

## Trimble VRS Troubleshooting Guide

<u>Common Error Messages</u>	<u>Solution</u>
<b>No Base Data</b>	Missed Data Packet, Controller will keep trying. If persists, check phone battery or cellular signal strength.
<b>Cannot Stream GPS Corrections</b>	<b>A:</b> No connection between phone and controller, check connection and try again.
	<b>B:</b> MN DOT Server down. Check Internet site <a href="http://www.olmweb.dot.state.mn.us/CORS.GPS/screenshot.html">http://www.olmweb.dot.state.mn.us/CORS.GPS/screenshot.html</a> or wait 15 minutes.
<b>Port is Not Available</b>	<b>A:</b> Bluetooth has been disabled, check Bluetooth Connection
	<b>B:</b> CE.Net Devices Only: May have to run Utility Bluetooth Mobile to Mobile before you connect
<b>Internet Connection Failed</b>	<b>A:</b> Poor or No Cellular Data Service, check Cellular Service
	<b>B:</b> Username and Password Failure, re-connect with correct username and password
<b>Connection Failed</b>	<b>A:</b> Lost Connection, try again
	<b>B:</b> CE.Net Devices Only: Have to check box "Show Connect at Start-up" to allow you to put the phone Username and Password in. <b><i>Verizon, Unicel, Midwest Wireless ONLY!</i></b>
<b>Login Failed, Retry</b>	Wrong MN DOT Username and Password, confirm username and password and reconnect

Notes: Always when working with VRS corrections and having difficulty dialing into the MN CORS Server, reboot the Data Collector to perform a reset on the Windows Operating System. You can also reset your cellular phone on the network by turning it on the off 3 consecutive times. This will force the phone to reset itself on the Cellular Network.

Trimble users, using version 11.32 or higher Survey Controller. You can test your phone's internet connection by going to **Configuration/Dial Profiles**. Click on the Softkey **Connect** and the Survey Controller program will test the connection.

## Current Settings for Known Cellular Providers:

### If you are using Cingular Service:

Double-click the *Trimble GPRS Icon*

Type in Username: **WAP.CINGULAR.COM**

Type in Password: **CINGULAR1** (passwords need to be typed in each time you connect)

Leave the Domain Field empty

Confirm the Phone Number to Dial: **\*99\*\*\*1#**

### If you are using T-Mobile Service:

Double-click the *Trimble GPRS Icon*

Leave the Username, Password, and Domain Field empty

Confirm the Phone Number to Dial: **\*99\*\*\*1#**

*Note: Network Dial-up might require a special modem command (+cgdcont=1,"IP","wap.voicestream.com"). Also, the Survey Style might require the APN:internet3.voicestream.com or wap.voicestream.com)*

*Note: On the Nokia cell phone, you may need to check that the APN matches with the APN in your Dial Profile within Survey Controller. Without them matching an internet connection may not establish*

### If you are using Midwest Wireless:

Double click *Make New Connection*

Type **Midwest Wireless** in the Name of the Connection Field

Choose **Dial-up Connection** and click **Next**

Under select a Modem, choose **Bluetooth (if using a Bluetooth cell phone) or Com1 (if using a Serial Cable)**

Click on **Configure** and select the Baud Rate at **19200** (some newer phones require 115,200 baud for Midwest Wireless' 3G network) and hit **OK**

Click **next** and type in **#777** in the Phone Number Dialog and leave the country/region and Area Code at the default

Click **Finish**

Now **double-click** on your new connection and click on **Dial Properties**

Now click on **Dial Patterns** and **config**, and make sure all fields have a **G** in them (edit if necessary)

Click **OK** on the Dial Patterns

Type in the User Name: **mwcdma@mw.net**

**PhoneNumber@mw3g.com (ie. 5075555555@mw3g.com)** is the User Name when working with a Motorola Razr Phone or newer phones on Midwest Wireless' 3G network Only

Type in the Password: **mwcdma** (passwords will need to be typed in each time you connect)

### If you are using Verizon Service:

Double-click the **Create New Connection**

Type **Verizon** in the Name for the Connection Field

Choose **Dial-up Connection** and click **Next**

Under Select a Modem, choose **Bluetooth (if using a Bluetooth cell phone) and Com 1 (if using a Serial Cable)**

Click on **Configure** and select the Baud Rate of **19200** and hit **OK**

Click Next and type in **#777** in the Phone Number Dialog and leave the Country/Region and Area Code at the default

Click **Finish**

Now Double-click on your **new connection** and Click on **Dial Properties**

Now Click on **Dial Patterns** and **config**, and make sure all fields have a **G** in them (edit if necessary)

Click **OK** on the Dial Patterns and **OK** on the Dialing Properties

Now click on the **new connection** and select **Connection pull-down** and **Properties**

Now select **Configure** and click on the **Call Options** tab

In the Modem Commands box type in **&C0&D0\$QCMDF=3** (letters are case sensitive and numbers are zero's after the C and D commands) and click **OK then OK**

Now double-click the new connection

Type in User Name: **Your Ten Digit Cell Number@vzw3g.com**

Type in the Password: **vzw** (passwords will need to be typed in each time you connect)

### If you are using Unicel:

Double tap Make new connection, enter the 'Unicel'

Select one of the following: Bluetooth / Com2: Hayes Compatible (ACU) / Com1: Hayes Compatible (TSCE)

Tap Next.

Note: If you chose Bluetooth for your phone connection than at this point you will need to choose the phone you are connecting too.

In the Phone number dialog, enter: **#777**, tap Next.

Tap Advanced. Type in this Extra Dial String, Special Modem Command if you are using a RAZR Bluetooth Phone: **&c0&d0\$qcmdr=3**. This is only for the Motorola RAZR. You will also need to change the Baud Rate to 115200.

Tap Finish

### If you are using Sprint:

Double tap **Make new connection**, enter '**Sprint**'

Select one of the following: Bluetooth / Com2: Hayes Compatible (ACU) / Com1: Hayes Compatible (TSCE)

Tap Next.

Note: If you chose Bluetooth for your phone connection than at this point you will need to choose the phone you are connecting too.

In the Phone number dialog, enter: **#777**, tap Next.

Tap Finish