

# 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.<sup>1</sup>

## 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 x 123 mm x 38 mm without footstand
  - 189 mm x 123 mm x 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

- M500 power options
  - [Power over Ethernet \(PoE\)](#)
    - IEEE 802.3af, class 2
  - Power adapter<sup>2</sup>
    - 100 - 240 V AC, 50 - 60 Hz | 5 V DC
- Wired interfaces
  - Power adapter: coaxial power connector (socket)
  - Ethernet 10/100 Mbit/s: 2 x RJ45-8P8C sockets<sup>3</sup>

- 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 Emulation<sup>1</sup>
  - 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 installation
  - 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

## Package contents

- Hardware
  - DECT base station M500
- Documentation
  - Quick Installation Guide (QIG)

## Interoperability

- Certified VoIP partner

## Snom accessories and compatible devices

- Power adapter: M500 PSU<sup>2</sup>
  - EU: PN 00004633
  - UK: PN 00004634
- DECT handset: M55
  - EU: PN 00004629
  - UK: PN 00004630
- DECT desk phone: M58
  - EU: PN 00004631
  - UK: PN 00004632

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

<sup>2</sup> If PoE is not available

<sup>3</sup> 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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