



sonim®

XP100

USER GUIDE

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GENERAL INFORMATION

To use this device, you must subscribe to a service plan from a mobile service provider. We have included many features in this device, but their function depends on the features available with your subscribed wireless network. Please get in touch with your service provider for more information.

User Guide

If you would like a printed user guide, please contact us at <https://www.sonimtech.com/about/contact/>

Warranty

Your Sonim XP100 is proud to have a 3-year comprehensive warranty. For the full terms and conditions of the warranty, please visit this link: <https://www.sonimtech.com/support/warranty-information/>

You may also request a printed warranty policy by contacting Sonim at <https://www.sonimtech.com/about/contact/>

Sonim Support

Sonim offers phone support, email support and chat support. Contact Sonim via:

Phone: <https://www.sonimtech.com/about/contact/>

Email: globalsupport@sonimtech.com

Chat: www.sonimtech.com

Safety

Please DO NOT disassemble your device yourself. Taking the phone apart will void the warranty.

If you have any questions about safety, please contact the Sonim Customer Experience Center.

As a rule, always switch off your phone wherever the use of a phone is prohibited.

Use of your phone is subject to safety measures designed to protect users and their environment.

Do not use your phone in damp areas (bathroom, swimming pool...). Protect it from liquids and other moisture.

Do not expose your phone to extreme temperatures lower than - 10°C and higher than + 55°C.

Please note that the ambient temperature range for normal charging of mobile phones is 0 °C ~ 45 °C. Do not charge at an ambient temperature below 0 ° C or above 45 ° C, as this will result in reduced battery performance and reduced life. Charging for too long at too high or too low ambient temperatures can damage unfilled or swollen batteries, and there is a risk of battery explosion.

The physicochemical processes created by chargers impose temperature limits when charging the battery. Your phone automatically protects the batteries in extreme temperatures.

Do not leave your phone within the reach of small children (certain removable parts may be accidentally ingested).

Electrical Safety

Only use the chargers approved by Sonim. Using any other charger may be dangerous; it would also invalidate your warranty. Line voltage must be exactly the one indicated on the charger's serial plate. If you have any questions about Sonim approved chargers, contact Sonim at <https://www.sonimtech.com/about/contact/>

Aircraft Safety

When traveling by plane, you will need to switch your phone off or put your phone in Flight/Airplane Mode when instructed by the cabin crew or the warning signs. Using a mobile phone may be dangerous to the operation of the aircraft and may disrupt the phone network. While the cellular and messaging features of your device will be non-functional in Flight/Airplane Mode, many other features of your device will still be functional.

GETTING STARTED

What's in the box?

The Sonim XP100 package includes:

- XP100
- Quick Start Guide
- USB-C charging cord
- SIM removal tool

Features and Specifications

- Chipset: Unisoc T127, Single Core, 1.0GHz
- Bands: GSM 850/900/1800/1900 MHz; UMTS: B1/B2/B5/B8; LTE Bands: B1, B3, B7, B8, B20, B28, B38, B40 & B41

Features:

- Memory: 64MB DDR2, microSD card supports up to 128MB
- Languages Supported: English, Spanish, Canadian French, Korean, Simplified Chinese, French, Hungarian, Portuguese, Italian, German, Slovenian, Romanian, and more.
- Battery: 1800mAh embedded battery, 3.8V Li-Ion, removable by repair center
 - Battery Manufacturer: Veken
 - Battery Model Number: BAT-01800-01S
 - Bluetooth: 5.0
- SMS/MMS: Supports SMS and MMS
- Ambient Temperature: -20C to 55C (-4F to 131F)
- Protection Class: IP68
- Size: 145x62x16.2mm
- Weight: 165g (with battery)
- Ports: USB Type C, USB 2.0, & 3.5mm audio jack
- DISPLAY
 - Size: 2.4" Gorilla Glass 3
 - Resolution: QVGA (240x320), TFT, 60Hz
- AUDIO
 - Microphone speaker on back, dual microphone
- MULTIMEDIA
 - FM Radio: Yes; can be used without headset
 - Camera: 2MP front facing camera

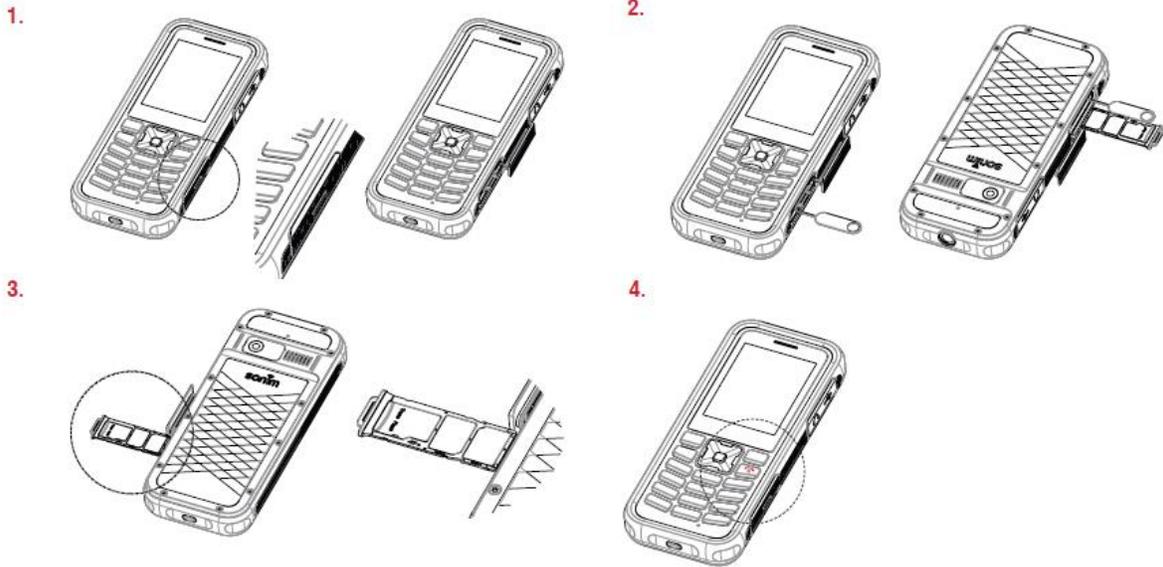
SIM Card

The SIM (Subscriber Identity Module) card associates your network services (for example, phone number, data services, etc.) with your phone.

