

Sonim SOS

v2.0.27

User Guide

© 2020 Sonim Technologies, Inc. All rights reserved. The information contained herein is not an offer, commitment, representation or warranty by Sonim Technologies, Inc. and is subject to change.

sonim[®]

Sonim SOS

1

Introduction

- Background

2

Installation

- Installation on XP3 and XP5s
- Installation on XP8
- Initial setup

3

Configure via app user interface

- Emergency Calls
- Emergency Messages
- Peer-to-Peer Alerts
- Application Settings

4

Configure via Sonim CLOUD

- Create Sonim SOS Resource
- Assign to devices

Sonim SOS

Introduction

Sonim SOS: Introduction

- **Your team deserves the best safety tools while working in the field.** So to help keep them safe and secure we created Sonim SOS.
- **Sonim SOS is a powerful app connected to an easy-to-use alarm key** on the XP5s & XP8 and through the in-app soft alarm key on the XP3, that offers an array of safety-first options.
- **Best of all, Sonim SOS is free*.** Now all organizations can provide their workers an additional level of security at no cost.
 - Send instant messages and location data to emergency contacts
 - Control settings from the Sonim CLOUD platform
 - Completely customizable so safety features can be tailored to the people who use them.

*Carrier charges for voice, messaging, and data may apply



Sonim SOS:

Key items to note

- By default, Sonim SOS will automatically place a call to local emergency services (e.g., 911, 112, 999)
 - **This setting can be changed to a custom number or turned off**
 - **It is very important to understand this when testing Sonim SOS to prevent accidental calls to emergency services**
- There are 6 Android permissions that are required for Sonim SOS to function correctly
 - **Please ensure all 6 are accepted on first launch of the application**



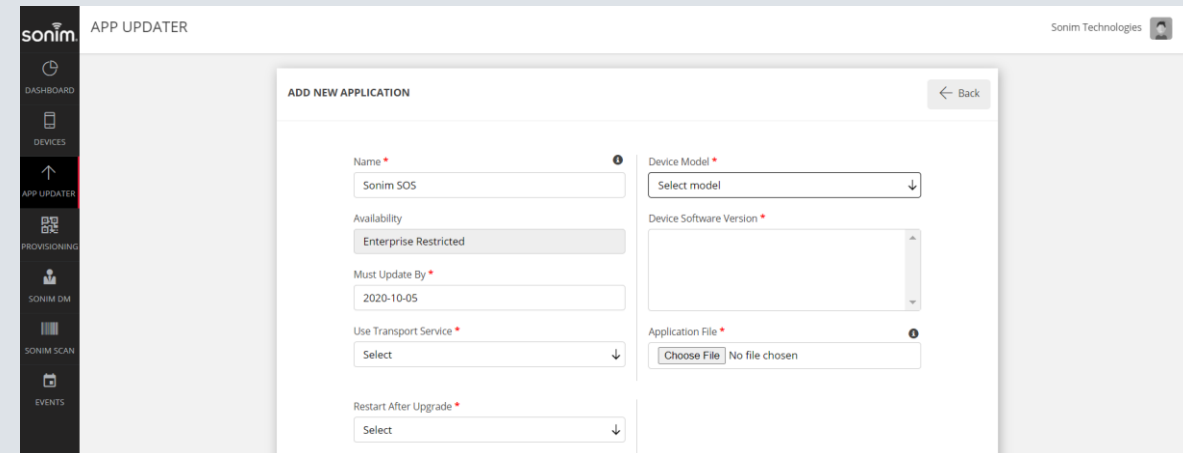
Sonim SOS

Installation

Installation:

Sonim XP3 and XP5s

- **On Sonim XP3 and XP5s, you can install Sonim SOS using SCOUT App Updater**
 - Reach out to support@sonimtech.com for the latest APK file
 - Create an App Updater profile on Sonim CLOUD and assign to the required devices
 - **Latest Version of Sonim SOS: 2.0.26**
- **Notes**
 - Your phone should have an active internet connection.
 - If you are on a WiFi network, <https://www.sonimcloud.com> has to be whitelisted on the firewall
 - Sonim SCOUT will need to be on v2.0.50 or higher
 - Sonim SPCC Service will need to be on v3.6.7 or higher
 - Find SCOUT and SPCC version information by launching Sonim SCOUT -> Menu key -> About



App Updater on Sonim CLOUD

<https://www.sonimcloud.com>

Installation: Sonim XP8

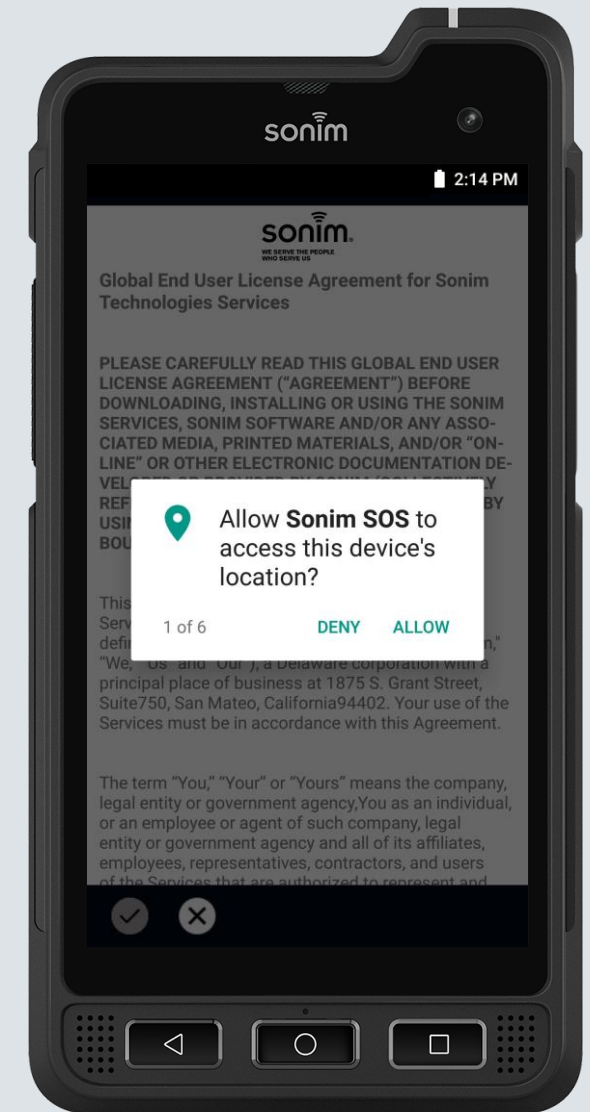
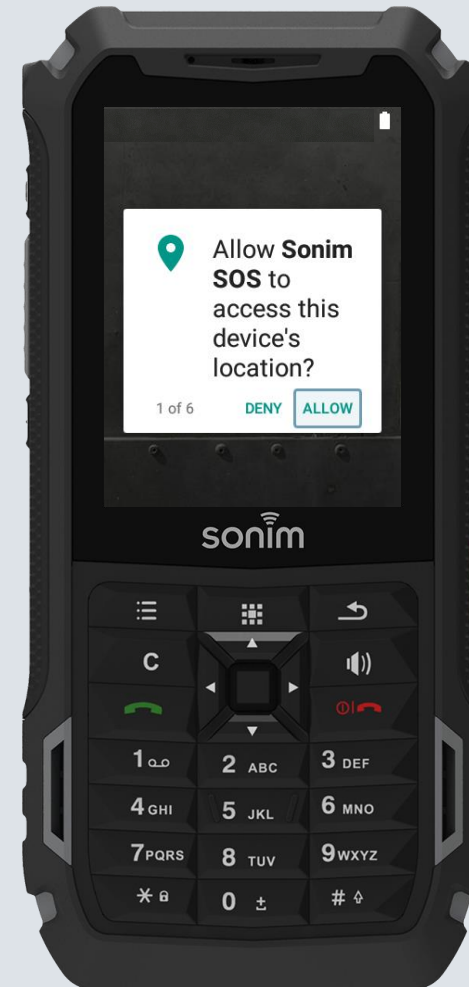
- **On XP8, you must download and install Sonim SOS from the Play Store**
 - Launch the Play Store on your XP8, search for Sonim SOS and click on INSTALL
 - **Latest Version of Sonim SOS: 2.0.26**
- **Notes**
 - You should be logged into a Google account on your XP8 to install the app
 - Your phone should have an active internet connection
 - Sonim SCOUT will need to be on v2.0.50 or higher
 - Sonim SPCC Service will need to be on v3.6.7 or higher
 - Find SCOUT and SPCC version information by launching Sonim SCOUT -> 3 dots-> About



Getting started:

Accepting permissions

- **Step 1:** Launch Sonim SOS
 - On XP3 and XP5s, Sonim SOS will be installed into the Applications folder
- **Step 2:** When you launch Sonim SOS for the first time, you will see a series of permission-related dialog boxes -> Click ALLOW on each one
 - Allow Sonim SOS to access this device's location?
 - Allow Sonim SOS to send and view SMS messages?
 - Allow Sonim SOS to make and manage phone calls?
 - Allow Sonim SOS to take pictures and record video?
 - Allow Sonim SOS to access photos, media, and files on your device?
 - Allow Sonim SOS to access your contacts?



