

SONIM XP5SS SOFTWARE UPDATE

Android O – April 2020



CONFIDENTIAL. DO NOT DISTRIBUTE.

Content

- **About the Update**
- **Android O Highlights**
- **Battery Optimization – Linc PTT**
- **Device Enhancements**
- **Summary of Bug Fixes**
- **Known Limitations**
- **Software Deployment**
- **FAQs**
- **Supplementary Info**



Sonim Device Software Update

About the Update



What's included?

- Android OS Update from Android N (Nougat 7.1) to Android O (Oreo 8.1.0)
- Sonim software version updated to: 5SA.0.2-08-8.1.0-26.16.00
- Updated Linc PTT apps integrated v08.04.00.041
- Bug Fixes

What's different?

- Be aware that due to Google Android simplification the Settings menu has reduced in size. Now options are nested under larger categories. This may change the path to certain settings.
- Network Settings Reset (**Settings > System > Reset Options**) turns off Data Roaming. Ensure you re-enable this setting when performing a network reset.



Sonim Device Software Update

Android O Highlights

Improved Battery Life with Background Limits and Battery Optimization

Whenever an app runs in the background it consumes RAM which then consumes battery life. Android O introduces background execution limits which ensures rogue applications won't eat up the battery by doing too many things in the background when your not actively using them.

To view whether an app is optimized go to:

- **Settings > Apps & notifications > App Info**
- Select the application you want to view from the list
- Select **Battery > Battery Optimization**
- Two available options:
 - **Optimize** – most third party apps will default to this option
 - **Don't Optimize**

Please Note: Some apps need to run in the background to operate properly. Be cautious when setting an app to “Don't Optimize”. This option is disabled for Linc PTT and Cockpit.

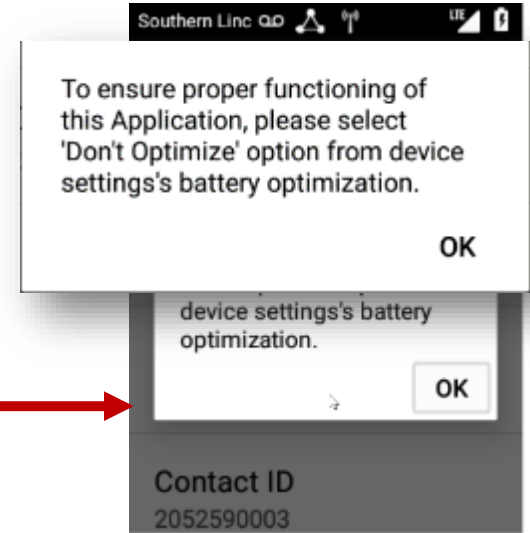


Sonim Device Software Update

Battery Optimization – Linc PTT Applications

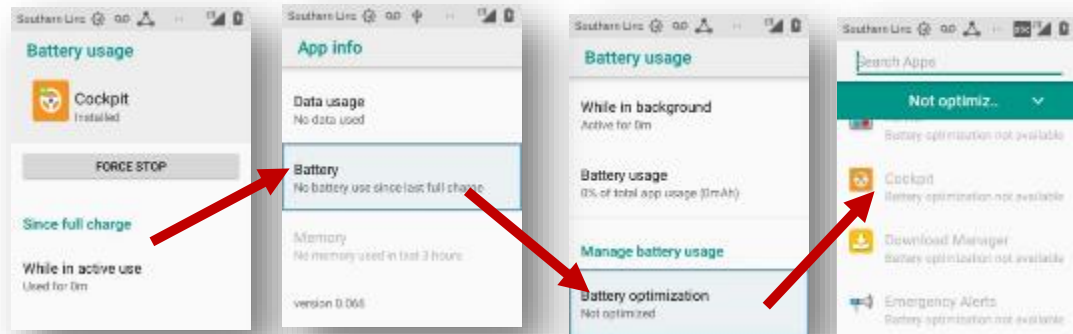
By design Linc PTT and Cockpit are not optimized to save battery. The user option to optimize has been disabled. This was done because these applications require constant connectivity to our network. As a side effect the end user will see a battery optimization information box under the following conditions:

- PTT Onboarding after signing into Cockpit
- Signing Out/In to Cockpit



After selecting **OK** there is no other action for the end-user to perform. If the end user navigates to the battery optimization settings they will find the Linc PTT and Cockpit application Setting is disabled.

