



sonim[®]
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.

verizon[✓]

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WELCOME

Welcome to your new H500 5G Mobile Hotspot (also referred to as an 'H500' throughout this user guide). This guide will help you set up and start using your device quickly and easily. You will also learn about using the device's features, safety, 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 from virtually anywhere.

What's in the box?

The H500 package includes:

- H500 Mobile Hotspot
- 6000mAh Li-ion Battery
- Wall Charger
- USB-A to USB C (3.0) Cable
- User Quick Start Guide
- SIM Card (pre-inserted into the device)
- Battery Cover Lever Tool

System Requirements

The H500 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.

The H500 is compatible with USB 3.0 cables or higher. Please use the provided USB 3.0 cable for tethering and charging your device.

About Your Mobile Hotspot

The H500 is a powerful, secure mobile hotspot equipped with everything you need to work, play, create, and communicate virtually anywhere life takes you.

5G, 4G, AND 3G SUPPORT

The H500 supports powerful 5G performance, including mmWave, C-band, and other band combinations for exceptional data connectivity. It also ensures reliable access with 4G and 3G, so you can stay connected no matter where your work takes you.

WI-FI 6

The H500 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 H500 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 H500'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 H500 mobile hotspot is engineered for ultra durability, featuring an IP68 rating that certifies its resistance to dust and water. 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 environments¹.

IMPORTANT!



To maintain the IP68 rating against dust and water ingress, secure the protective flaps on all external ports (labelled 1, 2, and 3 on Page 8) and ensure that the battery cover fits securely.

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.

¹ For more information, consult the Sonim 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 H500 is covered by a 2-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.

Sonim Support Information

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

Email: support@sonimtech.com

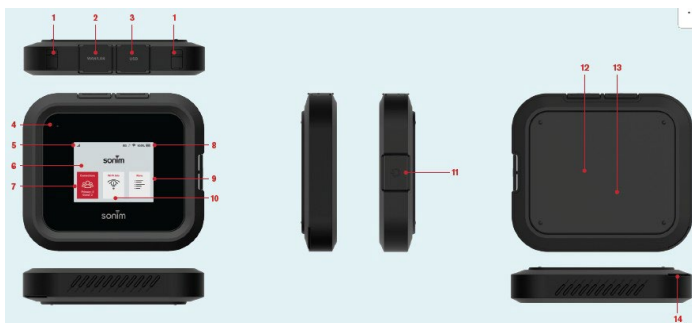
Phone: 1-833 MY SONIM (1-833-697-6646)

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 H500



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 card slot (under the battery)
14. Battery cover opening (thumb catch)

Status Icons

Icon	Meaning
3G	Connected to 3G network
4G^L_E	Connected to 4G LTE network
5G^M	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 cover (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.

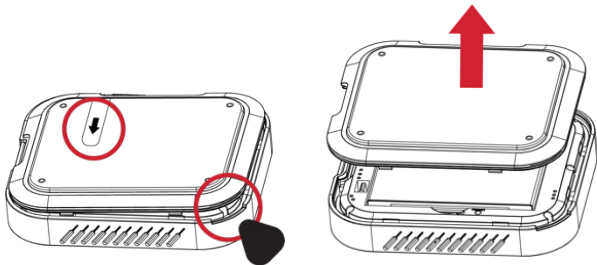
TO REMOVE THE BATTERY SAFETY TAB:

1. Open the battery cover.

To open the battery compartment, gently insert the battery cover 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.

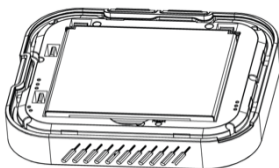
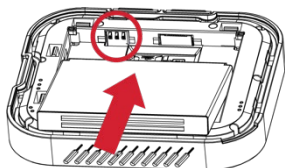
2. Remove the plastic safety tab.

3. Close the battery cover.

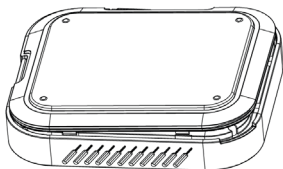


How to Insert the Battery

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



2. Close the battery cover, ensuring that it is fully secure. You will hear a click when the battery cover is properly sealed. This is important to ensure the H500 remains water and dust resistant.



**CAUTION:**

If you do not use the approved battery with your H500, 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 H500. The warranty does not cover damage caused by using non-approved batteries and/or chargers.



NOTE: Before removing or replacing the battery, ensure your H500 is not connected to any device or power source. Take caution when removing the battery cover and battery. Use the battery cover 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 H500, please refer to and read the **Additional Battery Information** chapter.

Charging Your Mobile Hotspot



NOTE: It is important to fully charge your H500 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. Connect the provided USB cable to the wall charger (USB-A connection type).
2. The H500 charging port is located on the top center of the housing. Open the port cover and insert the other end of the USB cable (USB C connection type) into the charging port.
3. Plug the wall charger (AC Adapter) into an appropriate electrical outlet.

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 H500 will automatically turn on when you plug it in. You cannot turn it off while it is plugged in.

No Battery Mode

The H500 supports operation even when the battery is removed from the device. If you plan to plug in the device for an extended period, it is recommended to remove the battery.

Ensure the device is unplugged before adding or removing the battery.

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

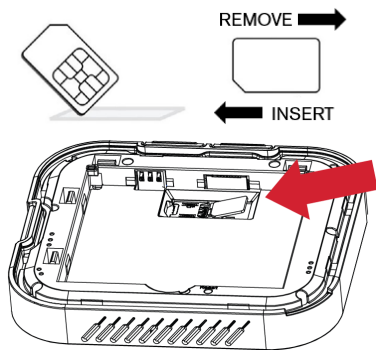
No Battery Mode only works when using a USB Type C cable and the charger supplies at least 18W of power. We recommend using the USB cable and charger that you received with your H500.

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 H500 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.

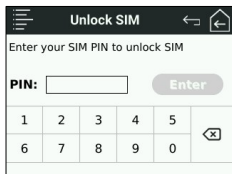


CAUTION: Do not bend or scratch your SIM card. Avoid exposing the SIM card to static electricity, water, or dirt.

