



Last Updated: June 2024

Use this guide as a reference to the tools, documentation, and best practices to help you prepare for issues that your customers may encounter as they plan and prepare for their seasonal needs.

PTx Trimble Reference Documentation

- ▶ [Precision-IQ](#)
- ▶ [PTx Trimble Displays](#)
- ▶ [Flow & App Control](#)
- ▶ [Auto Guidance](#)
- ▶ [TABS | Software](#)
- ▶ [GPS | GNSS](#)
- ▶ [Water Management](#)

Auxiliary References

- ▶ [Ag Resource Center \(ARC\)](#)
- ▶ [Diagnostic Tools](#)
- ▶ [Reseller Tool List](#)
- ▶ [Cabling Guides and Diagrams](#)
- ▶ [Trimble End-of-Life \(EOL\) Products](#)

Support Contacts for Other Services

- ▶ [My Trimble Protected \(MTP\)](#)
- ▶ [PTx Trimble Ag Training](#)
- ▶ [TABS Support](#)
- ▶ [ARC Support](#)
- ▶ [Guided Selling Tool Support](#)
- ▶ [Sales Questions & Quotes](#)
- ▶ [PTx Trimble Store Issues](#)
- ▶ [Passcodes Support](#)
- ▶ [Trimble RTX Correction Service](#)

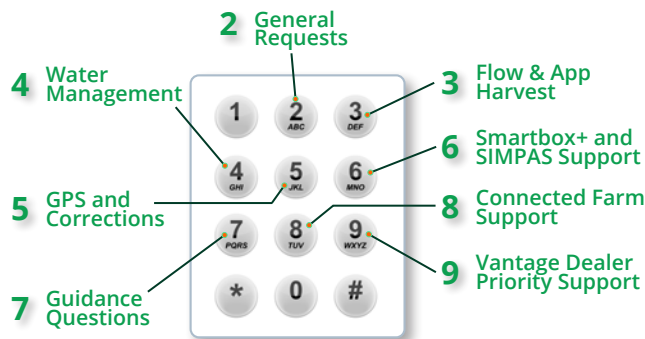
PTx Trimble Support does **not** have access to pricing, live inventory, or shipping estimates.

CONTACTING PTx TRIMBLE SUPPORT



Phone: **1 (877) 447-7785**

Refer to the [Support Phone Tree Directory](#) for a full description of options.



Email

Hardware: Ag.Support@Ptxtrimble.com

Software: Software.Support@Ptxtrimble.com



Availability

Support [Holiday Schedule](#)

Support [Calendar Year Coverage](#)

Voice Message to PTx Trimble Support

Leave a **detailed** message with a description of the issue and any information (new install, vehicle, guidance system, correction source, application) when leaving a voice message so we can be prepared when we call you back. It is possible that we can provide a solution to your issue when we call you back and we have to leave a voice message for you.

When possible, send a follow-up email with a description of the issue and any additional information.

Before You Contact PTx Trimble Support

- ▶ Verify the hardware has the latest versions of firmware and has the correct licenses and passcodes.
- ▶ Do you have Service units available to use to troubleshoot?
- ▶ Review the [Best Practices for Case Submission](#) bulletin to know what additional information might be required for a hardware issue.
- ▶ Download the [Hardware Case Submission](#) form. Fill in the form and attach it to your case to ensure Trimble Ag Support has all the information we need to assist you.
- ▶ Review the [Software Case Submission Best Practices](#) bulletin to know what additional information might be required for a software issue.
- ▶ Download the [Software Case Submission](#) form. Fill in the form and attach it to your case to ensure Trimble Ag Support has all the information we need to assist you.

- ▶ Review [Defective Product Replacement \(DPR\): Required Information](#) to ensure that you provide the required information so that your request can be processed as quickly as possible. Download, complete, and submit the [Failed | Missing Hardware Submission](#) form.

Be aware that not all information on the form is applicable to every situation.

- ▶ Licenses are used to unlock GPS accuracy levels and features on displays and GNSS receiver. Licenses are retrieved from your Trimble Ag Software Organization's Reseller Admin site.

Demo option codes do not exist for the R750 and the SPS 986.

PTX TRIMBLE AG RESOURCE CENTER (ARC)

PTx Trimble Ag user documentation, firmware downloads, and marketing collateral is available on the [PTx Trimble Ag Resource Center \(ARC\)](#). Click the **Library** tab to browse, search, or download any content referenced in this planting preparedness document.

First time login? Register a new account and allow an hour before accessing ARC.

ARC Support: AgResourceCenter@trimble.com



For your convenience, download these PDF files directly to your computer.

