

FAQ GUIDE

SONIM XP6

English

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Reference Documentation

For more information about any of the features discussed in this guide, refer to Sonim XP6 user guide available at <http://www.sonimtech.com/support/downloads.php>.

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What is Enhanced Push-to-talk (EPTT)?

- Enhanced Push-to-talk (EPTT) is a special feature on a mobile phone that combines the functionality of a walkie-talkie or 2-way radio with the normal handset features. It provides simple communication to a group of people with just a touch of a button.
- It allows the customer to instantly reach other EPTT contacts by eliminating the dialing and ringing steps in a regular cellular call. EPTT calls can be made to one person or to a group of people.
- It is also referred to as **Push to Talk over Cellular (PoC)**.

How does EPTT work?

- EPTT is based on half-duplex communication (ability to speak over the same channel but not at the same time). It uses Voice over internet protocol (VoIP).
- The person who talks, keeps the **EPTT** button pressed, while others can only listen. Thereafter the speaker releases the **EPTT** button, and the next speaker presses the button and starts talking.
- An EPTT call will end when the caller ends the call. However, other speakers of the group can end their call session, any time.

Is EPTT number different from my mobile number?

No, the EPTT phone number is the same as your 10 digit mobile number. But this number should be provisioned by the operator for EPTT to work.

Can I make/receive an EPTT call without using the speaker phone?

EPTT calls are generally started over the speaker phone but can be changed to the earpiece at anytime. You can listen to EPTT calls through your phone's speaker or earpiece. Press the center **Menu** key to turn the speaker On/Off.

You can route the calls through earpiece by default. To enable this, select earpiece/mute/off option in the privacy mode when the phone's native profile is set to Silent.

you can also **Disable speaker in PTT settings** to route the tone and media through earpiece

What will be the status of the EPTT application if I activate Flight mode?

You will logout of EPTT and the presence status will change to **Offline state**. If you try to access EPTT, you will get a **"Data connection is currently unavailable. Please try again later"** message.

How many entries are displayed in the Call history screen?

A maximum of 100 entries are displayed in the call history screen. There can be upto and 30 sub entries for each entry.

Is EPTT secure?

Yes, EPTT is secure because only a known device can access the network and all data is completely encrypted over a secure HSPA channel.

Can I access my other phone features like browser, camera, messaging etc., while the EPTT application is in idle state?

You can use all other phone applications when EPTT is in idle state. Press the **Back or Home** key to come to the idle screen and then you can access the menu options of your choice..

Can I access my other phone features like browser, camera, messaging etc. While in active EPTT session?

You can use all other phone applications when EPTT session is active. Press the **Back or Home** key to come to the idle screen and then you can access the menu options of your choice.

What are EPTT contacts?

EPTT contacts are different from your phone address book. However, you can also add phone number from your main phone book to EPTT contacts. In order to contact a EPTT Contact using EPTT service, they must be EPTT service subscribers.

How many EPTT contacts can I have in my EPTT Contact list?

- An EPTT subscriber can have both public and corporate contacts.
- Public contacts are created on the phone. You can add up to 300 contacts and 30 groups each containing 30 members.
- Corporate administrator for the company stores the corporate contacts to the phone. Corporate administrator can add up to 1000 contacts and

100 corporate groups each containing up to 250 members per group.



The maximum number of supported contacts depends on the software configuration.

What is a favorite contact or group?

The **Favorite Contacts** or **Groups** tab contains the list of EPTT contacts or groups added as favorites for easy access.

Can I delete all EPTT contacts at a time?

No, you have to delete contacts individually.

How can I change the chirp notification sound for EPTT calls, to beep sound?

You cannot change the chirp notification sound for EPTT calls to beep sound. This is fixed.

Can we turn off the chirp notification sound, when we release the EPTT button?

The chirp notification cannot be turned off. Instead turn **ON** the privacy mode and set it to **Mute** (Floor control tone and PTT audio will NOT be heard) OR **Earpiece** (Floor control tone and EPTT audio will be heard through earpiece).

How does Auto-start function work?

When Auto-start feature is enabled, the user will be automatically logged in to EPTT when the phone is switched ON
If auto-start is disabled, the user has to manually login to EPTT when the phone is switched ON.