Getting started: Accepting EULA and App Setup

- **Step 3:** Prior to using Sonim SOS, the Sonim Technologies Global End User License Agreement (EULA) must be accepted
 - You must scroll to the bottom of the EULA before being allowed to accept it
 - On XP8, click the checkbox to Accept the EULA
 - On XP3 and XP5s, select the menu key (top left key) to Accept the EULA
- **Step 4:** There are two options to set up Sonim SOS
 - Via the application User Interface
 - Via Sonim CLOUD



Sonim SOS

Configure via app user interface

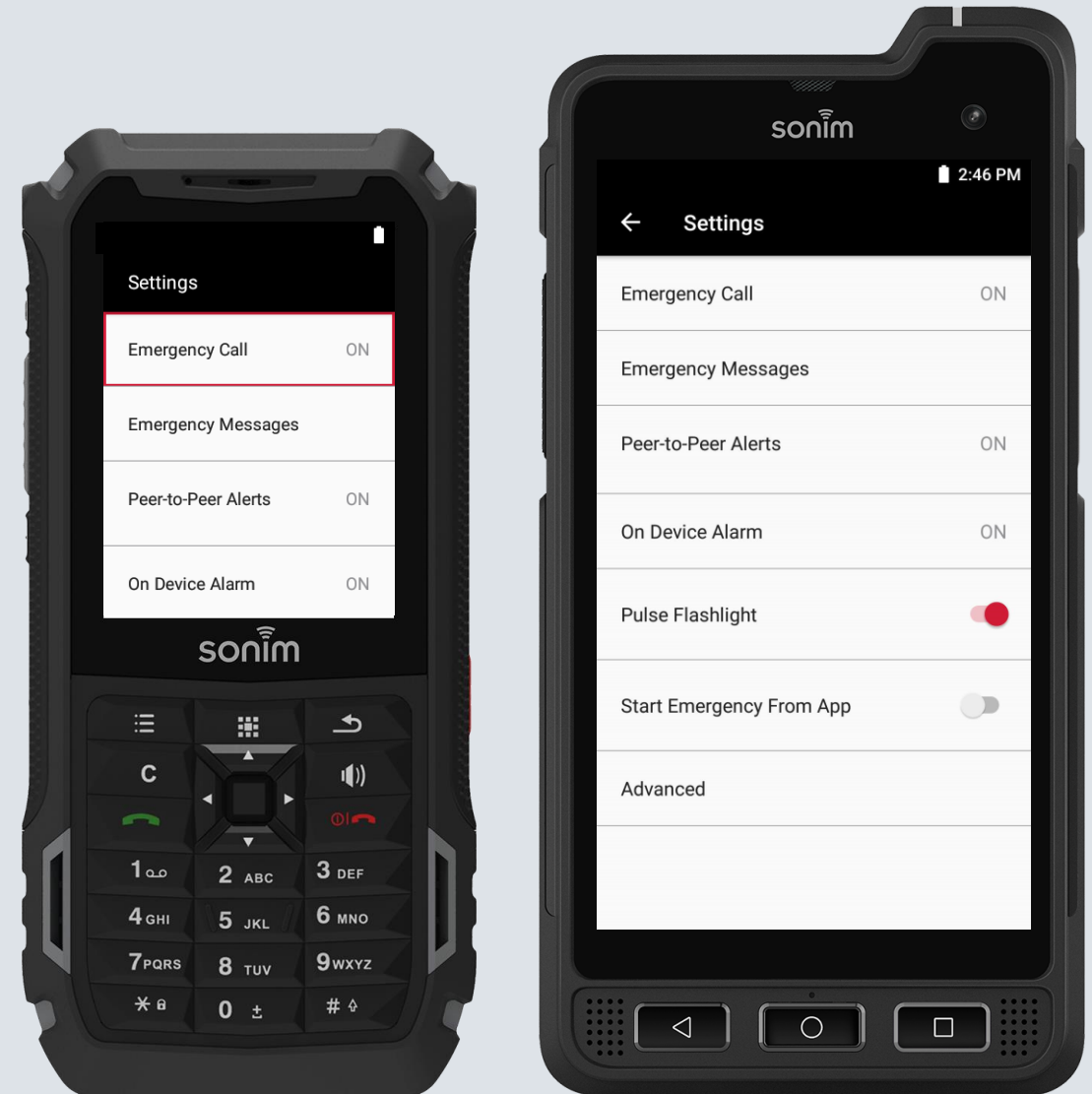
Sonim SOS Setup: Home Screen

- The Sonim SOS home screen provides access to configuring the various elements of the application
- **User Name:** Select the “pencil” icon to enter or edit User Information. Once entered, the User Information will appear on the Home Screen
- **Settings:** Select Settings to navigate to the Sonim SOS Settings screen. [Click here for a detailed walk-through of the Sonim SOS Settings.](#)
- **Restrict Sonim SOS User:** Select Restrict Sonim SOS User to set up restrictions on how the Sonim SOS configuration can be modified by the User. [Click here for a detailed walk-through of the Restrict Sonim SOS User configurations.](#)



Sonim SOS Settings: Main Screen

- The Sonim SOS Settings main screen provides access to configuring the features of the application
 - Emergency Call
 - Emergency Messages
 - Peer-to-Peer Alerts
 - On Device Alarm
 - Pulse Flashlight
 - Start Emergency From App
 - Advanced



Sonim SOS Settings: Emergency Call

- **Make Emergency Call:** Option to turn ON/OFF. If ON, Sonim SOS will make a call to the pre-set Emergency Call Contact. ON by default.
- **Emergency Call Contact:** Option to set one of the following:
 - **Standard Emergency Number**
 - Select pencil icon to choose the appropriate standard emergency number for your location
 - **Custom Emergency Number**
 - Select “Set Phone Number” to set a specific phone number for the emergency call
- **Make Emergency Call on Speakerphone:** Option to turn ON/OFF. If ON, Sonim SOS will make emergency call on Speakerphone. ON by default.



Sonim SOS Settings: Emergency Messages

- **Set Emergency Contacts:** Add up to five emergency message contacts by entering a name and phone number or choosing from device Contacts.
 - **Note:** Emergency contacts will receive location and emergency messages via standard SMS
- **Share location with Emergency Contacts:** Option to turn ON/OFF. If ON, location will be shared with Emergency Contacts. ON by default.
- **Messaging Frequency:** Option to set how often location will be shared with Emergency Contacts (1, 5, 10, 15 minutes). 5 minutes by default.



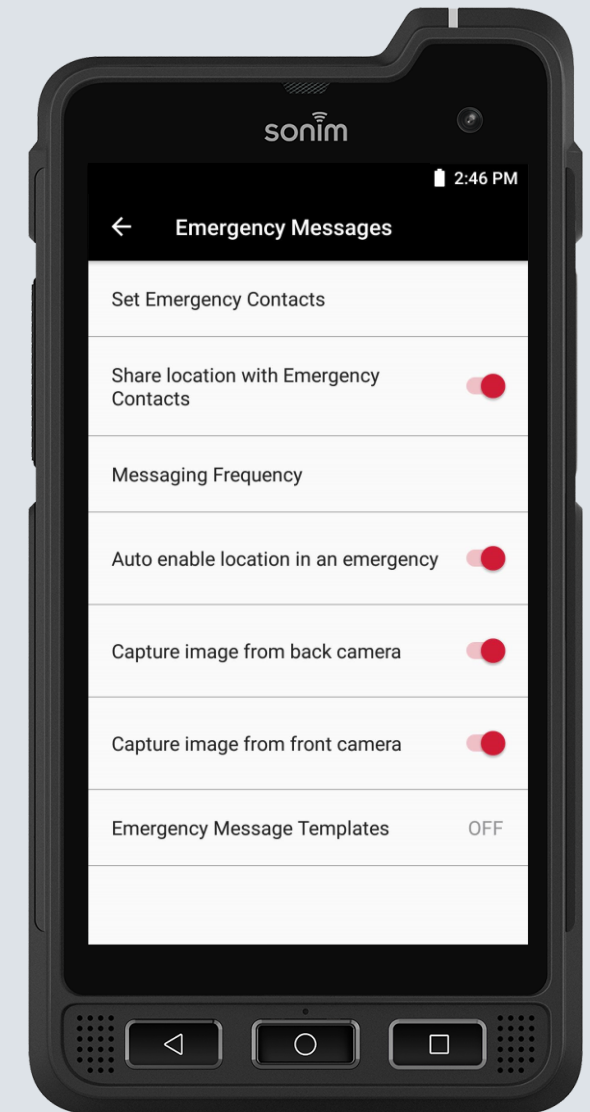
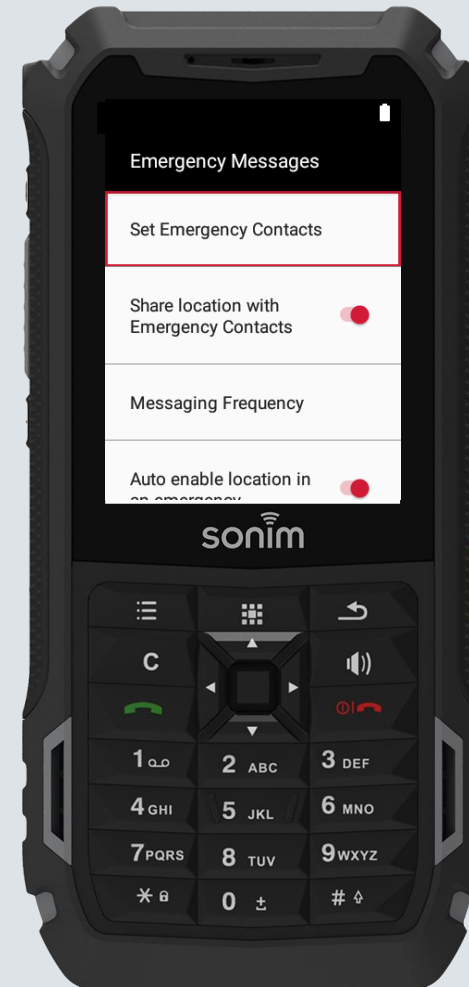
Sonim SOS Settings: Emergency Messages

- **Auto enable location in an emergency:**
Option to turn ON/OFF. If ON, if device location is off when an emergency is raised, Sonim SOS will turn it on automatically. ON by default.
 - **Note:** After the emergency has ended, Sonim SOS will turn location back off
- **Capture image from back/front camera:**
Option to turn ON/OFF. If ON, Sonim SOS will automatically capture images from the back and front cameras (if applicable). ON by default.
 - Note: Sonim SOS will not automatically send the images, simply capture them



Sonim SOS Settings: Emergency Messages

- **Emergency Message Templates:** Option to turn ON/OFF. If ON, Sonim SOS will provide the User the option to choose a pre-set Start or End Emergency template when raising or ending an emergency. OFF by default.
- **Configure Emergency Messages:** Option to set up to three Start and three End Emergency Messages.
 - These messages will appear as options to select when raising or ending an emergency to quickly provide the context of the emergency to those receiving the emergency messages.