The Sonim XP100 comes with a dual SIM card and Memory card tray, however the SIM card and microSD cards are sold separately.

The Sonim XP100 supports DSDS SIM card technology: Dual SIM, Dual Standby.

Inserting the SIM Card



The phone supports LTE SIM cards. Find the SIM card slot on the right side of the phone. During installation, please make sure the chip is facing downwards and pay attention to slot direction.



NOTE: Keep SIM cards out of children's reach.



CAUTION: Any abrasion or folding could easily damage the SIM card or SIM card tray, so please be extremely careful when handling them.

Inserting the Memory Card



NOTE: Memory Card is optional and sold separately.

Insert the SD memory card to add extra storage space for your music, pictures, videos, and more.

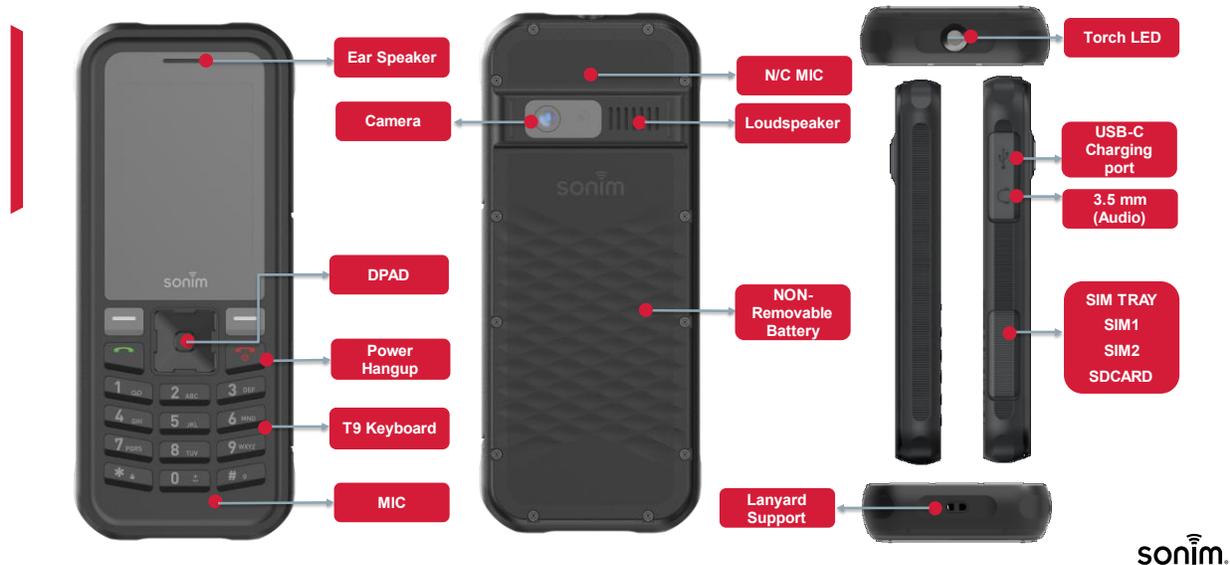
1. Find the SD card slot on the right of the phone.
2. Place the memory card into the holder and pay attention to slot direction.



NOTE: To avoid damaging the memory card or the tray, please carefully remove the memory card and memory card tray.

USING YOUR XP100

Sonim XP100 - Exterior Device Highlights



Switching on the phone

Press and hold the Power key for 2 seconds.

When the phone is switched on, it will attempt to register with the network. After successful registration, the name of the service provider will be displayed.

Charging your phone for the first time

The battery on your device will not be fully charged when you first receive it. We recommend the battery be charged for 2-3 hours on first charge to have a better battery life.

Charging time to attain a fully charged battery is approximately 2-3 hours. The battery charging level is displayed on the screen and you may use your device while it is charging.

Managing the Home Screen

After you complete the phone set up, the home screen will be displayed. The home screen (aka, Main Menu) is the starting point to access all the device's features.

Key Description

Key	Function Description
Left softkey	Enter the Main Menu
Right softkey	From the home screen, press the key to enter the Contacts. From other screens, it will return to the previous screen.

Green key	Answer the incoming call and from the home screen, it will take you to the call history.
Red key	Reject an incoming call or end an existing call. Long press to power the device off. Other screens, will return you to the home screen.
Navigation keys	Up: FM Radio Down: Dual-SIM Left: New Chat Right: Profiles (NOTE: These are default settings and keys can be reprogrammed for different functions. For more information, see SETTINGS > PHONE SETTINGS)
Center key	Confirms the selection on your screen.
Number keys	Inputs the corresponding characters – whether numeric or alphabetical.
*	Dial pad input star character.
#	In Messages, will change text input (Abc, abc, ABC, 123, etc.).

Turning Key Press Sounds Off

By default, when you press a key on your XP100, the device will make a sound confirming your button press. To turn the key press sounds off, put the XP100 in Silent Mode. To activate Silent Mode, go to **SETTINGS > PROFILE > select SILENT**. For other modes, please see the [PROFILES](#) section on page 18 of this User Guide.

Phone Operations without a SIM Card

You can perform the following operations without inserting the SIM card in your phone:

- Make an emergency call
- View and modify all settings except data usage and mobile network related settings
- Access your phone book
- Access File explorer multimedia files
- All applications

HOME SCREEN MENU OPTIONS

CONTACTS (Main Menu > Contacts)

Your XP100 can store up to 2000 contacts on the handset itself and an additional number of contacts on your microSD card, depending on size.

To see how many contacts you have in your device, go to **Contacts > Options > Others > Memory Status**.

