



Motorola Solutions, Inc. M500 Customer Release Notes

March 2025 - 25.1.2.18

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
Front Camera Video Quality Improvements	Front Camera (M5F) adjustments to improve color accuracy and brightness.
Audio / Video Synchronization	Improved audio and video synchronization.

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 25.1.2.18

New Features

Feature	Description
Front Camera Video Quality Improvements	Front Camera (M5F) adjustments to improve color accuracy and brightness.
Improved Audio/Video Synchronization	Improved Audio/Video sync in In-Car Video deployment
Late Device Discovery Notification	Notify the user with a system error (Error 239) when a device is discovered after the Device Discovery period has expired. This informs the user that there will be a loss of audio or video and the system should be rebooted.

Corrections

Issue	Description
Interview Room Deployment: Audio and Video Synchronization with IP cameras	Improved the audio and video synchronization for Interview Room deployments utilizing IP cameras..
Live View Officer login list does not get updated upon updating officer list	In previous firmware, the Live View Officer Login List did not get updated to include the new officer until a reboot of the system. Now, the Live View Officer Login is updated as soon as the officer information is received..
Device enters simulation mode unexpectedly.	Static Image of Parking Lot During Initial Boot

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	The IP camera frame rate configurations are ignored. The frame rate remains fixed at 30 fps	N/A

Associated Firmware Versions

Component	Version
SPS	2.0.0.26
G2Base	24.4.1.4
V300	24.4.1.19
V700	24.4.1.17
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	24.3.1
Video Manager On-Prem	2024.8.2 Build: 4
Upload Server	2024.4.11.5
M500 Transfer Agent	1.0.948.1