

sonim®

**Spot™ H500**

**5G Mobile Hotspot**

USER GUIDE



**NOTE:**

Device visuals are for general reference only. The physical product and screen illustrations in this user guide may differ in appearance and functionality, especially after any future software updates.

# TABLE OF CONTENTS

<b>WELCOME</b> .....	<b>4</b>
What's in the box?.....	4
System Requirements.....	4
About Your Mobile Hotspot.....	5
<b>GENERAL INFORMATION</b> .....	<b>7</b>
Register Your Device.....	7
Sonim Support Information.....	7
<b>USING YOUR SPOT H500 5G</b> .....	<b>8</b>
Status Icons.....	9
<b>GETTING STARTED</b> .....	<b>11</b>
Remove the Battery Safety Tab.....	11
How to Insert the Battery.....	12
Charging Your Mobile Hotspot.....	14
No Battery Mode.....	15
Installing/Replacing a SIM Card.....	16
Unlocking Your SIM.....	17
Turning the Mobile Hotspot ON/OFF.....	17
LED Status Indicator.....	17
Setting Up a Wi-Fi Connection.....	18
<b>USING YOUR MOBILE HOTSPOT</b> .....	<b>19</b>
The Home Screen.....	19
H500 5G USB Options.....	21
Connections.....	21
Wi-Fi Info.....	21
Menu.....	24
<b>THE WEB USER INTERFACE</b> .....	<b>39</b>
Web User Interface Device Management.....	39
Web UI Home Screen.....	41

Status .....	41
Network.....	42
Wi-Fi .....	43
LAN/WAN .....	46
Data Usage .....	48
Messages .....	49
Connections .....	50
Settings.....	51
Help.....	68
<b>PRODUCT SPECIFICATIONS.....</b>	<b>69</b>
General .....	69
<b>WIRELESS COMMUNICATION.....</b>	<b>70</b>
<b>HAZARDOUS LOCATION USAGE .....</b>	<b>71</b>
Areas Prohibited by Law .....	71
<b>FCC SAR WARNING.....</b>	<b>72</b>
<b>FCC STATEMENT .....</b>	<b>73</b>
<b>BATTERY SAFETY WARNING.....</b>	<b>77</b>
<b>ADDITIONAL BATTERY INFORMATION .....</b>	<b>78</b>
Tips to Extend the Battery Life.....	78
Storing Your Mobile Hotspot or Battery.....	79
Battery Usage.....	79
<b>SAFETY GUIDELINES .....</b>	<b>81</b>
<b>BASIC TROUBLESHOOTING &amp; FAQ.....</b>	<b>82</b>

# WELCOME

Welcome to your new Sonim Spot H500 series, model Sonim Spot™ H500 5G Mobile Hotspot. This guide will help you set up and start using your device quickly and easily. You'll also learn everything there is to know about using the features of the device, safety and handling, and more. Follow the steps below to connect to your carrier's 5G network, configure settings, and connect your devices to enjoy fast and reliable internet access wherever you are.

## What's in the box?

The Sonim Spot H500 5G package includes:

- Sonim Spot H500 5G Mobile Hotspot
- 6000mAh Li-ion Battery
- Charger
- USB C Cable
- User Quick Start Guide
- SIM Card (pre-inserted, depending on carrier.)

**NOTE:** Some SIMs are not included and must be obtained separately from the carrier.

## System Requirements

The Sonim Spot H500 5G must have a cellular data service to function. It is compatible with all major operating systems and the latest browser versions.

- Compatible with Google Chrome®, Firefox®, Internet Explorer®, Safari™, and Mobile Safari™
- Devices must support Wi-Fi to use in Wi-Fi mode.

# About Your Mobile Hotspot

The powerful, secure hotspot device is equipped with everything you need to work, play, create, and communicate virtually anywhere life takes you.

## 5G

For exceptional connectivity, the Sonim Spot H500 5G supports powerful 5G performance, including C-band, and other band combinations. It also ensures reliable access with 4G support so that you can stay connected.

## WI-FI 6

The Sonim Spot H500 5G offers dual-band Wi-Fi 6 (dual concurrent 2.4GHz and 5GHz) connectivity, enabling faster speeds and more reliable connections than previous generations of Wi-Fi, even when multiple devices are connected. This ensures smooth streaming, quicker downloads, and efficient online collaboration.

## USB C CHARGING PORT AND RJ45 ETHERNET PORT

The Sonim Spot H500 5G provides direct internet connections to other devices via Ethernet or USB C cables. Use an Ethernet cable for a stable, wired connection, ideal for setting up temporary conference rooms or trade show booths where reliable connectivity is crucial. The USB C port offers versatility, doubling as a universal charging port to give your external devices a power boost when needed. For example, during business travel, you can connect your laptop to the Sonim Spot H500 5G's Ethernet port for seamless internet access and simultaneously charge your smartphone through the USB C port, ensuring continuous productivity on the go (an Ethernet cable is not included).

## DURABLE DESIGN

The Sonim Spot H500 5G mobile hotspot is engineered for ultra durability, featuring an IP68 rating certifying its dust and water resistance. This means the device can be submerged in up to 1.5 meters of fresh water for 30 minutes without sustaining damage, making it ideal for harsh and unpredictable environments. It also meets the rigorous MIL-STD-810H military standard, ensuring resilience against extreme conditions such as drops from up to 1.5 meters, shock, vibration, temperature fluctuations, and is resistant to salt fog, enhancing its suitability for maritime or coastal environments<sup>1</sup>.



### IMPORTANT!

The Sonim Spot H500 5G only has IP68 level protection when the Ethernet and USB doors are closed.

## SECURITY SUPPORT

WPA3 Wi-Fi security support, VPN passthrough, and remote connectivity to office networks provide peace of mind that data connections are secure.

## DISPOSAL OF OLD ELECTRICAL AND ELECTRONIC EQUIPMENT



The crossed-out wheeled bin symbol indicates that this product and any enhancements marked with it cannot be disposed of as unsorted waste; instead, they must be taken to separate collection for end-of-life disposal.

<sup>1</sup> For more information, consult the Sonim Spot H500 5G warranty at <https://www.sonimtech.com/support/warranties>

# GENERAL INFORMATION

Sonim and the Sonim logo are trademarks of Sonim, a NEXA company. Other company and product names may be trademarks or registered trademarks of the respective owners with whom they are associated.

## Register Your Device

Please register your device at <https://sonimtech.my.site.com> to receive product information and updates.

### WARRANTY

The Sonim Spot H500 5G is covered by a 1-Year limited warranty. The battery is covered by a 1-Year warranty. For more FAQs, please go to the Sonim website at [www.sonimtech.com/support](http://www.sonimtech.com/support).

## Sonim Support Information

For additional product and support information, visit [www.sonimtech.com](http://www.sonimtech.com) or contact our Sonim Customer Experience Center at <https://www.sonimtech.com/about/contact/>

**Email:** [support@sonimtech.com](mailto:support@sonimtech.com)

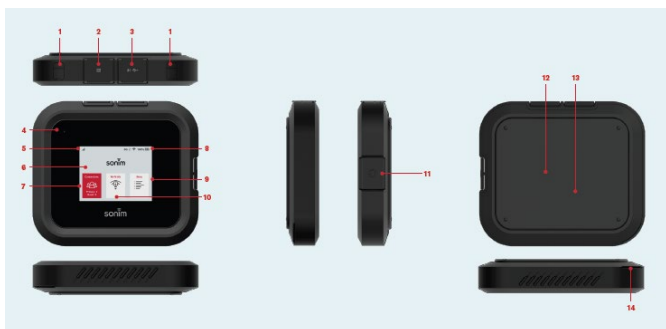
**Phone:** 1-833 MY SONIM (1-833-697-6646)

Monday–Friday: 9am–9pm ET

Saturday–Sunday: 9am–6pm ET
















**Manufacturer's address:** Sonim, a NEXA company  
2057 Coolidge Street,  
Hollywood, FL 33020; United States


















# USING YOUR SPOT H500 5G



1. Test ports
2. Ethernet port (RJ45)
3. USB C
4. Status LED (indicates sign of life - flashes white periodically)
5. Signal strength
6. Touchscreen display
7. Connections info
8. Battery indicator
9. Menu
10. Wi-Fi info
11. Power button
12. Battery (under the battery cover)
13. SIM (SIM under battery)
14. Battery cover opening

# Status Icons

Icon	Meaning
<b>3G</b>	Connected to 3G network
<b>4G</b>	Connected to 4G network
<b>LTE</b>	Connected to LTE network
<b>5G</b>	Connected to 5G network
	Network signal strength
	No network signal
	Number of connected devices
	Internet connected
	No internet connection
	Wi-Fi indicator
	Wi-Fi information
	LAN connection
	Upload and download activity is taking place
	Battery is charging
	Battery fast charging
	Device is in 'No Battery Mode'
	Battery 100%
	Battery 75%
	Battery 50%

Icon	Meaning
	Battery 25%
	Low battery warning 10%
	Low battery; Charge immediately
	Locked SIM: Contact your service provider for the PIN to unlock. Unlock in the web UI
	SIM error. Check that your SIM card is properly inserted
	No SIM Detected
	You have unread messages
	You have read messages
	Trash
	Device menu
	Status menu
	Help menu
	Settings
	Go back to the home screen
	Go back to the previous screen in the device UI
	GPS
	Data usage

# GETTING STARTED

## Remove the Battery Safety Tab

Before first use, open the battery door and remove the plastic tab from the battery.



### IMPORTANT!

The device ships with a safety tab to prevent it from automatically turning on during shipment. Remove the tab before first use.

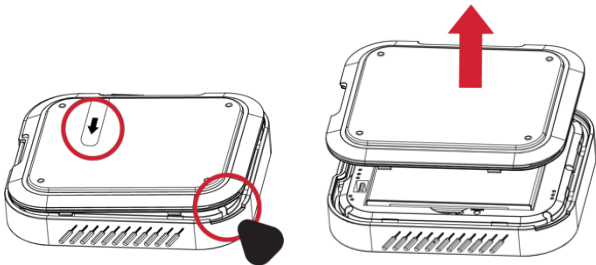
### TO REMOVE THE BATTERY SAFETY TAB:

**1. Open the battery door.**

To open the battery compartment, gently insert the battery door lever (tool included in the box with your device) into the slot located at the corner of the device, as illustrated below, and then gently pry it open.

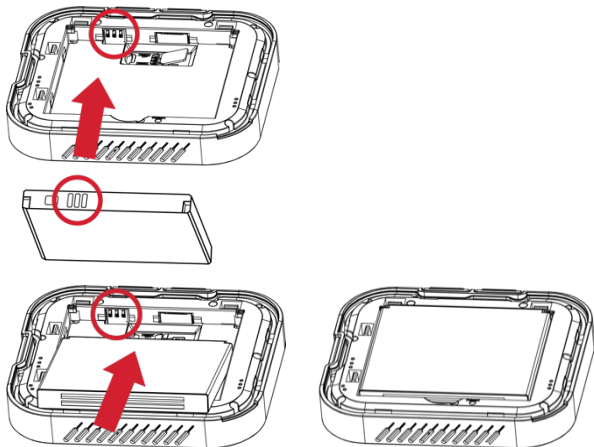
**2. Remove the plastic safety tab.**

**3. Close the battery door.**

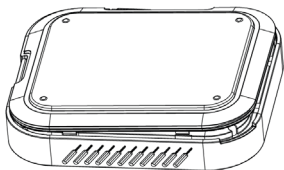


# How to Insert the Battery

1. Insert the battery flush into the cavity so the three gold contacts on the top of the battery are aligned with the gold contact points in the battery compartments, and gently push it into place.