DIAGNOSTIC TOOLS

Diagnostic Tool	Download
AgRemote	v5.20-3.20
Autopilot Toolbox II	v4.50
Downloadbox	v1.5c
Downloadmanager	v3.4.3
FlashLoader 200	v4.09
Toolbox+ App	v1.4.2-2d306b1
WinFlash	v4.70

CABLING GUIDES AND DIAGRAMS

Cabling guides show how to connect your Trimble Ag hardware product. Each cable, connector, device, etc., is labeled with the appropriate part number that you can reference and reorder, as needed.

Here are a few examples of cabling guides:

- ▶ [Trimble Ag Support Cabling Diagrams](#)
A downloadable file collection of commonly used cable diagrams
- ▶ [GFX/XCN Display Systems Cabling Guide](#)
(includes NAV-900, NAV-500 cabling)
- ▶ [TMX-2050™ Cabling Guide](#)
- ▶ [Trimble System Cabling](#)
- ▶ [WeedSeeker 2 Cabling Guide](#)
- ▶ [SIMPAS Cabling Diagrams](#)
- ▶ [Field-IQ ISOBUS Input Control System Cabling Guide](#)
- ▶ [Remote Output Cabling Guide](#)

SUPPORT CONTACTS FOR OTHER SERVICES

To quickly answer your questions or to efficiently resolve an issue, contact the a group most likely to have the right answer:

My Trimble Protected (MTP)

Register your customer's products on [My Trimble Protected \(MTP\)](#) at time of sale to ensure that an accurate warranty start date is established. Registering all your Trimble products maximizes your equipment investment and ensures prompt protection plan coverage.

- ▶ My Trimble Protected Support: mtp_admin@trimble.com

Trimble Ag Training

Visit the Learn.Trimble.com for a variety of product webinars and videos.

- ▶ Trimble Ag Training Questions: trainingcf@trimble.com
- ▶ [Trimble Ag Training YouTube channel](#)

TABS Support

For questions about Trimble Ag Software, Reseller Admin, Direct Send, AutoSync.

- ▶ Software Support: software.support@ptxtrimble.com

PTx Trimble Ag Resource Center (ARC)

- ▶ ARC Support: AgResourceCenter@trimble.com

Trimble RTX Correction Service

Trimble RTX subscriptions and demos are administered by [Trimble Positioning Service \(TPS\)](#). For information about new or renewal subscriptions, to schedule a demonstration, or for support with the RTX Correction Service contact the TPS representative for your geographical region:

Americas: North, Central, South, and the Caribbean	Europe, Middle East, and CIS	New Zealand	Australia, South East Asia, and India
AM_Corrections@Trimble.com 877-407-4743	eu_corrections@trimble.com +31 70 317 0900	nz_corrections@trimble.com +64 3 354 9195 Toll Free: 0800 888 864	+61 8 9322 5295 Australia Toll Free: 1800 062 221
China	Africa		
asia_corrections@trimble.com +86 10 8857 7575	africa_corrections@trimble.com +27 21 404 1861		▶ Australia: au_corrections@trimble.com ▶ Asia: asia_corrections@trimble.com ▶ India: in_corrections@trimble.com

RESELLER TOOL LIST

For resellers who service all or a majority of the Trimble Ag product portfolio, Trimble recommends that they maintain a stock of the tools and equipment.



Guided Selling Tool (GST)

- ▶ Access request: [license request form](#)
- ▶ GST Support: ag_gst@trimble.com

Sales Questions & Quotes

Contact your Trimble Regional Sales Manager (RSM) or Regional Sales Engineer (RSE) for assistance with sales questions and creating a sales quote for your customer, inventory availability, order status, etc. Your RSM and local sales team has the appropriate access to pricing and will know if there are any specials or bundles.

- ▶ Assistance with Ag Sales Orders: ag_salesorders@trimble.com

Trimble Store Issues

- ▶ Trimble Store issues: TrimbleStore_Inquiries@trimble.com

Passcodes

Passcodes are used to unlock GPS accuracy levels and features on the CFX-750, FmX Integrated Display, and AG-372 receiver. Passcodes are retrieved from the Trimble Ag Store.

Passcodes Support: ag_passcodes@trimble.com

PRECISION-IQ DOCUMENTATION

Visit the [Precision-IQ documentation summary](#) on the [PTx Trimble Ag Resource Center](#).

