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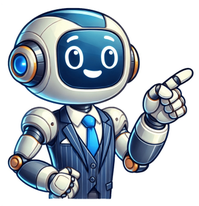

To anyone looking to acquire commercial radio programming software:Please do not make requests for copies of radio programming software which is sold (or was sold) by the manufacturer for any monetary value. All requests will be deleted and a forum infraction issued. Making a request such as this is attempting to engage in software piracy and this forum cannot be involved or associated with this activity. The same goes for any private transaction via Private Message. Even if you attempt to engage in this activity in PM's we will still enforce the forum rules. Your PM's are not private and the administration has the right to read them if there's a hint to criminal activity. If you are having trouble legally obtaining software please state so. We do not want any hurt feelings when your vague post is mistaken for a free request. It is YOUR responsibility to properly word your request. To obtain Motorola software see the Sticky in the Motorola forum. The various other vendors often permit their dealers to sell the software online (i.e., Kenwood). Please use Google or some other search engine to find a dealer that sells the software. Typically each series or individual radio requires its own software package. Often the Kenwood software is less than $100 so don't be a cheapskate; just purchase it. For M/A Com/Harris/GE, etc: there are two software packages that program all current and past radios. One package is for conventional programming and the other for trunked programming. The trunked package is in upwards of $2,500. The conventional package is more reasonable though is still several hundred dollars. The benefit is you do not need multiple versions for each radio (unlike Motorola).This is a large and very visible forum. We cannot jeopardize the ability to provide the RadioReference services by allowing this activity to occur. Please respect this. Recently obtained an Si500 for use on my APX 7000. Everything works great except for the date which is one day ahead and the time which is 10 hours behind. I have looked in the device settings and have not found a place to correct the inconsistencies. Anybody aware of how/where to correct the date and time? Thanks in advance. If you have LTE RM you can reset the device and set the date and time accordingly, after initial configuration, when you enter "End of Shift" mode it'll automatically connect to the wifi you setup and it'll automatically adjust the time if it gets offset.If you don't have LTE RM I can guide you on how to request it from the big /\/\ or I could walk you through android debug via windows power shell and you can change it via the regular android settings. Note that you'll need LTE RM to change any functionality or settings on the device aside from the barebones android operating system settings. If you have LTE RM you can reset the device and set the date and time accordingly, after initial configuration, when you enter "End of Shift" mode it'll automatically connect to the wifi you setup and it'll automatically adjust the time if it gets offset.If you don't have LTE RM I can guide you on how to request it from the big /\/\ or I could walk you through android debug via windows power shell and you can change it via the regular android settings. Note that you'll need LTE RM to change any functionality or settings on the device aside from the barebones android operating system settings. Would you be able to get me how to request LTE RM? Last edited: Dec 21, 2023 If you have LTE RM you can reset the device and set the date and time accordingly, after initial configuration, when you enter "End of Shift" mode it'll automatically connect to the wifi you setup and it'll automatically adjust the time if it gets offset.If you don't have LTE RM I can guide you on how to request it from the big /\/\ or I could walk you through android debug via windows power shell and you can change it via the regular android settings. Note that you'll need LTE RM to change any functionality or settings on the device aside from the barebones android operating system settings. Hey, Would I be able to set something up with you? I am having a similar issue with a clients cam and would love some insight on the issue if possible as it is a crucial part of their kit. APX8000 Model 2.5 - Si500 No LTE RM I was looking at this thread and I was needing help myself. I do have a Motorola S500 body camera. It is functional within within Bluetooth and radio connection also the camera works however I would like to be able to get into the settings to adjust for brightness buffering the issue as well. I do have the LTE RM wont connect to the server. I dont know what Im doing wrong. If I can get some help on what to do all my firewall settings are turned off by the way. I was looking at this thread and I was needing help myself. I do have a Motorola S500 body camera. It is functional within within Bluetooth and radio connection also the camera works however I would like to be able to get into the settings to adjust for brightness buffering the issue as well. I do have the LTE RM wont connect to the server. I dont know what Im doing wrong. If I can get some help on what to do all my firewall settings are turned off by the way. This might help: Motorola Si500 and LTE RM Help I need help. I bought a brand new SI 500 off of eBay. I read this entire thread did everything the thread said and I cannot get it to connect to my computer. It keeps telling me connecting to radio management been like that for 30 minutes willing to pay somebody to program this for me Im over this already. I need help. I bought a brand new SI 500 off of eBay. I read this entire thread did everything the thread said and I cannot get it to connect to my computer. It keeps telling me connecting to radio management been like that for 30 minutes willing to pay