Support Document

TRIMBLE FORENSICS

June 29, 2020

Update/Install Instructions

Capture Field Software - Version 3.4

As of Capture version 3.4, the software and updates are available for download via Trimble Installation Manager (TIM) for both Windows 10 and Android data collectors.

Notes and Resources

- Capture for Windows requires Windows 10 version **1803 or greater** to install.

- Capture for Android requires Android version **5.1 or greater** to install.

- Documentation such as user guide and release notes can be downloaded here or under the Support tab on forensics.trimble.com.

- The latest version of the CaptureConvert utility can be downloaded here or under the Support tab on forensics.trimble.com.

For more information

Contact Forensics Support

E: forensics_support@trimble.com

P: 888-828-0383

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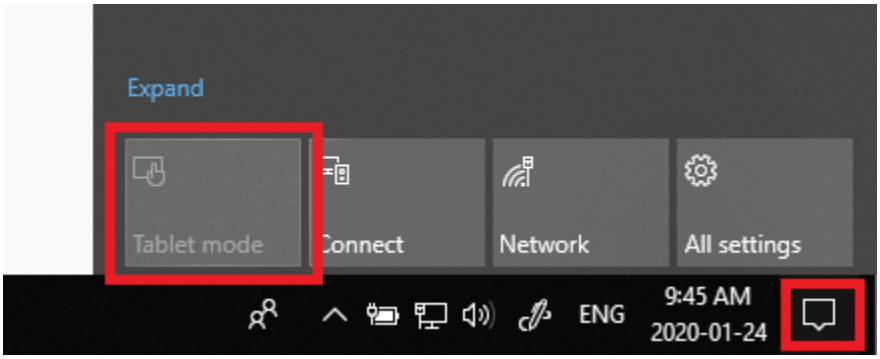
Windows Instructions

1) Turn off 'Tablet' mode on the data collector

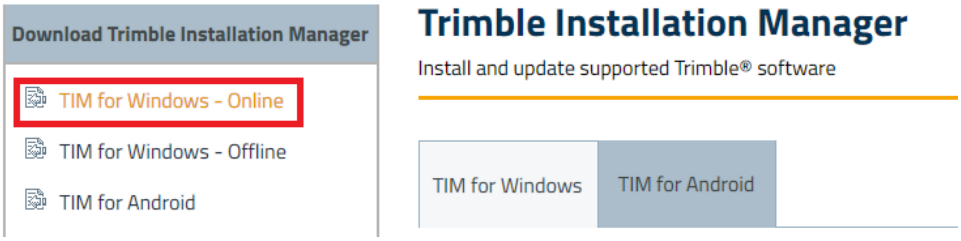
a) Click/tap on the Action Center (Win+A) system icon in the taskbar notification area.
b) At the bottom of the Action Center, if the Tablet mode button is blue, that means it is on. Click/tap on the Tablet mode button to toggle it off (gray).



2) Make sure your data collector is connected to a WiFI network.