Precision-IQ User Guides

- ▶ [Managing Implements](#)
- ▶ [Vehicles and Auto Guidance](#)
- ▶ [Managing Fields and Guidance Patterns](#)
- ▶ [GNSS and Correction Services](#)
- ▶ [Remote Output](#)

Precision-IQ References

- ▶ [Precision-IQ: Theory of Operations](#)
- ▶ [Precision-IQ Product Bulletins](#)
- ▶ [Precision-IQ Support Bulletins](#)
- ▶ [Learn.Trimble.com](#)



TRIMBLE DISPLAY DOCUMENTATION

Firmware Summary

- ▶ [GFX-350 Display](#)
- ▶ [GFX-750 Display](#)
- ▶ [GFX-1060 Display](#)
- ▶ [GFX-1260 Display](#)

All display firmware is available for download from the [ARC](#) library.

Display User Documentation

- ▶ [GFX/XCN Series Display User Guide](#)
- ▶ [GFX/XCN Cabling Guide](#)
- ▶ [GFX Quick Reference Cards \(QRCs\)](#)
- ▶ [Display Systems License Guide](#)
- ▶ [Components and Accessories](#)



FLOW & APP CONTROL DOCUMENTATION

Field-IQ ISOBUS Control Solutions

- ▶ [Dealer Unlock Passcodes](#)
- ▶ [Downloadbox: Download Fails in High Temperatures](#)
- ▶ [Auxiliary Master Switch Functionality & Application](#)
- ▶ [Trimble Aux-N Switch Box QRC](#)
- ▶ [ISOBUS Universal Terminal \(UT\) Activation License: Now Available for GFX-1060 and GFX-1260 Displays](#)
- ▶ [P-CAN Dongle QRC](#)

ISOBUS Advanced Sprayer

- ▶ [Advanced Sprayer Installation and Operation Guide](#)

ISOBUS Liquid

- ▶ [Liquid: Installation and Configuration Guide](#)
- ▶ [Liquid: Position Switches Disappears/Wrong Location](#)

ISOBUS Strip-Till/Air Cart (Seeder)

- ▶ [Installation and Operation Guide](#)

ISOBUS Slurry

- ▶ [Slurry: Installation and Operation Guide](#)

ISOBUS Spreader

- ▶ [Spreader: Installation and Operation Guide](#)
- ▶ [Spreader Reporting Incorrect Gate Height](#)

ISOBUS Planter

- ▶ [Basic Planter: Installation and Operation Guide](#)
- ▶ [Advanced Planter: Installation and Operation Guide](#)
- ▶ [Planter: PID Tuning Gear Ratio Inconsistency](#)

ISOBUS Weather Station

- ▶ [ISOBUS Weather Station: Installation and Configuration Guide](#)

SIMPAS and SmartBox+

- ▶ [SIMPAS & SmartBox+: Support Media Links](#)
- ▶ [Blockage/Flow Indicator Errors](#)
- ▶ [SIMPAS RFID r/w Module Version 4.0 Failure to Update](#)

WeedSeeker 2

- ▶ [WeedSeeker 2 Troubleshooting Guide](#)
- ▶ [WeedSeeker 2 - Installation and Operation Guide](#)

GreenSeeker

- ▶ [GreenSeeker Handheld Crop Sensor - Quick Reference Card](#)



AUTO GUIDANCE DOCUMENTATION

Autopilot

- ▶ [Autopilot Installation Documentation](#)
- ▶ [Autopilot Support Bulletins](#)
- ▶ [Autopilot Automated Steering System Direction Estimator not initialized Error Message](#)
- ▶ [Autopilot: Single Weave/Jump due to Heading bias for High Accuracy Correction Sources](#)
- ▶ [Autopilot: Massey Ferguson 6S.xxx, 7S.xxx Unsupported](#)
- ▶ [Autopilot: CLAAS Lexion MY2022+ Not Supported](#)
- ▶ [Autopilot Automated Steering System AGCO Tracked Machine Calibration Process](#)
- ▶ [Autopilot Automated Steering System Troubleshooting Guide](#)
- ▶ [Autopilot System Installation Instructions: 164412-00-E08 - v8.00 Rev A - VDM-912 Controller](#)
- ▶ [Autopilot External Vehicle Profiles Downloads](#)

EZ-Steer | EZ-Pilot Pro | EZ-Pilot

- ▶ [EZ-Steer Installation Documentation](#)
- ▶ [EZ-Pilot Pro Installation](#)
- ▶ [EZ-Steer Support Bulletins](#)
- ▶ [EZ-Steer Troubleshooting Guide](#)
- ▶ [EZ-Steer Quick Reference Cards \(QRCs\)](#)
- ▶ [EZ-Steer User Guides](#)
- ▶ [EZ-Pilot Steering System: Troubleshooting Guide](#)
- ▶ [EZ-Pilot Pro | EZ-Pilot | EZ-Steer Installation and Troubleshooting](#)



