

VideoManager EX

26.3 Release Note

Software updated in V26.3.0.17

- Motorola Solutions VideoManager EX for Windows v26.3.0.17
- DockController firmware v26.3.0.18
- Smart Dock firmware v26.3.0.18
- User import tool v26.3.0.17

Changes since V26.2.3.4

Assisted Transcription - General Availability

Assisted Transcription is now generally available for Cloud Plus/Ultra customers. Key features:

- Automatic speaker detection
- Edit speaker names
- Click transcript text to seek video
- Edit the transcript text
- Search within the transcript
- Search all media/incidents for words contained in the transcript
- Mark transcript as verified
- Restore original transcript
- English language supported

Notes and Limitations

- Multilingual conversations are not supported, voices in other languages are ignored.
- Modifying the transcript timing or adding speakers not automatically identified is not currently supported, will be in future.
- The existing manual transcription method in incidents is still available, and is still required for generating video captions. Assisted transcription will be able to generate video captions in a future release.



- The transcript created by Assisted Transcription is not currently downloadable or included in exports.
- Transcripts are returned in US English spelling only.

FIPS 140-3 device support for M500, M500E, V700 & SVX

VideoManager EX now supports FIPS 140-3 compliance for M500, M500E, V700 & SVX devices. FIPS 140-2 continues to be supported for devices not yet upgraded.

This also requires a device firmware update to V26.3+ to fully support FIPS 140-3. You must update VideoManager EX first, before updating device firmware.

FIPS 140-3 support - required password updates

Due to the transition between FIPS 140-2 to FIPS 140-3, the passwords contained in device profiles for SmartControl ICV, SmartControl for PC Security, SmartControl for Mobile Security will need to be re-entered in VideoManager EX.

Due to changes in encryption standards between FIPS versions, it is not possible for VideoManager EX to automatically migrate these passwords. Therefore they must be re-entered by the user manually.

Affected devices (M500, M500E, V700, SVX) will not be able to use the SmartControl integrations until passwords are re-entered.

Key points

- Users with device management permissions will see an info banner after upgrade, prompting them to update the passwords in the affected locations. • You will need to update the passwords immediately after upgrade, even if device firmware has not been updated.
- The same passwords that were used previously may be used again if required.

No record zones & Bluetooth beacon support

This update introduces No-Record Zones (NRZ) for V200 cameras, enabling automated privacy compliance. By integrating with BLE (Bluetooth Low Energy) beacons the V200 can now automatically stop recording or prevent recording from starting when entering sensitive areas (e.g. restrooms or private facilities).

- Automatic Deactivation: If a user enters a designated NRZ while recording, the camera will automatically stop.

VM26.3 release note - **PUBLIC**

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- Recording Prevention: Users are unable to manually trigger a recording while within range of an NRZ beacon.
- Pre-Record Logic: Pre-recording is automatically suspended within the zone and resumes immediately upon exiting.
 - Beacon Management: A new management area in VideoManager EX allows administrators to import and manage BLE beacon groups via CSV.
- Configuration: Settings are managed within the Device Profile and a new Beacon Management section.

It is possible to manage beacon groups with help of API, more details can be found in the built-in swagger documentation.

Limitations:

1. The V200 hardware can store and process a maximum of 1,000 unique BLE beacons. Please note that VideoManager EX does not currently enforce a hard limit on the number of beacons imported or the cumulative total when multiple beacon groups are assigned to a single profile.

To ensure optimal device performance and reliable zone detection, administrators should:

- Adhere to the 1,000-beacon limit when configuring deployments.
- Audit group definitions regularly to remove obsolete or inactive beacons. • Monitor cumulative totals manually when assigning multiple beacon groups to ensure the hardware capacity is not exceeded.

2. NRZ will not function in full by default in Central/Site configuration, when device profile synchronization is on, as there is currently no synchronization of beacon groups.

3. Notes on Audit log for events in NRZ:

- Device doesn't provide log about attempt to start record while in NRZ
- Device reports automatic stop of record as a manual one.

Support for video playback with multiple audio tracks

VideoManager EX now supports video playback with multiple audio tracks from supported cameras (V200 from 26.3+) or imported videos with multiple audio tracks. Click the “cog” icon in the player to choose the audio stream for playback.

VM26.3 release note - **PUBLIC**

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The audio track can also be chosen when adding media to an incident, so the correct track will be available on export.

