

# VideoManager EX 26.2 Release Note

## Software updated in V26.2.0.31

- Motorola Solutions VideoManager EX for Windows v26.2.0.31
- VB400 firmware v26.2.0.19
- DockController firmware v26.2.0.29
- Smart Dock firmware v26.2.0.29
- User import tool v26.2.0.31

## Changes since V26.1.3.1

### VideoManager EX Update Highlights

#### **AI-assisted Transcription - Preview feature (Cloud only)**

Transcribe videos on-demand using AI-powered transcription. Use transcripts to quickly navigate the video, and search for words contained in transcripts across all media/incidents.

Features:

- Automatic speaker detection
- Edit speaker names
- Click transcript text to seek video
- Edit the transcript text
- Search within the transcript
- Mark transcript as verified
- Restore original transcript
- Search all media/incident transcript copy

This is a preview feature, for Cloud PLUS customers only. Please contact support to opt-in for enablement of this feature.

As this is a preview feature, please be aware of the following limitations which will be addressed in future releases:

VM26.2 release note - **PUBLIC**

- Transcripts are only currently available for English language, and are returned in US English spelling only.
- Multilingual conversations are not currently supported, voices in other languages are ignored.
- Modifying the transcript timing or adding speakers not automatically identified is not currently supported.
- The creation of new AI transcripts can only be triggered manually
- The AI transcript is not currently downloadable or included in exports.
- The existing manual transcription method in incidents is still available, and is required for generating video captions. AI transcription will be able to generate video captions in a future release.

### **Advanced watermarks for Exports**

Add advanced watermarks to exported videos, including multiple metadata overlays, and tiled watermarks to discourage sharing.

- Add a different watermark per export profile
- Live preview how the export watermark will look before saving

You can configure advanced watermarks at Admin > Incidents > Incident Exports.

NOTE:

- The existing “Watermark signature” option is being removed and is replaced by this feature. For export profiles that had “Watermark signature” enabled, on upgrade, the “Export watermark” will be enabled with a Standard Watermark that contains the signature option.

### **Saved search for Device and Docks search**

Speed up your search workflow by saving commonly used search combinations. Already available on Search Media and Search Incident pages, this feature is now available on the following pages:

- Search Devices
- Search Docks

Additional permissions required, see *new videomanager EX role permissions* table in this document for full details.

### **“Last seen” column added to Device search**

See at a glance in device search results when a device was last seen by VideoManager EX, with the addition of a new “Last seen” column. A warning indicator will also appear next to the duration if a device has not been seen for longer than a

configurable period. This period can be configured at Admin > Device Settings > Device Maintenance - Show warning indicator if device not seen for: X days.  
NOTE: Turning off the warning indicator will hide the “Last seen” column.

Use the new “Last seen” search filter to return only devices that have been seen during a certain time period.

No value is displayed in the “Last seen” column if the device is currently docked.

### **Enable audio on tactical video wall**

Users can toggle audio on/off for each individual video stream on the tactical video wall.

- Hover on the chosen video tile then click the audio icon
- Applies to both “Video Wall” and “My video wall”
- Audio off by default, to avoid distraction

### **Emergency field trip mode (VB400 & V500 only)**

Allow devices to be undocked without assignment first, to support emergency situations.

- Any media recorded during this mode is allocated to a specific user (configurable, default is N.N.user)
- Supports VB400 & V500 devices only
- There are several limitations to operating in this mode:
  - Permanent Allocation cannot be used with this feature enabled
  - Bluetooth pairing and mobile applications cannot be used with this feature enabled
  - When device is in RTA mode (when enabled) this takes priority and emergency fieldtrip mode is not available
  - Cannot have both Shift-long field trips and this feature enabled simultaneously

### **Large video import support (Cloud only)**

For customers on Cloud Standard or Cloud Plus plans, you can now import large video files up to 100GB in size, and maximum 14 hours in duration.