Sonim SOS Settings: Peer-to-Peer Alerts

- **Peer-to-Peer Alerts** are a special type of alert that is sent directly from device-to-device. The key feature of Peer-to-Peer Alerts is that the recipient of the emergency message will receive repeated notifications until they review the emergency message.
- **Send Peer-to-Peer Alerts:** Option to turn ON/OFF. If ON, Sonim SOS will send an emergency alert to all other Sonim devices in the User's organization that are using Sonim SOS. ON by default.
 - **Note:** Sending and receiving devices must be in the same Sonim CLOUD account to use this feature.



Sonim SOS Settings: Peer-to-Peer Alerts

- **Receive Peer-to-Peer Alerts:** Option to turn ON/OFF. If ON, Sonim SOS will receive an emergency alert from other Sonim SOS users who raise an alarm. ON by default.
 - **Note:** Sending and receiving devices must be in the same Sonim CLOUD account to use this feature.
- **Pulse Flashlight:** Option to turn ON/OFF. If ON, Sonim SOS will pulse the flashlight on receiving a Peer-to-Peer alert. ON by default.
- **Notification Tone:** Option to turn ON/OFF. If ON, Sonim SOS will play a notification tone on receiving a Peer-to-Peer alert. ON by default.



Sonim SOS Setup: On Device Alarm

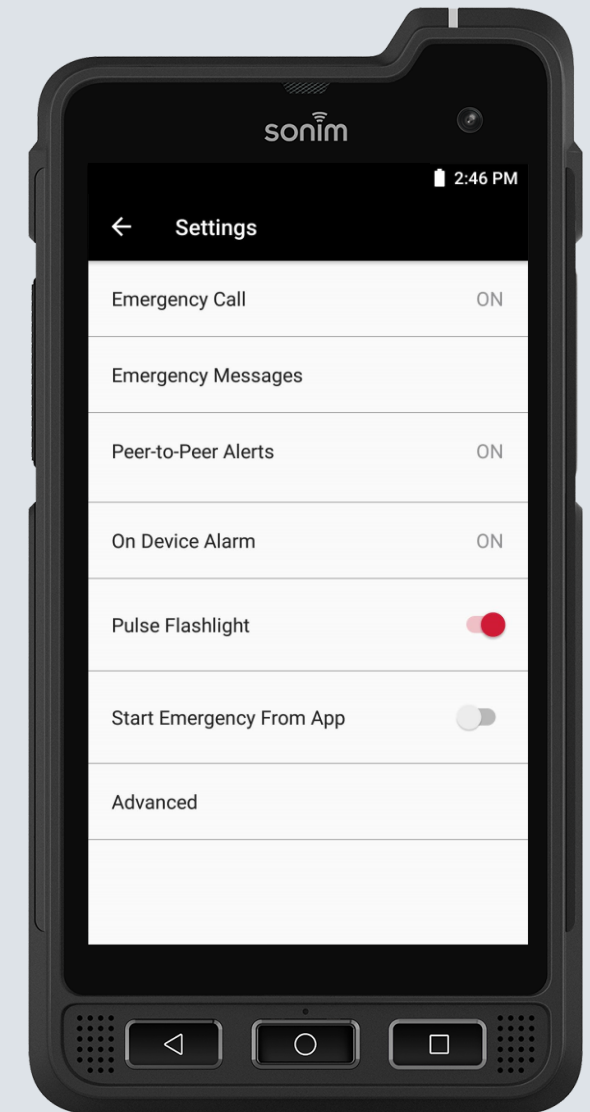
- If Sonim SOS is set up to not make an Emergency Call or an Emergency Call has ended, Sonim SOS can raise an On Device Audible Alarm.
- **Audible Alarm:** Option to turn ON/OFF. If ON, Sonim SOS will raise an audible alarm if there is no ongoing emergency call. ON by default.
- **Tones:** Choose the tone to play during an ongoing emergency.
- **Raise Audible Alarm when device is muted:** Option to turn ON/OFF. If ON, Sonim SOS will raise an audible alarm even if the device is muted. ON by default.



Sonim SOS Setup:

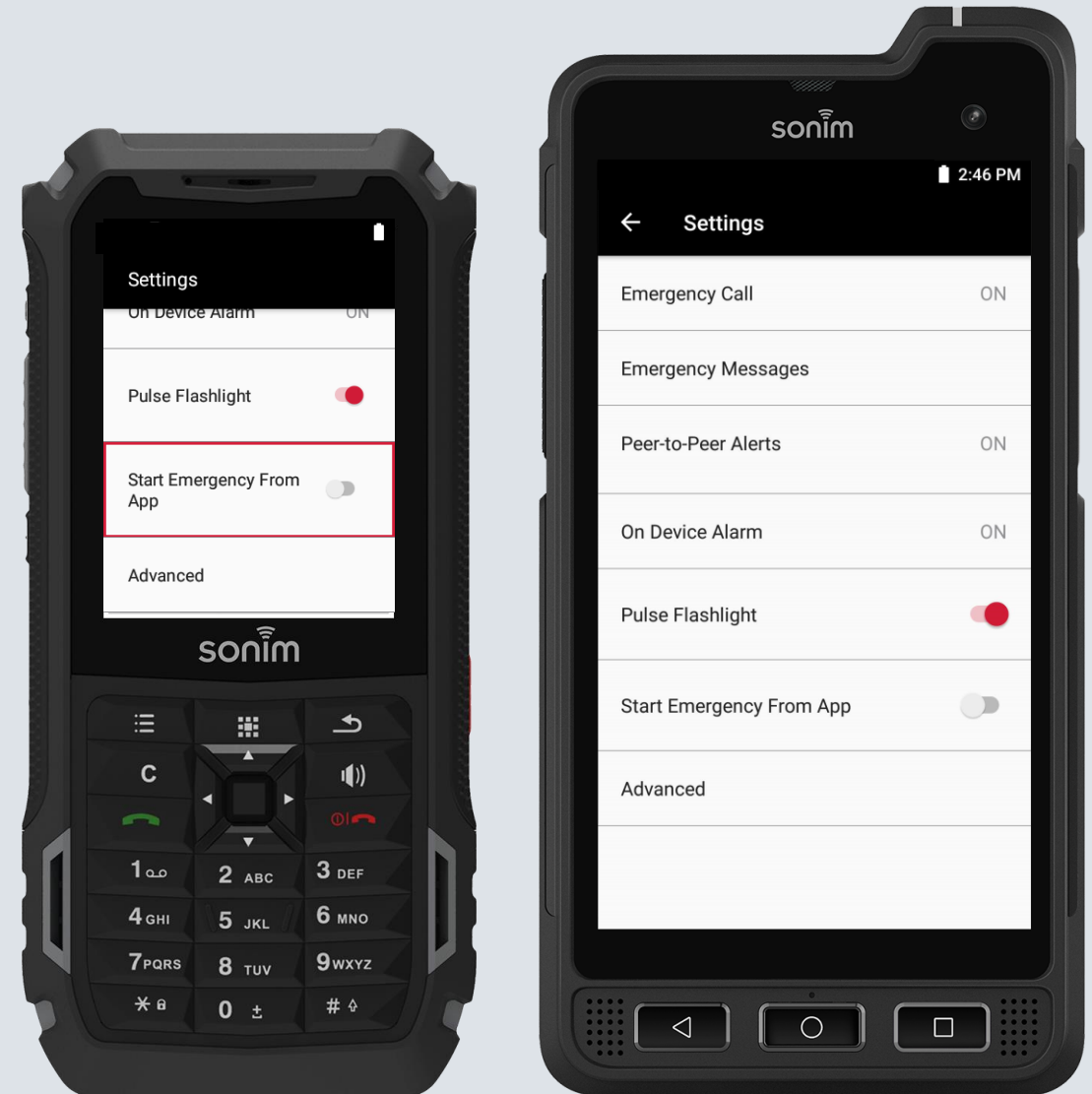
Pulse Flashlight

- During an emergency, Sonim SOS can pulse the flashlight to better assist in locating the User.
- **Pulse Flashlight:** Option to turn ON/OFF. If ON, Sonim SOS will pulse the device flashlight during an ongoing emergency call. ON by default.