To create a new contact:

1. Click **Contacts > Options > New**.
2. Enter your contact's name on the first line. To change between upper case and lowercase letters, use the **#** key and select your desired layout. Type in the first name of your contact. Use the "0" key to insert a space. Then type the last name of your contact.
3. Press **OK** when complete.
4. Select **MOBILE** and enter the contact number.
 - a. **NOTE:** The device will let you type in any length of numbers so please pay attention before you save.
5. Enter in the HOME NUMBER
6. You can add your contact to any one of 4 pre-established groups:
 - Family
 - Friends
 - Business
 - Classmates
7. You can assign a ringtone to this contact from either Phone ringtones or from your sound files.
8. You can assign a photo/icon to your contact.
 - To add a photo/icon, go to **MODIFY ICON** > choose **Select from Album** > (Take Photo) or select a Default Icon.



NOTE: Within the Contact section, you can view ALL contacts in an alphabetical list, or you can display your contacts via Groups – Family, Friends, Business & Classmates.

To send your contact information to a contact in your device: go to **Contacts > Options > Send vCard**, and select to send via SMS, MMS, or Bluetooth

Write a message

You can send a message to a contact by

1. Highlighting their name,
2. Select **Options** and
3. Scroll to and select **Write message**.
4. Select the number you would like to send the message to and press **OK**.
5. Type your message to your contact and when complete hit Options.
6. Choose **SEND** to send the message, or choose **ADD** to:
 - Add contact info;
 - Add an emoticon;
 - Add a template (pre-written fast replies);
 - Add a subject line to your message;
 - Add a picture to your message;
 - Take a photo from your phone and add to the message;
 - Add an audio file to your message;
 - Record an audio file and attach it to your message;
 - Add a saved video file to your message;
 - Shoot a video and attach it to your message;
 - Attach your vCard to your message; or
 - Attach other files from your phone to your message;

Setting Speed Dial numbers

MAIN MENU > **CONTACTS** > **OTHERS** > scroll to and select **Others** and select **Speed Dial**

Select a location 2-9, (1 is reserved for Voicemail), and either enter the phone number OR use the shortcut key to select an existing Contact. When complete, press **OK**.

Calling a Speed Dial contact

Press and hold the number of the speed dial contact.

MESSAGES (Main Menu > Messages)

Your XP100 allows you to send SMS and MMS messages.

The XP100 does not support predictive text. For example, to type the word "home", you will hit the 4 key twice to get the "h", the 6 key 3 times to get the "o", wait one second and hit the 6 key just once to get the "m" and the 3 key 2 times to get the "e".

The "0" key will provide a space in between words.

To send a text message from the MESSAGES folder:

1. Select **OPTIONS > NEW CHAT**,
2. Either start typing the name of your contact(s) you would like to send a message to or press the center key on the directional keypad to show all your contacts. Scroll to the contact(s) you would like to send a message to and press the center key on the directional keypad to select the desired contacts.
3. Press **OPTIONS** and select **OK**. Your desired contacts who will receive your message will be listed in the top window of your screen.
4. Use the down key on the directional keypad to access the messaging field and type your message. Use the # key to change your text input function (Abc, abc, ABC, 123, etc.).
5. Type your message.
6. When complete press **OPTIONS** and,
 - a. **SEND** to send,
 - b. **ADD** if you want to add
 - Contact information
 - an emoticon
 - a templates
 - a subject line
 - a photo saved from the device
 - a new photo
 - audio
 - record a new audio clip to send
 - a saved video from your device
 - a new video recorded from within the message
 - a vCard
 - other files

TEMPLATES

The XP100 has five (5) pre-created quick replies with the ability for you to create five (5) additional quick replies. You can edit the pre-created five and create up to ten (10) custom quick messages of your own.

CALL LOGS

In this section, your call records will be kept. You can reference the following:

- **All Calls**
- **Missed calls**
- **Dialed calls**
- **Received calls**
- **Rejected calls**
- **Delete all**
- **Call timers**

This will show call times of:

- Last call made or received
- All received call times
- All dialed call times
- Total call history

You can use the **RESET** key at the bottom of the screen to reset all of your timers.

- **Data service counter**

This will show data size of the:

- Last file sent
- Last file received
- All sent
- All received

You can use the **RESET** key at the bottom of the screen to reset the data values.

CALL SETTINGS

- **Dual SIM**
- **Standby Mode**
 - SIM1
 - SIM2
- Select when power on
- **Reply by original SIM**

Instead of using active SIM, then use the SIM that originally received the call or message.

- Reply call
- Reply message
- **Set SIM name**

From this setting you can change the name of your SIM cards; both SIM1 and SIM2. Names are limited to 20 characters.

- **Call Forwarding**

You can forward calls from your device to other devices if you desire. The options for call forwarding are:

- Call forwarding unconditionally
- Call forward with conditions
 - When activated, you can divert to a specific phone number or directly to voicemail
 - Cancel all diverts

- **Call Waiting**

Activate or cancel this feature for Call Waiting to be active or inactive on your device

- **Call Barred**

The following rules can be activated for Call Barring:

- All outgoing calls
- All incoming calls
- Incoming calls when roaming
- ISD calling
- Dial when international roaming
- Cancel all barring
- Change password
 - To change your password, you must first establish a 4-digit password.

- **Hide ID**

Hide ID permits you to:

- hide the ID of your device,
- display your own ID or,
- display ID by network (default)

Others

- **Call time minute reminder**

You can use this feature to set an alert to remind you when you are about to incur another minute of usage. Options for this feature are:

- Off (default)
- 50 seconds
- 55 seconds
- 60 seconds
- Customize – allowing you to select any value from 1 to 60 seconds)

- **Auto Redial**

The default is set to OFF.

- **Vibration when connected**

The default is set to OFF

- **Reply SMS after reject**

The default is set to OFF

PHONE SETTINGS

- **Time & Date**

From here you can adjust various settings involving the time and date of the device.

- SET TIME

You can manually type in the desired time. If you adjust the time, it will deactivate the auto update of the network time. Simply use the keypad to type in the desired time and the center key on the directional keypad to change AM or PM.

