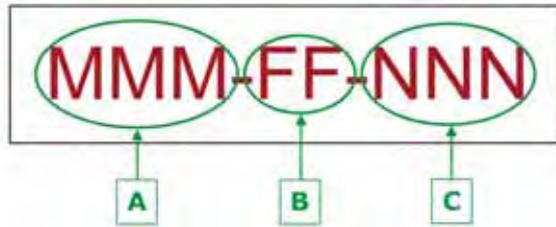


## 16 Error Code

## 16.1 Error Coding Rules

### Error Code

3 parameters: MMM-FF-NNN



	Identifier	Style	Comment
A	Module	3 characters	unique identifier
B	Function	2 characters	unique identifier
C	Error number	3 figures	unique identifier

### Decoding error code

Parameter	Module identifier	Function identifier	Error number identifier
<b>Common Format</b>	<b>MMM</b>	<b>FF</b>	<b>NNN</b>
<b>Detailed format</b>	1st M = family letter 2nd M = module letter 3rd M = module type letter (Ex : DBX)	FF = function number (Ex : 02)	error number (Ex : 029)

## Decoding "module identifier" - MMM

Family letter	Module letter	Delta Module Type letter
D = Delta O = Omega	B = Base (and feeder) P = PSD W = Dynamic scale R = Paris S = Spine O = OLS	<b>Base (DB)</b> <ul style="list-style-type: none"> <li>• A = Alpha 2</li> <li>• B = Delta 1</li> <li>• C = Delta 2</li> <li>• D = Delta 3</li> <li>• E = Delta 4</li> <li>• X = Unknown</li> </ul> <b>Dynamic scale (DW)</b> <ul style="list-style-type: none"> <li>• A = SPW</li> </ul> <b>PSD (DP)</b> <ul style="list-style-type: none"> <li>• A = PSD</li> </ul> <b>WP (DB)</b> <ul style="list-style-type: none"> <li>• None</li> </ul>

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## Decoding "function identifier" - FF

Permit to classify a problem by "function"  
Used only during an expertise

DBX	Function
00	NoError
01	Event Manager
02	Man Machine Interface
03	Communication Protocol
05	customization
06	Department manager
07	Imprint
08	Job memory manager
09	Spine connection
10	Osiris-connection
11	PC connection / Fusion
13	PSD communication

<b>DBX</b>	<b>Function</b>
14	Rate calculator
15	Report manager
17	Self-tests
18	Scale connection
19	WP connection
20	USB Communication
21	Print Supervisor
22	SYSTEM
23	Stamp Printer
24	SPW Communication
25	Stamp composer
26	Dictionary
27	Date Advance
29	Inserter Communication
30	Port And Device Management
31	Rekey Connection
32	Mail Data Provider
33	RateTable Manager
34	Variant Manager
36	Call Manager
37	EConfirmation
38	Upload Manager
39	PPI Manager
40	Installers
41	Component Store
42	Indicia Subpart Manager
43	Frankit
44	Town Circle Die
45	Barcode Reader
46	Rate manager

<b>DOA</b>	<b>Function</b>
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01	OSIRIS
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<b>DPA</b>	<b>Function</b>
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01	Accounting Registers
02	Calendar Management
03	Printing Management
04	TimeKeeper Management
05	Manufacturing
06	Accounting Statistics Buffer
07	Accounting Statistics Config
08	Accounting Statistics Storage
09	Accounting Statistics Table
11	Stamp Format Configuration
12	EEPROM Driver
14	Data Id Management
17	External Communication
18	Error Management
20	Information
21	System Supervisor
23	Accounting Statistics Extract
26	Cryptography Management
27	Accounting Statistics Process
29	Session Manager
32	TLS manager
34	Life Cycle
35	transactions
36	Aspirrines Manager
37	Server Transaction

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<b>DPA</b>	<b>Function</b>
38	Services
39	Set Data Server
41	Format Authenticated Registers
46	Cryptokey manager
49	IO_drivers
53	Config Builder
54	Postal Data
57	Variant
58	Certificate manager
60	Transfer to flash
61	Service erase information
62	Read Files
64	Self Test Algo
65	Accounting Eeprom register
66	Accounting Flash register
67	Service Check File
68	Calculation
69	Bitmap download
71	Software Switch

<b>DRA</b>	<b>Function</b>
02	Protocol
03	Technical
04	Postal Core
05	Manufacturing

DSA	Function
01	SpineURValidator

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DWA	Function
01	SPW_processError
02	Weight component
04	Thickness component
05	Motor and speed mgnt
07	Flash upload component
08	External communication
11	lenght

Error Code

### Decoding "error number identifier" - NNN

Permit to have many error in the same "function".