somebody to program this for me Im over this already. Can you confirm you manually added the Si500 to LTE RM, created a new configuration, saved it, assigned it to the Si500, and attached the Si500 to the computer using USB?The reason I ask is what you are describing is what I experienced when I didnt have a config created and assigned. Other option is that your Si500 cant talk to LTE RM over your network. (Which we can tackle next if necessary.) Last edited: Apr 17, 2024 Yes i did I followed all the instructions. The part that I got to that I have problems with is I dont have command central, and it has never been hooked up to command central. I have my firewall off and it is able to connect to my Wi-Fi but for some reason the computer is not programming it can I give you my email address or phone number so we can communicate directly or that not allowed If you are attaching via USB firewall shouldn't matter. I didnt need command central when I factory reset mine. I am tied up tonight but I am open tomorrow afternoon and will try walking myself through the steps using USB to re-re-validate my understanding since its been a few weeks. I am pretty familiar with programming and radios. I own everything from XTS 5000 motor sabers HT 1000 HT 1250s 1500s and even a couple apx but this has got me stumped Ive been trying to program it for a year with no success yet and nobody seems to know how to do it Actually, now that I come to think of it, I do have the USB plugged in. Should I unplug it and see if it makes a connection unplugged Actually, now that I come to think of it, I do have the USB plugged in. Should I unplug it and see if it makes a connection unplugged I am still tied up till late this afternoon but I just verified that RM speaks with the Si500 via both USB and WiFi when its plugged into USB. (See screenshot) Have you checked Windows Device Manager to ensure there isn't any driver issues? If so try leaving the device plugged in via USB and schedule a "write" job for the unit and then wait 5 minutes, does anything happen?After trying that, Leave LTE RM up and also pull up RM Device Monitor. Check the settings and ensure "wireless (LAN)" is checked off. Unplug the USB cable. After 10-15 minutes does RM Device Monitor at least say it has seen the Si500? How would I know where to get the proper driver from? when I plug it in, I get the little sound indicating that its connected So, I just factory reset my Si500 to try and verify. I have LTE RM and RM Device Monitor up on my box so I can see both. RM Device Monitor is configured to use both USB and Wireless. The Si500 unit is defined in LTE RM but no configuration selected/assigned. For this round of testing, I was *NOT* USB connected because my desktop and the dedicated programmer box are about 20 feet apart. When I scanned the QR Code the unit completes "Network Connected" and "Configuration Saved" but "hangs" on "Connecting to Radio Management". *HOWEVER* RM Device Monitor did report the Si500 as contacting it but no jobs pending. I then assigned the configuration I had created to the Si500 entry. Nothing happened immediately. The instant I finished scheduling the write job on the Si500 entry, LTE RM / RM Device Monitor pushed the config to the Si500 and the device, after a few seconds, said the config was complete and offered a reboot. Upon reboot the device was up and running. When I get back this afternoon I'll try the USB route to see how that behaves. Page 2 So try it without connecting to the USB cable And why do I have to schedule a job? Why cant I just write it like you normally write a radio when youre ready to write it And why do I have to schedule a job? Why cant I just write it like you normally write a radio when youre ready to write it Scheduling a job is just how you write a plug (called a configuration for Si500) to the device in Radio Management. RM works different than CPS. Likely the paradigm shift is due to RM intending to be used with multiple radios/devices at once rather than CPS which is one device at a time. Ok... I just confirmed via testing that an Si500 that is in the "Connecting to Radio Management" state can be programmed when connected to only WiFi, only USB, or WiFI and USB simultaneously. Also, I reviewed the "official" programming instructions*** and step 7 explicitly states; "Schedule a write job for the device in order for the configuration to take effect." Meaning that running the Write Job is a non-optional step.(***Open LTE Radio Management interface, hit F1 to enter the Help interface, then go to Home -> Radio Management Common Tasks -> Configuring Si Video Devices) Ive done all of that any chance we can get on the phone at your convenience? I really need to get this thing set up for work. I am willing to pay you for your time. I am not asking for anything for free. Do you have time this weekend I get off 8am tomorrow I really need help getting this b/c up asap had 2 incidents this weekend anyone who can help please reach out to me $ not looking for free help It says the driver for this device are not installed code 28. There are no compatible drivers for this device. I am currently using a Motorola Minitor 7 pager at my residence for alerting purposes. It is stationed on an amplified charger equipped with an external VHF antenna. Since transitioning to the amplified charger, I have observed a noticeable degradation in reception quality. The reception in my area is inherently weak, which initially prompted the purchase of the amplified charger and external antenna. The device is located on a nightstand positioned near a window and is plugged into a standard electrical outlet, which is also used to charge a mobile phone. The only other electrical device on the nightstand is a bedside lamp utilizing a single LED bulb.I am located in the southeastern United States, and ambient temperatures have increased significantly over the past few weeks. Given