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 adapter[2]
    - 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 sockets[3]

- 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[1]
  - 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[2]
  - 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

[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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