

[NEW TEMPLATE - which should include Helpful Links]

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Flex Insider: March 2025

Your Flex Insider

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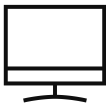
In this issue

Hello,

With the end of March here, 2025 is already speeding by. And that means that there are a lot of exciting things going on, so be sure to read each section and all of the things it has to offer you as a Flex customer. Speaking of exciting, there’s something we’re dying to show you...

Insert picture: 

But of course, we’re going to wait until we’re all in person for the full reveal! So if you haven’t yet - be sure to register for Summit 2025. Now, let’s get into it.

 Product	 Service	 Partnered Evolution
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Flex quick tips

Have you ever wondered why Support always asks you the same questions over and over? In this month’s Quick Tip, we’re heading back to a classic Tech Tip that goes over the hidden meanings behind those important - and yes, repetitive - questions. Watch the video to better understand why Support asks you specific questions as they try to pinpoint the right issue to get your users back on track.

[Watch the Video](#)

[Access Trainings and Quick Tips](#)

If you haven't already, check out a full channel of tip videos made especially for you!

Product

Did you see everything included in 2025.1?

There are a lot of exciting things included in the newest release of Flex. If you missed our latest Chat With Flex Product webinar, don’t worry, we’ve got you covered! You can review the recording below or check out our [What’s New with Flex page](#), which highlights some of the most exciting features. We update this same page with each release, so feel free to bookmark it for easy future use.

- [View the recording](#) for Episode 10.
- [Register for Episode 11](#), happening June 5, 2025

The new Records UI beta is coming to your agency starting in 2025.1!

We are beyond excited to officially release the new Flex Records UI beta to the masses with 2025.1. Thank you to all of our pilot agencies who helped get us to this point. The new UI offers a modern and clean interface that is easy to use and built specifically with our Flex customers in mind. No more clunky workflows. No more small windows popping up everywhere. And one of the best parts of this new update? We're providing it to all agencies that have an active maintenance contract, at no additional cost, no additional contracts, with no data or platform migrations and the minimal downtime you've come to expect from regular Flex upgrades. This is just the first step! There's still a lot more that we need to do before we can sunset the current Flex client, so stay tuned because each release will include more and more features.

Introducing the new "Flex Scanner" app!

We're starting off 2025 with a bang by combining the Jail Barcode Scanner and Physical Evidence Barcode Scanner android apps into one, improved app! By combining these two apps, we're reducing development time and making it easier for your IT department. You may remember that last year we introduced an all-new Jail Barcode Scanner app, with the highly requested feature enabling a user to scan a barcode using the device camera. Now, that same feature is included in the Evidence Scanner as well!

You can download this new app at no charge from the Google Play store by searching for "Flex Scanner" or clicking this link: <https://play.google.com/store/apps/details?id=com.motorolasolutions.flexscanner>

We'll be disabling the current Flex Jail Scanner and Flex Evidence Scanner apps on March 31, so please download the new Flex Scanner app today!

Sunsetting the web client feature in Flex Touch

Beginning with 2025.3, which will come out later this year, the web client feature within Flex Touch will no longer be available. Although initially designed as an internal developer feature, we understand that there are a number of Flex customers who have been utilizing this feature to track CAD calls and other information without having to go to Flex CAD. We would like to direct any customers who might be using Flex Touch for this purpose to utilize the [CAD Web Client](#) instead. The CAD Web Client accomplishes the same mission with a much better user experience and will be the place for this type of innovation moving forward. If you're not already utilizing CAD Web Client at your agency and would like to learn more, please reach out to your Account Sales representative. ***If your agency is only accessing Flex Touch via Android or iOS you have nothing to worry about and will not notice any changes.***

Legacy Flex GIS and Mapping Modules

As your Flex Product team, we are continuously evaluating our product offers to focus resources where they will serve our customers the most. Occasionally, that requires the end-of-support of old or inefficient technology so that we can increase investment into new Flex modules that are better and faster for customers. Last March we announced the end-of-support and the impending end-of-life for multiple legacy Flex GIS and Mapping modules. As of the end of January, these modules are officially end-of-life. [See which modules](#) are replacing these legacy solutions and reach out to your Account Sales representative if you still need to migrate off of one of the legacy modules.

Pictometry is moving to EagleView

As a reminder, with the 2024.4 upgrade, the underlying architecture moves to .NET8. Unfortunately, Pictometry's classic viewer is not supported on .NET8. This means that, if you use Pictometry, you will need to move to their new EagleView oblique imagery online viewer. This will become the oblique imagery viewer in the Mobile Map starting in 2024.4. Since this is a browser-based viewer, it does not require that you have local images warehouse files loaded on the laptop. Before you upgrade, you will need to reach out to EagleView and get some information from them so that you can use the viewer. For more information, be sure to watch the [Chat With Flex Product webinar](#) where Alan covered this.

Services

Will you be at Navigator?

To all telecommunicators and public safety professionals, we look forward to seeing you at the Marriott World Center in Orlando for Navigator! We'll be there at booth #301 in the Exhibitor Hall from April 14-16. With Navigator and NPSTW happening at the same time, we invite you to help us celebrate these heroes by participating in our Voices of Gratitude initiative. Telecommunicators are the heartbeat of our emergency response system, and we are forever grateful for their service. Stop by our booth and together, let's shine a spotlight on the incredible men and women who take our 9-1-1 calls.

Share Your Flex Story at Summit

We're again rolling out the red carpet for you at [Summit](#) this year. This is your chance to step into the spotlight and share your experiences with our onsite team, [like so many wonderful customers did last year](#). Join us in our dedicated recording area for a fun and informal interview—whether you prefer audio or video, we've got you covered! Your stories and insights are invaluable in shaping the future of Flex. Let us know if you're interested, and we'll reserve your spot!

Partnered Evolution

Integrated Call Control between Flex and VESTA 9-1-1 is now live!

Does your agency already use VESTA 9-1-1 in addition to Flex CAD? You might be able to take advantage of one of our newest integrations: [Integrated Call Control](#). Now, answering a call, creating an incident, dispatching and releasing a call can be accomplished in as few as four keystrokes - all from one screen. By integrating call handling into CAD, we're helping to ease your calltakers' already stressful job and create a more efficient and comfortable workspace. To learn more and see if your agency qualifies for Integrated Call Control, reach out to your Account Sales representative.

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News & Announcements

Last month we highlighted the Reports Library Knowledgebase

You may have found yourself asking if there's a Flex report that does XYZ, and the answer is probably yes! However, *finding* the right report becomes its own challenge. That's where this new [Flex Reports Library](#) comes in. Use the library for quick access to the reports you need the most. You can also find this link in the [Flex Helpful Links](#) doc.

Are you subscribed to Motorola Technical Notifications?

Did you know that you can sign up to receive notifications when there are security vulnerabilities and other technical updates related to your Motorola Solutions products, including Flex? Register at https://www.motorolasolutions.com/en_us/support/technical-notifications.html to make sure you are aware of the latest technical updates.

Thank you for reading this month's *Flex Insider*, and thank you for your ongoing partnership.

Your Customer Success Team