these conditions, I would appreciate any recommendations you might have for improving signal reception or mitigating possible sources of interference. I am currently using a Motorola Minitor 7 pager at my residence for alerting purposes. It is stationed on an amplified charger equipped with an external VHF antenna. Since transitioning to the amplified charger, I have observed a noticeable degradation in reception quality. The reception in my area is inherently weak, which initially prompted the purchase of the amplified charger and external antenna. The device is located on a nightstand positioned near a window and is plugged into a standard electrical outlet, which is also used to charge a mobile phone. The only other electrical device on the nightstand is a bedside lamp utilizing a single LED bulb.I am located in the southeastern United States, and ambient temperatures have increased significantly over the past few weeks. Given these conditions, I would appreciate any recommendations you might have for improving signal reception or mitigating possible sources of interference. Is the external VHF antenna a Yagi tuned to the correct VHF paging transmitter frequency? The antenna needs to have sufficient gain since your received signal is apparently poor to begin with. If you tell us the general frequency of your paging system and how many miles you are from the transmitter site, we can give you an idea if the antenna system is decent for your situation. The length and type of coax between your antenna and the amplified chargers BNC connector is also important. You probably do not know what the paging transmitters power output is, type of coax and length to the antenna, and the gain of the VHF omnidirectional base antenna is. That along with any path obstructions would help us to determine if your antenna system is sufficient to receive the intended signal. As for the degradation in signal quality with the amplified charger base and external antenna, that is a little unusual. With all else the same, the amplified charger base with an external antenna should be better not worse in theory. Is the paging system a single site system? It is possible that the outside antenna is amplifying an interfering signal but that would need fo be determined with a spectrum analyzer at a minimum. Now that I have reread your post, am I correct that you have an outside antenna? Or are you using some kind of a whip antenna attached directly to the BNC connector? That would negate practically everything that I have said. OopsIll let you respond to the above to clarify some of the unknowns cited. Thanks! To anyone looking to acquire commercial radio programming software:Please do not make requests for copies of radio programming software which is sold (or was sold) by the manufacturer for any monetary value. All requests will be deleted and a forum infraction issued. Making a request such as this is attempting to engage in software piracy and this forum cannot be involved or associated with this activity. The same goes for any private transaction via Private Message. Even if you attempt to engage in this activity in PM's we will still enforce the forum rules. Your PM's are not private and the administration has the right to read them if there's a hint to criminal activity. If you are having trouble legally obtaining software please state so. We do not want any hurt feelings when your vague post is mistaken for a free request. It is YOUR responsibility to properly word your request. To obtain Motorola software see the Sticky in the Motorola forum. The various other vendors often permit their dealers to sell the software online (i.e., Kenwood). Please use Google or some other search engine to find a dealer that sells the software. Typically each series or individual radio requires its own software package. Often the Kenwood software is less than $100 so don't be a cheapskate; just purchase it. For M/A Com/Harris/GE, etc: there are two software packages that program all current and past radios. One package is for conventional programming and the other for trunked programming. The trunked package is in upwards of $2,500. The conventional package is more reasonable though is still several hundred dollars. The benefit is you do not need multiple versions for each radio (unlike Motorola).This is a large and very visible forum. We cannot jeopardize the ability to provide the RadioReference services by allowing this activity to occur. Please respect this. I found a deal on a CP100D Can I use CPS to program a Motorola CP100D? Thanks for the reply. I called Motorola a few minutes ago and they said to use the program with the part number HKVN462A to program it. And they said it is a free download. I think I will go ahead and buy that radio. Correct, it is free but one must register for a Motorola Solutions MyView account, request the software be added, and then it can be downloaded. I'd go ahead and start that process now. Correct, it is free but one must register for a Motorola Solutions MyView account, request the software be added, and then it can be downloaded. I'd go ahead and start that process now. I did that too. But they said it will take a couple of days to get my account set up. Which is fine because I will not have the radio for several days. You are on the right path. The TRBO CPS will program ALL TRBO radios, so you only need the radio specific cable if you get more/different TRBO radios in the future. You must log in or register to reply here. Hello. I've seen some threads on Reddit and elsewhere saying the APX cps can be obtained from myview.motorolasolutions.com at no cost but when I go there, it says I don't have permission to view the page. Anyone able to help. For context this post I tried the links there and it does not work. You need a MOL account to acces it I created an account on Motorolasolutions.com is that not what I need? Yes, but your account