Note: This does not impact Linc Msg



Sonim Device Software Update

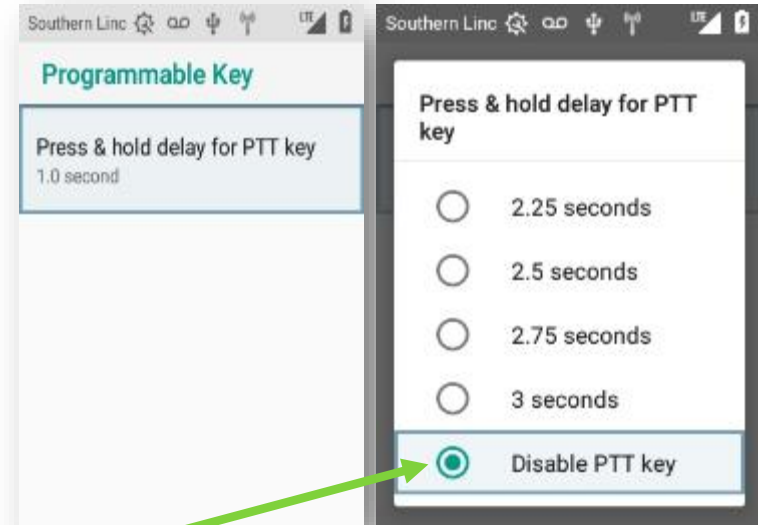
Device Enhancements

- **Option to disable the PTT button**

A new option has been added to the Programmable key menu to disable the PTT button on the device. If this setting is enabled the PTT button will not perform any action when pressed.

To access this setting go to:

- Settings > System > **Programmable Key**
- Select **Press and Hold delay for PTT key**
- Select **Disable PTT Key**



Please note: this option behaves the same as One Touch Off setting in Linc PTT.

- **Haptic (Vibration) Feedback when the orange emergency button is pressed**

To help avoid accidental emergency group calls a vibration has been added to the emergency button press when the orange key is pressed.



Sonim Device Software Update

Summary of Bug Fixes:



Device

- Shortcut/Gesture added to turn on/off the torch light via the Application list key.
- Audio optimized to address decreased DB level emitted from microphone under poor RF.
- Advance Tec carkit initiating PTT button press when horn is honked.

PTT

- When security lock is enabled One Touch foreground only option does not allow a user to interact with the application before reverting back to the locked screen
- Linc PTT stuck on Network Down error when moving out of a no LTE coverage area must power cycle to connect
- No confirmation when deleting Call history
- Removed alert tone for One Touch Off setting
- User can not toggle between groups in Scan Mode



Sonim Device Software Update

Known Limitations

XP5s

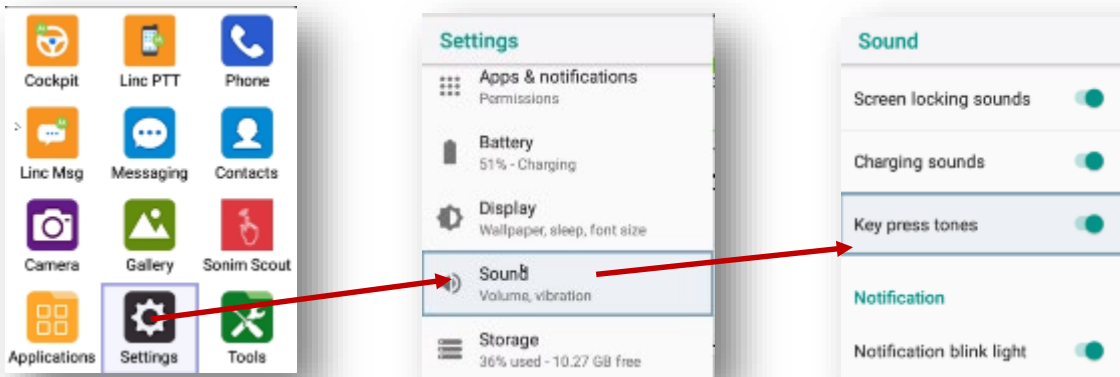
Keypad Press tone enabled after FDR (Factory Data Reset)

The key press tone is a tone emitted when a key on the keypad is pressed.

