

# Roadpost Support Center

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## GeoPro Messenger not displaying IMEI number

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Follow the steps below if the GeoPro Messenger is not displaying the IMEI number.

**Note:** The GPM1000 will not display the IMEI under the following circumstances; the device firmware has been re-flashed or the device has yet to communicate with the Iridium network.

### Solution 1: Checking the IMEI

1. Press the "Menu" softkey.
2. Scroll to "Unit Settings" and press the "Select" softkey.
3. Scroll to "Device Information" and press the "Select" softkey.
4. The IMEI will be displayed in the section titled, IMEI.
5. If the IMEI is not displayed, power the device OFF and back ON again.
6. Repeat steps 1-4 and verify if the IMEI is displayed.
7. If the IMEI is not displayed please proceed to the next solution.

### Solution 2: Send a test message

1. Ensure the device has full and clear visibility of the sky.
2. Send a test message (Check-In, Field Status, Text Message etc) from the device.
3. Press the "Menu" softkey, scroll to "Messages" and press the "Select" softkey or press the "Messaging" softkey from the Home screen.
4. Confirm the test message is queued in the "Outbox".
5. The device will attempt to acquire a GPS fix followed by Iridium signal.
6. Once the device has acquired Iridium signal, confirm the test message has been sent.
7. The queued message should no longer appear in the "Outbox" once the transmission has been completed.
8. Repeat Solution 1 and confirm if the IMEI is now displayed.
9. If the IMEI is still not displayed, please contact GeoPro Technical Support to make arrangements for an RMA.