- SET DATE

You can manually type in the desired date. If you adjust the date, it will deactivate the auto update of the network time. Simply use the keypad to type in the desired date. The format for this function defaults to YYYY.DD.MM but can be changed by using the DATE FORMAT feature.

- TIME FORMAT

Use this feature to choose between a 12-hour format or a 24-hour format.

- DATE FORMAT

The default format for date is YYYY-MM-DD, however you have the option to adjust to MM-DD-YYYY or DD-MM-YYYY.

- UPDATE TIME SETTINGS

Use this feature to select whether you want Auto update time settings (default) or Manual update time.

- **Language Settings**

The Sonim XP100 supports 27 different displays & written languages. To adjust the primary display or written languages, go to **Settings > Phone Settings > LANGUAGE SETTINGS >** and select either the display language or written language you wish to use and then press the center directional keypad key to set that language setting.

SHORTCUT SETTINGS (Main Menu > Settings > Shortcut Settings)

You can use this feature to customize the directional keypad functions. To change the shortcut action, simply highlight the button you would like to assign, and choose SELECT. Scroll to the desired action and press the center key of the directional keypad. The new value will be the assigned action when the respective key is pressed.

The default settings for your device are:

Top right soft key (above red key)	Contacts
Up directional key	Audio player
Down directional key	Dual-SIM
Left directional key	Write message
Right directional key	Profiles

- **Auto Power On/Off**

Use this feature to turn your device on and/or off at a specified time. You can also choose when this feature is active – once, daily or on working days only. If you choose “working days” the device will open a new screen and prompt you to select your working days.

- **Restore factory settings**

Selecting this option will prompt you to **Clear user data**. You are asked to press **OK** or **Cancel**. If you press OK, there is no additional warning. Your device will immediately be cleared to original factory settings, losing all your data – contacts, photos, texts, etc.

- **Waterproof information**

This feature notifies you when there is an open port on your device reminding you to close the port to ensure the device is protected from exposure to water.

- **Model**

You will find the model’s name (X100) and current software build in this section.

DISPLAY SETTINGS

To adjust display settings on your device, go to **Main Menu > Settings > Display >** and then select:

- **Wallpaper Settings**
 - Select from either preloaded wallpaper options or from more pictures.
- **Contrast**
 - To adjust the contrast of your screen, simply highlight Contrast and use the left/right directional keypad to lighten or darken your device display.
- **Backlight**
 - To adjust the length of time your screen will stay lit, use this function to have the backlight:
 - Always on
 - 30 seconds
 - 20 seconds (default)
 - 15 seconds
 - 10 seconds
 - 5 seconds
- **Keypad Backlight Time**
 - To adjust the length of time your keypad will stay lit, use this function to have the backlight:
 - 20 seconds
 - 10 seconds (default)
 - 5 seconds
 - Night mode
 - Off
- **Font Size**
 - To adjust the font size of characters on your display, use this function to adjust the font size to:
 - Big
 - Normal (default)

SECURITY SETTINGS

To adjust your security settings, go to **Main Menu > SETTINGS > SECURITY**. From here you can control:

- **PIN**

Must have a SIM card to utilize this security feature. Upon first use, you must set a 4–8-digit PIN. Make this an easy number for you to remember. Should you fail to remember your PIN, and you will need the PUK to unlock your SIM. If you do not have the PUK or PIN number, you will need to contact your service provider. A factory reset will NOT re-open your device for you.

- **Modify PIN 2**

Must have a SIM card to utilize this security feature. For PIN2 you must also create a 4–8-digit PIN and you will have up to 10 times to recall this PIN before you would be locked out. A factory reset will NOT re-open your device for you.

- **Phone lock**

Use this setting to set a 4–8-digit password.

- **Modify the cellphone password**

Use this to change the password of your device. To change the password of the device, you must know the original password.

- **Privacy**

You can restrict access to anyone, all, or any combination of the features below using the device password you create in the **Phone lock** setting. To gain access to any restricted feature, input the 4–8-digit password of the device that the user of this device created.

- Call logs
- Message
- Camera
- Contacts
- My files
- E-books
- Calendar
- File Transfer
- Audio player
- Video player
- Auto keypad lock

You can set the auto keypad lock of your device to:

- Off
 - 5 seconds
 - 15 seconds
 - 30 seconds (default)
 - 1 minute
 - 5 minutes
 - Lock screen by End-Key
- Default is enabled ON; this feature allows you to lock the keypad by pressing the END key. To turn this feature on or off, simply press the center key on the directional keypad
 - **Fixed dialing number**
This feature requires a SIM card.
 - **Blacklist**
Using this feature allows you to blacklist phone numbers. To use this feature, you must first turn on the blacklist feature. It is OFF by default.

Blacklist settings allow you to turn on or off the Audio call interceptor as well as the Message interceptor

PROFILES

- **Normal**
- **Silent**
- **Meeting**
- **Indoor**
- **Outdoor**
- **Pager**
- **Headset**
- **Flight Mode/Airplane Mode**

CONNECTIONS

- **Network Account**

This feature will identify the network your SIM card is currently connected to.

- **Data Service**

The default is ON, and when checked, this box will provide data service to your device. If the box is unchecked (OFF), no data service will be available for your device, therefore no phone or messaging service would be available.

- **Data Roaming Connect to Data ServicesWhen Roaming**

The default is OFF, thus preventing accidental roaming charges from accumulating. Should you wish to allow roaming, check this box and roaming will be permitted and where available should your home network not be available. Additional charges may apply. Please contact your service provider to understand roaming charges.

- **Preferred Data SIM**

When you insert 2x SIM cards, you can select either SIM1 or SIM2 as the preferred data SIM, the other would be the preferred voice SIM. This is a typical use case of DSDS - one SIM is for data, the other for voice.

- **Network Selection**

This setting will allow you to automatically or manually select your desired network. If you select AUTO, the device will select the network with the strongest signal, and if you pick MANUAL, you will be able to self-select from the networks the device detects.

