

## **National Geographic Refuses to Export to the Triton**

**The problem is that there is either something wrong with the installation of National Geographic or the Triton or its USB connection.**

**To check out NG we must uninstall the NG and redo the installation. (This solution applies to both VISTA and XP.)**

**Here is the procedure....**

- 1) Log into the computer as the administrator**
- 2) For VISTA make sure that your UAC is ON.**
- 3) Uninstall the NG.**
- 4) Find c:\program files\TOPO! And delete the entire folder TOPO! Yes, I know that you will also delete the maps but let us clean the system.**
- 5) Now do a hard reboot .. which means shut down the computer and make sure that you have disabled any resume features or sleep features.**
- 6) Start the computer as the Administrator**
- 7) Place the Triton CD-ROM (the one you received in the box. If you do not have the CD-ROM .. then download a copy from our website.) and install the NG Version 4.4.0 or 4.4.1**
- 8) Do a Number 5**
- 9) Do a Number 6**
- 10) Install NG 4.4.3 .. You can find NG Version 4.4.3 on our website.**
- 11) Do a Number 5**
- 12) Do a Number 6**
- 13) Start NG. Do NOT install NG 4.5.0 if asked to. In fact, go to the configuration and turn off NG informing you of upgrades.**
- 14) Now go to the top bar and click on "info" and "About TOPO!" and make sure that it says Version 4.4.3. If it does not say 4.4.3 something went wrong in the procedure above. I doubt this will happen.**
- 15) Now go to the top bar "View" .. "TOPO! Product Setup" and copy your maps from your NG CD-ROM. ONLY THE MAPS PLEASE. Do not install the NG software on the NG CD-ROM it is the WRONG VERSION.**
- 16) Now go to "Preferences" .. GPS and test the connection with the GPS connected and powered up.**
- 17) Now MAKE A SMALL MAP and go to Level 5.**
- 18) Now "Handhelds" .. "Magellan Triton Import-Export"**
- 19) Remember that the GPS must be set to "connect to PC". You can check this by doing a MENU>>VIEW>>SETTINGS>>CONNECTION and seeing if the setup is correct.**
- 20) Now go to the right panel and check "Map Named" .. call it "test or whatever you want"**
- 21) Click on the Export Now Box.**

**.. and all should work.**

**If it does not work.. then something is wrong in the Triton. It could be a component or it could be the firmware or the VantagePoint installation. You should uninstall the VP and reinstall it and then do another reinstall of the firmware using the FORCED UPDATE METHOD. You can find all the programs necessary for this on my website.**

**My guess is the Triton itself. But to make sure .. attach the Triton and the USB cable to a different USB connection to make sure that it is not the computer.**

**If all fails .. and if your unit is "Out of Warranty" you can contact our Jungle Ghost Repair Center (again on our website) or if in Warranty send it back to Magellan.**

**JG**