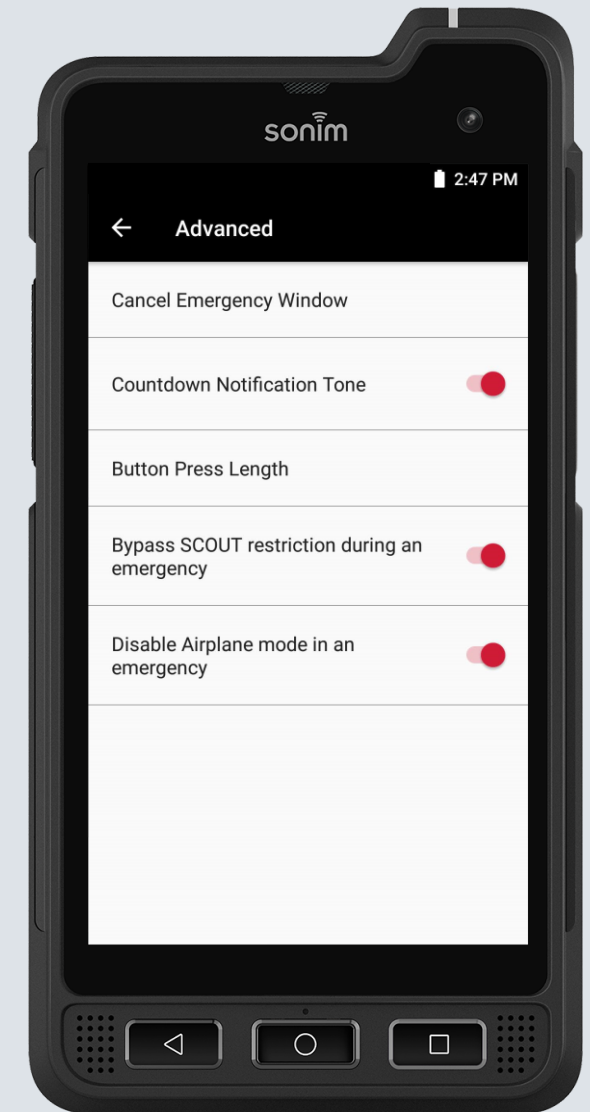
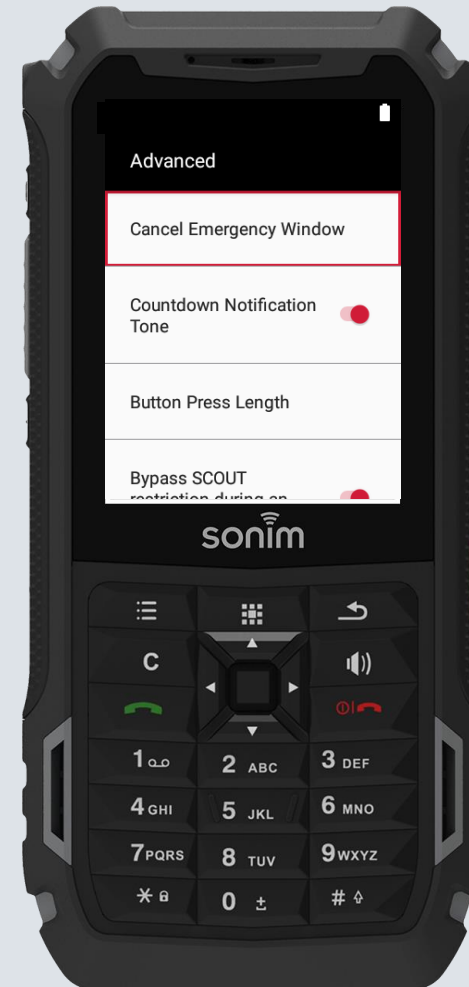
Sonim SOS Setup: Start Emergency From App

- In addition to raising an alarm via the red Alarm key, Sonim SOS offers the option to raise an alarm from the Sonim SOS Application User Interface.
- **Start Emergency From App:** Option to turn ON/OFF. If ON, Sonim SOS will offer an option to raise an alarm from the Sonim SOS User Interface.
 - ON by default on Sonim XP3
 - OFF by default on Sonim XP5s and Sonim XP8
 - **Note:** On Sonim XP8, the on-screen “Start Emergency” option will need to be pressed and held until the alarm is raised



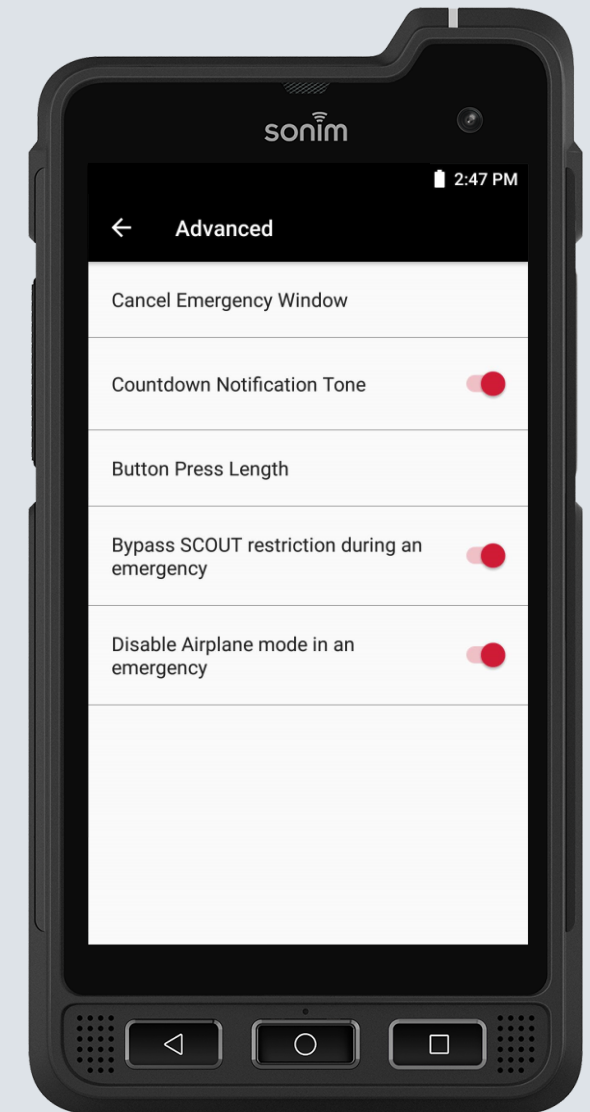
Sonim SOS Setup: Advanced Settings

- **Cancel Emergency Window:** Option to set how often much time Sonim SOS will give the User to cancel the emergency before the application raises an emergency (5, 7, 10 seconds, raise immediately). 10 seconds by default.
- **Countdown Notification Tone:** Option to turn ON/OFF. If ON, Sonim SOS will play a tone during Cancel Emergency Window countdown. ON by default.
- **Button Press Length:** Option to set how long the red Alarm key must be pressed before Sonim SOS will raise an emergency (3, 4, 5 seconds). 3 seconds by default.



Sonim SOS Setup: Advanced Settings

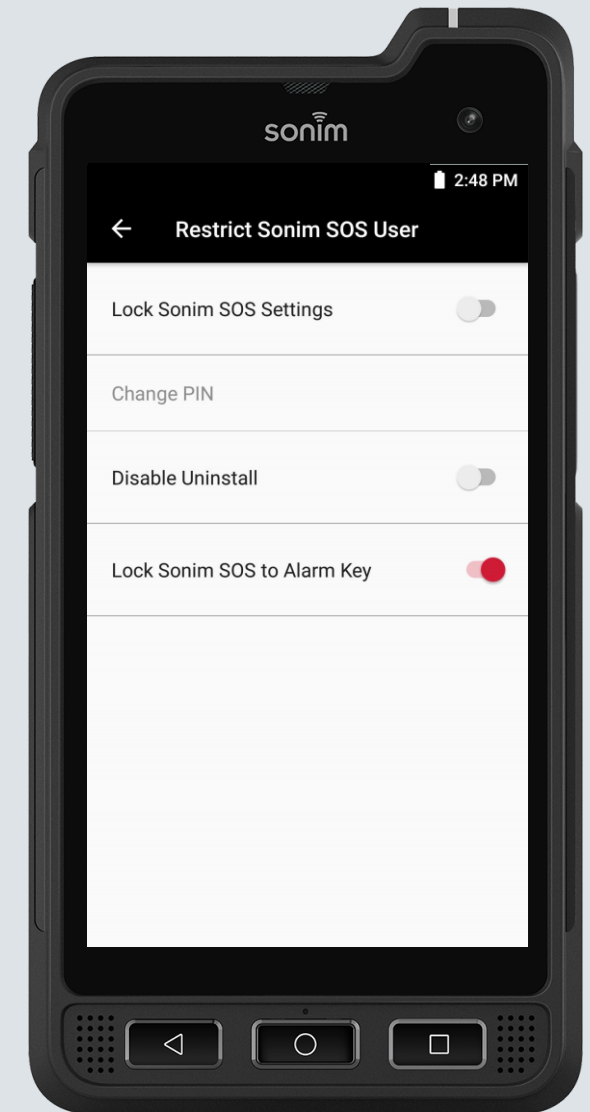
- **Bypass SCOUT restriction during an emergency:** Option to turn ON/OFF. If ON, Sonim SOS will bypass any Sonim SCOUT restrictions during an emergency. ON by default.
 - For example, blocking of Phone, Camera, Messaging will be enabled during an emergency.
 - Once the emergency has ended, all SCOUT restrictions will be re-applied to the device.
- **Disable Airplane mode in an emergency:** Option to turn ON/OFF. If ON, Sonim SOS will take the device out of Airplane mode during an emergency. ON by default.



