

Sonim SOS FAQs



Sonim XP3



Sonim XP5s



Sonim XP8

Q: What is Sonim SOS?

Sonim SOS is an emergency alert application designed to trigger an emergency call, on-device alarms and notifications to contacts on a single press of the red alarm key on your Sonim device or supported accessory. The goal of Sonim SOS is to provide a quick way to request help and alert contacts with key information and your latest location. Messages can be sent to pre-selected emergency contacts with location information and pictures captured from front and back cameras. Pulsing of the flashlight and an audible alarm help draw immediate attention to an emergency situation.

Q: How does Sonim SOS work?

Sonim SOS application when assigned to the SOS (Red) Key on your Sonim XP5s or Sonim XP8 can be used to trigger an emergency pressing and holding the SOS key for a specified amount of time. The Sonim Global End User License Agreement and Android permissions must be accepted once on the launch of the application. All default values from Table 1: Sonim SOS Functionality Table will be applied but can be updated by the User or en masse by the device Administrator via Sonim CLOUD.

Q: Which devices support Sonim SOS?

Sonim SOS is supported for XP5s and XP8 devices which have a red alarm key. Sonim SOS is also supported on XP3. All three device models support raising an alarm via the application's user interface and via a supported Accessory in addition to the SOS Key on Sonim XP5s and Sonim XP8.

Q: Is there a charge to use Sonim SOS?

There is no charge to use Sonim SOS.

Q: Is this a medical alert app?

Sonim SOS is not a medical alert app. It does not detect automatic falls or periods of inactivity. It supports calls to standard emergency numbers which in turn may help in a medical emergency. Custom emergency numbers can also be set to call a specific medical or emergency help line.

Q: How do I use Sonim SOS?

Be sure to accept the Sonim Global End User License Agreement and Android permissions the first time the application is launched. Sonim SOS is now ready to use with default settings set in Table 1. Enter a 'User Name' in the app settings. This will be used when sending Emergency Messages to your Emergency Contacts.

In an emergency situation, simply press and hold the SOS key for the amount of time specified in the Button Press Length setting. The SOS key will function regardless of whether Sonim SOS is in the foreground or background, whether the display is on or not and regardless of whether the device is locked or unlocked. Alternatively, if the "Start Emergency From App" setting is enabled, you will also be able to raise an emergency from inside of the Sonim SOS User Interface.

Q: Which emergency number does Sonim SOS call?

By default Sonim SOS calls the country based standard emergency number for your current location. If a custom emergency number is chosen, Sonim SOS will call the chosen custom emergency number.

Q: Is there a way to turn off the option to automatically make Emergency call?

The 'Make emergency call' toggle option can be turned OFF to not automatically make the emergency call. An emergency will still be raised with other options to send alert, image and toggle audible alarm and pulse flashlight all occurring based on their ON/OFF status.

Q: How do I end an emergency?

An active emergency can be ended using 'End Emergency' option in the active emergency window or via the persistent notification. There is an option to end the emergency during the cancel emergency window if an accidental button press has occurred.

Q: Does Sonim SOS send messages during an active emergency?

Sonim SOS sends messages with location information every five minutes (configurable) to emergency contacts during an active emergency. Also, there is a provision to send custom emergency messages or write your own message during an active emergency.

