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## HOW TO DOWNLOAD CPS SOFTWARE FOR ASTRO AND MOTOTRBO

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### Issue

Here is a quick guide on how to access and download the latest Customer Programming Software (CPS) software for your ASTRO or MOTOTRBO devices.

### Environment

Customer Hub <http://customerhub.motorolasolutions.com> (<http://customerhub.motorolasolutions.com>) OR  
Partner Hub <http://partnerhub.motorolasolutions.com> (<http://partnerhub.motorolasolutions.com>)

### Resolution

To be able to access CPS for ASTRO or MOTOTRBO Radios, you need to have an account with Motorola Solutions.

No account? Go ahead and create one by clicking on [Register \(https://www.motorolasolutions.com/self-service/registration/create/consumer-account/country-selection?msiLocale=en\\_us&app=OCC&short=true&path=%2F&\\_gl=1\\*12xjfps\\*\\_ga\\*OTE40Dk4MjU4LjE2OTgyNDUzNzQ.\\*\\_ga\\_23THW5EV9N\\*MTY5ODY5NDAzMy4xLjEuMTY5ODY5NTAwNC41My4wLjA.\)](https://www.motorolasolutions.com/self-service/registration/create/consumer-account/country-selection?msiLocale=en_us&app=OCC&short=true&path=%2F&_gl=1*12xjfps*_ga*OTE40Dk4MjU4LjE2OTgyNDUzNzQ.*_ga_23THW5EV9N*MTY5ODY5NDAzMy4xLjEuMTY5ODY5NTAwNC41My4wLjA.). 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.

Alternatively, if you know your company administrator you can reach out to them for account setup and skip the registration process.

If you are Customer or have a Motorola Solutions Account follow the steps below:

- Log into [customerhub.motorolasolutions.com](https://customerhub.motorolasolutions.com) (<https://customerhub.motorolasolutions.com>) (<https://customerhub.motorolasolutions.com/>).
- Click on Support Services > Software & Licensing
- Click on 'Subscribe to Non-Licensed Software' to make sure you have subscribed for this software, select all those that apply to you
- Use the search field to search the software you are looking for e.g. CPS and click on the 3 dots next to the search results to click on 'Download'. This will take you to the page where you can download the software to your computer.

If you are Partner with Motorola Solutions Account follow the steps below:

- Log into [partnerhub.motorolasolutions.com](https://partnerhub.motorolasolutions.com) (<https://partnerhub.motorolasolutions.com>) (<https://partnerhub.motorolasolutions.com/>).
- Click on Support Services > Entitlements & Software
- Click on 'Subscribe' to make sure you have subscribed for this software, select all those that apply to you
- Use the search field to search the software you are looking for e.g. CPS and click on the 3 dots next to the search results to click on 'Download'. This will take you to the page where you can download the software to your computer.

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](https://shop-business.motorolasolutions.com) (<https://shop-business.motorolasolutions.com>) (<https://shop-business.motorolasolutions.com/>) for \$0. Search for the below part numbers to quickly find the software:

MOTOTRBO CPS: HKVN4362A (HKVN4362) (SOFTWARE,TRBO CPS DOWNLOAD - CURRENT VERSION)

ASTRO CPS: HKVN4289A (APX CPS DOWNLOAD - CURRENT VERSION)

Frequently asked questions:

- Is CPS free?

Yes, CPS for MOTOTRBO & ASTRO is free for all, however, if you are looking for Radio management software such as HKVN4621A (APX RM DOWNLOAD) and HKVN4622A (MOTOTRBO RM-CPS2.0 DOWNLOAD), they come at a cost and can be purchased through the shop.

- Where can I find CPS for Business Radios?

If you are looking for CPS for business radios such as CLS series, CLP Series, Curve, DLR series, DTR series, RDX series and RM series radios please visit our [Business Radio Customer Programming Software \(CPS\) page](https://www.motorolasolutions.com/en_us/products/two-way-radios/commercial-business-two-way-radio-systems/business-radio-software.html) and

- How can I buy Wideband/Narrowbanding software?

If you are looking for Wideband/Narrowbanding Software and would like to know how to order the MOTOTRBO CPS 25 KHZ channel license, check out this [article](https://knowledgehub.motorolasolutions.com/articledetails/s/view-article?state=hbaFDVMrbwsUZuVI74nGo66rlcolvC2heRPSR0F3zjAacFNUxvtlXE0vSJKetZYHr7bg1RMI6OmyXPaSjXBo2Gfh80x0jTldu95I9PB9hbsKiP60z%20jUia9I%20h2KDBQ)

### Files

[Screenshot \(/sfc/servlet.shepherd/document/download/069Hr00000GWRbIAN\)](/sfc/servlet.shepherd/document/download/069Hr00000GWRbIAN)

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