Unlocking Your SIM

If you have a PIN lock on your SIM:

The “Unlock SIM” icon will display in the upper left corner of the screen. Click on the icon to enter the unlock screen and then enter your PIN code to unlock (see illustrations below).



Alternatively: Go to **Menu > Unlock SIM.**



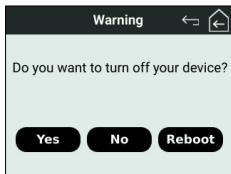
NOTE: The SIM PIN can be obtained from your service provider. If your SIM PIN is entered incorrectly three times, the SIM card will be blocked. If this happens, you will need to contact your service provider to obtain a PUK code to unblock your SIM card.

Turning the Mobile Hotspot ON/OFF

- **To turn ON:** Press and hold the **Power** button for four seconds until the Sonim logo appears on the screen.
- **To turn OFF:** Press and hold the **Power** button for three seconds. You will see the following screen. Choose 'Yes' to switch OFF.



NOTE: You can select 'No' to not switch OFF or 'Reboot' to reboot the H500.



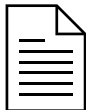
- **To wake up the display:** Press and release the **Power** button.

LED Status Indicator

The H500 has a white status that indicates when the device is on. When powered on, the LED lights up for one second and then turns off for five seconds. This indicates to the user that the device is on, without requiring the display to be turned on. The LED will continue to blink if devices are connected to the H500. If no devices are connected, the device will enter deep sleep mode to conserve battery life. In deep sleep mode, the LED will not blink. The LED will start blinking again once the user exits deep sleep mode by briefly pressing the power button.

Setting Up a Wi-Fi Connection

1. Turn on the H500 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 H500.
3. Find your H500's Wi-Fi name (SSID). There are three Wi-Fi names (SSID) in your H500
 - a. Primary Network (2.4GHz)
 - b. Primary Network (5GHz)
 - c. Guest Network



NOTE: The Wi-Fi names (SSIDs) and password appear on the H500 screen (under **Wi-Fi Info**). It is recommended that you connect to the Primary Network. Guest Wi-Fi should be enabled first by navigating to **Menu > Wi-Fi > Wi-Fi Configuration**.

4. Enter the password to connect to any of the available SSIDs for Internet access.



NOTE: Sonim strongly recommends changing the default passwords for your Wi-Fi network via the Admin Website to ensure secure access.

USING YOUR MOBILE HOTSPOT

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

The Home Screen

The H500 home screen provides a quick overview of its status.



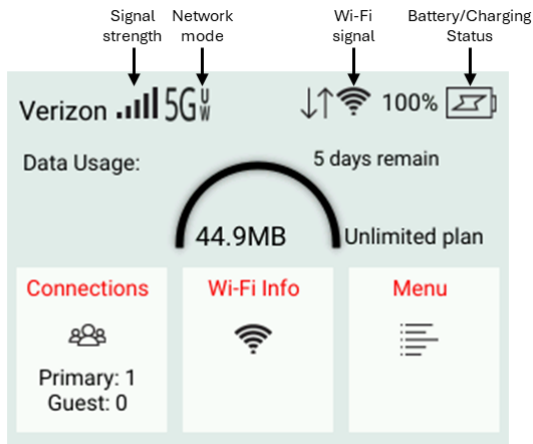
The device screen is a 2.4-inch (61 mm) TFT LCD with Capacitive Touch.

There are three selectable icons:



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

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

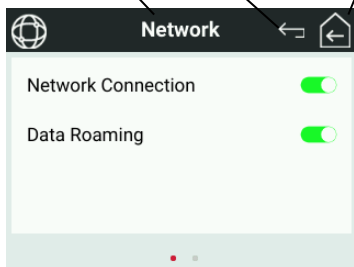
The home screen provides connection status on the top bar.



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 ().

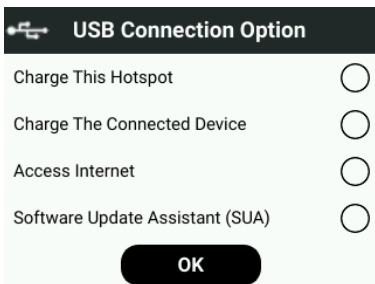
CURRENT PAGE **RETURN TO HOME SCREEN**
GO BACK ONE PAGE



H500 USB Options

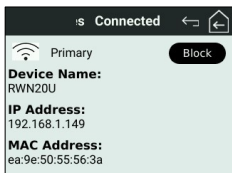
You can check and select the available USB options.

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

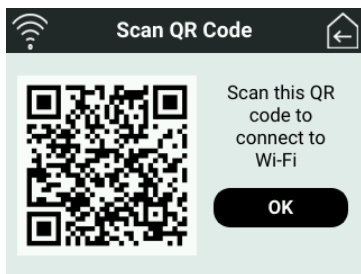
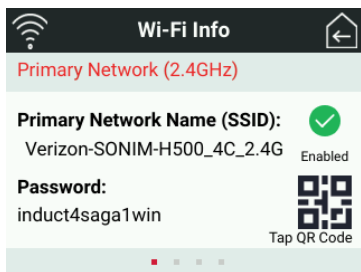
This displays the number of devices connected to each primary and guest connection. Touch the Connections window, and the names of the connected devices will appear. Tap on a device to view its respective IP and MAC addresses. You can block or unblock a device by selecting the device you wish to act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



Wi-Fi Info

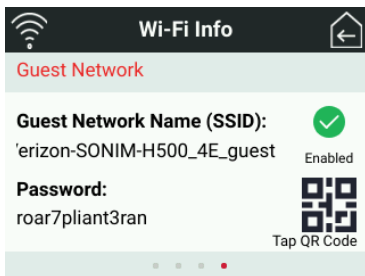
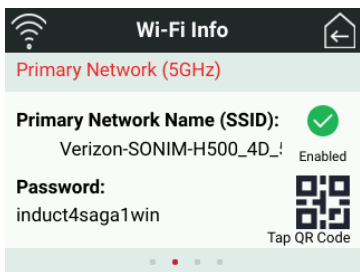
Once selected, the Wi-Fi icon will display the details of the Primary and Guest Network Names (SSID) and Passwords required to access the networks.

- 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), and Guest Network (2.4GHz).
- 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. Special characters are allowed in the passwords: @`~!#\$\$%^&*()_ -+=[{}],<.>/?;:' " and a space.