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	Sonim SOS Functionality	Default Setting
Call		
	Auto dial standard emergency number	Local number based on SIM card (e.g., 911, 112, 999) ²
	Auto dial a custom emergency number	-
SMS		
	Manage up to five emergency contacts	-
	Auto send SMS with location information to emergency contacts	ON
	Share device location during an emergency	ON
	Auto enable location services during an emergency	ON
	Use emergency message templates for start and end emergency	ON
	'Write your own message' during an active emergency	-
	Capture pictures from front/back cameras	ON
	Option to set a user name to be used in emergency messages	-
Peer-to-Peer Alerts		
	Send Peer-to-Peer alert to other Sonim devices using Sonim SOS	ON
	Receive Peer-to-Peer notification tone	ON
	Receive Peer-to-Peer alert with pulse flashlight	ON
Alarm		
	Mute/unmute audible on-device alarm during an active emergency	UNMUTE
	Raise Audible Alarm when device is muted	ON
	Choose from device tones for Audible Alarm	-
Pulse Flashlight		
	Turn ON/OFF pulse flashlight during an active emergency	ON
Emergency		
	Customizable button press length (Alarm key)	3 SECONDS
	Customizable cancel emergency window	10 SECONDS
	Customizable frequency of sharing device location	5 MINUTES
Additional Settings		
	Start emergency from app	XP3: ON, XP5s & XP8: OFF
	Lock user from making app setting changes	-
	Disable Uninstall	OFF
	Disable Clear Data	ON
	Bypass airplane mode	ON
	Lock Sonim SOS to Alarm Key	ON
	Bypass SCOUT restriction during an emergency (camera, messaging, phone, location, airplane mode)	ON
Accessories		
	Wired and Bluetooth ³ accessories <ul style="list-style-type: none"> - AINA Bluetooth RSM - AINA Bluetooth PTT Smart Button - BlueParrott B350-XT, BlueParrott B450-XT, BlueParrott B550-XT, BlueParrott C300-XT, BlueParrott C400-XT, BlueParrott S450-XT - Stone Mountain Phoenix Remote Speaker Microphone without Channel Selector for XP8 and XP5s - Stone Mountain Phoenix Remote Speaker Microphone with Channel Selector for XP8 and XP5s - Stone Mountain Phoenix Remote Speaker Microphone with Channel Selector for XP8 and XP5s (non-incendive) 	-
Cloud		
	Set all settings via Sonim CLOUD	-

¹ Carrier charges for voice, messaging and data may apply. Please check with your carrier to confirm.

² Users should confirm the appropriate number has been selected.

³ When connected via Sonim BLE Connect

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Q: What are Peer-to-Peer alerts?

Peer-to-Peer alerts offer a way to get immediate attention from peers and colleagues during an active emergency. It sends a persistent notification alert and turns on pulse flashlight and a notification tone to get the device end user's attention. Peer Users can then acknowledge by choosing to monitor or mute subsequent Peer-to-Peer alerts. Peer-to-Peer alerts are distinct from Sonim SOS Emergency Messages. Sonim SOS Emergency Messages are sent via SMS and have a maximum of five recipients while Peer-to-Peer alerts are sent via a push notification mechanism and have no limit on the number of recipients.

Q: Who can receive Peer-to-Peer alerts?

Peer-to-Peer alerts are sent only to devices that are part of a Sonim CLOUD device group within the SOS resource. Recipient devices must have Sonim SOS installed and also Sonim SOS fully enabled. Sonim SOS must have the setting 'Receive Peer-to-Peer Alerts' enabled. If no Sonim CLOUD device group is set up, the Peer-to-Peer alert is sent to all Sonim SOS-configured devices that are loaded in your Sonim CLOUD account.

Q: How frequently will Peer-to-Peer alerts be sent?

Both SMS and Peer-to-Peer alerts frequency is based on the 'Location Frequency' setting.

Q: Will my emergency contacts get Peer-to-Peer alerts?

Emergency contacts on the device will not get Peer-to-Peer alerts. However, emergency contacts will receive an SMS with location, start date, and start time information. Peer-to-Peer alerts are sent only to devices that are part of the Sonim CLOUD device group within SOS resource. Refer to Table 2: SMS, Messaging templates, Peer-to-Peer Alerts for additional information.

Q: What happens when you raise a Sonim SOS alarm?

Sonim SOS allows the User to reach out to regional emergency service and alert user's emergency contacts after the user holds the red key down for a set number of seconds (3 seconds by default). The User has an opportunity to either cancel the emergency if raised accidentally.

