



MOTOROLA CPS PROCEDURE UPDATE March 23, 2021

Motorola MyView



The following is information regarding Motorola's new MYVIEW Website.

Motorola has recently announced its' new My View website for use by Existing Account Holders. This website will be your new access point in the procurement and update of your CPS software.

Beginning with Version 22.00.05 of APX-CPS, you will now need to access this new website, It is understood the previous versions of CPS (V 22.00.00 and prior will continue to be housed on the MotorolaBusinessonline.com web site.

Note: *Current Version of CPS is 23.00.03*

Please use your current Login and Password to access either site. Following is the specific guidance to finding your CPS Software resources going forward.

Motorola MyView



Previous Motorola Website:

<https://businessonline.motorolasolutions.com>

NEW WEBSITE:

<https://myview.motorolasolutions.com>

Motorola MyView



Use your current Login and Password information

A screenshot of a web browser displaying the Motorola Solutions login page. The browser's address bar shows a URL starting with 'https://sso.motorolasolutions.com/login.htm?fromURL='. The page header includes the Motorola Solutions logo and a language dropdown set to 'English'. The main content area features a login form with the heading 'Welcome to Motorola Solutions Inc.' and a text input field labeled 'Email or User ID'. Below the input field are links for 'Forgot User ID?' and 'Forgot Password?', and a 'Next' button. A red arrow points from the text 'Use your current Login and Password information' to the 'Email or User ID' input field. The background of the login form is a photograph of a firefighter in full gear, including a helmet with 'PLANTATION FIRE DEPT. FIREFIGHTER' and a jacket with 'ES' visible. The footer contains links for 'Privacy Policy', 'Terms of Use', and 'USA & Canada', along with a small copyright notice for Motorola Solutions, Inc. The Windows taskbar at the bottom shows the search bar and several application icons.

Motorola MyView



Select the Entitlement Menu

The screenshot shows the Motorola MyView dashboard for a user named URS Federal Services (USFGMD). The left sidebar contains a navigation menu with the following items: Dashboard (selected), Service Coverage, Repairs, Reports, Orders, Contracts, Entitlements, and Document Center. A red arrow points from the text 'Select the Entitlement Menu' to the 'Entitlements' menu item. The main dashboard area displays a 'Dashboard' header with a 'Create a case' button. Below this, there are two main sections: 'All open cases' and 'Cases breakdown'. The 'All open cases' section includes a 'Open and resolved cases' card with four metrics: Open cases (0), Critical (0), High (0), and Resolved (0). The 'Cases breakdown' section includes four cards: Security Monitoring, Tech Support, Network Monitoring, and Onsite Dispatch, each with Open cases and Resolved metrics. The bottom of the dashboard shows an 'Orders' section with a table header: Order #, Quantity, Order date, Status. The bottom of the browser window shows a Windows taskbar with the search bar, taskbar icons, and a system tray with the date and time (10:33 AM 3/23/2021).

MyView > Dashboard

Dashboard

URS Federal Services (USFGMD)

MyView

Dashboard

Service Coverage

Repairs

Reports

Orders

Contracts

Entitlements

Document Center

Dashboard

Create a case

All open cases

Open and resolved cases

0 Open cases Open now

0 CRITICAL Open now

0 HIGH Open now

0 Resolved

View open cases Critical & High View resolved

Repairs RMAs

0 Open repairs RMAs As of now

0 Bounce rate Last 30 days

0 Total closed Last 30 days

0 Recently shipped Last 7 days

View open RMAs View report View recently shipped

Cases breakdown

Security Monitoring

0 Open cases Open now

0 Resolved

View open cases View resolved

Tech Support

0 Open cases Open now

0 Resolved

View open cases View resolved

Network Monitoring

0 Open cases Open now

0 Resolved

View open cases View resolved

Onsite Dispatch

0 Open cases Open now

0 Resolved

View open cases View resolved

Orders

Order # Quantity Order date Status

Technisonic Communications, Inc. (905) 890-2113

Motorola MyView



MyView

URS Federal Services (USFGMD)

MyView

- Dashboard
- Service Coverage
- Repairs
- Reports
- Orders
- Contracts
- Entitlements
 - Overview
 - Features
 - Software
 - Hardware
- Document Center

Entitlements

Recent activity

Search

Activity	Details	Date
Entitlement Created	Entitlement ID: 2E6E8F10-9EEF-11E8-B099-E02FBAAE3E1	8/13/2018
Entitlement Created	Entitlement ID: E02F1DD0-94F6-11E8-B099-955B14D3C782	7/31/2018
Entitlement Created	Entitlement ID: 5BF66EC0-E77B-11E7-B099-FFD07143B195	12/23/2017
Entitlement Created	Entitlement ID: 07A64AB0-2148-11E7-9636-DCF97BFAF6F4	4/14/2017
Entitlement Created	Entitlement ID: 062ACE40-2148-11E7-9636-F0CE922EFF1B	4/14/2017

