

M500



DECT



Dual-cell system



Shared Call Emulation (SCE)



Power over Ethernet (PoE)



Security (TLS & SRTP)



OTA Updates



Directory

M500 - 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 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.¹

Basics

- Product information
 - DECT dual-cell base station
 - Colour: white
 - PN 00004628
- Placement: indoor, desktop, wall mounting

Dimensions and weight

- Dimensions (H x W x 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, μ -law), G.722, G.726, G.729ab, Opus, iLBC

Interfaces and connections

- M500 power options
 - Power over Ethernet (PoE)
 - IEEE 802.3af, class 2
 - Power adapter²
 - 100 - 240 V AC, 50 - 60 Hz | 5 V DC
- Wired interfaces
 - Power adapter: coaxial power connector (socket)
 - Ethernet 10/100 Mbit/s: 2 × RJ45-8P8C sockets³
- Wireless interfaces

- DECT

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
 - Timezone, dial tone

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**
- Related features
 - Shared Call Emulation¹
 - Paging zones
 - Intercom groups

Networking technologies and protocols

- Network technologies
 - **VLAN (IEEE 802.1Q)**
- Secure VoIP protocols
 - **SIPS (SIP over TLS), SRTP (RFC 3711)**
- Network protocols
 - **DHCP, NTP, LDAP, LLDP-MED, HTTP**
- Secure network protocols
 - **TLS V1.2, HTTPS**

DECT technology and features

- Standard: DECT
 - Authentication/encryption of base and handset
 - Seamless handover
 - Wideband audio
- Frequency band: 1,880 - 1,900 MHz
- Output power: < 250 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 installation¹
 - Handsets: up to 16
 - Narrowband calls: up to 16
 - Wideband calls: up to 8
- Software upgrade over the air (SUOTA)

Environmental conditions

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

¹ Shared Call Emulation: Snom's unique PBX feature emulation for line, hold/unhold and call pick-up

² If PoE is not available

³ 1 port reserved for dual-cell setup

Series overview



M500



M58



M55

Disclaimer

Further information: [Snom website](#) | [Snom Service Hub](#) | [Type approval](#) | [Warranty information](#)

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