MOTOROLA SOLUTIONS

SVX Video Remote Speaker Microphone User Guide

MN011250A01-AA

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The European Union's WEEE directive and the UK's WEEE regulation require that products sold into EU countries and the UK must have the crossed-out wheelie bin label on the product (or the package in some cases). As defined by the WEEE directive, this crossed-out wheelie bin label means that customers and end users in EU and UK countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end users in EU and UK countries should contact their local equipment supplier representative or service center for information about the waste collection system in their country.

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

Contact Us

The Centralized Managed Support Operations (CMSO) is the primary contact for technical support included in your organization's service agreement with Motorola Solutions. To enable faster response time to customer issues, Motorola Solutions provides support from multiple countries around the world.

Service agreement customers should be sure to call the CMSO in all situations listed under Customer Responsibilities in their agreement, such as:

- To confirm troubleshooting results and analysis before taking action

Your organization received support phone numbers and other contact information appropriate for your geographic region and service agreement. Use that contact information for the most efficient response. However, if needed, you can also find general support contact information on the Motorola Solutions website, by following these steps:

1. Enter motorolasolutions.com in your browser.
2. Ensure that your organization's country or region is displayed on the page. Clicking or tapping the name of the region provides a way to change it.
3. Select "Support" on the motorolasolutions.com page.

Comments

Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

- The document title and part number
- The page number or title of the section with the error
- A description of the error

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to https://learning.motorolasolutions.com to view the current course offerings and technology paths.

Document History

Version	Description	Date
MN011250A01-AA	Initial version of the *SVX Video Remote Speaker Microphone User Guide*.	June 2025

Legal and Compliance Statements

Notice to Users (FCC and ISED)

The device complies with Part 15 of the FCC rules and Innovation, Science and Economic Development Canada's license-exempt RSS(s) per the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications made to this device, not expressly approved by Motorola Solutions, could void the authority of the user to operate this equipment.

Supplier's Declaration of Conformity

Per FCC CRF 47 Part 2 Section 2.1077(a)

Responsibility Party

Name: Motorola Solutions, Inc.

Address: 2000 Progress Pkwy, Schaumburg IL, 60196

Phone Number: 1-800-927-2744

Hereby declares that the product:

Model Name: **SVX**

conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a), 15.107(d), and section 15.09(a)

Class B Digital Device

As a personal computer peripheral, this device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation

> **NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna

- Increase the separation between the equipment and receiver

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

- Consult the dealer or an experienced radio/TV technician for help

For Country Code Selection Usage (WLAN Devices)

NOTE: The country code selection is for the non-US model only and is not available to all US models. Per FCC regulation, all Wi-Fi products marketed in the US must be fixed to US operation channels only.

ISED WLAN Statement

CAUTION:

i. the device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

ii. for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250–5350 MHz and 5470–5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;

iii. for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725–5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits as appropriate; and

iv. where applicable, antenna type(s), antenna model(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Important Safety Information

RF Energy Exposure Training and Product Safety Information for Mission Critical Devices.

CAUTION: This mission critical device is restricted to Occupational use only. Before using the mission critical device, read the RF Energy Exposure Training and Product Safety Information for Mission Critical Devices manual which contains important operating instructions for safe usage and RF energy awareness and control for Compliance with applicable standards and Regulations. This equipment is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. For body worn operation, this device has been tested and meets the FCC RF exposure guideline for use with a Motorola Solutions,Inc. approved accessories sold with this device.

For information on product details, brochures, user manuals, and approved accessories, refer to motorolasolutions.com.

Operating Instructions

- When engaged in Push-To-Talk (PTT) communications, to transmit (talk), press the PTT button. To receive calls, release the PTT button.

- Body Worn Operation. When the device is worn on the body, always use Motorola Solutions-approved clip for this product. Using approved body-worn accessories is important because the use of non-Motorola

Solutions-approved accessories may result in exposure levels, which exceed the FCC occupational/controlled environment RF exposure limits.

- Use only Motorola Solutions-approved supplied or replacement batteries. Use of non-Motorola Solutions-approved batteries may exceed the applicable RF exposure guidelines (iEEE, ICNIRP, or FCC).

- For a list of Motorola Solutions approved accessories, refer to your user manual or visit http://www.motorolasolutions.com.

Acoustic Safety

Exposure to loud noises from any source for extended periods of time may temporarily or permanently affect your hearing. The louder the volume of the radio, the sooner your hearing will be affected. Hearing damage from loud noise is sometimes undetectable at first, and can have a cumulative effect. To protect your hearing:

- Use the lowest volume necessary to do your job.

- Turn up the volume only if you are in noisy surroundings.

- Turn down the volume before adding headset or earpiece.

- Limit the amount of time you use headsets or earpieces at high volume.

- When using the radio without a headset or earpiece, do not place the radio's speaker directly against your ear.

- If you experience hearing discomfort, ringing in your ears, or speeches that are muffled, you should stop listening to your radio through your headset or earpiece, and have your hearing checked by your doctor.

Operational Warnings

The following explains the operational warnings:

For Vehicle With Air Bags

The following explains the operational warnings:

WARNING:

- Refer to vehicle manufacturer's manual prior to installation of electronic equipment to avoid interference with air bag wiring.

- DO NOT place a portable radio or VRSM device in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable radio or VRSM device is placed in the air bag deployment area and the air bag inflates, the device may be propelled with great force and cause serious injury to occupants of the vehicle.

Batteries

CAUTION: Use only Motorola Solutions approved batteries.

- Risk of explosion if the battery is replaced by an incorrect type.

- Charge your battery using the approved Motorola Solutions charger.

- Connect the charger/power supply to a nearby and easily accessible power outlet.

- Use the battery in accordance with its water and/or dust Ingress Protection (IP) rating.

- Do not discard your battery into a fire.

- Do not replace the battery in any area labeled "Hazardous Atmosphere".

- Do not disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.

- Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.

- Do not allow conductive material such as jewelry, keys, or beaded chains to touch exposed battery terminals.

- Do not dispose of batteries with household waste.