Menu

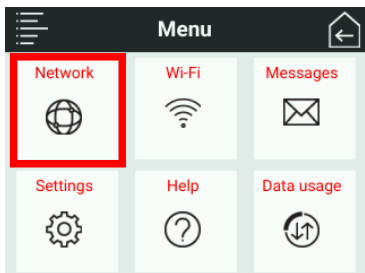
The **Menu** icon allows users to access additional options, including Network, Wi-Fi, Messages, Settings, Help, and Data usage.

When navigating the Menus, the icon at the top left corner of the screen serves as a guide to display your current location within the menu. The icons on the top right corner of the screen give you the

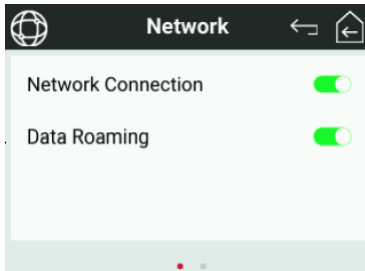
option of either going back one page (←) or returning to the home screen (🏠).

NETWORK

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



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

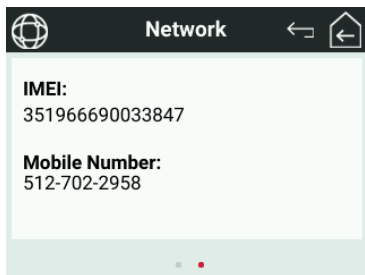


Green indicates it is enabled, and gray means it is disabled.



CAUTION: Data Roaming is disabled by default. When enabled, roaming charges may apply if you are not on your home network. Check your cellular network provider to ensure that you have a suitable data roaming plan.

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



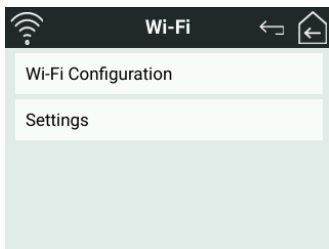
NOTE: Mobile Number display is dependent on the SIM and may not be supported.

WI-FI

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



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

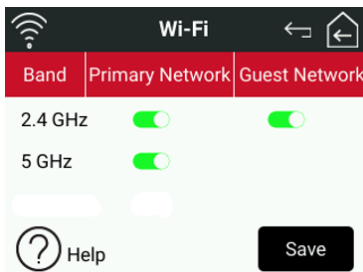


WI-FI CONFIGURATION

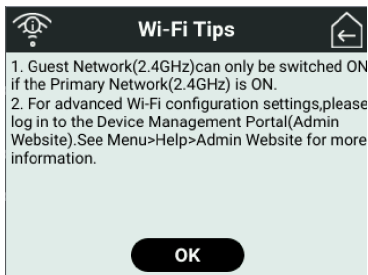
Users can enable and disable the 2.4GHz, and 5GHz Wi-Fi networks by sliding the toggle switches.

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.

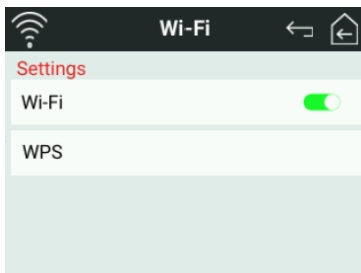


SETTINGS

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.

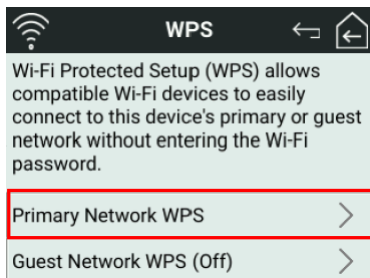
Green indicates it is enabled, and gray means it is disabled.



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.

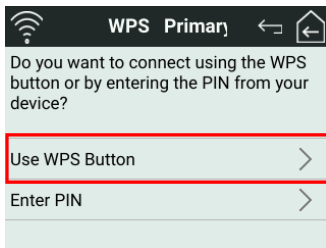
PRIMARY NETWORK WPS

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

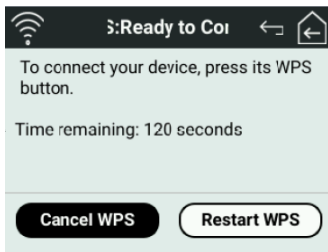


2. The H500 5G can be connected to a Wi-Fi enabled device via the device's WPS button or by entering a PIN.

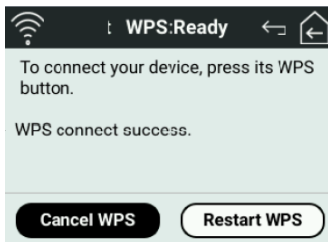
WPS BUTTON OPTION. To connect using this option, select **Use WPS Button**.



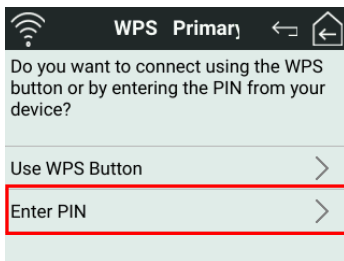
- a. Make sure your intended wireless device is powered on. Press the WPS button on your connecting device. A countdown will begin.






- 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.

 **WPS PIN Input**  

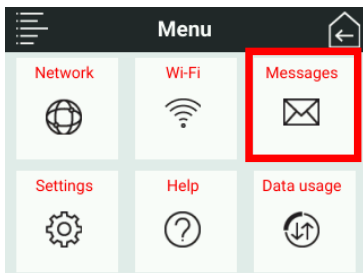
Enter your device's PIN to connect.

PIN:

1	2	3	4	5	
6	7	8	9	0	

MESSAGES

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

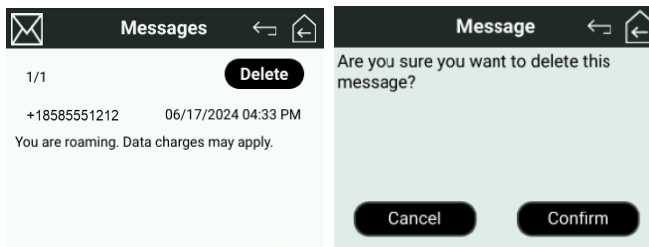


This section allows you to view and delete messages. Here, you will find messages about your device or from your service provider regarding software updates or carrier notifications.

