MOTOROLA SOLUTIONS

# V500 Body Camera User Guide

MAY 2026

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# Document History

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Chapter 1

# V500 Body Camera Overview

Familiarize yourself with the buttons and functions on your body camera.

**Figure 1: V500 Front Facing**




| Callout | Description |
|---|---|
| 1 | RGB LED |
| 2 | Speaker |
| 3, 5, 7 | Microphone |
| 4 | Front button (programmable) |
| 6 | Light sensor |

**Figure 2: V500 Top Facing**



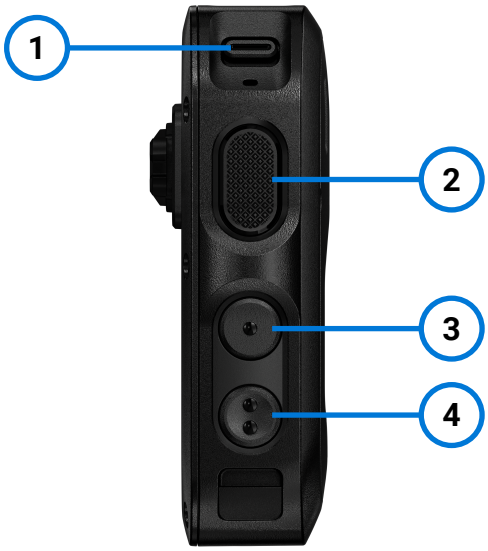

| Callout | Description |
|---|---|
| 1 | RGB LED |
| 2 | LCD display with RGB backlight |
| 3 | Top button 2 (T2) |
| 4 | Top button 1 (T1) |

**Figure 3: V500 Bottom Facing**




| Callout | Description |
|---|---|
| 1 | Power button |
| 2 | USB-C docking connector |

**Figure 4: V500 Left Facing**




| Callout | Description |
|---|---|
| 1 | Toggle switch |
| 2 | Programmable button 0 (P0) |
| 3 | Programmable button 1 (P1) |
| 4 | Programmable button 2 (P2) |

**Figure 5: V500 Right Facing**




| Callout | Description |
|---|---|
| 1 | USB-C accessory connector (behind rubber cover) |

1.1
# LCD Display Overview

**Figure 6: LCD Display Example**

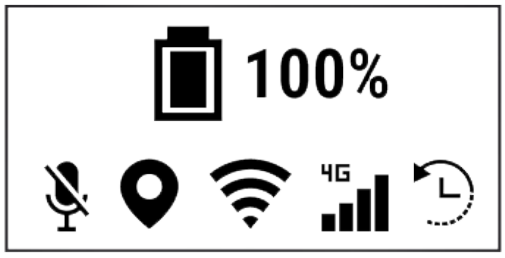



**Table 1: LCD Display Overview**

| Icon | Description |
|---|---|
| | Battery fully charged |
| | Battery charging |
| | Empty battery |
| | Muted microphone |
| | GPS location fix status |
| | Wi-Fi connectivity status |
| 4G | LTE network connectivity status |
| | Pre-recording status |
| REC | Standard recording (video and audio) |
| REC | Audio-only recording |
| LIVE | GoLive Audio is in progress.<br>For more information, see GoLive Audio on page 33. |
| | Escalation<br>For more information, see GoLive Audio on page 33. |

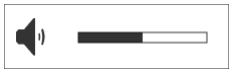
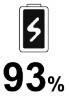
| Icon | Description |
|---|---|
|  | Live stream is being viewed by a VideoManager operator. |
|  | Offloading in progress<br>The display shows the progress in percentage. |
|  | Recording has been activated by the holster sensor.<br>For more information, see Yardarm Holster Aware Sensor Pairing on page 32. |
|  | Peer-Assisted Recording (PAR) in progress<br>For more information, see Peer-Assisted Recording on page 32. |
|  | Maintenance required mode<br>For more information, see Health Check and Maintenance Required Mode on page 37. |
|  | Routine recording in progress |
|  | X-100 connected |
|  | X-100 disconnected |
|  | Volume adjustment<br>After configuring the minimum volume level in VideoManager, you can adjust the volume in the field by using the toggle.<br>The volume level resets to the default volume when the V500 is docked.<br>After undocking the V500, if the V500 has been assigned with the permanent issue, the volume level goes back to the last user-set volume. For single issue, the volume level retains the default volume. |