Do Not Substitute Options or Accessories

The Motorola Solutions communications equipment certified as intrinsically safe by the approving agency (UL, CSA) is tested as a complete system which consists of the listed agency Approved portable, Approved battery, and Approved accessories or options, or both. This Approved portable and battery combination must be strictly observed. There must be no substitution of items, even if the substitute has been previously Approved with a different Motorola Solutions communications equipment unit. Approved configurations are listed by the Approving Agency (UL, CSA).

The Hazardous Location-Approved Label affixed to radio refers to the intrinsically safe classification of that radio product, and the approved batteries that can be used with that system.

The manual part number referenced on the Hazardous Location-Approved Label identifies the approved Accessories and or options that can be used with that portable radio unit.

Using a non-Motorola Solutions-Hazardous Location-Approved battery and/or accessory with the Motorola Solutions approved radio unit will void the Hazardous Location approval of that radio unit.

Important Information

⚠️ **CAUTION:**

- Do not charge your accessory in temperature below 0 °C (32 °F) or above 45 °C (113 °F). Do not store your accessory in direct sunlight or where expected temperatures can exceed this range such as inside a parked car.

- Storing your fully charged accessory in high temperature conditions may permanently reduce the life of the battery.

- Battery life may temporarily shorten in low-temperature conditions.

- The Video Remote Speaker Microphone (VRSM) should be stored between 20 °C (68 °F) and 30 °C (86 °F) to minimize battery permanent capacity loss.

- To prevent injury, do not disassemble, puncture, or crush the VRSM because this action can cause the battery to short-circuit.

- Do not expose or throw the VRSM into heat or fire.

- Do not dispose the VRSM into household waste.

- Do not fill the audio jack and USB charging port with water. If water enters the audio jack and/or USB charging port, remove water by shaking the VRSM. Always cover the audio jack and USB charging port with a dust cap when not in use.

Battery Information

The battery is shipped with a nominal charge below 30%.

The battery features intelligent fuel gauging for accurate performance monitoring. The accuracy of battery's indication progressively improves after the initial use. To achieve better accuracy, complete a couple of full charge cycles.

📝 **NOTE:**

- To maximize your battery performance and lifespan, avoid depleting your battery completely.

- To minimize permanent capacity loss, store the battery within the temperature range of 20°C (68°F) and 30°C (86°F).

Chargers Safety Information

Important Safety Information

This document contains important safety and operating instructions. Please read these instructions carefully and save them for future reference.

Before using the battery charger, read all the instructions and cautionary markings on (1) the Smart Dock (2) the battery, and (3) on the Video Remote Speaker Microphone (SVX VRSM).

⚠️ **WARNING:**

1. To reduce risk of injury, charge only the rechargeable Motorola Solutions authorized batteries listed in Replaceable Parts and Accessories on page 23. Other batteries may explode, causing personal injury and damage.

2. Use of accessories not recommended by Motorola Solutions may result in risk of fire, electric shock, or injury.

3. To reduce risk of damage to the electric plug and cord, pull by the plug rather than the cord when disconnecting the charger.

4. An extension cord should not be used unless absolutely necessary. Use of an improper extension cord could result in risk of fire and electric shock. If an extension cord must be used, make sure that the cord size is 18 AWG for lengths of up to 100 ft (30.48 m), and 16 AWG for lengths up to 150 ft (45.72 m).

5. To reduce risk of fire, electric shock, or injury, do not operate the charger if it has been broken or damaged in any way. Take it to a qualified Motorola Solutions service representative.

6. Do not disassemble the charger – it is not repairable and replacement parts are not available. Disassembly of the charger may result in risk of electric shock or fire.

7. To reduce risk of electric shock, unplug the charger from the AC outlet before attempting any maintenance or cleaning.

Limited Warranty

MOTOROLA SOLUTIONS COMMUNICATION PRODUCTS

I. WHAT THIS WARRANTY COVERS AND FOR HOW LONG:

MOTOROLA SOLUTIONS, INC. ("MOTOROLA") warrants the MOTOROLA SOLUTIONS manufactured Communication Products listed below ("Product") against defects in material and workmanship under normal use and service for a period of time from the date of purchase as scheduled below:

SVX Video Remote Speaker Microphone	One (1) Year
Product Accessories	One (1) Year

MOTOROLA SOLUTIONS, at its option, will at no charge either repair the Product (with new or reconditioned parts), replace it (with a new or reconditioned Product), or refund the purchase price of the Product during the warranty period provided it is returned in accordance with the terms of this warranty. Replaced parts or boards are warranted for the balance of the original applicable warranty period. All replaced parts of Product shall become the property of MOTOROLA SOLUTIONS.

This express limited warranty is extended by MOTOROLA SOLUTIONS to the original end user purchaser only and is not assignable or transferable to any other party. This is the complete warranty for the Product manufactured by MOTOROLA SOLUTIONS. MOTOROLA SOLUTIONS assumes no obligations or liability for additions or modifications to this warranty unless made in writing and signed by an officer of MOTOROLA SOLUTIONS.

Unless made in a separate agreement between MOTOROLA SOLUTIONS and the original end user purchaser, MOTOROLA SOLUTIONS does not warrant the installation, maintenance or service of the Product.

MOTOROLA SOLUTIONS cannot be responsible in any way for any ancillary equipment not furnished by MOTOROLA SOLUTIONS which is attached to or used in connection with the Product, or for operation of the Product with any ancillary equipment, and all such equipment is expressly excluded from this warranty. Because each system which may use the Product is unique, MOTOROLA SOLUTIONS disclaims liability for range, coverage, or operation of the system as a whole under this warranty.

MOTOROLA SOLUTIONS offers the following optional extended service contracts for purchase.

DEVICE MANAGED SERVICES (DMS) STANDARD HARDWARE

Provides extended hardware normal wear and tear repair coverage beginning AFTER MOTOROLA SOLUTIONS'S standard Commercial Warranty period expires. Service performed under this plan consists of repair of the covered equipment as set forth in the terms and conditions. Repairs will be made only at the designated MOTOROLA SOLUTIONS repair depot. Local services are not included. MOTOROLA SOLUTIONS will pay for outbound shipping via MOTOROLA SOLUTIONS' normal shipping methods.