2. Close the battery cover, ensuring that it is fully closed. You will hear a click when the battery cover is properly sealed. This is important to ensure the Sonim Spot H500 5G remains water-resistant.





### **CAUTION:**

If you do not use the approved battery with your Sonim Spot H500 5G mobile hotspot, there is a risk of fire, explosion, and burns. Do not attempt to open, crush, or burn the battery. Do not allow the battery to exceed 140°F (60°C).



### **WARNING!**

Only use the Sonim-approved battery and charger provided with your Sonim Spot H500 5G mobile hotspot. The warranty does not cover damage caused by using non-approved batteries and/or chargers.



**NOTE:** Before removing or replacing the battery, ensure your Sonim Spot H500 5G mobile hotspot is not connected to any device or power source. Take caution when removing the battery cover and battery. Use the battery door lever included with your device to open the battery cover. Never attempt to remove the battery with a knife, key, pen, or any other tool. Using any tool other than the one provided can damage the battery and void your warranty.

Before using your mobile hotspot, please refer to and read the **Additional Battery Information** chapter.

# Charging Your Mobile Hotspot



**NOTE:** It is important to fully charge your Sonim Spot H500 5G mobile hotspot battery before using it for the first time.

We recommend charging your mobile hotspot fully before using it for the first time. The ambient temperature during charging shall be between 32°F and 104°F (0 °C and 40°C). Only power supplies with outputs meeting the SELV requirements can be used for charging. The maximum allowable input voltage for the mobile hotspot is 5V. Again, if you use an incorrect battery, there is a risk of fire or explosion while charging.

If the battery is completely discharged, it may take several minutes for the charging icon to appear when the charger is connected.

## TO CHARGE THE BATTERY

- 1. Insert Charger** - Plug the wall charger into a standard electrical outlet.
- 2. Connect to the Mobile Hotspot** - The charging port is located on the top centre of the mobile hotspot. Open the port cover and insert the charging connector into the charging port.

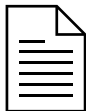
## CHARGING ANIMATION/ICON

- When the battery is being charged, the battery icon on the status bar displays an icon indicating that the battery is being charged.
- After fully charging the battery, you can disconnect the charger from the mobile hotspot.
- If the battery has been plugged in for more than 24 hours, the charging will be limited to 60% to preserve the integrity of the battery. A message will appear with the option to Charge to Full.

Your H500 has been connected to wall power for 24 hours. Charging is now limited to 60% to preserve the integrity of your battery.

OK

Charge to Full



**NOTE:** The Spot H500 5G will automatically turn on when you plug it in. You cannot turn it off while it is plugged in.

## No Battery Mode

The H500 5G supports operation with the battery removed from the device. If you plan on plugging in the device for an extended period of time, it is recommended to remove the battery.

Make sure to unplug the device before adding or removing the battery.

If the H500 5G loses power when on No Battery Mode, it will automatically turn on once power is restored.

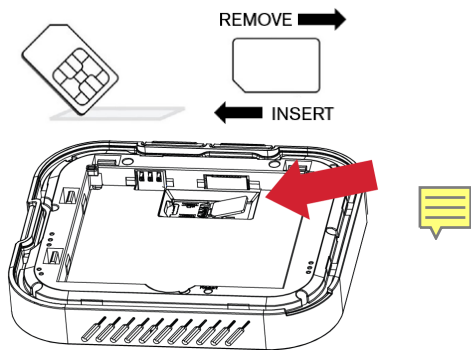
No Battery Mode only works when using a USB Type A to USB Type C cable and the charger supplies at least 18W of power. We recommend using the USB cable and charger that you received with your H500 5G.

# Installing/Replacing a SIM Card

The Subscriber Identity Module (SIM) card is a small rectangular plastic card that stores your phone number and essential wireless service information. Your mobile hotspot will not function without a properly activated SIM card.

Your Sonim Spot H500 5G mobile hotspot comes with a pre-installed SIM card. To replace a SIM card:

1. Power OFF the mobile hotspot, remove the battery cover, and take out the battery.
2. To remove a SIM card, gently slide the SIM out of the SIM card slot.
3. Place the new SIM card with the gold contacts facing down.
4. Gently slide the SIM into the SIM card slot.
5. Replace the battery and the battery cover.



**CAUTION:** Do not bend or scratch your SIM card. Avoid exposing the SIM card to static electricity, water, or dirt.

# Unlocking Your SIM

If your SIM has a PIN lock, the “Unlock SIM” icon will appear in the upper left corner of the screen. Tap the icon to enter the unlock screen, and then enter the PIN code to unlock.

## TO UNLOCK YOUR SIM WITH A PIN:

Go to **Menu > Unlock SIM**.



**NOTE:** The SIM PIN can be obtained from your service provider.

# Turning the Mobile Hotspot ON/OFF

- **To turn ON:** Press and hold the **Power** button for four seconds.
- **To turn OFF:** Press and hold the **Power** button for three seconds.
- **To wake up the display:** Press and release the **Power** button.

# LED Status Indicator

The Sonim Spot H500 5G has a white status LED to indicate that the device is turned on. When the device is powered on, the LED will turn on for one second and turn off for five seconds. This provides the user with an indication that the device is on, without requiring the display to be turned on. The LED will continue to blink while the user has devices connected to the Sonim Spot H500 5G. If no devices are connected to the Sonim Spot H500 5G, the device will enter deep-sleep mode to

conserve battery life. When the device is in deep-sleep mode, the LED will not blink. The LED will resume blinking once the user takes the unit out of deep-sleep mode by briefly pressing the power button.

## Setting Up a Wi-Fi Connection

1. Turn on the Sonim Spot H500 5G by pressing the power button for four seconds.
2. Open the Wi-Fi application or controls on your laptop or Wi-Fi-enabled device that you want to connect to your Sonim Spot H500 5G.
3. Find your Sonim Spot H500 5G's Wi-Fi name (SSID). There are four Wi-Fi names (SSID) in your Sonim Spot H500 5G
  - a. Primary Network (2.4GHz);
  - b. Primary Network (5GHz);
  - c. Primary Network (6GHz); and
  - d. Guest Network
4. Enter the password to connect to any of the available SSIDs for Internet access. The Sonim Spot H500 5G only supports either 5GHz or 6GHz, but not simultaneously. Note that the Guest Network may be turned off by default.



**NOTE:** The Wi-Fi names (SSIDs) and password appear on the screen (under **Wi-Fi Info**). It is recommended that you connect to the Primary Wi-Fi. Guest Wi-Fi should be enabled first using **Menu > Wi-Fi > Wi-Fi Configuration**.

# USING YOUR MOBILE HOTSPOT

The Sonim Spot H500 5G mobile hotspot's display allows you to access the Internet, check the status of your Sonim Spot H500 5G, view data usage, Wi-Fi SSID and password, connected device details, and other device information.

## The Home Screen

The Sonim Spot H500 5G home screen provides a quick overview of its status.



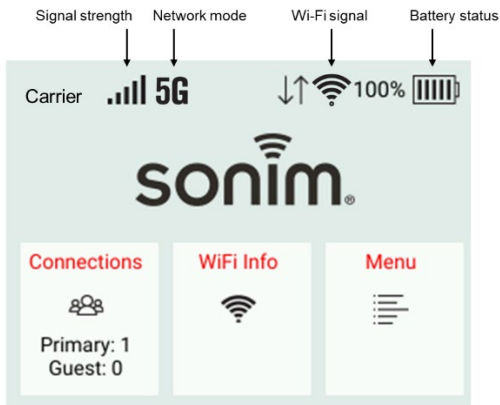
The device screen is a 2.4-inch (61 mm) TFT LCD with Capacitive Touch.

There are three selectable icons:

- **Connections**
- **Wi-Fi Info**
- **Menu**

Once a selection is made, that section will appear briefly in red before the screen changes.

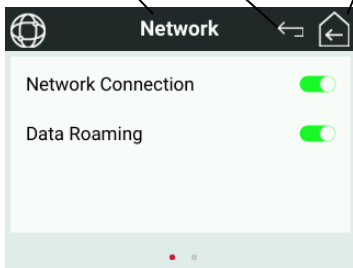
The home screen provides connection status on the top bar.



## SUB-MENU NAVIGATION

The top left icon is a guide to display where you are on the menu. The icons on the top right of the screen give you the option of either going back one page (←) or returning to the home screen (🏠).

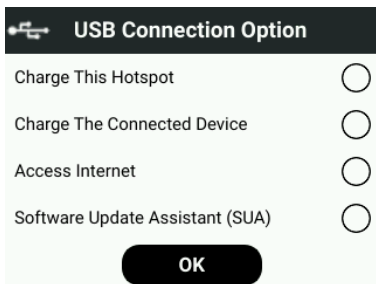
**CURRENT PAGE**                      **RETURN TO HOME SCREEN**  
**GO BACK ONE PAGE**



# H500 5G USB Options

You can check and select the available USB options.

1. The USB Options screen appears when the USB cable is plugged in.
2. Select the appropriate option from the list and click **OK** to return to the home screen.



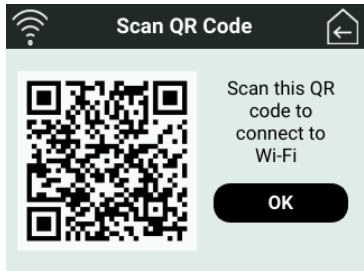
## Connections

This displays the number of devices connected to each primary and guest connection. Touch the Connections window, and the names of the connected devices will appear. Tap on a device to view its respective IP and MAC addresses. You can block or unblock a device by selecting the device you wish to take action on, then tapping Block or Unblock at the top right of the screen.

## Wi-Fi Info

Once selected, the Wi-Fi icon will display the details of the Primary and Guest Network Names (SSID) and Passwords required to access the networks.

- Click on **Wi-Fi Info** on the home screen to enter the Wi-Fi information display page.
- Swipe the screen to display the various pages: Primary Network (2.4GHz), Primary Network (5GHz), Primary Network (6GHz), and Guest Network.
- To change the Network Name (SSID) and/or Password, refer to the [Wi-Fi Configuration](#) section using the Web User Interface.



**NOTE:** Passwords can only be changed from the Web UI.

 **WiFi Info** 

**Primary Network (5GHz)**

**Primary Network Name (SSID):**   
SONIM\_69\_5G Enabled

**Password:**  
414edb40

  
Tap QR Code

.. .