then need to be approved by MOL. I personnal used the chat back in the days when I did it, and it took about a month to have it approved When you create an account, you need to select business. If you selected personal when you made it, you need to upgrade to a business account. On the main motorolasolutions.com page, go to the upper right Sign in, log in, then upper right initials again, user preferences, and on the top of Profile, there should be an upgrade link. When you create an account, you need to select business. If you selected personal when you made it, you need to upgrade to a business account. On the main motorolasolutions.com page, go to the upper right Sign in, log in, then upper right initials again, user preferences, and on the top of Profile, there should be an upgrade link. Thank you. When I did create the account it was a personal one so thanks for showing me how to upgrade it Single band, LTE, WiFi. Nice thin radios. Much nicer form factor than the APX Next monstrosity. N30 = software encryption onlyN50 = software and hardware encryptionN70 = not sure what is better about it, didn't hang around for the whole talk. So - new radios are officially on Motorolas website.Whats everyones take on them ? I really really hope they dont discontinue the standard APX6000 and 8000 in favor of these iPhone lookalikes. Meh.Single band, nice form factor for a cell phone. Wouldn't want to try and use it without having both hands free. I'm not convinced it's a good idea. Public safety likes things that look and feel like radios. Adding a single band radio to it seems to be going in the wrong direction. I held all three, along with an APX Next. The APX Next is not a comfortable radio. With Kenwood/EFJ and Tait both showing multiband/multiprotocol radios that actually look and feel like radios, I'm wondering what Motorola thinks the market is for these. Looking at Motorolas website all of these new APX radios, while all single band seems to be only 7/800MHZ. Unless Im missing something for the specs for the UHF and VHF units ? The specs on Motorolas website only lists specs for the 7/800MHZ models. Nothing about any other bands being offered. Sorry - I didnt see you posted a thread about these radios almost the same time I did hahaha If one of the mods wants to combine this thread with mmckennas please feel free to do so. Thanks ! Looks like they are really sticking with the design of the R7 Sorry - I didnt see you posted a thread about these radios almost the same time I did hahahaIf one of the mods wants to combine this thread with mmckennas please feel free to do so. Thanks ! Done. Looking at Motorolas website all of these new APX radios, while all single band seems to be only 7/800MHZ. Unless Im missing something for the specs for the UHF and VHF units ? The specs on Motorolas website only lists specs for the 7/800MHZ models. Nothing about any other bands being offered. I imagine that Motorola will be happy to sell you a brand new 800MHz P25 trunked system to run these fancy new radios. They look to be streamlined, simplified children of APX radios. Any idea of their price points? Link? I must be having a moment, I don't see them on the moto site... If you want more info, there's this video from a Motorola perspective: Still begs the question - whats gonna happen to the 6000/8000 series ? I would think because the design from that and the Next is so drastically different, they Motorola will definitely keep making the standard 6/8000 models for some time to come. Meh.Single band, nice form factor for a cell phone. Wouldn't want to try and use it without having both hands free.I'm not convinced it's a good idea. Public safety likes things that look and feel like radios. Adding a single band radio to it seems to be going in the wrong direction. I held all three, along with an APX Next. The APX Next is not a comfortable radio.With Kenwood/EFJ and Tait both showing multiband/multiprotocol radios that actually look and feel like radios, I'm wondering what Motorola thinks the market is for these. " Public safety likes things that look and feel like radios " I would agree, Motorola has assisted me more than once in subduing a reluctant or should I say recalcitrant arrestee. I sure hope M keeps making the APX6000 and 8000. I want them to make so many that they become dirt cheap on the used market, So I can get one at last. I just don't have 4 grand to drop on one. But an all-bander made by Motorola is ultimately appealing to me. N70 is the all-band like an APX 8000. The lower two models are single band radios. Now, about that software encryption N30...is that software AES? I don't think that hardware encryption is even necessary these days, when it can be implemented fully in software. However hardware encryption may be a necessity due to FIPS. Maybe software encryption can't meet FIPS standards. Page 2 To anyone looking to acquire commercial radio programming software:Please do not make requests for copies of radio programming software which is sold (or was sold) by the manufacturer for any monetary value. All requests will be deleted and a forum infraction issued. 