DEVICE MANAGED SERVICES (DMS) ACCIDENTAL DAMAGE AND ADVANCED REPLACEMENT

Provides for extended hardware coverage INCLUDING CHEMICAL, LIQUID AND OTHER PHYSICAL DAMAGE. Accidental damage coverage replaces the MOTOROLA SOLUTIONS' standard Commercial Warranty and starts from the FIRST DAY the device is placed into use. Service performed under this plan consists of replacement of the covered equipment as set forth in the terms and conditions.

MOTOROLA SOLUTIONS will provide Advanced Replacement for the damaged device. MOTOROLA SOLUTIONS will ship a new or refurbished functionally equivalent replacement device to the Customer within two (2) business days of receiving the Customer replacement request, subject to availability of replacement devices. Business days do not include weekends or holidays.

The Customer must return the defective or damaged device to a MOTOROLA SOLUTIONS Repair Center within 60 days after receiving the replacement device.

MOTOROLA SOLUTIONS will pay the inbound shipping via MOTOROLA SOLUTIONS' normal shipping methods. All returned devices, parts or boards will become the property of Motorola Solutions.

Failure to return the damaged device to MOTOROLA SOLUTIONS will result in an additional Customer charge for the replacement device.

When returning a device for Advanced Replacement, device accessories should not be included. Accessories include batteries, chargers or charging stations, cables, mounts, and clips. MOTOROLA SOLUTIONS is not responsible for any accessories that are shipped with the device.

II. GENERAL PROVISIONS:

This warranty sets forth the full extent of MOTOROLA SOLUTIONS' responsibilities regarding the Product. Repair, replacement, or refund of the purchase price, at MOTOROLA SOLUTIONS's option, is the exclusive remedy. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL MOTOROLA SOLUTIONS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.

III. STATE LAW RIGHTS:

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATION ON DURATION OF IMPLIED WARRANTY, THEREFORE THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY.

This warranty gives specific legal rights, and there may be other rights, which may vary from state to state.

IV. HOW TO GET WARRANTY SERVICE:

You must provide proof of purchase (bearing the date of purchase and Product item serial number) in order to receive warranty service and, also, deliver or send the Product item, transportation and insurance prepaid, to an authorized warranty service location. Warranty service will be provided by MOTOROLA SOLUTIONS through one of its authorized warranty service locations. If you first contact the company which sold you the Product (e.g., dealer or communication service provider), it can facilitate your obtaining warranty service. You can also call MOTOROLA SOLUTIONS at 1-800-927-2744 US/Canada.

V. WHAT THIS WARRANTY DOES NOT COVER:

1. Defects or damage resulting from use of the Product in other than its normal and customary manner.
2. Defects or damage from misuse, accident, water, or neglect.
3. Defects or damage from improper testing, operation, maintenance, installation, alteration, modification, or adjustment.
4. Breakage or damage to antennas unless caused directly by defects in material workmanship.

5. A Product subjected to unauthorized Product modifications, disassembles, or repairs (including, without limitation, the addition to the Product of non-MOTOROLA SOLUTIONS supplied equipment) which adversely affect performance of the Product or interfere with MOTOROLA SOLUTIONS' normal warranty inspection and testing of the Product to verify any warranty claim.

6. Product which has had the serial number removed or made illegible.

7. Rechargeable batteries if:

    ●   any of the seals on the battery enclosure of cells are broken or show evidence of tampering.

    ●   the damage or defect is caused by charging or using the battery in equipment or service other than the Product for which it is specified.

8. Freight costs to the repair depot.

9. A Product which, due to illegal or unauthorized alteration of the software/firmware in the Product, does not function in accordance with MOTOROLA SOLUTIONS's published specifications or the FCC certification labeling in effect for the Product at the time the Product was initially distributed from MOTOROLA SOLUTIONS.

10. Scratches or other cosmetic damage to Product surfaces that does not affect the operation of the Product.

11. Normal and customary wear and tear.

VI. PATENT AND SOFTWARE PROVISIONS:

MOTOROLA SOLUTIONS will defend, at its own expense, any suit brought against the end user purchaser to the extent that it is based on a claim that the Product or parts infringe a United States patent, and MOTOROLA SOLUTIONS will pay those costs and damages finally awarded against the end user purchaser in any such suit, which are attributable to any such claim, but such defense and payments are conditioned on the following:

1. that MOTOROLA SOLUTIONS will be notified promptly in writing by such purchaser of any notice of such claim,

2. that MOTOROLA SOLUTIONS will have sole control of the defense of such suit and all negotiations for its settlement or compromise, and

3. should the Product or parts become, or in MOTOROLA SOLUTIONS' opinion be likely to become, the subject of a claim of infringement of a United States patent, that such purchaser will permit MOTOROLA SOLUTIONS, at its option and expense, either to procure for such purchaser the right to continue using the Product or parts or to replace or modify the same so that it becomes non-infringing or to grant such purchaser a credit for the Product or parts as depreciated and accept its return. The depreciation will be an equal amount per year over the lifetime of the Product or parts as established by MOTOROLA SOLUTIONS.

MOTOROLA SOLUTIONS will have no liability with respect to any claim of patent infringement, which is based upon the combination of the Product or parts furnished hereunder with software, apparatus or devices not furnished by MOTOROLA SOLUTIONS, nor will MOTOROLA SOLUTIONS have any liability for the use of ancillary equipment or software not furnished by MOTOROLA SOLUTIONS, which is attached to or used in connection with the Product. The foregoing states the entire liability of MOTOROLA SOLUTIONS with respect to infringement of patents by the Product or any parts thereof.

Laws in the United States and other countries preserve for MOTOROLA SOLUTIONS certain exclusive rights for copyrighted MOTOROLA SOLUTIONS software such as the exclusive rights to reproduce in copies and distribute copies of such MOTOROLA SOLUTIONS software. MOTOROLA SOLUTIONS software may be used in only the Product in which the software was originally embodied and such software in such Product may not be replaced, copied, distributed, modified in any way, or used to produce any derivative thereof. No other use including, without limitation, alteration, modification, reproduction, distribution, or reverse engineering of such MOTOROLA SOLUTIONS software or exercise of rights in such MOTOROLA SOLUTIONS software is

permitted. No license is granted by implication, estoppel or otherwise under MOTOROLA SOLUTIONS patent rights or copyrights.