**Table 2: In-Dock Display Overview**

| Icon | Description |
|---|---|
|  | Connecting to VideoManager |
|  | Connected to VideoManager |
|  | Uploading<br>The display shows the progress in percentage. |
|  | Upload complete |
|  | Charging<br>The display shows charging percentage. |

1.2

# LEDs and Display Backlight Overview

**NOTE:** The bottom panel of icons depends on the device state and settings.

**Table 3: LEDs and Display Backlight in Use**

| Front LED | Top LED | Display Backlight | Display | Description |
|---|---|---|---|---|
| Off | Off | White or off | **Homescreen**<br>  | Assigned and undocked (ready to record) |
| Solid red<br>  | Solid red<br>  | White or off |  | Standard recording |
| Solid red<br>  | Blinking red<br>  | White |  | Audio-only recording |
| Solid red if the V500 is recording<br>  <br>**or** | Flashing white and red if the V500 is re-cording | White |  | Muted microphone<br>You can configure the button gesture in VideoManager EX to |

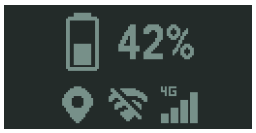
| Front LED | Top LED | Display Backlight | Display | Description |
|---|---|---|---|---|
| Off if the V500 is not recording |  or Solid white if the V500 is not recording  | | | mute, unmute or toggle mute audio.  **NOTE:** When you dock the V500, the microphone becomes inactive. If you mute the microphone before docking, when you undock the V500, the microphone becomes active, and you must perform the configured gesture again to mute audio. |
| Off | Solid red  | White |   | Recording with X-100 connected<br>X-100 LED is also solid red. |
| Off | Off | Off |   | Hush mode<br>In hush mode, all LEDs are turned off and alarms do not sound. |
| Off | Solid blue  | White | **Connection requirements screen**   | Pairing mode with the Yardarm Holster Aware™ sensor(s)<br>For more information, see Yardarm Holster Aware Sensor Pairing on page 32. |
| Off | Blinking blue  | White |   | Bluetooth pairing mode |
| Off | Blinking blue twice  | White |   | Connected with the device |

**Table 4: Charging Indication**

| Front LED | Top LED | Display Backlight | Description |
|---|---|---|---|
| Off | Off | White or off | Top display shows status and charging information (charging 0% – 89%) |
| Off | Fading green | White or off | Top display shows status and charging infor- |

| Front LED | Top LED | Display Backlight | Description |
|---|---|---|---|
| |  | | mation (charging 90% – 99%) |
| Off | Solid green  | White or off | Top display shows status and charging information (fully charged 100%) |

**Table 5: LEDs and Display Backlight in a Smart Dock**

| Front LED | Top LED | Display Backlight | Description |
|---|---|---|---|
| Rapid blinking green  | Rapid blinking green  | Solid green | Camera assigned through RFID |
| Solid green  | Solid green  | Solid green | Camera manually assigned |
| Blinking red  | Blinking red  | Solid red | Unassigned and undocked<br>The V500 cannot record media until assigned. |
| Off | Off | Solid red | Docked and cannot connect to VideoManager |
| Off | Off | Solid amber | **Service required** mode is set to **On**.<br>The V500 cannot be assigned or allocated. |

Chapter 2

# Getting Your V500 Ready

- Before you can use your V500, your device must be assigned to you. For more information, see V500 Assignment on page 29.
- Each V500 requires a valid VideoManager License in order for you to assign body cameras and access footage. For more information, see the *VideoManager Admin Guide*.

## 2.1 Docking and Charging

**Prerequisites:**

**IMPORTANT:** To ensure the best charging performance and connectivity to VideoManager, carefully read the following instructions:

- Motorola Solutions recommends the use of a V500 Smart Dock.
- You must fully charge the battery before first usage.
- To ensure optimal battery health, you should charge the camera in an ambient temperature between 0°C and 25°C (32°F and 77°F). If the temperature is too hot or too cold, battery charging may be stopped to protect the battery.
- You must use only Motorola Solutions approved batteries. There is a risk of explosion if the battery is replaced by an incorrect type.
- The V500 body camera can also be charged using a standard USB-C cable and a 5VDC charger. For optimal charging, it is recommended that the charger has a minimum wattage of 10 W.
- You must only charge the V500 body camera using a USB-IF certified adapter. The camera may be damaged if an incompatible charger is used.
- If the camera is powered off, it will automatically power on when it is docked and has sufficient charge.

