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GeoExplorer 6000 Series: Tips for Connecting to the Windows Mobile Device Center

In some instances, users may have issues connecting a mobile device powered by the Microsoft® Windows Mobile® 6.5 operating system, for example the Trimble® GeoExplorer® 6000 series, to a computer running the Windows Mobile Device Center (WMDC). This support note provides some troubleshooting tips that may resolve connection issues. These tips apply to the Windows® 7 operating system on 32 and 64 bit machines. The most common resolutions are listed first.

Tips for the GeoExplorer 6000 series (Windows Mobile 6.5 operating system)

- Change the mobile device from connecting as a network device (RNDIS) to USB by using the *USB to PC* application: select *Start / Settings / Connections / USB to PC* and make sure the *Enable advanced network functionality* check box is not selected.

- Reset the device while connected to your computer. Repeat if necessary. See the GeoExplorer 6000 Series User Guide for more details.

- Remove any existing partnerships to WMDC. Partnerships are computer specific and will hinder connections to other machines. Always connect as a guest.

- If you notice that WMDC is trying to rename the mobile device, on the device select *Start / Settings / System / About / Device ID* and change the name from its default.

Tips for the computer with WMDC

- Make sure that your machine has all Windows updates (http://update.microsoft.com/). Even one missing update can cause issues.

- Make sure that the latest WMDC is installed (currently version 6.1.6965 or later), and that you have the correct Bit Version (32 or 64).

- Check your User Account Settings. Go to *Start / Control Panel / User Account Settings*, and set the Slider Bar to *Never Notify*.

- Some USB ports differ from others, and some motherboards have different chipsets from one side to another, so try different USB ports and avoid USB ports from peripheral devices such as monitors, keyboards, and adaptors.

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- Make sure that your virus scanner is not stopping or blocking the files *wmdc.exe* or *wmdcbase.exe*.

- With the mobile device physically connected to the office computer (even if the connection fails):

  - Select the Device Manager, and then if you are in RNDIS mode, select Network adaptors, or if you are in USB mode, select Universal Serial Bus controllers.

  - Right click the entry in the list that shows a connection to a device and select *Update Driver*.

  - If that fails, right click the entry and select *Uninstall Driver*, and then immediately disconnect the device and then reconnect the device.

  - If this still fails, delete the driver, immediately disconnect the device, uninstall the WMDC, and then reconnect the device (this may take a couple of minutes). The device should be recognized. Reinstall the WMDC version 6.1.6965 or later.

- Try uninstalling any mobile device emulator software that may be on your computer such as *MyMobiler*. This has proven successful on a 32 bit Windows 7 machine.