By default, Auto-start is enabled.

How does Use Bluetooth for audio feature work?

When Use Bluetooth for audio is enabled, the audio will be played through a paired Bluetooth device.

When disabled, the audio will be played through phone loudspeaker.

By default, Use Bluetooth for audio is enabled.

What is an Instant Personal Alert?

The instant personal alert (IPA) feature allows a user to send an alert to an individual EPTT contact, and request them to call the sender.

- You can send an IPA only to EPTT contacts in **Available** or **Do Not Disturb** state.
- An IPA can be initiated only to a single contact and cannot be sent to a group.
- You cannot send an IPA if you are in **Do Not Disturb** state. This is because the receiver will not be able to call you back. Users can send the IPA from **options > Send alert**.

How do I send an Instant Personal Alert?

Highlight a contact either in the EPTT call history screen or from the EPTT Contacts screen or in the favorite contacts screen and press the **Alert** soft key to send IPA.

How do I respond to an Instant Personal Alert?

When you receive an **Instant Personal Alert**, press and hold the **EPTT** button to place a EPTT call. Press the **Green key (Call button)** to initiate a GSM call to that number. Press the **Dismiss** key to discard the alert.

How can we respond to an incoming instant personal alert, when the keypad is locked?

You can call back to the incoming instant personal alert by pressing the EPTT hard key or by tapping on the **Call** soft button in the notification alert. You can reject by tapping on the **Cancel** soft button in the alert screen.

You cannot initiate a GSM call from a received MCA/ IPA when the phone keypad is locked.

How do I activate EPTT in my Sonim XP6 phone?

EPTT service must be initialized on your phone, before making EPTT calls.

When you switch ON the phone, for the first time, you can activate your EPTT service by either:

1. Select **Menu > AT&T EPTT > Select Yes** to activate EPTT service.

OR

Simply press the **Push-to-talk** button on the left side of your phone.

2. Once registered, “**Client successfully activated**” message is displayed and the presence icon () is displayed at the top left corner of the home screen and the EPTT service is enabled. The EPTT service will retrieve EPTT contacts and groups if they exist for your company or corporation.

How to make an EPTT call?

To dial an EPTT call,

1. Select the contact/group from **EPTT contacts/ EPTT groups**, or from the **Call history** or from the **Favorite contacts/Favorite groups**.
2. Press and hold the **EPTT** button.
3. Continue to hold the **EPTT** button to speak.
4. Release the **EPTT** button when you finish speaking.
5. To end the call, press **RSK** and tap **End call** option on the screen or press the End key.



You can talk by tapping and holding the mic icon on the screen. The mic would turn green when you speak. When the other user speaks your mic would turn red. When no one is speaking the mic color would be grey.

What is one-to-one EPTT call?

This is a simple EPTT session where just one caller and one recipient are involved in the conversation.

What is a Quick Group Call?

You can quickly make a single call to many contacts in the EPTT Contacts list. You can initiate a quick group call to maximum of 10 contacts.



If there are DND and offline users among the selected contacts, only the available contacts will receive the call.

How do I block EPTT calls to my phone?

If you wish to completely block incoming EPTT calls, change your presence status to **Do Not Disturb**.

Will I receive cellular call while in active EPTT call?

While receiving an incoming GSM call over and active EPTT session, the phone will vibrate as an indication.

You can accept or reject the incoming cellular call. If accepted, the EPTT call will be put on hold and will be activated after the cellular call is completed, if the EPTT session is still active.

Can I make a cellular call while in an active EPTT call?

You can initiate a cellular call while in an active EPTT session by pushing the EPTT call to the background.

EPTT call can be pushed to the background using the **Return** key or the **Home** key.

Will I receive EPTT call while in active cellular call?

You will not receive EPTT calls, while in active cellular call. Once the cellular call ends, a EPTT Missed call alert will be displayed to notify the user.

How long can I talk over EPTT call?

During an EPTT call, you can speak continuously for a maximum of 3 minutes. You have to release the **EPTT** button and press again to continue speaking. The call can last for maximum 1 hour.



The maximum talk duration for speaking continuously and the maximum duration for a single EPTT session are server configured.

Why does an EPTT call get disconnected automatically?

