

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

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Sonim® H500 5G Mobile Hotspot Quick Start Guide



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Support

Web: sonimtech.com

Email: support@sonimtech.com

Phone: 1-833-697-6646

Monday – Friday: 9am-9pm ET,

Saturday & Sunday: 9am-6pm ET

Download a User Guide:

from sonimtech.com or

call 1-833-MY-SONIM (1-833-697-6646)

Download this Quick Start Guide in

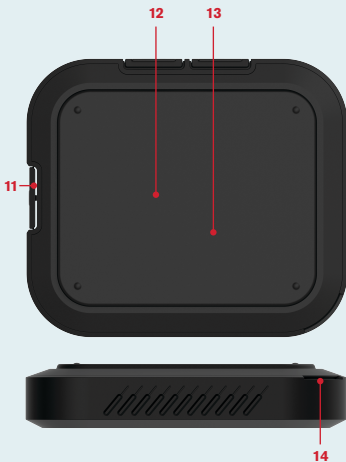
Spanish from sonimtech.com

Homescreen Functions

Connections: View the devices connected over WiFi or tethered to the H500 5G

WiFi: View basic WiFi settings

Menu: View full list of functionality options



Device management

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

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

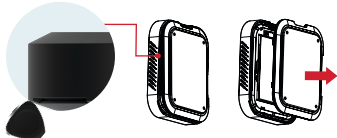
Information on how to change your Username and Password can be found in the user guide at www.sonimtech.com.

How to insert a SIM

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

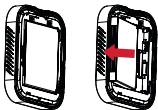
Step 1

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



Step 2

Remove the battery.



Step 3

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



Remove the battery safety tab

The H500 ships with a safety tab to prevent it from automatically turning on during shipment. Remove the tab before first use.

Step 1

Open the battery cover. To open the battery compartment, gently insert the battery cover lever into the slot located at the corner of the device, as illustrated to the left, and then gently pry it open.

Step 2

Remove the plastic safety tab.

Step 3

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 H500 5G remains water-resistant.



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

Setup/Connect your H500 5G to WiFi

Step 1

Press and hold the Power button for 3 seconds.

Step 2

Open the WiFi application or controls on your laptop or WiFi-enabled device that you want to connect to your H500 5G.

Step 3

Find your H500 5G's WiFi name (SSID). There are three WiFi names (SSID) in your H500 5G, enter the password to connect any of the three SSIDs for the Internet access.

Note: the WiFi names (SSIDs) and password appear on the screen (under WiFi Info).

Maintaining the H500's IP68 rating

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 3) and ensure that the battery cover fits securely.

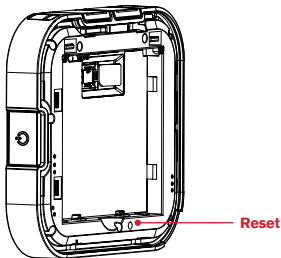
If you experience difficulty removing the door, use the **battery door lever** tool to assist in removing the door.

How to restore factory settings

There are 2 ways to restore factory settings:

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

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



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

Additional usage information on back.

Important Battery Handling & Safety Information

Keep the mobile hotspot (“device”) away from dust, water, damp areas, precipitation and humidity. Dust, water, liquids, precipitation and humidity may cause overheating, electrical leakage, and/or device failure. The device, battery and charger are not waterproof. Keep them away from liquid, fuels and chemicals. If the device gets wet, do not place the device in an oven, microwave or dryer, as this will damage the device and could cause a fire or explosion.

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

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

Warranty

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

Additional information

Your wireless device and third-party services.

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