VII. GOVERNING LAW:

This Warranty is governed by the laws of the State of Illinois, U.S.A.

VIII. For Australia Only

This provision applies to products and services supplied by Motorola Solutions to consumers within the meaning of the Australian Consumer Law. This warranty is given by Motorola Solutions Australia Pty Limited (ABN16 004 742 312) of Tally Ho Business Park, 10 Wesley Court. Burwood East, Victoria. Our goods come with guarantees that cannot be excluded under the Australia Consumer Law. For major failures with the service, you are entitled:

● To cancel your service contract with us: and

● To a refund for the unused portion, or to compensation for its reduced value.

You are entitled to choose a replacement or refund for a major failure with goods. If a failure with the goods or service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods, and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service. If you have any queries, please call Motorola Solutions Australia at 1800 457 439. You may also visit our website: https://www.motorolasolutions.com/en_xa/support.html for current warranty terms.

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Related Documents

For subjects related to the agency evidence management system, see one of the following documents:

- For more information on VideoManager EX, see the *VideoManager Admin Guide*.
- For more information on VideoManager EL, see the *VideoManager EL Online Help*.

Chapter 1

Read Me First

This user guide covers operating basic functions and other features of your device.

1.1
Notations Used in This Guide

This guide is designed to give you more visual cues. The following graphic icons are used throughout the user guide.

⚠ **CAUTION:** implies information that, if disregarded, may result in minor or moderate injury, or serious product damage.

◇ **IMPORTANT:** contains information that is crucial to the discussion at hand, but is not CAUTION. There is no warning level associated with the IMPORTANT statement.

📝 **NOTE:** contains information more important than the surrounding text, such as exceptions or preconditions. They also refer the reader elsewhere for additional information, remind the reader how to complete an action (when it is not part of the current procedure, for instance), or tell the reader where something is on the screen. There is no warning level associated with a note.

💡 **TIP:** informs the reader of a different way of accomplishing the same task. At times, tips can include quicker ways of achieving the same goal.

The following special notations highlight certain information:

Example	Description
Menu key	Bold words indicate a name of a key, button, or soft menu item.

Chapter 2

SVX VRSM Overview

Figure 1: SVX VRSM Front Facing

2.1
LEDs Overview

> **NOTE:** When the device is on, you can press the **Power** button once to hear a sign of life confirmation message, which includes the battery level, power, and connection status among other information.

Table 1: Power Indication

Top Status LED		Description
Blinking green for one second		Powering on
Blinking green twice		Powering off
Blinking red twice		Powering on error

Table 2: Battery Indication

Top Status LED		Description
Blinking green twice		Battery at high level
Blinking amber twice		Battery at medium level
Blinking red twice		Battery at low level (20% – 6%) **NOTE:** Voice Prompt or Tone notification is announced every two minutes until the de- ice starts charging. The warning is cleared when the device is put into charging or when a user acknowledges the warning by single-tapping the **Power** button.
Continuous blinking red		Battery at critical level (at 5% or below) To prevent flat battery, charge the device immedi- ately. **NOTE:** Voice Prompt or Tone notification is announced every 30 seconds until the de- vice starts charging.

Table 3: Charging Indication

Top Status LED		Description
Solid red		Battery charging (0 – 89%
Fading green		Battery charging (90 – 99%
Solid green		Battery fully charged: 100%
Blinking red		Charging error

2.2
Replaceable Parts and Accessories

The following replacement parts and accessories are available for order from Motorola Solutions.

Table 4: Replaceable Parts and Accessories

Part Number	Description
PMMN8199A	SVX VIDEO REMOTE SPEAKER MICROPHONE
PMNN4893A	SVX REMOVABLE BATTERY LIION UL DIV2 IP68 4300T
PMPN5022A	SVX SMARTDOCK 10 SLOT CHARGE AND UPLOAD US/NA
PMPN5026A	SVX BATTERY ONLY CHARGER 12 SLOT US/NA

Part Number	Description
BR000628A01	BRACKET CHGR MODULAR, WALL MOUNT
PS000242A04	POWER SUPPLY ADAPTOR,POWER SUPPLY BRICK 100-240VAC UNIVER-SAL
WGP02798C	SHIRT MAGNETIC MOUNT, V300/V700 BWC, BLACK
WGP02697B	SHIRT CLIP MOUNT, V300/V700 BWC, BLACK
WGP03085B	JACKET MAGNETIC MOUNT, V300/V700 BWC, BLACK
WGP03088	JACKET CLIP MOUNT, V300/V700 BWC, BLACK
WGA00668	LOCKING MOLLE MOUNT, V300/V700 BWC, BLACK
PMLN8708A	RECEIVE ONLY EARPIECE W/TRAN TUBE, EXTRA LOUD, 3.5MM, IP54, FOR SVX
PMLN8709A	2-WIRE SURVEILLANCE EARPIECE W/TRAN TUBE, EXTRA-LOUD, 3.5MM JACK, IP54, FOR SVX

Chapter 3

Getting Your SVX VRSM Ready

Before you can use the SVX VRSM for video recording, your device must be assigned to you. For more information, see your agency evidence management system documentation listed in Related Documents on page 20.

3.1
Docking and Charging

Prerequisites:

⚠️ **IMPORTANT:** To ensure the best charging performance and connectivity to your agency evidence management system, carefully read the following instructions:

- Motorola Solutions recommends the use of a SVX Smart Dock.

- You must fully charge the battery before first usage.

- To ensure optimal battery health, you should charge the device 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 SVX VRSM can also be charged using a standard USB-C cable and a 5VDC charger or a PC. For optimal charging, it is recommended that the charger has a minimum wattage of 10W. It is also recommended to connect the USB-C to the USB-C cable.

- You must only charge the SVX VRSM using a USB-IF certified adapter. The device may be damaged if an incompatible charger is used.

