

M500



DECT

Dual-cell
systemShared 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.

Basics

- Product information
 - DECT dual-cell base station M500 | EU & UK | white | PN 00004628
- 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
 - Power status indication: 1 green LED
 - VoIP status indication: 1 multicolour LED (green / red / orange)
 - LINK status indication: 1 multicolour LED (green / red / orange)
- 2 dedicated function keys
 - Link → DECT pairing | DECT locator
 - Reset

Audio codecs and features

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

Interfaces and connections

- Power options
 - [Power over Ethernet \(PoE\)](#): IEEE 802.3af, class 2
- Wired interfaces
 - Network connectivity: 2 × RJ45-8P8C sockets¹
→ Ethernet 10/100 Mbit/s
- Wireless interfaces
 - DECT²

DECT technology and features

- Standard: DECT²
 - Authentication/encryption of base and handset
 - Seamless handover
 - Wideband audio
- Frequency band
 - Europe: 1,880 - 1,900 MHz
- Output power
 - Europe: < 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 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
- Localisation
 - 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

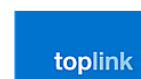
Directory support and call features

- Up to 48 SIP identities / accounts
 - Up to 32 simultaneous calls
- 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 Emulation³
 - Paging zones
 - Intercom groups

Environmental conditions

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

Interoperability



Package contents

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

Compatible Snom devices

- DECT handset M53 (PN 00004740)
- DECT handset M55 (PN 00004629 / 00004630)
- DECT handset M56 (PN 00004656 / 00004653)
- DECT desk phone M58 (PN 00004631 / 00004632)



Snom accessories

- Power adapter M500 PSU EU (PN 00004633)
- Power adapter M500 PSU UK (PN 00004634)
- Power adapter M500 PSU AU (PN 00004663)

¹ 1 port reserved for dual-cell setup

² Shared Call Emulation: Snom's unique PBX feature emulation for line, hold/unhold and call pick-up

Series overview



M253



M256



M250



M500



M53



M55



M56



M58

Disclaimer

[Further information: M500 webpage](#) | [Snom Service Hub M500](#) | [Quick Installation Guide M500](#) | [User manual M500](#) | [Type approval](#) | [Warranty information](#) | [Company locations](#)

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