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Often the Kenwood software is less than $100 so don't be a cheapskate; just purchase it. For M/A Com/Harris/GE, etc: there are two software packages that program all current and past radios. One package is for conventional programming and the other for trunked programming. The trunked package is in upwards of $2,500. The conventional package is more reasonable though is still several hundred dollars. The benefit is you do not need multiple versions for each radio (unlike Motorola).This is a large and very visible forum. We cannot jeopardize the ability to provide the RadioReference services by allowing this activity to occur. Please respect this. Status Not open for further replies. If you want more info, there's this video from a Motorola perspective: JFC all that background noise I can't hear a damn thing of what he is saying. Horrible video. JFC all that background noise I can't hear a damn thing of what he is saying.Horrible video. It isn't any easier when you are there on the floor. There's a lot of background noise and some of those guys talk pretty quietly. Status Not open for further replies. hello everyone, Im trying to program some APX radios over Wi-Fi. I have radio management version 33 software all of my radios consist of Motorola Apex 6000 and 900 Im able to pull radio management up and everything and get the radios connected to Wi-Fi but the radio will not be read over Wi-Fi only over the cable, the message radio management has the whole time is running waiting on device if anybody can help me with this issue to where I can read and write my radios over Wi-Fi, that would be much appreciated! Have you followed instructions for Wi-Fi? Procedure: 1. Set up an operational Wi-Fi Access Point. NOTE: The radio must be connected to an operational Wi-Fi Access Point to program the radio through Wi-Fi connection. 2. Connect a Device Programmer (DP) to the operational Wi-Fi access point. NOTE: The Device Programmer must be installed on a machine with network (LAN) connection to the Wi-Fi Access Point. If the Out-of-the-Box Wi-Fi Provisioning option (QA09001/GA09001) has been ordered along with the radios, please refer to the Out-of-the-Box Provisioning Over Wi Fi to review the steps to initially provision the radios over Wi-Fi in a secure manner. 3. Add radios to Radio Management with the Radio Management Client (RMC). 4. Schedule a read job for the radios with RMC. 5. Configure the CPS Wi-Fi related fields to enable Wi-Fi programming. The following fields values must be configured in CPS: Wi-Fi Enable Network Priority Encrypted Network Password Network SSID Security Type 6. Schedule a write job for the radios with RMC. NOTE: Connection Method field must be set as USB + Wireless (LAN)to support Wi-Fi Connection. 7. Connect each radio to the Device Programmer (DP) with USB cable to program the radio. After the programming is complete, you can connect the radio to the Wi-Fi hotspot Shut off your firewall and it will probably work. In the setup instructions it shows ports that need to be open. If he is missing QA09001/GA09001 options, Not will work. I'm having the same issue with my Xprs.... they will connect to the wifi spot... but thats it If he is missing QA09001/GA09001 options, Not will work Incorrect. Only need wifi in the radio, SSID setup and PW entered. If its conencting to the hotspot/ap and gets an IP on the same network as the DP it should pull the radio in (if auto provision is turned on). If the radio is already in RM, then create a read job and it should read once its connected. You can also try to ping said radio IP from the DP. Again should be on same flat L2 network. Incorrect. Only need wifi in the radio, SSID setup and PW entered. If its conencting to the hotspot/ap and gets an IP on the same network as the DP it should pull the radio in (if auto provision is turned on). If the radio is already in RM, then create a read job and it should read once its connected. You can also try to ping said radio IP from the DP. Again should be on same flat L2 network. You can't have client isolation active on the AP either. I am working with A Motorola SDM3000, that is currently configured as a SNT. I have found a brief mention in a Motorola Manual that states that this SDM3000 can be reused as an RTU. I have not been able to find documentation on how to change the configuration of this SDM3000 from an SNT to an RTU.Has somebody done this before, or familiar with how it can be done? Depending on your "use case", you may want to reach out to your area ST. SDM3000's are - usually - seen as the endpoint for MCC7500 Aux I/O's.In other words, they allow the console to open say garage doors.It requires a specific firmware load that can be done via the web interfaceon the device. The I/O ports can then control external relays. Alsospecific programming in PM is needed to enable those ports/functions. RTU usage is more complicated. Typically seen at RF sites. You needSDM Builder to create a codeplug to download to the device. Lots ofinformation is needed to build that file. It will also report status toUEM and possibly other applications (ie. moscad/gws for control ofthe devices connected to it). UEM discovery will be needed - whichmeans SDM Builder SNMP settings need to match what you use inUEM. Lots of little details that if you've never done it before, you'rebetter off offloading it to the ST assigned to your territory. As for SNT (network translation), *big* caveat here - if your box wasordered from the factory as an SNT only - then you are SOL - they werenot usable as an RTU because the I/O option boards were not installedin an SNT only SDM3000 (that might have changed, but last time I didone, they were missing). No further support offered.Good luck. Lucifer_Morningstar said: Depending on your "use case", you may want to reach out to your area ST. SDM3000's are - usually - seen as the endpoint for MCC7500 Aux I/O's.In other words, they allow the console to open say garage doors.It requires a specific firmware load that can be done via the web interfaceon the device. The I/O ports can then control external relays. Alsospecific programming in PM is needed to enable those ports/functions. RTU usage is more complicated. Typically seen at RF sites. You needSDM Builder to create a codeplug to download to the device. Lots ofinformation is needed to build that file. 