- If the device 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 device using a SVX Smart Dock	**a.** Align the device to face the front of the SVX Smart Dock. **b.** Place the device into the slot ensuring that the device is fully inserted. The top Status LED shows the current charging status. For more information, see Table 3: Charging Indication on page 23. Depending on the configuration, either the Voice or Tone Prompt sounds to indicate charging.

Option	Actions
Charging your device using the USB-C cable and a 5VDC charger or a PC	**a.** Connect the SVX VRSM to a USB charger or a PC by plugging the USB-C cable into the USB-C port. **b.** Connect the cable to a compatible 5VDC USB charger or a PC.

3.2
Powering On the SVX VRSM

Figure 2: Power Button Located on the Top of the Device

Powering On

Procedure:

Press and hold the **Power** button on the top of the device.

The device vibrates briefly and goes through the booting and information sequences.

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

Powering Off

Procedure:

Press and hold the **Power** button on the top of the device.

The top Status LED flashes green and the device mildly vibrates. Depending on the configuration, either the Voice or Tone Prompt sounds to indicate shutting down.
The top Status and Video LEDs turn fading green until the device powers off.

The top Status LED flashes green, the top Video LED turns off, and the device strongly vibrates. Depending on the configuration, either the Voice or Tone Prompt sounds to indicate powering off.

3.3
SVX VRSM Configuration

You can configure your SVX VRSM in the agency evidence management system.
Some of the configuration properties that you can set up for the SVX VRSM include the following:

- Agency or department name
- Time zone
- Officer name and badge ID
- Device ID
- Network preferences
- Officer preferences for indicators
- Recording preferences
- Power and storage-saving preferences

- Event tags
- Audio indicator preferences (Voice Prompt or Tone)

For more information, see your agency evidence management system documentation listed in Related Documents on page 20.

3.4
Replacing the Battery

The power source of the SVX VRSM is a removable battery that is easy to replace and allows continuous operation with minimal disruption. You can remove the battery and charge it separately from the device.

TIP: A charged spare battery ensures that you always have a source of power ready to use without requiring the device to remain in a charging dock or Smart Dock while the battery is charging.

Procedure:

1. Power off the device.

   IMPORTANT: Ensure that the device fully powers off.
   For more information, see Powering Off on page 26.

2. To remove the old battery, perform the following actions:

   a. Pinch the left and right latches simultaneously.

   b. Pull out the clip to remove the battery.

3. To attach the new battery, perform the following actions:

   a. Slot in the bottom side of the battery to the SVX VRSM battery contact.

   b. Press firmly in the middle to ensure both latches snap in place and are fully locked.

Chapter 4

Mounting Options

The SVX VRSM can be mounted to your uniform using the following types of accessories:

- Shirt Magnetic Mount
- Locking Molle Mount
- Shirt Clip
- Heavy Jacket Clip
- Heavy Jacket Magnetic Mount

⚠️ **WARNING:** Potential Medical Device Interference.

The Shirt Magnetic Mount and the Heavy Jacket Magnetic Mount incorporate very strong magnets. If you are using a personal medical device, such as a pacemaker or other programmable medical devices, talk to your health care provider, or consult the manufacturer of your device before using these mounts. Determine if your personal medical device can be used in close proximity to magnets. If in doubt, do not use the Shirt Magnetic Mount or the Heavy Jacket Magnetic Mount.

Talk to your health care provider if you are experiencing any symptoms or have questions regarding magnets.

Also, be aware that magnets can damage other products, including cell phones, computers, hard drives, and other electronic devices, as well as credit cards and magnetic media. Keep these mounts away from any devices that can be affected by a magnetic field.

You should wear the SVX VRSM on your clothing and vest where it is most comfortable, convenient, and secure. Ensure that the lens is not obstructed and that it is aimed at the horizon.

4.1
Mounting the Shirt Magnetic Mount

The Shirt Magnetic Mount is made to fit over the buttons or zipper in the center of your chest. You can also wear it over your pocket or on the protective vest or jacket. The magnets are strong with 65 pounds of pressure when snapped together.

Figure 3: Shirt Magnetic Mount
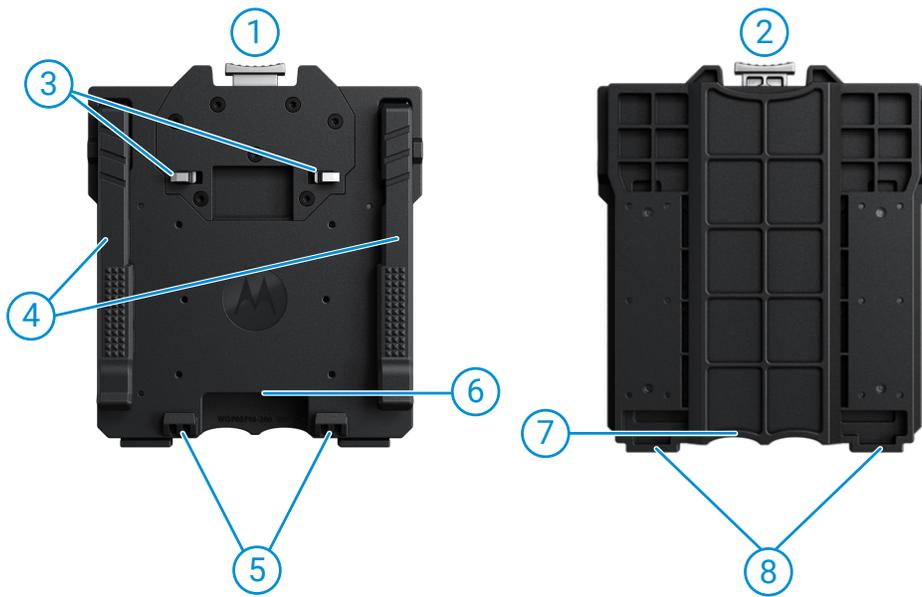
Table 5: Shirt Magnetic Mount Items

Item	Description
1	Back
2	Front
3	Brackets
4	Levers on both sides
5	Anchor tabs
6	Over-shirt bracket
7	Under-shirt bracket
8	Device slots

Prerequisites: Install the mount on the vest before you connect the device to it.