## 16.2 Error Code List

Code	Description	Helpdesk	On site
DBX 02 037	The base serial number entered is not compatible with the checksum	NA	Check the serial number of the base on the rear cover. Take care when entering serial to set it slowly when there is twice the same figure otherwise you will get a letter or a sign instead of the figure wanted.
DBX 02 038	The speedweigh serial number entered is not compatible with the checksum	NA	Check the serial number of the speedweigh on the rear cover. Take care when entering serial to set it slowly when there is twice the same figure otherwise you will get a letter or a sign instead of the figure wanted.
DBX 02 040	Barcode input is too long. The string sent by the barcode reader is too long.	Ask the customer to check the scanned barcode	Check the scanned barcode Check barcode reader settings
DBX 02 041	A wizard is already started and is system can't run several wizard in the same time	NA	It occurs for instance when you try to start a new wizard in service menu and the install process is not finished. Finish the wizard currently running and retry.
DBX 03 229	Software failure		

Code	Description	Helpdesk	On site
DBX 03 242	No carrier detected on the LAN socket	<p><b>CAUSE 1 :</b> The LAN cable is disconnected. <b>SOLUTION :</b> Verify, reconnect or change the LAN cable</p> <p><b>CAUSE 2 :</b> The switch or the router are faulty or turn off . The socket of switch or router are faulty or off <b>SOLUTION :</b> Ask the network administrator/IT to verify the network devices (router and switch)</p> <p><b>CAUSE 3:</b> LAN socket on the wall is faulty or off. The cabling is faulty <b>SOLUTION :</b> Verify or ask the network administrator/IT to verify the LAN socket on the wall and the cabling</p> <p><b>CAUSE 3:</b> LAN socket of the mailing system is faulty or off <b>SOLUTION :</b> Change the baseboard or the base</p>	

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## Error Code

Code	Description	Helpdesk	On site
DBX 03 243	The machine has an invalid IP address and is in APIPA mode	<p><b>CAUSE :</b> The mailing system did not received an IP address</p> <p><b>SOLUTION :</b> Switch on and off the mailing system.</p>	<p><b>CAUSE 1:</b> The DHCP server is faulty or off and can not provide an IP address to the mailing system</p> <p><b>CAUSE 2:</b> The DHCP server is not reachable because the traffic network is interrupted due to a default on the switch or the router.</p> <p><b>SOLUTION :</b> Ask the network administrator/IT to verify the network devices (DHCP server, router and switch)</p> <p>To access LAN parameters:</p> <ul style="list-style-type: none"> <li>• Go in service mode</li> <li>• press 4, press 1, press 2</li> <li>• Choice 1 enable to view DHCP and DNS setting</li> <li>• choice 3 enable to print DHCP parameters and</li> <li>• choice 4 enable to print proxy settings</li> </ul>
DBX 03 244	The machine has an invalid IP address	<p><b>CAUSE 1:</b> the mailing system did not received an IP Address</p> <p><b>SOLUTION:</b> Power cycle mailing system</p> <p><b>CAUSE 2:</b> The DHCP server is faulty or off, and can not provide an IP address to the mailing system.</p> <p><b>SOLUTION:</b> Ask the network administrator/IT to verify the network devices (DHCP server, router and switch)</p>	
DBX 03 245	No DNS server response please restart wizard process	<p><b>CAUSE:</b> No DNS server response</p> <p><b>SOLUTION:</b> Ask the network administrator/IT to verify the DNS server settings</p>	

Code	Description	Helpdesk	On site
DBX 03 246	Proxy server is not available	Switch OFF and ON	<p><b>CAUSE 1:</b> The settings of PROXY are not correct. <b>SOLUTION :</b> Verify the settings provided by the network administrator/IT</p> <p><b>CAUSE 2:</b> The PROXY server is off. <b>SOLUTION :</b> Ask the network administrator/IT to verify the PROXY server</p> <p>To access LAN parameters:</p> <ul style="list-style-type: none"> <li>• Go in service mode</li> <li>• press 4, press 1, press 2</li> <li>• Choice 1 enable to view DHCP and DNS setting</li> <li>• choice 3 enable to print DHCP parameters and</li> <li>• choice 4 enable to print proxy settings</li> </ul>
DBX 03 248	Cannot resolve Spine Server address	<b>CAUSE:</b> No DNS resolution	<b>SOLUTION:</b> Ask the network administrator/IT to verify the DNS server settings.
DBX 03 250	Unable to reach Neopost server	<p><b>CAUSE 1:</b> No connection to Internet <b>SOLUTION :</b> Verify the Internet connection</p> <p><b>CAUSE 2:</b> Setting of the firewall are not compatible with Neopost franking system <b>SOLUTION :</b> Check with the network administrator/IT the TCP output port</p> <p><b>CAUSE 3:</b> Neopost server is off <b>SOLUTION :</b> Contact Neopost back-office</p>	