NOTES:

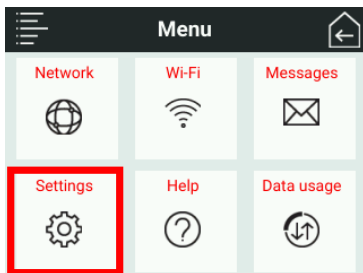


- Messages cannot be sent from the hotspot.
- They can be deleted using the **Delete** button. Once messages are deleted, they cannot be recovered.

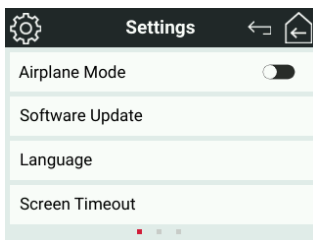


SETTINGS

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



The following settings options are available (on the 1st Settings page):

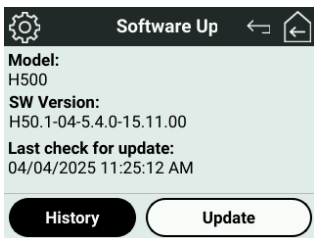


- **Airplane Mode** can be enabled or disabled (NOTE: if Airplane Mode is active, you cannot use the H500 as a hotspot).
- **Software Update** informs you when software updates are available for your H500.

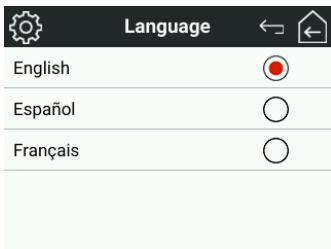
Clicking on **Software Update** will display the model's name, current software version, and the date the device last checked for a software update.

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

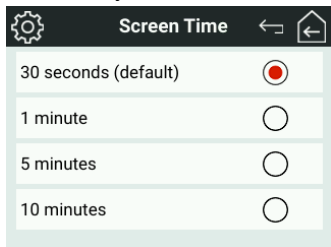
- Click the **Update** button to check for a software update and perform a download if applicable.



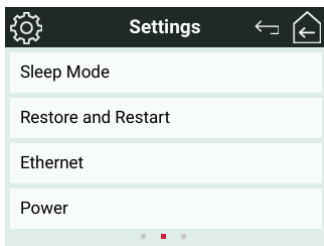
- **Language** options include English, Spanish, and French.



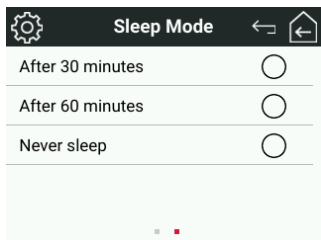
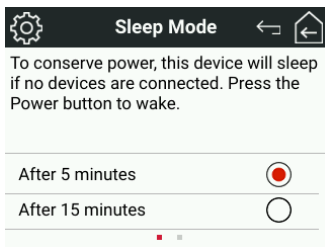
- **Screen Timeout** can be modified (NOTE: long screen times can drain the battery faster).



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

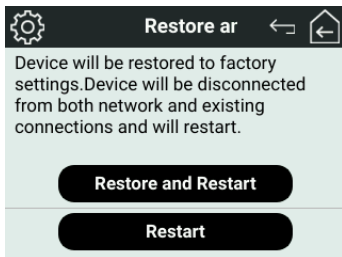


- **Sleep Mode** for the device can be set at different intervals.

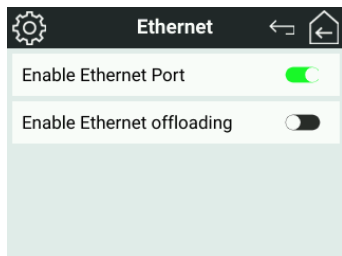


NOTE: The longer the selected sleep mode time, the shorter the battery life.

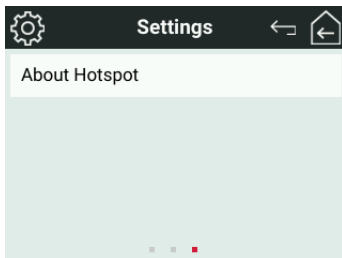
- **Restore and Restart** allows the device to be restored and restarted back to factory default settings or just restarted.



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

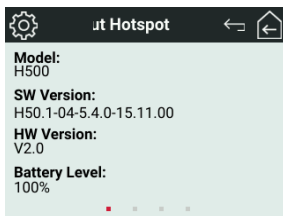


Swipe the screen a second time to display the third page of options:

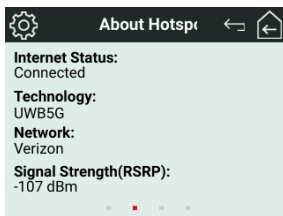


- **About Hotspot** provides useful information about your H500 5G device. Swipe the screen to view the four pages.

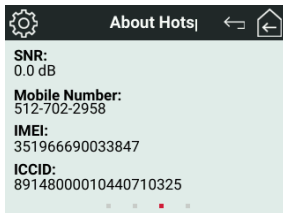
- Model
- Software Version
- Hardware Version
- Battery Level (%)



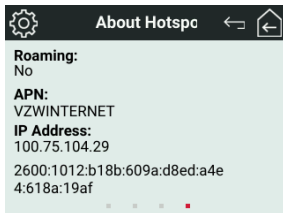
- Internet Status
- Technology
- Network
- Signal Strength (RSRP)



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

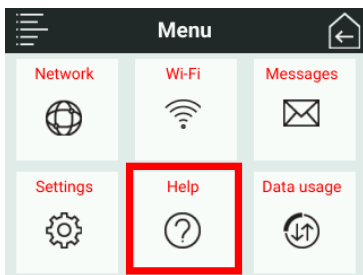


- Roaming status
- APN
- IP Address (IPv4/IPv6)

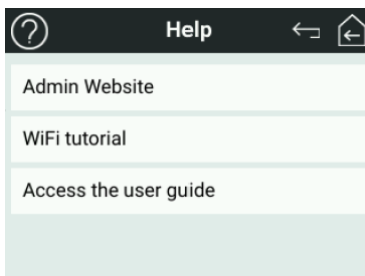


HELP

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."

