

**Registering Trimble Hardware and Software  
Frequently Asked Questions  
Update 6/2/08**

**I am so busy – what is the bare minimum I need to get my Park's gear organized on [www.Trimble.com/register](http://www.Trimble.com/register) that are registered under my email name?**

For each registered item, enter your four letter park code in capital letters followed by a semicolon. If you do this – were happy. EG. **LACL**; or **AKRO**; No spaces between your Park code and semicolon. No commas, just Four letter Code followed by semicolon.

**I lost my Passcode?**

No problem. Go to [www.trimble.com/register](http://www.trimble.com/register). Enter your email then Click the Forgot password link. At any time, you can send a request to the registration administrator for more complicated maneuvers.

E-mail Address

Password

[Forgot password?](#) [Create an account](#)

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[Click here](#) to send a request to the Registration System administrator

**I am caretaking Trimble gear that is owned by the Inventory and Monitoring Group. How should I identify it?** You can enter your Networks four-letter code "EG. CAKN; for Central Alaska Network" or Combine the Regional code first followed by your network code "EG. AKRO;CAKN"

**Can I put in a comma anywhere in the YOUR REFERENCE FIELD.**

No. Our database retrieval mechanism cannot handle any commas. Strip out all commas. Just use semicolons or spaces. Dashes are okay.

**I manage the gear, but its not physically at my location. Now what?**

Many groups like Fire or Exotic Plants have purchased multiple units but have distributed the devices and software codes to outlying parks. Keeping your name as chief contact is still very important, and your Park code should remain (since "you" purchased the unit). You could enter a location following the PARK and semicolon. Here are some examples:

AKRO;AKEPMT (The device purchased by Alaska Region but used exclusively by AK EPMT personnel WRST;Slana RangStn XT2003) (Unit purchased by Wrangells St. Elias, but unit is used at a remote outpost – Slana River Ranger Station and its an XT2003.

**I just got to this park, started registering all the gear and found that the serial numbers are already registered?**

This is because someone at your park already entered those serial numbers. You cannot enter the same serial number twice You need to find the person who you just replaced – their email and passcode is what you will need to enter the site. Then, once you are in with their codes, alter the contact info to you and save. Then update and enter new codes. Take the time to store the email, all software codes and your Passcode into the Trimble.com/register site so others after you can find the gear and updates quickly.

**I want to transfer the responsibility to another person in my park. How do I do this?** Easy, enter the site using your email and Passcode. Then at top of the next page, click the Edit button and simply transfer to that persons email. You can keep the same Passcode.

**My Trimble**

**What else can I do to track my gear?**

You will see huge advantages on the site. Including subscribing to warranty and enhancement information and newsletters. All this will help you manage your gear, hardware and software. Click on the Manage Communications button.

**I want to fill in my own Product Name. Is that a problem?**

Yes. Don't overwrite the product name once you enter a serial number. This field is auto-populated by matching the serial number with the "model" of the hardware or software. If you change the PRODUCT NAME to "MY GeoExplorer series handheld", then your product is flagged as an improper name. In most cases, do not edit the Product Name. Do your own edits in the YOUR REFERENCE field (once you enter the PARK code followed by semicolon). There are cases where auto-population will not occur (you lost the serial number off of an older piece of equipment. See below.

**Wow – My gear is all expired. What now?**

If you intend to keep this gear current, it's important to stay up on all enhancements. Changes are coming soon in managing across the entire NPS all the Pathfinder Office software, so if you are sitting on multiple outdated PFO licenses, but only use one, contact either Tim Smith or Joel Cusick (or your Trimble regional liaison) and see about updating that product. It is recommended to stay current on hardware warranties – especially if your products get used a lot. Repairing a cracked screen will set you back nearly \$1000, while the hardware warranty is only \$250. Contact your local Trimble dealer.

**Should I keep my hardware warranties updated?**

Depends on the equipment. Trimble has at maximum a three-year hardware warranty. I would deem it valuable on a brand new product and that's about it. You cannot do a warranty on older GeoExplorer CE devices (those running CE.NET, or Windows 2003). As for your old XR, Geo3's, and TSC1 there would be no such thing as extending a warranty.

**What are some examples of My Reference fields that will help me organize?**

The My Reference field is limited to 25 characters, and at least 5 of those characters are going to be taken up with Code and semi-colon "LACL;". Assigning extra characters to your gear following the semicolon is not mandatory, but may assist in organizing data by kits. Many times TerraSync or Pathfinder Office or an antenna belongs to a particular hardware "like the GeoXT". Assign a common "Kit Name" to a series of gear associated with that hardware. For example, you purchase a GeoXT2005. Along with that you have a Hurricane Antenna, TerraSync Professional and Pathfinder Office. This Screen shot shows how the Inventory and Monitoring Network CAKN from the Alaska Region has identified by Kit both TerraSync and Pathfinder office.