This is an end-user setting that was disabled by default (out of the box).

After upgrading the tone is now enabled by default.

To disable this tone go to: **Settings > Sound > Key press tone**



Sonim Device Software Update

Software Deployment

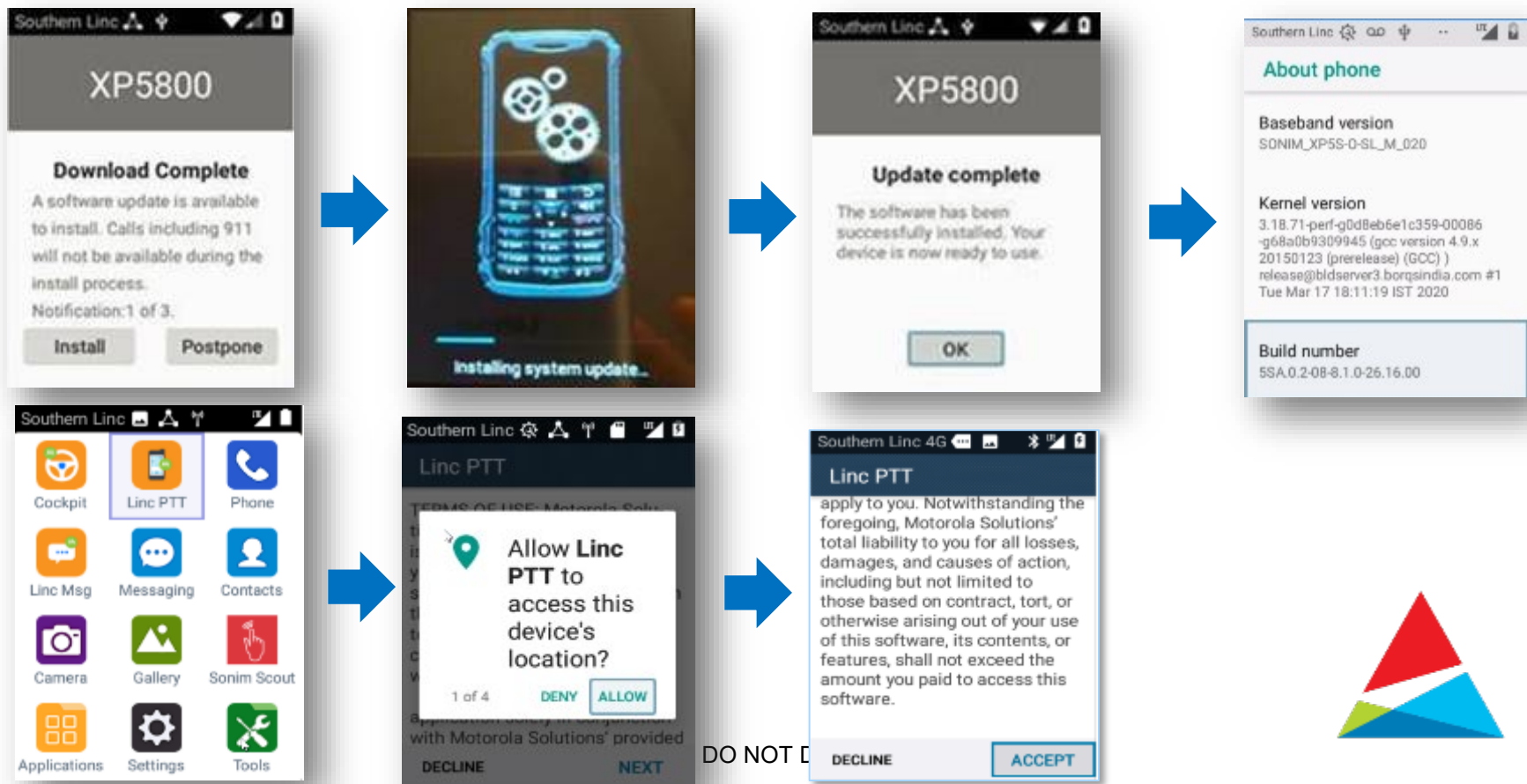
- **Target Audience:** XP5s devices except donor radios
- **Upgrade Paths:** There will be an upgrade path from the following Android N Builds:
 - Build 68.00 - 5SA.0.1-05-7.1.2-26.68.00
 - Build 71.03 - 5SA.0.1-07-7.1.2-26.71.03
- Some users will have to upgrade more than once:
 - Build 62.01 - 5SA.0103-7.1.2-26.62.01
- **Default Data connection for the upgrade:** By default the upgrade can only be performed over Wi-Fi. The transport mode can be updated to perform the update over LTE or WiFi. Please contact Customer Solutions for assistance.
- **Service Interruption:** There is a service interruption during the software installation. 911 calls can not be made.
- **Software Pull Process** – (DI) Device Initiated checks will be disabled. Only (UI) User Initiated checks will be active. **Settings > About Phone > Software Update > Check for Update.**
Note: During the pull process the software download and installation are visible to the end user.
- **Software Push Process** – The push campaign is not sent to all devices at the same time. Target device selection is random with the update reaching all units over a period of time.
Note: Software download occurs in the background (not visible to the end user). The end user will only see the software installation.
- After the software update is complete the user must launch the Linc PTT app to verify in service.