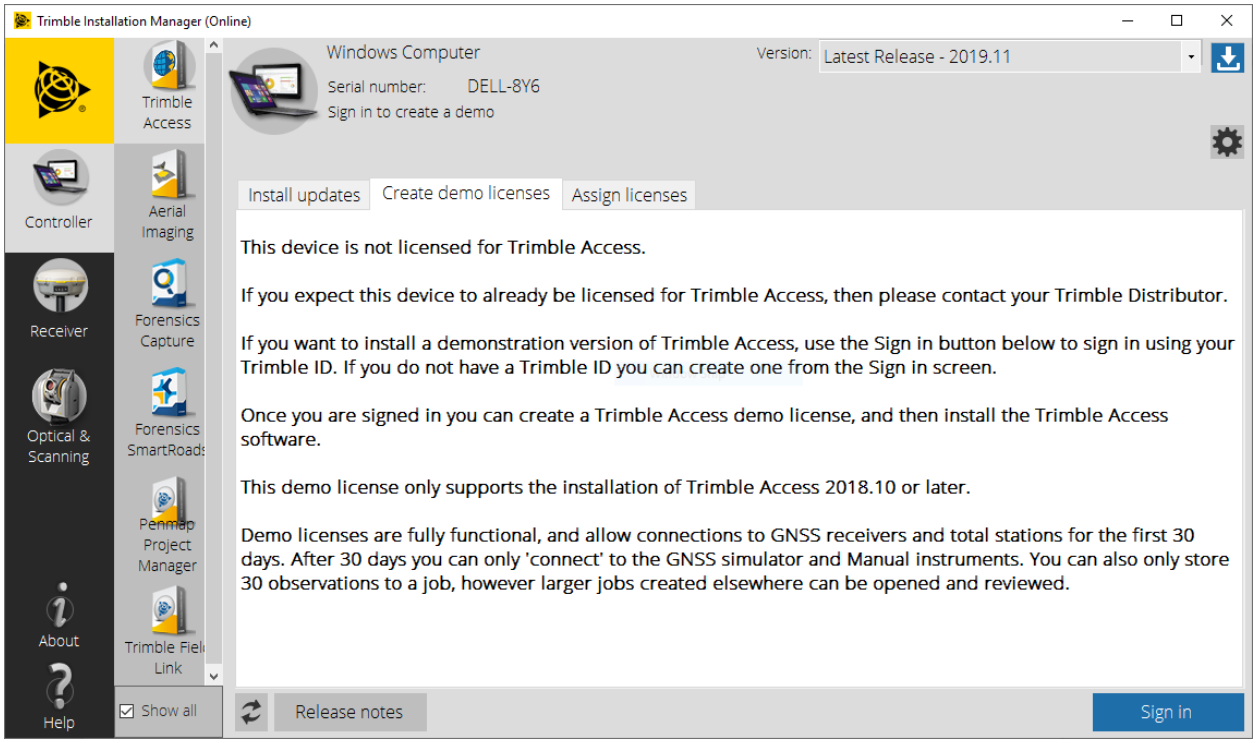
3) Download and install Trimble Installation Manager (TIM). To do so:

c) Open your browser, go to this link https://www.trimble.com/installationmanager/
d) On the left hand side, click on 'TIM for Windows - Online'



e) A TrimbleInstallationManager.msi file will start downloading.
f) Once downloaded, click on the .msi file to run it
g) The installation wizard to install TIM will start. Click Next to proceed with the wizard until the installation is finished.

4) Once successfully installed, TIM will open and self update. You should see a window similar to the following.



IMPORTANT:
If you have received your data collector as part of a new purchase, your device will be delivered to you already licensed with Capture. You should see Capture in the list of available software, under the 'Controller' tab. You can skip to step 6.

If you are an existing user/customer, follow the next step to have your Capture software relicensed for TIM.

5) If you are an **existing user/customer** with a valid Capture license on the data collector, you will need to have your device relicensed for TIM. To do so:

a) Open the current version of Capture already installed on the data collector, click the top left menu > About and note down the ID Capture is showing.

b) Open TIM, note the Serial Number (SN) number TIM is showing.

c) Send **both the current ID and new TIM SN** (steps a & b above) to Forensics Support (forensics_support@trimble.com) for relicensing.

d) Once support has responded to you with a confirmation that your device has been relicensed, click the refresh button (#1 on the screenshot below).

