

HOW TO UPDATE THE FIRMWARE ON A MOTOROLA TWO WAY RADIO

WARNING: It is never advisable to update the firmware to the latest version especially if it is a very recent firmware release. When weighing the costs and benefits of updating the firmware, generally speaking, the risk of issues does not outweigh the benefits unless 1) you are trying to resolve a known issue and a firmware update is the recommended solution and 2) you are trying to add a device feature that you can't live without.

If you decide that you still wish to proceed with the firmware update, download the appropriate and most recent firmware file for your radio model from MyView (for non-legacy devices).

Double click on the file and let it automatically install, install and run as Administrator.

Make sure you have a fresh battery or a uninterrupted power supply.

Open and run the CPS.

Go to Device, then Update on the Menu.

The CPS will take a few minutes to find the firmware package.

A table will appear, select the firmware package matching the version of the firmware that you downloaded.

Proceed with update, don't interfere with the computer or in any way interrupt the process or you will brick your radio.

The CPS should say "Update Complete."

In CPS Gen 1, you can confirm your new firmware version by going to the ROOT Menu in the menu tree of the device.

In CPS Gen 2, you can confirm your new firmware version by going to the device information menu on the menu tree.

If you have a display radio, you can confirm a successful firmware update, go to Radio Utilities Menu, Settings, Radio Information, then Radio Version, this field should show the new version number.