

Sonim H500B

Sonim H500 5G Mobile Hotspot User Manual

MODEL: H500B | BRAND: SONIM

1. Introduction and Overview

The Sonim H500 5G Rugged Wireless Hotspot provides dedicated wireless internet connectivity, designed for reliable performance in diverse environments. This device offers military-grade durability (IP68, MIL-STD-810-H) and high-speed 5G performance with Wi-Fi 6E, supporting up to 32 devices. Its robust 6000mAh battery ensures all-day power and can function as a power bank. Connection options include Ethernet and USB-C, making it suitable for various applications from construction sites to travel.

sonim®

Ultra Rugged Mobile Devices

Sonim Spot H500
5G Rugged Hotspot



Keeping You Connected

Figure 1: Front view of the Sonim H500 5G Mobile Hotspot.

2. What's in the Box

Your Sonim H500 5G Mobile Hotspot package includes the following items:

- Sonim H500 5G Rugged Mobile Hotspot
- 6000 mAh Removable Battery

3. Setup

Follow these steps to set up your Sonim H500 device:

1. **Insert Nano SIM Card:** Carefully open the battery cover on the back of the device. Locate the Nano SIM card slot and insert your activated Nano SIM card with a data plan from your mobile provider.

Ensure the card is correctly oriented.

2. **Install Battery:** Place the 6000 mAh removable battery into its compartment, ensuring proper alignment with the contacts. Securely close the battery cover.
3. **Power On:** Press and hold the power button located on the top edge of the device until the screen illuminates. The device will begin its startup sequence.
4. **Initial Configuration:** Follow the on-screen prompts to complete the initial setup, including setting up your Wi-Fi network name (SSID) and password. Refer to the Quick Start Guide included in your package for detailed instructions or QR code scanning options for app-based setup.



Figure 2: Sonim H500 with protective port covers open, revealing USB-C and Ethernet ports.

4. Operating Instructions

The Sonim H500 is designed for intuitive operation and versatile connectivity:

- **Connecting Devices:** The hotspot supports up to 34 devices simultaneously via Wi-Fi 6E. You can also connect devices directly using the USB-C port or the 1Gbps Ethernet port for wired internet access.
- **Touchscreen Interface:** Use the integrated touchscreen to monitor data usage, check network status, manage Wi-Fi settings (including guest networks), and access power modes.
- **Power Modes:** Operate the device using its internal 6000mAh battery for portability. For extended use or when the battery is low, connect it to a power source via USB-C. The device also supports a no-battery mode, allowing it to function when powered directly by a charger.
- **International Roaming:** The Sonim H500 is unlocked and certified for use with major carriers in the U.S. and Canada (AT&T, T-Mobile, UScellular). It supports international roaming, though carrier and plan dependency applies.
- **Power Bank Functionality:** The 6000mAh battery can also serve as a power bank to charge other devices via the USB-C port. Performance may vary based on usage and the number of connected

devices.



Figure 3: Sonim H500 screen showing connection and Wi-Fi information.



Figure 4: Sonim H500 providing connectivity in a cafe setting.

5. Features

- **Rugged Design:** IP68 waterproof, dustproof, and MIL-STD-810-H drop-proof for extreme environments.
- **5G & Wi-Fi 6E:** Experience blazing-fast internet and low latency with 5G connectivity and Wi-Fi 6E.
- **Unlocked:** Certified for use with AT&T, T-Mobile, UScellular, and Canadian carriers. Supports international roaming.
- **Stable & Secure:** Provides reliable, secure internet with strong, dedicated connections, superior to phone hotspots.
- **Long-Lasting Battery:** Powered by a 6000mAh battery that lasts all day and doubles as a power bank.
- **Versatile Connectivity:** Connect up to 34 devices via USB-C, Ethernet port, and Wi-Fi. Features no-battery mode.

- **Backup Internet:** Essential fail-safe internet connection for work-from-home or businesses during outages.
- **Trusted Brand:** Built by Sonim, a U.S. brand trusted by government, first responders, and industries.
- **Unmatched Performance:** Equipped with Qualcomm Snapdragon X62 RF system for speeds up to 2.5 Gbps.

The advertisement features a background image of three construction workers in hard hats and safety vests gathered around a laptop on a wooden workbench. The Sonim logo, which includes a stylized signal icon above the word 'sonim', is positioned in the upper left. The text 'H500 Rugged Hotspot' is displayed in the middle right. In the bottom right corner, there is an image of the Sonim H500 device, a rugged black tablet with a screen showing the Sonim logo and various icons. Below the device image, the tagline 'Keeping you connected' is written.

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H500 Rugged Hotspot

Keeping you connected

Figure 5: The Sonim H500's rugged design makes it suitable for demanding environments.

6. Specifications

Feature	Detail
Brand	Sonim

Model Name	H500 5G Mobile Hotspot
Model Number	H500B
Special Feature	Weatherproof
Frequency Band Class	Tri-Band
Wireless Communication Standard	802.11ax (Wi-Fi 6E)
Compatible Devices	Smartphone, Tablet
Recommended Uses	Business, Outdoor Activities, RV and Camping, Remote Access
Included Components	6000 mAh Removable Battery, H500 5G Rugged Mobile Hotspot
Connectivity Technology	5G
Color	Black
Operating System	Linux 5.4
Security Protocol	WPA2-PSK, WPA3
Number of Ports	2 (USB-C, Ethernet)
Control Method	App, Touch
Data Transfer Rate	1 Gigabits Per Second (Ethernet)
Maximum Upstream Data Transfer Rate	1000 Megabits Per Second
Frequency	2.4 GHz, 5 GHz, 6 GHz (Wi-Fi 6E)
Item Weight	10.9 Ounces

7. Maintenance

To ensure optimal performance and longevity of your Sonim H500, follow these maintenance guidelines:

- **Cleaning:** Use a soft, damp cloth to wipe the device exterior. Avoid harsh chemicals or abrasive cleaners. Ensure all port covers are securely closed before cleaning to maintain water and dust resistance.
- **Battery Care:** For best battery life, avoid extreme temperatures. If storing the device for an extended period, ensure the battery is partially charged (around 50%) and remove it from the device if possible.
- **Software Updates:** Regularly check for and install software updates to ensure your device has the latest features, security patches, and performance improvements. This can typically be done through the device's settings menu or a companion app.
- **Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures

when not in use.

8. Troubleshooting

If you encounter issues with your Sonim H500, try the following troubleshooting steps:

- **No Signal/No Internet:**

- Ensure your Nano SIM card is correctly inserted and activated with a valid data plan.
- Check for network coverage in your current location.
- Restart the device.
- Verify that data roaming is enabled if you are outside your home network area.

- **Slow Speeds:**

- Reduce the number of connected devices.
- Move closer to the hotspot for a stronger Wi-Fi signal.
- Check your data plan for any speed limitations or data caps.
- Ensure the device's firmware is up to date.

- **Device Not Powering On:**

- Ensure the battery is fully charged.
- Verify the battery is correctly installed.
- Connect the device to a power source using the USB-C cable and try powering it on again.

- **Connectivity Issues with Specific Devices:**

- Ensure the device's Wi-Fi is enabled and it is connecting to the correct SSID.
- Verify the Wi-Fi password is entered correctly.
- Restart the problematic device.

9. Warranty and Support

The Sonim H500 5G Mobile Hotspot comes with a **1 Year Manufacturer Warranty**. For warranty claims, technical support, or further assistance, please refer to the contact information provided in your product packaging or visit the official Sonim website.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question