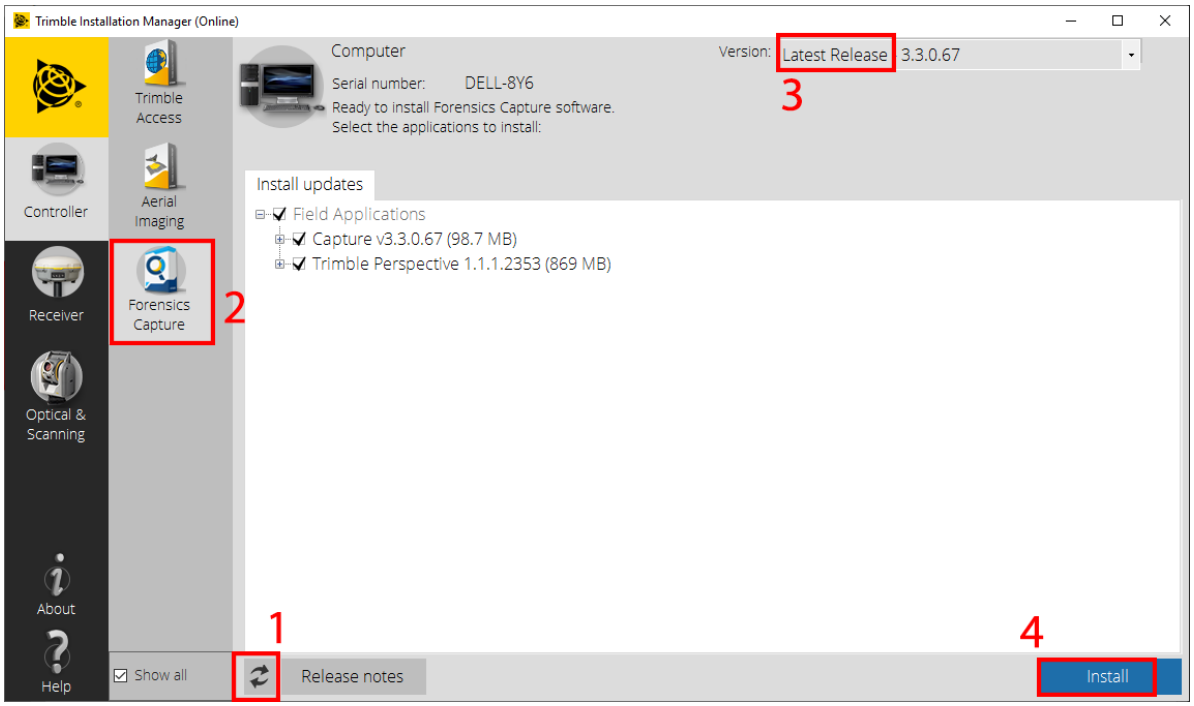
e) You will see Capture appear in the list of available software for your device.

6) To install Capture, select the software in the list as shown by #2 below.

a) Make sure the version listed says ‘Latest Release’ as shown on #3.

i) If you have purchased an X7 scanner, the Trimble Perspective module will be listed under Capture. Make sure the box next to it is checked before proceeding with the next step.

b) Finally click on the Install button to begin the installation.



Note: If you’re installing both Capture and the Trimble Perspective module, this process may take a few minutes and an automatic reboot to install. It is recommended that you leave the data collector idle until the software installation has been completed.

7) The Capture install wizard will start.

a) You will be prompted to select your language. (English, Spanish, Portugese, Chinese)
b) Click agree to accept the terms and conditions
c) Click Next until the wizard is finished

