



Motorola Solutions, Inc. M500 Customer Release Notes

February 2025 - 25.1.1.12

For up-to-date information on M500 Software, contact [Support](#) (register [here](#) if you are a new user):
https://www.motorolasolutions.com/en_us/support.html

Phone: 1-800-605-6734(toll free)

Topic	Description
Interview Room - IP Cameras	Added support for streaming from IP cameras in interview room deployment mode only. Limitation: Audio is 700ms ahead of IP camera video stream.

Major Features

Features
4K Front Camera producing Cropped Video and Wide Video Streams up to 1080P
Automatic License Plate Recognition (ALPR)
Backseat Human Form Detection
1080P Cabin Camera
1080P Rear Camera
1080P Exterior Camera
5 Camera Solution
2 Wired Microphones
2 Wireless HiFi Microphones
GPS
Radar
Dual Path upload
USB Evidence Transfer
Internal SPS
Group Recording
Peer Assisted Recording
Live Streaming via ccAware
Live Streaming via VideoManager EX
Record-After-The-Fact on-device or remote from Evidence Library
Upload to Evidence Library via external WiFi or LTE radio
Event Tagging
Covert Mode
Dark Mode
External Inputs for Starting an Event
Crash Detection
On-device Event Review
Review by Time
Camera Backgrounding

Pre-Event
Supercapacitors (Emergency Recording on Power Loss)
Supervisor/Admin protection for RATF event creation across officer login
Officer Login and Associated Officer Preferences
SPS configuration via USB
Seamless configuration and upgrade via USB
Secure data extraction
Manual re-export events to USB
Manual event deletion
Interview Room - IP Cameras

Release 25.1.1.12

New Features

Feature	Description
Interview Room - IP Camera	<p>For Interview Room deployments, streaming from IP cameras is now supported.</p> <p>Pelco and Axis cameras have been validated.</p> <p>Limitation: Audio is 700ms ahead of IP camera video stream.</p>
Localization	Updates to French language on user interface.
Live Streaming	Support live streaming requests that contain video and no audio.
eLabel	Updated with final regulatory information
Re-export and Delete Events playback icon	All event playback options are now deactivated while the vehicle is in motion.

Corrections

Issue	Description
Missing HiFi Mic Audio	HiFi mic not always detected on startup, resulting in missing audio during events.
Interview Room Audio/Video Synchronization	<p>Audio / video synchronization errors visible in the 400ms-600ms range.</p> <p>Audio / video synchronization error is reduced to no more than 200ms in this release..</p>

Limitations

#	Limitations	Workaround
1	<p>Long start time after upgrade</p> <p>After a software upgrade, the unit may take 10 minutes to completely start again while the upgrade is applied. The splash screen will indicate that an upgrade is in progress.</p>	Wait for the upgrade to complete
2	<p>It is possible to get stuck on the disk check screen on startup. When this occurs, it is normally the result of sudden power loss occurring multiple times, and may indicate a problem with the power wiring or shutdown timer configuration settings.</p> <p>The message on the display indicates the recovery could take up to 40 minutes.</p>	After 40 minutes have passed, the unit should function as expected. Leave the system running for at least 20 minutes after recovery to ensure sufficient charging of the supercaps. Note that the supercap charge is now shown under the Home->Utilities->Diagnostics menu.
3	Video latency of 700ms for IP cameras in an Interview Room deployment..	Audio can be manually delayed by 700ms to align with the IP camera video.
4	Interview Room Audio/Video Synchronization	<p>Audio / video synchronization errors visible in the 400ms-600ms range using MSI directly connected cameras.</p> <p>Audio / video synchronization error is reduced to no more than 200ms in this release..</p>

Associated Firmware Versions

Component	Version
SPS	2.0.0.26
G2Base	24.4.1.4
V300	24.4.1.14
V700	24.4.1.9
VB400	V17.3.2
HiFi Mic v2	2.1.0.16
HiFi Mic v3	3.5.7.0
CDM App	6.5.230.28
Video Manager EL	2025.1.10 Build 1
Video Manager EX	24.2.0
Video Manager On-Prem	2024.8.2 Build: 4
Upload Server	2024.4.11.5
M500 Transfer Agent	1.0.948.1