If enabled in app Settings, a "Cancel Emergency Window" is presented for a pre-configured amount of time

- With an option to Cancel

- With an option to start the emergency immediately
- With an option to select the emergency message template that will be sent to the emergency contacts or peer-to-peer group

If enabled in app Settings, once the cancel emergency window ends, an emergency call is automatically placed

- If the device has a SIM
- If the Emergency Call option has been enabled in the settings
- Emergency Call can be to a standard emergency number or a custom emergency number, as chosen in the settings

The "Active Emergency Window" becomes available once an emergency is raised

- SMS is sent to the configured emergency contacts with specified frequency. No SMS is sent if emergency contacts are not configured
- If enabled in app Settings, audible alarm is raised
- If enabled in app Settings, flashlight is pulsed
- If enabled in app Settings and configured from Sonim CLOUD, Peer-to-Peer alerts are sent
- If enabled in app Settings, User has the option to share images clicked while the emergency is active
- If enabled in app Settings, User has the option to send custom text to emergency contacts and Peer-to-Peer contacts
- If enabled in app Settings, User has the option to send a pre-saved template message to emergency and Peer-to-Peer group contacts
- End emergency
- If enabled in app Settings, User has the option to send free text or template message to emergency contacts and Peer-to-Peer contacts

Q: What are emergency message templates?

Emergency message templates allow for pre-populating start and end emergency message templates content that the end user can select during an emergency (ex. "Tornado warning", "Medical Emergency"). The message content along with location information will be auto sent to emergency contacts and Peer-to-Peer CLOUD account device group. There is a provision for the end user to send a custom message (up to 160 characters) during emergency with the 'Send Alert' option.

Q: What happens if I accidentally raise an alarm?

You will have the option cancel it on the Cancel Emergency Window screen before the timer expires.

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Q: Will emergency contacts receive default message or messaging template content?

If messaging templates are not set or turned OFF:

- Default message is sent
- Messaging template content is not sent to emergency contacts or Peer-to-Peer Sonim CLOUD device group

If messaging templates are defined but not chosen either in the Cancel Emergency window or the Active Emergency window:

- Default message is sent
- Messaging template content is not sent to emergency contacts or Peer-to-Peer CLOUD device group

If messaging templates are defined and chosen either in the Cancel Emergency window or the Active Emergency window,

- Both default message and messaging template content is sent to emergency contacts or Peer-to-Peer Sonim CLOUD device group

If messaging templates are defined and default message is chosen in the Active Emergency window,

- Default message is sent
- Messaging template content is not sent to emergency contacts or Peer-to-Peer Sonim CLOUD device group

Q: Can the Admin ensure that Users don't change any Settings that the Admin sets?

Yes, by using the Lock Sonim SOS Settings feature. The Admin can ensure that those with the pre-set PIN can modify the settings.

Q: What happens if start emergency message templates are configured but end emergency templates are not pre-populated?

If start emergency message templates are configured, and the setting 'Use emergency message templates' is turned On, the end user can see the start template titles option on the Cancel emergency window and under the 'Send Alert' option in Active emergency window.

If end emergency templates are not configured, they will not be listed in the 'End Emergency' message templates option. User can choose from default end emergency message or write a custom end emergency message.

Q: I'm blocking certain features like messaging and camera for everyday use via the Sonim SCOUT application, can my Users bypass these blocks during an emergency?

If you want the Users to be able to bypass certain blocked features, use the Bypass SCOUT setting when configuring Sonim SOS.

Q: Does Sonim SOS function with any accessories that also have an SOS/ Red button?

Yes, please see the Accessories section of the Table on page 2.

***Note that Bluetooth accessories must be connected via the Sonim BLE Connect functionality of Sonim SCOUT to function with Sonim SOS. Sonim BLE Connect must be on version v7.16.60 or higher.

	SMS	Peer-to-Peer Alerts (Persistent Notification)
	*Emergency Contacts	Peer-to-Peer Cloud Device Group
Default Message	Yes	Yes
Default Message + Messaging Template	Yes	Yes
Pulse Flashlight	No	Yes
Notification Tone	No	Yes