HOW TO INSTALL A MOTOTRBO DEVICE 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We will not be responsible for licenses lost because of installation errors or outdated firmware in your radio.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 the listing.

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.

NOTE: MOTOTRBO CPS Gen 1 version 13.0 or later is required to Register and Activate the Entitlement ID below.

In the CPS Gen 1, go to FEATURES. In CPS Gen 2, go to LICENSES

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

In CPS Gen 1, 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 1, then ACTIVATE. 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 1, you can then CONFIRM by going to the VIEW DEVICE FEATURES under the radio model icon name root on the left menu tree. The EID you just installed should have changed from "AVAILABLE TO PURCHASE" to now reflect "PURCHASED."

In CPS Gen 2, you can then CONFIRM by going to LICENSES, the view REGISTERED DEVICES.