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## Unable to receive messages on NAL Shout Nano

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Follow the steps below if you are unable to receive messages on the NAL SHOUT Nano.

**Note:** The NAL SHOUT Nano does not receive messages unless messages are sent from the device or the device is manually triggered to check for messages.

Solution 1: Send a message to the device

1. From the Web Application, have the end user or a web application administrator send a message to the user's device.
2. If the Web Application is not available, the end user can send a test message to their device using their GeoPro address.
3. Once the message has been sent please proceed to the next solution.

Solution 2: Checking the mailbox

1. Using the right arrow scroll to "Messaging" and press Enter.
2. Press the left softkey titled "Check Mailbox".
3. Press the left softkey titled "Check".
4. The device will begin to acquire signal and check the mailbox for any queued messages that have yet to be delivered to the device.
5. If the message is still not received, please contact GeoPro Technical Support to make arrangements for an RMA.