Support for MKV and HEIC files

VideoManager EX now supports native playback of MKV files, and viewing of HEIC images.

Search for docks by dock tags

Dock tags (added V25.3) provide an easy way to tag and group docks based on criteria that suit the user e.g. location, category of usage, asset ID etc. It makes it easier to manage locations with several individual docks.

In this release, the “dock tag” field is now available in the “Search docks” page.

PKCE extension for OAuth 2.0

VideoManager EX now supports optional Proof Key for Code Exchange (PKCE) extension for OAuth 2.0. PKCE provides an enhanced level of security for logging in on mobile devices, and is required by some customers. It will be mandatory in the future OAuth 2.1 spec. It is not enabled by default, and the IdP must support it also.

Touch Assign ID added to audit log on device checkout

The Touch Assign ID of the RFID card used is now logged under DEVICE_ASSIGN audit log event.

Device-Server Certificate Verification users - IMPORTANT

We advise that customers with this feature enabled upgrade to this version. You can check if it is enabled by visiting Admin > Security > Device Server Certificate Verification, and checking if Enable Certificate Verification toggle is set to “On”.

This version fixes an issue where the device certificate may not automatically renew after 365 days has elapsed. This will cause the device to become unverified and offload may be blocked depending on configuration.

Device related updates

M500E - IP camera support

You can now add up to two IP cameras to the M500E in-car system.

M500E - 3 camera support

VM26.3 release note - **PUBLIC**

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VMEX now supports the enhanced M500E hardware configuration featuring a 3rd camera via HD-BNC. This update allows administrators to configure stream resolution, quality, and audio settings for the additional camera channel directly within the Admin panel.

M500E - Configuration for SmartControl MDC

Added support for SmartControl on MDC for M500E. Administrators can now configure the M500E to connect to the SmartControl application on a Windows-based MDC via a wired Ethernet connection.

V200 - Add a bookmark function

This allows users to flag critical moments in real-time during a recording, significantly streamlining the evidence review process in VideoManager EX.

V200 - On-device menu

This update introduces administrative controls to manage the on-device menu for V200 cameras. Administrators can now toggle the availability of specific hardware interactions via the Device Profile, ensuring that field users only have access to authorized device settings.

V200 - Peer Assisted Recording

This update introduces Peer Assisted Recording (PAR) to the V200, bringing it into parity with the VB400, M500, M500E and SVX devices. This feature ensures that when one officer's camera begins recording, all other PAR-enabled cameras/ICV systems in the immediate vicinity are automatically triggered to start recording as well.

V200 - Recording LED customisation

Expanded customization options for the front-facing recording LED on V200 cameras has been added. Previously limited to a solid red pattern, administrators can now configure the LED behavior in the device profile using following options: Solid Red (default), Blinking Red, Solid Green.

SVX - Device-Server Certificate Verification support

SVX connections are now validated by the DSCV function. Untrusted devices will be highlighted in the Devices List, and communication will be blocked depending on DSCV policy.

VM26.3 release note - **PUBLIC**

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SVX - Auto Boot to Charge Only Mode

Administrators can now configure SVX devices to enter a dedicated "Auto Boot to Charge Only Mode" mode when connected to a power source. Designed to meet CEC energy requirements and address officer privacy concerns when charging devices in private environments.

SVX - Disable Front LED Indicator

Administrators can now choose to permanently disable the front-facing recording LED on SVX devices.

SVX - Display LED indicator when device is active

Administrators can now enable a visual "Power ON" indicator for SVX devices. This addresses user feedback where a "dark" device created uncertainty about whether the unit was powered on.

SVX - UL Battery Detection

This update introduces a new configuration setting for the SVX (PMMN8199B) to assist fleets operating in hazardous locations (HazLoc). Administrators can now manage audible alerts to ensure only UL-certified batteries (PMNN4905A) are used with approved SVX units.

VB Companion App - Device-Server Certificate Verification support VB

Companion apps are now validated by the DSCV function, enabling VB Companion apps to connect to VMEX and appear as verified.

Device release notes

VideoManager EX release notes do contain references to new device features, however they do not include the full list of new features for each device.

Please consult the individual device release note document for the full update of 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](#).