 **WiFi Info** 

**Primary Network (6GHz)**

**Primary Network Name (SSID):**   
SONIM\_69\_6G Enabled

**Password:**  
464edb406

  
Tap QR Code

.. .

 **WiFi Info** 

**Guest Network**

**Guest Network Name (SSID):**   
SONIM\_6A\_guest Enabled

**Password:**  
414edb40

  
Tap QR Code

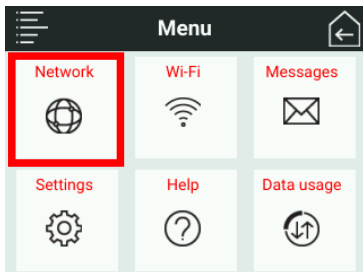
.. .

# Menu

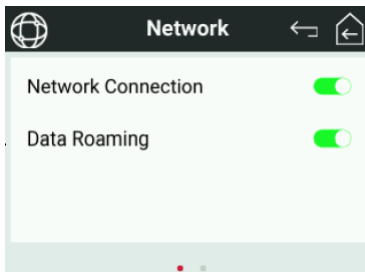
The menu icon allows users to access additional options, including Network, Wi-Fi, Messages, Settings, Help, and Data usage.

## NETWORK

Network options can be accessed by pressing the **Network** icon.



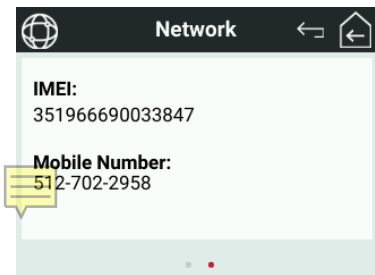
Pressing the **Network** icon allows the following selections.



Using the toggle switches, you can enable or disable a cellular Network Connection and Data Roaming.

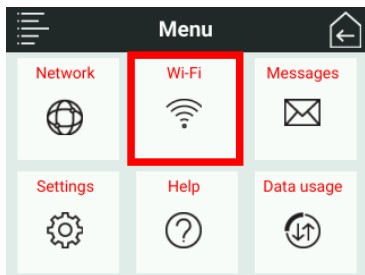
Green indicates it is enabled, and gray means it is disabled.

From the Network home screen, swipe to the second page to see your IMEI and mobile numbers.

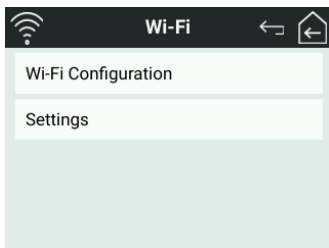


## WI-FI

Wi-Fi options can be accessed by pressing the **Wi-Fi** icon.



Pressing the **Wi-Fi** icon allows the following selections.



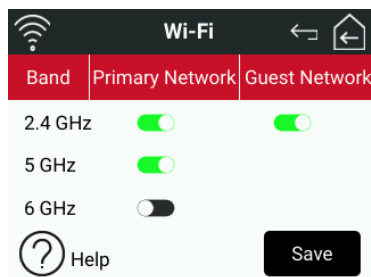
## WI-FI CONFIGURATION

Users can enable and disable the 2.4GHz, 5GHz, and 6GHz Wi-Fi networks by sliding the toggle switches.

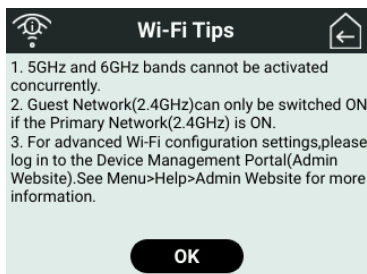
Note that 5GHz or 6GHz can be selected, but cannot be selected concurrently.

Green indicates it is enabled, and gray means it is disabled.

Click the **Save** button to apply the changes.



Click the **Help** button to view the **Wi-Fi Tips** screen.

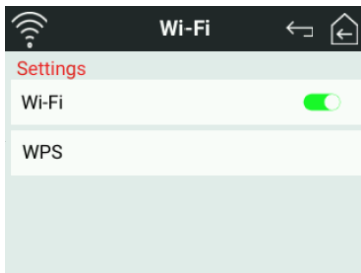


## SETTINGS

Selecting the Settings menu item allows users to enable and disable the H500 5G's Wi-Fi feature and enable WPS connections either with a button or by entering a PIN.

The **Wi-Fi** connection can be enabled or disabled by sliding the toggle switch.

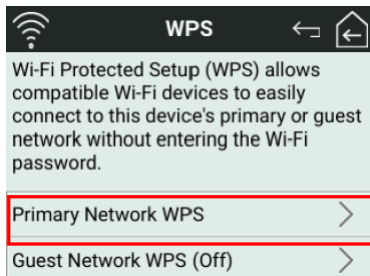
Green indicates it is enabled, and gray means it is disabled.



**WPS** stands for Wi-Fi Protected Setup. It is a wireless network security standard that speeds up and simplifies connections between a router (H500 5G) and Wi-Fi enabled wireless devices.

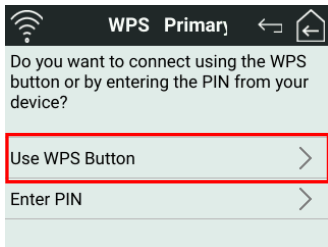
### PRIMARY NETWORK WPS

1. To enable WPS over the Primary Network, select Primary Network WPS.

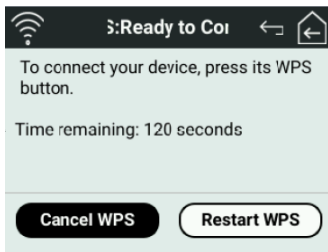


2. The H500 5G can be connected to a Wi-Fi enabled device via the device's WPS button or by entering a PIN.

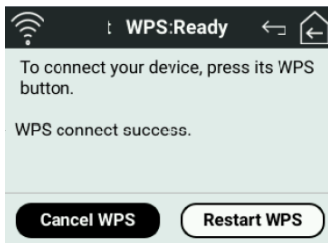
**WPS BUTTON OPTION.** To connect using this option, select **Use WPS Button**.



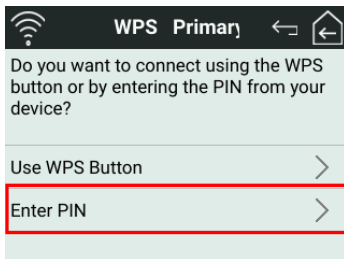
- a. Make sure your intended wireless device is powered on. Press the WPS button on your connecting device. A countdown will begin.



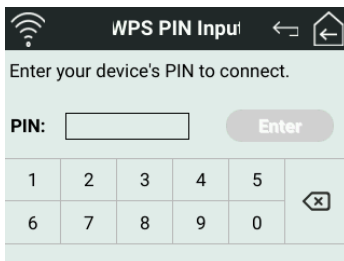
- b. When successful, the H500 5G screen will display a message.



**ENTER PIN OPTION.** To connect using this option, select **Enter PIN**.

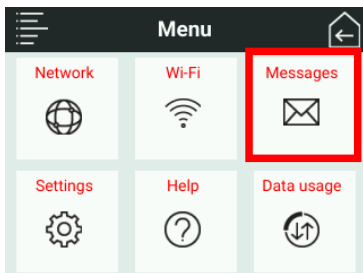


- c. Enter the PIN seen on your Wi-Fi enabled device.



## MESSAGES

Messages can be accessed by pressing the **Messages** icon.

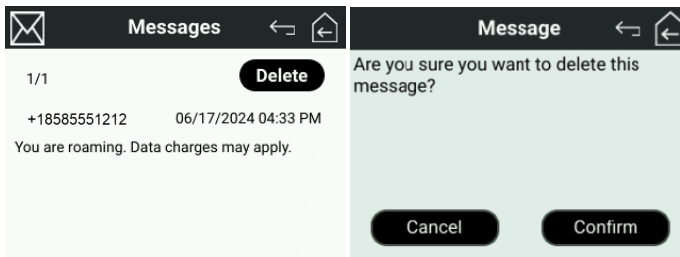


This section allows you to view and delete messages. Here, you will find messages about your device or from your service provider regarding software updates or carrier notifications.

### NOTES:

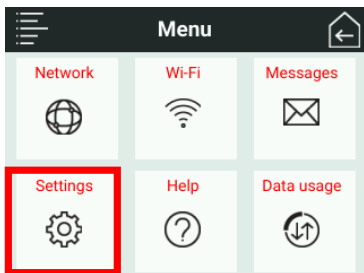


- Messages cannot be sent from the hotspot.
- They can be deleted using the Delete button, but cannot be recovered once they have been deleted.

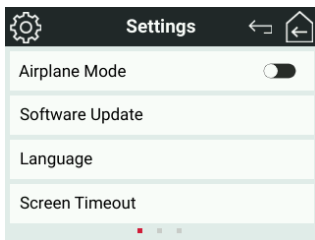


## SETTINGS

Settings can be accessed by pressing the **Settings** icon.



Pressing the **Settings** icon allows the following selections.

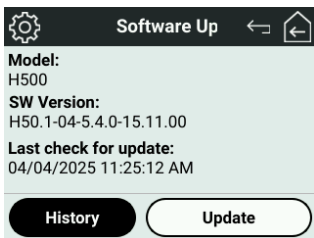


- **Airplane Mode** can be enabled or disabled (NOTE: if Airplane Mode is active, you cannot use the Sonim Spot H500 5G as a hotspot).
- **Software Update** informs you when software updates are available for your Sonim Spot H500 5G.

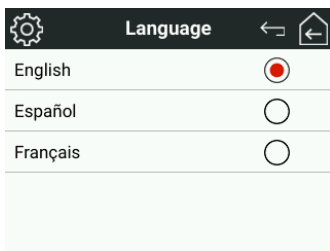
Clicking on **Software Update** will display the model name, current software version, and the date the device last checked for a software update.

- Click the **History** button to view a list of past update activity.

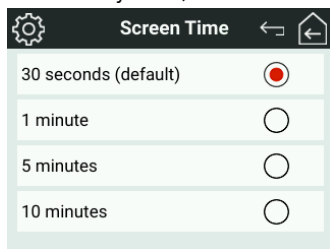
- Click the **Update** button to check for a software update, and perform a download if applicable.



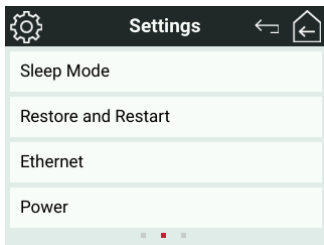
- **Language** options include English, Spanish, and French.



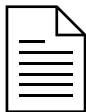
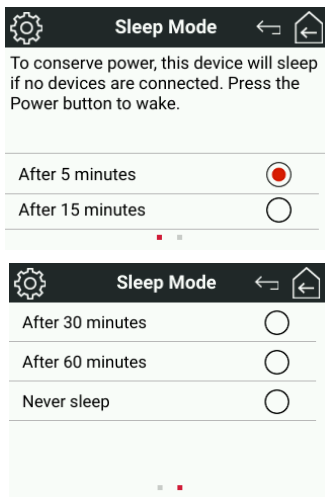
- **Screen Timeout** can be modified (NOTE: long screen times can drain the battery faster).