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I did find a brief statement in a Motorola manual that states the SNT can be re-used as a RTU and to refer to the "MOSCAD RTU" documentation, which I have not ran across. As near as I can tell it looks like all the boards are present inside. At this point, my only thought is that maybe it is something that could be done at the factory. Just thought I would reach out and see if anyone in the community knew for sure. An ST can accomplish this. I'd reach out to your local ST. I am working with A Motorola SDM3000, that is currently configured as a SNT. I have found a brief mention in a Motorola Manual that states that this SDM3000 can be reused as an RTU. I have not been able to find documentation on how to change the configuration of this SDM3000 from an SNT to an RTU.Has somebody done this before, or familiar with how it can be done? Do you have a digital version of the SDM3000 manual? I am working with A Motorola SDM3000, that is currently configured as a SNT. I have found a brief mention in a Motorola Manual that states that this SDM3000 can be reused as an RTU. I have not been able to find documentation on how to change the configuration of this SDM3000 from an SNT to an RTU.Has somebody done this before, or familiar with how it can be done? Hello, I am currently working with an SDM 3000. I would like to know how I can read the current data in my SDM 3000. I am using the SDM Build application, but I can't find where to view the current configuration of my SDM 3000. You can't "pull" whats in a SDM. The only way you can view some programming is to webbrowse to it. SDM Builder is a push only program. Build the project and puish to the SDM. You can't "pull" whats in a SDM. The only way you can view some programming is to webbrowse to it. SDM Builder is a push only program. Build the project and puish to the SDM. But of course! That's how all the Israel products are , such as the MLC8000. I guess it's a security thing. Can Anyone help me I am still new to this but I am trying to figure out what the latest version of CPS 2.0.I have one that is 2.138.176.0 and one 2.134.76.0 You parse revision numbers left to right.4th digit is higher in the 1st one you listed, so that would make it newer. Your 2.138.176.0 is from July last year. 2.146.122.0 hit the streets on 2/21/24. Your 2.138.176.0 is from July last year. 2.146.122.0 hit the streets on 2/21/24. I am working to purchase the newer version since the new radios I have now are Version R02.24.01.1002 and none the CPS versions I have will work on these radios. I am working to purchase the newer version since the new radios I have now are Version R02.24.01.1002 and none the CPS versions I have will work on these radios. Motorola gives it away for free. Also if you search heard enough Im sure you can find someone to download it from. Motorola gives it away for free. Also if you search heard enough Im sure you can find someone to download it from. Yea I am trying again to get my account setup with MOL. I have accounts with them but when I search for the software nothing comes up. I watched a video of how to set it up so will see if this works. One of the other Radio sites I get software from still has not posted the new version. Thank you for the advice. Latest I have is CPS2_2.26.203.0. Don't know of anything newer. Both versions the OP mentioned are newer than 2.26.203.0. The current version from MOL is 2.146.122.0. Both versions the OP mentioned are newer than 2.26.203.0. The current version from MOL is 2.146.122.0. That is what I am being told by several people. I am working to try and get my MOL account where I can purchase software. The Radiotronics site and others that I have purchased software from do not have this version available for some reason As mentioned, you shouldn't be paying at all for CPS. It's free thru Motorola, but yes... it can be a royal PITA to get your account provisioned properly. That is what I am being told by several people. I am working to try and get my MOL account where I can purchase software. The Radiotronics site and others that I have purchased software from do not have this version available for some reason The software is no longer on MOL and has not been for a couple of years now. You need access to myView --> Entitlements --> Software From a previous post of mine this is how I got MOTOTRBO added to MyView... I was finally able to get MOTOTRBO CPS added to MyView. Opened a case, they told me what to do and it actually worked... "Hello good afternoon, We have received your case regarding MOTOTRBO CPS. This software is ordered through the shop website. Please follow the steps below:1. Login to shop.motorolasolutions.com using your email. 2. Search for HKVN4362A 3. Click "add to cart" 4. Place an order for the item referenced above. After placing the order there will be an order processing time and then you will receive an email notifying you that the item is ready for download. You will be able to download the TRBO CPS on MyView (myview.motorolasolutions.com). We have verified that you already have access to MyView. Please note, HKVN4362A is a $0 order."This added all TRBO CPS that's available, even 16. Actually, isn't it Customer Hub now? Nope, this is the right place... That is one of my problems each time I have tried to get my account setup it will not allow me to login to My View. I am waiting for the new account to process and if doesn't work I will try going through the support center again. No mater what I have tried Is 16.0 still available on MyView? I didnt see it last time I looked Page 2 Did you place the order, following the steps in @KevinC post, before going to MyView, or are you trying to go straight to it? Follow the instructions in post #13 . yes sir I did but still not working. I have opened another case guess I will just wait and see what they say Sounds like you need to get on the phone with mol support or whatever its called now. They have a dept for that. Once you get access then you have to get access to the software itself. Welcome to Motorola. Don't pay any "scalpers" for CPS. The problem is probably not having a business account, If nothing comes up on your account now, you