HOW TO INSTALL A MOTOTRBO DEVICE EID FEATURE

Many of the newly released EIDs require the latest firmware in your radio. Please update the firmware in the radio to the minimum latest that supports the feature you are trying to install. See the resources notes to determine compatibility.

We will not be responsible for licenses lost because of installation errors or outdated firmware in your radio. Make sure the radio model and firmware version support the feature you are trying to install. See the provided guide sheets in our product listing.

NOTE: As of June 26, 2023, Motorola is no longer supporting or generating EID keys on CPS Gen 1 (latest version CPS 16 Ver 828). Device EID feature keys are still able to be ordered and installed for CPS Gen 2.

As of July 2023, Motorola now requires you to have a Motorola Solutions account in order to authenticate the user before you install any EIDs.

You will need to be logged in to your Motorola Solutions account and open another browser window and enter connect.motorolasolutions.com in the URL. If you do not have a Motorola Solutions account we can assist you in obtaining one, please contact us.

When you enter the URL into your browser, connect.motorolasolutions.com, you will be prompted to request a one-time verification code. This verification code will be sent from Okta to the email address you have registered with Motorola Solutions. Once received, enter the 6-digit code on the connect.motorolasolutions.com page, and then you will receive a message saying "MSI Authentication Portal - Success!."

Then you are free to use the Customer Programming Software (CPS), Radio Management and/or Radio Central Commercial Client applications as you are accustomed. Your authentication authorization will be valid for 18 hours, after which you will need to reauthenticate.

Then follow the normal installation procedure for the device or application EID.

You must be connected to the internet and your radio must be connected to the computer.

You must have all firewall and anti-virus turned off in order to communicate with the Motorola server. Please make sure no ports are blocked on your router.

In CPS Gen 2, go to LICENSES.

Then REGISTER DEVICE LICENSES.
Do Not Confuse with Register Application Features.

When asked for the radio serial number, either you can enter the serial number of the radio or press the Read Radio button (USB ICON) and the field will automatically be populated with the serial number of the radio.

CUT AND PASTE EID.

In CPS Gen 2, go to LICENSES, then ACTIVATE device licenses.

Repeat the same process for each EID if you are installing more than one.

If you have ordered multiple EIDs and they are under the same license, each feature will have to be installed separately (REGISTER and ACTIVATE). You may want to keep track on a separate piece of paper after each registration and activation.

With Multiple EIDs, you will see a table that lists each EID, how many licenses purchased and how many licenses remaining for each. Again, you may want to keep track on a separate piece of paper after each registration and activation.

Please make sure you WRITE the radio after installing EIDs.

You will need to RE-READ the radio to see if the feature set has changed in the radio.

In CPS Gen 2, you can then CONFIRM by going to the CONFIGURATION MENU. The EID you just installed should have changed from "AVAILABLE TO PURCHASE" to now reflect "PURCHASED."