

Roadpost Support Center

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Unable to send messages from GeoPro Messenger

David Jones - 2014-05-14 - in Troubleshooting

Follow the steps below if you are unable to send messages from the GeoPro Messenger GPM1000.

Note: The GeoPro Messenger operates most effectively with full and clear visibility of the sky to acquire a GPS fix and transmit your messages over the Iridium satellite network.

Solution 1: 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. If the queued message still appears in the "Outbox" please proceed to the next solution.

Solution 2: Re-send the queued message

1. Ensure the device has full and clear visibility of the sky.
2. Press the "Menu" softkey, scroll to "Messages" and press the "Select" softkey or press the "Messaging" softkey from the Home screen.
3. Scroll to Outbox and press the "Select" softkey.
4. Scroll to the queued message in the list and press the "Resend" softkey.
5. Ensure the device acquires a GPS fix (GPS will be in capital letters to indicate a fix)
6. Ensure the device acquires Iridium signal, the transceiver will appear to be on and display signal strength in bars.
7. Once the device has acquired Iridium signal, confirm the test message has been sent.
8. The queued message should no longer appear in the "Outbox" once the transmission has been completed.
9. If the queued message still appears in the "Outbox" and resending the message does not resolve the issue please contact GeoPro Technical Support to make arrangements for an RMA.