

## **SCOUT Stealth Mode FAQs – Aligned to Application version v2.0.13**

**Q:** What is SCOUT Stealth Mode?

**A:** SCOUT Stealth Mode is a feature of Sonim Scout. It is available under SCOUT -> Utilities -> Stealth Mode.

SCOUT Stealth Mode allows you to easily and quickly control notifications, sounds, display and LED. You can set notifications, sounds, display and LED in a Stealth Mode profile. These settings will be applied when you turn ON Stealth Mode. You can turn on Stealth Mode from the Stealth Mode menu on XP5s and XP3, On XP8 you can also toggle Stealth Mode from a widget or by pressing the yellow key for 3 seconds (if Stealth Mode is assigned to the Yellow Key, see more details below).

**Q:** How do I install Stealth Mode?

**A:** For XP8, you can download and install Stealth Mode from the Play Store. Just search for “SCOUT Stealth Mode”. Once installed, Stealth Mode will be available under SCOUT -> Utilities -> Stealth Mode. For XP3 and XP5s, you can ensure you have the latest version of Stealth Mode by running SCOUT App Updater (SCOUT -> Setup -> App Updater -> Check for Updates).

**Q:** Can I use physical keys to turn ON Stealth Mode?

**A:** On XP8, you can turn Stealth Mode ON/OFF by pressing the yellow key for 3 seconds. On XP5s and XP3 using physical keys to turn ON Stealth Mode is not supported. But you can use the # key to turn OFF Stealth Mode, if you have set the display to OFF in profile settings.

Note that Stealth Mode will be automatically assigned to the Yellow Key if you are not using any applications with a higher Priority for the button, but at this time you won't see Stealth Mode in the Settings -> Programmable Keys menu.

**Q:** What happens when I turn OFF the display?

**A:** If you turn OFF the Display in your Stealth Mode profile, then all the Stealth Mode profile settings like Media volume, Alarm Volume, Ring Volume, vibrate for calls, RYG LED, Keypad sounds, Dial pad sounds, Screen locking sounds, Touch sounds, vibrate on tap and device display will be turned OFF. The device display will not wake for any notifications or button presses and there will be no indication of Stealth Mode.

**Q:** Yellow key on XP8 is not turning ON Stealth Mode

**A:** The most likely scenario is that you have an application with a higher Priority for the Yellow key (like Sonim Scan).

**Q:** How do I set my Yellow key to Stealth Mode?

**A:** Stealth Mode is by default set to Yellow key provided you do not have Sonim Scan installed on your device (or another application with a higher priority). If the Yellow key is assigned to any other app then the only way to assign it back to Yellow key is to uninstall and then reinstall Stealth Mode.

**Q:** What happens when I reboot my device when Stealth Mode is ON?

**A:** After reboot, Stealth Mode will be turned OFF and all the settings will be set to the User preference which was set just prior to turning ON Stealth Mode. Stealth mode will take upto 90 seconds after the device reboot to set all the settings to User preference.

**Q:** How do I turn off Stealth Mode when my display is OFF?

**A:** On XP8, you can press and hold the Yellow key for 3 seconds to turn OFF Stealth Mode. If the Yellow key is assigned to another app then the only way to turn OFF Stealth Mode would be to reboot the device by pressing and holding power button for 30 seconds (until you feel the vibration).

On XP5s and XP3, you can press and hold # key for three seconds to turn OFF Stealth Mode or press and hold the power button to power off the phone and press again to power on.

**Q:** I forgot my lock Stealth Mode lock PIN. What do I do?

**A:** You cannot reset the Stealth Mode lock PIN on the device. It can only be reset from Sonim Cloud.

**Q:** Why is every element in my Stealth Mode profile disabled?

**A:** If Lock Stealth Mode is enabled then all of the elements in the profile will be disabled and you will not be able to modify any profile settings.

**Q:** How is Stealth Mode different from Do Not Disturb (DND)?

**A:** DND provides you with 3 options: total silence, alarm only and priority notifications. Stealth Mode offers you the flexibility to set any of the profile settings to any combination as per your preference. In addition to this, you have an option to turn off your display, which is not available when using DND. The quick turn on/off feature of Stealth Mode using the widget or the yellow key will be easier and faster than enabling/disabling DND.

**Q:** Can I change any of the settings from the system settings when Stealth Mode is ON?

**A:** Yes, Stealth Mode will apply your Profile when it is turned ON but you can override the settings from the system settings or volume keys. The modified setting will remain set until you turn OFF and turn ON Stealth Mode again.

**Q:** If I change any of the settings in system settings will it change Stealth Mode profile settings?

**A:** Changes made in system settings will override the settings applied by Stealth Mode but Stealth Mode profile settings will not be changed.

