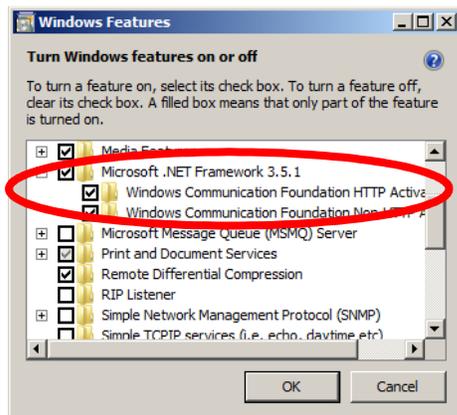


Connecting Your Windows Mobile Device to Your PC

Users will need to be familiar with the procedures for connecting their Windows Mobile handheld device to the PC for file transfer and software installs/updates. All Windows Mobile handhelds come pre-loaded with connectivity software called ActiveSync. Your desktop PC will also need software which may or may not be already installed. Windows Vista, Windows 7, and Windows 8 PC's use an application called Windows Mobile Device Center (WMDC) and older Windows XP machines use Microsoft ActiveSync. **Check your Programs list to be sure the appropriate application is installed on your PC before connecting your device.** If you do not find it pre-installed you can find the installers on the LandMarkSpatialSolutions.com website under **Support > Software Downloads > Windows Desktop Utilities**. Use the appropriate installer based on whether you have a 32 or 64 bit PC. If you are unsure which you have you can click *Start > right click Computer and choose Properties*. The PC specs will be displayed.

Note that **Windows 8** users will need to enable .NET Framework 3.5 in Control Panel before installing WMDC. In Control Panel choose *Programs and Features > Turn Windows Features On or Off*. Expand the section Microsoft .NET Framework 3.5 and check all components as shown here and OK out.



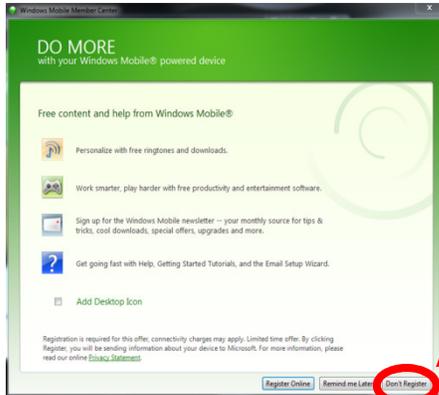
Windows 8 users should also connect the handheld to the PC prior to running the WMDC installer.

Connecting for the first time with WMDC - The first time connection will take a little longer than usual as some new drivers will be installed. For Windows Mobile Device Center you will likely see the following dialog boxes:

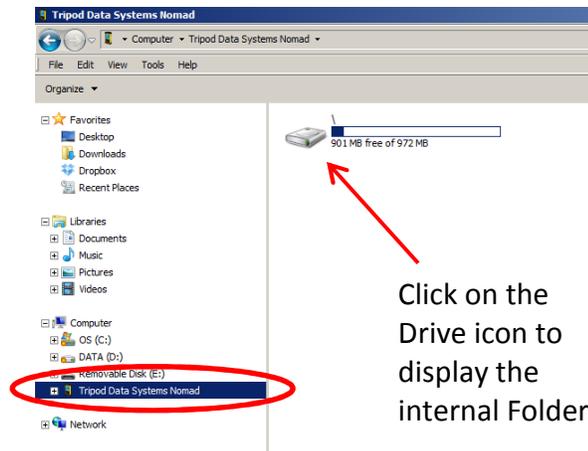
Wait for the Installing device driver software window to finish. Next, accept the license agreement.



Choose Don't Register on the DO MORE window as this is not required and not critical for install.

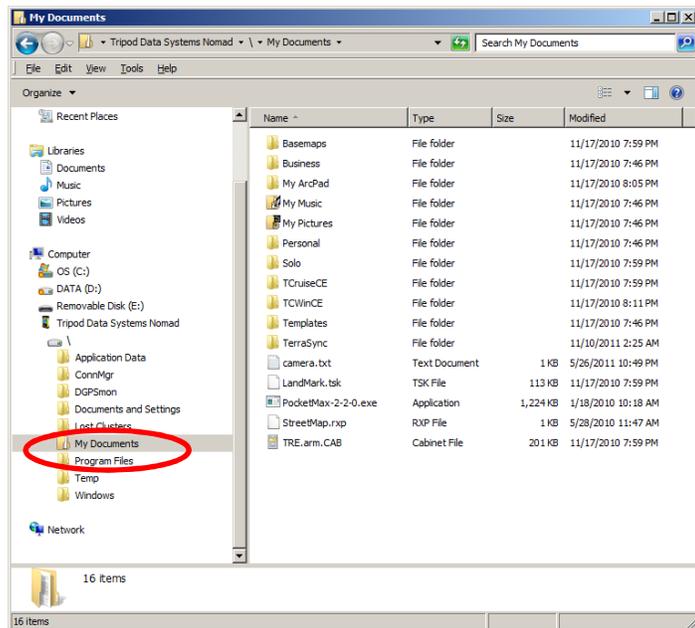


Once you are connected, you can select **File Management** > **Browse the contents of your device**. This will open Windows Explorer and display the Mobile Device as if it were a separate Drive on your PC.



Click on the Drive icon to display the internal Folders.

Notice that the Mobile Device has a folder named My Documents, just like your PC does. There are subfolders here where most of your data will be stored. You can Cut, Copy, Paste, Delete, and Rename files here just like you do on the PC. Most often you will copy GPS and cruise files and paste them back to folders on your PC.