### **Discreet escalation (V200 only)**

Set escalation behaviour to be “discreet” - ideal for panic button situations where you don’t want to draw attention. This feature disabled the beeps usually sounded when

an escalation is triggered. LEDs and vibration are customisable and can also be turned off if necessary. A warning will be displayed to the VideoManager EX operator before starting GoLive audio to remind them that the escalation was triggered discreetly.

### **SAML authentication support**

VideoManager EX now supports SAML 2.0 as an authentication method, for both IdP-initiated and SP-initiated modes. Auto-provisioning of users on login is also supported. Must be enabled using an advanced setting (Admin > System > Advanced Settings) `preview.sso.saml=true` then the option will become available in Users > Authentication Methods > Authentication realms section - "New realms" button.

### **End of Windows 10 support**

Microsoft Windows 10 reached its end of support on October 14, 2025, and is no longer supported by VideoManager EX from 26.2 release onwards. The installer will exit if you attempt to install VideoManager EX on a Windows 10 computer.

## **Device related updates**

**NOTE: All items listed below also require a device firmware update to V26.2 or above.**

### **VB400: MOTOTRBO R5 Radio Integration**

Pair the VB400 with a MOTOTRBO R5 radio, so that it will automatically start recording whenever the radio emergency button is pressed..

### **VB400: TLK 110 Radio Integration**

Pair the VB400 with a TLK 110 radio, so that it will automatically start recording whenever the radio emergency button is pressed.

### **V500: Additional power saving options during pre-record**

GPS and mobile network connectivity can be turned off automatically during pre-record to save power.

Available GPS options are:

- **Always on:** Maintains a location fix at all times (default). Consumes the most power

- **Recording and prerecording:** GPS is active only during recording and pre-recording
- **Recording only:** GPS is active only during recording. Consumes the least power, however may take longer to achieve a GPS fix.

Available mobile network connection options are:

- **Always on:** The connection remains active, allowing for immediate live streaming, remote activation, and location tracking. Consumes the most power
- **Automatic (recording and pre-recording):** The connection is active only during recording or pre-recording. Live streaming and recording cannot be remotely activated until the device operator manually starts a recording or unless pre-recording is active (controllable by gesture).
- **Automatic (recording only):** The connection is active only during recording. Live streaming and recording cannot be remotely activated until the device operator manually starts a recording
- **Manual:** The camera operator must manually toggle the mobile network connection using a configured button gesture

#### **V500: Prevent power button reboot**

Administrators can now restrict the ability to force a reboot or shutdown using the physical power button on V500 cameras. These settings are managed via the device configuration profile.

The updated power button gesture configuration includes the following options:

- **No Action:** Disables the power button's ability to power off the camera or perform a hard reboot. This configuration is strictly enforced even after the device restarts.
- **Shutdown:** Allows the power button to power off the camera normally. In the event of a software crash, holding the button will still allow for a hard reboot.

This functionality synchronizes with V500 firmware version 26.1 and later.

#### **V500: 720p streaming**

Cameras can be configured to live stream at a higher 720p resolution instead of the default 360p resolution.

#### **V200: MOTOTRBO R5 & R7 Radio Integration**

Pair the V200 with a MOTOTRBO R5 or R7 radio, so that it will automatically start recording whenever the radio emergency button is pressed.

**V200: Configurable tones and haptics for livestreaming**

Choose whether tone and vibrations will happen whenever a livestream is started. Allows flexibility amongst customers for different use cases.

**V200: Volume control enhancement**

Device administrators can set a default volume level for the V200, and choose whether the device operator can change the volume or not.

**SVX: HDR video recording mode**

Allows capturing of high quality images in extreme lighting conditions. Reduces battery life and can cause artefacts in fast moving video.

**SVX: Covert mode**

Disables device beeps and lights to avoid attracting attention in sensitive scenarios.

**SVX: Privacy mode**

Disables pre-recording and RATF recordings for private communication. Can be automatically turned off after a configurable number of minutes, and the user can be alerted when it is enabled.

**M500: IP camera support in ICV mode**

M500 now supports IP cameras when in ICV mode.

**M500: SmartControl ICV support**

Connect your M500 with Smartcontrol ICV (windows application).