Product Name	Serial Number	Your Reference	
GeoExplorer series handheld	_____	<a href="#">AKRO:CAKN</a> <a href="#">GeoXM2003</a>	
GeoXT 2003 series handheld	_____	<a href="#">AKRO:CAKN</a> <a href="#">GeoXT2003</a>	
GPS Pathfinder Office software	_____	<a href="#">AKRO:CAKN</a> <a href="#">GeoXT2003 PFO</a>	
GPS Pathfinder Office software	000010 00000	<a href="#">AKRO:CAKN</a> <a href="#">GeoXM2003 PFO</a>	
TerraSync Professional field software	_____	<a href="#">AKRO:CAKN</a> <a href="#">GeoXT2003 TS</a>	
TerraSync Professional field software		<a href="#">AKRO:CAKN</a> <a href="#">GeoXM2003 TS</a>	

**What are we doing about registering older versions of Trimble GPS units, Pathfinder Office, etc.? For instance early 1990's GPS units (XRS), and old versions of Pathfinder Office (ex. version 2.8)? Do I have to register these?** Yes! Though this particular unit is no longer being supported by Trimble, it is important to log this piece of equipment. In short, try to register everything!

Hardware: This includes Geo 3's, Geo 2's., Pro XR's, Pro XL's. Enter the serial numbers (the XR/XL serial number is on the black box inside the backpack). When the person enters the serial number into the field, the product name will be auto populated "GeoExplorer 3 Handheld" for the Geo3 and "GPS Pathfinder Pro" for the XR. Then use the My Reference field for "PARK 4 letter code; Pro XL Kit 1" for instance.

Dataloggers (like the TSC-1 or TSC-2). Enter serial number. May have to populate the Product name with the item. NOTE: The really old MC-V might not have a serial number. In these cases, ADD the product using the serial number option, enter "MC-V" in Serial Number box (must contain 4 characters) and "PARK Code;" followed by the Kit it belongs too. Your next screen will allow you to enter a Part Number and Delivery date. You should see the Part number, and guess on the date you purchased the unit.

Software: PFO: If the person has the CD, with Serial Number (they did not have POPN numbers back then), then have them attempt to register it. Enter the serial number. In cases where a park never, ever registered a PFO license, and they never want to use PFO ever again, then a case may be made for not bothering, but if they want to save \$750+ in updating an older PFO, they must be on the Trimble radar screen for an Update (as opposed to an outright purchase of PFO for \$1500). So address it that way... Save money, and get registered.

**We have a Hurricane and Zephyr Antenna. Do I have to register it?**

Yes. Enter in the serial number into the site and the antenna type will automatically be generated.

**Should we register the datalogger too?**

Yes. Dataloggers including the older TSC-1 or Ranger, Recon, NOMAD all have software, firmware updates that may be required to keep the gear in top working order. Enter in the serial number into the site.

**Does this all matter at all? Now you want to track my gear. Are you guys the Trimble police?**

No were not trying to be big brother, but look at where we can go together as a department....

1) This allows us to count up PFO licenses and eventually provide nationwide license agreements. Latest count shows over 340 PFO licenses! 50% or more are lapse. We don't have over 200 persons in the NPS at any one time using PFO - so look at the savings to STOP anymore PFO purchases at \$1500 a pop and maintain a smaller amount for service wide use. We can't get there until we have a handle on who has what.

2) We have over 25 person's emails in the current list that don't even work for the NPS anymore! They took the codes with them when they left the park! Some poor park is sitting on gear/software and they can't upgrade, or even maybe recognize the gear they do have. This issue doesn't apply to attentive folks like you, but we can't expect all parks to have savvy, attentive personnel. Persons leaving a park with the codes can cost thousands of dollars in wasted over-expenditures and time.

3) Provide a geographic map of gear location. What about if you have a big, big GPS project and need 4 GPS units. You could query a map someday and find a GeoXT 300 miles away or a GeoXH next door? Can't exactly do that right now, unless you are tracking who is coming and going in nationwide parks.

Joel's story... I just got back from teaching a Trimble course in Virginia. I am constantly reminded how out of date, even large parks are in terms of OS, Software, firmware, patches. It is so complex out there, and this list, once compiled by regions, parks will allow targeted support. Imagine an NPS wide Trimble list serve and learning that a park next door has that unit you could borrow for the next project?

We can provide better support by "finding the gear".

Sincerely,

Joel Cusick (Co-chair GPSMMS Subcommittee and Lead Trimble Equipment Coordinator)  
Tim Smith (Chair GPSMMS committee)  
Trimble Liaisons (By Region).

AKRO: Joel Cusick  
Pacific Islands: Joel Cusick  
MWRO: Reese Hirth  
NACO: Tammy Stidham  
NERO: Nigel Shaw  
SERO: Annabeth Rice  
IMRO: Jeff Pinkard  
PWRO: Allen McCoy  
EPMT: Ric Hupalo