VM26.3 release note - **PUBLIC**

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New VideoManager EX role permissions

Permission	Section	On upgrade, granted to
Beacon Groups (View/Edit): manages access to the Beacon management screen and operations in it (import/export/delete group)	Admin > Devices > Beacon Groups	System Administrator

New Audit Log entries

Event type	Details
AI_REDACTION_SETTINGS_UPDATED	The configuration for Assisted Redaction was modified via Admin > Integrations > Assisted Redaction Settings.
ASSISTED_TRANSCRIPTION_SETTINGS_UPDATED	The configuration for Assisted Transcription was modified via Admin > Integrations > Assisted Transcription.
BEACON_GROUP_DELETED	A beacon group was deleted from Admin > Devices > Beacon Groups.
BEACON_GROUPS_EXPORT	Beacon groups were exported to a CSV file from Admin -> Devices -> Beacon Groups.
BEACON_GROUPS_IMPORT	Beacon groups were imported from a CSV file in Admin > Devices > Beacon Groups.
DEVICE_DISCREET_ESCALATION_STARTED	A device operator started a discreet escalation.
DEVICE_DISCREET_ESCALATION_STOPPED	A device operator stopped a discreet escalation.

DEVICE_PUSH_NOTIFICATION_REQUESTED	A push notification was requested to be sent to a device, but it has not been delivered yet.
DEVICE_PUSH_NOTIFICATION_SKIPPED_INELIGIBLE	A push notification was requested to be sent to a device however it was skipped due to one of the following reasons: - The operator/user cannot be found - The operator/user is not the same as the assigned operator currently using the device - The device does not support notifications
DEVICE_PUSH_NOTIFICATION_SKIPPED_OFFLINE	A push notification was requested to be sent to a device, but it was skipped because the device was offline.

VM26.3 release note - **PUBLIC**

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DEVICE_PUSH_NOTIFICATION_PUSHED	A push notification was successfully sent to a device from VideoManager EX.
DEVICE_SAVED_SEARCH_ADD	A device saved search was created from the Search Devices page.
DEVICE_SAVED_SEARCH_DELETE	A device saved search was deleted.
DEVICE_SAVED_SEARCH_EDIT	A device saved search was edited.
DEVICE_UNDOCK_UNASSIGNED_ALLOCATED	A device in permanent allocation mode has been undocked without being assigned to a user.
DOCKCONTROLLER_SAVED_SEARCH_ADD	A saved search was created from the Search Docks page.
DOCKCONTROLLER_SAVED_SEARCH_DELETE	A saved search was deleted from Devices > Search Docks > Advanced > Manage saved searches.
DOCKCONTROLLER_SAVED_SEARCH_EDIT	A saved search was edited from the Search Docks page.
EXPORT_WATERMARK_APPLIED	A watermark was applied to an incident video on export.
EXTERNAL_NOTIFICATIONS_UPDATED	Settings for external notifications were updated from Admin > Connectivity > External Notifications.
IMAGE_ANALYSIS_FILE_ADDED	VideoManager EX has received a new image from a device.
IMAGE_ANALYSIS_SUBMITTED	VideoManager EX has started to upload an image to an image analysis server.

IMAGE_ANALYSIS_COMPLETED	VideoManager EX has successfully uploaded an image to an image analysis server.
IMAGE_ANALYSIS_FAILED	VideoManager EX has failed to upload an image to an image analysis server.
IMAGE_ANALYSIS_SETTINGS_UPDATED	Image analysis settings have been updated in Admin > Integrations > Image Analysis.
RECORDER_AUDIO_MUTE	A device operator used the “Mute audio” gesture. See Admin > Devices > Device Profiles > View device profile.
RECORDER_AUDIO_UNMUTE	A device operator used the “Unmute audio” gesture. See Admin > Devices > Device Profiles > View device profile.
REDACTION_DOWN_STREAM_PROJECT_DELETE_FAILED	The VideoManager EX request to delete a project from the Assisted Redaction service failed, as the service did not respond or provided an error.
REDACTION_PROJECT_COMPOSITION	VideoManager EX is preparing an incident clip to be processed by the Assisted Redaction service.
REDACTION_PROJECT_DELETE_FAILED	The request to delete an Assisted Redaction project in VideoManager EX failed.
TRANSCRIPTION_MANUAL_OVERWRITE	A manual incident clip transcription has been added which has replaced the existing Assisted Transcription.

VM26.3 release note - **PUBLIC**

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TRANSCRIPTION_RESET_LOCK_ACQUIRED	A user has attempted to restore the original Assisted Transcription and the system has acquired a lock on that file to ensure that no-one else is currently editing it before it performs this action.
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API path updates

Introduced API versioning for device configuration and officer endpoints to support upcoming FIPS 140-3 compliance.