Swipe the screen to display the second page of Settings options.

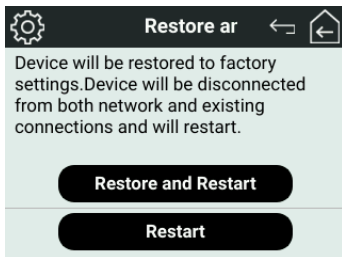


- **Sleep Mode** for the device can be set at different intervals.

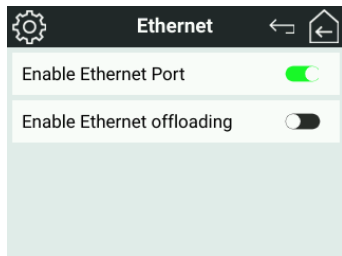


**NOTE:** The longer the selected sleep mode time, the shorter the battery life.

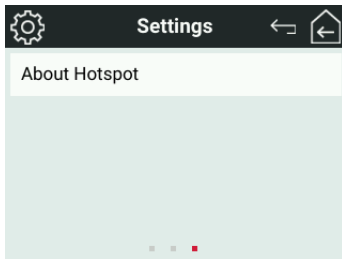
- **Restore and Restart** allows the device to be restored and restarted back to factory default settings or just restarted.



- **Ethernet** allows an Ethernet connection with an Ethernet cable to be enabled or disabled.

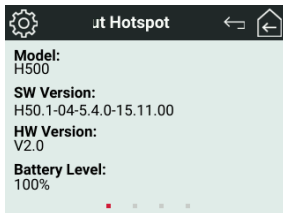


Swipe the screen a second time to display the third page of options:

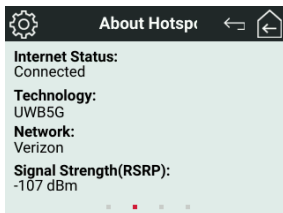


- **About Hotspot** provides useful information about your Sonim Spot H500 5G device. Swipe the screen to view the four pages.

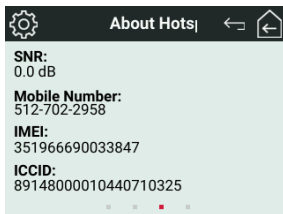
- Model
- Software Version
- Hardware Version
- Battery Level (%)



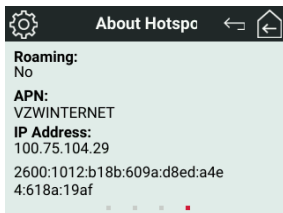
- Internet Status
- Technology
- Network
- Signal Strength (RSRP)



- SNR (dB)
- Mobile Number
- IMEI
- ICCID

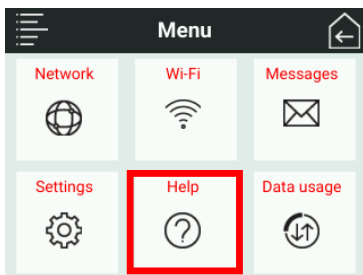


- Roaming status
- APN
- IP Address (IPv4/IPv6)

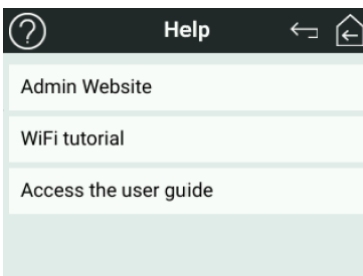


## HELP

Help can be accessed by pressing the **Help** icon.



Pressing the **Help** icon allows the following selections.



- The **Admin Website** provides details about accessing the Web User Interface, which allows users to update advanced settings on the device. The admin Username and Password are located here.



**NOTE:** The default username is "admin".

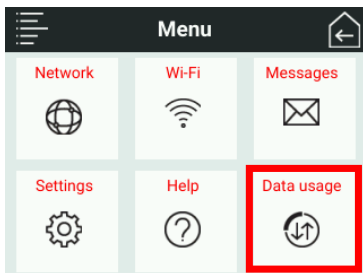
- **Wi-Fi tutorial** provides instructions on how to set up Wi-Fi connections.
- **Access the user guide** to display a QR code that links to the online user guide, available at <https://www.sonimtech.com/support/device-support-guides#h500>



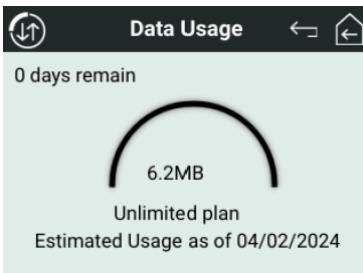
**NOTE:** You cannot access the user guide directly from the Sonim Spot H500 5G. You must use the QR code to access the online user guide's URL.

## DATA USAGE

Data Usage can be viewed by pressing the **Data Usage** icon.



Pressing the **Data usage** icon shows how much data has been used during your billing cycle.



# THE WEB USER INTERFACE

You can edit the settings directly on the Mobile Hotspot's screen or through the web user interface (WEB UI), commonly referred to as Web UI device management.

## Web User Interface Device Management

1. On your Wi-Fi device or laptop that is connected to your Sonim Spot H500 5G, type in the browser bar:
  - a. `http://192.168.1.1` or
  - b. `http://sonim.mobilehotspot`



**NOTE:** Your device or laptop **MUST** be connected to your Sonim Spot H500 to access your Web User Interface.

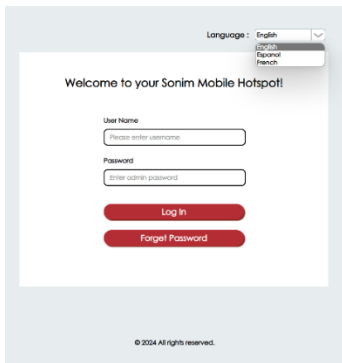
2. Enter the Username and Password.
3. Click **Login**. You can modify the user credentials if you desire. Select **Admin > Admin Settings**.



**NOTE:** The default username is "admin," and the password is shown within the "Help" section in the Sonim Spot H500.  
**Menu > Help > Admin Website.**

You can only modify the user credentials from the web user interface. You cannot modify the credentials on the Sonim Spot H500 itself.

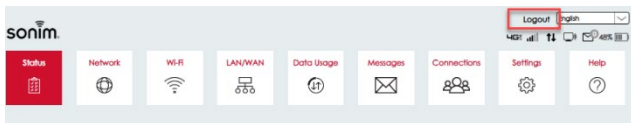
Refer to the **Help** menu on the device's **Menu** screen for website instructions, including features that can be managed on the website.



## LOG OUT OF THE WEB UI

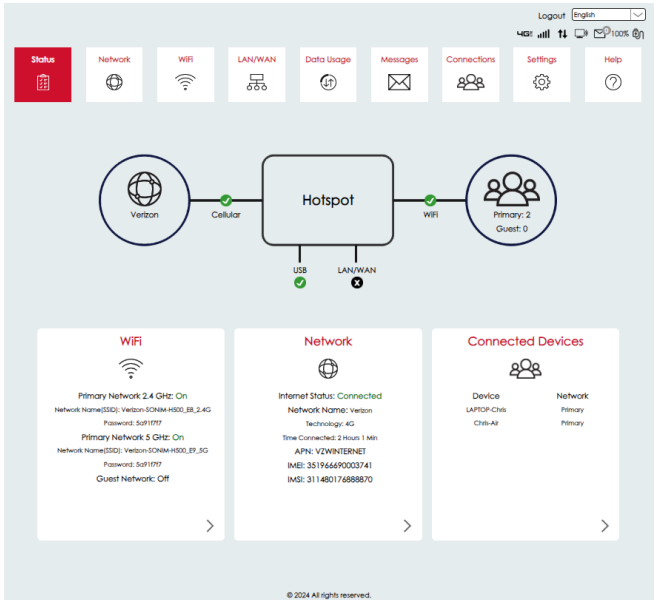
### TO LOG OUT:

1. Click **Logout** in the upper right corner.
2. Click **OK** on the pop-up screen to exit the application and return to the login interface.



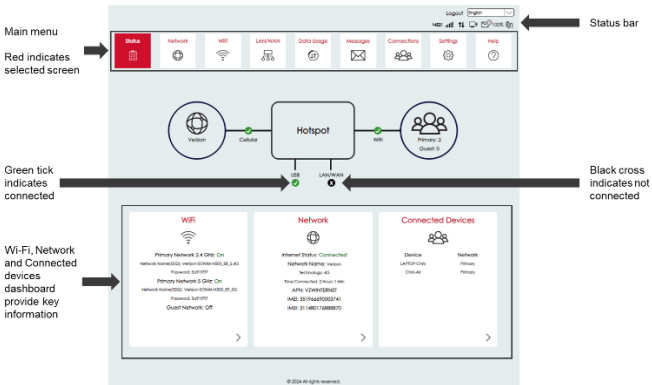
# Web UI Home Screen

The primary navigation tabs on the Web UI home screen are Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings, and Help.



## Status

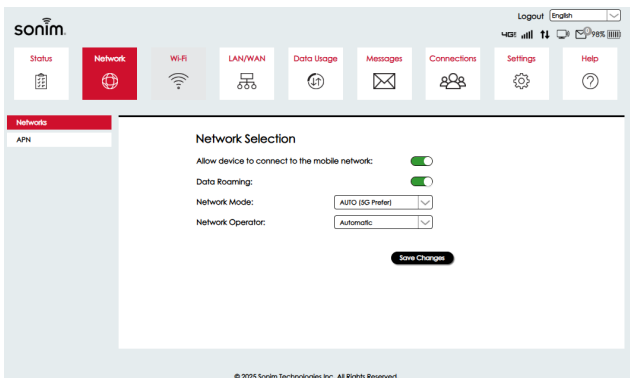
You can view a summary state of the current system connections, broken down into three parts: Wi-Fi, Network, and connected Devices.



# Network

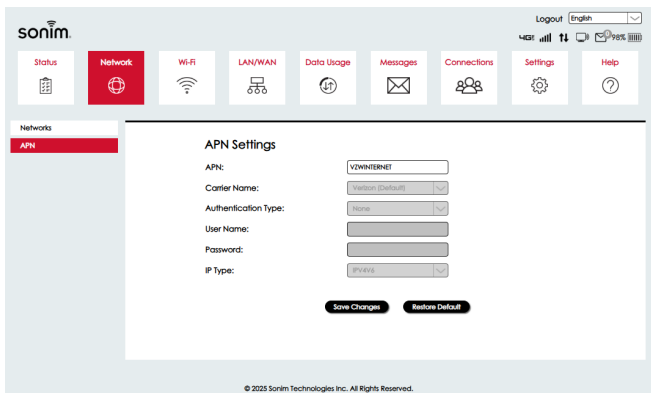
## NETWORKS

You can view the basic device network settings. The toggle switches enable or disable cellular (mobile) network connections and Data Roaming. Green indicates that the feature is enabled, while gray indicates that it is disabled. You can also select the Network Mode and Network Operator.