When the EPTT call is established and none of the users speaks until floor idle time expires, the call will get disconnected automatically. Floor idle time is server configured.

How can I set my status as Do Not Disturb?

You can set your status to **Do Not Disturb** by tapping on **My status** in EPTT call history screen.

Select **Do Not Disturb** in **Set My status** screen.

Follow the same steps to change your status back to **Available**.

How to speak when connected to a Wired Headset?

When connected to a wired headset, you should use the **EPTT** button on the phone and the microphone of the wired headset to speak.

If a PTT wired headset is used, then the PTT floor can be taken and released using the button in the wired headset.

How can I adjust the tone volume while on an EPTT/voice call?

While on an EPTT call but you are not speaking, press the side volume button to adjust the volume accordingly. You can also adjust the volume by selecting **Options > Settings > Volume** while in EPTT idle state.

Can we set customize the tones for missed EPTT calls and Instant Personal alerts?

You can customize the alert tones under **EPTT settings > Alert Tone**. You can choose one of the 4 pre-configured alert tones and set that as your default alert tone.

Can we send group EPTT alerts?

Sonim XP6 does not support group EPTT alerts.

How do we get the continuous alert for missed EPTT calls?

To get alerts for missed EPTT calls, you can set the EPTT call alerts:

1. Login to **EPTT**.
2. Select **Options > Settings > Alert repeat**. Select one of the following options.
 - **Repeat once** - once it rings
 - **Repeat** – rings every 20secs once for next 10 mins
 - **Continuous** - every 20 secs once it rings & continues to ring until its rejected or dismissed.

How can we notify a person about missed calls when they are on a GSM call?

The missed call symbol () will be displayed next to the EPTT icon () , when there is a missed call during a GSM call.

Can I use the EPTT button to initiate an EPTT call, when the keypad is locked?

The phone keypad lock must be unlocked to initiate a EPTT call using the EPTT button.

Can I make PTT calls from native phonebook?

No. We cannot make PTT calls from the native phone book.

Can I take the floor and end the call when the PTT call is active in the background?

Yes. You can take the floor and end the call when the PTT call is active in the background.

Single press the **End** key will push the PTT call screen to foreground, the second press on this screen will end the call.

Why do we have Hide Offline option in the contact screen?

If you select Hide offline option, all the contacts that are currently offline will be hidden and only the online contacts will be displayed in the contact list.

To see all the contacts again, you need to select **Show Offline** option from the menu options.

What does the lock icon in the groups tab indicate?

Lock icon indicates () that one of the corporate groups is a **Talk** group or **Camped** group.

What is a camped group /Talk group / Locked group?

If you set a corporate group as a **Locked group** by selecting the **Lock** option from the menu, then you can receive a pre-arranged group call only from that group. Other pre-arranged group calls will be blocked.

Private call and Quick group call will not be affected by this feature.

How do I configure * or # to send alerts?

You have to first go to **EPTT settings > Configure Alert Options > select Use * or Use #**.

To send the alert, select or highlight a contact in the contact list or call history and long press * or #, whichever is configured.
Alert would be sent to the highlighted contact.

How can I stop EPTT application from using Wi-Fi?

If you do not want the EPTT application to use Wi-Fi, go to **EPTT settings** > unselect **Wi-Fi** option.

EPTT application will now start using the mobile data (if it is enabled).

Why do we have Hide Offline option in the contact screen?

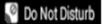
If you select Hide offline option, all the contacts that are currently offline will be hidden and only the online contacts will be displayed in the contact list.

To see all the contacts again, you need to select **Show Offline** option from the menu options.

I can't make an EPTT call.

- **Subscription to EPTT Services:** You can access EPTT services only if you subscribe to EPTT services from the carrier. Contact your operator for more information.
- **Check for coverage:** You must be within the network coverage area to make an EPTT call. Check your idle screen to ensure you have a radio signal ().
- **Check your status:** If you see an icon with cross mark () in the upper left corner of the screen, EPTT is turned off. To change your status to **Available**, press the **EPTT** button. Login screen will appear. Select OK to login. The available icon is displayed () when EPTT is logged in.

I am not receiving EPTT calls.

