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Unable to charge GeoPro Messenger

David Jones - 2014-05-01 - in Troubleshooting

Follow the steps below if you are unable to charge the GeoPro Messenger.

Note: The GPM1000 comes bundled with and uses an AC charger to charge its battery though the USB port on the device. The optional cigarette lighter adapter or a USB cable connected to a PC can also be used to charge the battery on the device.

Solution 1: Charging the battery

1. Hold the device in its native position
2. Fold open the USB cover on the side of the device
3. Supply power via USB from either the AC charger, cigarette lighter adapter, or PC's USB port
4. Confirm the charging indicator appears in the top right corner of the display and the power LED is flashing. The battery may require a full charge.
5. If the battery has previously been charging, the charging indicator appears in the top right corner of the display, the power LED is flashing and the battery still will not hold a charge, attempt to replace the battery by following the instructions in Solution 2.
6. If the charging indicator is not displayed and the power LED is not flashing you may attempt to replace the battery by following the instructions in Solution 2.

Solution 2: Replacing 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
5. Plug in and reseal the replacement battery
6. Reseat the battery cover and secure the two D-Ring screws
7. Turn the device to its front-side and repeat Solution 1 for a second time.
8. If replacing the battery does not resolve the issue please contact GeoPro Technical Support to make arrangements for an RMA.