Sonim SOS Setup:

Restrict Sonim SOS User

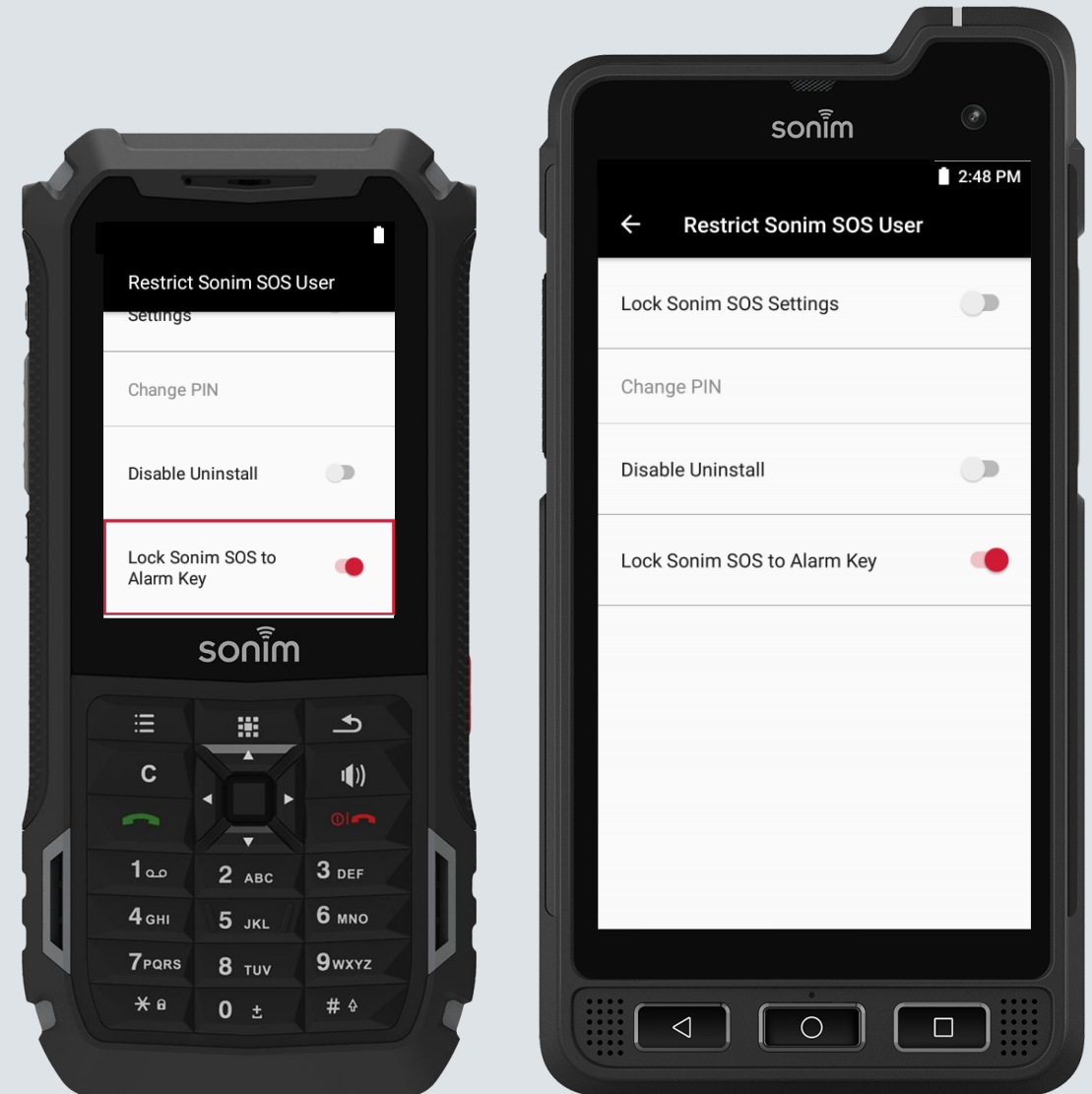
- Sonim SOS can be set up to ensure Users do not make any changes to the Sonim SOS configuration. Restricting the User does NOT affect their ability to raise an alarm.
- **Lock Sonim SOS Settings:** Option to turn ON/OFF. If ON, Sonim SOS will allow Users to view the Sonim SOS Settings, but will require successful entry of a PIN to make any changes. OFF by default.
- **Change PIN:** Option to change the Restrict Sonim SOS User PIN. In order to change the PIN, the current PIN must be entered first.



Sonim SOS Setup:

Restrict Sonim SOS User

- **Disable Uninstall:** Option to turn ON/OFF. If ON, Sonim SOS will not allow the User to uninstall the Sonim SOS application. OFF by default.
- **Lock Sonim SOS to Alarm Key:** Option to lock Sonim SOS to the device red Alarm Key in the Programmable Keys Settings menu and prevent the User from changing that configuration. ON by default.
 - Programmable Keys Settings menu can be found in the Device's Settings application.



Sonim SOS

Configure via Sonim
CLOUD

Sonim CLOUD: Setup Sonim SOS

- Sonim CLOUD provides you with the option to configure Sonim SOS over-the-air to any Sonim XP3, XP5s or XP8 mobile device.
- You can create different Sonim SOS configurations for different Users/User groups as required and assign them appropriately to individual Devices or Device Groups.

Add images

Sonim CLOUD: Setup Sonim SOS

- **There are a few key things to do prior to trying to setup Sonim SOS via Sonim CLOUD**
 - Admin has created a Sonim CLOUD account at <https://www.sonimcloud.com/register>
 - Admin has added devices into the Sonim CLOUD account (and placed in Device Groups as appropriate)
- **There are three key steps to configure Sonim SOS via Sonim CLOUD**
 - Log in to Sonim Cloud
 - Create a Sonim SOS resource
 - Assign the Sonim SOS resource to a Device or a Device Group

sonimcloud.com/register

Sonim Cloud **sonim.**

Sign-up

Primary Operator *
ACG
AT&T
AT&T - FirstNet
Bell
C Spire

Company name *
[Text Input]

First name *
[Text Input]

Last name *
[Text Input]

Country *
Select Country

State *
[Text Input]

Postcode *
[Text Input]

City *
[Text Input]

Email *
[Text Input]

Phone number *
[Text Input]

Upload proof of purchase file
Choose Files No file chosen

Terms of Use
 Check here to indicate that You have read and agree to the "Terms of Use".

Sonim CLOUD: Setup Sonim SOS

- **Step 1:** Navigate to <https://www.sonimcloud.com/>
- **Step 2:** Login with your credentials.
 - **Note:** If you do not have login credentials, please use the Sign Up button to create an account or reach out to support@sonimtech.com for assistance
- **Step 3:** Click on Provisioning (on the left)
- **Step 4:** Click on Resources (on the right)
- **Step 5:** Search for Sonim SOS and click on the + symbol

The image shows two screenshots of the Sonim Cloud Provisioning interface. The top screenshot shows the 'PROVISIONING' section with a sidebar on the left containing navigation options: DASHBOARD, DEVICES, PROVISIONING (highlighted with a red box), SONIM DM, SONIM SCAN, and SOS. The main content area is titled 'PROVISIONING PROFILES' and shows 'No Profiles Found'. A 'Resources' button is highlighted with a red box in the top right corner. The bottom screenshot shows the 'ALL RESOURCES' grid. The 'PROVISIONING' option in the sidebar is highlighted with a red box. The 'SONIM SOS' resource card in the grid is also highlighted with a red box. The grid contains various resource cards such as ADMIN PACKAGES, APN, APP UPDATER, BOOKMARKS, CALL SCREENING, CAMERA SETTINGS, CONTACTS, DEVICE SETTINGS, DOWNLOADS, HOMESCREEN SHORTCUTS, HOTSPOT TETHERING, KIOSK, MDM HELPER, SAFEGUARD, SCOUT, SCREEN LOCK PIN, SMS TEMPLATE, SONIM SCAN, SONIM SOS, SOUNDS, STEALTH MODE, SUPPORT CONTACT, VPN, and WIFI.

Setup Sonim SOS: User Names

- Create a Name for the Sonim SOS resource. This name will help you identify this resource when you are ready to use it
- Choose one of the two User Name options
 - Single User Name
 - Multiple User Names
 - Download of the User Name upload template can be found at the bottom of the Sonim SOS Resource page
 - User Name field is not required. Users can enter their own User Name through the Application.

Name *

User Name

Select User Name

Emergency Call

Make Emergency Call

Emergency Call Number *

Select Emergency Call Contact

Make Emergency Call on Speakerphone

Emergency Messages

Set Emergency Contacts

Name

Phone Number

Setup Sonim SOS: Emergency Call

- **Make Emergency Call:** Option to enable the automatic emergency call from Sonim SOS
- **Emergency Call Number:** Option to choose what number Sonim SOS should call
 - **Standard Emergency Number:** Device will automatically choose the appropriate number to call. **User should confirm the number selected by Sonim SOS**
 - **Custom Emergency Number:** Device will automatically call the number entered in Sonim CLOUD during an emergency. **Users should test the configured number.**
- **Make Emergency Call on Speakerphone:** Option to turn ON/OFF. If ON, Sonim SOS will make emergency call on Speakerphone.

The screenshot displays the Sonim SOS setup interface. The 'Emergency Call' section is highlighted with a red border and contains the following settings:

- Name ***: A text input field.
- User Name**: A dropdown menu with the text 'Select User Name' and a downward arrow.
- Emergency Call**: A section header.
- Make Emergency Call**: A checkbox that is checked.
- Emergency Call Number ***: A dropdown menu with the text 'Select Emergency Call Contact' and a downward arrow.
- Make Emergency Call on Speakerphone**: A checkbox that is checked.

Below the 'Emergency Call' section is the 'Emergency Messages' section, which includes a 'Set Emergency Contacts' section with a 'Name' input field and a 'Phone Number' input field.

