

# M500



DECT



Dual-cell system



Shared Call Emulation (SCE)



Power over Ethernet (PoE)



Security (TLS & SRTP)



OTA Updates



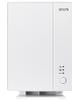
Directory

## DECT mobility plus easy call management

With 2 base stations forming a DECT cell for up to 16 phones and 16 parallel calls, the M500 is suitable for medium-sized offices or shops. In addition to the M55/M56 handset with its robust and ergonomic haptics, the M500 also supports the wireless M58 DECT desk phone for mobile office workplaces. A

distinguishing feature is the unique Snom 'Shared Call Emulation' function enabling call sharing on several lines. Calls can be monitored, accepted, held/unheld, and picked up via 6 LED function keys across all registered phones.

## Product variants



M500 | EU & UK | white | PN 00004628



M500 | Americas | black | PN 00004524

## Basics

- Product information
  - DECT dual-cell base station
- Placement: indoor, desktop, wall mounting

## Dimensions and weight

- Dimensions (H × W × D, approx.)
  - 175 mm × 123 mm × 38 mm without footstand
  - 189 mm × 123 mm × 70 mm with footstand
- Weight (approx.)
  - 307 g

## Indicators and keys

- 3 LED indicators
  - DECT status indication: 1 dual-colour LED
  - VoIP status indication: 1 dual-colour LED
  - Power status indication: 1 green LED
- 2 dedicated function keys
  - Reset
  - DECT pairing | DECT locator

## Audio codecs and features

- Audio codecs: G.711 (A-law,  $\mu$ -law), G.722, G.726, G.729ab, Opus, iLBC

## Interfaces and connections

- Power options
  - [Power over Ethernet \(PoE\)](#)
    - IEEE 802.3af, class 2
  - Power adapter<sup>1</sup>
    - 100 - 240 V AC, 50 - 60 Hz | 5 V DC

- Wired interfaces
  - Power adapter:<sup>1</sup> coaxial power connector (socket)
  - Network connectivity: 2 × RJ45-8P8C sockets<sup>2</sup>  
→ Ethernet 10/100 Mbit/s:
- Wireless interfaces
  - DECT<sup>3</sup>

## DECT technology and features

- Standard: DECT<sup>3</sup>
  - Authentication/encryption of base and handset
  - Seamless handover
  - Wideband audio
- Frequency band
  - Europe: 1,880 - 1,900 MHz
  - USA: 1,920 - 1,930 MHz
- Output power
  - Europe: < 250 mW
  - USA: < 100 mW
- Coverage
  - Up to 50 m indoor range
  - Up to 300 m outdoor range
- Single-cell installation
  - Handsets: up to 10
  - Narrowband calls: up to 8
  - Wideband calls: up to 4
- Dual-cell installation
  - Handsets: up to 16
  - Narrowband calls: up to 16
  - Wideband calls: up to 8
- Software upgrade over the air (SUOTA)

## User interfaces and setup

- Configuration and setup via menu-driven web user interface (WUI)
  - Languages: English, French, Spanish, Italian, German, Dutch, Greek, Russian
- Automatic configuration via provisioning
  - Loading of settings and firmware via HTTP, HTTPS, TFTP
  - Zero-Touch provisioning and authentication with Mutual TLS through individual certificate issued by Snom CA
- Localization
  - Time zone, dial tone

## Networking technologies and protocols

- Network technologies
  - VLAN (IEEE 802.1q)
- Secure VoIP protocols
  - SIPS (SIP over TLS), SRTP
- Network protocols
  - DHCP, NTP, LDAP, LLDP-MED, HTTP
- Secure network protocols
  - TLS V1.2, HTTPS

## Directory support and call features

- Up to 48 SIP identities / accounts
- Directory support
  - LDAP (server-based directory)
  - Central directory on the base station with up to 500 shared entries
  - XML phonebook support EU / Americas
- Related features
  - Shared Call Emulation<sup>4</sup>

- Paging zones
- Intercom groups

## Interoperability

- Certified VoIP partner

## Environmental conditions

- Operating ambient temperature
  - 0 °C - +40 °C

## Package contents

- Hardware
  - DECT base station M500
- Documentation
  - Quick Installation Guide

## Snom accessories and compatible devices

- Power adapter: M500 PSU<sup>1</sup>
  - EU: PN 00004633
  - UK: PN 00004634
- DECT handset
  - M55
    - EU: PN 00004629
    - UK: PN 00004630
    - Americas: PN 00004526
  - M56
    - EU: PN 00004656
    - UK: PN 00004653
    - Americas: PN 00004654
- DECT desk phone: M58
  - EU: PN 00004631
  - UK: PN 00004632
  - Americas: PN 00004528

<sup>1</sup> If PoE is not available

<sup>2</sup> 1 port reserved for dual-cell setup

<sup>3</sup> DECT devices manufactured for the USA and Canada are marketed as DECT 6.0

<sup>4</sup> Shared Call Emulation: Snom's unique PBX feature emulation for line, hold/unhold and call pick-up

## Series overview



M500



M55



M56



M58

## Disclaimer

Further information: [Snom M500 webpage](#) | [Snom Service Hub](#) | [Type approval](#) | [Warranty information](#) | [Company locations](#)

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