

Upgrading Trimble Software - FAQs

April 13, 2007

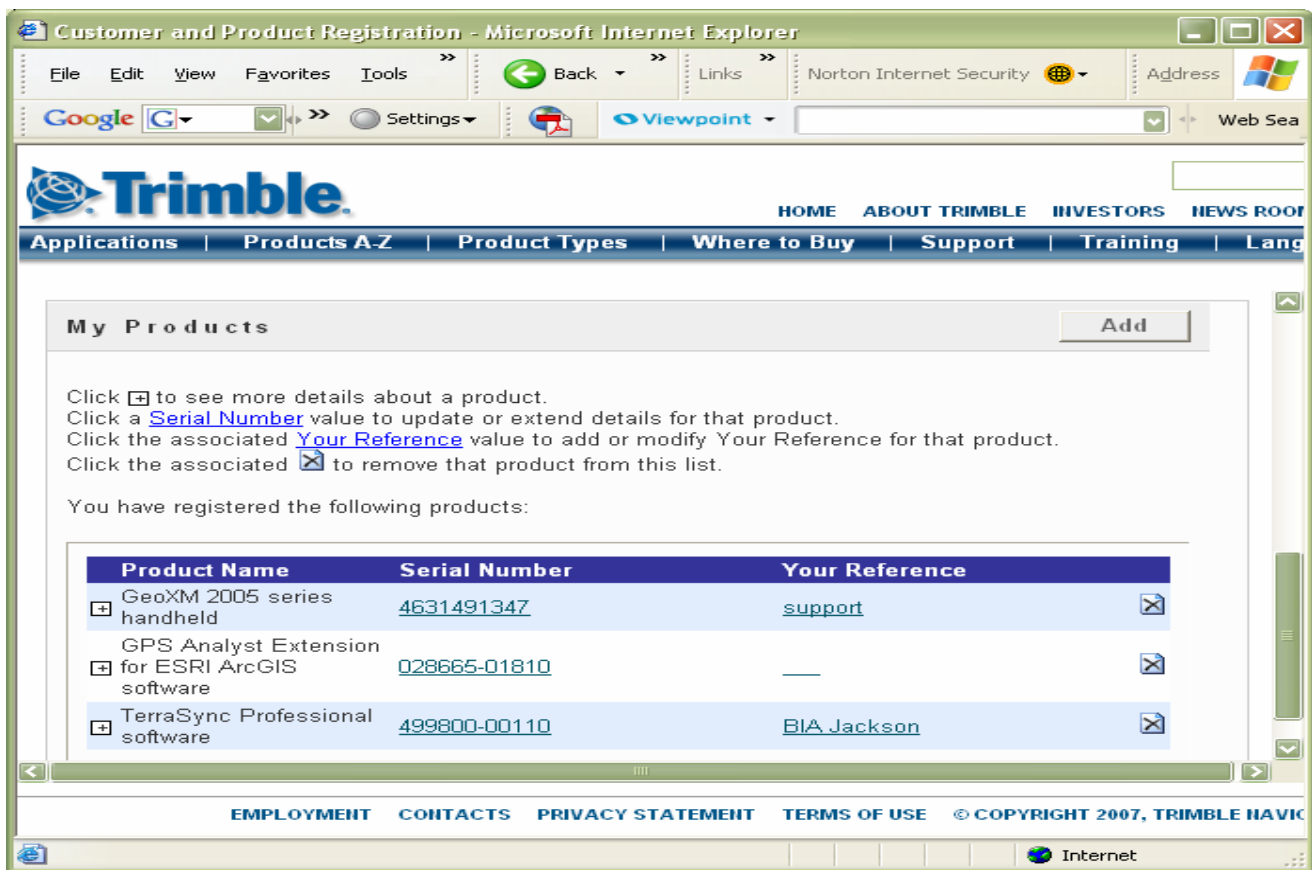
How do I know if there are software updates available?

To find out if there is a Trimble Software Update available, go to www.trimble.com/support, and click on the product you are interested in. Then click on downloads, and you will be brought to the most current downloads available for that product. There, you can click on a download to read about the new features in the software, entitlement requirements and download instructions.

How do I know if I qualify for a Trimble Software Update?

To find out if you qualify for a Trimble Software Update, you will need to check the software enhancement expiry date by logging into your account at www.trimble.com/register. If you do not remember your password, enter your email address, and click Forgot password. Your password should immediately be emailed to you.

Once you are logged in, you will see all the products that are registered to your email in the My Products section.



The screenshot shows a web browser window titled "Customer and Product Registration - Microsoft Internet Explorer". The page displays the Trimble logo and navigation menu. The "My Products" section is active, showing a list of registered products with columns for Product Name, Serial Number, and Your Reference. Each product has a plus icon to expand details and a minus icon to remove it.

Product Name	Serial Number	Your Reference
GeoXM 2005 series handheld	4631491347	support
GPS Analyst Extension for ESRI ArcGIS software	028665-01810	—
TerraSync Professional software	499800-00110	BIA.Jackson

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To view the details of any of your products, click the + to the left of the product name. This will show you the enhancement expiry date and the installation serial number for that product. If the enhancement expiry date is later than the date of a release of a software update, you are entitled to that update.