**Procedure:**

Perform one of the following actions:

| Option | Actions |
|---|---|
| Charging your body camera using a V500 Smart Dock | **a.** Ensure that the camera is facing the front of the Smart Dock.<br>**b.** Place the camera into the slot ensuring that the camera is fully inserted.<br>**Figure 7: V500 in a Smart Dock**<br>  |
| Charging your body camera using the USB-C cable and a 5VDC charger | **a.** Connect the V500 body camera to a USB charger by plugging a USB-C cable into either the side or bottom USB-C port.<br>**NOTE:** It is not possible to connect a USB device to both USB-C ports simultaneously. When one USB-C port is in use, the other port is automatically disabled.<br>**b.** Connect the cable to a compatible 5VDC USB charger. |

The display backlight turns on and the top LED shows the charging status. For more information, see Table 4: Charging Indication on page 16.

2.2

# Powering Up

**Figure 8: Power Button Located on the Bottom of the Camera**



## Power On

**Procedure:**

Press and hold the **Power** button on the bottom of the camera until the device screen turns on.

The body camera vibrates briefly and goes through the booting and information sequences. When it is ready to use, the display shows the camera status information on the homescreen.

**NOTE:** The body camera is automatically powered on when it is placed in a charger such as Smart Dock.

## Power Off

**Procedure:**

Press and hold the **Power** button on the bottom of the camera until the device vibrates and the power off screen is displayed.

Chapter 3

# Mount Fitting Procedures

The following section describes how to install the following mounting options onto the rear cover of the V500: the Quick Release (QR) Mount, the Klick Fast (KF) Mount, and the Close Fit (VF) Mount.

**NOTE:** The Alligator Mount requires a complex assembly process and is not included in the scope.

## 3.1 Safety Considerations

Ensure that you adhere to the following guidelines when handling the device parts:

- Use clean hands and equipment.
- Remove any debris or contaminants like dust, plastic flakes, and residual packaging pieces.

## 3.2 FRU Kits

FRU kits are ordered in packs of ten, containing:

- 1 x plastic bag containing 10 x mount plates
- 1 x plastic bag containing 10 x screws

**Table 6: Quick Release (QR) Mount FRU Kit**

| FRU Kit | Description |
|---|---|
| FRU-P-2007 | V500 Quick Release (QR) Mount Kit 10-Pack including:<br>• M3 x 10 mm machine screw countersunk Pozi stainless black<br>• V500 QR Mount Plate |

**Table 7: Klick Fast (KF) Mount FRU Kit**

| FRU Kit | Description |
|---|---|
| FRU-P-2006 | V500 Klick Fast (KF) Mount Kit 10-Pack including:<br>• M3 x 6 mm machine screw PZ-PH PNH black, threadlock<br>• V500 KF Mount Plate |

**Table 8: Close Fit (VF) Mount FRU Kit**

| FRU Kit | Description |
|---|---|
| FRU-P-2005 | V500 Close Fit (VF) Mount Kit 10-Pack including: |

| FRU Kit | Description |
|---|---|
| | • M3 x 6 mm machine screw countersunk Pozi stainless black<br>• V500 VF Mount Plate |

3.3

# Installing the Quick Release Mount

**Prerequisites:** Ensure that you use the torque set screwdriver PZ/PH(1) 0.40 N m.

**Procedure:**

1. Affix the V500 Quick Release (QR) mount plate to the rear cover of the camera.
2. Fit one M3 x 10 countersunk Pozi stainless black machine screw to the plate using your fingers.
3. Turn the screw a few times to engage the threads.
4. Tighten the screw with a calibrated power torque screwdriver or manual torque screwdriver.

**Figure 9: Quick Release Mount Assembly**



3.4

# Installing the Klick Fast Mount

**Prerequisites:** Ensure that you use the torque set screwdriver PZ/PH(1) 0.40 N m.

**Procedure:**

1. Affix the V500 Klick Fast (KF) mount plate to the rear cover of the camera.
2. Fit one M3 x 6 mm PZ-PH PNH black machine screw to the plate using your fingers.
3. Turn the screw a few times to engage the threads.
4. Tighten the screw with a calibrated power torque screwdriver or manual torque screwdriver.