likely need a business account that allows you to subscribe to non-licensed software or the business shop to purchase $0.00 software. Customerhub is the new thing they have going on, altho myview also works for software entitlements. No account? Go ahead and create one by clicking on Register. When asked Are you an authorized channel partner or customer with contractual agreements?, click on Yes as this will help create the appropriate account that allows for accessing Professional Radios CPS software through Customer Hub / Partner Hub. "If you are an Amateur or Ham radio user looking for CPS for your ASTRO or MOTOTRBO device, please make sure you have an account and then follow the steps listed under Customer Hub. If you do not have an account, follow the steps listed above to get an account. Your account should be ready in up to 72 hours. If you do not find the CPS in your software list in Customer or Partner Hub you can purchase it from shop-business.motorolasolutions.com for $0. Search for the below part numbers to quickly find the software: MOTOTRBO CPS: HKVN4362A (SOFTWARE,TRBO CPS DOWNLOAD - CURRENT VERSION)ASTRO CPS: HKVN4289A (APX CPS DOWNLOAD - CURRENT VERSION)"You can email portal support for problems to start a case. support.motorolasolutions.com contact us online Can Anyone help me I am still new to this but I am trying to figure out what the latest version of CPS 2.0.I have one that is 2.138.176.0 and one 2.134.76.0 Any chance you could send me link for newest version? I'm having no luck finding it. Cheers. Dear Forum Members, We are currently experiencing an issue with some of our APX 2500 P25 mobile radios. Suddenly, these radios display the message "Maintenance Mode Remote Device" and have stopped functioning properly. Could anyone kindly assist us in resolving this issue? Any guidance on how to exit maintenance mode or troubleshoot this problem would be greatly appreciated.Also I am looking for assistance regarding the software configuration of our APX 2500 P25 mobile radios. We need to change the Radio ID so that when one device calls another, the receiving radio displays the callers ID on the screen (showing who is talking to them). Could anyone please guide me on where to find this option in the software? Any detailed steps or advice would be greatly appreciated. Thank you in advance for your support! Best regards,Marwan Nugdalla The "Maintenance Mode Remote Device" usually occurs when you have a remote head configuration in which the brick has lost connection with the control head. This is usually due to the brick not having enough voltage to stay powered up. I would check to see how the brick is wired to the battery and make sure it is getting needed voltage. The Radio ID (RID) display feature is found in CPS under Radio Ergonomics Configuration->Display->ID Display->PTT ID Display. If you wish to have actual names assigned to the individual Radio IDs then you need to make a Call list under Call List Configuration where you would need to set up a UCL and individual call list then attach that call list to the personality or multiple personalities in which you wish to have the feature work.The CPS Help files have a lot of great info on the above. I have the same situation with a High-Powered XTL5000 radio. Based on the FL 1-90 error code and the recommended correction stated in the service manual, I ordered a couple parts to see if the radio will recover. I have one part on-hand and I am waiting on the other part. It should be here in a couple or three business days. I hope I can recover the radio back into a working order The "Maintenance Mode Remote Device" usually occurs when you have a remote head configuration in which the brick has lost connection with the control head. This is usually due to the brick not having enough voltage to stay powered up. I would check to see how the brick is wired to the battery and make sure it is getting needed voltage. The Radio ID (RID) display feature is found in CPS under Radio Ergonomics Configuration->Display->ID Display->PTT ID Display.If you wish to have actual names assigned to the individual Radio IDs then you need to make a Call list under Call List Configuration where you would need to set up a UCL and individual call list then attach that call list to the personality or multiple personalities in which you wish to have the feature work.The CPS Help files have a lot of great info on the above. Thank you so much for the detailed explanation! I really appreciate your insight on the "Maintenance Mode Remote Device" and error 09/10 issues. As you mentioned, we are using Motorola APX2500 radios, which are typically installed in vehicles as mobile radios. Based on the attached photo, the problem occurred when the vehicle's battery experienced issues. After the battery was replaced, the radio entered "Maintenance Mode." When I tried to clone the radio from another working unit, I encountered no response. Additionally, attempts to read the radio from the CPS have been unsuccessful. I also want to add that I removed the radio from the vehicle and tested it in the workshop using a power supply, but I still wasnt able to read or clone the radio. Are you also getting the FL 1-90 error code? no just Maintenance Mode Remote Device and error 09/10 I have the same situation with a High-Powered XTL5000 radio. Based on the FL 1-90 error code and the recommended correction stated in the service manual, I ordered a couple parts to see if the radio will recover. I have one part on-hand and I am waiting on the other part. It should be here in a couple or three business days. I hope I can recover the radio back into a working order Thank you so much for the detailed explanation! I really appreciate your insight on the "Maintenance Mode Remote Device" issue. As you mentioned, we are using Motorola APX2500 radios, which are typically installed in vehicles as mobile radios, the problem occurred