- Ensure you are in the network coverage area and that your EPTT service is online. Check your idle screen to ensure you have a radio signal ().
- Your phone may be set to **Do Not Disturb (DND)**. If your phone is set to **DND**, indicated by an icon () you will not receive EPTT calls. You will however be able to receive Instant Personal Alerts.

I can't hear EPTT calls.

The speaker phone might have turned off and the voice is routed through the phone earpiece. Please turn the speaker back ON to hear EPTT calls via loudspeaker.

The phone might be in silent mode and the option **Mute** may be enabled.

People cannot hear me on their EPTT phone.

Remember to press and hold the **EPTT** button and begin speaking after an audible tone. You should speak directly into the phone's microphone in a normal voice. Release the **EPTT** button only after you have finished speaking.

I am not able to add new contacts or groups.

Check if you are a corporate subscriber. If yes, then you will not be able to add contacts or create groups. Only Administrators can add, edit and delete contacts and groups to your contact list or group list.

Some of the members in 'group member screen' have a different icon. What do they indicate?

These icons indicate that these members have supervisory override privilege. This means that those users with this privilege can take the floor at any time during the EPTT call, even when some other user is speaking 12

Can I be the supervisor of a group?

You cannot have the privilege of a supervisor. You can be a part of the group consisting of members having this privilege.

What will happen if I enable "Privacy Mode" feature?

In privacy mode, you can select one of the following options:

- **OFF-** routes EPTT floor control tones and EPTT audio through the loudspeaker even when the phone is in silent mode or vibrate only mode.

- **Mute** – mutes all EPTT floor control tones and EPTT audio when phone is in silent mode or vibrate only mode.
- **Ear piece** - routes all EPTT tones and EPTT audio through the earpiece when phone is in silent mode or silent only mode.

The default setting is **Earpiece**.

Can I add and remove Google account in Sonim XP6?

You can add or remove Google account in Sonim XP6, using the following procedure:

- To add an account, navigate to **System settings** > **Add account (+)**.
- You can add different types of accounts such as Gmail, Yahoo, AT&T or Corporate.
- To remove an account, navigate to **System settings** > **select the account configured** > select **Option key** > select **Remove account**.

How can I Factory Reset Sonim XP6?

To Factory Reset Sonim XP6, navigate to **System settings** > **Backup & reset** > **Factory data reset** > **Select Reset phone** > **Enter the PIN or Pattern (If Enabled)** > **Erase everything**.

How to connect your Sonim XP6 with other devices via USB Tethering?

To connect Sonim XP6 via USB Tethering:

1. Connect the USB Via PC.
2. Navigate to **System settings** > select **More...** > select **Tethering & portable hotspot** > Enable **USB tethering** (check box).



Mobile Hotspot plan should be activated in SIM to enable USB tethering.

How to connect your Sonim XP6 with other devices via Portable Hotspot?

To connect Sonim XP6 via portable Wi-Fi Hotspot:

Navigate to **System settings** > select **More...** > **Select Tethering & portable hotspot** -> **Enable Portable Wi-Fi hotspot** (check box).



Mobile Hotspot plan should be activated in SIM to enable portable Wi-Fi hotspot.

How to connect your Sonim XP6 with other devices via Bluetooth Tethering?

To connect Sonim XP6 via Bluetooth tethering:

Navigate to **System settings** > select **More...** > select **Tethering & portable hotspot** > **Enable Bluetooth tethering** (check box).



Mobile Hotspot plan should be activated in SIM to enable Bluetooth tethering.

Why I am getting 'Entitlement Error' whenever I try to activate tethering (USB/Wi-Fi/BT)?

To activate tethering, Mobile Hotspot plan should be enabled in the SIM. If this service is not enabled, tethering cannot be activated. Contact AT&T customer care to enable Mobile Hotspot plan in the SIM.

How to connect your Device as a USB MTP/PTP?

Connect the DUT to PC > Drag down the notification panel > Tap on Connected as a media device.



By default MTP is enabled.

How to Import/Export Contacts?

Navigate to **People** > press **Option key** > select **Import/export**.

Can I transfer files [Audio, video & Images] from XP6 via Bluetooth?

Yes, you can transfer all types of supported Audio, Video, Image, Documents via Bluetooth.

How do I switch the LED torch ON in Sonim XP6?

