10. Delivery troubleshooting

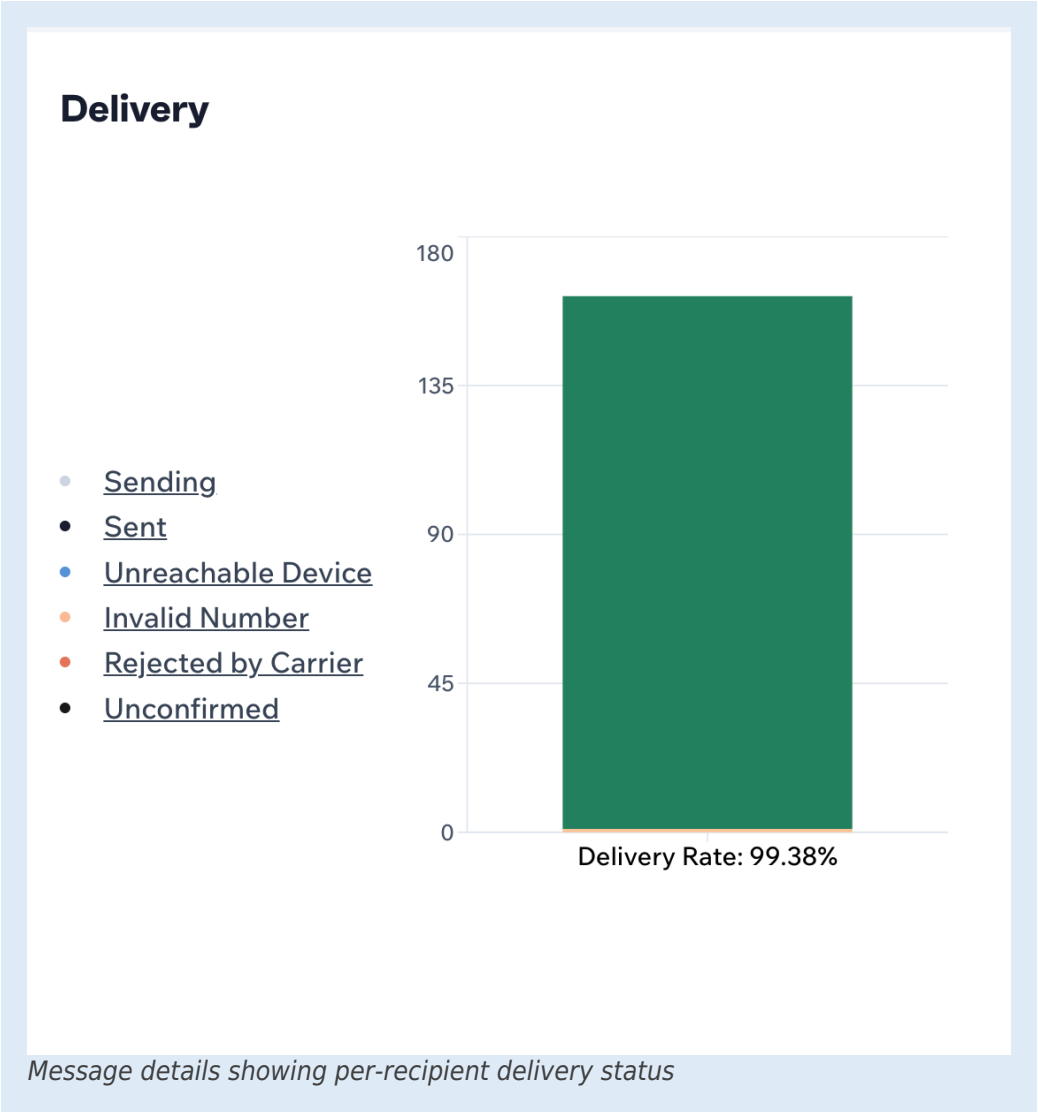
Greg Smith - 2026-11-19 - Comments (0) - Coaches

HELP ARTICLE

Delivery troubleshooting

When only one person isn't receiving texts, the cause is usually their carrier or phone, not your account. For any delivery problem, support needs the exact phone numbers and message to trace it.

What you see	Likely cause	What to do
Status shows “Queued”	Heavy traffic, not enough credits, or international credits needed	Check your balance; wait before resending
Messages are slow to deliver	A backlog	Leave buffer for time-sensitive sends; check status before resending to avoid duplicates
One subscriber isn't getting texts	Their carrier or phone	Send support the phone number so we can check for carrier rejection
Shows delivered, but they say they didn't get it	Needs tracing	Send support the phone numbers and the message involved



Message details showing per-recipient delivery status

Platform issue or carrier issue?

If many recipients across carriers are affected, contact support with the message details. If it's one or two numbers, it's most likely carrier-side.