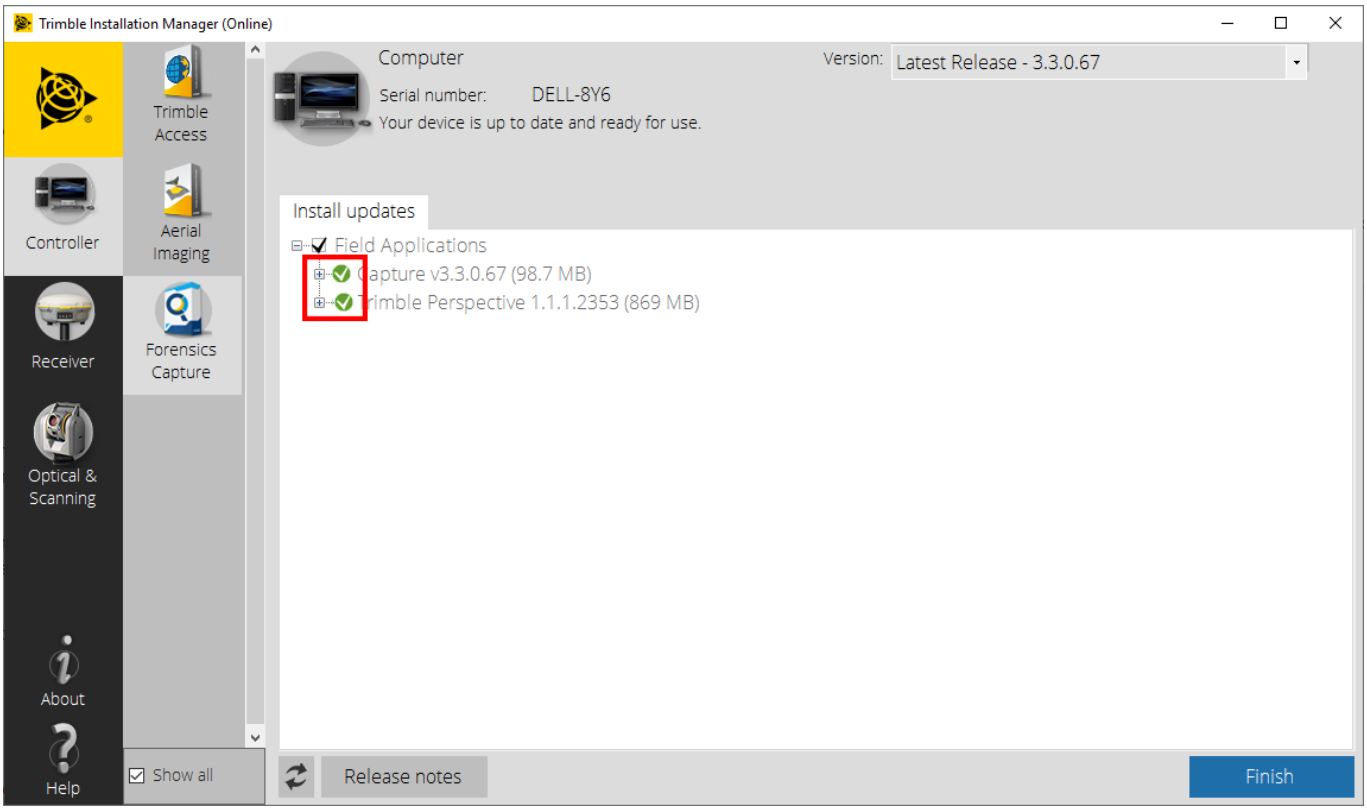
8) Trimble AB Network adapters will also be downloaded as part of the process, click install to proceed.

If you have purchased an X7 scanner, and require the Perspective module, follow the next step and be sure to leave the data collector idle while the installation is happening.

9) Once Capture is fully installed, the Trimble Perspective module will start downloading automatically via TIM (3-4 mins depending on internet connection).

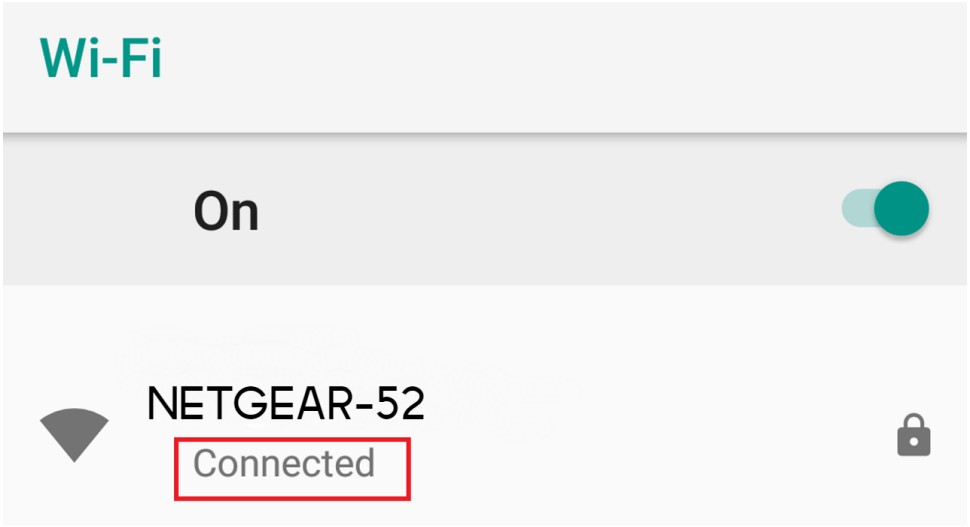
a) An automatic reboot will be launched by TIM part of the module installation.
Note: Leave the tablet idle for a few mins for Perspective to be installed
b) Windows will prompt for your permission to allow the app to make changes, select yes to proceed.
c) Click agree to accept the terms and conditions
d) Click Next until wizard is finished

10) TIM will show Capture (and Trimble Perspective if applicable) installed on your device. Click Finish to close TIM.