## APN

The APN screen enables adding or modifying an Access Point Name (APN).



## Wi-Fi

You can view your device's basic Wi-Fi settings by selecting one of the three buttons on the left side of the screen.

### WI-FI CONFIGURATION

From this page, you can modify the band settings. The toggle switches enable or disable the Wi-Fi service or allow the Wi-Fi settings to be changed from the display. Green indicates the feature is enabled, while gray means it is disabled.

There are also the options to:

- Enable and disable the individual bands.
- Setting the number of devices allowed to connect.

sonim

Logout English

4G LTE 76%

Status Network **Wi-Fi** LAN/WAN Data Usage Messages Connections Settings Help

Wi-Fi Configuration

2.4GHz Band

5/6GHz Bands

Enable Wi-Fi

Allow Wi-Fi settings to be change from display

Band	Primary Network	Guest Network
2.4GHz	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5GHz	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6GHz	<input type="checkbox"/>	<input type="checkbox"/>

NOTES:

- 5GHz and 6GHz bands cannot be activated concurrently
- Guest Network (2.4GHz) can only be switched ON if the Primary Network (2.4GHz) is ON

Wi-Fi Connections

- Automatic (Default): Up to 32 Wi-Fi connections will be assigned dynamically.
- Manual: Use the sliders to allocate the maximum allowed Wi-Fi connections and allocation for your Primary/Guest networks. A total of 32 connections are possible.

Total Connections (Min 2, Max 32): 32 / 32 selected

Save Changes

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### NOTES:

- 5GHz and 6GHz bands cannot be activated concurrently.
- Guest Network (2.4GHz) can only be switched ON if the primary Network (2.4GHz) is ON.

## 2.4GHZ BAND OR 5/6GHZ BANDS

From the **2.4GHz Band** or **5/6GHz Bands** buttons, you can manage the 2.4GHz, 5GHZ & 6GHz bands and Guest Network by:

- Renaming the network name.
- Setting the security standard.
- Changing your password and hiding it from being visible on the device. Note that changing the password for one band does not change it for both.



# LAN/WAN

You can reconfigure the IPv4 settings on the Sonim Spot H500. Please exercise caution when changing LAN settings to avoid potential network issues.

## DYNAMIC HOST CONFIGURATION PROTOCOL (DHCP)

You can view the network management protocol used to assign an Internet Protocol (IP) address to any device and configure network devices to communicate across an IP network.

1. From the Web UI home screen, click **LAN/WAN > LAN**.
2. Enable any DHCP-specific options that your device requires.
3. Click **Save Changes** to ensure the changes take effect.

The screenshot displays the Web UI interface for the Sonim Spot H500. At the top, there is a navigation bar with icons for Status, Network, WiFi, LAN/WAN (highlighted in red), Data Usage, Messages, Connections, Settings, and Help. The LAN/WAN section is expanded, showing 'LAN' and 'WAN' options. The 'LAN' option is selected, leading to the 'IPV4' configuration page. This page includes the following settings:

- DHCP server:
- MAC Address: 00:24:A3:BF:AB:E8
- IP address: 192.168.1.1
- DHCP IP range: 192.168.1.100 to 192.168.1.200
- DHCP lease time: 1440 Minutes

A **Save Changes** button is located at the bottom right of the configuration area. The footer of the page reads "© 2024 All rights reserved."



**NOTE:** IP passthrough allows a device connected to the mobile hotspot to use a public IP address directly, instead of sharing the hotspot's internal network. This can be useful for gaming, remote work, or any situation requiring a direct internet connection for improved performance and fewer restrictions.

## WAN SETTINGS

1. From the Web UI home screen, click **LAN/WAN > WAN**.
2. IP passthrough can be enabled. Green indicates the feature is enabled, while gray means it is disabled.
3. Click **Save Changes** to ensure the change takes effect.

Logout English

4G LTE 100%

Status Network WiFi LAN/WAN Data Usage Messages Connections Settings Help

LAN  
WAN

### WAN Settings

IP Passthrough

- IP Passthrough is an Expert function as you need to understand all the risks and implications of enabling it. The IP Passthrough function basically turned this device into a electrical interface only and pass all WAN traffic / packets as they come to the configured IP address.

- All other functionality on this device will no longer be available until you factory default the device to regain WebGUI access again.

- This function will deliver the WAN side traffic/packets directly to the Ethernet Port. Therefore, you need to enter the MAC address of the client device connected to the Ethernet Port.

- When you are ready to enable IP Passthrough, Please first check that the Enable Ethernet Port toggle button is open and the Enable Ethernet offloading toggle button is closed.

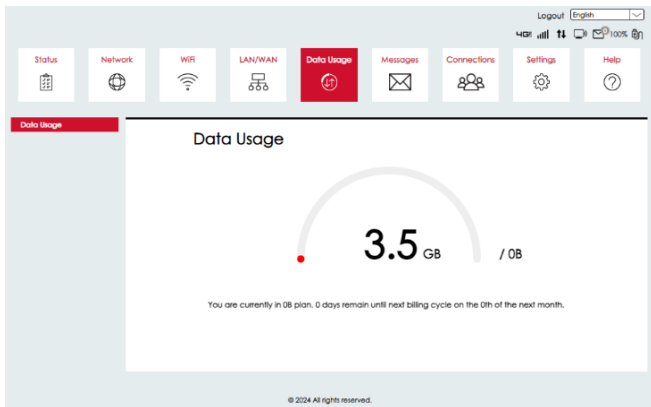
**Save Changes**

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# Data Usage

## DATA USAGE

Select Data Usage to view how much data has been used during your billing cycle.

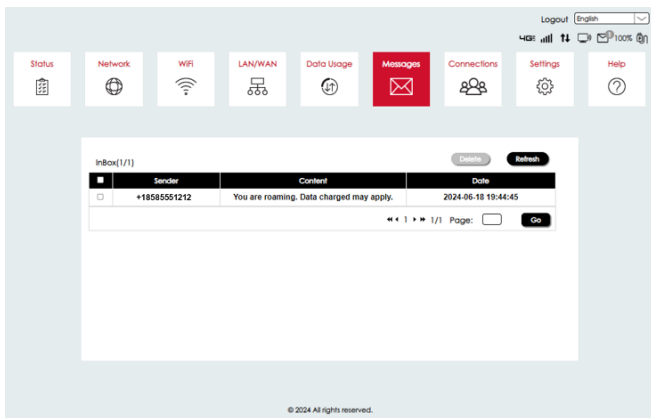


# Messages

Your Sonim Spot H500 cannot send messages. However, it can only receive messages from your service provider. From here, you can review messages that have been received. You can save the messages or delete those that are no longer needed.

**To delete messages:** check the box of the message you would like to delete and then select **Delete**.

Once deleted, the message cannot be recovered.



The screenshot displays the web user interface of the Sonim Spot H500. At the top right, there is a 'Logout' button and a language dropdown menu set to 'English'. Below this, a row of status icons shows 4G LTE signal strength, battery level at 100%, and other system indicators. A navigation bar contains several menu items: Status, Network, WiFi, LAN/WAN, Data Usage, Messages (highlighted in red), Connections, Settings, and Help. The 'Messages' section is active, showing an 'Inbox(1/1)' with a 'Delete' button and a 'Refresh' button. A table lists the message details:

	Sender	Content	Date
<input type="checkbox"/>	+18585551212	You are roaming. Data charged may apply.	2024-06-18 19:44:45

At the bottom of the message list, there are navigation arrows and a 'Page: 1/1' indicator with a 'Go' button. The footer of the page contains the text '© 2024 All rights reserved.'

# Connections

This screen shows the connected devices and their status. Click on the down arrow in the right margin to expand and display their IPv4 and MAC addresses.

You can also block a device or devices from accessing your connection from this menu.

**To block a device:** check the box(es) and click **Save Changes**.

On this screen, you will see the devices you have blocked.

**To unblock a device:** uncheck the box and select **Save Changes**.

The screenshot displays a web interface for managing network connections. At the top, there is a navigation bar with icons for Status, Network, WiFi, LAN/WAN, Data Usage, Messages, Connections (highlighted in red), Settings, and Help. The main content area is titled "Connected Devices" and contains two sections: "Connected(1)" and "Blocked(0)".

**Connected(1)**

Index	Type	Device	Network	Block	Status
1		LAPTOP-Chris	Primary	<input type="checkbox"/>	

**Blocked(0)**

Index	Device	Unblock
No blocked devices.		

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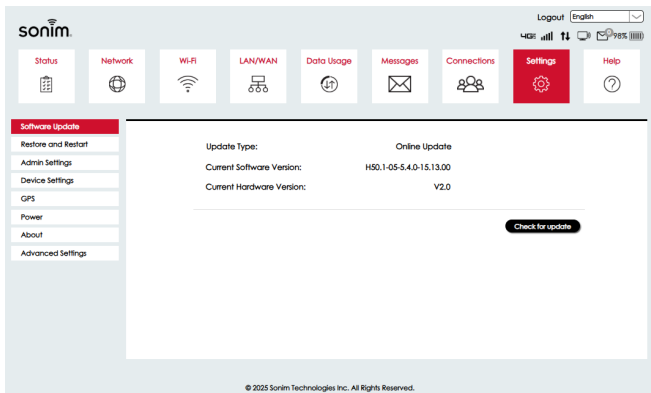
# Settings

The Settings screen provides access to several useful parameters.

## SOFTWARE UPDATE

Use this section to review current software & hardware versions and check for available software updates.

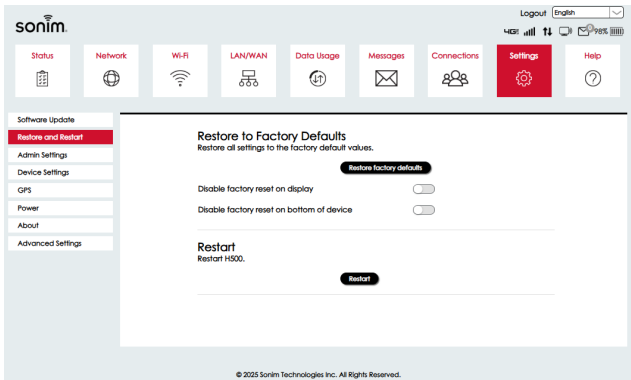
Click the Check for update button and follow the on-screen instructions to check for a software update.



## RESTORE AND RESTART

You can remotely reboot your device or reset it to factory default settings.

1. From the Web UI home screen, click **Settings** > **Restore and Restart**.
2. Click **Restart** to restart the device or click **Reset factory defaults** to restore the device to its original factory settings.



## ADMIN SETTINGS

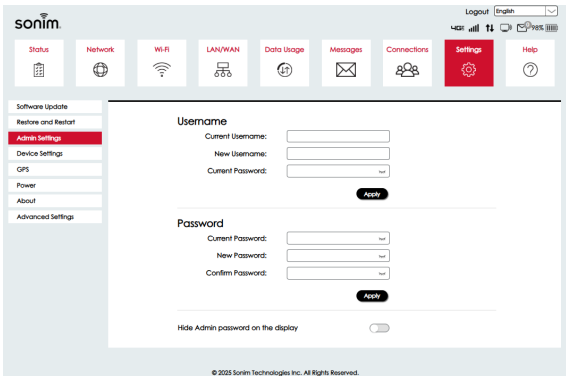
You can change the username and password to access the Web UI.