Push Process NI – Network Initiated

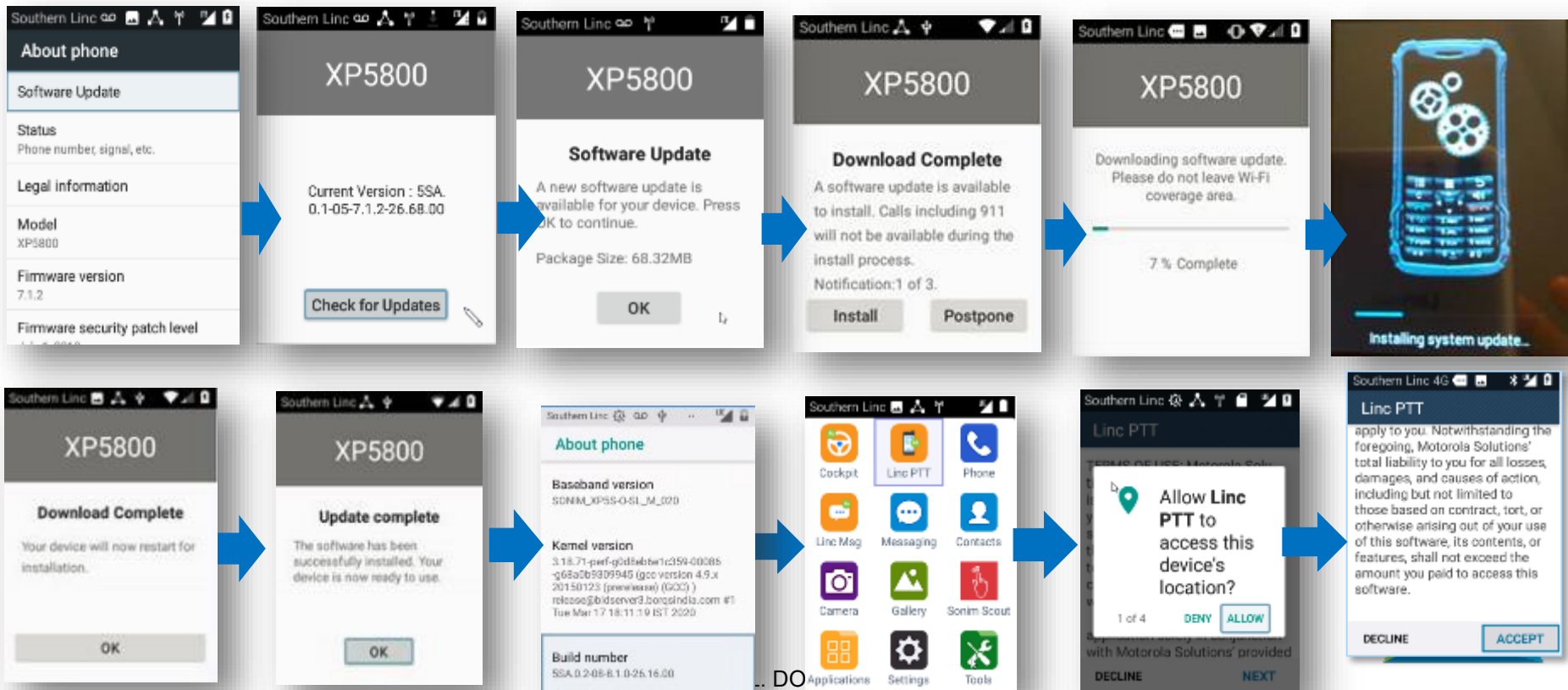
Note: Software download is performed in the background (Not visible to end-user)