- **Network Type**

This setting will allow you to select the type of network your device will search for. Your options are:

- 4G (recommended and default)
- 3G
- 2G

BLUETOOTH (Main Menu > Settings > Bluetooth)

- **Bluetooth**

This setting will turn Bluetooth on or off. With this setting OFF, you will not have any Bluetooth connections available.

- **Bluetooth Visibility**

This setting will permit your device to show up on other Bluetooth available lists, allowing you to connect with them.

- **Paired Device**

This setting will allow you to pair a new Bluetooth device to your Sonim XP100. Select ADD and a list of available devices will be listed on your screen. Highlight the device you would like to add and follow the on-screen instructions.

- **Transferring Files**

When you get 2x XP100 paired, a file can be transferred from one device to the other.

- **Device Name**

This setting will display the name of your device that will show up in Bluetooth search lists. You may change your device name here. Your device name can be up to 20 characters.

- **Bluetooth File Storage**

This setting will allow you to store your Bluetooth files. If you do not have a microSD card, your only option will be your Phone.

CHECK UPDATE (Main Menu > Settings > Check Update)

This feature will allow you to check for new software/firmware versions for your device. If you would like to check for a newer version of software/firmware, select **OK**.

POWER MANAGEMENT (Main Menu > Settings > Power Management)

This feature will provide battery guidance.

- Battery level – displays the current battery % remaining
- Battery care –

The default setting is **OFF**; however, you have the option to turn this setting **ON**.

Turning this setting on, the device will stop charging once the battery reaches 80% to prolong the life of the battery.

- USB power saving
 - Auto power ON
Device will power ON when USB device is connected
 - Auto power OFF (time based)
Selecting this option will automatically power the device off at the specified time you set.
 - Auto power OFF (USB disconnected)
Selecting this option will automatically power the device off after it has been disconnected from USB power for a preset number of hours.

TK [SIM TOOL KIT] (Main Menu > Settings > STK)

The phone supports value-added services provided by the SIM, different network operators to provide different types of services, and the menu is shown only if your SIM card supports. The name and contents of the menu depend on the available services. Ask your network availability, price, and information on the SIM card service operator's Advisory.

CAMERA

Your XP100 has a 2MP rear camera which will capture still frames as well as video recordings.

HOW TO SWITCH BETWEEN CAMERA AND VIDEO FUNCTION

To switch between the camera and the video recorder,

1. Open the Camera
2. Select **Opt.**
3. Select **More options.**
4. Use the up/down keys on your directional pad to select between **Camera** or **Video.**

CHANGING MODES ON YOUR XP100 CAMERA

To change various photo/video modes, open your Camera, select More options, and your options will be:

- **Shoot mode:**
 - Camera (default)
 - Video
- **Size**
 - 1600x1200 (default)
 - 1200x1600
 - 1280x960
 - 960x1280
 - 640x480
 - 480x640
 - 320x240
 - 240x320
- **Night Mode**
 - Activate
 - Off (default)
- **Brightness**
 - Use the up/down keys on the directional keypad to raise or lower the brightness
- **Contrast**
 - Use the up/down keys on the directional keypad to raise or lower the contrast
- **Exposure bias**
 - Use the up/down on the directional keypad to raise or lower the exposure bias
- **Frame**
 - Scroll up/down to select a frame for your photo
- **Continuous Shot**
 - Disable (default)
 - 3 shots
 - 6 shots
- **White balance**
 - Auto (default)

- Incandescence
- Fluorescent
- Sunny day
- Cloud
- **Delay**
 - Disable (default)
 - 3 seconds
 - 10 seconds
- **Effect**
 - Normal (default)
 - B&W - Black & White
 - Blue
 - Green
 - Yellow
 - Red
 - Sepia
 - Negative

HOW TO EDIT IMAGES

You have the capability to edit your photos on your XP100. To edit your photos, go to the photo you would like to edit (either through Camera or Images), select Options, scroll to and select Edit image. From here you can:

- Rotate the image
 - To rotate the image, click on Rotate and the photo will be displayed in 4 different rotations. Select the desired rotation and press the center key on the directional keypad and either select Save or Undo. If you choose Save, you will need to name the new file.
- Adjust the image
 - To adjust the image, click on Adjust and a menu will open allowing you to adjust the brightness, contrast & color of the image.
- Add an effect to the image
 - To add an effect to the image, click on Effect and select the effect from the options available along the top of the screen
- Add Text to the image
 - To add text to the image, click on Text and:
 - Add the text you would like to add in the Content box
 - Select the font size
 - Large (default)
 - Medium
 - Small
 - Select the Font color
 - Select the Border color
 - Select the Direction of your text
 - Horizontal (default)
 - Vertical
- Add a clip to the image

- To add a clip to the image, click on Clip and select the clip you would like to add from the options available along the top of the screen.

HOW TO RENAME AN IMAGE

To rename an image on your XP100, open IMAGES and scroll to the image you would like to rename. Select Options and scroll to and select Rename. Enter the new name of the image and press OK.

To change the general settings of your camera, open your Camera, select Opt., scroll to Settings. To change your settings back to original factory settings, select Restore Default from this sub-menu.

- Quality
 - Low
 - Normal (default)
 - Advanced
- Banding
 - 50Hz (default)
 - 60Hz
- Shutter sound
 - Default is OFF. Press the center key on the directional pad to turn ON
- Auto save
 - Default is ON. Press the center key on the directional pad to turn OFF
- Preferred storage
 - Phone (default)
 - This will be your only option if there is no microSD card inserted

Within the camera menu, you have several camera settings to adjust to capture the best picture.

- To capture an image, simply open the Camera, and press the center key on the directional pad on your XP100.
- To adjust the brightness of your image, press the * key to increase the brightness and the # key to decrease the brightness
- To adjust the zoom (up to 6x), use the up/down keys on the directional pad.

APPLICATIONS

The XP100 includes “APPS” to keep you productive. TORCH/FLASHLIGHT

Your XP100 has a torch (flashlight) located on the top of the device.