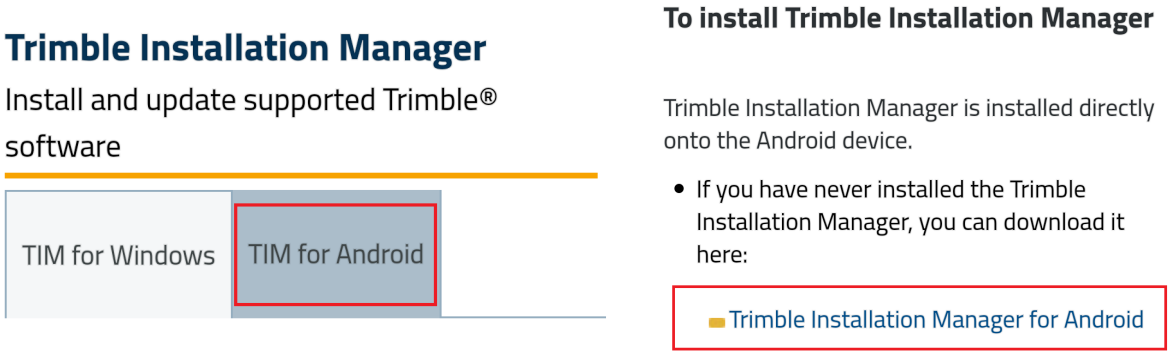
Android Instructions

1) Make sure that your data collector is connected to a WiFI network.



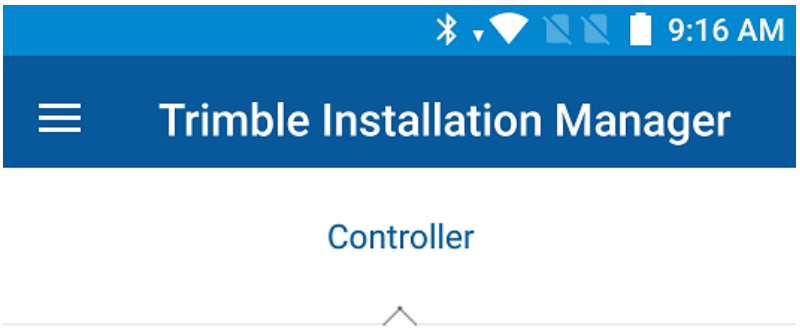
2) Download and install Trimble Installation Manager (TIM)

a) Open your browser, go to this link https://www.trimble.com/installationmanager/
b) On the left hand side, click on 'TIM for Windows - Online'



c) A TrimbleInstallationManager.apk file will start downloading.
d) Once downloaded, click open to begin the installation.
e) The installation wizard to install TIM will start. Click Install to proceed with the wizard until the installation is finished.

4) Once successfully installed, TIM will open and self update. You should see a window similar to the following.



IMPORTANT:
If you have received your data collector as part of a new purchase, your device will be delivered to you already licensed with Capture. You should see Capture in the list of available software, under the 'Controller' tab. You can skip to step 6.

If you are an existing user/customer with a TDC600 or MM60, follow the next step to have your Capture software relicensed for TIM. If you have an already licensed TDC100 or MM50, you should see Capture in the list of available softwares. If not, follow the steps below.

5) If you are an **existing user/customer** with a valid Capture license on the data collector, you will need to have your device relicensed for TIM. To do so:

a) Open the current version of Capture already installed on the data collector, click the top left menu > About and note down the ID Capture is showing.

b) Open TIM and click on about in the hamburger menu. Note the Device ID TIM is showing.

c) Send **both the current ID and new TIM Device ID** (steps a & b above) to Forensics Support (forensics_support@trimble.com) for relicensing.