**M500: Force camera background configuration option**

“Force camera background” option can now be set in the VideoManager EX device profile.

**V700: HDR video recording mode**

Allows capturing of high quality images in extreme lighting conditions. Reduces battery life and can cause artefacts in fast moving video.

**Device release notes**

VideoManager EX release notes may contain references to new features that are device specific, but please consult the individual device release notes for a full

update on all new features, improvements and bug fixes that may be available for the device.

All release notes will be provided on the [VideoManager EX downloads page](#).

### New VideoManager EX role permissions

Permission	Section	On upgrade, granted to
Assisted transcription: Allow the user to start an AI-assisted transcription from the Media details page	Media > Submit new assisted transcription	System Administrator
Assisted transcription: Allow the user to view an AI-assisted transcription from the Media details page	Media > View assisted transcription	System Administrator
Assisted transcription: Allow the user to edit an AI-assisted transcription from the Media details page	Media > Edit assisted transcription	System Administrator
Assisted transcription: Allow the user to verify an AI-assisted transcription from the Media details page	Media > Verify assisted transcription	System Administrator
Assisted transcription: Allow user to search for terms within the transcript from Search Media page	Media > Filter media search by transcription text	System Administrator
Assisted transcription: Allow the user to start an AI-assisted transcription from the Incident details page	Incident > Submit new assisted transcription	System Administrator
Assisted transcription: Allow the user to view an AI-assisted transcription from the Incident details page	Incident > View assisted transcription	System Administrator
Assisted transcription: Allow the user to edit an AI-assisted	Incident > Edit assisted transcription	System Administrator

transcription from the Incident details page		
Assisted transcription: Allow the user to verify an AI-assisted transcription from the Incident details page	Incident > Verify assisted transcription	System Administrator
Assisted transcription: Allow user to search for terms within the transcript from Search Incidents page	Incident > Filter incident search by clip transcription text	System Administrator
Assisted transcription: View AI-assisted transcription settings in Admin area	Advanced permissions > Settings > assisted Transcription settings	System Administrator
Saved search - Search Devices	Device permissions > Device> Can use saved device search	System Administrator
Saved search - Search Devices	Device permissions > Device> Create saved device search	System Administrator
Saved search - Search Devices	Device permissions > Device> Edit saved device search	System Administrator
Saved search - Search Devices	Device permissions > Device> Delete saved device search	System Administrator
Saved search - Search Docks	Device permissions > Management > Can use saved dock search	System Administrator
Saved search - Search Docks	Device permissions > Management > Create saved dock search	System Administrator
Saved search - Search Docks	Device permissions > Management > Edit saved dock search	System Administrator
Saved search - Search Docks	Device permissions > Management > Delete saved dock search	System Administrator



## Minor enhancements

<b>VMEX-5199</b>	<b>WiFi offload bandwidth rules</b> This update introduces intelligent bandwidth distribution: <ul style="list-style-type: none"> <li>• <b>Dynamic Capacity Sharing:</b> When the configured Bandwidth Rule limit is higher than what a single device can consume (e.g., a 30Mbps rule where a device caps at 20Mbps), the system now automatically allocates the remaining "headroom" (10Mbps) to other queued devices.</li> <li>• <b>Instant Reallocation:</b> Bandwidth is released and redistributed immediately upon a device completing its transfer, eliminating idle wait times for subsequent devices in the queue.</li> <li>• <b>Saturation Management:</b> Ensures that while devices strive to use the full available rate, the collective throughput never exceeds the defined administrative limit, protecting local network stability.</li> </ul>
<b>VMEX-5050</b>	Added built-in documentation for the Reports API to Swagger
<b>VMEX-5730</b>	Added OpenAPI documentation for incident export API
<b>VMEX-5321</b>	WiFi docking: Devices can start or resume offload just after an end of 0 speed period. If cameras are in different WiFi docks, they can offload in parallel
<b>VMEX-5091</b>	WiFi docking: Audit log entries updated for WiFi Dock: instead of DEVICE_GROUP WIFI_DOCK is mentioned now e.g. DEVICE_GROUP_CREATED => WIFI_DOCK_CREATED
<b>VMEX-5266</b>	WiFi docking: Page refresh is not required to see newly created WiFi Docks
<b>VMEX-4858</b>	V500 device profile: Allow user volume control setting moved to the Audio Settings section
<b>VMEX-5744</b>	V200 device profile: Power Management section is now available in V200 profile with option to choose between two "Behaviour when idle" options:  <b>Device shuts down</b> - device takes few seconds to start recording, but in this mode battery life is extended significantly <b>Device enters standby mode</b> - device would start recording immediately when user presses Record button
<b>VMEX-4497</b>	Device Server Certificate Verification: DC-200 and SmartDock connections are now validated by the DSCV function. Untrusted docks will be highlighted in the docks list, and communication will be blocked depending on DSCV policy.