**Q:** How do I know if Stealth Mode is ON?

**A:** In addition to checking the Stealth Mode switch from the App or widget (XP8 Only). You can look for the Stealth Mode notification. Whenever you turn ON Stealth Mode there will be a notification icon in the notification status bar indicating Stealth Mode is active.

**Q:** How do I mute PTT audio traffic with Stealth Mode?

**A:** Each PTT application uses different audio streams for PTT audio.

**AT&T Enhanced PTT:** Set Ring volume to 0 in your Stealth Mode Profile to mute incoming audio and alert tones. Incoming audio will still be audible on phone earpiece.

**Sprint Direct Connect Plus:** Set Ring volume to 0 in your Stealth Mode Profile to mute incoming audio and alert tones. Incoming audio will still be audible on phone earpiece.

**Verizon Push-to-Talk Plus:** Set Ring volume to 0 in your Stealth Mode Profile to mute incoming audio and alert tones. Incoming audio will still be audible on phone earpiece.

**Linc PTT:** Set Ring volume to 0 in your Stealth Mode Profile to mute alert tones. Incoming audio cannot be muted.

**Bell PTT:** Set Ring volume to 0 in your Stealth Mode Profile to mute incoming audio and alert tones. Incoming audio will still be audible on phone earpiece.

**Telus Link:** Set Ring volume to 0 in your Stealth Mode Profile to mute alert tones. Incoming audio cannot be muted.

**ESChat:** Set Ring volume to 0 in your Stealth Mode Profile to mute alert tones. Incoming audio cannot be muted.

**NovaTalk PTT:** Set Ring volume to 0 in your Stealth Mode Profile to mute alert tones. Incoming audio cannot be muted.

**Q:** Why does Stealth Mode display the message “Please use SCOUT App Updater to update SCOUT” on launch?

**A:** On XP5s or XP3, if Stealth Mode displays this message it means that the Sonim SCOUT application is not updated to the latest required version for Stealth Mode to function. You can use App Updater to update your Sonim SCOUT to latest version.

**Q:** Why does Stealth Mode display the message “Stealth Mode requires the following to be updated” on launch?

**A:** On XP8, if Stealth Mode displays this message it means that the SCOUT application is not updated to the latest required version for Stealth Mode to function. You can click on the version to open the Play Store to install or update Sonim SCOUT.

**Q:** Why is uninstall option disabled for Stealth Mode?

**A:** Whenever Stealth Mode is activated, uninstall option for Stealth Mode will be disabled. Once you deactivate Stealth Mode, uninstall option for Stealth Mode will be enabled. If you find that the uninstall option is still disabled when Stealth Mode is deactivated, then you can activate and deactivate Stealth Mode to get the uninstall option enabled.

**Q:** On my Southern Linc XP8, If I press the yellow key for 3 seconds I get a message as "Please connect accessory to enable Stealth Mode" and then another message as "Stealth Mode activated". What does this mean?

**A:** Since Southern Linc XP8 has a version Stealth Mode built-in, installing SCOUT Stealth Mode from the Play Store will create a conflict. Whenever you press the yellow key to activate Stealth Mode both the default Stealth Mode and Scout Stealth Mode gets activated. This is why you see these messages. To use SCOUT Stealth Mode on a Southern Linc XP8, please use either the Android widget or the ON/OFF toggle (Sonim SCOUT -> Utilities -> Stealth Mode).

**Q:** Why does my device display wake up even if Stealth Mode is Activated with display set to OFF in Stealth Mode profile?

**A:** On the list of variants below, if you set display to off in your Stealth Mode profile and activate Stealth Mode the display will not wake up for a button press or incoming call but the display will wake up for 1-2 seconds for any incoming notification.

- AT&T XP8
- Southern Linc XP8
- Bell XP8
- Rogers XP8
- Telus XP8
- US Cellular XP8
- Generic (non-Carrier) XP8
- KWSA80K

On Sprint XP8 and Verizon XP8, if you set the display to off in your Stealth Mode profile and activate Stealth Mode the display will not wake for the notifications as well.

**Q:** I had Stealth Mode activated with display off in profile and rebooted my device by pressing the power button for 30 seconds. But my display is still off after reboot.

**A:** If you reboot the device with Stealth Mode activated and display off, after reboot, Stealth Mode will take up to 90 seconds to revert the settings back to what they were before turning on Stealth Mode.

On Verizon XP8, if you have any form of screen lock enabled, then immediately after the device boot you have to unlock the device. Once unlocked the display will be on and even if it turns off it shall be on after 90 seconds. If you do not unlock the device after reboot and display is turned off by pressing power button or by screen timeout, then the only way to turn on the display is to reboot the device again by pressing the power button for 30 seconds and unlocking the device immediately after the device boots up.