Expired or expiring features

Search

Feature name	Details	Expiration date
APX CPS DOWNLOAD	Entitlement ID: 07A64AB0-2148-11E7-9636-DCF97BFAF6F4	7/31/2018

Select Software

Motorola MyView



MyView

URS Federal Services (USFGMD)

MyView

Dashboard

Service Coverage

Repairs

Reports

Orders

Contracts

Entitlements

Overview

Features

Software

Hardware

Document Center

MyView > Entitlements > Software

Entitlements

Software

Search

Product name

Product line

Rows per page: 50 1 — 7 of 7

Product name	Product line	Release date	Actions
APX CPS 22.00.05	APX Family Portables and Mobiles	1/11/2021	Download
APX CPS 22.00.05 with Radio Management	APX Family Portables and Mobiles	1/11/2021	Download
APX CPS 23.00.01	APX Family Portables and Mobiles	2/1/2021	Download
APX CPS 23.00.01 with Radio Management	APX Family Portables and Mobiles	2/1/2021	Download
APX CPS R23.00.03	APX Family Portables and Mobiles	3/19/2021	Download
APX CPS R23.00.03 with Radio Management	APX Family Portables and Mobiles	3/19/2021	Download
APX Tuner R22.00.00	APX Family Portables and Mobiles	11/10/2020	Download

What's New | Contact | Terms of Use | Feedback | Do Not Sell My Information | Privacy Statement | Help

English (US)

Technisonic Communications, Inc. (905) 890-2113

10:36 AM 3/23/2021

Download appropriate version of CPS

You do not need the "With Radio Management Version"

Motorola MyView



MyView will redirect you
to the appropriate
Download Site

Confirm this redirection

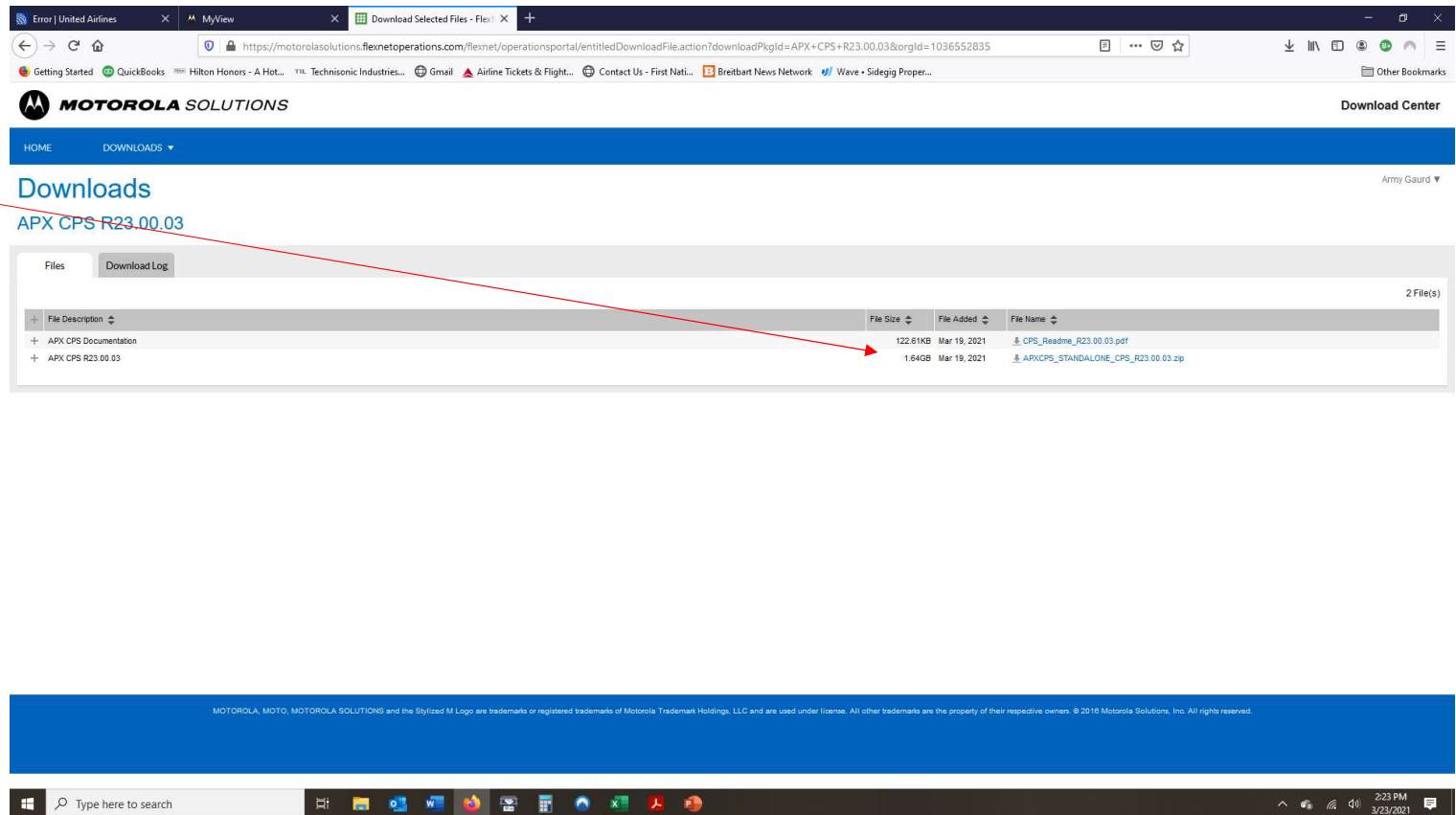
The screenshot shows the Motorola MyView web application interface. The browser address bar displays the URL: <https://myview.motorolasolutions.com/1036552835-astro-4790/Entitlements/Software>. The page title is "Entitlements" and the sub-header is "Software". A modal dialog box titled "Confirm redirection" is centered on the screen, asking for confirmation to proceed to an external resource. The dialog contains the text: "This link will direct you to an external resource. Do you want to continue?" and the URL: <https://motorolasolutions.flexnetoperations.com/flexnet/operations...>. The dialog has "No" and "Yes" buttons. A red arrow points from the text "Confirm this redirection" to the "Yes" button. The background interface shows a sidebar with navigation options like Dashboard, Service Coverage, Repairs, Reports, Orders, Contracts, Entitlements, and Document Center. The main content area displays a table of software entitlements with columns for Product name, Release date, and Actions (Download).