Procedure:

1. To separate the under-shirt bracket from the over-shirt bracket, perform the following actions:

   a. Hold the under-shirt bracket in one hand with the thumb on top and the two middle fingers on the bottom.

   b. Raise the levers on both sides.

   c. While holding the levers up, pull the brackets apart.

2. Match the anchor tabs and device slots on the over-shirt bracket with the back of the device while keeping the magnets apart.

   You can attach the device before or after the mount is in place.

3. Place the under-shirt bracket under your shirt where you want to wear your device.

4. Line up the anchor slots and place the over-shirt against the under-shirt bracket, with your shirt between them.

   ⚠ **CAUTION:** The magnets snap together forcefully.

Result: The magnets on both brackets line up automatically, securing the mount to your shirt.

⚠ **CAUTION:** WATCH YOUR FINGERS! Because of the strength of the magnets, separating the brackets requires some effort. Realigning the brackets causes them to snap together forcefully. Keep your hand flat and keep your fingers away from the snap-to area.

4.2
Mounting the Locking Molle Mount

The Locking Molle Mount, when locked, is secure and cannot detach from the vest unless you slide the locking pins in a downward motion.

Figure 4: Locking Molle Mount Front Facing

Figure 5: Locking Molle Mount Back Facing

Figure 6: Locking Molle Mount Open

Prerequisites: Install the mount on the vest before you connect the device to the mount.

Procedure:

1. Determine which two sewn seams on the Molle vest you want to mount the device to.
2. On the back of the mount, find the tabs on the side of the spring-loaded pin Molle-Lok™ attachments.
3. On each Molle-Lok attachment, grab and squeeze the tabs at the bottom of the attachment until the spring-loaded pin latch releases.
4. Slide the two Molle-Lok attachments connected to the mount over and through the sewn seams on the vest.
5. Align the Molle-Lok attachments and connect them to the spring-loaded pin.
6. Align the device with the two tabs on the bottom of the mount and snap the device in to the mount.
7. To remove the device, press the silver bar and pull straight up on the device and battery.
8. Remove the device and battery.

4.3
Mounting the Shirt Clip

Figure 7: Shirt Clip Overview

Table 6: Shirt Clip Items

Item	Description
1	Front
2	Back
3	Clip
4	Brackets
5	Device anchor tabs

Prerequisites: Install the mount on the vest before you connect the device to it.

Procedure:

1. To attach the device to the front of the mount before clipping on the shirt, perform the following actions.

   a. Set the device in the anchor tabs.

   b. Press it into the brackets at the top of the mount.

2. Rotate the clip so that the device is in the vertical position.

3. Press the clip to open it and clip it to your shirt.

4. Press the silver bar on top to release the device.

4.4

Mounting the Heavy Jacket Clip

The Heavy Jacket Clip is one piece with a clip on the back that rotates so that the device remains upright in a vertical position. The jacket clip is the same as the shirt clip, just a heavier version, with a stronger, larger clip, that clips on jackets, vests, coats, and over zippers.

Figure 8: Heavy Jacket Clip

Table 7: Heavy Jacket Clip Items

Item	Description
1	Back
2	Front
3	Brackets
4	Device anchor tabs
5	Clip on back of mount

Prerequisites: Install the mount on the vest before you connect the device to it.

Procedure:

1. Attach the device to the front of the mount before clipping on the jacket.

2. Set the device in the anchor tabs.

3. Press the device into the brackets at the top of the mount.

4. Rotate the clip so that the device is in the vertical position.

5. Press the clip to open it.

6. Clip the mount to your jacket.

7. Press the silver bar on top to release the device.

Mounting the Heavy Jacket Magnetic Mount

The Heavy Jacket Magnetic Mount provides an option to wear the device on heavier materials, such as a jacket or other outerwear.

Figure 9: Heavy Jacket Magnetic Mount Front Facing

Figure 10: Heavy Jacket Magnetic Mount Back Facing

Figure 11: Heavy Jacket Magnetic Mount Open

Prerequisites: Install the mount on the vest before you connect the device to it.

Procedure:

1. Perform the following actions to separate the under-shirt bracket from the over-shirt bracket:

   a. Hold the under-shirt bracket in one hand with the thumb on top and the two middle fingers on the bottom.

   b. Raise the levers on both sides.

   c. While holding the levers up, pull the brackets apart.

2. Match the anchor tabs and device slots on the over-shirt bracket with the back of the device while keeping the magnets apart.

   > **NOTE:** You can attach the device before or after the mount is in place.

3. Place the under-shirt bracket under your shirt where you want to wear your device.

4. Line up the anchor slots and place the over-shirt against the under-shirt bracket, with your shirt between them.

   The anchor slots snap together forcefully.

   > **CAUTION:** WATCH YOUR FINGERS! Because of the strength of the magnets, separating the brackets requires some effort. Realigning the brackets causes them to snap together forcefully. Keep your hand flat and keep your fingers away from the snap-to area.

Chapter 5

Device Operation

The following section describes how to operate your SVX VRSM.

📝 **NOTE:** Device button functions are configurable in the agency evidence management system. The button functions can differ in your device configuration. You should consult your administrator for guidance on button configurations. For more information, see Related Documents on page 20.

5.1

Recording

You can use the **Record** button on the front of the device to start or stop a recorded event. See the following table for the different configurations your agency can set to start or stop a recorded event on the SVX VRSM.

Figure 12: Record Button

Table 8: Start/Stop Recorded Event Options

Action	Description
Single press to start/stop an event	Press and release the **Record** button to start or stop a recorded event.
Start/stop recorded event confirmation	Double press the **Record** button within five seconds to start or stop a recorded event.
Press and hold to start/stop an event	Press and hold the **Record** button for 1 to 5 seconds, depending on your agency configuration, to start or stop a recorded event.

💡 **TIP:** You can start or stop an event from the SmartControl app.

Starting a Recorded Event

Procedure:

> On the front of the device, press the **Record** button.

Result: The top and front LEDs illuminate in red to indicate that the device is actively recording.