In XP6 you can turn on/off the LED torch in three ways-

- Using Torch widget in Home screen.
- From **Locked screen** > select **Torch widget**.
- Long press on "5" hard key (Except editor screens).

How to Update my XP6?

Navigate to **System settings** > select **About phone** > select **System updates** > **Check for Updates**.

If there are any updates available, it will be downloaded. Please make sure that device is connected to Wi-Fi/Data network to download the updates.

What is FDN and does the Sonim XP6 support?

FDN (Fixed Dialling Numbers) is a SIM card-enabled feature. It restricts outgoing calls only to phone numbers listed in the FDN list. You will need the PIN2 from your network carrier to activate this feature.

Does XP6 support external SD card?

No. XP6 does not support SD card.

Can my Sonim XP6 connect to a Bluetooth®-enabled device?

Yes, Sonim XP6 can connect to most Bluetooth-enabled devices.

Sonim XP6 is compatible with Bluetooth Protocols: AVRCP, A2DP, HFP, HSP, MAP, PAN, OPP, FTP and PBAP.

Can I record video in HD?

Sonim XP6 can record video in HD (High Definition) with 720p.

How to change GPS settings to achieve better and more accurate results?

Navigate to System settings -> Select Location -> Change the mode to High accuracy



By default Location is selected as High accuracy and consumes mobile data.

Can the applications which are not from Google Playstore be installed in the device?

Yes. These applications can be installed by enabling the option of Unknown source.

Navigate to **System settings** > select **Security** > Enable **Unknown sources** and then install the application.

How to install applications that are not downloaded from Google Play Store?

We can install the APK in two ways-

1. Using File manager (Just tap on the application (apk) in File Manager -> Install).
2. Receive the apk file via Bluetooth and Install.

How to Backup Contacts?

Configure **AT&T address book** > Add new contacts in AT&T address book > Navigate to **System settings** > Tap on **AT&T address book** > Option **Sync**.

How to switch between Google Keyboard and Flex T9 Text Input in the device?

Put the cursor in any editor screen > Drag down the notification panel > select **Choose input method** > select **Google Keyboard or Flex T9**.

Does the Sonim XP6 support whitelist/blacklist for outgoing and incoming calls?

No, The Sonim XP6 does not support call blocking based on whitelists or blacklists.

Where can I get support?

For support on Network coverage, Billing and Usage on the Sonim XP6, please contact

AT&T: **1.866.563.4703** (Mo. – Sun. 9.00 a.m. – 9.00 p.m. EST, Business Customers).

For Technical Support, please contact

Sonim Technologies: **1.888.858.9460** (Mo. – Fr. 9.00 a.m. – 6.00 p.m. EST) or support_usa@sonimtech.com.

What to do when my Sonim XP6 is defective?

In case your Sonim XP6 is defective, please contact Sonim Technical Support for an RMA number: **1.888.858.9460** (Mo. – Fr. 9.00 a.m. – 6.00 p.m. EST) or support_usa@sonimtech.com.

What will happen when my Sonim XP6 is defective?

Sonim Technical Support will give you an RMA number and instruct you how to send the defect Sonim XP6 for repair.

How long will the repair of my Sonim XP6 take?

After receipt at the Sonim Service Center the repair will take about 5 working days before return shipment.

What should I do if a genuine Sonim XP6 Accessory is defective?

For Technical Support please contact Sonim: **1.888.858.9460** (Mo. – Fr. 9.00 a.m. – 6.00 p.m. EST) or support_usa@sonimtech.com. Please follow the instructions from Sonim Technical Support to receive a replacement.

What to do if the Sonim XP6 is not covered under the Sonim Warranty?

Sonim XP6 is covered by the Sonim comprehensive warranty for three years from the day of purchase. The Sonim Warranty goes way beyond the industry standard, so almost all defects, including accidental damage, within 3 years of purchase are covered. In the rare case your Sonim XP6 is out of warranty or it's outside the 3 years warranty term you can still contact Sonim for support.

Please contact Sonim Technical Support: **1.888.858.9460** (Mo. – Fr. 9.00 a.m. – 6.00 p.m. EST) or support_usa@sonimtech.com. For out of warranty repairs, Sonim Service Center will send you a quotation before repair.