Product name	Release date	Actions
APX CPS 22.00.05	1/11/2021	Download
APX CPS 22.00.05 with Radio Management	1/11/2021	Download
APX CPS 23.00.01	2/1/2021	Download
APX CPS 23.00.01 with Radio Management	2/1/2021	Download
APX CPS R23.00.03	3/19/2021	Download
APX CPS R23.00.03 with Radio Management	3/19/2021	Download
APX Tuner R22.00.00	11/10/2020	Download

Motorola MyView



You must re-select the software file.



The screenshot shows a web browser window with the Motorola MyView interface. The page title is "Downloads" and the sub-header is "APX CPS R23.00.03". There are two tabs: "Files" and "Download Log". The "Files" tab is active, showing a table with two files. A red arrow points from the text "You must re-select the software file." to the second file in the table.

File Description	File Size	File Added	File Name
APX CPS Documentation	122.61KB	Mar 19, 2021	CPS_Readme_R23.00.03.pdf
APX CPS R23.00.03	1.64GB	Mar 19, 2021	APXCPS_STANDALONE_CPS_R23.00.03.zip

2 File(s)

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Motorola MyView



Select your Save File or Open With dialog box. You must OK to begin the download process.

A screenshot of a web browser showing the Motorola MyView Downloads page. The browser's address bar shows the URL: https://motorolasolutions.flexnetoperations.com/flexnet/operationsportal/entitledDownloadFile.action?downloadPkgId=APX+CPS+R23.00.03&orgId=1036552835. The page has a blue header with the Motorola Solutions logo and a 'Download Center' link. Below the header, there's a 'Downloads' section with a sub-header 'APX CPS R23.00.03'. A 'Files' tab is selected, showing a list of files. A Firefox download dialog box is open in the center, asking 'What should Firefox do with this file?' for the file 'APXCPS_STANDALONE_CPS_R23.00.03.zip'. The dialog box has two radio buttons: 'Open with Windows Explorer (default)' and 'Save File'. The 'Save File' option is selected. There are 'OK' and 'Cancel' buttons at the bottom. A red arrow points from the text on the left to the 'Save File' radio button in the dialog box. The background of the page shows a table with columns 'File Size', 'File Added', and 'File Name'. The table contains two rows of data. The bottom of the page has a blue footer with small text about trademarks and copyright. The Windows taskbar is visible at the very bottom.

Motorola MyView



Be sure to extract program prior to trying to install. Remember APX-8000 is CPS version persistent, You must have the radios current or newer version of CPS to establish communication and program.

Programmed with
version 20.00.02 CPS



= or > V22.00.02

Programmed with
version 20.00.02 CPS



< v 22.00.02
version mismatch

Motorola MyView



END

Support.

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