Stopping a Recorded Event

Procedure:

> On the front of the device, press the **Record** button.

Result:

On the device, the front red LED turns off. If configured by your agency, the top LED turns green.

After a recorded event stops, if your configuration requires event categorization, the event categorization sequence starts.

5.2
Covert Mode

In Covert Mode, the SVX VRSM makes no sound and all LED lights turn off. Alternatively, if configured by your administrator, the top red LED can turn on while recording an event, even when your device is in Covert Mode. Additionally, depending on the configured alert notifications, the device can vibrate in Covert Mode. If an earpiece is connected, the audio is routed to the earpiece. All SVX VRSM functions operate the same way in Covert Mode as they do in normal mode.

> **NOTE:** Covert Mode is configurable by your administrator.

When connected to a radio, the SVX VRSM follows the radio. When not connected or if the radio channel is not stripped, the administrator can configure a button to toggle the Covert Mode on/off.

5.2.1
Covert Mode Alert

When the SVX VRSM is entering or exiting Covert Mode and an error condition occurs, the device alerts you by vibrating or playing either the Voice or Tone Prompt depending on the configuration.

The following scenarios can occur:

- The vibration and sound stop if you do not acknowledge the error and go into Covert Mode. The exception is that the device continues to vibrate or the prompt sounds if the alert is a critical alert for evidence capture.

- When Covert Mode ends, the device starts to vibrate or play the prompt because the error was not acknowledged. After the alert is acknowledged, the vibration and sounds stop.

- If you acknowledge the error before accessing Covert Mode, the device goes into Covert Mode. When you exit Covert Mode, no notifications are presented.

5.3
Event Upload

The SVX VRSM can upload directly to your agency evidence management system.

You can upload recorded events from your SVX VRSM via:

- Smart Dock

  Events upload automatically from the SVX VRSM in a Smart Dock.

- USB Cable

  Connect your device to a PC by using the USB cable. The PC must run the SC application.

  You can upload recorded events automatically depending on the settings in your agency evidence management system.

You can monitor the upload progress on the device or in your agency evidence management system.

> **NOTE:** Events that you have categorized as critical events are always uploaded first.

5.4
APX Integration With the SVX VRSM

The following APX radios are integrated with the SVX VRSM:

- Two-Way RADIO

- APX N70

- APX NEXT, APX NEXT XE (Require 2025.2 release)

The following radios require the 2021.2 firmware release:

- APX 7000, APX 7000XE, models 2.5 and 3.5

  ⚠ **IMPORTANT:** IP address 192.168.97.x is reserved for APX or SVX VRSM integration.

5.4.1
Pairing Your SVX VRSM Through Secure NFC

SVX VRSM can be used as a Wireless Remote Speaker Microphone by pairing it with the APX radio. No special configuration is required. This procedure is recommended for higher security level.

Procedure:

1. While the SVX VRSM is powered off, press and hold the **Power** button until you hear `Power On` followed by the battery status and the `Searching for Device` voice prompt.

   The LED blinks blue during pairing mode.

2. Open the NFC widget and follow the instructions on the radio to complete the pairing process.

3. Align the NFC tag from the SVX VRSM and the M logo at the back of the radio together until you hear the beep tone to indicate successful detection.

4. Observe the following in the radio and SVX VRSM for a successful pairing:

   - The SVX VRSM shortly beeps until devices are successfully paired.

   - You hear the `Connected` voice prompt.

   - The Audio or Bluetooth LED blinks blue after a successful connection.

   - If pairing is unsuccessful, the SVX VRSM returns to pairing mode.

     📝 **NOTE:** SVX VRSM pairing mode times out in two minutes.

Postrequisites: To exit pairing mode, single-press the **Power** button.

5.4.1.1
Unpairing Your SVX VRSM

Unpairing removes both radio and SmartControl pairings.

Procedure:

While the SVX VRSM is powered off, press and hold the **Power** button and the **PTT** button.

The LED blinks blue and the `Pairing Cleared` voice prompt from the SVX VRSM indicates that the paired device is deleted from the paired device list.

📝 **NOTE:** Depending on the radio codeplug configuration and ways to pair the devices, the SVX VRSM paired device list may be cleared when the SVX VRSM is turned off.

Postrequisites: You can replace a connected radio with a different radio by entering pairing mode and connecting a new radio, without having to unpair. Alternatively, you can unpair the SVX VRSM from the Bluetooth host in which case you should ensure that the paired device is removed from the paired device list before starting another pairing process.

Refer to the radio user manual for more details on the pairing programmable options.

5.4.2
Emergency Record Trigger

Motorola Solutions APX radios and SVX VRSMs now work together to capture video evidence. The SVX VRSM connects through Bluetooth to an APX radio, and is triggered to start recording whenever the radio enters emergency mode. Dispatch can also trigger emergency mode remotely.

SVX VRSM and APX emergency pairing is configured in your agency evidence management system for the SVX VRSM.

The emergency trigger is sent whenever the radio enters an emergency and the SVX VRSM automatically starts recording. The SVX VRSM continues to record until the **Record** button on the device is pressed.

A secure Bluetooth link connects the device and the radio. An officer can disconnect from the radio through the radio Bluetooth menu.

If a device is connecting to a radio that it was previously paired to, the connection happens automatically. If the device is already paired to a radio and the officer wants to pair it to a different radio, the officer has to restart the discovery process.

If either the SVX VRSM or radio is rebooted, the rebooted device has to re-establish the connection. If the other device is out-of-range, the user must connect them manually using the radio screen.

When the radio triggers emergency mode, the SVX VRSM logs it in metadata. It includes the reason reported from the radio for entering emergency mode. The device does this even if an event is already in progress.

When the radio exits emergency mode, video recording does not stop automatically. The event recording must be stopped manually by pressing the **Record** button.

> **NOTE:** Do not interrupt the pairing process once it starts because it can cause issues with pairing in the future.

5.4.3
SVX VRSM and APX Radio Pairing Flow

The SVX VRSM and the APX Radio have to connect to use the emergency record trigger.