Components

- ▶ [H3/H4 Hydraulic Valve: Dual Stage Counterbalance Valve Vibration Mitigation](#)
- ▶ [H4 Hydraulic Valve High-Pitched Noises Generated](#)
- ▶ [SAM-200 Motor Warranty Repairs Available!](#)
- ▶ [TM-200 Module: Electrical Inductor Part Failure](#)
- ▶ [VDM-912 Hydraulic Valve Driver: Deadzone Calculation Inaccuracy](#)
- ▶ [VDM-912 Hydraulic Valve Driver: Alternative to NavController III for Hydraulic and Auto Guidance Ready \(AGR\) Platforms](#)
- ▶ [VDM-912 Hydraulic Valve Driver: Best Practices and Supported Platform Updates](#)
- ▶ [Manual Guidance: Adjusting Roll Offset](#)
- ▶ [Toolbox+ App: Installation and User Guide](#)

The NavController II's (NAVII) End of Service Life (EOSL) was announced in November 2020, but there has been some confusion surrounding which other technologies and products the NavController II is compatible with.

When a product reaches its EOSL, it is not supported with any new products released after that point (unless specifically stated).

Unfortunately, some official documentation may reference the *NavController II* and *NavController III* in a single term (for example *NAVII/III*, *NavController II/III*, etc), when the reference should have only been to the *NavController III*. These documents are in the process of being updated to more accurately represent the compatibility status of the *NavController II*.

Auto Guidance Supported Platforms

Trimble provides an extensive set of platform kits in support of a wide variety of vehicle makes, models, and configurations. Each platform kit is specifically designed to include the necessary components for each auto guidance product.

Components can include connection cables, hydraulic hose kits, sensor kits, mounting hardware, etc.

- ▶ [Autopilot Supported Platforms](#)
- ▶ [Motor Drive Supported Platforms](#)
- ▶ [TrueTracker Supported Platforms](#)
- ▶ [NextSwath Connect Supported Platforms](#)

TABS | SOFTWARE DOCUMENTATION

Trimble Ag Software

- ▶ [Trimble Ag Software: What's New January 2024](#)
- ▶ [May 2023](#)
- ▶ [October 2023](#)
- ▶ [February 2023](#)
- ▶ [August 2023](#)
- ▶ [August 2022](#)
- ▶ [Trimble Ag Software: Data License](#)
- ▶ [Trimble Ag Software: Operations License](#)
- ▶ [Trimble Ag Software: Business License](#)
- ▶ [Trimble Ag Software Support Bulletins](#)

Reseller Admin

- ▶ [Reseller Admin User Guide](#)
- ▶ [Reseller Admin Product Bulletins](#)
- ▶ [Reseller Admin Support Bulletins](#)
- ▶ [Reseller Admin: MFA Login Requirement](#)

Farmer Core | FarmerPro

- ▶ [Farmer Core - User Guide](#)
- ▶ [FarmerPro User Guide](#)

AutoSync | Work Orders

- ▶ [AutoSync: Performance Troubleshooting](#)
- ▶ [AutoSync: Enable Verbose Logging Option](#)
- ▶ [AutoSync: Connectivity Guide](#)
- ▶ [AutoSync Workflow](#)
- ▶ [Work Orders Workflow](#)
- ▶ [Data Transfer Using Office Sync](#)

Contact TABS Support

- ▶ TABS_Support@Trimble.com



GPS | GNSS DOCUMENTATION

GNSS Receivers

- ▶ [AgGPS 4x2 - 5x2 - GPS Receivers User Guide](#)
- ▶ [NAV-900 Guidance Controller Installation Guide](#)
- ▶ [NAV-900 Support Bulletins](#)
- ▶ [AgRemote Menu Map](#)
- ▶ [Toolbox+ App: Installation and User Guide](#)
- ▶ [R780 GNSS Receiver Setup Instructions](#)
- ▶ [AG-392 Receiver User Guide](#)
- ▶ [GNSS Receiver Compatibility - Display Model Interoperability](#)
- ▶ [AG-815 Module: Connectivity Issues](#)
- ▶ [TMX-2050 Display: 450/900 MHz AG-815 Radio Module Update](#)



Base Stations

- ▶ [R750 GNSS Modular Receiver Ordering Guide](#)
- ▶ [R750 Quick Start Guide](#)
- ▶ [R750 Base Survey Setup Guide](#)
- ▶ [R750 GNSS Receiver Help](#)