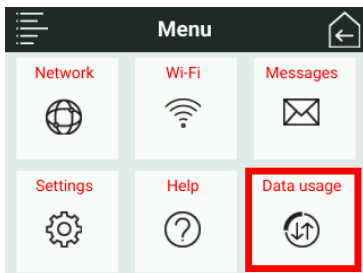
- **Wi-Fi tutorial** provides instructions on how to set up Wi-Fi connections.
- **Access the user guide** to display a QR code that links to the online user guide, available at <https://www.sonimtech.com/support/device-support-guides#h500v>.



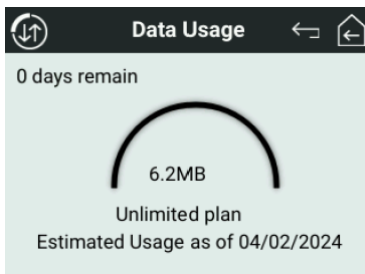
NOTE: You cannot access the user guide directly from the H500. You must use the QR code to access the online user guide's URL.

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

While you can edit some settings directly on the H500 screen, additional, advanced settings are available via the Admin Website, which will be referred to as the Web User Interface (Web UI) throughout the rest of this user guide.

Web UI Device Management

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



NOTE: Your mobile device or laptop **MUST** be connected via Wi-Fi, Ethernet, or USB to your H500 to access your Web UI.

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 H500. **Menu > Help > Admin Website**.



NOTE: If this is your first login, Sonim strongly recommends changing the credentials for your Web UI, Primary Wi-Fi, and Guest Wi-Fi logins.

- **To change the credentials for the Web UI:**
Navigate to Web UI > Settings > Admin Settings
- **To change the credentials for the Primary Network:**
Navigate to Web UI > Wi-Fi > Primary Network
- **To change the credentials for the Guest Network:**
Navigate to Web UI > Wi-Fi > Guest Network

You can only modify the user credentials from the web user interface. You cannot modify the credentials on the 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.

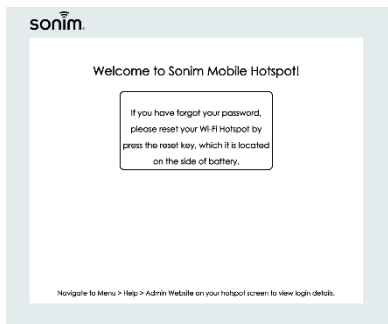


IMPORTANT!

For best security practices, it is strongly recommended that you use a different password for the Wi-Fi Primary, Wi-Fi Guest, and Admin Website.

FORGOT PASSWORD

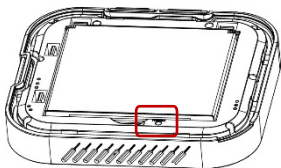
If the H500 Web UI password has been forgotten, the solution is to reset the device manually. When “Forget Password” is selected from the Web UI login screen, the following page will display in your browser’s window.



NOTE: Any active connections (Wi-Fi, USB, and Ethernet) and the cellular network will be disconnected during the Reset and Reboot process. Additionally, all device settings, including Wi-Fi and Admin Website passwords, will be reset to the factory default.

RESET THE DEVICE TO FACTORY DEFAULT.

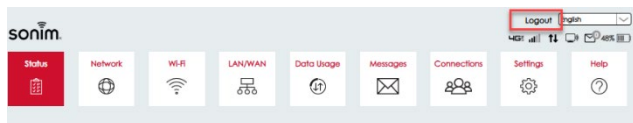
1. Remove the battery cover.
2. Use the end of a paper clip to press in the Reset key.
3. Hold for 3 seconds and then release.
4. Close the battery cover, ensuring that it is fully secure. You will hear clicks when the battery cover is properly sealed.



LOG OUT OF THE WEB UI

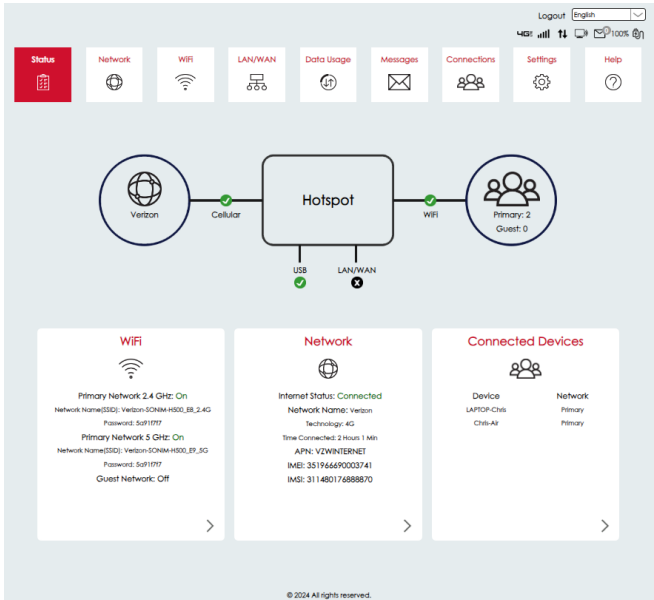
TO LOG OUT:

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



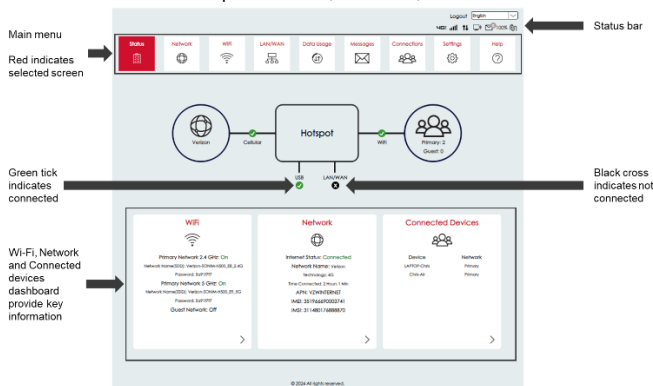
Web UI Home Screen

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

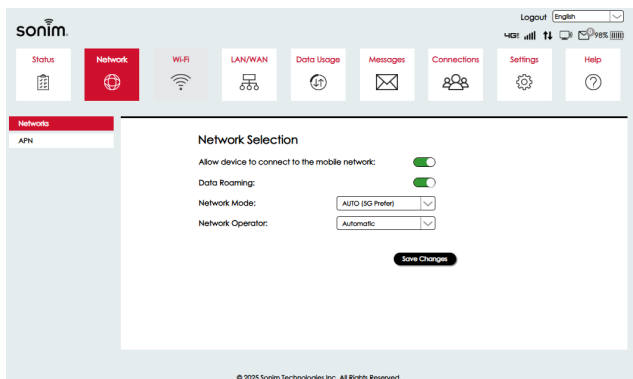
You can view a summary state of the current system connections, broken down into three parts: Wi-Fi, Network, and connected Devices.