**Figure 10: Klick Fast Mount Assembly**



3.5

# Installing the Close Fit Mount

**Prerequisites:** Ensure that you use the torque set screwdriver PZ/PH(1) 0.40 N m.

**Procedure:**

1. Affix the V500 Close Fit (VF) mount plate to the rear cover of the camera.
2. Fit one M3 x 6 countersunk Pozi stainless black machine screw to the plate using your fingers.
3. Turn the screw a few times to engage the threads.
4. Tighten the screw with a calibrated power torque screwdriver or manual torque screwdriver.

**Figure 11: Close Fit Mount Assembly**



Chapter 4

# Mounting Options

The V500 body camera has a mount on the rear of the camera to allow the camera to be securely attached to a uniform. The camera has a wide range of mounting accessories to suit your uniform or preferred mounting system.

The V500 comes with various mounting options and a range of compatible accessories which depend on the type of attachment chosen:

- Quick Release (QR)
- Klick Fast (KF)
- Alligator pre-fitted attachment point
- Close Fit (VF)

The V500 mounts to a suitable attachment point on the torso of the operator. The operator can interact with the camera through button gestures without the need to remove the camera from its mounting position.

## 4.1 Mounting the V500 Using a Quick Release

The V500 Quick Release (QR) mount is designed to support a wide range of mounting options, including tiltable Klick Fast fittings.

**Figure 12: Quick Release Mount Attached to the V500**




## Attaching the V500 to a Quick Release Fixing

**Procedure:**

1. Hold the camera and the mount in an upright position.

The two arms of the mount should be pointing downwards in most use cases.

**KF-TILT2 mount only:** The mount must be attached in the opposite direction with the two arms pointing upwards.

2. Align the two arms on the mount with the QR mount on the back of the camera.
3. Push the mount into the QR mount until it clicks into place.

   The mount should remain attached to the camera when pulled upwards.

   **TIP: KF-TILT2 mount only:** The tilt angle of the mount can be adjusted by pushing on the top or bottom of the mount.

## Detaching a Quick Release Fixing from the V500

**Procedure:**

1. Press the end of the two arms on the QR mount fitting inwards until they fit through the camera mount.
2. Lift the QR mounting accessory upwards to release it from the camera.

4.2

# Mounting the V500 Using a Klick Fast

The Klick Fast (KF) mount is designed to fit directly to a Klick Fast compatible uniform mounting point.

**Figure 13: Klick Fast Mount Attached to the V500**




## Attaching the V500 to a Klick Fast Mount

**Procedure:**

1. Hold the camera in an upright position above the Klick Fast mount point on the uniform.
2. Push the Klick Fast stud firmly down into the uniform mount until a click is heard.

3. Check if the camera is properly seated by pulling upwards.

## Detaching the V500 from a Klick Fast Mount

**Procedure:**

1. Rotate the camera 180° into an upside down position.
2. Pull the camera upwards until it disengages from the uniform mount.

4.3
# Mounting the V500 Using an Alligator Clip

The V500 Alligator clip is designed as a universal clothing mount and does not require any specific uniform mounting point.

**Figure 14: Alligator Clip Attached to the V500**



**Procedure:**

1. Press the top parts of the alligator clip together to open the jaws of the clip.
2. Find a suitable part of clothing to attach the clip to and insert the clothing into the clip.
3. Release the alligator clip to allow it to grip onto the clothing.

**TIP:** The clip can be rotated to ensure that the camera remains in an upright position.

4.4

# Mounting the V500 Using a Close Fit

A Close Fit (VF) mount is designed to mount the camera close to the body and is compatible with Molle and magnet mounting VF uniform fittings.

**Figure 15: Close Fit Mount Attached to the V500**




## Attaching the V500 to a Close Fit Mount

**Procedure:**

1. Hold the camera at a 90° position in front of the VF mount point.
2. Locate the camera VF mount into the tabs on the VF mount point.
3. Rotate the camera 90° counterclockwise to lock the camera in an upright position.

## Detaching the V500 from a Close Fit Mount

**Procedure:**

1. Rotate the camera 90° clockwise to unlock the camera from the VF mount point.
2. Lift the camera forwards to detach it from the mount point.