1. From the home screen, click **Settings > Admin Settings**.
2. Modify your Username and/or Password for the web user interface, if desired.
3. Hide the Admin password on the display of the Spot H500, if desired.



**CAUTION:** Be sure to record your new username and password, and store them in a secure location. If forgotten, you will have to perform a factory reset.

4. Click **Apply** to ensure the changes take effect.



## DEVICE SETTINGS

From the Web UI home screen, click **Settings** > **Device Settings**

### USB TETHERING

A USB data cable shares a mobile connection with a laptop or PC.

1. Enable or disable the Mobile Hotspot's ability to support tethered devices (the default setting is **Disable**).
2. Click **Save Changes** to ensure the changes take effect.

## MORE DEVICE SETTINGS

- **Turn off sign-of-life LED:** Toggle feature on or off.
- **Screen Timeout:**
  - 30 seconds (default)
  - 1 minute
  - 5 minutes
  - 10 minutes
- **Sleep Mode:**
  - Never sleep
  - After 5 minutes
  - After 15 minutes
  - After 30 minutes
  - After 60 minutes

## GPS

From the Web UI home screen, click **Settings > GPS**. It can be enabled or disabled. The default setting is **Disable**.

GPS over Wi-Fi in the Sonim Spot H500 5G web UI allows the device to provide a GPS (NMEA\*) stream to a Windows computer. This can be used when running an app that can utilize a NMEA GPS stream (such as an enterprise application). To utilize GPS over Wi-Fi, a driver must be installed on the computer.

When GPS is enabled, additional parameters become visible.

- Turn on GPS over Wi-Fi
- Port Number: defaults to 16000

Be sure to save any changes by clicking on the Save Changes button.

The screenshot displays the Sonim web UI interface. At the top, the 'sonim' logo is on the left, and 'Logout English' is on the right. Below the logo is a navigation bar with icons for Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. A sidebar on the left contains a menu with items: Software Update, Restore and Restart, Admin Settings, Device Settings, GPS (highlighted in red), Power, About, and Advanced Settings. The main content area is titled 'GPS Settings' and includes the following text: 'The GPS receiver can determine your current location. This location can be provided to connected devices.' Below this is a toggle switch for 'Enable GPS:' which is currently turned off. A 'Save Changes' button is positioned below the toggle. Further down, the 'GPS Information' section lists fields for Latitude, Longitude, Altitude, and Accuracy, all of which are currently blank. The 'GPS Driver' section contains the text: 'GPS data is provided by the Sonim Spot H500 in the form of a National Marine Electronics Association (NMEA) text stream. This GPS stream can be used by many location-oriented computer applications. You need to install a driver on your computer.' and a 'Download Driver' button.

\*NMEA: National Marine Electronics Association.

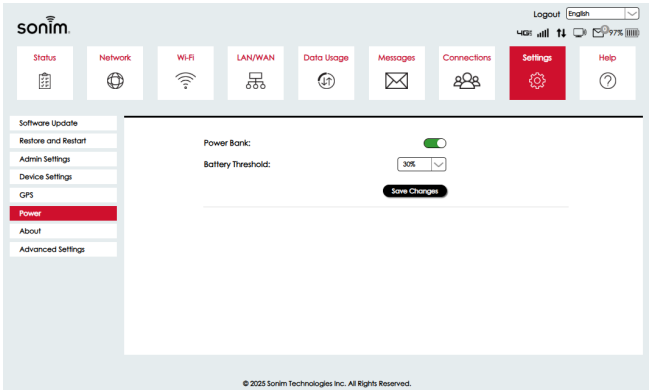
## POWER

Your Sonim Spot H500 can be a battery power bank that charges a tethered device such as a smartphone, tablet, or smartwatch.

To reserve a battery level for normal hotspot operations, you can select the battery level percentage at which the charging function will stop.

- **Power Bank:** Can be enabled or disabled.
- **Battery Threshold:**
  - 20%
  - 30%
  - 40%
  - 50%

Be sure to save any changes by clicking on the **Save Changes** button.



## THE POWER BANK FEATURE

- When a device such as a charger, phone, laptop, or tablet is connected to the Sonim Spot H500 5G, it will pop up a menu item (USB Connection Options) that gives the user the following options:
  - Charge This Hotspot
  - Charge The Connected Device
  - Access Internet (this option will only appear if the USB Tethering is enabled in the Web UI)
  - Software Update Assistant (SUA)
- If the user connects a non-tethering device that is charged using USB (such as a camera, fitness tracker, etc.) to the Sonim Spot H500, it will pop up a menu item that gives the user the following options:
  - Charge This Hotspot
  - Charge The Connected Device



**NOTE:** Some devices that use USB C connectors may not support the Power Bank feature.

## ABOUT

In the About screen, you can view the Internet Status, Network, and Device information tabs, as well as relevant information about your Sonim Spot H500.

On the **Internet Status** tab, you will see the following specifications:

- Internet Mode
- Network Status
- Network Operator
- Connection Uptime
- IPv4 Address
- Subnet Mask
- Default Gateway
- Primary DNS Server
- Secondary DNS Server
- IPv6 Address
- IPv6 Primary DNS Server
- IPv6 Secondary DNS Server

The screenshot shows the Sonim Spot H500 web user interface. At the top, there is a navigation bar with the Sonim logo and a 'Logout English' dropdown. Below the navigation bar is a row of menu items: Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. On the left side, there is a sidebar menu with items: Software Update, Restore and Restart, Admin Settings, Device Settings, GPS, Power, About (highlighted in red), and Advanced Settings. The main content area is titled 'About' and has two tabs: 'Internet Status' (highlighted in red) and 'Device Info'. The 'Internet Status' tab displays the following information:

Internet Mode:	Mobile Data
Network Status:	Connected
Network Operator:	Verizon
Connection Uptime:	9 Hours 44 Mins
IPv4 Address:	100.123.230.89
Subnet Mask:	255.255.255.252
Default Gateway:	100.123.230.90
Primary DNS Server:	198.224.171.135
Secondary DNS Server:	198.224.169.135
IPv6 Address:	2600:1012:b1b0:8c4:c115:7692:b640:510c
IPv6 Primary DNS Server:	2001:4888:65:f00:62e:d::
IPv6 Secondary DNS Server:	2001:4888:64:f00:620:d::

At the bottom of the screen, there is a copyright notice: © 2025 Sonim Technologies Inc. All Rights Reserved.

On the **Device Info** tab, you will see the following specifications:

- Device Model
- Software Version
- Hardware Version
- IMEI
- IMSI
- MAC
- Mobile Number
- ICCID

#### RF Parameters:

- RSRP
- RSSI
- RSRQ
- SNR
- PCI

The screenshot displays the Sonim mobile application interface. At the top, there is a status bar with 'Logout', 'English', and a battery level of 97%. Below the status bar is a navigation menu with icons for Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. On the left side, there is a sidebar menu with options: Software Update, Restore and Restart, Admin Settings, Device Settings, GPS, Power, About (highlighted in red), and Advanced Settings. The main content area shows the 'About' section under the 'Device Info' tab. It lists various device specifications and RF parameters.

Device Model:	H500
Software Version:	H50.1-05-5.4.0-15.13.00
Hardware Version:	V2.0
IMEI:	351966690028565
IMSI:	311480176888870
MAC:	00:24:A3:D0:53:0C
Mobile Number:	16199940561
ICCID:	8914800009789735638

RSRP:	-83dBm
RSSI:	-55dBm
RSRQ:	-7dB
SNR:	26.8dB
PCI:	419

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# ADVANCED SETTINGS



## WARNING!

Making changes to Advanced Settings can cause the device to stop operating correctly. Only make changes to these settings if you understand the impact to the device.

## MANUAL DNS

You can specify control settings on the Open DNS website to block specific categories of websites and view the ones that have been accessed from your particular network.

1. From the Web UI home screen, click **Settings > Advanced Settings > Manual DNS**.
2. Modify the DNS address as required and apply it to the filter.
3. Click **Save Changes** to ensure the changes take effect.

The screenshot displays the Sonim Web UI interface. At the top, the 'sonim' logo is on the left, and the user is logged in as 'English' on the right. A navigation bar contains icons for Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. Below this is a sidebar menu with options like Software Update, Restore and Restart, Admin Settings, Device Settings, GPS, Power, About, and Advanced Settings (highlighted in red). The main content area is titled 'Advanced' and has a breadcrumb trail: 'Manual DNS > SIM > Firewall > MAC Filter > IP Filter > Port Filter > Port Forwarding'. The 'Manual DNS' section is active, showing fields for DNS (set to 'Auto'), Primary DNS (198.224.171.135), and Secondary DNS (198.224.169.135), with a 'Save Changes' button below. The 'DNS Rebinding' section shows 'DNS Rebinding Protection' set to 'enable' and 'Loopback Address' set to 'included', also with a 'Save Changes' button. The footer contains the copyright notice: '© 2025 Sonim Technologies Inc. All Rights Reserved.'

## SUBSCRIBER IDENTITY MODULE (SIM)

To allow your device to connect to the Internet, you can enable SIM Personal Identification Number (PIN) security.

1. From the Web UI home screen, click **Settings > Advanced Settings > SIM**.
2. Enter your device's default PIN to enable SIM PIN security.



**NOTE:** Contact your service provider for the default PIN. Only your service provider has this information.

3. Click **Save Changes** to ensure the changes take effect.

The screenshot displays the Sonim Web UI interface. At the top, the 'sonim' logo is on the left, and 'Logout English' is on the right. Below the logo is a navigation bar with icons for Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. A sidebar on the left lists various settings categories, with 'Advanced Settings' highlighted in red. The main content area is titled 'Advanced' and contains a sub-menu with 'Manual DNS', 'SIM' (highlighted in red), 'Firewall', 'MAC Filter', 'IP Filter', 'Port Filter', and 'Port Forwarding'. The 'SIM' section shows 'PIN operation:' set to 'Enable', 'PIN code:' with an empty input field, and 'Remaining attempts:' set to '2'. A 'Save Changes' button is located at the bottom of the settings area. The footer of the page reads '© 2025 Sonim Technologies Inc. All Rights Reserved.'

## FIREWALL

The Firewall tab allows you to enhance the security of your network connections by managing and configuring protective measures against unauthorized access and cybersecurity threats.

1. From the Web UI home screen, click **Settings > Advanced Settings > Firewall**.
2. Enable/disable the key firewall settings.
3. Click **Save Changes** to ensure the changes take effect.



