

MobileMapper

FAQ: MobileMapper Receiver Software

I want to use MobileMapper's post-processed differential correction option to correct my jobs to submeter accuracy. How do I obtain this option?

This option is available for purchase from your MobileMapper dealer or from the Thales Navigation website at www.thalesnavigation.com/mmactivate (in the United States and Canada only).

How does the option allow MobileMapper data to be post-processed for sub-meter accuracy?

The MobileMapper differential correction option is initiated by inputting an activation code into the receiver. (You only have to do this once.) This activation allows the receiver to record the L1 GPS code and carrier phase measurements that are required by MobileMapper Office for post-processed differential correction.

If I move close enough to a target feature for the arrival alarm to go off, can I reset the alarm so it will go off when I get even closer?

No. Even if you then reset the alarm circle to a shorter distance, the arrival alarm will not sound again. You must reset the alarm distance, select another target and then reselect the desired target for the shorter arrival alarm radius to take effect.

Can I open a new job file, log data and download the job to MobileMapper Office without the receiver containing an SD card.

Yes, but to securely collect and save data, an SD card must be installed.

My country has recently updated its national grid system. How can I update the system parameters in the receiver?

Until Thales Navigation releases software with the new parameters, you can input the updated parameters using the user-defined grid utility in the receiver and office software. But definitely let our Technical Support staff know about any updated coordinate system parameters.

I displayed a job file that has waypoints associated with it. But when I opened a new job in the same location, the old waypoints are displayed together with the new job. How can I make them go away?

The default is to leave the waypoints on the display in case you want to still use them. You can clear the waypoints from the map display by pressing the Menu button, selecting Setup>Map Setup>Display, highlighting the Waypoints option and pressing the Enter button.

How do I display data in US State Plane coordinates in my receiver?

If you want to display your coordinates in US State Plane coordinates, you must use the User Grid feature. Instructions for doing this for all zones in all states are available in a separate FAQ on the Thales Navigation tech support ftp site. However, if you use the default WGS84-lat/lon system in the field, you can always display your job files and background maps in US State Plane using MobileMapper Office's more comprehensive coordinate system display software.

When I record a text description for a feature, all characters beyond the 20th are deleted. How can I display more characters?

To save memory, the MobileMapper receiver allows only 20 characters in a text field.

Is there any difference between uploading files to the receiver via the serial cable or by placing the SD card in a reader attached to my PC?

Using the serial cable is more convenient. Using the SD card in a peripheral reader is faster. If you are transferring very large jobs or maps between the receiver and the PC, we recommend you take advantage of the SD card reader's USB communications standard. USB is much faster than RS232 serial connections. You upload MobileMapper jobs and background maps to the receiver by clicking on **File > Upload to GPS** and then clicking on **Job** or **Background Map**. (See the separate FAQ for more on Background Maps.) You are then given a choice of uploading the file (1) directly to the receiver via the serial cable, (2) to the receiver's SD card when it is placed in an SD card reader or (3) to a location on your PC's hard drive. If you select the SD card reader option, leave the card in the reader for approximately 30 seconds after MobileMapper Office indicates that the transfer is complete. Some card readers require this extra time to save the uploaded file to the card even though the transfer is complete.

How can I safely remove the SD card from the card reader?

You are strongly advised to use the Windows "Eject Hardware" utility in order to safely remove the SD card. Move your cursor over the icons in the bottom right of your screen until you find the one whose pop-up window reads "Unplug or Eject Hardware." Click on this icon and select the SD card reader. You can also do this by clicking on the Start button and then **Settings > Control Panel > Add/Remove Hardware**.

I work outside the United States and Europe in an area where my receiver picks up WAAS/EGNOS corrections but they hurt rather than help my accuracy. How can I turn off WAAS/EGNOS reception in my receiver?

Turn on the receiver, go to any Nav screen and press the MENU button. Using the arrow button press left/right/left/right/left in rapid succession. This displays a small box with two zeroes in it. Use the up arrow to display the number 03 and press ENTER to go to a satellite information screen. You will see "ON" in red. Press ENTER to switch from "ON" to "OFF" (or vice versa) and power down. When you turn the receiver back on, WAAS/EGNOS will be disabled. To turn it back on at a later date, use the same procedure.

I bought the post-processing option for my MobileMapper. Do I need to turn off WAAS/EGNOS corrections in my receiver?

When post-processing rover data, MobileMapper Office uses only the GPS measurements recorded by the receiver. These measurements are not affected by any real-time correction method you may be using. The post-processing utility ignores all the positions calculated in the field and so it makes no difference if they were differentially corrected in real-time or not. So leave WAAS/EGNOS corrections on if they improve your accuracy in real-time. Turn them off if they hurt your accuracy in real-time.

How do I get technical support?

The toll free number for Technical Support in the **US and Canada** is 1-866-601-3117. The direct number is 1-909-394-5000. Technical Support is available from this location Monday through Friday from 6:00 AM to 6:00 PM, Pacific Time.

Technical support is available in **Europe, Middle East and Africa (EMEA) plus International** by calling +33 2 2809 39 34, Monday through Friday from 9:00 A.M. to 5:00 P.M. (GMT +1). You may also send an email request from anywhere at any time to: professionalsupportemea@thalesnavigation.com.