Setup Sonim SOS: Emergency Messages

- **Set Emergency Contacts:** Add up to five emergency message contacts by entering a name, phone number and country.
 - **Note:** Emergency contacts will receive location and emergency messages via standard SMS
- **Share location with Emergency Contacts:** Option to turn ON/OFF. If ON, location will be shared with Emergency Contacts.
- **Location Frequency:** Option to set how often location will be shared with Emergency Contacts (1, 5, 10, 15 minutes). 5 minutes by default.

Emergency Messages

Set Emergency Contacts

Name ?

Phone Number ?

Country
 ↓

[Add More](#)

Share Location with Emergency Contacts

Location Frequency
 ↓

Capture Image From Front Camera

Capture Image From Back Camera

Setup Sonim SOS: Emergency Messages

- **Capture image from back/front camera:** Option to turn ON/OFF. If ON, Sonim SOS will automatically capture images from the back and front cameras (if applicable).
 - Note: Sonim SOS will not automatically send the images, simply capture them
- **Emergency Message Templates:** Option to turn ON/OFF. If ON, Sonim SOS will provide the User the option to choose a pre-set Start or End Emergency template when raising or ending an emergency.

Capture Image From Front Camera

Capture Image From Back Camera

Emergency Message Templates

Set Start Emergency Message Templates

Name i	Content i
<input type="text"/>	<input type="text"/>
Name i	Content i
<input type="text"/>	<input type="text"/>
Name i	Content i
<input type="text"/>	<input type="text"/>

Set End Emergency Message Templates

Name i	Content i
<input type="text"/>	<input type="text"/>
Name i	Content i
<input type="text"/>	<input type="text"/>
Name i	Content i
<input type="text"/>	<input type="text"/>

Setup Sonim SOS: Emergency Messages

- **Configure Emergency Messages:** Option to set up to three Start and three End Emergency Messages.
 - These messages will appear as options to select when raising or ending an emergency to quickly provide the context of the emergency to those receiving the emergency messages.
- **Set Start Emergency Message Templates:** Option to set up the Name and Content of up to three Start Emergency Message Templates.
- **Set End Emergency Message Templates:** Option to set up the Name and Content of up to three End Emergency Message Templates.
- **Note:** Message templates are NOT required.

The screenshot displays the configuration interface for Sonim SOS emergency messages. At the top, three options are checked: 'Capture Image From Front Camera', 'Capture Image From Back Camera', and 'Emergency message templates'. Below these, the 'Set Start Emergency Message Templates' section contains three rows, each with a 'Name' and 'Content' input field. The 'Set End Emergency Message Templates' section also contains three rows with 'Name' and 'Content' input fields. A red rounded rectangle highlights the entire template configuration area.

Setup Sonim SOS: Peer-to-Peer Alerts

- **Peer-to-Peer Alerts** are a special type of alert that is sent directly from device-to-device. The key feature of Peer-to-Peer Alerts is that the recipient of the emergency message will receive repeated notifications until they review the emergency message.
- **Send Peer-to-Peer Alerts:** Option to turn ON/OFF. If ON, Sonim SOS will send an emergency alert to all other Sonim devices in the User's organization that are using Sonim SOS.
 - **Note:** Sending and receiving devices must be in the same Sonim CLOUD account to use this feature.

Peer-to-Peer Alerts

Send Peer-to-Peer Alerts	<input checked="" type="checkbox"/>
Receive Peer-to-Peer Alerts	<input checked="" type="checkbox"/>
Pulse Flashlight on Receipt	<input checked="" type="checkbox"/>
Notification Tone on Receipt	<input checked="" type="checkbox"/>
Peer-to-Peer alerts to be sent *	<input type="text" value="Select Peer-to-Peer alerts to be sent"/>

Setup Sonim SOS: Peer-to-Peer Alerts

- **Receive Peer-to-Peer Alerts:** Option to turn ON/OFF. If ON, Sonim SOS will receive an emergency alert from other Sonim SOS users who raise an alarm.
 - **Note:** Sending and receiving devices must be in the same Sonim CLOUD account to use this feature.
- **Pulse Flashlight on Receipt:** Option to turn ON/OFF. If ON, Sonim SOS will pulse the flashlight on receiving a Peer-to-Peer alert.
- **Notification Tone on Receipt:** Option to turn ON/OFF. If ON, Sonim SOS will play a notification tone on receiving a Peer-to-Peer alert.

Peer-to-Peer Alerts

Send Peer-to-Peer Alerts	<input checked="" type="checkbox"/>
Receive Peer-to-Peer Alerts	<input checked="" type="checkbox"/>
Pulse Flashlight on Receipt	<input checked="" type="checkbox"/>
Notification Tone on Receipt	<input checked="" type="checkbox"/>

Peer-to-Peer alerts to be sent *

Select Peer-to-Peer alerts to be sent

Setup Sonim SOS: Peer-to-Peer Alerts

- **Peer-to-Peer alerts to be sent:** Option send Peer-to-Peer alerts to:
 - ALL devices in the Sonim CLOUD account that are configured to receive Peer-to-Peer Alerts
 - Specific Sonim CLOUD Device Groups (multi-select)

Peer-to-Peer Alerts

Send Peer-to-Peer Alerts	<input checked="" type="checkbox"/>
Receive Peer-to-Peer Alerts	<input checked="" type="checkbox"/>
Pulse Flashlight on Receipt	<input checked="" type="checkbox"/>
Notification Tone on Receipt	<input checked="" type="checkbox"/>

Peer-to-Peer alerts to be sent *

Setup Sonim SOS: On Device Alarm

- If Sonim SOS is set up to not make an Emergency Call or an Emergency Call has ended, Sonim SOS can raise an On Device Audible Alarm.
- **Audible Alarm:** Option to turn ON/OFF. If ON, Sonim SOS will raise an audible alarm if there is no ongoing emergency call.
- **Tones:** Choose the tone to play during an ongoing emergency.
- **Raise Audible Alarm when device is muted:** Option to turn ON/OFF. If ON, Sonim SOS will raise an audible alarm even if the device is muted.

On Device Alarm

Audible Alarm	<input checked="" type="checkbox"/>
Audible Alarm Tone	Select Tones
Raise Audible Alarm When Device Is Muted	<input checked="" type="checkbox"/>
Pulse Flashlight	<input checked="" type="checkbox"/>

Setup Sonim SOS: On Device Alarm

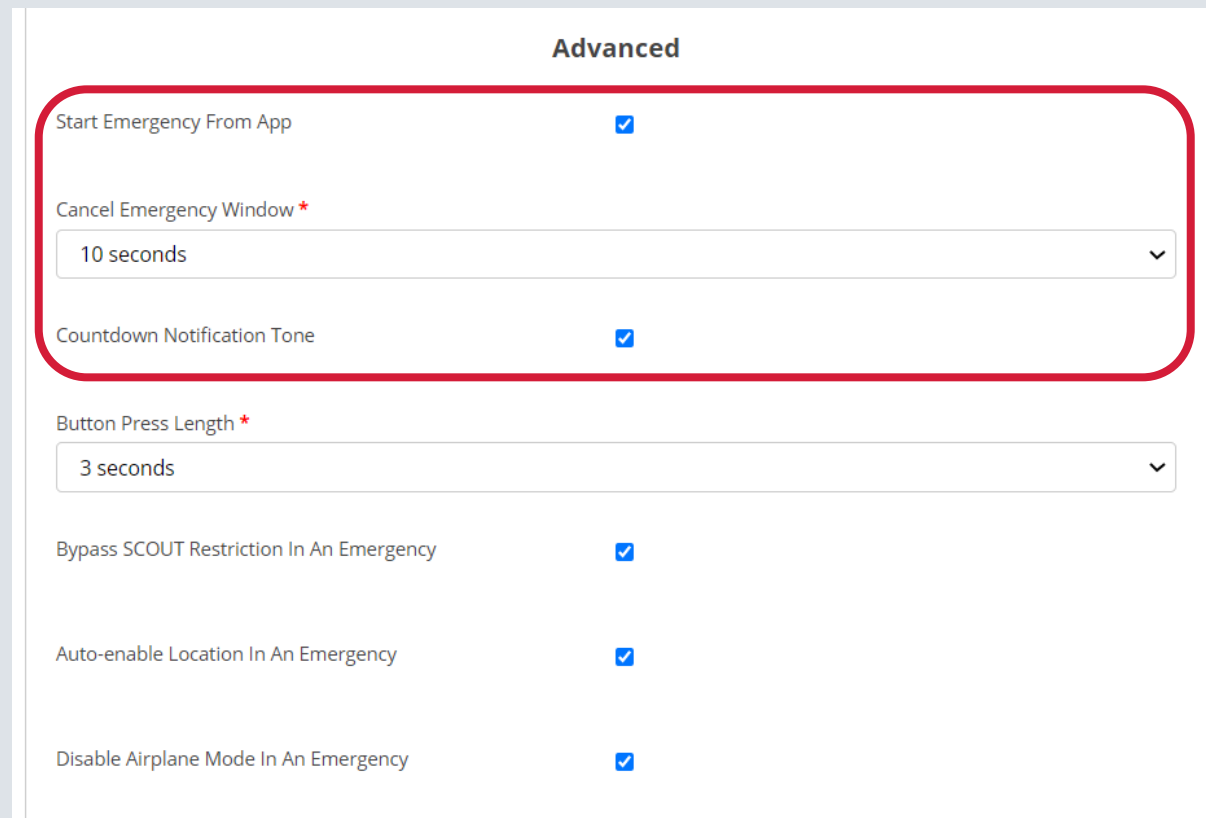
- During an emergency, Sonim SOS can pulse the flashlight to better assist in locating the User.
- **Pulse Flashlight:** Option to turn ON/OFF. If ON, Sonim SOS will pulse the device flashlight during an ongoing emergency call.

