

Roadpost Support Center

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Unable to acquire GPS fix GeoPro Messenger

David Jones - 2014-05-01 - in Troubleshooting

Follow the steps below if you are unable to acquire a GPS fix using the GeoPro Messenger.

Note: The GPM1000 has a built in GPS antenna and receiver. There are instances where acquiring a GPS fix can take longer than usual. The first time a device is powered on or has moved more than 500 miles, a device can take anywhere up several minutes to acquire a GPS fix. Once the device has acquired a GPS fix, subsequent GPS fixes should take less than 1 minute.

Solution 1: Check your Current Location

1. Press the "Menu" softkey from the Home screen.
2. Scroll to "Location Utilities" and press the "Select" softkey.
3. Scroll to "Current Location" and press the "Select" softkey.
4. The device will now attempt to obtain a GPS fix and provide your current location on the display.
The updated time, date and number of satellites are good indicators that the GPS function is working correctly.
5. If the Current Location screen is blank, please wait several minutes (up to 10 minutes) to allow for the device to acquire a GPS fix.
6. If the Current Location screen is still blank and does not display any GPS information after 10 minutes please proceed to the next solution.

Solution 2: Removing and reinserting the battery

1. Turn the device to its back-side
2. Remove the two D-Ring screws securing the battery cover
3. Remove battery cover
4. Remove and unplug the battery for 30 seconds
5. Plug in and reseal the battery
6. Reseat the battery cover and secure the two D-Ring screws
7. Turn the device to its front-side
8. Press in and hold the joystick until the display powers on.
9. Repeat the steps in solution 1.
10. If the Current Location screen is still blank or the device is unable to acquire a GPS fix, please contact GeoPro Technical Support to make arrangements for an RMA.