Important Mobile Device folder locations to remember:

My Documents\Basemaps folder – Aerial imagery, Topo's, and shapefiles to be used as background maps in SoloForest.

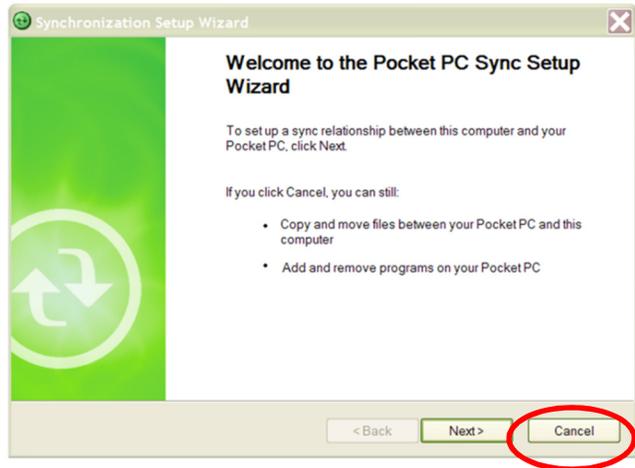
My Documents\Solo folder – Solo UDF projects (GPS data), Solo Feature Files, Custom Zone files.

My Documents\Solo\Exports – folder location where exported shapefiles from your GPS projects will be written to.

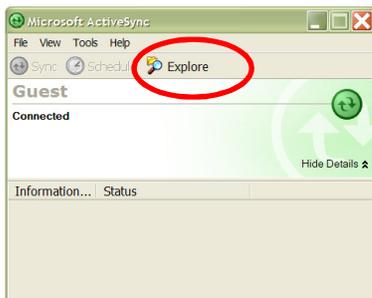
My Documents\TCruiseCE – folder storage location for **ALL** TCruise files on the Mobile Device.

Windows XP users will find that Microsoft ActiveSync works similar to Windows Mobile Device Center but looks a little different. Upon connecting a Mobile Device to ActiveSync you will see a dialog box like the one below.

On you are connected you should see the Partnership dialogue box on your screen. You will **ALWAYS** select **Cancel** to setup a Guest Partnership. (Clicking Next here would guide you thru the Partnership synchronization wizard which is designed for users with Smart Phones.)



Now you are **Connected as a Guest** and may click the Explore button on the Toolbar and view the files and folders on the Mobile Device.



Troubleshooting Connection Problems

1. Be sure **Windows Mobile Device Center** is installed on your PC. Open the program up and then try to connect the device. If the program is not installed you can find it on the support section of our website: www.LandMarkHelp.com . Look in the section under **Windows Desktop Utilities**. There are versions for users with 32 and 64 bit PC's. Choose the right one for your machine and install.

****If you have a Windows 8 PC be sure you have .NET 3.5 Framework enabled before installing Windows Mobile Device Center. You can do this by opening *Control Panel* and selecting *Programs and Features*. Next click on the *Turn Windows Features On or Off* button. After all of the programs have populated, expand the item *.NET Framework 3.5* and be sure both items underneath are checked. OK back out when done.**

2. Soft Reset the handheld device and the PC and then try to reconnect.
3. Disconnect from docking station if using a laptop on a dock.
4. Try another USB Cable.
5. Try different USB ports on your PC.
6. On the mobile device, click *Start* > *Settings* > *Connections* > *USB to PC* and uncheck the box for *Enable advanced network functionality* option. **OK** back out and re-connect the handheld to the PC. If this doesn't resolve the issue, go back and undo this change.
7. Try Turning OFF User Account Settings on Vista and newer PC's. Open **Control Panel** and **type UAC** into the **Search** box and then choose **Change User Account Control Settings**. Set the Slider Bar to **'Never Notify'**. A re-boot may be necessary on the PC after the change is made.
8. Check to see if the anti-virus and or firewall settings on your PC are blocking the connection by temporarily disabling them and then connecting the handheld device. There are so many antivirus programs available there is no way to give detailed instructions on disabling and configuration. Search the web to find specific instructions for your antivirus program. If possible, set exceptions for Windows Mobile Device Center so it will not block the connection. The executable files to set exceptions for are **wmdc.exe** and **wmdcBase.exe** in the **C:\Windows\WindowsMobile folder**.

9. Uninstall **Windows Mobile Device Center** and **Windows Mobile Device Center Update** (if applicable) in Control Panel. Reinstall Windows Mobile Device Center on the PC and re-connect the handheld device. Installers for Windows Mobile Device Center (32 and 64 bit) are on the **LandMarkHelp.com** website under **Windows Desktop Utilities**.
10. If your handheld has been able to connect recently but not now and you have tried everything above, you may need to Restore your PC to an earlier Restore point as a Windows update may have caused the problem. Note that this procedure is only recommended for knowledgeable computer users. Ask a pro to help if you have questions.

To do this on **Windows 7 and earlier machines** click **Start menu > Programs > Accessories > System Tools folder > System Restore**.

On **Windows 8 PC's** you must be logged in as an administrator to do a system restore. Open Control Panel and type System Restore in the search field. Choose System Protection from the Results and then click on System Restore button.

Alternative means of data transfer to a PC:

1. Use a flash drive to copy/paste data. Some Trimble Nomad and Ranger handhelds have a USB Flash Drive port on the bottom of the device. There is a USB to Host cable accessory available for F4 Devices Flint and Forge handhelds that allows the use of a Flash Drive.
2. Use a storage card if you handheld is so equipped.
3. Bluetooth file transfer to another mobile device or PC is an option, but is much more complicated. See the handheld documentation for details on this method.