when the vehicle's battery experienced issues. After the battery was replaced, the radio entered "Maintenance Mode."When I tried to clone the radio from another working unit, I encountered no response. Additionally, attempts to read the radio from the CPS have been unsuccessful. I also want to add that I removed the radio from the vehicle and tested it in the workshop using a power supply, but I still wasnt able to read or clone the radio. If the radio brick doesn't respond to CPS and you don't hear the device connect/disconnect sound from your PC, it's dead and needs to go to the depot. If the radio brick doesn't respond to CPS and you don't hear the device connect/disconnect sound from your PC, it's dead and needs to go to the depot. In my case, I hear the connection sound on the PC, but the CPS won't read or write. I was in the middle of writing a programming file and I lost power to the radio and controlhead. The affected controlhead works fine on another radio. The service manual said, turn the radio on/off, change ports, and replace the flex, I did all of that except replacing the Flex. I know the TIB isn't the problem because it will work on another radio so I have a Flex on order from Motorola. Unfortunately, I don't have another High Power Flex to swap around so it is on order to try and see if I can recover the radio. Your radio is an XTL. Way different animal than an APX. The XTLs can be finicky. I'd try a recovery, you'll need a firmware refresh iButton and follow the procedure in CPS. Each time it will get a little further and further, this is ASSuming the radio is actually communicating with CPS. Time to upgrade to an APX, XLTs are long in the tooth and not really worth investing time or money into. 20+ year old radios at this point. The APX improved on the firmware update procedure from the XTL series. On the APX it will not start the update unitl the computer has transferred the whole update and verified it. The XTL does it in real time and any little failure, power blip etc causes a radio to brick. I replaced the Flex and it didn't resolve the problem. I really didn't have much hope, but I had to try it, it was only $60 for the Flex. I don't have the means nor the firmware to take this matter further so, I guess I have a new wheel chalk.I would love to upgrade to the APX series, but I have plenty of spare XTLs so, I just stick with the XTLs for now. Hi Everyone, When connecting the radios to the PC, we hear the connection being established, but we are unable to perform any actions using the CPS. Additionally, the radios are displaying "Maintenance Mode" and "Error 09/10." Please note that the APX2500 radios we are using do not have a separate head. Could you please advise on the recommended course of action to resolve the "Maintenance Mode" and "Error 09/10" issues? Your guidance would be greatly appreciated.Thank you in advance for your assistance. I replaced the Flex and it didn't resolve the problem. I really didn't have much hope, but I had to try it, it was only $60 for the Flex. I don't have the means nor the firmware to take this matter further so, I guess I have a new wheel chalk.I would love to upgrade to the APX series, but I have plenty of spare XTLs so, I just stick with the XTLs for now. In my case, there is good news. My radio was resurrected from the dead and is among the living now. Apparently, when the power to the radio was interrupted, the codeplug got pissed off when the final checksum was not received and so when I restored the power, the codeplug decided to revert back to the beginning of its XTL life. That was why I was getting the maintenence mode remote device notification and the fatal error code FL 1/90. What I understand, originally the XTL series mobiles were designed/introduced with the W series controlheads and was trying to look for the W series controlhead data, which is different than the O series controlhead data.So, all you have to do is changeout the TIB for a W series controlhead and cable, fire up the radio, change the controlhead setting to the O series, power down the radio, change back to the O series TIB and cable and controlhead, and reload your O series codeplug file. Hi Everyone, When connecting the radios to the PC, we hear the connection being established, but we are unable to perform any actions using the CPS. Additionally, the radios are displaying "Maintenance Mode" and "Error 09/10." Please note that the APX2500 radios we are using do not have a separate head. Could you please advise on the recommended course of action to resolve the "Maintenance Mode" and "Error 09/10" issues? Your guidance would be greatly appreciated.Thank you in advance for your assistance. Try looking up the error code in the service manual and see what are the recommended steps to resolve that error None of the XTL troubleshooting guides apply to an APX. APX radios are way better at handling firmware payloads. XTLS are ancient and not what the O/P has. So, getting back to the O/Ps APX, if the device is detected in Windows, what specifically shows up when connected? Look at your device manager and report back findings. It really sounds like the radio is bricked if it won't read/write in CPS and will most likely require a depot trip. None of the XTL troubleshooting guides apply to an APX. APX radios are way better at handling firmware payloads. XTLS are ancient and not what the O/P has. So, getting back to the O/Ps APX, if the device is detected in Windows, what specifically shows up when connected? Look at your device manager and report back findings. It really sounds like the radio is bricked if it won't read/write in CPS and will most likely require a depot trip. Yep. 99% chance it will be a Depot trip if an APX is showing the "09/10" error. I have never been able to recover an APX after having that error and we deal with the APX line daily.

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