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 means that it is disabled. You can also select the Network Mode and Network Operator.



The screenshot shows the Sonim mobile network settings interface. At the top, there is a navigation bar with the Sonim logo on the left and a 'Logout' button and language selector (English) on the right. Below the navigation bar is a row of menu items: Status, Network (highlighted in red), Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings, and Help. The main content area is titled 'Network Selection' and contains the following settings:

- Allow device to connect to the mobile network:
- Data Roaming:
- Network Mode:
- Network Operator:

A 'Save Changes' button is located at the bottom of the settings area. The footer of the interface reads '© 2025 Sonim Technologies Inc. All Rights Reserved.'

Network **Mode** allows you to select the radio access technology you wish to operate on.

The **Network Operator** allows you to specify either **Automatic** network selection mode or **Manual Selection** mode.

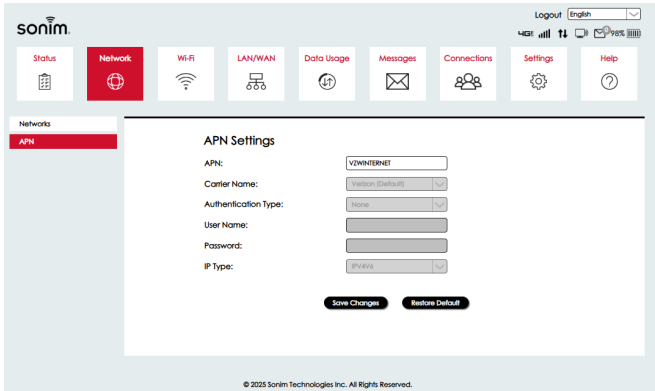


CAUTION:

Data Roaming is disabled by default. When enabled, roaming charges may apply if you are not on your home network. Check your cellular network provider to ensure that you have a suitable data roaming plan.

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+ all ↑↑ 76% 🔋

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

Wi-Fi Configuration

- 2.4GHz Band
- 5GHz 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"/>

NOTES:

- 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:

- Guest Network (2.4GHz) can only be switched ON if the primary Network (2.4GHz) is ON.

2.4GHZ BAND OR 5GHZ BANDS

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

- Renaming the network name (SSID).
- 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.
- Turning off the SSID broadcast, WPS, or Wi-Fi privacy separation.
- Changing the Wi-Fi network settings.
- Click **Save Changes** to apply the changes.

Status

Network

Wi-Fi

LAN/WAN

Data Usage

Messages

Connections

Settings

Help

Wi-Fi Configuration

2.4GHz Band

5GHz Bands

Primary Network
(2.4GHz)

Enabled

 Wi-Fi Status
 (To change, go to [Wi-Fi Configuration](#))

Primary network name(SSID):

Verizon-SONIM-H500_EB_2.4G

Security:

WPA3/WPA2 Mixed Mode

Password:

Hide password on touchscreen

Broadcast SSID

WPS

Wi-Fi privacy separation

802.11 mode:

802.11b/g/n/ax

Bandwidth:

40MHz

Channel:

Automatic

Guest Network
(2.4GHz)

Disabled

Verizon-SONIM-H500_EA_guest

WPA3/WPA2 Mixed Mode

Same as Primary

Same as Primary

Same as Primary

Save Changes

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Wi-Fi Configuration

2.4GHz Band

5GHz Bands

Primary Network
(5GHz)

Enabled

 Wi-Fi Status
 (To change, go to [Wi-Fi Configuration](#))

Primary network name(SSID):

Verizon-SONIM-H500_EF_5G

Security:

WPA3/WPA2 Mixed Mode

Password:

Hide password on touchscreen

Broadcast SSID

WPS

Wi-Fi privacy separation

802.11 mode:

802.11ac/n/ax

Bandwidth:

80MHz

Channel:

Automatic

Save Changes

LAN/WAN

You can reconfigure the IPv4 settings on the 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 shows a web interface for network configuration. At the top, there is a navigation bar with tabs for Status, Network, WiFi, LAN/WAN (selected), Data Usage, Messages, Connections, Settings, and Help. Below the navigation bar, there is a sidebar with 'LAN' and 'WAN' options. The main content area is titled 'IPV4' and contains the following settings:

- DHCP server: Enable (dropdown menu)
- MAC Address: 00:24:A3:BF:AB:E8
- IP address: 192.168.1.1 (input fields)
- DHCP IP range: 100 to 200 (input fields)
- 192.168.1.100 to 192.168.1.200 (text)
- DHCP lease time: 1440 Minutes (input field)

At the bottom right of the configuration area, there is a 'Save Changes' button. At the bottom of the page, there is a copyright notice: '© 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.

