

# Support Bulletin

GEOSPATIAL

April 2023

## PASSWORD PROTECTION FOR SX12 SCANNING TOTAL STATIONS

### SX12 Password Protection

Trimble Geospatial is pleased to announce the introduction of password support between the SX12 Scanning Total Station and Wi-Fi capable data collectors. This functionality is introduced as part of Trimble's commitment to cyber security and the protection of users' assets and data.

#### Requirements

Password protection is introduced with the release of SX12 firmware version S2.8.4 and Trimble Access field software version 2023.00. These versions of firmware and software, or later, must be used in conjunction to utilize password protection.

The password must have the following attributes:

- At least 8 characters long
- A minimum of one numeric character
- A minimum of one special character

#### First-time connection using a new or updated instrument

The first time you connect to a new instrument using Wi-Fi or Wi-Fi HaLow™<sup>1</sup>, or to an instrument that has been upgraded to firmware S2.8.4, the Trimble Access software prompts you to change the password from the factory default password to a password of your choice. The password must have at least 8 characters, with a minimum of one numeric character and one symbol. The password you enter is stored in the instrument and in the Trimble Access software on the controller.

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<sup>1</sup> Regional restrictions and availability apply.

<http://surveypartners.trimble.com>

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## Entering instrument passwords in Trimble Access


The Trimble Access software prompts you to enter the instrument password when you connect the controller to an instrument for which you have not yet stored the password for that instrument.

1. When prompted, enter the instrument password and then tap **Accept**.
2. Wait for approximately 30 seconds while the password is stored.
3. Wait for the controller to connect to the instrument using Wi-Fi.

After a controller and SX12 are successfully paired and the password is set, future connections will happen automatically without having to enter the password each time.

## To update an instrument password in Trimble Access

If the saved password on the controller does not match the password saved in the instrument, then the software cannot connect. If you know the password stored in the instrument, in Trimble Access undertake the following steps.


1. Tap  and select **Settings / Connections**
2. Select the **Wi-Fi** tab
3. Select the instrument that you are attempting to connect to
4. Tap **Forget Password** to forget the password saved on the controller.
5. Wait for the controller to reconnect to the instrument using Wi-Fi, where the software will prompt you to enter the correct password.

## If you do not know the password for the instrument

If you are using Trimble Access version 2023.00 or later and do not know the current password for an instrument you are attempting to connect to, you will need to change it.

You can reset the password on the SX12 using one of two methods. The user can connect to the instrument using the USB cable, or you can reset the password to the factory default password using the Power button on the instrument.

### To change the password using the USB cable

1. Connect to the instrument using the USB cable.
2. In Trimble Access, tap  and select **Instrument / Instrument settings**.
3. Tap the **Password** softkey at the bottom of the **Instrument settings** screen.
4. Enter the password. The password must have at least 8 characters, with a minimum of one numeric character and one symbol.
5. Re-enter the password and then tap **Accept**.
6. Wait for approximately 30 seconds while the password is stored.

You will now be able to connect to the instrument using Wi-Fi or Wi-Fi HaLow.

**NOTE:** *Cabled connections are not supported between TSC5 and TDC600 Model 2 Android devices and the SX12. To reset the password on a SX12 for a TSC5 Android device, refer to the next section.*

### To reset the password using the instrument Power button

1. Press the **Power** button on the instrument **5 times** in rapid succession to reset the password stored in the instrument firmware to the factory default password.
2. The instrument's power button will blink rapidly, then the instrument will shut down.
3. Restart the instrument.
4. When you attempt to connect to the instrument, the Trimble Access software prompts you to change the password from the factory default password to a password of your choice.

**NOTE:** *The 5 button presses must be done in a rapid succession. If the time between button presses is too long (more than 0.7 seconds), the password reset will be unsuccessful and a change in radio mode will occur instead.*

**NOTE:** *Instrument password functionality is not available when using the TDC600 Model 2 handheld. You cannot connect this type of controller to an SX12 that has a user-defined password set using Wi-Fi, unless you first reset the password in the instrument to the factory default password. To reset the password, use the Power button 5 press method.*

### Connecting to a password protected SX12 using Long Range Radio (LRR)<sup>2</sup>

When connecting to a SX12 with LRR the user will not be prompted for a password. Password protection only applies to the Wi-Fi or Wi-Fi HaLow communication links.

If a password is set on a SX12 but the controller does not have the password set, the user will be able to connect via LRR but will not be able to connect via Wi-Fi. The user will need to either input the correct password, update the password, or reset the password to be able to connect using Wi-Fi.

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<sup>2</sup> SX12-HW-00 - Trimble SX12 1" instrument model

## Connecting to a password protected SX12 with older versions of Trimble Access

If Trimble Access version 2022.11 or earlier is used with a SX12 that has a password set, the user will experience an inability to connect to the instrument. Although it may appear that the collector is attempting to connect to the instrument, a successful connection will not be achieved. This is because a password is set on the instrument. No notifications will be presented to the user that a connection cannot be made as password functionality and support was not built into Trimble Access versions prior to 2023.00.

It is recommended that users update to Trimble Access version 2023.00 or later and set up a password between the instrument and the controller.

If a user is unable to update to Trimble Access version 2023.00 or later, they will need to reset the password on the SX12. Refer to the “*If you do not know the password for the instrument*” section of this document for more information about how to do this. Once a SX12 with firmware S2.8.4 has been reset to factory default settings, Trimble Access version 2022.11 or earlier can be used without the need for a password.

**NOTE:** *It is not recommended to use Trimble Access versions 2022.11 or earlier with SX12 firmware versions S2.8.4 or later. For the best user experience and functionality, it is strongly recommended to use the latest versions of Trimble SX12 firmware and Trimble Access field software.*

**NOTE:** *Instrument password functionality is not available when using the TDC600 Model 2 handheld. You cannot connect this type of controller to an SX12 that has a user-defined password set using Wi-Fi, unless you first reset the password in the instrument to the factory default password. To reset the password, press the Power button on the instrument 5 times.*

### For more information

For more information contact your local Trimble Distribution Partner.