

# You are getting GPS data but the quality is not RTK.

## Symptoms:

**When you open a COM port you clearly see that positional data is being received. However the GPS Info window is displaying a fix other than FixedRealTimeKinematic.**

## Cause:

- 1. You are connected to the wrong COM port. This is possible if your tablet has an internal GPS and you are connecting to its port.**
- 2. Your GPS is not receiving RTK correction packets from its base station.**

## Solutions:

- 1. Check to see that you are connected to the correct serial port.**

- 2. **There are many reasons a GPS may not be receiving correction packets from its base station. Check your GPS documentation for solutions.**