**NOTE:** Firewall settings should be cautiously changed as they may leave the device vulnerable to unauthorized access.

The screenshot shows the Sonim Web UI interface. At the top, there is a navigation bar with icons for Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. Below this is a sidebar menu with options like Software Update, Restore and Restart, Admin Settings, Device Settings, GPS, Power, About, and Advanced Settings (highlighted in red). The main content area is titled "Advanced" and contains a sub-menu with "Manual DNS", "SIM", "Firewall" (highlighted in red), "MAC Filter", "IP Filter", "Port Filter", and "Port Forwarding". The "Firewall" settings are listed as follows:

Firewall:	Enable
MAC Filter:	Disable
IP Filter:	Disable
Port Filter:	Disable
Port Forwarding:	Disable
VPN Pass Through:	Enable
WAN Port Ping:	Disable

At the bottom of the settings area is a "Save Changes" button. The footer of the page reads "© 2025 Sonim Technologies Inc. All Rights Reserved."

## MAC FILTER

Using MAC address filtering, you can define a list of devices that are allowed or denied access to your Wi-Fi network.

1. From the Web UI home screen, click **Settings > Advanced Settings > MAC Filter**.



**NOTE:** You must first enable the **MAC Filter** within the **Firewall** settings before it can be utilized.

2. Select either Status: Whitelist or Blacklist.
  - a. Whitelist will only allow devices with the selected MAC address to connect. If the whitelist is empty, users cannot access the Internet.
  - b. Blacklist will only deny devices with the selected MAC address from connecting to the internet.
  - c. e.g., "xx:xx:xx:xx:xx:xx."
3. Click the **Add** button, then enter the MAC address you wish to manage. Repeat step, as necessary.
4. Click **OK** to save your entry.
5. Click **Save Changes** to ensure the changes take effect.

Software Update  
Restore and Reboot  
Admin Settings  
Device Settings  
GPS  
Power  
About  
Advanced Settings

### Advanced

< Manual DNS SIM Firewall **MAC Filter** IP Filter Port Filter Port Forwarding >

Status:

- Whitelist will only allow devices with the selected MAC address connect.If the whitelist is empty, users will not be able to access the Internet.  
- Blacklist will only deny devices with the selected MAC address from connect the Internet.  
- E.g'70:00:00:00:00:00''

MAC Address  Option

**Add**

**Save Changes**

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## IP FILTER

You can manage what IP traffic is allowed in and out of your network based on the rules you define.

1. From the Web UI home screen, click **Settings > Advanced Settings > IP Filter**.



**NOTE:** The **IP Filter** must be enabled in the **Firewall** settings before filtering can be utilized for Blacklisted or Whitelisted IP addresses.

2. Select either Status: Whitelist or Blacklist.
  - a. **Whitelist:** Set the websites that users are allowed to access. If the whitelist is empty, users cannot access the Internet.
  - b. **Blacklist:** Set the websites that you do not want users to access.
  - c. The value range of LAN/WAN Port is 1-65535.
  - d. Settings will not take effect until the "OK" button is clicked.
3. Click the **Add** button, then enter the details of the IP Address you wish to manage. Repeat step, as necessary.
4. Click **OK** to save your entry.
5. Click **Save Changes** to ensure the changes take effect.

Software Update  
Restore and Reboot  
Admin Settings  
Device Settings  
GPS  
Power  
About  
Advanced Settings

### Advanced

< Manual DNS SIM Firewall MAC Filter **IP Filter** Port Filter Port Forwarding >

Status:

- Whitelist: Set the websites that users are allowed to access. If the whitelist is empty, users will not be able to access the Internet.
- Blacklist: Set the websites that you do not want users to access.
- The value range of LAN/WAN Port is 1-65535.
- Settings will not take effect until the "Apply" button is clicked.

LAN IP Address LAN Port WAN IP Address WAN Port Protocol Status Options

**Add** **Save Changes**

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## PORT FILTER

You can select which programs (for example, HTTP, FTP, and email servers) can use the Mobile Hotspot to connect to the Internet.

1. From the Web UI home screen, click **Settings > Advanced Settings > Port Filter**.



**NOTE:** The **Port Filter** must be enabled in the **Firewall** settings before it can be utilized.

2. Define the type of ports required.
  - a. You can define your own applications and then enable or disable them as needed.
  - b. To define an application. You need to know the outgoing ports used by the application.
3. Click the **Add** button, then enter the details of the applications you wish to manage. Repeat step, as necessary.
4. Click **OK** to save your entry.
5. Click **Save Changes** to ensure the changes take effect.

**Advanced**

< Manual DNS SIM Firewall MAC Filter IP Filter **Port Filter** Port Forwarding >

Select the applications which you wish to allow.

- Email (POP3, IMAP, SMTP)
- FTP
- HTTP
- HTTPS
- TELNET

You can define your own applications, and then enable or disable them as needed. To define an application, you need to know the outgoing ports used by the application.

Application Name	Start Port	End Port	Protocol	Status	Option
------------------	------------	----------	----------	--------	--------

**Add** **Save Changes**

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## PORT FORWARDING

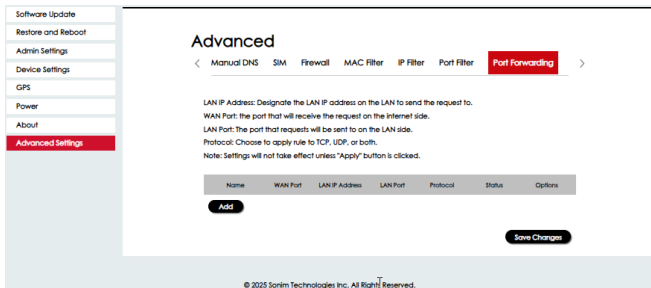
You can set up (for example, Web servers, FTP servers, email servers) specialized Internet applications on your networks.

1. From the Web UI home screen, click **Settings > Advanced Settings > Port Forwarding**.



**NOTE:** The **Port Forwarding** must be enabled in the **Firewall** settings before it can be utilized.

2. Manage and customize your IP addresses to send and receive data to both the LAN side and the internet side.
  - a. **LAN IP Address:** Designate the LAN IP address on the LAN to which to send the request.
  - b. **WAN Port:** The port that will receive the request on the internet side.
  - c. **LAN Port:** The port that requests will be sent to on the LAN side.
  - d. **Protocol:** Choose to apply the rule to TCP, UDP, or both.  
**Note:** Settings will not take effect unless the "OK" button is clicked.
3. Click the **Add** button, then enter the details of the LAN IP Address you wish to manage. Repeat step, as necessary.
4. Click **OK** to save your entry.
5. Click **Save Changes** to ensure the changes take effect.



## DATA MANAGEMENT ZONE (DMZ) SETTINGS

This WAN interface allows an external network to connect to and communicate with the inside LAN devices.

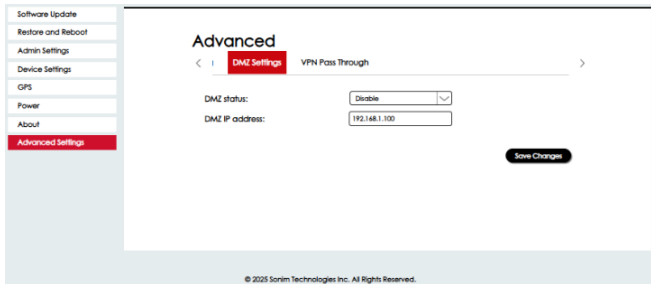
1. From the Web UI home screen, **click Settings > Advanced Settings >** (and then right arrow to reveal) **DMZ Settings**.

### Advanced

< Manual DNS SIM Firewall MAC Filter IP Filter Port Filter **Port Forwarding** >



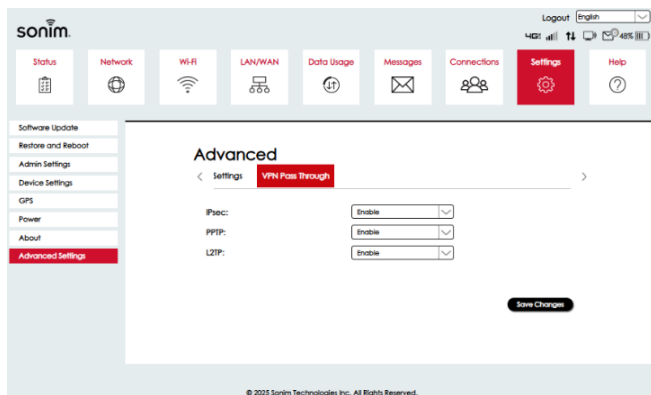
2. Click **Enable** to add the desired IP address to manage the DMZ settings.
3. Click **Save Changes** to ensure the changes take effect.



## VPN PASSTHROUGH

Your device supports VPN passthrough. VPN passthrough enables VPN traffic to pass through the device's firewall, ensuring secure internet connections for remote work or accessing private networks while maintaining data privacy.

1. From the Web UI home screen, click **Settings > Advanced Settings >** (and then right arrow to reveal) **VPN passthrough**.
2. Click **Enable** to add the desired IP address to manage the DMZ settings.
3. Click **Save Changes** to ensure the changes take effect.



## Help

Here are frequently asked questions (FAQs), a QR code, and a direct link to the Sonim Spot H500 site, which offers additional FAQs.

# PRODUCT SPECIFICATIONS

## General

Name	Sonim Spot H500 5G Mobile Hotspot
Model	H500
Approvals	FCC (US) IC (Canada)
Weight	308g, 10.9oz
SIM	4FF removable
Dimension	115x100x22.7mm, 4.53"x3.94"x0.89"
Connectivity	3G/4G/5G
Wireless Network (Wi-Fi mode)	Wi-Fi 6E (802.11 a/b/g/n/ac/ax)* *dual concurrent
Location services	GPS L1 & L5 / NMEA 2000 / GPS over Wi-Fi
Ethernet	1 x RJ 45 (1 Gbps)
USB interface	USB C 3.1
Display	2.4 Inch
Battery Size	6000 mAh Li-ion
Time for Full charge	3 hours (when not in use)
Usage without a battery installed	Yes, when connected to wall power.
Chipset	Qualcomm® SDX62-0
Memory	RAM= 1GB, FLASH=1GB

# WIRELESS COMMUNICATION



## **WARNING!**

Data can occasionally be lost or delayed due to wireless transmission and reception properties.

Data loss can occur due to variations in radio signal strength resulting from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment in which you operate the modem may adversely affect communications.

Variations in radio signal strength are referred to as Fading, and they are caused by several factors, including signal reflection, the ionosphere, and interference from other radio channels. SONIM® or its partners will not be held responsible for damages of any kind resulting from delays or errors in data transmitted or received with the Mobile Hotspot device or failure of the Sonim Spot H500 5G Mobile Hotspot device to send or receive such data.

# HAZARDOUS LOCATION USAGE

Do not operate the Mobile Hotspot in an environment that might be susceptible to radio interference, resulting in danger.<sup>2</sup> Specifically:

## Areas Prohibited by Law

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

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 this equipment. Some airlines may permit the use of mobile hotspots while the aircraft is on the ground. When using your device on an airplane, follow the airline's instructions and either power your device off or put the mobile hotspot in Airplane Mode as directed. When the aircraft is in the air, your device **MUST** be powered off or placed in Airplane Mode. Your device can transmit signals that could interfere with various onboard systems.