Chapter 5

# V500 Assignment

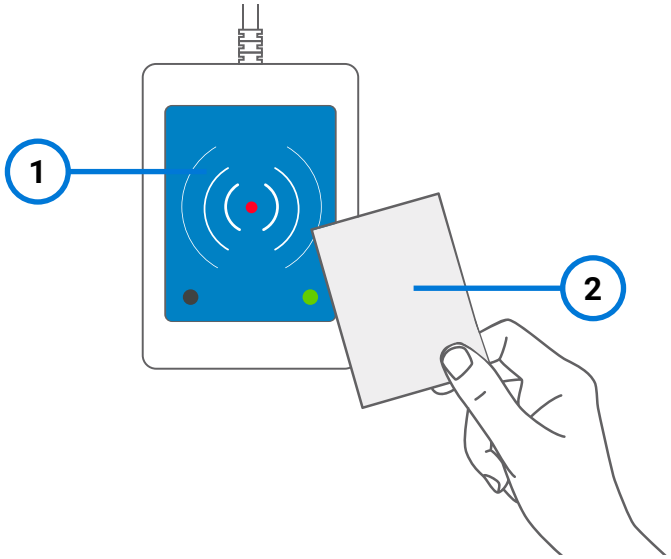
When your body camera is configured, your system administrator may want camera users to utilise an RFID system for camera assignment. For further information on configuring RFID reader assignment and other ways to assign cameras, see the *VideoManager Admin Guide*.

After presenting your RFID card to the card reader, your docked and assigned V500 identifies itself with a solid green display backlight and blinking green LEDs. The assigned operator name is shown on the camera display.

**Figure 16: Assigned Operator Display Example**




**Figure 17: Presenting Your RFID Card to the Card Reader**




| Callout | Description |
|---|---|
| 1 | RFID reader |
| 2 | RFID card |

Chapter 6

# Using the Video Camera

**NOTE:** Camera button functions are configurable in VideoManager. The button functions can differ in your camera configuration. You should consult your administrator for guidance on button configurations.

For more information, see "V500 Device Profile" in the *VideoManager Admin Guide*.

## 6.1 Recording

The following procedure describes how to initiate standard recording, that is recording that captures video and audio. You can also configure the button gesture in VideoManager so that it captures audio only. Live streaming is not possible during audio-only recording.

**NOTE:** You cannot switch between standard recording and audio-only recording. For example, if you are recording audio only and you want to switch to standard recording, you must first stop audio-only recording before initiating the standard recording.

**Figure 18: Record Button**




**NOTE:** This is the default configuration. Button functions are programmable.

### Start Recording

**Procedure:**

Single-press the front button.

**Start Recording initiated** is indicated by a short bleep. The front and top LEDs turn solid red.

## Stop Recording

**Procedure:**

Press and hold the front button.

**Stop Recording initiated** is indicated by the front and top LEDs turning from red to off, accompanied by a longer, high pitched bleep.

## 6.2 Live Streaming and Location Tracking

**NOTE:** Live streaming and location tracking is only available if your VideoManager administrator has enabled this feature. For more information, see "Configuring Streaming" in the *VideoManager Admin Guide*.

The V500 can live stream video, audio, and location information to VideoManager.

The video resolution can be configured in the V500 Device Profile to one of the following: **Standard (360p)** or **High (720p)**.

The WiFi connection to VideoManager can be configured in the V500 Device Profile to one of the following:

- **Automatic**: The V500 will connect automatically to VideoManager, provided that network coverage is available.
- **Manual**: The camera operator must enable connectivity to VideoManager using a button gesture. Live streaming and location tracking will only be available in VideoManager if connectivity has been enabled.

The mobile network connection to VideoManager can be configured in the V500 Device Profile to one of the following:

- **Always on**: The V500 searches for a mobile network upon powering on.
- **Automatic (recording and pre-recording)**: The V500 searches for a mobile network when recording or prerecording is initiated.
- **Automatic (recording only)**: The V500 searches for a mobile network when recording is initiated.
- **Manual**: The camera operator must enable connectivity to VideoManager using a button gesture. Live streaming and location tracking will only be available in VideoManager if connectivity has been enabled.

When the V500 is connected to VideoManager:

- Available devices are listed in Tactical VideoManager and the last reported position is shown on the map view.
- The live stream is available when recording is started on the V500. Recording can be activated by the camera operator performing the start recording button gesture, or remotely by the VideoManager operator.
- The V500 will start the live stream when the VideoManager operator chooses to view the stream.

  The  icon is shown on the V500 LCD display when a live stream is being viewed.