The screenshot shows the Web UI interface for WAN settings. At the top, there is a navigation bar with icons for Status, Network, WiFi, LAN/WAN (selected), Data Usage, Messages, Connections, Settings, and Help. Below the navigation bar, the 'WAN Settings' section is displayed. The 'IP Passthrough' toggle is currently disabled (gray). Below the toggle, there are three lines of explanatory text:

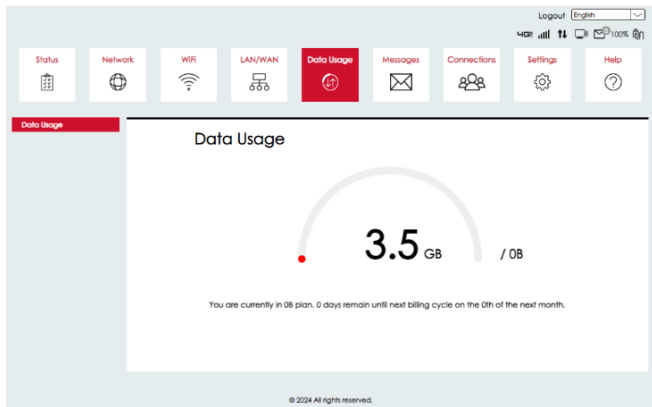
- IP Passthrough is an Expert function as you need to understand all the risks and implications of enabling it. The IP Passthrough function basically turned this device into a electrical interface only and pass all WAN traffic / packets as they come to the configured IP address.
- All other functionality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

A **Save Changes** button is located at the bottom right of the settings area. At the very bottom of the page, the copyright notice '© 2024 All rights reserved.' is visible.

Data Usage

DATA USAGE

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



Messages

Your 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.

Logout English

4G LTE 100%

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

Inbox(1/1) Delete Refresh

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

1/1 Page: Go

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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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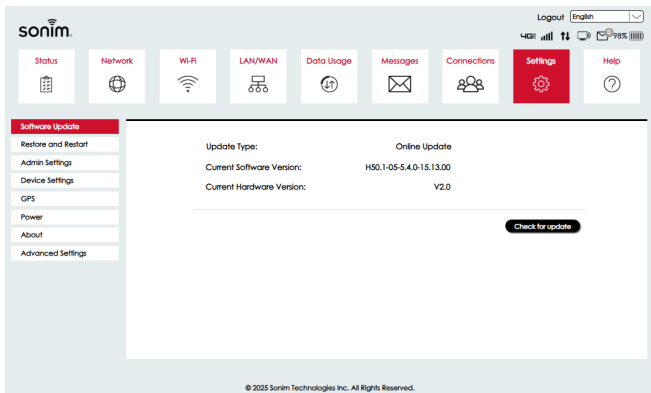
Settings

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.

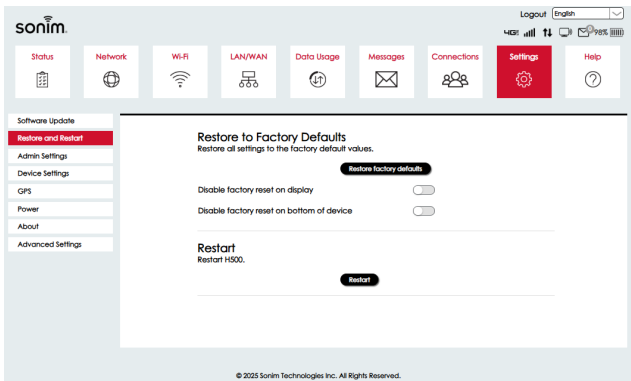
Click the Check for update button and follow the on-screen instructions to check for a software update.



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 H500 5G, 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.



NOTE: Special characters are allowed in the passwords: @`~!#\$%^&*()-_+=[]|<.>/?:;'" and a space.

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

The screenshot displays the Sonim mobile device settings application. At the top, there is a navigation bar with the Sonim logo on the left and system status icons (4G, signal strength, battery, and notifications) on the right. Below the navigation bar is a menu of settings categories: Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. On the left side, a sidebar menu lists various settings options: Software Update, Restore and Restart, Admin Settings (highlighted in red), Device Settings, GPS, Power, About, and Advanced Settings. The main content area is divided into two sections: 'Username' and 'Password'. The 'Username' section contains three input fields: 'Current Username', 'New Username', and 'Current Password', followed by an 'Apply' button. The 'Password' section contains three input fields: 'Current Password', 'New Password', and 'Confirm Password', followed by an 'Apply' button. At the bottom of the main content area, there is a toggle switch for 'Hide Admin password on the display'. The footer of the application shows the copyright notice: '© 2025 Sonim Technologies Inc. All Rights Reserved.'

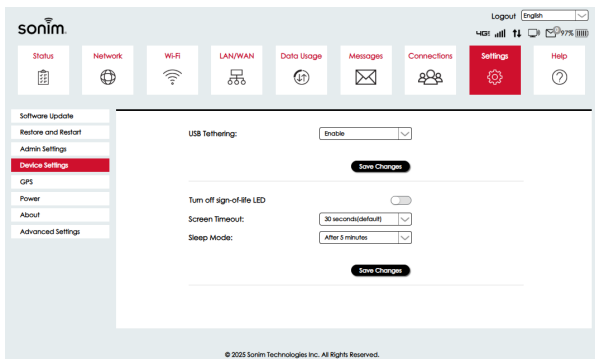
DEVICE SETTINGS

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

USB TETHERING

A USB data cable (3.0 or higher) 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 H500 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 an 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. The main content area is titled 'GPS Settings' and includes a description: '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. The 'GPS Driver' section explains that GPS data is provided by the Sonim Spot H500 in the form of an NMEA stream and provides a 'Download Driver' button. A footer at the bottom of the page reads '© 2025 Sonim Technologies Inc. All Rights Reserved.'

*NMEA: National Marine Electronics Association.

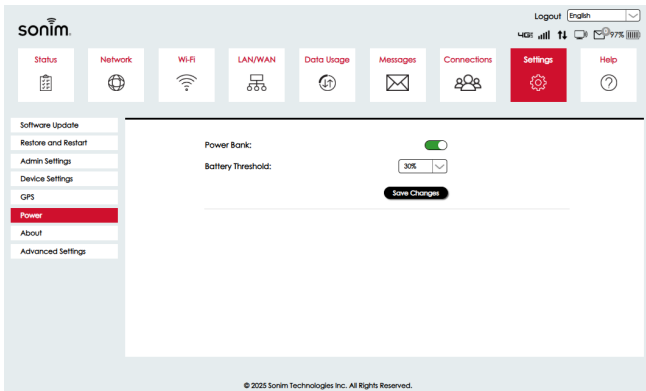
POWER

Your H500 5G 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 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 H500 5G, 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 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 'About' screen of a Sonim H500 device. 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 the navigation bar 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 displays the 'About' screen with two tabs: 'Internet Status' (selected) and 'Device Info'. The 'Internet Status' tab shows 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. The main content area is titled 'About' and has a sub-tab 'Device Info' highlighted in red. The 'About' section contains the following information:

Internet Status	Device Info
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

Below this information is a section for 'RF Parameters':

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

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

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 system status (4G LTE, signal strength, battery at 97%) is 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 >. Under 'Manual DNS', there are three input fields: 'DNS' (set to 'Auto'), 'Primary DNS' (198.224.171.135), and 'Secondary DNS' (198.224.169.135). A 'Save Changes' button is located below these fields. The next section is 'DNS Rebinding', with 'DNS Rebinding Protection' set to 'enable' and 'Loopback Address' set to 'included'. Another 'Save Changes' button is at the bottom of this section. The footer contains the text: © 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 user 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: 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' (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. At the very bottom of the page, the copyright notice 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.