1. Select **Install** to begin the software installation
2. Select **Ok**
3. Verify the new software version by going **Setting > System > About Phone > Build Number**.
4. Launch the Linc PTT applications and allow permissions and accept Terms of Use.



Pull Process UI - User Initiated

1. Connect to Wi-Fi
2. From the Phone's **Settings** Menu go to **About Phone > Software Update**
3. **Select Check for Updates**
4. **Select OK** and wait for the software download to complete.
5. **Select Install** and wait for the software installation to complete
6. **Select Ok**
7. Verify the new software version by going to **Setting > System > About Phone > Build Number**.
8. Launch the Linc PTT applications and allow permissions and accept Terms of Use.



FAQs

- **I thought we could perform the update over LTE. Why do I receive the message “A software update is available for your device that requires Wi-Fi connectivity for download process to begin Connect to a Wi-Fi network to download”?**

Out of the box, the device is defaulted to perform the update over Wi-Fi. In order to perform the update over LTE, a change must be pushed to the device. This change is pushed at the time of activation and can sometimes fail and must be resent. The device must be powered up and connected to the network. If you are unable to perform the update over LTE, please Contact Customer Solutions Center so the change can be pushed to the device.

- **Why is the software download stuck at 0 or 100%?**

Several factors can slow down the software download process.

- Poor Coverage
- Slow data connection
- DM Server congestion

Once the download has started the device will attempt to complete the update for 48 hours. If the update has not completed within 48 hours restart the update by going to Settings > About Phone > Software Update > Check for Updates. Or proceed to the workaround provided in Slide 17.

- **Why am I seeing the message “Previous DM Session is working now, please try again later” when I select check for updates?**

This message is displayed when the device is communicating with the DM server to perform an update. No action is required. If problem persists please proceed to workaround or Contact Customer Solutions Center for assistance at 1-800-406-0151.