- To turn your flashlight on: open APPS, select **Torch**, and press the left hot key.
- To turn the flashlight off: simply press the same key again.

WORLD CLOCK

Your XP100 has a world clock installed and can show the current date and time of four time zones around the world.

To set your world clock:

1. Open APPS
2. Scroll to and select **World clock**
3. Select **Options**
4. Select **Add City** and scroll through the list to select the desired city/time zone.
5. Options
 - **You can sort** your available cities by either time zone or city name from within the Add City sub-menu by clicking Options and choosing Sort by.
 - **You can delete** cities/time zones by clicking Delete City and scrolling to the city you wish to delete and press **OK**.
 - **You can also set** daylight savings time options by city.

UNIT CONVERSION

Your XP100 includes a unit conversion tool allowing you to convert weight and length.

Weight conversion tool will convert:

- Kilograms to pounds
- Kilograms to ounces

Length conversion tool will convert:

- Kilometers to miles
- Miles to yards
- Meters to feet
- Centimeters to inches

STOPWATCH

Your XP100 includes a stopwatch feature. While the stopwatch is running, press the center key on the directional keypad to activate the split timer. You can stop & start the stopwatch by pressing the left hot key. To reset the stopwatch to 0.00, press Stop and then press the center key on the directional keypad.

AUDIO

Your XP100 has an Audio player allowing you to listen to your preferred music. You can add new lists. All audio will be supported via the 3.5mm audio jack. No audio is supported through the USB-C connection.

VIDEO & SOUND RECORDER

- **Organizer**

The Organizer on the XP100 allows you to easily organize your Memos, Files & E-books.

MEMOS

You can create memos, each up to 1,000 characters.

FILES

Files stored on your device are stored here. These files include:

- @fota_adups
- Alarm
- Audio
- DCIM
- E-books
- File array
- Memo
- Others
- PB
- Photos
- Video
- vCard

E-BOOKS

You can access your E-books on your Sonim XP100 by storing your E-books on your microSD card or transfer E-books from your computer.

FM RADIO

Your XP100 has an FM Radio built in. You can listen to the FM Radio without a headset as the device itself operates as the antenna.

- **To change stations** use the left/right keys on the directional keypad to scan to the next available station.
- **To adjust volume for your FM Radio:** use the up/down keys on the directional keypad to raise or lower the volume.
- **You can use the Auto search** and save function to run a scan of the channels and save those stations that are within your listening area. The XP100 will save up to 40 channels.
- **You are also able to do a manual search** of radio stations by typing in the frequency, using the * key as the period. Use the CLEAR button to back up a character.

- **You are also able to set pre-determined time & frequency recording sessions.** To do so,
 1. Open FM RADIO
 2. Select Options
 3. Scroll to and select Timing record.
 4. Turn ON timing record, then scroll to Predefined time & frequency.
 - Select Start time
 - Select duration of the recording session in minutes
 - Select the frequency you wish to record
 - Select the schedule of your recording session:
 1. Once
 2. Daily (default)
 3. Working days

Once a scheduled recording session has been set, the recording session will be noted on the main screen.

CLOCK (Main Menu > Clock)

The Clock feature provides not only the date and time of the device, but also adds in an alarm and timer feature.

- **ALARM**

The Alarm feature provides for 3 unique alarms giving you the opportunity to set up to 3 distinct alarms for your needs. To utilize this feature, select one of the alarm options by pressing the center key on the directional keypad. Once selected, you can:

 - a. Create a unique name for the alarm
 - b. Set the time for the alarm. You will set the desired alarm by typing the time using your keypad and then the center key on the directional keypad to change between AM & PM.
 - c. Choose your desired ringtone, using fixed ringtones, other ringtones you have saved to your device, or you can create your own alarm ringtone by recording it right on the spot by using the RECORDING RINGTONE option from within the Ringtone sub-menu.
 - d. Choose how often you want this alarm to be repeated.
 - a. Once
 - b. Daily
 - c. Working days
 - i. When Working days is selected, a new window will pop open and allow you to choose the appropriate “working days” for your desired alarm to be active.

- **TIMER**

The Timer feature allows you to set a timer alert for up to 24 hours in advance.

To activate, simply type in the desired length of your timer and press the center key on the directional keypad to immediately start the timer.

To stop the timer, simply press **STOP** – the upper left hand soft key (just above the green TALK key).

To reset the timer, after you have already stopped the timer, select the **RESET** button – the upper left hand soft key (just above the green TALK key) and the value will return to 1:00 (the default value).

IMAGES

The images taken from your XP100 device will be stored in the IMAGES section.

HOW TO VIEW YOUR IMAGES

To view your images, you have two different ways:

1. From the Main Menu, open **IMAGES** and press the center key on the directional keypad. Images saved on your XP100 will appear.
2. From the Main Menu, open **CAMERA**, select **Opt.**, scroll to and select **Image Viewer**. Images saved on your XP100 will appear.

SLIDESHOW

Your XP100 has a feature which allows you to play a slideshow of your images on your device. To play this slideshow, open **IMAGES**, select **Options**, scroll to and select **Slide play**. Once selected it will play a continuous loop of the images on your device. Slide play will only play photos, not videos and will play until you end the loop by pressing any of the two soft keys immediately under the display, the green key, the red key, or the center key on the directional keypad.

CALENDAR

Your XP100 has a calendar to keep track of important dates & activities. Opening the calendar will open on the current month view, with today's date highlighted.

For dates with events scheduled, a "•" will appear under the date of the scheduled event.

Select Options to add a new scheduled event, to view your schedules, view all schedules, clear today's schedule, to clear all schedules, to go to a specific date, to change your calendar to a daily or weekly view.

ADDING A NEW EVENT TO YOUR CALENDAR

1. Open Calendar
2. Select Options
3. Select Add new schedule
4. Enter the Subject
5. Select the Date
6. Enter the start time
7. Choose a ringtone
8. Choose Repeat mode (once, daily repeat, weekly repeat, monthly, yearly, or no reminding)

CALCULATOR

Your XP100 includes a calculator in which you can perform addition, subtraction, division and multiplication functions.