## Defects resolved in this software release

<b>VMEX-5105</b>	Fixed an issue where commas in usernames were resulting in multiple autocomplete chips
<b>VMEX-5111</b>	Fixed an issue where user-specific network labels and tooltips were not displaying correctly
<b>VMEX-4490</b>	VB400 profile: Removed "Show LED while pre-recording" option which is not applicable to this camera model
<b>VMEX-5440</b>	Fixed an issue where audio-only media exports may fail
<b>VMEX-4449</b>	Fixed an issue when the storage size of import_temp is increased, an error message says that the requested space is more than what is available, even though space is available.
<b>VMEX-4383</b>	Fixed an issue when clicking the ? button next to the Touch Assign ID field did not return any values if a language other than English was in use for the Audit Log.
<b>VMEX-4417</b>	Fixed an issue with the Export to Evidence.com integration, where the transfer status for Redaction Assist rendered clips was not accurately updated.
<b>VMEX-5643</b>	Fixed an issue where the dock details page would not load for smartdocks in "Open and connected", "Open and disconnected" or "Configured and disconnected" mode.
<b>VMEX-4430</b>	Fixed an issue where the default regular expression for radio bluetooth name filtering in VB400 device profile was incorrect.
<b>VMEX-4179</b>	Fixed an issue in grid environments where the System Time Zone configuration failed to apply correctly.

## Customer support issues resolved in this software:

<b>VMEX-4333</b>	Added an option to prevent the User Import Tool from clearing User-Specific Wi-Fi network assignments on existing users when the import source doesn't carry that data.
<b>VMEX-5697</b>	Fixed an issue that prevented users from bulk editing docks.
<b>VMEX-5402</b>	Fixed an issue where the GPS position was not aligned with a map.
<b>VMEX-5979</b>	Fixed an issue where the shoulder buttons emitted an audible signal despite the functionality being disabled for them on V500 devices.
<b>VMEX-4818</b> <b>VMEX-4838</b>	Fixed an issue where disruptions during the M500 multipart export process caused a Central VideoManager EX launch failure. Such files are now deleted from the disk and

	their export status is set to failed, which enables users to restart the export and successfully download the files.
<b>VMEX-5238</b>	Fixed an issue where incident edits did not save when they were initiated from the edit button on the incident list page. Editing incidents from within the incidents page was not affected by this issue.

## Known issues

<b>VMEX-4843</b>	<p><b>Emergency field trip mode. In the case where a device is checked out with RFID (for one time trip) and not picked up, it will become unassigned after docking and will beep in emergency field trip situations.</b></p> <p>To make the device usable again, dock camera, and undock again - it will be ready to be used in emergency field trip mode.</p>
<b>VMEX-6200</b>	<p><b>Device Server Certificate Verification: When DSCV is enabled and in "normal" mode, devices with FIPS enabled may display with the "Unverified" status.</b></p> <p>The workaround is to factory reset the device.</p>
<b>VMEX-6242</b>	<p><b>The Devices &gt; Search Vehicles page currently contains misplaced column data.</b></p> <p>Information for "Status" appears under the "Operator" heading, "Operator" information is shown under "Location", and "Location" information is displayed under "Status".</p>