





## FieldConnect – TDS Ranger, Trimble TSC2, TDS Recon, or HP IPAQ (Windows Mobile 2003)

### Installation message “designed for a previous version of Windows”

#### Non-Issue:

During installation, you may get the following error: “The program you have installed may not display properly because it was designed for a previous version of Windows Mobile software.” This message is because the installation files do not recognize Windows Mobile 2003 SE or Windows Mobile 5.0. Just click OK each time this error comes up (once for the MicroSurvey FieldConnect program, once for the Microsoft .NET Compact Framework, and once for the Microsoft SQL Client). Installation will complete despite the warnings, just ignore them.

### Incorrect Network setting prevents connection

#### Issue

On the first connection attempt after installation, after you enter in the Account Number and then press OK, you may get an error message indicating either "An internet connection to the OfficeSync Gateway could not be established. Please Try Again" (on Windows Mobile 2003) or "Web Exception" (on Windows Mobile 5.0).

#### Solution

Your device must be set so that programs which automatically connect to the internet should connect using “My Work Network”. Tap on Start > Settings, then on the Connections tab, then on the Connections icon. Then tap on the Advanced tab, then on the Select Networks button. Ensure that the option “Programs that automatically connect to the Internet should connect using:” is set to “My Work Network”. Then tap OK then OK again, and close the Settings window.

### Incorrect COM Port setting prevents connection

#### Issue

On the first connection attempt after installation, after you enter in the Account Number and then press OK, you get an error message indicating "An internet connection to the OfficeSync Gateway could not be established. Please Try Again." You have already set your device to connect with “My Work Network” (see previous note).

#### Solution

Tap on Start > Settings, then the Connections tab, then the Connections icon, then the “Manage Existing Connections” link. Make sure the “FieldConnect” entry is selected, and tap the Edit button. Tap the Next button, then the Next button again, then the Advanced... button, then tap on the Port Settings tab. Change the Flow Control setting from Hardware to None. Tap OK, then Finished, then OK again, then close the connections screen.