

M500E INTL

Frequently Asked Questions

Q: What is the M500 System?

A: The Motorola Solutions M500 System comprises the M500 and M500E, in-car video solutions for law enforcement customers. The M500 System makes it easy to capture clear video evidence with intuitive tools, seamless recording, and secure storage. Designed for today's challenges, the M500 and new M500E deliver increased situational awareness and flexibility. They both bring a complete set of modern features to our in-car video offering. Rather than just being a passive recording device, the M500 System 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 M500E was announced on June 17th, 2025. It will be orderable in CPQ in August and shipping starts in October 2025.

Q: Does this mean the M500 will go end-of-life?

A: No, we have no plans to cancel the M500 because of the launch of the M500E.

Q: When will features like Automatic Number Plate Recognition (ANPR) and the Human Presence Detection Sensor be available for the M500E?

A: Our team is working hard to bring these features to your police force within the next eighteen months.

Q: Does the M500 support Automatic Number Plate Recognition (ANPR)?

A: Yes. The product can be ordered with ANPR. The solution is built on the industry-leading Vehicle Manager 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: The M500 supports the Human Presence Detection Sensor, 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. This helps to limit the hours spent manually combing through empty footage.

Q: Can my agency decide whether or not we want to enable the Human Presence Detection Sensor

A: Yes. The feature can be turned on or off on VideoManager.

Q: What is the camera resolution of the M500 System?

A: The front camera has a 4K sensor. Events for the M500 are recorded in panoramic or cropped views, in 1080p, 720p or 480p resolution. The cabin camera records in 1080p, 720p or 480p resolution, in color (daylight) or monochrome (infrared). Both the rear and exterior cameras record at 1080p, 720p or 480p.

Q: What is the field of view?

A: The front camera records panoramic (102/119° with/without dewarp) and cropped (51/59.5° with/without dewarp) views. The cabin, rear and exterior cameras all have a 108° field of view.

Q: How much storage space is available?

A: The M500 has a 1TB solid state hard drive, while the M500E has a 256 GB Industrial Temp Micro SD card.

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

A: No, there is no support for the MDT app. The M500 is controlled through a dedicated, large touchscreen with ergonomic buttons while the interface for M500E is a small tactile control head.

Q: Does the solution include a wireless broadband connection?

A: Yes, the M500 System can interface to a Sierra Wireless or Cradlepoint router for WiFi or LTE upload. The M500E also supports built-in WiFi.

Q: Does the SmartControl app work with iOS and Android?

A: Yes. The SmartControl app is only supported on the M500E.

Q: Does the M500 System support pre-event buffering?

A: Yes. The M500 System supports pre-event buffering, allowing officers to capture the immediate context of an event. Importantly, the M500 System also supports Record-After-the-Fact™. This unique Motorola Solutions feature allows an administrator to “go back in time” and retrieve evidence from several days ago, even if the record button was never pressed.

Q: Is the M500 System secure?

A: All video and audio evidence is encrypted at rest and in transit using AES256 and TLS1.2. The system is secured using a trusted boot process, and access to the removal storage is protected behind a physical locking mechanism. Our internal systems closely follow the National Institute of Standards and Technology (NIST) Cybersecurity Framework.

Q: What are the safety features of the M500 System?

A: Specifically designed for public safety, the M500 System streamlines workflow by reducing necessary interactions, thereby minimizing distractions during emergency responses. The discreet front camera is compact and designed for unobtrusive mounting, ensuring it stays out of the driver's view and minimizes risk during collisions. In the event of sudden power loss due to a crash, built-in supercapacitors ensure all critical evidence is protected.

Q: Is there an option for a panoramic camera?

A: The M500E and M500 both utilize the front camera wide-angle capture to generate different field of view outputs: 119° panoramic and 59.5° cropped. While the M500 records both resolutions simultaneously, the M500E saves only the panoramic view.

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Availability note (for example: Not available in Canada. Only available in Australia. Available in Europe.)

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