**Live streaming prerequisites:**

- Live streaming over LTE requires that a SIM card (eSIM or physical SIM) is installed with an active data plan. For more information, see Installing an eSIM Card on page 34.
- The SIM card APN (Access Point Name) configuration must be added in VideoManager. See the *VideoManager Admin Guide* for more information on how to configure LTE Access Point Names. For the required APN details, contact your SIM provider.

- The V500 can only live stream when network coverage is available. The V500 LCD display indicates the LTE signal strength  . A minimum of two signal bars is recommended for reliable streaming.

## 6.3 Peer-Assisted Recording

V500 can be used with Peer-Assisted Recording (PAR). In this configuration, when one V500 starts recording, other V500s in the vicinity also start recording, ensuring multiple viewpoints are captured for the same event.

While the V500 triggers an event on a peer device, it cannot stop the recording on a peer device. Each device must stop its own recorded event.

To enable PAR, see "Configuring Peer-Assisted Recording with Devices" in the *VideoManager Admin Guide*.

## 6.4 Yardarm Holster Aware Sensor Pairing

V500 can be used with one Yardarm Holster Aware™ sensor by utilising the Bluetooth Low Energy capability of the V500. When a sensor's state changes, for example because a gun has been unholstered, a notification is sent to the V500 to alert it to the change and to initiate recording.

To pair the V500 with the sensor, from the **Yardarm Holster Aware™ peripherals** drop-down list in the **V500 Device Profile** in VideoManager, select **1**.

For more information, see "V500 Device Profile" in the *VideoManager Admin Guide*.

Sensor pairing workflow is as follows:

1. When you undock a V500, the **Connection requirements screen** appears:




   V500 emits a tone once. The display shows how many sensors can be connected. The backlight turns white and the top LED turns solid blue.

2. V500 enters pairing mode by using the **Pair Bluetooth peripheral** button gesture. The display shows:




   The top LED starts blinking blue. The V500 emits a tone while searching for the device, and gently vibrates.

3. When pairing with the sensor, the Pairing Bluetooth Peripheral gesture must be performed within one minute of connecting the desired Holster Aware.

   For duration of the connecting state, the top LED turns solid blue.

4. When connected, the display shows:




The top LED blinks blue twice. V500 emits a tone and gently vibrates.

5. After three seconds, the display shows the number of connected sensors.
6. After three seconds, the display shows the **Homescreen**.
7. Once paired, the V500 automatically reconnects with the paired sensor(s) upon undocking.

To dismiss the **Connection requirements screen** at any point, you can press the **Bypass peripheral warning** button gesture. When pressed, the display turns into **Homescreen**.

When the V500 enters pairing mode, if no connection is made, the device automatically time outs after two minutes.

**NOTE:** V500 cannot record and enter pairing mode simultaneously. If you attempt to enter pairing mode while the V500 is already recording, the V500 gives an error tone. If you attempt to record while the V500 is already in pairing mode, the V500 will exit pairing mode.

If the V500 encounters a pairing error, the display shows:




The top LED starts rapidly blinking blue. After three seconds, the display shows the **Connection requirements screen**.

## 6.5 Broadcast Mode Holster Aware

When the Yardarm Holster Aware™ sensor is triggered, the V500 starts recording. In broadcast mode, the V500 advertises the weapon-drawn state to listening devices. When the Peer-Assisted Recording (PAR) policy is enabled, the change in recording state is advertised to nearby cameras.

To enable broadcast mode, you must set **Yardarm Holster Aware™ broadcast mode** to **Yes** in the **V500 Device Profile** in VideoManager.

For more information, see "V500 Device Profile" in the *VideoManager Admin Guide*.

Both paired mode and broadcast mode can be used in conjunction with each other.

## 6.6 GoLive Audio

GoLive Audio allows for listening to audio and speaking through the camera simultaneously. The V500 transmits audio continuously along with the live-streamed video.

To enable GoLive Audio, you must perform the following actions in VideoManager:

1. In the **V500 Device Profile**, set **Enable GoLive audio** to **Yes**.
   For more information, see "V500 Device Profile" in the *VideoManager Admin Guide*.
2. Ensure that you have the **Live view** and **GoLive audio** permissions enabled.

For more information, see "Device Permissions" in the *VideoManager Admin Guide*.

3. Ensure that your browser is connecting to VideoManager over HTTPS. If you are using a cloud instance of VideoManager, no special configuration is required. Otherwise, configure the listen address with the purpose set to **User interface and API** and SSL enabled.