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

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<sup>2</sup> U.S. Food and Drug Administration. "Magnets in Cell Phones and Smart Watches May Affect Pacemakers and Other Implanted Medical Devices." Last modified May 13, 2021. <https://www.fda.gov/radiation-emitting-products/cell-phones/magnets-cell-phones-and-smart-watches-may-affect-pacemakers-and-other-implanted-medical-devices>.

Federal Communications Commission. "Wireless Devices and Health Concerns." Last modified November 4, 2020. <https://www.fcc.gov/consumers/guides/wireless-devices-and-health-concerns>.

# FCC SAR WARNING

This device with **FCC ID: WYPH500V** meets the government's radio wave exposure requirements.

This mobile hotspot is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission of the U.S. Government:

- The exposure standard for wireless mobile hotspots employs a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit set by the FCC is 1.6W/ kg. Tests for SAR are conducted using standard operating positions (10mm) accepted by the FCC, with the mobile hotspot transmitting at its highest certified power level in all tested frequency bands.
- The highest SAR value reported under this standard during product certification is 1.014 W/kg at a test distance of 10 mm.
- The SAR guideline includes a considerable safety margin, designed to ensure the safety of all persons, regardless of age and health.
- The FCC has granted an Equipment Authorization for this model mobile hotspot with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information for this model mobile hotspot is on file with the FCC and can be found under the Display Grant section of <https://www.fcc.gov/oet/fccid>. Enter **WYP** for the Grantee code and **H500B** for the Product code on the FCC ID Search Form.

# FCC STATEMENT

This product complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This product may not cause harmful interference.
2. This product must accept any interference received, including interference that may cause undesired operation.

## NOTE:

This product has been tested and found to comply with the limits for a Class B digital device as specified in Part 15 of the FCC Rules. These limits are designed to protect reasonably against harmful interference in a residential installation. This product generates and can radiate radio frequency energy. If not installed and used according to the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. Suppose this product causes harmful interference to radio or television reception, which can be determined by turning the product off. In that case, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit that is different from the one to which the receiver is connected.
- Consult with the dealer or an experienced radio or TV technician for assistance.

Sonim, or the manufacturer, is not responsible for any radio or TV interference caused by unauthorized modifications to the product. Such changes could void the user's authority to operate the equipment.

Data transmission is always initiated by software and passed down through the MAC, digital and analog baseband, and finally to the RF chip. The MAC initiates several special packets, the only way the digital baseband portion will turn on the RF transmitter, which then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the abovementioned packets is transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

## **Canadian EMC/RF statement**

This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS exemptes de licence standard(s).

Son fonctionnement est soumis aux deux conditions suivantes:

- (1) cet appareil ne peut pas provoquer d'interférences, et
- (2) cet appareil doit accepter toute interférence, y compris celles pouvant causer un mauvais fonctionnement de l'appareil.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## **ISED WI-FI 5G**

The device for operation in the band 5150-5250MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Le dispositif pour fonctionner dans la bande 5150-5250MHz est seulement pour une utilisation à l'intérieur pour réduire le potentiel d'interférence nuisible aux systèmes satellites mobiles co-canal.

## **WI-FI 6e Warning**

The operation of this device is prohibited on oil platforms and aircraft, except that operation of this device in 5.925-6.425 GHz is permitted in large aircraft while flying above

10,000 feet. Installation on outdoor fixed infrastructure is prohibited. Devices shall not be used for control of or communications with unmanned aircraft systems.

Le fonctionnement de ce dispositif est interdit sur les plateformes

pétrolières et les aéronefs, sauf que le fonctionnement de ce dispositif dans 5,925-6,425 GHz est permis dans les gros

aéronefs à plus de 10 000 pieds.

L'installation sur une infrastructure fixe extérieure est interdite.

Les dispositifs ne doivent pas être utilisés pour le contrôle ou les

communications avec les systèmes d' aéronef sans pilote.

# BATTERY SAFETY WARNING

## BATTERY IEEE1725 SAFETY STATEMENT<sup>3</sup>



Do not disassemble or open crush, bend or deform, puncture or shred.



Do not modify or re manufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.



Only use the battery with a charging system that has been qualified by the system per CTIA Certification Requirements for Battery System Compliant to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.



Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.



Promptly dispose of used batteries in accordance with local regulations.



Battery usage by children should be supervised.



Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.



Improper battery use may result in a fire, explosion or other hazard.

<sup>3</sup> IEEE Standards Association. "IEEE Standard for Rechargeable Batteries for Mobile Phones." Last updated August 23, 2021. <https://standards.ieee.org/ieee/1725/7238/>.

# ADDITIONAL BATTERY INFORMATION

The current battery level, as well as the charging status, is displayed in the upper right-hand corner of the screen.

## Tips to Extend the Battery Life

You can optimize battery power by utilizing two options within the Settings menu: **Screen Timeout** and **Sleep Mode**.

### MANAGING SCREEN TIMEOUT

To maximize your battery life, it is recommended to set your Screen Timeout to 30 seconds, which is the factory default. You have options to set the Screen Timeout to 30 seconds, or 1, 5, or 10 minutes. The longer the Screen Timeout is set, the shorter your battery life will typically be.

### MANAGING SLEEP MODE.

To further maximize your battery life, please go to Settings→Sleep Mode. Here, if no devices are connected to your hotspot, you will have the option to put your mobile hotspot to sleep after 5 minutes, 15 minutes, 30 minutes, 60 minutes, or never. If you select “Never sleep,” your device will remain awake until the battery is depleted, even if the mobile hotspot is not connected to any devices.

At any time, pressing the Power button will activate the mobile hotspot, enabling you to connect devices and use them.

If you are traveling and do not have access to mobile data or Wi-Fi network, switch to Airplane mode. To access Airplane Mode, go to SETTINGS > AIRPLANE MODE. The default mode is OFF (slider will be on the left-hand side and black).

**To turn Airplane Mode ON**, touch the slider. The button will slide to the right and change color to green.

**To turn Airplane Mode OFF**, touch the slider, which will turn black, and the button will move to the left-hand side.



**NOTE:** With Airplane Mode enabled, your hotspot will not receive a cellular signal and therefore will not have internet access.

## Storing Your Mobile Hotspot or Battery

If you plan to store your mobile hotspot or your battery for an extended time, please follow the recommendations below to ensure long battery life and minimize battery self-discharge:

- Charge your battery to a level between 40% and 80%.
- Store mobile hotspot and battery separately to minimize battery trickle drain.
- Insulate the battery terminals to avoid discoloration and potential short circuits with other battery terminals.
- Store the battery in dry and cool conditions in a vibration-free environment.
- If you use a climate-controlled storage location, set the temperature between 50° to 64° F (10° to 18°Celsius) and keep the relative humidity between 40% and 50%.
- Recharge the battery once every 6 months, using the original Sonim wall charger and charging cable.

## Battery Usage

Your Sonim Spot H500 5G mobile hotspot comes with a removable battery. For any battery-related questions, please contact the Sonim Customer Experience Center at 1-833-697-6646 (1-833-MY-SONIM) or email us at [support@sonimtech.com](mailto:support@sonimtech.com).

Use only a Sonim-certified mobile hotspot battery for the Sonim Spot H500. Using other batteries may permanently damage your device, voiding the warranty.

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

## BATTERY AND CHARGING USAGE

- a. Only Sonim BAT-06000-01S Battery can be used for H500B/H500V host.
- b. Use only the Sonim inbox accessory charger model 1-CHUSQ302-097 and the corresponding USB cable.

## CHARGER SAFETY WARNING



Risk of electrical shock. Dry location use only.

## DISPOSAL OF BATTERY



Recycle used batteries per local regulations. Please check local regulations for proper disposal of batteries. Batteries should never be placed in municipal waste. If available, use a battery disposal facility.

# SAFETY GUIDELINES

## PERSONAL MEDICAL DEVICES

Mobile hotspots can interfere with the operation of cardiac pacemakers and other implanted medical devices. Please avoid placing the mobile hotspot over the pacemaker, for example, laying it on your chest. Maintaining a minimum distance of 15 cm (6 inches) between the mobile hotspot and the pacemaker limits the risk of interference. If you suspect interference is occurring, immediately turn off your mobile hotspot and contact your cardiologist for further information. For other medical devices, consult your physician and the device manufacturer. Comply with instructions to switch off the mobile hotspot or deactivate the RF transmitter when required, especially when posted in hospitals and airplanes. Equipment used in these locations may be sensitive to radio waves emitted from the device, potentially affecting their operation negatively. Also, observe restrictions at gas stations or other areas with flammable atmospheres or when close to electro-explosive devices.

## CHILD SAFETY

Do not allow children to play with your mobile hotspot or its accessories. Keep it out of their reach. They could hurt themselves or others, or could accidentally damage the mobile hotspot. Your mobile hotspot contains small components, such as the SIM card, which can be easily detached. Additionally, a battery door removal tool accessory is included in the packaging, which can create a choking hazard.

## AVOID HIGH TEMPERATURES

Leaving the device in hot or cold places, such as in a closed car in summer or winter conditions, reduces the battery's capacity and lifetime. For optimal results, use the device within the temperature range of -20°C to +55°C (-4°F to 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.

# BASIC TROUBLESHOOTING & FAQ

## **I forgot my Wi-Fi password.**

On the touchscreen, tap **Wi-Fi Info** to view the SSID and password of your mobile hotspot.

On the Admin web UI, go to <http://sonim.mobilehotspot>. Log in and navigate to the Status page; your SSID and passwords will be listed on the left-hand side under Wi-Fi.

## **How can I change the Wi-Fi name and password?**

Log into the Admin web UI, <http://sonim.mobilehotspot>.

## **I forgot my Web UI Admin password.**

The user or admin can perform a factory reset to restore the Web UI Admin PW to its default state. However, the device administrator can disable the ability to reset this password via a factory reset, thereby preventing the user from gaining access.

If the admin disables the ability to perform a factory reset and forgets the admin password, then there is no way to access the device.

## **My device will not connect to the internet. What is wrong?**

All Sonim mobile hotspots require an activated SIM card to establish a connection to the internet. Contact your service provider to confirm that your SIM card is active.

## **Can I make my Sonim hotspot perform faster?**

Sonim mobile hotspots are configured by default to provide the fastest connection possible based on the network and signal conditions.

## **Can I use my device in another country?**

The Sonim Spot H500 5G mobile hotspot will work in other countries IF your rate plan allows international roaming. Please contact your service provider to confirm your account is properly set up to allow international roaming, along with the Terms and Conditions that apply.

## Where can I find my passwords for my mobile hotspot?

Your SSID and passwords can be found on the main menu and clicking on Wi-Fi Info. Scroll through the three screens to see the SSID and password for each network name.

## How can I check to see if I am on the current software on my hotspot?

From the Web-UI, go to **SETTINGS > SOFTWARE UPDATE > Check for Update**.

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Sonim Spot H500 USER GUIDE\_NAM  
19 May 2026. v1.3 EN FINAL