You should perform the connection when first checking out the device at the beginning of your shift. Pairing is only required once to enable the emergency recording trigger. The radio user has to perform the pairing process to ensure that the start of the recording on emergency trigger occurs without delay.

The SVX VRSM can pair with the radio and the smart phone app. The pairing cannot be done in parallel. You must first pair with one device, then the other devices.

For more information, see Pairing Your SVX VRSM Through Secure NFC on page 38.

If the SVX VRSM moves out of range from the radio, the radio tries to reconnect for approximately eight minutes. If the device stays out of range for longer than eight minutes, you have to reconnect the two manually by using the radio screen.

If a radio triggers an emergency and the SVX VRSM is not paired with the radio, you need to go through the pairing process to connect them. For more information, see Pairing Your SVX VRSM Through Secure NFC on page 38.

Once the SVX VRSM is paired with an APX Radio, when either the radio or the device reboots, the rebooted device tries to re-establish the connection. If the device is not in range at the time of this re-connection attempt, you need to go into the APX Radio menu and manually start the connection from there.

5.5
Setting the Volume

You can change up to 16 volume levels in the SVX VRSM. When using the device for the first time, the volume is set to the default level upon powering up. The device retains the previously set volume level for subsequent uses.

> **NOTE:** When the SVX VRSM is paired and connected to the radio, you can configure the volume steps of the SVX VRSM through configuration tools.

Procedure:

- To decrease the volume, move the side toggle down.
- To increase the volume, move the side toggle up.

5.6
Activating Voice Control

Prerequisites: Ensure that your SVX VRSM is turned on and connected to a radio supporting voice assistance (ViQi) feature.

Procedure:

1. Press and hold the **Three-Dot Programmable** button.

   "VC Ready" tone plays on the SVX VRSM speaker.

2. Speak voice command on the RSM for ViQi to initiate command.

3. Release the **Three-Dot Programmable** button.

   You hear the voice control feedback based on your command.

Chapter 6

Maintenance and Upgrade

6.1
Cleaning Your SVX VRSM

The following procedure describes the recommended cleaning agents and the methods to be used when cleaning the external surfaces of your SVX VRSM. External surfaces include the housing assembly and battery case. These surfaces should be cleaned whenever a periodic visual inspection reveals the presence of smudges, grease, and/or grime.

⚠ **CAUTION:** The only recommended agent for cleaning is a 0.5% solution of a mild dishwashing detergent in water. Other cleaning solutions may permanently damage the SVX VRSM housing and voids the warranty. Do not soak the SVX VRSM in the detergent water.

Procedure:

1. Mix one teaspoon of mild dishwashing detergent to one gallon of water (0.5% solution) to clean the external surfaces of the SVX VRSM with soft lint-free cloth.

2. Fully rinse the SVX VRSM with fresh water and dry thoroughly with soft lint-free cloth.

   If the SVX VRSM battery contact area has been exposed to water, dry and clean the battery contacts before attaching a battery to the SVX VRSM.

   📝 **NOTE:** Do not over-press the battery contact.

3. Hold the SVX VRSM with the front surface down, and lightly shake it a few times, to clear out water that may be underneath the speaker grill openings or microphone ports.

6.2
Cleaning the Recommended USB-C Connector (Receptacle)

⚠ **IMPORTANT:** Usage of compressed air is not encouraged during the cleaning process.

Procedure:

1. Clean the external surface of the USB-C port with a clean cloth.

2. Check the USB-C port for any foreign material.

   💡 **TIP:** You can use a magnifying glass.

3. Gently remove any particles, dust or dirt from the USB-C port by using a thin cleaning brush.

4. Tap the device gently on a flat surface to clear any particles or dust from the USB-C port.

5. Check the USB-C port again to ensure that foreign materials are removed.

6. By applying isopropyl alcohol on the brush, clean the USB-C port.

   You should remove any dust or debris from the cleaning brush with a clean cloth and continue to clean the USB-C port until all foreign materials are removed.

7. Leave the device to dry for 60 minutes before plugging in the USB-C connector.

6.3

Cleaning the Magnetic Charging Contacts

Procedure:

1. Clean the external surface of the magnetic charging contacts with a clean cloth in the direction away from the USB-C port.
2. Check the magnetic charging contacts for any foreign material or metal dust.
3. Gently remove any particles, dust or dirt from the magnetic charging contacts by using a thin cleaning brush.
4. Ensure that no foreign particles are in the charging contacts.
5. By applying isopropyl alcohol on the brush, clean the charging contacts.
6. Leave the device to dry for 60 seconds before use.
7. For any metal dust left, use the compressed air to blow it away.

   ⚠️ **CAUTION:** Do **not** blow on the USB-C port.

6.4

Cleaning the Recommended USB-C Connector (Plug)

Procedure:

1. Disconnect the Power Supply from the power source.
2. Unplug the USB-C plug from Home Station.
3. Clean the external surface of the USB-C port with a clean cloth.
4. Check the USB-C port for any foreign material.

   💡 **TIP:** You can use a magnifying glass.

5. Clear any paticles and dust from the USB-C port by using a lens blower.
6. Check the USB-C port again to ensure that foreign materials are removed.

6.5

Configuration and Firmware Upgrades

When the SVX VRSM is docked in a Smart Dock, the following occurs:

- The SVX VRSM communicates with your agency evidence management system that it has recorded events ready to upload.
  The Smart Dock can upload from ten devices simultaneously.

- The SVX VRSM marks any imported recorded events as confirmed and set to unprotected.
  This makes the storage space available to be reused.

- The time and date of the SVX VRSM synchronizes with your agency evidence management system.

- The SVX VRSM updates the configuration.

- The SVX VRSM checks every 30 minutes for a firmware upgrade. If new firmware is found, it is downloaded and staged. After staging, the upgrade is immediately applied to the SVX VRSM.

  ⚠ **WARNING:** Do not remove the device from the dock while new firmware is applied. Removing the device from the dock during the upgrade can cause the device to malfunction.

  The device cannot perform any other functions while upgrading its firmware, including uploading a video.

Result:

When the upgrade is finished, depending on your alert notification selections, the SVX VRSM sounds a Voice or Tone prompt notification. You can safely undock the device.