# 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 most often is not pre-installed. Newer Windows PC's use an application called Windows Mobile Device Center (WMDC) to facilitate the connection. This program has replaced ActiveSync which was used on Windows XP and older operating systems.

Windows 8 and 10 users will need to enable .NET Framework 3.5 in Control Panel before installing WMDC. Open 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.
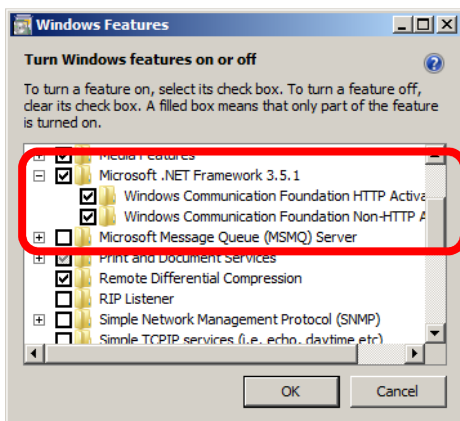

Windows Mobile Device Center installers are located on the LandMark Spatial Solutions website (www.landmarkhelp.com) under **Support** > **Software Downloads > Windows Desktop Utilities**. Download the appropriate installer (32 or 64 bit) to your PC. If you are unsure which you have you can click *Start > right click Computer and choose Properties*. The PC specs will be displayed. When installing the WMDC application, right click on the installer named ***Windows_Mobile_Device_Center_xxbit_Setup.exe*** and choose ***Run as Administrator***.

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.
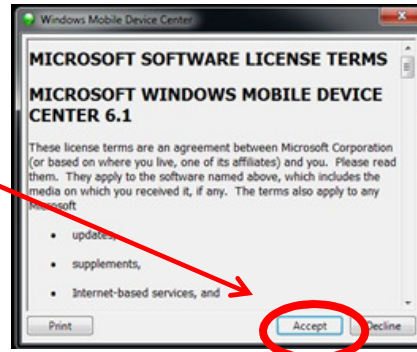
Choose Don't Register on the DO MORE window as this is not required and not critical for install.
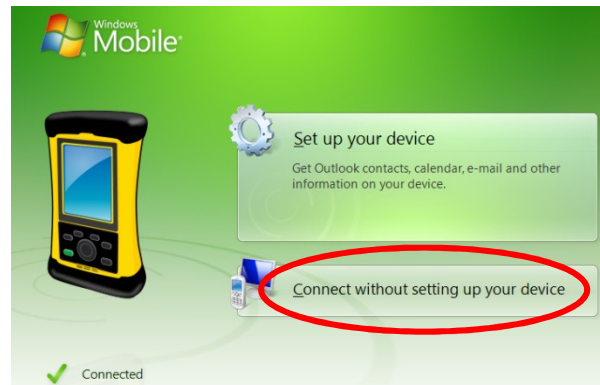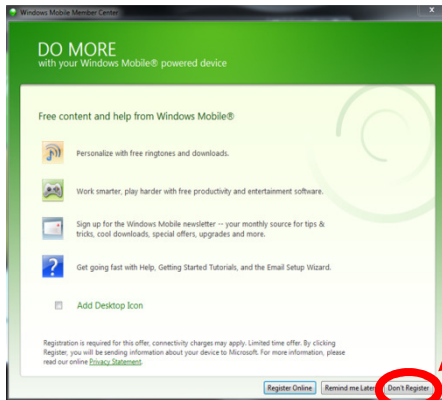
Once you are connected, you can select **File Management** > **Browse the contents of your device**. This will open Windows Explorer and display the Mobile Device as if it were a separate Drive on your PC.
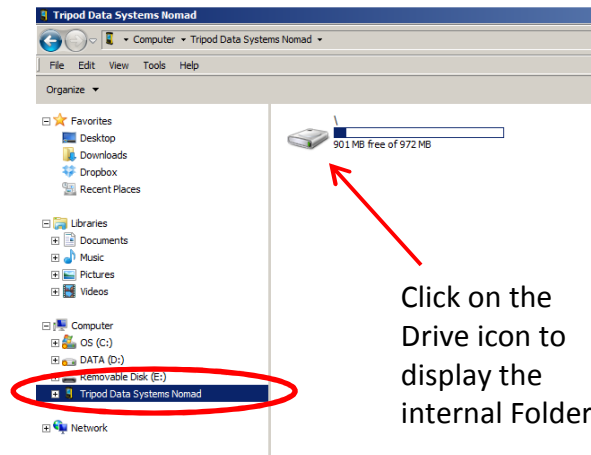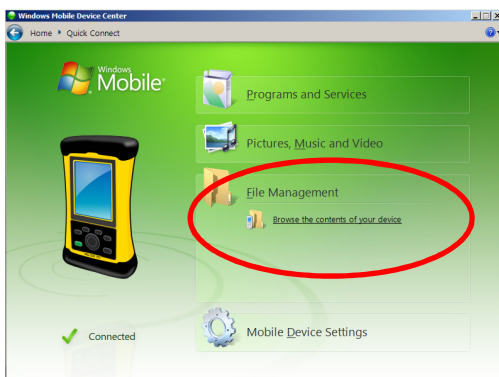
Click on the Drive icon to display the internal Folders.

