

VMS Troubleshooting Guide

Contact GMPCS Technical Support at 954-973-3100 if you have any difficulties or questions about your VMS terminal. Be sure you are at the terminal when you call so we may properly assist with troubleshooting procedures.

Some of the most common types of problems and solutions are described below.

If you have connection problems:

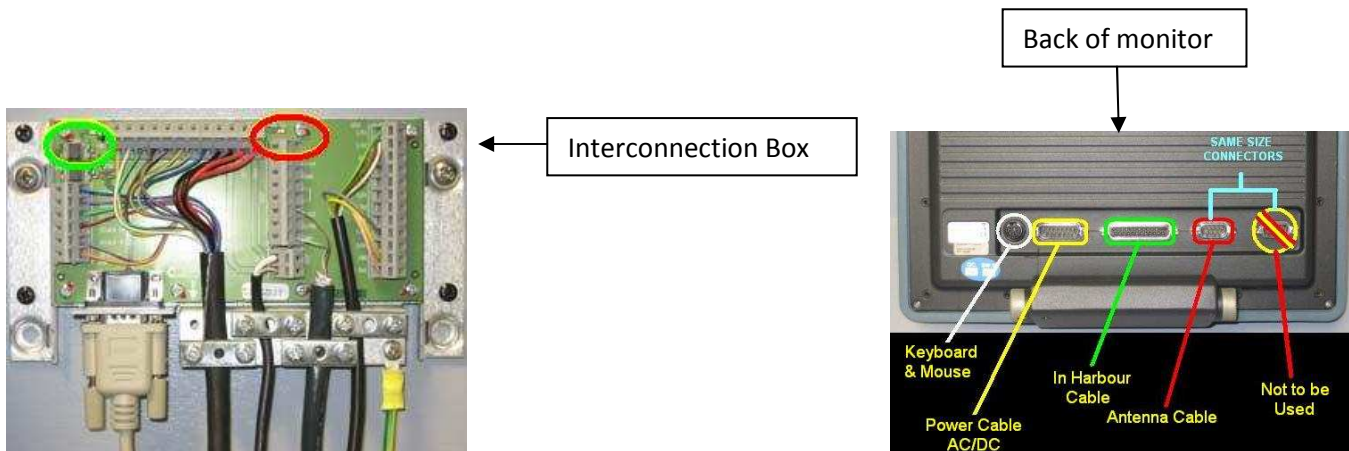
A. Check for all green bars next to the mobile number:



B. Make sure the Mobile number is logged in to the correct ocean region (ex: West Atlantic)



C. If the device shows **3 red bars**, check the back of the monitor to make sure the monitor connector is properly connected. (NOTE: the old interconnection box shows the lights on the exterior next to the cable connectors. You do not have to remove the cover.) Remove the cover of the interconnection box to verify that you have both the red and green indicator lights. The red light means that the box is getting power; the green light means that the antenna is getting power.



- ✓ If there is no green light, make sure the antenna is connected.
- ✓ If the antenna is connected and there is only a red light, turn off the Interconnection Box, wait for 5 minutes and then return power to the unit.
- ✓ If everything is properly connected, reboot the VMS unit by clicking on Start, then Turn Off Computer and then Restart.
- ✓ If this fails to correct the problem, contact GMPCS at 954-973-3100

VMS Troubleshooting Guide (cont.)

If the Keyboard and/or Mouse are not working:

A. Make sure the keyboard and mouse are connected prior to powering up the VMS unit as they will not work if they have been connected after the unit has been powered up. If this is the case, simply power off the unit, disconnect and reconnect the keyboard and mouse and return power to the unit.

To obtain Trip Declaration Forms

You can find the most current forms and updates from the GMPCS web site, www.gmpcs-us.com .

1. Click on Support.
2. Click on Technical Support.
3. Click on Inmarsat.
4. Click on Thrane EMTU Fisheries Unit.
5. Click on Downloads
6. Select the forms for your Fishery Region
7. Save to Desktop and Extract All Files to a Flash Drive

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