

No cell - MS is not currently searching - Dispatcher

No cell - MS is not currently searching - Dispatcher

Problem:

The unit is not communicating and showing "MS is not currently searching" on Line 2

Solution:

1. Check Connections (if able) to see if the antenna cables have come loose:
 - a. Have the driver locate the TruckPC and verify the three coax cables are secure. (These are the only threaded cables attached to the TruckPC).
2. If the unit continues to show this message and does not start to communicate:
 - a. Have the driver log out of the device.
 - b. Then press the power button



- c. Once the unit has gone to a black screen, wait 30 seconds then power it back on.
- d. Log on when asked to submit your Driver ID.
- e. Verify the antenna is more than 4 inches from the frame around the window.
- f. When possible, drive away from the current location, as it may be an area with a poor cell signal.
- g. Have your cell administrator check to see if the SIM card is active.
- h. Turn off the unit and disconnect power for 30 minutes
- a. Please call in to technical support, if the above steps do not resolve the issue.

Related articles

- [No cell - MS is not currently searching - Driver](#)
- [No cell - MS is not currently searching - Dispatcher](#)
- [No Communication](#)
- [No cell - Unable to Send or Receive Messages](#)
- [How-to Install a Truck PC Antenna](#)

[Back to The Top](#)

[Home](#)