

Sonim® H500 5G Mobile Hotspot Quick Start Guide



Getting started with your new Sonim® H500 5G Mobile Hotspot

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Sonim H500 5G

Battery

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Quick Start Guide

SIM card (pre-installed)

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Support

Web: sonimtech.com

Email: support@sonimtech.com

Phone: 1-833-697-6646

Monday – Friday: 24 hours a day
Saturday & Sunday: 9am-6pm ET

Download a User Guide:

from sonimtech.com or
call 1-833-MY-SONIM (1-833-697-6646)

Download this Quick Start Guide in
Spanish from sonimtech.com



Homescreen Functions

Connections: View the devices connected over Wi-Fi or tethered to the H500 5G

WiFi: View basic Wi-Fi settings

Menu: View full list of functionality options



Device management

1. On your Wi-Fi device or laptop that is connected to your H500 5G, type **http://192.168.1.1** or **http://sonim.mobilehotspot/** in the browser bar.
2. Enter the **Username** and **Password**.
3. Click **Login**. You can modify the user credentials if you require.

Note: The default username is "admin". The password can be found by navigating to Menu>Help>Admin Website.

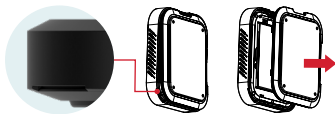
Information on how to change your Username and Password can be found in the user guide at www.sonimtech.com.

How to insert a SIM

A SIM card **already comes pre-inserted** in your device. **Only follow these steps if you need to insert a new SIM.**

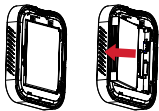
Step 1

Remove the battery cover using the thumb catch on the back edge of the H500 5G.



Step 2

Remove the battery.



Step 3

Align the cutout tab using the diagram on H500 5G and gently slide the SIM card into the slot with the gold metal side down.

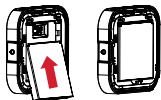


How to insert the battery

Prior to first use, remove the battery cover using the thumb catch on the back edge of the H500 5G, then remove the plastic tab on the battery.

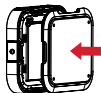
Step 1

Insert the battery flush into the cavity such that the three metallic contacts on the top of the battery are aligned with the metallic contacts within the battery compartment.



Step 2

Close the battery cover.



Note: The battery in your H500 5G is not fully charged. We recommend charging the device for 3 hours with the inbox wall charger and USB cable before use.

Setup/Connect your H500 5G to Wi-Fi

1. Press and hold the Power button for 3 seconds.
2. Open the Wi-Fi application or controls on your laptop or Wi-Fi-enabled device that you want to connect to your H500 5G.
3. Find your H500 5G's Wi-Fi name (SSID). There are three Wi-Fi names (SSID) in your H500 5G, enter the password to connect any of the three SSIDs for the Internet access.

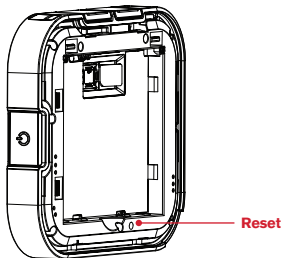
Note: the Wi-Fi names (SSIDs) and password appear on the screen (under Wi-Fi Info).

How to restore factory settings

There are 2 ways to restore factory settings:

Option 1: Log into Device Management Website to restore to factory default settings.

Option 2: Remove battery cover from the back of the device. Insert an unfolded paper clip into the "Reset" hole in the battery compartment and press for 5 seconds.



Note: Resetting will delete all the device's user-defined Wi-Fi settings and restore Admin setting and Wi-Fi Setting to factory default.

Important Battery Handling & Safety Information

This device is MIL-STD-810H and IP68 rated, meaning it is resistant to dust and can tolerate certain levels of water exposure. These ratings are applicable only when the port covers are closed and the battery door is securely fastened. Prolonged exposure to water or immersion beyond specified limits can cause damage. Please refer to the User Guide for usage guidelines. The standalone battery and charger are not water resistant. To avoid damage, keep the battery and charger away from liquid, fuels and chemicals. If the device gets wet, do not place the device in an oven, microwave or dryer, as this will damage the device and could cause a fire or explosion.

Only use the battery and charger approved by the manufacturer. Using other brands may cause battery leakage, overheating, explosion or even fire. Do not use the device where it might cause danger. Performance may vary by device and in real-world applications.

Additional safety information is available in the user guide which can be downloaded from www.sonimtech.com or by contacting customer support at the phone number provided in this document.

Warranty

Sonim Technologies provides a 2-Year warranty on your H500 5G. Please register within 30 days of purchase at www.sonimtech.com/register to receive product information and updates. For more information related to the warranty, please contact your service provider.

Additional information Your wireless device and third-party services.

Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this device or any non-Verizon Wireless applications, services and products, including any personal information you choose to use, submit or share with others. Specific third-party terms and conditions, terms of use and privacy policies apply. Please review carefully all applicable terms, conditions and policies prior to using this wireless device and any associated application, product or service.