

How to Upgrade a MOTOTRBO Radio from Analog to Digital

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We will not be responsible for licenses lost because of installation errors or outdated firmware in your radio.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.

This is a three step process to upgrade an analog radio to digital.

First, download and install the appropriate firmware for your radio (either the current version or a more updated version.)

Double click on the file and let it automatically install, install and run as Administrator, you should get a confirmation that the file was successfully installed. The Firmware will know where to install the file on your computer so it is available to the MOTOTRBO CPS.

You will need to revisit the firmware update process after the next step.

Second, you will need to REGISTER and INSTALL the Analog to Digital EID License.

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 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.

Please make sure you WRITE the radio after installing the EID.

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

In CPS Gen 2, under the CONFIGURATION MENU in the left menu tree, the DIGITAL FEATURE should have changed from ANALOG ONLY or "AVAILABLE TO PURCHASE" to now reflect "DIGITAL" or "PURCHASED and USED." Alternatively, you can go to DEVICE INFORMATION and under FIRMWARE TYPE, it should display "DIGITAL."

Third, after your REGISTER AND ACTIVATE the Analog to Digital Upgrade EID, the CPS will automatically ask you to UPDATE FW, please wait a minute while the radio finishes rebooting from STEP 2. Then Select UPDATE and follow the instructions below.

If you rushed the process, you can go to Device, then Update on the Menu.

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

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

If you have more than one firmware package installed on your computer, you will need to select the same FW version or a higher version.

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."

Congratulations! Your MOTOTRBO radio is now ready to be programmed with both Analog and Digital modes.