Endpoint Path	Method	Query Parameter	Password Hashing Method
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/api/devices/{deviceId}/configuration	GET	?api-version= 1.0 ?api-version= 2.0	Legacy MD5 FIPS-Compliant PBKDF2
/api/Configurations/{deviceConfigId}/office rs	GET	?api-version= 1.0 ?api-version= 2.0	Legacy MD5 FIPS-Compliant PBKDF2

VM26.3 release note - **PUBLIC**

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Minor enhancements

VMEX-6016	When a device is moved into Service required mode VideoManager EX keeps the last assigned user and Supervisor has an option to filter out devices which were moved to Service required mode while assigned to supervised users.
VMEX-6133	It is now an option to use Hikari for managing the database connection pool.
VMEX-4246	WEP, an obsolete security protocol for connecting to WiFi networks, is no longer supported.
VMEX-3051	When a Device Profile is saved or modified, the success confirmation banner now automatically disappears after 2 seconds.
VMEX-6089	Media file offloaded by a supporting device can be downloaded in the VMEX UI, then when played back in a player like VLC, multiple audio tracks are available for playback
VMEX-6941	Added audio track selection to incident clip edit to enable export to have preferred audio track.
VMEX-6661	Added support for import of HEIC image files (pictures from Apple devices).
VMEX-6331	Added support for importing, downloading and playing MKV files.
VMEX-6824	Additional improvements to the performance of the Media report were implemented.
VMEX-6891	Performance of the Device Field Trip has been improved.
VMEX-6301	Added masking for sensitive and/or personally identifiable information when using verbose web api logging.

VMEX-6193	Enable VB Companion apps to connect to VMEX with mutual auth and appear as verified.
VMEX-6495	Established a communication protocol between BoundaryService and VideoManager EX to handle password hashing. All cryptographic operations (decryption and hashing) are now strictly isolated within VideoManager EX to maintain security boundaries. Key changes: - Introduced two new WebSocket message types: BOUNDARY_HASH_PASSWORDS (Request) and BOUNDARY_HASH_PASSWORDS_RESP (Response). - BoundaryService now transmits only encrypted data. VideoManager EX handles all internal decryption and final hashing using either MD5 or PBKDF2 based device request API version. - If the password hashing process fails, BS returns a 500 Internal Server Error to the device. - Configuration downloaded from VideoManager EX UI will be using MD5 hash.
VMEX-5828	Option to enable or disable "Incorrect Battery" voice announcement whenever PMNN4913A is detected.
VMEX-6250	Password policy now enforced for V700 and SVX device profiles for two fields: SmartControl for PC password.
VMEX-6545	Enables new operator lookahead.

VM26.3 release note - **PUBLIC**

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VMEX-3949	Translations are now applied to the header of PDF report when generated in a language other than English.
VMEX-5771	A legacy feature called 'Computer Analysis' was removed.
VMEX-5768	A legacy feature called 'Silos' was removed.

Defects resolved in this software release

VMEX-6553	Fix incorrect advertisement of media2 capability causing integration issues with Avigilon Unity.
VMEX-6633	The media report was adjusted to correctly present the Activation method when pre-recording is on.
VMEX-5792	Creating or modifying a manual transcription to an incident's clip will apply that transcription to the associated video file. This will replace any assisted transcription already generated against the media.
VMEX-6289	Fixed an issue where a media transcript remained locked for editing if a user cancelled an edit using the browser's Back button.

VMEX-6239	A manually-generated transcript for an incident clip is added to the corresponding video file as if it had been generated through Assisted Transcription. This allows the transcription to be restored to its original if it has been subsequently edited. However, the speaker names will be set to Speaker 0, Speaker 1, etc., in the same way that they are by default for Assisted Transcription.
VMEX-6268	Fixed single-file recording handling preventing it correctly applying transcripts to a video.
VMEX-6180	Media with no audio should now be processed and result in an associated empty transcription.
VMEX-6902	Fixed an issue where duplicating an incident clip incorrectly displayed a '+ Transcribe' button and triggered errors instead of automatically inheriting the original clip's transcript.
VMEX-6189	Security mode error message corrected to state 'normal or info' mode instead of only stating 'info'
VMEX-6816	Fixed failing incident export to BOX.com
VMEX-2979	Fixed an issue where the playback watermark could obscure thumbnails in the Media gallery view.
VMEX-5496	When using WiFi streaming with WiFi offload enabled on V200 devices, completed video recordings that are successfully offloaded to VideoManager EX are now not deleted from the camera till it is not docked.