The screenshot shows the 'On Device Alarm' settings interface. It includes the following options:

- Audible Alarm:
- Audible Alarm Tone: Select Tones (dropdown menu)
- Raise Audible Alarm When Device Is Muted:
- Pulse Flashlight: (highlighted with a red border)

Setup Sonim SOS: Advanced Settings

- **Start Emergency From App:** Option to turn ON/OFF. If ON, Sonim SOS will offer an option to raise an alarm from the Sonim SOS User Interface.
 - **Note:** On Sonim XP8, the on-screen “Start Emergency” option will need to be pressed and held until the alarm is raised
- **Cancel Emergency Window:** Option to set how often much time Sonim SOS will give the User to cancel the emergency before the application raises an emergency (5, 7, 10 seconds, raise immediately).
- **Countdown Notification Tone:** Option to turn ON/OFF. If ON, Sonim SOS will play a tone during Cancel Emergency Window countdown.



Advanced

Start Emergency From App	<input checked="" type="checkbox"/>
Cancel Emergency Window *	10 seconds
Countdown Notification Tone	<input checked="" type="checkbox"/>
Button Press Length *	3 seconds
Bypass SCOUT Restriction In An Emergency	<input checked="" type="checkbox"/>
Auto-enable Location In An Emergency	<input checked="" type="checkbox"/>
Disable Airplane Mode In An Emergency	<input checked="" type="checkbox"/>

Setup Sonim SOS: Advanced Settings

- **Button Press Length:** Option to set how long the red Alarm key must be pressed before Sonim SOS will raise an emergency (3, 4, 5 seconds).
- **Bypass SCOUT restriction during an emergency:** Option to turn ON/OFF. If ON, Sonim SOS will bypass any Sonim SCOUT restrictions during an emergency.
 - For example, blocking of Phone, Camera, Messaging will be enabled during an emergency.
 - Once the emergency has ended, all SCOUT restrictions will be re-applied to the device.

The screenshot shows the 'Advanced' settings for Sonim SOS. The settings are as follows:

Setting	Value
Start Emergency From App	<input checked="" type="checkbox"/>
Cancel Emergency Window *	10 seconds
Countdown Notification Tone	<input checked="" type="checkbox"/>
Button Press Length *	3 seconds
Bypass SCOUT Restriction In An Emergency	<input checked="" type="checkbox"/>
Auto-enable Location In An Emergency	<input checked="" type="checkbox"/>
Disable Airplane Mode In An Emergency	<input checked="" type="checkbox"/>

Setup Sonim SOS: Advanced Settings

- **Auto enable location in an emergency:**
Option to turn ON/OFF. If ON, if device location is off when an emergency is raised, Sonim SOS will turn it on automatically.
 - **Note:** After the emergency has ended, Sonim SOS will turn location back off
- **Disable Airplane mode in an emergency:**
Option to turn ON/OFF. If ON, Sonim SOS will take the device out of Airplane mode during an emergency.

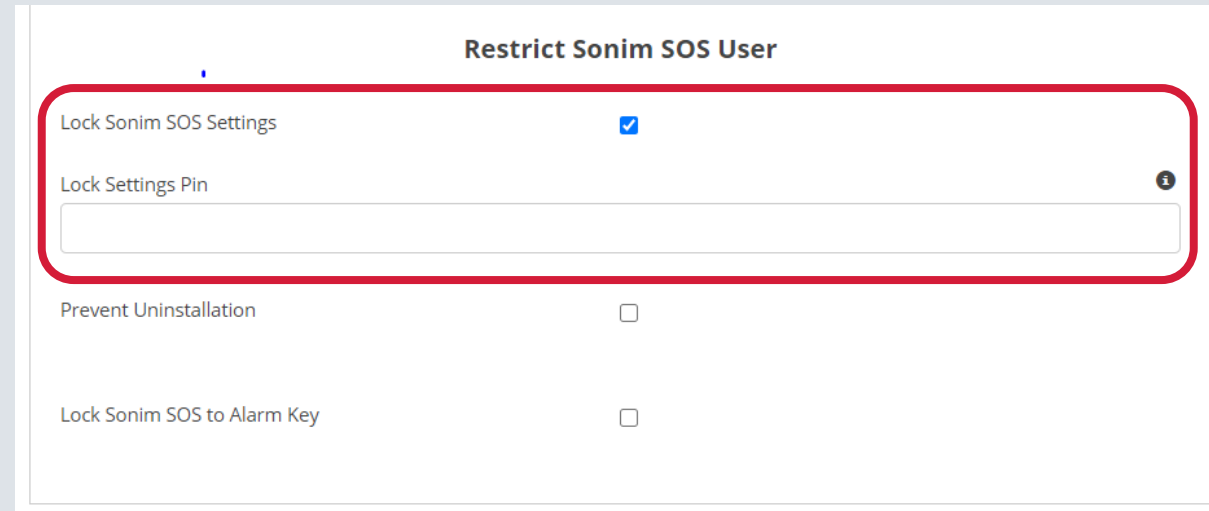
Advanced

Start Emergency From App	<input checked="" type="checkbox"/>
Cancel Emergency Window *	<input type="text" value="10 seconds"/>
Countdown Notification Tone	<input checked="" type="checkbox"/>
Button Press Length *	<input type="text" value="3 seconds"/>
Bypass SCOUT Restriction In An Emergency	<input checked="" type="checkbox"/>
Auto-enable Location In An Emergency	<input checked="" type="checkbox"/>
Disable Airplane Mode In An Emergency	<input checked="" type="checkbox"/>

Setup Sonim SOS:

Restrict Sonim SOS User

- Sonim SOS can be set up to ensure Users do not make any changes to the Sonim SOS configuration. Restricting the User does NOT affect their ability to raise an alarm.
- **Lock Sonim SOS Settings:** Option to turn ON/OFF. If ON, Sonim SOS will allow Users to view the Sonim SOS Settings, but will require successful entry of a PIN to make any changes.
- **Lock Settings PIN:** Option to set Restrict Sonim SOS User PIN.



Restrict Sonim SOS User

Lock Sonim SOS Settings	<input checked="" type="checkbox"/>
Lock Settings Pin	<input type="text"/>
Prevent Uninstallation	<input type="checkbox"/>
Lock Sonim SOS to Alarm Key	<input type="checkbox"/>

Setup Sonim SOS: Restrict Sonim SOS User

- **Prevent Uninstallation:** Option to turn ON/OFF. If ON, Sonim SOS will not allow the User to uninstall the Sonim SOS application.
- **Lock Sonim SOS to Alarm Key:** Option to lock Sonim SOS to the device red Alarm Key in the Programmable Keys Settings menu and prevent the User from changing that configuration.
 - Programmable Keys Settings menu can be found in the Device's Settings application.

Restrict Sonim SOS User

Lock Sonim SOS Settings

Lock Settings Pin ⓘ

Prevent Uninstallation

Lock Sonim SOS to Alarm Key

Sonim SOS Setup: Assign SOS Resource to Devices

- **Step 1:** Click on Devices from the left panel
 - **Note:** You will need to have added your device to Sonim Cloud to configure Sonim SOS over-the-air. You can follow below link for the steps to add your device to a Sonim CLOUD account.
- **Step 2:** If you want to assign a Sonim SOS Resource to a single device, you can click on the edit button for that particular device. If you want to assign a Sonim SOS Resource to multiple devices, you need to click on the Device Group link and click on the edit button for that particular device group.
 - **Note:** Be sure that all the devices you want to configure Sonim SOS for are part of the Device Group.

The screenshot displays the Sonim Cloud dashboard. The top navigation bar includes 'sonim.' and 'Sonim CLOUD'. The main dashboard area is divided into three sections: 'DEVICES', 'DEVICE GROUPS', and 'WARRANTY'. Each section contains a donut chart and a legend. The 'DEVICES' chart shows a total of 33 devices, with a legend indicating 3 Sonim XP3, 21 Sonim XP5s, and 9 Sonim XP8. The 'DEVICE GROUPS' chart shows a total of 4 device groups, with a legend indicating 0 App Updater Testing, 0 Flex, 3 SCOUT Testing July 2020, and 0 Sonim SOS Testing. The 'WARRANTY' chart shows a total of 33 devices, with a legend indicating 3 Warranty Registered and 30 Warranty Not Registered. Below the charts, the 'DEVICES' section is visible, showing a list of devices with their registration status. The 'DEVICES' link in the left sidebar is highlighted with a red box.

