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GeoExplorer 2005 Series Handheld: Using the USB Switch Application to Resolve Microsoft ActiveSync Connection Difficulties

Summary

On a Trimble® GeoExplorer® 2005 series handheld, if you cannot establish a Microsoft® ActiveSync® connection through the default method, you can install the USB Switch application onto the handheld to change the connection mode. This Support Note describes how to install and run the USB Switch application.

Description

The default connection method (RNDIS USB) may conflict with network settings and VPN software settings, which makes ActiveSync connections difficult to achieve. When you run the USB Switch application, the mode switches to Serial USB, as used for Pocket PC 2003 devices.

Solution

1. Make sure that you have ActiveSync technology version 4.1 or later installed on your computer. If required, download it from <http://www.microsoft.com/windowsmobile/default.mspx>.
2. Download the USB Switch Application:
 - a. Go to <http://www.trimble.com/support>.
 - b. Click *GeoXH™*, *GeoXM™*, or *GeoXT™*.
 - c. Click *Downloads*.
 - d. Click *GeoExplorer 2005 series*. This step is not required if you clicked *GeoXH*.
 - e. Click *GeoExplorer 2005 Series - USB Switch Application* to download the USB Switch application to your computer.

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3. To transfer the USB Switch application to the handheld, use one of the following methods:

SD card

- a. Copy the application file from your computer to the SD card.
- b. Insert the SD card into the handheld.
- c. Use File Explorer (*Start / Programs*) to locate the USB Switch application.
- d. See [step 4](#).

Bluetooth wireless technology

- a. Set your handheld to “Discoverable”.
Click *Start / Settings*, select the *Connections* tab and then tap the Bluetooth® icon.
Select the option *Make this device discoverable to other devices* and then tap **OK**.
- b. From a Bluetooth-enabled computer (or another PDA), scan for your handheld.
- c. Do one of the following:
 - Discover available services on the handheld and then copy the executable file into the handheld’s FTP folder.
 - Right-click the executable file, select *Send to / Bluetooth* and then select the handheld that you want to send the file to. The file will be stored in the My Documents folder on the handheld.
- d. See [step 4](#).

Ethernet or Wi-Fi

Note: You may need to configure proxy settings to access your network. Your network administrator will confirm which settings to use.

- a. Connect the handheld to your network through an Ethernet port or a wireless access point. For details instructions on how to do this see the *Getting Started Guide* for the handheld.
- b. On the handheld, select *Start / Settings*. From the *Connections* tab, select the *Connections* icon and then select *Set up my proxy server*. Clear the check box for *This network connects to the Internet* and then tap **OK**.
- c. From the *Advanced* tab, open *Select Networks*, ensure that the first drop-down menu shows *My Work Network* and then tap **OK**.
- d. On the handheld, tap *Start / File Explorer*. Select *Menu / Open Path / New Path* and then navigate to where you stored the USB Switch application.

Note: To access your network, you must enter the path to the file, and your user name and password.

- e. Copy the USB Switch application to your handheld.
- f. See [step 4](#).

4. Once the application is copied to the handheld and is available in File Explorer, do the following:
 - a. To run the application, tap the USBSwitch.exe file.

A message reports that the mode has changed to USB serial (or RNDIS if you are switching back to the default mode).

If the message is obscured by the *New Modem Detected* dialog, cancel the dialog.

- b. Connect the handheld to the computer. ActiveSync technology now uses the new connection mode.

Note: It may take up to one minute for this first connection to complete.

Troubleshooting

If you continue to experience difficulties, try the following steps:

1. On the handheld, select *Start / Programs / ActiveSync / Menu / Connections* and make sure that the handheld is set to *Synchronize via USB*. If USB is not available in the *Connections* menu, reset the handheld (press and hold the power key for 5 seconds) and then try the connection again.
2. Follow [step 4](#) above to switch back to the default mode (RNDIS USB). Then repeat [step 4](#) to switch back to Serial USB mode.
3. Make sure that the ActiveSync application on your computer is set to use USB. On the computer, click *Start / Programs / Microsoft ActiveSync*. Then click *File / Connection Settings* and confirm that the option *Allow USB connection* is set.
4. If you have an ActiveSync connection and your handheld is suspended and then resumed, the connection with ActiveSync may not be automatically initiated. To restore the connection, do one of the following:
 - Suspend and resume the handheld.
 - Undock the handheld from the cradle and then replace the handheld in the cradle.
 - Unplug the USB cable and then reconnect it.