MOTOROLA *SOLUTIONS*

Motorola Solutions, Inc. M500 Customer Release Notes
December 2025 - 25.4.1.16

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)

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 v2
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

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New Features

Feature	Description
Mobile Interview Room System Enhancement	Allow for uploading events while Live Streaming
Separate admin escalation for RATF creation	Creation of RATF events by the officer may now be blocked while still allowing officers to watch their own captured evidence
Crash Detection Enhancement	The system will now report detected crash events in the VTT

Corrections

Issue	Description
M500 False Crash Detection	False crash detections observed in some units in the field. The accelerometer can produce large g-force readings at rest and may only occur based on the DVR installation orientation. Accelerometer calibration is now executed on every boot and used to adjust the g-force readings.
Covert Mode - Event Time Limit issue	When the stop button is pressed to exit covert mode, the 'Event Time Limit' dialog appears early, and the 'Extend' button is unresponsive

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Limitations

#	Limitations	Workaround
1	Long start time after upgrade 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.	Wait for the upgrade to complete
2	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. The message on the display indicates the recovery could take up to 40 minutes.	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.

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Associated Firmware Versions

Component	Version
SPS	2.0.0.26
G2Base	24.4.1.4
V300	25.2.4.15
V700	25.4.1.4
VB400	25.3.0.15
V500	25.3.0.1
HiFi Mic v2	2.1.0.16
HiFi Mic v3	3.5.7.0
CDM App	6.5.230.28
Video Manager EL	2025.11.5 Build 3
Video Manager EX	25.4.0.10
Video Manager On-Prem	25.4.0.10
Upload Server	2025.2.7.1
M500 Transfer Agent	1.0.957.1