentication:** Enable or disable SMTP authentication.
 - **SMTP username:** The username to access SMTP server.
 - **SMTP password:** The password to access SMTP server.
 - **Security:** Enable or disable secure mail server connection.
 - **Port:** The port number to connect to the mail server.
 - **Email msg. priority:** The default priority for set for the outgoing messages. The default priority is Normal.

The e-mail account is saved.

How can I activate the MMS features on Sonim ENDURO?

Contact your Service Provider for activating the MMS features.

Which audio and image formats does my Sonim ENDURO support?

Sonim ENDURO supports the audio formats .mp3/.wav/.amr/.aac and the Image formats .jpg/.bmp/.gif.

Will Bluetooth connections remain active once a wired headset is inserted into my Sonim ENDURO?

No, the Bluetooth connection is disconnected automatically, and the audio is routed through the wired headset.

Which car kits are supported by the ENDURO?

Car kits verified with the Sonim ENDURO include the:

- Jabra SP 5050 Bluetooth Speakerphone
- Motorola Carkit T305
- Parrot CK3100
- Parrot NOMAD
- Blueant Supertooth Light 2
- Sony Ericsson Car kit HCB-120

How can I download pictures and ringtones onto my Sonim ENDURO?

You can download pictures and ringtones through the

browser. You can also transfer the pictures and ringtones can be transferred from another Bluetooth enabled device. You can also receive the pictures and ring tones through MMS.

How do I activate the loudspeaker on my Sonim ENDURO?

To activate the loudspeaker when you are on a call, press **Loudsp.** on the screen.

How do I activate the 'Vibrate' feature on my Sonim ENDURO?

To activate the 'Vibrate' feature in the Sonim ENDURO, do the following:

1. Select **Menu > Settings > Profiles > General > Edit > Vibrating alert**. Select Right/Left Navigation key to select On/Off.
2. You can also long press # key to toggle between Silent and General modes on the idle screen.

Where can I find the files transferred to my Sonim ENDURO?

The files transferred to your Sonim ENDURO are saved in My files directory. To access the transferred files, select **Menu > My files**. Select the required folder from the File manager screen.

What kind of images can I set as Wallpaper?

Any downloaded image can be set as Wallpaper.

How can I activate Bluetooth connection in my Sonim ENDURO?

To activate the Bluetooth, select **Menu > Settings > Bluetooth > Bluetooth > On**.

Will my phone ring when connected to a wired

headset?

Yes. When a wired headset is connected, the ringtone is heard in both the phone speaker and wired headset ear piece.

Does my phone ring when connected to a Bluetooth Headset?

When a Bluetooth headset is connected, you can hear the phone ring for a short while in the phone and then in the Bluetooth headset.

How can I send a business card (vCard) from my Sonim ENDURO?

You can send the business card via Bluetooth in Sonim ENDURO.

How do I enable the T9 dictionary on my Sonim ENDURO?

While writing a message, long press the “#” key. Under Editor settings select **Prediction on** to activate the T9 dictionary on your Sonim ENDURO.

How do I change the ringtone volume on my Sonim ENDURO?

To set the ringtone volume, select **Menu > Settings > Profiles > General > Edit > Volume > Ring volume**.

How can I adjust the number of rings before the call is forwarded?

Contact your Service Provider to activate this feature.

Can I transfer multiple contacts at a time, using Bluetooth connection?

No, you can transfer only one contact at a time using Bluetooth.

How do I turn On the torch?

To turn on the torch, press and hold the button on the right side of the phone. Press and hold the button again to turn off the torch. The torch will work only if the phone is in idle screen mode.

How do I set the voice mail number in Sonim ENDURO?

To set voice mail number, select **Menu > Messages > Voice mail > Voice mailbox no.** Enter the number provided by your service provider. You can also long press key '1' to access the voice mail.

How can I listen to the voice mail using my Sonim ENDURO?

To listen to the voicemail, select **Menu > Messages > Voice mail > Listen to voice msgs.** You can also long press key '1' to access the voice mail.

How can I listen to recorded audio files on my Sonim ENDURO?

To listen to the recorded audio files, select **Menu > My files > Sounds.** Select the required audio file. The speaker is turned on automatically, and you can hear the record.

How do I enter a “+” when making international calls

on my Sonim ENDURO?

Press and hold the numeric key '0' until the '+' symbol is displayed.

Where will the incoming messages be stored?

By default, all the incoming messages are stored in the Inbox.

How can I activate /deactivate the save sent messages and delivery Status report settings for sent messages?

Select **Menu > Messages > Message settings**. Select the required type of message service (Text message or Multimedia message). Change the following settings as required:

- Save sent messages
- Delivery report

How can I alternate between upper case letters (ABC) to lower case letters (abc) on my Sonim ENDURO?

While writing a message, short press the key '#' to switch between upper and lower case letters.

How many characters does Sonim ENDURO support in a message?

You can enter upto 160 characters in a message. However, if the message contains Unicode text, the message size is reduced accordingly.

What frequency bands does the Sonim ENDURO work with?

Sonim ENDURO supports CDMA 800/ 1900 MHz bands with EVDO Rev A

Where do I find information on the features of my Sonim ENDURO?

Sonim ENDURO features are available on our websites www.toughestphone.com and www.sonimtech.com.

Where can user find the user guides for my Sonim ENDURO?

User guides are available at <http://www.sonimtech.com>.

Does Sonim ENDURO have any micro SD slots?

The Sonim ENDURO supports micro SD slots. The SD Cards upto 8 GB are supported.

Which certification does Sonim ENDURO have?

The Sonim ENDURO is an IP68 certified waterproof phone that is submersible in 2 meters of water for 30 minutes.

Where can I find information about new product releases?

The information about new phones, accessories, special offers, and more can be found on our website www.sonimtech.com.

What are the two small buttons on the right side of my Sonim ENDURO for?

The two small buttons on the right side of Sonim ENDURO are used to adjust the volume while in a phone call.

Which Operating Systems are compatible with PC Tools?

The 32 bit Windows XP is the operating system compatible with PC Tools.

How do I pair my Sonim ENDURO to my PC?

Refer to the Sonim ENDURO user guide for more information.

Does the ENDURO sync with a Mac computer?

The current version of the Sonim ENDURO does not synchronize with a Mac computer.

Where can I download the latest drivers for Sonim ENDURO?

The latest drivers are available at <http://www.sonimtech.com>.

What should I do when 'drivers required...' prompt pops up when using USB?

The drivers must be installed when the PC-Tools software is installed. Ensure that the PC-Tools software is installed completely. If the prompt still pops up, may be the drivers are not compatible to your PC Operating System.

How to launch camera in ENDURO?

To launch camera, select **Menu > Camera** or short press the side key (located below the volume key).

How to capture images?

Launch the camera, press the Menu key or side key (located below the volume key) to capture images.

Can flashlight be used in Camera?

Yes, flashlight can be used.

Launch the camera, press LSK. Select **Options > Flash > On.**

Can I record Videos in ENDURO?

Yes. You can record videos and to change the camera mode to Video mode, select **Down navigation key** with camera launched or alternatively you can even launch video mode by selecting **Menu > Entertainment > Video** and press **Record.**