Sonim SOS Setup: Assign SOS Resource to Devices

- **Step 3:** Click “Edit” on Device/Device group.
- **Step 4:** On the Device/Device edit page scroll down to find Sonim SOS in the SCOUT configuration section
- **Step 5:** From the drop down select the Sonim SOS resource that you created
- **Step 6:** Select Update to save the changes

SCOUT CONFIGURATION

Scout Select Scout ↓	Kiosk Kiosk for Bentley ↓
SafeGuard Disable SafeGuard ↓	Support Contact Select Support Contact ↓
MDM Helper Select MDM Helper ↓	Stealth Mode Select Stealth Mode ↓
Call Screening Select Call Screening ↓	Hotspot Tethering Select Hotspot Tethering ↓
Device Settings Select Device Settings ↓	Sonim SOS Select Sonim SOS ↓
Operating System Updates Allow Operating System Updates ↓	Contact Select Contact ↓

Delete existing contacts
Delete all contacts previously sent by Sonim CLOUD

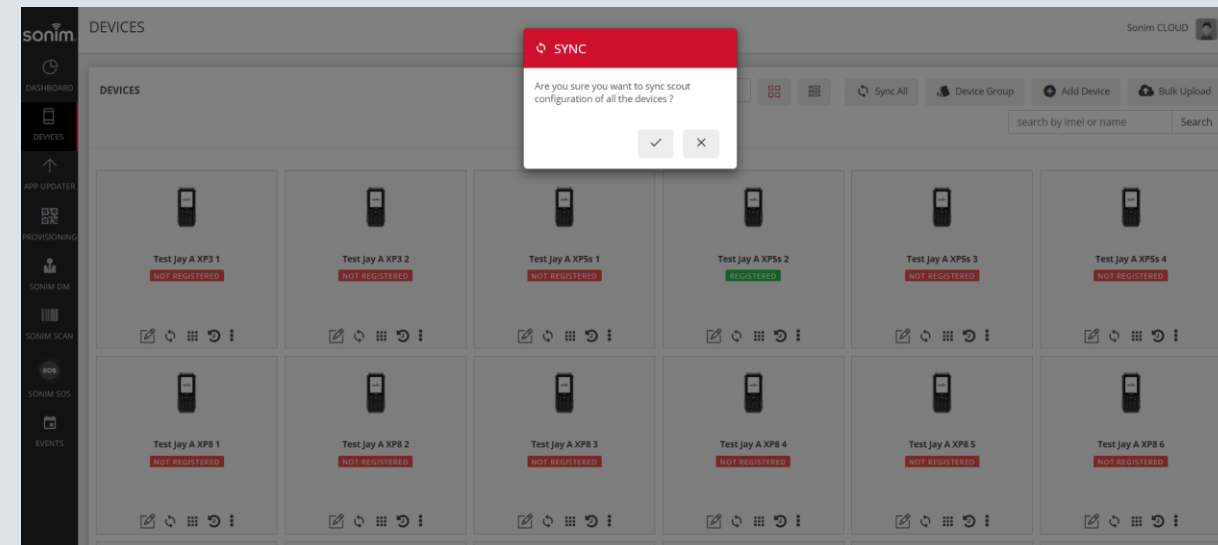
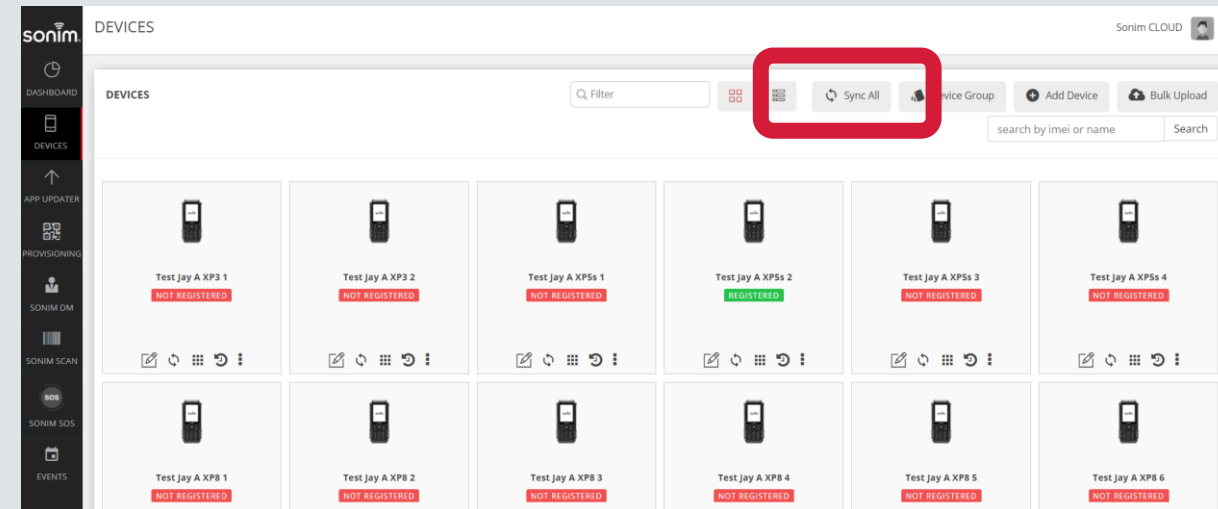
Update

Fields marked with * are mandatory.

Sonim SOS Setup :

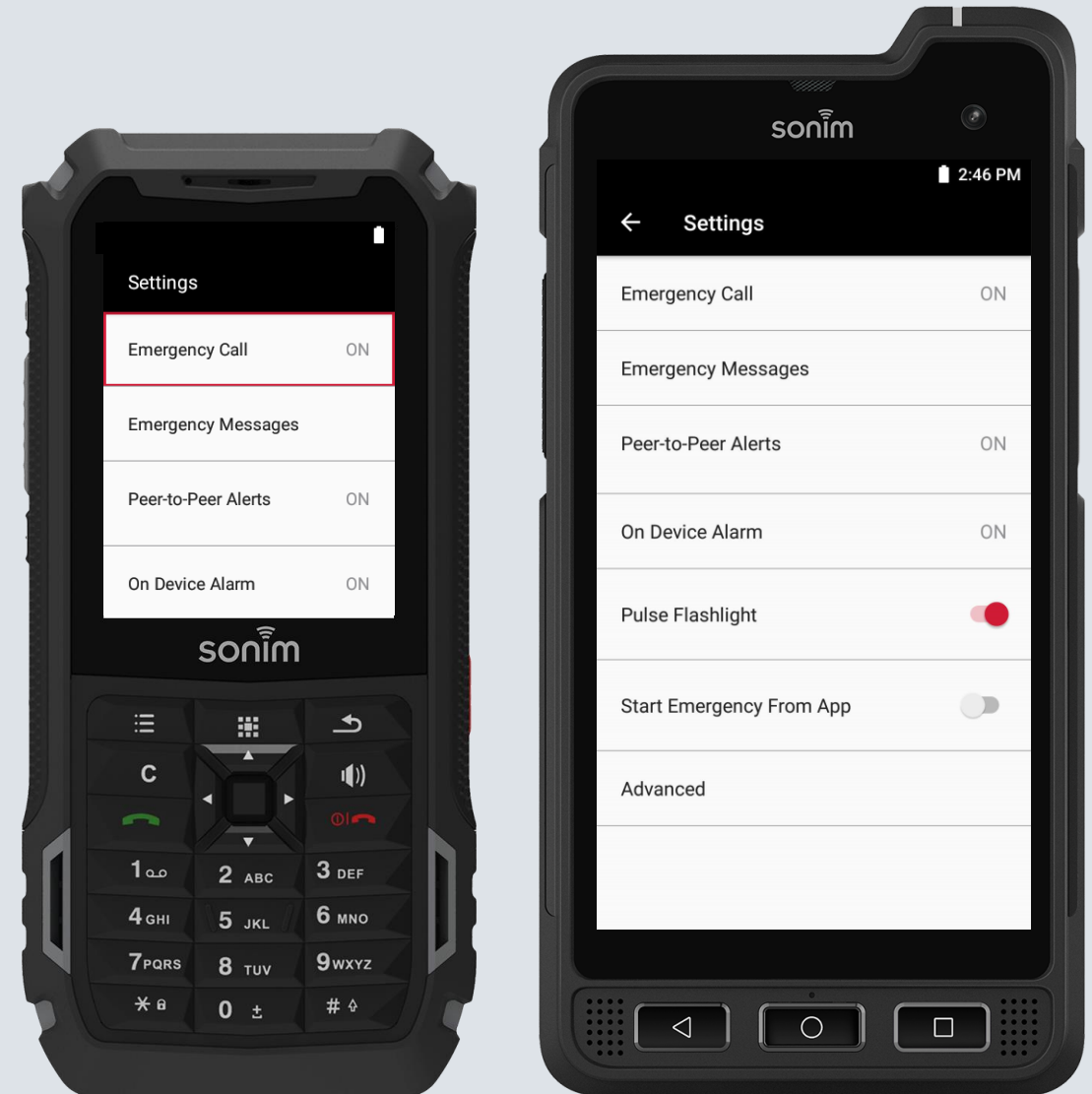
Sync Devices from CLOUD

- **Step 1:** Click on Devices from the left panel
- **Step 2:** Click on the SYNC ALL button
- **Step 3:** Confirm that you want to sync your devices
- **Note:** If you only want to sync the Device Group, this can be done via Devices -> Device Groups -> find the Device Group you want to Sync and click on the circular arrows. You will be asked to confirm.



Sonim SOS Setup: Verify Sonim SOS has been configured

- Depending on the strength of the device's internet connection, Sonim SOS should be configured on the device within 15-30 seconds
- Open the Sonim SOS application
- Confirm Settings that display in application align with the expected Sonim SOS Resource as applied from CLOUD



Sonim SOS Setup: Troubleshooting

- If your Sonim SOS Settings are not being configured over-the-air, please check the following things.
- **Tip #1:** Ensure you are on the latest version of Sonim SOS, Sonim SCOUT and Sonim SPCC Service via the Play Store (XP8) or App Updater (XP3 and XP5s)
- Once Updated:
 - Launch Sonim SCOUT
 - On XP8, select the three dots menu, on XP3 and XP5s, press the menu key
 - Select Sync and allow the device to connect with the Sonim CLOUD server



Sonim SOS Setup: Troubleshooting

- **Tip #2:** Ensure the Sync from Sonim CLOUD has occurred correctly
 - Verify the timestamp of the last sync with Sonim CLOUD by navigating to Sonim SCOUT -> Support -> SCOUT Information
 - Scroll down to check the Last Sync timestamp and ensure it has been done recently