Using the Options key, you can use the M+ key, M-, MR (Memory Retain), MC (Memory Clear).

Use the Clear function to clear the calculator and bring your value back to 0.

GAMES

From here you can play several games. To launch a game, simply highlight the game and select **OK**.

SAFETY AND REGULATORY INFORMATION

ENVIRONMENT WARNING

DISPOSAL OF OLD ELECTRICAL AND ELECTRONIC EQUIPMENT

DISPOSAL OF EQUIPMENT



This symbol on the device indicates that they should not be disposed of as normal household garbage. You should never dispose of cellular telephones or cellular telephone batteries in municipal/city waste. When the device reaches its "end-of-life" proper recycling per local regulations/guidelines should be accomplished. For any additional information on how to properly recycle your Sonim cellular device, please contact your local recycling facility, a local waste disposal office or the retailer from where you purchased the device.

SAFETY WARNING

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 alarm mode.
	Do not expose the device to high temperatures (in excess of 55°C /131°F).
	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 and hearing aids.
	Use only Sonim XP100 approved charging equipment to charge your phone and avoid damage to your phone.
	Ensure that only qualified personnel install or repair your phone.

Do not operate the device in an environment that might be susceptible to radio interference resulting in danger¹, specifically:

AREAS WHERE PROHIBITED BY THE LAW

Follow any special rules and regulations and obey all signs and notices. Always turn off the device when instructed or suspect it might cause interference or danger.

WHERE EXPLOSIVE ATMOSPHERES MIGHT BE PRESENT

Do not operate your device in any area where a potentially explosive atmosphere might exist. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Areas with a potentially explosive atmosphere are often but not always clearly marked.

Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would generally be advised to turn off your vehicle engine.

Users are advised not operate the device while at a refueling point or service station.

Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants, or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked.

Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane),

Areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would generally be advised to turn off your vehicle engine.

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device **MUST BE POWERED OFF**. Your device can transmit signals that could interfere with certain equipment and systems. Some airlines may permit the use of cellular phones while the aircraft is on the ground, however, always follow the directions of the airlines and either power your device off or put the phone in Airplane Mode as directed. At all times when the aircraft is in the air, your device **MUST** be powered off or placed in Airplane Mode. Again, your device can transmit signals that could interfere with various onboard systems.



NOTE: Some airlines may permit the use of cellular phones while the aircraft is on the ground. Your device may be used at this time if allowed by airlines.

The driver or operator of any vehicle should not operate the device while in control of a vehicle. Doing so will distract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

SONIM RUGGED PERFORMANCE STANDARDS

The Sonim XP100 device is water resistant and can be submerged to 2 meters for 30 minutes.

Water droplets may condense under the display cover if the phone is immersed in water with a significant drop in temperature. This does not indicate water leakage, and the droplets will disappear when the display reaches room temperature.

The Sonim XP100 is dust-resistant, rugged and shock-resistant. However, it is not dust-proof or unbreakable if subjected to overwhelming impact. For the best results and a long product life, one should protect the XP100 from salt water, dust and strong impacts.

PERSONAL MEDICAL DEVICES

Based on current research, cell phones do not seem to pose a significant health problem for pacemaker wearers. Nevertheless, people with pacemakers may want to take some simple precautions to be sure that their cell phones don't cause a problem, including:

Hold the phone to the ear opposite the side of the body where the pacemaker is implanted to add some extra distance between the pacemaker and the phone.

Avoid placing a turned-on phone next to the pacemaker implant. For example, don't carry the phone in a shirt or jacket pocket directly over the pacemaker.

In the unlikely event that EMI occurs, it could affect a pacemaker in one of three ways:

Stopping the pacemaker from delivering the stimulating pulses that regulate the heart's rhythm.

Causing the pacemaker to deliver the pulses irregularly.

Causing the pacemaker to ignore the heart's own rhythm and deliver pulses at a fixed rate.

Testing and Evaluating Potential Cell Phone Interference

Because of concerns that EMI could potentially affect some electronic medical devices, the FDA took a lead role in developing detailed test methodologies to measure EMI of implanted cardiac pacemakers and defibrillators from cell phones. This test method is now part of an international standard (ISO 14117) and is utilized for testing and evaluation of potential EMI from cell phones minimizing risk to patients worldwide.

The FDA continues to monitor the use of cell phones for possible interactions with other electronic medical devices and will develop new assessment methods to help ensure minimal to no impact on the function of these devices by EMI.

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 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.

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.

BATTERY USAGE

Your Sonim XP100 device comes with an embedded battery and can only be accessed by the Sonim Service Center. Accessing the battery or taking the back of the device off will void your warranty. For any battery or device related questions, please contact Sonim at <https://www.sonimtech.com/about/contact/>

It is recommended to protect the battery from extreme temperature environments and moisture. Please keep the battery out of reach of children.

VERIFYING AND OPTIMIZING BATTERY USAGE

You can check the battery usage status under the Power Management sub-menu found under Settings.

The current battery level (strength, and whether charging or not charging), is displayed just to the left of the time in the upper right-hand corner of your screen.

TIPS TO EXTEND THE BATTERY LIFE

- Set your screen contrast to a lower level (found under SETTINGS > DISPLAY)
- Reduce your backlight time for both the screen and your keypad (found under SETTINGS > DISPLAY)
- If you do not need phone or texting capabilities, activate Flight Mode (found under SETTINGS > PROFILES>FLIGHT MODE)

AVOID EXTREME TEMPERATURE

Leaving the device in hot or cold places, such as in a closed car or 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 or -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 THE BATTERY

When you first receive your phone, it will not be fully charged. We recommend that you charge your mobile phone for 2 hours before you use your phone for the first time.

The ambient temperature during charging should be between 0°C to 45°C.

Do not charge at an ambient temperature below 0 ° C or above 45 ° C, as this will result in reduced battery performance and reduced overall life of your battery. Charging for too long at too high or too low ambient temperatures can damage unfilled or swollen batteries, and there is a risk of battery explosion.