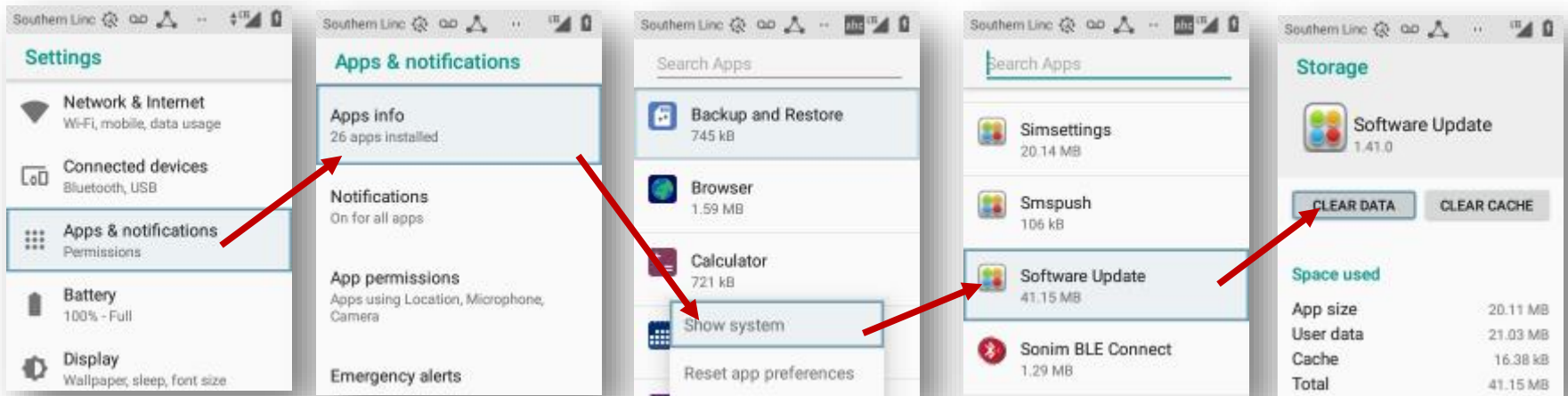
Supplementary Info

“Previous DM Session is working now, please try again later. “

This message indicates that the device is currently communicating with the DM server. No action required. If problem persists perform workaround below.

Workaround:

1. Go to **Settings > Apps & Notifications > App Info**
2. Press the **Menu Key** then select **Show System**
3. Select **Software Update**, then select **Storage**
4. Select **Clear Data > Ok**, then power cycle the device
5. Go to **Settings > About Phone > Software Update > Check for Updates** to restart the software pull. (Refer to Slide 6 for screenshots).



Supplementary Info

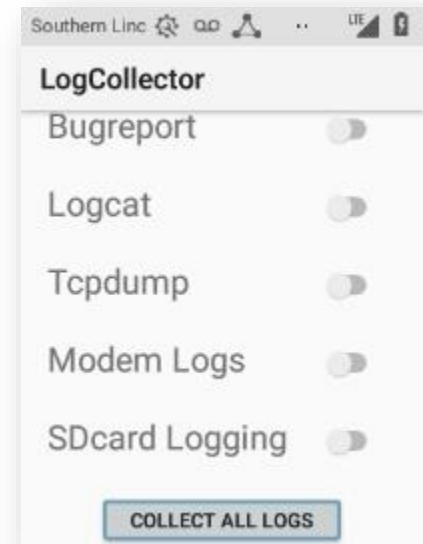
Collecting Logs from the Sonim XP5s

Step 1: Access the logging hidden menu

- From the Dialer enter ***##*#5644464#*##*** (*##*#logging#*##*)
- Select **COLLECT ALL LOGS**
- Select the Back or Home key to exit logging menu

Step 2: Reproduce the issue

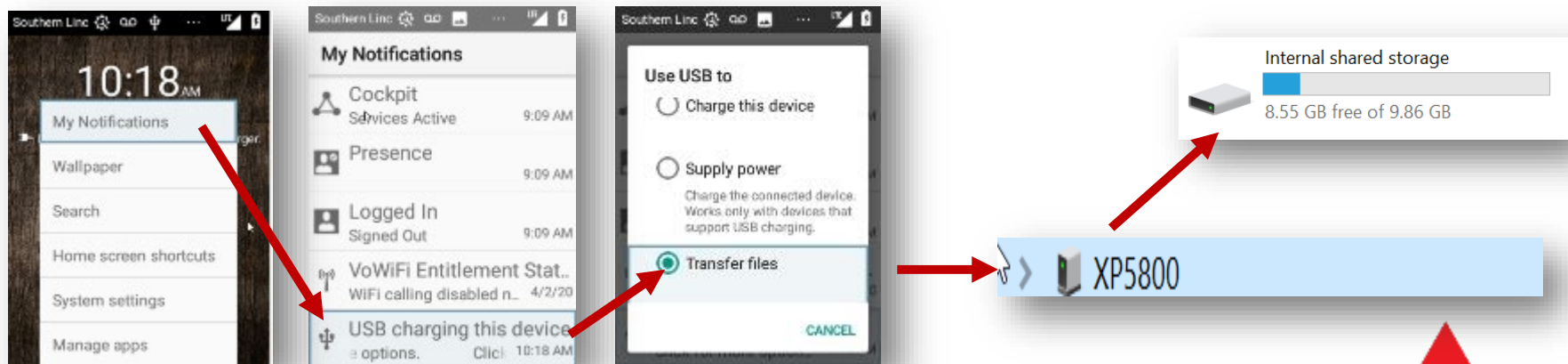
If the issue is not easily reproducible keep logs running until the issue occurs.