Modems

- ▶ [LX40 Modem Quick Reference Card \(QRC\)](#)
- ▶ [Sierra Wireless Modems \(RV55\): Accessing ACEmanager Using HTTPS](#)
- ▶ [RV55 Modem Quick Reference Card](#)
- ▶ [Sierra Wireless GX450 Modem Support Bulletins](#)
- ▶ [Sierra Wireless GX450 Modem Quick Start Guide](#)
- ▶ [SNM941 Connected Site Gateway Installation Guide](#)
- ▶ [SNM941 Support Bulletins](#)
- ▶ [CradlePoint IBR600C Series Router QRC](#)



Components

- ▶ [The Virtual Warehouse](#) is a web-based tool that provides Trimble Distributors with a flexible way to manage the delivery of supported hardware products, field software, office software, and subscription services. It also enabled you to track the quantities of supported products ordered by anyone in your organization. ([Login to VW](#))
- ▶ [Trimble Installation Manager \(TIM\)](#) is used to install and update supported Trimble software.

WATER MANAGEMENT DOCUMENTATION

- ▶ [CB415 Grade Control Box \(GCS300/400\): Currently Unavailable](#)
- ▶ [WM-Survey II App User Guide](#)
- ▶ [WM-Survey II App: Reported Issues with v2.1.0](#)
- ▶ [WM-Survey II: Unable to Connect Device to an External GNSS Source](#)
- ▶ [Farm Works Surface Software User Guide \(WM-SubSurface\)](#)
- ▶ [Farm Works Surface Software User Guide](#)
- ▶ [WM-Form: Performance Troubleshooting](#)
- ▶ [WM-Form: Login Issues](#)

TRIMBLE END-OF-LIFE (EOL) PRODUCTS

Trimble products that have reached their end of life (EOL) are no longer orderable from the Trimble Store. Typically, PTx Trimble Support will continue to support an EOL'd product for five (5) years after the announced EOL date, depending on availability.

The following Trimble products have been EOL'd over the past year:

- ▶ [AG-542 GNSS Receiver: EOL Notice](#)
- ▶ [GFX-750 Display: End of Life \(EOL\) Notice](#)
- ▶ [NavController II: End of Service Life \(EOSL\) Announcement](#)
- ▶ [Pressure Sensor: EOL Notice](#)
- ▶ [SPS986 Smart Antenna: EOL Notice](#)
- ▶ [Tru Count Electric Section Clutches: End of Life \(EOL\) Notice](#)
- ▶ [EZ-Pilot and SAM-200: EOL Notice](#)
- ▶ [Downloadbox: EOL Notice](#)
- ▶ [GreenSeeker Nitrogen Application System: EOSL Notice](#)
- ▶ [Trimble Cloud: End of Connectivity Support for TMX-2050, CFX-750, FmX Displays](#)
- ▶ [AG-15 High-Performance Antenna: End of Life \(EOL\) Notice](#)
- ▶ [SAM-200 Motor: No Longer Available](#)

LICENSES

Licenses are used to unlock GPS accuracy levels and features on the TMX-2050, GFX-1260, GFX-1060, GFX-750, GFX-350, NAV-900, and NAV-500. Licenses are retrieved from your Trimble Ag Software Organization's Reseller Admin site.

Requests for assistance with licenses should be directed to Ag Support at Ag_Support@Trimble.com.

Demo option codes do not exist for the R750 and the SPS 986.

PASSCODES

Passcodes are used to unlock GPS accuracy levels and features on the CFX-750, FmX Integrated Display, and AG-372 Receiver. Passcodes are retrieved from the Trimble Ag Store.

Requests for assistance with passcodes should be directed to Ag Passcodes at ag_passcodes@trimble.com.

MY TRIMBLE PROTECTED (MTP)

Register your customer's products on My Trimble Protected (MTP) at time of sale to ensure that an accurate warranty start date is established. This will assist with a timely processing of any Defective Product Return (DPR) requests.

Note: *Some products are automatically added to MTP. However, they will show the Factory Warranty Start Date (when the product shipped from Trimble) and not the date when the product was sold to your customer. You must update the registration in MTP when you sell the product.*

Also, all products that have a serial number (s/n) should be registered. For example:

- ▶ When a TMX-2050 is sold, only the display's serial number is automatically added to MTP. The TM-200 module and AG25 antenna must be added separately.
- ▶ With an EZ-Pilot system, only the SAM-200 motor serial number will automatically be recorded. The IMD-600 serial number must be added separately.

These are just two examples. There are other systems that this applies to.