

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, μ -law), G.722, G.726, G.729ab, Opus, iLBC

Interfaces and connections

- Power options
 - [Power over Ethernet \(PoE\)](#)
 - IEEE 802.3af, class 2
 - Power adapter¹
 - 100 - 240 V AC, 50 - 60 Hz | 5 V DC

- Wired interfaces
 - Power adapter:¹ coaxial power connector (socket)
 - Network connectivity: 2 × RJ45-8P8C sockets²
→ Ethernet 10/100 Mbit/s:
- Wireless interfaces
 - DECT³

DECT technology and features

- Standard: DECT³
 - 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 Emulation⁴

- 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 PSU¹
 - 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

¹ If PoE is not available

² 1 port reserved for dual-cell setup

³ DECT devices manufactured for the USA and Canada are marketed as DECT 6.0

⁴ 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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