   For more information, see "Configuring Listen and Public Addresses of VideoManager" in the *VideoManager Admin Guide*.

GoLive Audio can be used in conjunction with the **Escalate** button on the V500. The button allows the camera operator to escalate a situation to an external operator who could then potentially live stream the video footage in VideoManager and take some action, such as calling the police, or responding to an incident in some way. For more information on how to program the **Escalate** button, see "V500 Device Profile" in the *VideoManager Admin Guide*.

Escalation can only happen if the V500 is connected to WiFi or LTE.

When pressed, the **Escalate** button automatically triggers recording (if not already recording) and generates an alert in VideoManager. The VideoManager operator can take action by opening the live stream and a GoLive Audio session. Only one operator can access GoLive Audio on a particular camera at a time. The GoLive Audio channel is full duplex, so the VideoManager operator can speak directly to the camera operator without having to press any button. The camera operator does not need to press any button on the V500 to send audio and can talk hands-free.

When the session is in progress, relevant icons are displayed on the LCD display. For more information, see LCD Display Overview on page 13.

The GoLive Audio session ends if the camera operator stops recording or if the VideoManager operator ends the session in VideoManager. When the VideoManager operator opens or closes a GoLive Audio session, a sound notification is played on the V500.

GoLive Audio actions are described in audit logs. For more information, see "Viewing and Downloading Audit Logs" in the *VideoManager Admin Guide*.

## 6.7 Uploading Footage Over LTE

Recordings can be uploaded to VideoManager over LTE without returning the V500 to the Smart Dock. Recordings upload must be enabled in the V500 Network Profile by your VideoManager administrator. For more information, see "Performing Network Profile Actions" in the *VideoManager Admin Guide*.

**IMPORTANT:** Footage upload can consume a large amount of network data. Ensure that your LTE data allowance is sufficient to avoid incurring significant network charges.

**Procedure:**

Perform one of the following actions:

- If streaming is set to automatic in the Device Profile, press the button to stop recording.

  New recordings are uploaded to VideoManager automatically when you stop recording.
- If streaming is set to manual in the Device Profile, use the configured button gesture to allow the V500 to connect to the network.

## 6.8 Installing an eSIM Card

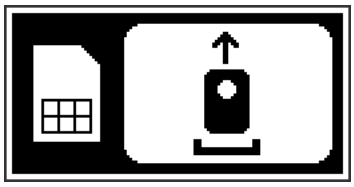
**NOTE:** The V500 supports eSIM installation. If you require installation of a physical SIM card, contact Motorola Solutions.

An eSIM is a virtual SIM card in the form of a QR code instead of a physical SIM. Installing an eSIM onto the V500 involves scanning the eSIM QR code with the camera. After the QR code is scanned, the V500 connects to the network provider over Wi-Fi to download and activate the eSIM.

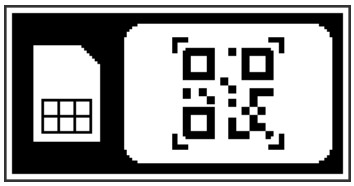
A valid Network Profile with Wi-Fi internet access must be configured in VideoManager to complete eSIM provisioning. For more information on how to configure a Network Profile, see "Performing Network Profile Actions" in the *VideoManager Admin Guide*.

**Procedure:**

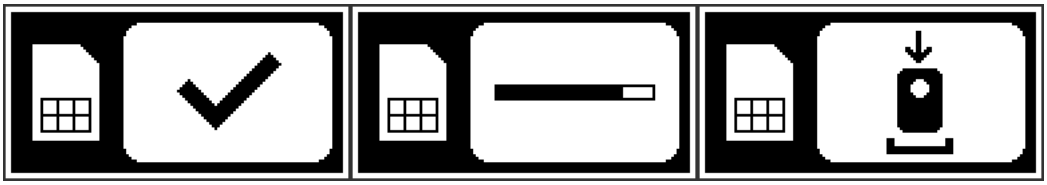
1. Ensure that the V500 is docked and connected to VideoManager.
2. Find the V500 to be provisioned with an eSIM by performing the following actions:
   a. Navigate to the **Devices** tab.
   b. Select the **Search Devices** pane.
   c. Filter the body cameras as necessary, and click **Find devices**.
3. Next to the relevant V500, click **View device info**.
4. From the pane, click **Provision eSIM**.
   VideoManager prompts you to specify the Network Profile to be used.
5. From the list, select a valid profile and click **Provision Device eSIM**.
   The V500 LCD displays that the device is in eSIM provisioning mode.



