

## Frequently Asked Questions



### Does the Badger Trimble Ranger work with the new READCENTER® Reading Data Management Software?

The Trimble Ranger will work with both READCENTER and Badger® CONNECT Software.

### How is route data loaded to and from the Badger Trimble Ranger?

Route data is loaded to and from the Trimble Ranger via the same USB flash drive technology utilized with the Badger® ORION® Mobile Reading System. Each USB Flash drive is assigned to work with a specific Trimble Ranger based on the serial number of the handheld. Transferring files with USB flash drives provides an easy and flexible way to process data without having to link the handheld directly to the reading data management computer.

### How do I charge my Badger Trimble Ranger?

Each Trimble Ranger handheld is provided with a charging cradle and an AC power supply. Based on the needs of the utility, either option can be used to fully charge a battery in approximately 4 hours.

### How can the charging cradles be set up to maintain reading efficiency?

A single charging cradle has been designed to allow for installation on either a desk or wall mount application. Cradles may also be chained together (up to 10) and powered using a single AC power supply.

### **If a utility purchases a Badger® Trimble® Ranger™, is training required?**

Training and setup will be required for utilities purchasing the Trimble Ranger. Marketing programs have been put together for both new and existing customers to help them purchase the new handheld along with bundled training options to get them started.

### **How can the Badger Trimble Ranger be operated?**

Due to its flexible design, the Trimble Ranger can be operated either with the custom keypad or via the color touch screen menu. By providing multiple options, users can select the appropriate method of operation to maximize reading efficiency.

### **What type of readings can be collected using the Badger Trimble Ranger?**

The Badger Trimble Ranger is capable of capturing any combination of the following readings types: manual, touch and the Badger® ORION® AMR system.

### **What is the warranty of the Badger Trimble Ranger? Are maintenance agreements available to protect the investment made for this equipment?**

The Badger Trimble Ranger is sold with a 12-month warranty that includes both the handheld and the charging cradle. After the expiration of initial warranty, utilities also have the option to purchase up to four years worth of maintenance agreements that provide access to technical support, no charge loaner equipment, no charge software upgrades and protection to their equipment. Badger strongly recommends that utilities purchase the equipment maintenance programs to protect their handheld investments.

### **What tools are included with the Badger Trimble Ranger to help support the product?**

With each purchase of reading data management software, utilities will be provided a copy of Pocket PC Software. This application should be loaded on the same computer that has internet access and runs the Badger reading data management software. The Pocket PC Software will allow technical support specialists to support and potentially train users on the operation of the Badger Trimble Ranger via secure WebEx session.

