

V500 26.2 Release Note

Software updated in V26.2

- V500 Firmware

Changes since V26.1.0

New Features

Issue ID	Feature name	Summary
V500-5230	New power saving capabilities during pre-record	V500 body camera can now be configured through VideoManager to automatically disable GPS and LTE when pre-recording.
V500-4802	Live streaming at 720p resolution	V500 body camera can now be configured through VideoManager to live stream at 720p resolution

Minor enhancements

Issue ID	Summary
V500-5430	Addressed a rare issue that caused the V500 camera to unexpectedly restart when live streaming and using the volume control gesture.
V500-4597	During specific firmware upgrade scenarios a camera was observed to perform an unexpected restart immediately after the upgrade was reported as successful. This issue has now been resolved.
V500-5673	Addressed an issue where manual pre-record would fail to resume after an audio-only recording if a capture image gesture was performed while the audio-only recording was ongoing. Pre-record will now correctly resume as expected in this scenario.
V500-5411	Fixed an issue where consecutive still image capture sessions would fail if initiated immediately after a quick start and stop. The system now correctly tracks session states, allowing users to reliably start new captures without encountering unexpected errors.
V500-5603	Fixed an issue where the V500 device would appear to restart when a user attempted to start an audio-only recording immediately after capturing and sending a still image. While no media loss occurred, this unexpected shutdown has been resolved.
V500-5582	Updated core system libraries to incorporate essential security patches.
V500-5526	V500 devices may fail to reconnect to VideoManager and report an error status after a device upgrade if VideoManager is restarted during the V500 upgrade process. Users may experience temporary connection issues, requiring manual intervention to restore connectivity. This issue has now been resolved.
V500-5375	<p>In a previous version of the firmware, if a V500 were to be undocked for eSIM provisioning then docked before a QR code is scanned, its user interface would stay on the eSIM provisioning screen until eSIM provisioning would time out.</p> <p>VideoManager would register the camera as unassigned and connected however the V500's display would not acknowledge this and would instead continue to act as though it is mid-provisioning.</p> <p>eSIM provisioning is now correctly cancelled upon docking the V500, with the device displaying that it is offloading, and then that it is unassigned and docked.</p>

V500-5189	Fixed an issue where V500 cameras would emit an unexpected beep sound when the camera was assigned and checked out of the SmartDock. This occurred specifically when the "Shoulder LED enabled while recording" profile setting was disabled.
V500-5329	Resolved an intermittent user interface problem when returning a device to the dock after having used the HolsterAware feature. Occasionally the device would not present the correct LCD notification.
V500-4998	An issue has been identified where V500 devices unexpectedly emit an audible beep upon being bulk assigned to users while docked. A second, similar beep also occurs when these devices are docked. This issue has now been resolved. V500 devices will no longer beep unexpectedly under these conditions.
V500-5336	Resolved an issue where the V500 device could be made to enter HolsterAware pairing mode when in the dock which was not expected behaviour.
V500-5303	An unexpected loud beep would occur on the V500 device when actively recording in audio-only mode and then docked into a SmartDock. This update addresses the issue. The V500 device will now correctly emit the anticipated low volume beep upon docking while performing an audio-only recording.
V500-5066	An issue has been identified where users may experience an unexpected haptic feedback and beep tone when returning a V500 device to the dock. This has now been addressed and consistent tones and haptics can be expected when docking the camera.
V500-5640	When performing a factory reset on the V500, users may observe an unexpected tone accompanied by a red flashing LCD. This same unexpected tone can also be heard when the device powers up after a low battery shutdown. The expected behavior during a factory reset is the standard VideoManager connection beep. This issue has now been resolved.
V500-5398	We have addressed an issue where the V500 device would incorrectly display an invalid HolsterAware connection screen followed by the assignment screen after returning a device using HolsterAware to the dock. The V500 will now correctly display the 'Connecting' and 'Offloading' screens in this scenario.
V500-5349	Previously, when a V500 device with 'mute alarms' enabled was docked after the mute alarms button was pressed, the device would briefly display the operator's ID for approximately 3 seconds before transitioning to the offloading footage UI. This update ensures the device now transitions directly and seamlessly to the offloading footage UI as expected.

V500-5531	Resolved an issue where the V500 device produced an incorrect or unexpected beep tone during touch assignment when operating in Resilient Touch Assignment (RTA) mode. Previously, customers might have occasionally heard a combined undock and RFID tone instead of the standard assignment tone. This fix ensures the correct assignment beep is played.
V500-5658	Resolved an unexpected audio tone - a 'bad bonk' beep - when devices were assigned and returned to VideoManager. This issue occurred consistently after using the 'Capture Image' function and returning the device, specifically when the shoulder LED was turned off during recording. Users would observe this unintended beep during subsequent device assignments.
V500-5619	Previously, V500 devices, when in 'maintenance required' mode and undocked, would incorrectly play both an 'unassigned' beep and a 'critical battery' alarm simultaneously. While this specific scenario is unlikely to be encountered by end-users, it resulted in confusing and contradictory audio feedback. The expected behavior is for the device to emit only one relevant audio alert at a time. This behaviour has been addressed in this software update.
V500-5519	The 'Enable Sounds' setting on V500 has been modified to mute all sounds emanating from the V500 camera. This includes the ability to disable sounds from the V500 speaker when using 'Go Live Audio' functionality.