Collecting the Logs

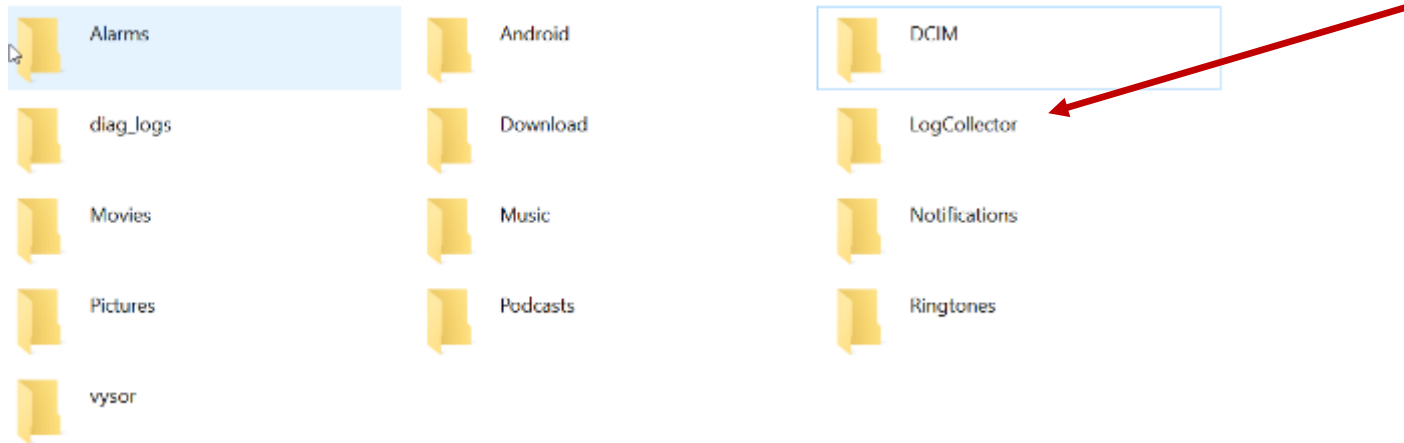
Step 3: Pull the Logs from the phone's internal storage.

- Once the issue occurs power cycle the device to stop logging
- To pull the logs:
 - **Connect the device to your PC using a USB cable that came with the phone or any USB Type C cable.**
 - **Select My notifications, then select USB Charging this device**
 - **Select Transfer files**
 - **From your PC a new drive is created called XP5s800 allowing access to your phone's internal storage and SD Card, select it to open.**

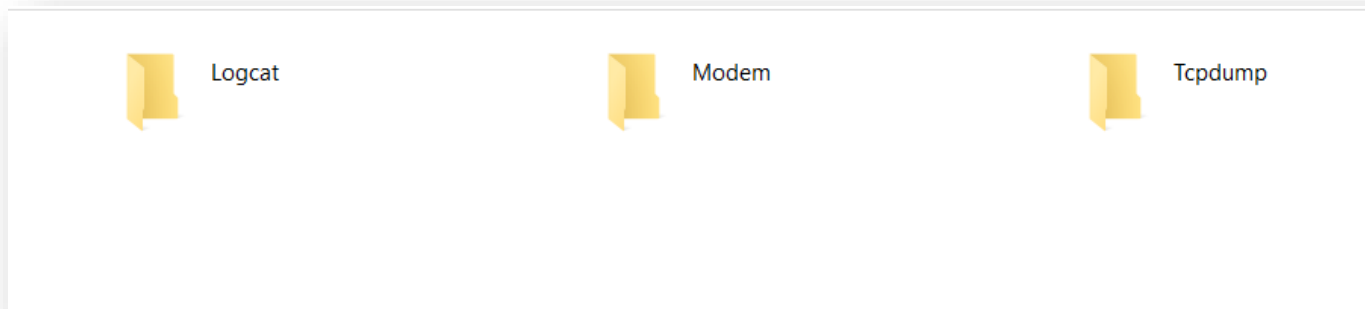


Collecting the Logs - continued

- Logs are under the following path: `XP5s800\Internal shared storage\LogCollector`



- Logs are stored in the below folders. Copy the folders to a location on your PC.



Clearing the Logs

Step 4: Clear the logs from storage

- After the logs have been pulled from device storage delete the Log Collector folder
- If you have not already, Power-cycle/Restart the device to turn off logging.

