

## Troubleshooting WMDC Connection Problems

Follow these procedures to connect your Windows mobile device to your PC via Windows Mobile Device Center.

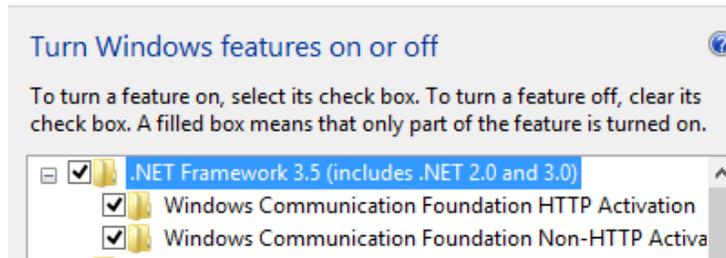
1. Launch Windows Mobile Device Center (aka WMDC) on your PC using your Start menu or other shortcut. This application should **ALWAYS** be opened first before attempting to connect any Mobile Device.
2. Power On your Windows Mobile Handheld Device and connect the USB download cable to your PC.
3. Your PC should make an audible sound when the device is connected (assuming you have speakers and sound is turned up). It should also prompt you to Connect and you should **ALWAYS** choose the option: Connect without setting up your device as shown here.



If your device does not connect within one minute, try the following troubleshooting steps:

1. Reboot both your PC and Handheld device, open WMDC, and reconnect the USB cable.
2. Try connecting to a different USB port on your PC.
3. On the mobile device, click **Start menu > Settings > Connections > USB to PC** and change the existing setting for **Enable advanced network functionality**. **OK** back out and re-connect the handheld to the PC. Having this setting unchecked can sometimes prompt the PC to re-install drivers and connect once the drivers are installed. If this doesn't work go back and check (enable) the box.

4. If you have a **Windows 8 or 10** PC, be sure you have .NET 3.5 Framework enabled by opening **Control Panel** and then selecting **Programs and Features**. Next, click 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 as shown below.



5. If you did not already have the .Net Framework 3.5 features enabled, you will need to uninstall both Windows Mobile Device Center and Windows Mobile Device Center Update (if it shows up as being already installed) using Control Panel. Next, re-install Windows Mobile Device Center by Running as Administrator (right click on the downloaded installer and choose Run as Administrator). The installers for Windows Mobile Device Center can be found on our website: [www.LandMarkHelp.com](http://www.LandMarkHelp.com) under the **Mobile Device to PC Connection Utilities** section. Reconnect after all installs have finished.
6. 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**.

A recent **Windows Update** may have also caused Windows Mobile Device Center connection problems. If you had been able to connect previously and are now having connection issues, try the following in the order listed.

1. Download the **WMDC-Helper** utility from our website: [www.LandMarkHelp.com](http://www.LandMarkHelp.com) under the **Mobile Device to PC Connection Utilities** section. Download the file to your PC and then right click on it and choose Run as Administrator. Restart your PC as prompted when the install is complete. Open WMDC and connect the Mobile Device.

2. If **Windows Mobile Device Center** will not launch on your PC, **reinstall** the program using the appropriate 32 or 64 bit installers found on our website. Be sure to Run as Administrator. Reconnect the Mobile Device. If this does not work, reboot the PC and Mobile Device again and reconnect.
3. Finally, if the previous suggestions do not work, click on PC's Start and then Right Click on Windows **PowerShell**. Choose Run it as Admin. Apply both of the following **registry commands** (you can copy/paste them). Restart your PC and then Open WMDC and then connect your handheld device.

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t  
REG_DWORD /d 1 /f
```

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable  
/t REG_DWORD /d 1 /f
```

### **Alternative means of data transfer to a PC**

If all else fails, there are alternate means of data transfer between the PC and Windows Mobile Device.

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 is 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.