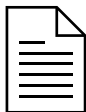
NOTE: Firewall settings should be cautiously changed as they may leave the device vulnerable to unauthorized access.

The screenshot shows the Sonim Web UI interface. At the top, there is a navigation bar with the Sonim logo on the left and a 'Logout' button with a language dropdown set to 'English' on the right. Below the navigation bar is a row of icons for various system settings: Status, Network, Wi-Fi, LAN/WAN, Data Usage, Messages, Connections, Settings (highlighted in red), and Help. A left sidebar contains a list of settings categories: 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 features a horizontal menu with options: Manual DNS, SIM, Firewall (highlighted in red), MAC Filter, IP Filter, Port Filter, and Port Forwarding. The 'Firewall' section contains several settings, each with a dropdown menu: Firewall (set to 'Enable'), MAC Filter (set to 'Disable'), IP Filter (set to 'Disable'), Port Filter (set to 'Disable'), Port Forwarding (set to 'Disable'), VPN Pass Through (set to 'Enable'), and WAN Port Ping (set to 'Disable'). A 'Save Changes' button is located at the bottom right of the settings area. At the very bottom of the page, a copyright notice 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.'xX:XX:XX:XX:XX:XX''

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.

The screenshot shows the 'Advanced' settings page with the 'Port Filter' tab selected. The page title is 'Advanced' and the breadcrumb navigation is '< Manual DNS SIM Firewall MAC Filter IP Filter Port Filter Port Forwarding >'. The main content area is titled 'Select the applications which you wish to allow.' and contains a list of checkboxes for 'Email(POP3, IMAP, SMTP)', 'FTP', 'HTTP', 'HTTPS', and 'TELNET'. Below this list is a text box with the instruction: '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.' At the bottom of the page, there is a table with columns: 'Application Name', 'Start Port', 'End Port', 'Protocol', 'Status', and 'Option'. An 'Add' button is positioned below the table, and a 'Save Changes' button is at the bottom right. The footer of the page reads '© 2025 Sorim Technologies Inc. All Rights Reserved.'

PORT FORWARDING

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

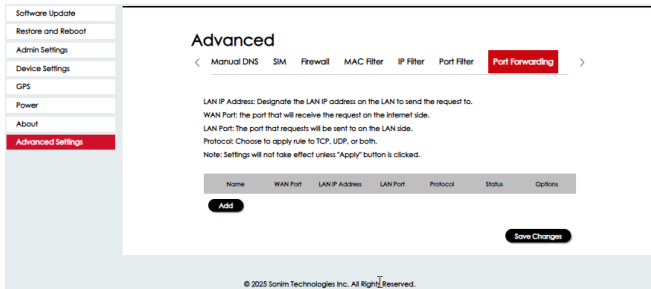
1. From the Web UI home screen, click **Settings > Advanced Settings > Port Forwarding**.



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

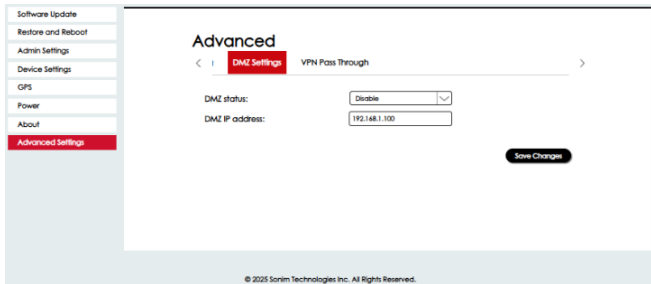
This WAN interface allows an external network to connect to and communicate with the inside LAN devices.

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** >

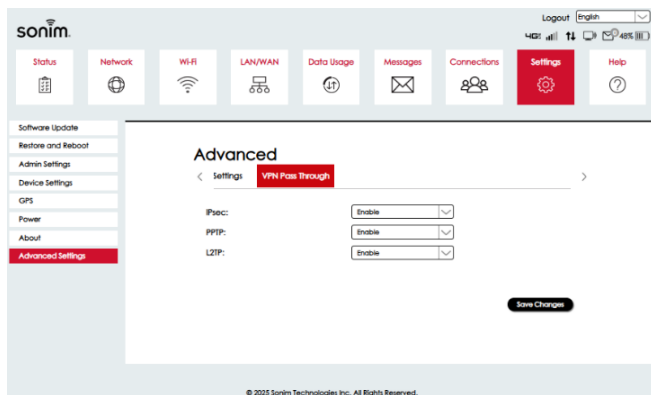
2. Click **Enable** to add the desired IP address to manage the DMZ settings.
3. Click **Save Changes** to ensure the changes take effect.



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

You can find frequently asked questions (FAQs) here, along with a QR code and a direct link to access the H500 site, which offers additional FAQs.

PRODUCT SPECIFICATIONS

General

Name	H500 Mobile Hotspot
Model	H500V
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 H500 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.² Specifically:

Areas Prohibited by Law

Follow any special rules and regulations and obey all signs and notices. Always turn off the H500 when instructed or when you 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.

² 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 **H500V** 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.

BATTERY SAFETY WARNING

BATTERY IEEE1725 SAFETY STATEMENT³



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.

³ 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 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 H500 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.

Use only a Sonim-certified mobile hotspot battery for the 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 cover lever 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 $+55^{\circ}\text{C}$ (-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.

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.

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 H500 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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