



FREQUENTLY-ASKED QUESTIONS: M500 IN-CAR VIDEO SYSTEM

Q: What is the M500?

A: The Motorola Solutions M500 is an in-car video solution for law enforcement customers. It brings a complete set of modern features to our in-car video offering. It also delivers a new concept: embedded intelligence. Rather than just being a passive recording device, the M500 is continuously running AI video analytics algorithms, ensuring that officers are alerted to threats and opportunities in real time.

Q: When is it launching?

A: The M500 was announced on September 8th 2021. We are taking orders now, for delivery in Q1 2022.

Q: Does the M500 support License Plate Recognition (LPR)?

A: Yes. The product can be ordered with LPR. The solution is built on the industry-leading Vigilant VehicleManager platform, giving you wide access to hot lists, data sharing and investigation tools. The wide view of the front camera also captures license plates across three lanes without the need to physically aim the camera lens for different scenarios.

Q: What other AI features are available?

A: At launch, the M500 will support Backseat Occupancy Detection, an innovative feature that automatically initiates a recording inside the vehicle if and only if a person is detected in the vehicle's passenger compartment. We are planning to deliver several other AI features throughout 2022. Please consult with your Sales representative for more details.

Q: What is the camera resolution of the M500?

A: The front camera has a 4K sensor (3840x1920, 8MP). Events are recorded in panoramic or cropped views, in 1080p, 720p or 480p resolution. The cabin camera also records in 1080p, 720p or 480p resolution, in color (daylight) or monochrome (infrared).

Q: What is the field of view?

A: From the front camera, the system records panoramic (102/119° with/without dewarp) and cropped (51/59.5° with/without dewarp) views. The cabin camera has a 108° field of view.

Q: How much storage space is available?

A: The M500 ships as standard with a 1TB solid state hard drive.

Q: Can the M500 be run from an MDC/MDT/laptop application?

A: The user interface for the M500 is through the M5D Control Panel. It is a touchscreen device with additional ergonomic buttons for frequently-used functions. For customers who prefer to operate their in-car video system in a “headless” configuration, we plan to release an MDC application in early 2022.

Q: Does the solution include a wireless broadband connection?

A: The M500 is designed to interface to a Sierra Wireless or Cradlepoint WiFi/broadband router.

Q: Does the M500 support pre-event buffering?

A: Yes. The M500 supports pre- and post-event buffering, allowing officers to capture the immediate context of an event. Importantly, the M500 also supports Record-After-the-Fact™. This unique Motorola Solutions feature is an effective tool to guard against missed recordings. It enables the system to constantly record video (and optionally audio) as a loop on the hard drive. An administrator can “go back in time” to retrieve evidence from an event that happened several days ago, even if the record button was never pressed.

Q: How is the M500 integrated with body-worn cameras?

A: The Motorola Solutions V300 body-worn camera has been carefully integrated with the M500. The M500 can be equipped with a docking station for the V300, so events can be uploaded from the body camera using the in-car system’s in-built wireless broadband connection. Devices can also be associated as a “group”, and will automatically initiate a recording whenever any of the other devices is activated. Evidence is synchronized for later playback, to ensure the event is easily viewed from every viewpoint.

Q: What is the HiFi Mic?

A: It’s important to capture audio evidence when you leave your patrol vehicle. This can be done using your body-worn camera, or optionally using the wireless HiFi Mic. The mic will stream high-quality audio back to the patrol car, so the officer’s partner can listen in real-time. The audio is also integrated with the video recording, and can be played back immediately after the incident.

Q: Is the M500 secure?

A: Absolutely. All video and audio evidence is encrypted at rest and in transit. The system is secured against malware using a trusted boot process, and the USB door is physically locked to prevent unauthorized access. Our internal systems closely follow the National Institute of Standards and Technology (NIST) Cybersecurity Framework.

Q: Are you retiring the old 4RE in-car video platform?

A: No. We will continue to sell the 4RE to customers who only need a basic in-car video system.

Q: Is the M500 safe?

A: Safety is always our number one priority, and this product is built with that in mind. All M500 user interaction is from one centralized position, using an interface that's specifically designed for fast action in high-stress situations. The front camera is small and unobtrusive, designed to be mounted out of the driver's sightline, and will not become flying debris if the vehicle is involved in a collision. And even if all power is lost in a collision, the core processor module can use its built-in super-capacitors to continue recording for several seconds, documenting all details of the accident.

Q: Is there an option for a panoramic camera?

A: The M500's front camera captures a single wide-angle view, which is then processed to deliver panoramic (119°) and cropped (59.5°) views. The two streams are recorded in two resolutions simultaneously, for a complete view of every incident.

Q: Does the M500 support all the same features as the 4RE?

A: At launch, the M500 supports the majority of the 4RE feature-set. We expect to have full feature parity within a few months of launch.

Q: What is the Digital Evidence Management (DEMS) platform for the M500?

A: The M500 is integrated with VideoManager for video and media management, and CommandCentral Evidence for active case management.

For more information, please visit motorolasolutions.com/m500