VM26.3 release note - **PUBLIC**

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VMEX-6242	The Devices → Search Vehicles page currently contains misplaced column data. Information for "Status" appears under the Operator heading, "Operator" information is shown under Location, and "Location" information is displayed under Status.
VMEX-7070	Fixed an issue where Resilient Touch Assign (RTA) would fail to fully activate, remaining stuck in the 'Configured' state instead of becoming 'Available'.
VMEX-5761	Fixed an issue where livestreaming video from cameras would glitch on connections with high latency.
VMEX-7016	Reports show the correct 'Generating' status when moving from queued to ready.
VMEX-7023	Improved server side validation when configuring VideoManager EX Certificate Authority.
VMEX-2368	X100 Device profile now has "Toggle mute alarm" action available for programmable button
VMEX-3635	Made an improvement to the Statistics page. In the Docks panel, whenever a

	status is clicked, it will now display a pre-filtered list of docks according to the status chosen.
VMEX-6762	A new parameter is added to the Advanced Settings configuration to control the login throttle cache TTL in milliseconds: login.page.failedLogin.cache.ttl.ms This defaults to the same value as login.page.throttle.delay.response.ms. It should not be set higher than that value: doing so would cause multiple blocking cycles, extending the effective wait time beyond the configured delay. A failed login attempt for a username is cached for this period, preventing immediate retry and reducing the risk of brute-force password attacks.
VMEX-5633	Fixed an issue where the V200 camera could not offload evidence via Wi-Fi when using a network hosted on an iPhone whose SSID contains an apostrophe.
VMEX-6926	Fixed an issue where unverified devices were not displayed as locked in the UI when in normal security mode and where the live stream of unverified devices could still be initiated.
VMEX-7064	Fixed an issue with Device Server Certificate Security where device verification can begin to fail a year after initial configuration. Customers using this feature are advised to upgrade to this version to avoid a disruption to their service.
VMEX-4146	Added a warning to users of WiFi-docking that putting their device into "service required" mode will erase their WiFi configuration and therefore drop their connection to VideoManager EX, so they will require physical docking to recover.
VMEX-2925	Extra and incorrect location data updates on import are prevented now.
VMEX-6158	Fixes a regression preventing devices assigned via RTA to live stream.
VMEX-4219	Fixed an issue where no messaging was displayed whenever attempting to login using OAUTH and the user has no permissions to access the instance.

VM26.3 release note - **PUBLIC**

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VMEX-6097	Fixed current device filter not being retained when navigating to device details and back to search.
VMEX-6453	Fixed a regression preventing live stream configuration being applied to devices assigned via RTA. Fixed an issue where it was possible to assign multiple cameras with the same RFID card when the dock is in RTA mode.
VMEX-7081	Fixed an issue where VMex throws an error when the user changes the timezone under metadata overlay settings.
VMEX-6882	Fixed an issue on the users page where the last user in the list may be displayed multiple times.

Customer support issues resolved in this software

VMEX-5606	Fixed an issue where users without permission to see the "Origin" media field were unable to search for media.
VMEX-6922	Fixed issue preventing back channel audio working over RTSP.
VMEX-5108	Device Log offload is limited by 6 months of historical data now (to reduce impact on performance of the VMEX). Note: for cases when older periods are required it is recommended to run Audit log search for specific periods of interest.
VMEX-5216	Upgrades do not happen now for DC which have auto upgrade turned off.
VMEX-6802	Fixed an issue where loading deletion policies resulted in a timeout error by optimizing incident filter queries and improving the handling of very large time periods.
VMEX-6122 VMEX-6558 VMEX-5861	Performance was improved for Device Trip report, which should also enable execution of other scheduled reports, which previously were blocked by Device Trip Report extended execution
VMEX-6017	Fixed issue where VMEX was not streaming into Avigilon Unity.

VM26.3 release note - **PUBLIC**

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Known Issues

VMEX-7573.	A "re-type password" banner currently appears by default for all new users with administrator privileges, even if they do not have active devices requiring password re-entry (such as the M500, SVX, or V700). As a workaround, administrators can dismiss this banner by accessing the SVX and V700 default profiles and disabling the SmartControl integration. A permanent fix for this behavior is planned for an upcoming point release.
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VM26.3 release note - **PUBLIC**

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