



TECHNICAL BULLETIN

To: Hemisphere GNSS Dealers and End Users
From: Hemisphere GNSS
Date: **March 14th, 2019**
Reference #: TB742019-03-14

PRODUCTS AFFECTED: Hemisphere GNSS S321 S321+ C321 C321+

SCOPE:

Effective immediately, version 6.02 of Carlson Software SurvCE software will no longer function with select Hemisphere GNSS products, including S321, S321+, C321 and C321+. These products will not be supported for use in North America below 41.7° N Longitude. Most Northern States are completely unaffected, including the entirety of Washington, Oregon, Idaho, Montana, North Dakota, South Dakota, Minnesota, Wisconsin, Michigan, Vermont, New Hampshire, and Maine, and most of Connecticut, Iowa, and Wyoming.

Hemisphere GNSS customers who would like to continue using SurvCE software **should not update** their SurvCE software beyond version 6.01.19 as this will be the last Carlson SurvCE release version to support Hemisphere GNSS hardware. Users can find the SurvCE 6.01.19 software on the Hemisphere GNSS website at the following link https://hemispheregnss.com/download/SurvCE/SurvCE_6.01.19.zip.

After downloading the SurvCE 6.01.19 file please use the following steps to install SurvCE Version 6.01.19. This version will enable use with your Hemisphere receivers.

Updating SurvCE using a USB Cable:

1. Download SurvCE Version 6.01.19 using the following link:
https://hemispheregnss.com/download/SurvCE/SurvCE_6.01.19.zip
2. PLUG in the USB cable from your Data Collector to your Desktop or Laptop computer to get connected with Windows Mobile Device Center.



3. On the Data Collector - Tap File & Exit to make sure you exit out of SurvCE before the install if you are already running a previous version of SurvCE.
4. On the Desktop PC - Double click the SurvCE file that you downloaded in Step 1. Click Run / Next / Click I Accept / Click Install / Click yes to re-install.
5. Let the status bar complete on the Desktop PC and Click OK when it prompts “Please Check your Mobile Device” then Click Finish on the Desktop PC.
6. On the Data Collector - Tap OK if asked to “Remove the Previous Version”
7. Tap “Install” in the bottom left on the Data Collector to install SurvCE
8. Once the Status Bar completes on the data collector it will say “Carlson Software was successfully installed” --- Tap OK in the upper right of screen
9. To verify that you are now on the latest version --- Open SurvCE and in the File tab, tap About SurvCE: Your version and date on the top should match what you downloaded (i.e. – Version 6.01.19).

This technical bulletin represents Hemisphere GNSS’s ongoing commitment to ensure our customers experience the best possible performance from their products. We apologize for an inconvenience this update may have caused you or your end users.

FURTHER INFORMATION:

If you have any further questions, please contact Hemisphere GNSS technical service department at +1 (480) 348-6380. For support via email, please contact TechSupport@HGNSS.com or consult WWW.HGNSS.COM for the latest HGNSS product and software information.

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