6. Undock the camera from the docking station.
   The camera is ready to scan your eSIM QR code when the V500 LCD display shows the following:



7. Scan your eSIM QR code.
   When the QR code is successfully scanned, the V500 beeps and the LCD display indicates the success.
   The V500 attempts to download and activate the eSIM, which can take several seconds. A progress bar is displayed on the LCD display.
   Once complete, the V500 beeps again and the LCD display indicates that the camera can be docked.



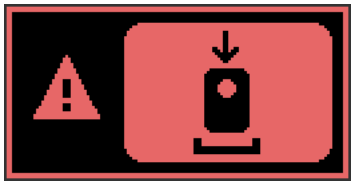
8. Place the camera back into the Docking Station to allow it to connect to VideoManager.

   If provisioning succeeds, VideoManager reports the ICCID of the eSIM in the device details. For more information on how to enable streaming over LTE, see Live Streaming and Location Tracking on page 31.

   If provisioning fails, the Dock Camera indication is displayed with a red backlight. For more information, see eSIM Installation Troubleshooting on page 36.

### 6.8.1
## eSIM Installation Troubleshooting

**Table 9: eSIM Installation Troubleshooting**

| Description | Action |
|---|---|
| The QR code is not being read by the V500. | • Try moving the camera closer or further away from the QR code.<br>• The QR code may be too small to be scanned successfully. The QR code must be a minimum size of 4 x 4 cm.<br>• Try to improve the lighting to ensure that the V500 camera has a clear image. |
| eSIM provisioning failed, which is indicated by the red backlight and error screen:<br>  | Dock and connect the V500 to VideoManager to access the camera audit log containing information about the failure. For more information on how to access the camera audit log, see the *VideoManager User Guide*. |

Chapter 7

# Health Check and Maintenance Required Mode

VideoManager carries out a daily device health check on docked cameras. If the health check fails, `Maintenance required` state displays next to the relevant V500 in the VideoManager devices list, which indicates a potential problem with the camera. If a V500 enters this state, contact Motorola Solutions support for assistance.

The daily health check schedule can be configured from VideoManager in the **Device Settings** section. For more information, see the *VideoManager Admin Guide*. The health check is performed:

- On all cameras that are docked at the scheduled daily health check time.
- When a camera is placed in the dock. If the camera was not present in the dock at the time of the last scheduled daily health check time, the health check will start once the camera has completed offloading any recordings.

During a health check, the V500 automatically restarts and reconnects to VideoManager.

If the health check fails, the V500 enters the **Maintenance required** state and the following occurs:

- The `Maintenance required` status is displayed in the **Devices** tab in VideoManager, next to the relevant V500.
- V500 emits a single long beep.
- The LCD display on the camera turns solid amber and shows the **Maintenance required** icon:

- If the V500 contains stored recordings, they are offloaded as normal to VideoManager. However, if the camera health check detected a storage fault, it may not be possible to offload all recordings. In this case, those recordings remain on the camera.
- The V500 is automatically unassigned and is unavailable for new assignment.
- Camera audit log shows the following entry `DEVICE_MAINTENANCE_ERROR` along with the reason for the error.

  For more information on audit logs, see the *VideoManager Admin Guide*.

After entering the **Maintenance required** state, a V500 can be factory reset or upgraded, but it cannot be assigned. Camera logs can be retrieved from VideoManager for sharing with the Motorola support team.

Chapter 8

# Maintenance and Care Tips

Always take a few minutes to ensure your camera is working correctly before you begin any assignments. Performing the following basic tasks ensures that your equipment functions properly in most conditions.

| ALWAYS | NEVER |
|---|---|
| Clean the surface of the camera with a soft, damp cloth. You can moisten the cloth with isopropyl alcohol, if necessary. | Use harsh cleaners, bleach or solvents. |
| Clean the camera lens with a lens blower brush, and then wipe it with a soft cloth if necessary. | Immerse the camera in water or cleaning solutions. |
| Ensure that the camera microphone openings are clean and clear of any debris. | Use ammonia-based or similar type window cleaners on the camera lens. |
| | Place the lens under running water or apply jets of water to the camera lens. |
| | Use compressed air to clean the camera. Compressed air can damage the camera's microphones. |
| | Apply alcohol directly to the camera. |