The physicochemical processes created by chargers impose temperature limits when charging the battery. If you notice a swollen battery, note that this is your phone implementing safety measures to protect the battery in extreme temperatures or conditions.

Only the power supplies with outputs meeting the SELV requirements can be used for charging. The maximum allowable input voltage for the phone is 5V.

If the battery is completely out of charge, it can take several minutes for the charging icon to appear when the charger is connected.

To properly charge your device,

1. INSERT THE CHARGER

- Insert the charger plug into a power outlet.

2. CONNECT TO THE PHONE

- The charging port is located on the right side of the device. Open the port cover and insert the charging connector into the charging port.

3. CHARGING ANIMATION/ICON

- If the battery is being charged when the phone is switched off, a battery charging animation shows that the battery is charging and displays the date and time.
- 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.

CLEANING AND MAINTENANCE

- Keep the charger dry – it is not water-resistant. Do not touch the charger with wet hands. This could lead to a short circuit, a potential electric shock or a malfunction of the device.
- Before cleaning this device, ensure it is powered off and disconnected from the charger.
- If your device has a broken screen, stop using the device right away and contact the Sonim Customer Experience Center to start a repair/RMA order.
- Do not attempt to remove the back cover of the device where the battery resides. Doing so may void the warranty. The device is only authorized to be opened by a duly authorized Sonim Service Center.

GUIDELINE FOR USING VOLUME LEVELS WHEN USING HEADPHONES AND EARPHONES

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

EU/UK SPECIFIC ABSORPTION RATE (SAR)

Specific Absorption Rate (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:

Body Parts	Test Value	Test Distance	Limit
Head	1.199 W/Kg	0mm	2.0 W/Kg
Body	1.457 W/Kg	5mm	2.0 W/Kg

XP100 MAXIMUM POWER TABLE

CE, UKCA	BANDS	OPERATION FREQUENCY	MAXIMUM POWER (DBM)
GSM	850	824.0-849.0 MHz (TX)	30.0dBm +/- 1dBm
GSM	900		31.0dBm +/- 1dBm
DCS	1800		29.5dBm +/- 1dBm
PCS	1900		29.5dBm +/- 1dBm
WCDMA	2100		22.5dBm +/- 1dBm
WCDMA	1900		22.5 dBm +/- 1dBm
WCDMA	900		21.5 dBm +/- 1dBm
WCDMA	850		21.0 dBm +/- 1dBm
LTE	B1/B3/B40		22.5 dBm +/- 1dBm
LTE	B7/B38/B41		20.5 dBm +/- 1dBm
LTE	B8/B20/B28		23 dBm +/- 1dBm
Bluetooth			7 dBm +/- 1dBm



NOTE: The performance of the mobile phones will be affected by the local network/environmental conditions as well as how the SIM card was provisioned to operate on the network.



WARNING: In situations where the mobile phone is being used in ways that do not follow the recommendations made here within, Sonim bears no responsibility for device failure.



CAUTION:

1. Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
2. The product shall only be connected to a USB interface of version USB 2.0.
3. Adapter shall be installed near the equipment and shall be easily accessible.
4. EUT Temperature: $-10^{\circ}\text{C} \sim +55^{\circ}\text{C}$.
5. The device complies with RF specifications when the device is used at 5 mm from your body, and the holder must not be of metal composition.
6. Use careful with the earphones maybe excessive sound pressure from earphones and headphones can cause hearing loss. To prevent possible hearing damage, do not listen at high volume levels for long periods.

EU DECLARATION OF CONFORMITY

EU Declaration of Conformity for Radio Equipment Directive 2014/53/EU

We, Sonim Technologies, Inc. hereby, declare that the essential requirements set out in the



Figure 1 - Warning label (IEC 60417-6044)

Radio Equipment Directive 2014/53/EU have been fully fulfilled on our product with indication below:

Product Name: LTE phone

Model / Brand: X100/ Sonim

The following standards have been applied for the investigation of compliance:

ETSI EN 301 511 V12.5.1

ETSI EN 301 908-1 V15.2.1

ETSI EN301 908-2 V13.1.1

ETSI EN 301 908-13 V13.2.1

ETSI EN 300 328 V2.2.2

ETSI EN 303 345-1 V1.1.1

ETSI EN 303 345-3 V1.1.1

EN IEC 62368-1:2020+A11:2020

EN 50332-1:2013

EN 50332-2:2013

EN 50360:2017+ A1:2023

EN 50566:2017+ A1:2023

EN 62209-1:2016

EN 62209-2:2010+A1:2019

EN 50663:2017

EN 62479:2010

EN IEC 62311:2020

ETSI EN 301 489-1 V2.2.3

Final draft ETSI EN 301 489-17 V3.3.0

Draft ETSI EN 301 489-52 V1.2.5

EN 55032:2015+A1:2020

EN 55035:2017+A11:2020

EN IEC 62680-1-3:2022

And apply notified body assessment:

Notified Body number 1177

TIMCO Engineering, Inc.

13146 NW 86th Drive, Suite 400, Alachua, FL 32615 USA

Issued the EU-type examination certificate: E1177-244569

Furthermore, the ISO requirement for the in-process quality control procedure as well as the manufacturing process has been reached. The technical document as well as the test reports will be kept for a period of at least 10 years after the last product has been manufactured at the disposal of the relevant national authorities of any Member State for inspection.

Detailed contact information for this declaration has been listed below as the window of any issues relevant for this declaration.

European Representative	Manufacturer Contact
AT Sigma Hungary, EU Tamas Antal +36 30 586 1104 tamas.antal@at-sigma.com	Sonim Technologies, Inc. 4445 Eastgate Mall, Suite 200, San Diego, CA 92121, USA Avena Xu /TA manager 1-650-378-8100 Date:2024/9/19

Hardware Version : V1.0

Software Version : X10.0-01-5.0-20.02.00

Accessories:

Battery : BAT-01800-01S

Data cable : FKY-23-146