Product Name	Serial Number	Your Reference
GeoXM 2005 series handheld	4631491347	support
GPS Analyst Extension for ESRI ArcGIS software	028665-01810	—
TerraSync Professional software	499800-00110	BIA Jackson

Software Install Serial Number : 499800-00110-07077-83D71F53
 Software Enhancement Expiry Date : 17/Mar/2007

What do I do if I don't know who my software is registered to?

If your software was not registered under your email address and you are unable to locate the installation information, please email the serial number of your software to support@geoposition.com. You will receive an email that will include the version you are entitled to as well as the installation serial number.

I am entitled to an update. How do I get it installed?

Field Software: If you are entitled to a field software update and you are ready to install it on your handheld, you will first need to uninstall the previous version. On the handheld, go to Remove Programs, highlight the program to uninstall, and tap Remove.

Then you will need to download the software from the Trimble website. Go to www.trimble.com/support, click on the software name (TerraSync, GPSCorrect, ect.), click on downloads, click on the version you need to download, and then download the file that corresponds to your handheld.

For example, if you are installing on a 2005 series GeoXT, you will want the file that says it is for Windows Mobile 5. If you are unsure which operating system your handheld is running, you can find out by going into the Settings or Control Panel of your handheld and tapping either on About or System.

Save the file to your hard drive, connect your handheld to the PC, make sure ActiveSync says Connected, and then run the file. After verifying your installation serial number, the software will automatically be installed on the handheld.

*Note: If you are installing on a handheld running the 2003 Pocket PC operating system, you will be asked if you want to install on the default memory. Click No, and chose to install on the Disk instead of the Main Memory.

Office Software: If you are entitled to an upgrade of your office software, Trimble will send you a CD with that software when it is available. If you do not receive the CD or if the CD is damaged and will not install software, you can also download it from the website.

You will need to uninstall your previous version of software before installing the update. If it is Pathfinder Office, please refer to the support note at http://www.trimble.com/pathfinderoffice_ts.asp?Nav=Collection-46982 titled Uninstalling version 3.10 or earlier to make sure you completely remove the program before installing the new version.

How do I know if the new version is compatible with my existing hardware and software?

To check the compatibility of software and hardware, go to http://trl.trimble.com/docushare/dsweb/Get/Document-160913/MGIS_SprtNote_PFOffice_Compatibility.pdf. This will show the compatibility of office software with field software, office software with PC operating systems and field software with receivers and field operating systems.

What if I want to upgrade, but my software maintenance has expired?

If your software maintenance has expired, and you are not entitled to a free upgrade to the new version, you can call your salesperson or email support@elecdata.com. Include the serial number of your current version, and you will be sent a quote for the software upgrade. Current upgrade products include:

GPS Pathfinder Office Software Update	\$850.00
TerraSync Professional Software Update	\$590.00
GPSCorrect Extension for ArcPad Update	\$395.00
GPS Analyst Extension for ArcGIS Update	\$850.00

Note: Pathfinder Office, TerraSync Professional and GPS Analyst all include one year of software maintenance. GPSCorrect comes with three months of software maintenance, but can be extended to the full year for an additional \$49.00. GSA pricing is also available. Contact your salesperson or email support@elecdata.com for pricing.

How do I extend my software maintenance for an additional year?

If your software maintenance is current on your software, and you would like to extend it for an additional year, you can contact your salesperson or email us at support@elecddata.com. Include the serial number of the software you would like to extend, and you will be provided with a quote for an additional year of software maintenance. Currently, you can purchase 1-year software maintenance extensions for \$295 per license.

Note: GSA pricing is also available for software maintenance extensions. Call your salesperson or email support@elecddata.com for prices.

How do I receive notification that my enhancement is expiring?

To sign up to receive notification that your enhancement is about to expire, log into your account at www.trimble.com/register, and click on the Update button under the Manage Communications section. Then you can check the box to receive communication regarding Warranty and Enhancement Expiry Notification (see below). Trimble will then send an email one month before the expiration of your software maintenance.



Customer and Product Registration - Microsoft Internet Explorer

Address <http://www.trimble.com/register/>

Trimble

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Applications | Products A-Z | Product Types | Where to Buy | Support | Training | Language

Manage Communications

(Subscribe to Newsletters and Warranty Expiration Notifications, Order Demo Cds)

Please add a check mark beside the communication you wish to receive:

- Agriculture newsletter (StraightTalk)
- Don't send email related to my registered products
- Mapping & GIS newsletter
- Mapping & GIS Product Support Material
- Please send me a GPS Analyst for ArcGIS demo CD
- Technology & More - Survey and Mapping magazine
- Trimble Productivity - Construction Earthmoving Magazine
- Warranty and Enhancement Expiry Notification

Note: By choosing to receive these communications you will enable Trimble companies or business partners to let you know as soon as possible about any new developments. You will be able to opt-out from getting these communications at any time. For further details, please read [Trimble's Privacy Statement](#).

Save Cancel

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