Notice that the Mobile Device has a folder named My Documents, just like your PC. 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.
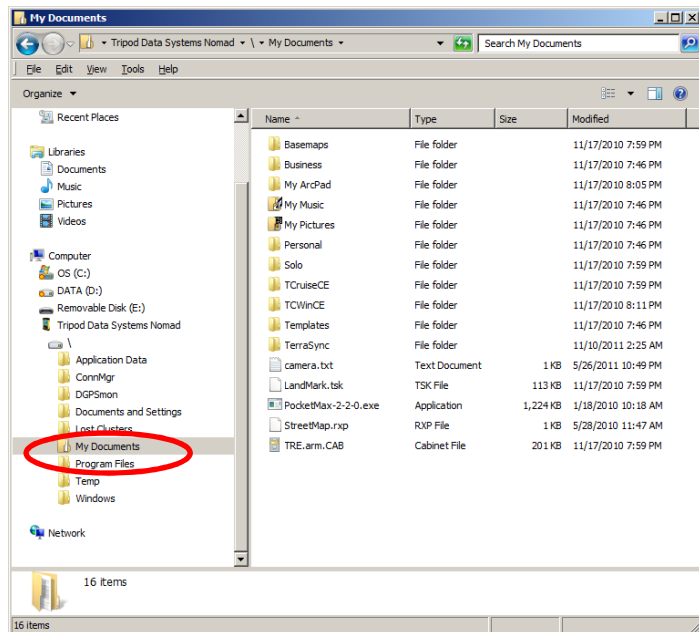
Important Mobile Device folder locations to remember:

My Documents\Basemaps folder – Aerial imagery, Topo's, and shapefiles to be used a 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.

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 run the installer as administrator. If you have a **Windows 8 or 10** 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.

   If you have already installed WMDC and did not enable .Net Framework first, you will need to uninstall both Windows Mobile Device Center and Windows Mobile Device Center Update using Control Panel. Next, enable .Net Framework 3.5 using the instructions above, and finally re-install Windows Mobile Device Center by Running as Administrator.

2. Soft Reset the handheld device **and** restart you PC and then try to reconnect.

3. Try another USB Cable and USB Port on your PC.

4. If you have a laptop with a docking station, try disconnecting from the dock.

5. On the mobile device, click *Start > Settings > Connections > USB to PC* and be sure the box for **Enable advanced network functionality** is checked.   *OK* back out and re-connect the handheld to the PC.

6. Check to see if there are any existing partnerships to Windows Mobile Device Center and remove them. Partnerships are computer specific and will hinder connections to other machines. Always connect as a guest.

7. 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 using Run As Administrator and then try to 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.

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 as well as Trimble Juno T41 models that allows the use of a Flash Drive.

2. **Use a storage card** if you handheld is so equipped.

3. **Bluetooth file transfer**:

   a. Open the Bluetooth Manager on your handheld device and click on the Mode tab. Make sure Bluetooth is turned ON and is Visible to other devices (discoverable).

   b. Make sure your PC has Bluetooth and make it discoverable.

   c. Allow your PC to search for Bluetooth devices. Click your handheld device in the list when it is discovered. You should see a passkey displayed
   .

   d. In the Bluetooth Manager on the handheld device, go to the Devices tab and choose Add new device.

   e. Choose your Desktop PC when it shows up as a new device and then click Next. Enter the Passkey that was shown on your PC and then click Next. Check the box next to ActiveSync when prompted to select services and click Finish.

   f. Close out of the Bluetooth manager on the handheld device.

g. On the handheld, click Start menu > programs > ActiveSync > Menu > Connect Via Bluetooth.

h. Open Windows Mobile Device Center on the PC and choose Connect without setting up device.

i. Use the File Management option to copy/paste file between your PC and handheld. When the transfer in completed, on the handheld click Start > Programs > ActiveSync > Menu > Disconnect.

j. After the handheld and PC have been paired you can simply start at step g the next time you want to connect to the PC via Bluetooth.