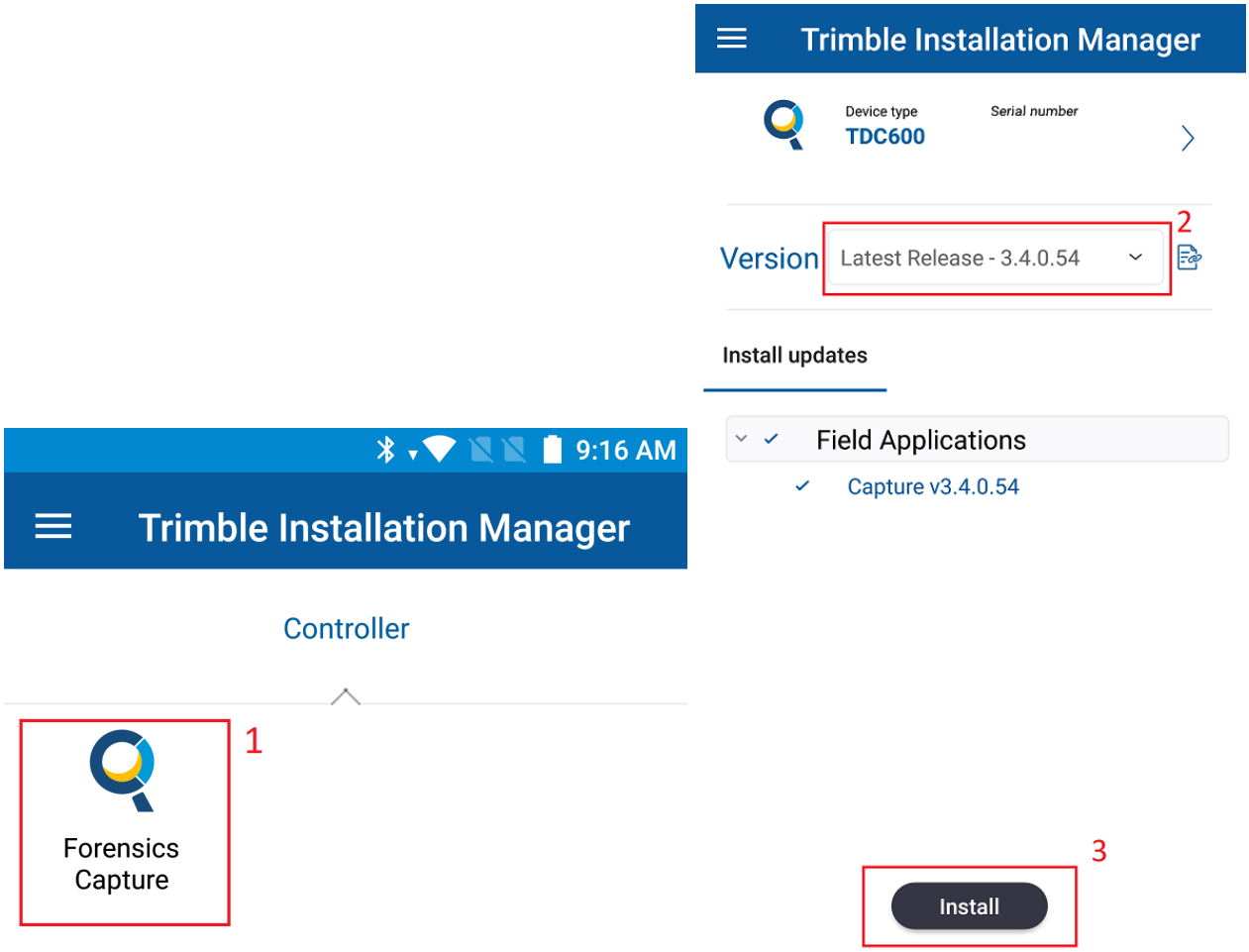
d) Once support has responded to you with a confirmation that your device has been relicensed, click the refresh button in the hamburger menu.

e) You will see Capture appear in the list of available software for your device.

6) To install Capture, select the software icon under Controller (#1 in the pictures below).

a) Make sure the version listed says ‘Latest Release’ (#2 in the pictures below).

b) Finally click on the Install button (#3 in the pictures below) to begin the installation.



7) Open the newly installed capture app to begin setup.

a) You will be prompted to allow Capture access to certain file systems
b) You will be prompted to select your measuring units
c) Click Finish to begin using Capture

8) Trimble AB Network adapters will also be downloaded as part of the process, click install to proceed.

The Capture user guide and release notes can be downloaded here or under the Support tab on forensics.trimble.com.