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## Error Code

Code	Description	Helpdesk	On site
DBX 03 255	No carrier detected on the LAN socket	<p><b>CAUSE 1:</b> The LAN cable is disconnected <b>SOLUTION :</b> Verify, reconnect or change the LAN cable</p> <p><b>CAUSE 2:</b> The switch or the router are faulty or turn off. The socket of switch or router are faulty or off <b>SOLUTION :</b> Ask the network administrator/IT to verify the network devices (router and switch)</p> <p><b>CAUSE 3:</b> LAN socket on the wall is faulty or off. The cabling is faulty <b>SOLUTION :</b> Verify or ask the network administrator/IT to verify the LAN socket on the wall and the cabling</p> <p><b>CAUSE 4:</b> LAN socket of the mailing system is faulty or off <b>SOLUTION :</b> Change the baseboard or the base</p>	
DBX 06 010	User do not respect possibilities of the selected account mode		
DBX 06 011	Violation of account mode possibilities		
DBX 06 025	Technical error occur when system performs a request to account manager although accounting mode is not activated		
DBX 06 027	No restore point defined for this object		
DBX 06 028	Object already recorded impossible to go back		
DBX 06 029	Supervisor rights requested for this action		
DBX 06 030	Somebody is already logged on the system		
DBX 06 031	Nobody's logged on the system		
DBX 06 032	Selection of a department is mandatory to go further		

Code	Description	Helpdesk	On site
DBX 06 033	Supervisor tries to create a third level of sub-groups. Groups aren't available on IS-420/440 two levels on IS-460/480	Create a compliant group structure with 2 levels	
DBX 06 034	The special group "root" have no parents group		
<b>DBX 06 035</b>	Supervisor tries to create a department without entering a department / account number.	<p><b>CAUSE:</b> The customer is creating a Department without entering an Account Number.</p> <p><b>SOLUTION:</b> Add an Account Number.</p> <ul style="list-style-type: none"> <li>• Press "OK" to clear the message.</li> <li>• Press the "Back" button.</li> <li>• Select the text box next to "Number".</li> <li>• Using the alphanumeric keypad on the control panel, enter the correct account number.</li> <li>• Press "OK" twice.</li> </ul>	
<b>DBX 06 037</b>	Supervisor try to create a department / account without entering a name	<p><b>Cause:</b> The customer is creating a Department without entering an Account Name.</p> <p><b>Solution:</b> Add An Account Name.</p> <ol style="list-style-type: none"> <li>1 Press [OK] to clear the message.</li> <li>2 Select the text box next to "Name".</li> <li>3 Using the alphanumeric keypad on the control panel, enter the correct account name.</li> <li>4 Press [OK] twice.</li> </ol>	
DBX 06 038	Supervisor tries to create a department without a too long name	Ask user to set a shorter name	Set a shorter name
DBX 06 041	The Supervisor tries to create a new group or department but the maximum number of groups/department is reached	Delete some groups or departments before creating new ones	
DBX 06 043	The maximum amount of change on departments have been reached	Change the PSD/RAZ ram base	

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## Error Code

Code	Description	Helpdesk	On site
DBX 06 044	The Supervisor tries to change the accounting mode but there is already default account with the same name so the system can't create default account in the new account mode	The Supervisor or technician should make the creation of the departments needed for this accounting mode manually. It should keep the existing department but change their status to active	
DBX 06 045	The Supervisor tries to change the accounting mode but there is already default account so the system can't create default account in the new account mode	The Supervisor or technician should make the creation of the operators needed for this accounting mode manually. It should keep the existing operator but change their status to active and associate them to a valid account	
DBX 06 075	The user tries to frank but the maximum amount allowed on the account his using is reached	Ask Supervisor to change the limitation	Ask the customer if he can use an other account
DBX 06 079	The user tries to enter a name already used	Use a different name	

Code	Description	Helpdesk	On site
<b>DBX 06 080</b>	the operator / user PIN code is incorrect.	<p>To clear this message:</p> <ol style="list-style-type: none"> <li>1. Check the operator PIN code and verify it is correct. (See your Supervisor or someone with the Supervisor Access to verify the operator PIN code.</li> <li>2. Press "OK" to clear the message.</li> <li>3. Using the numeric keypad, enter the correct operator PIN code. <ul style="list-style-type: none"> <li>- If the operator PIN code is incorrect, ask the Supervisor for assistance.</li> </ul> </li> </ol> <p><b>Reset Operator PIN Code:</b></p> <p>If the operator PIN code is forgotten or has to be edited, you can change (reset) the operator PIN code. Supervisor access is required to change the operator PIN code.</p> <ul style="list-style-type: none"> <li>• Log on as a "Supervisor".</li> <li>• Select option 5 "Account management".</li> <li>• Select option 3 "Manage operator".</li> <li>• Select option 1 "Operator list".</li> <li>• Select "Edit/Del".</li> <li>• Select option 1 "Edit/Modify".</li> <li>• Select the PIN code text box.</li> <li>• Press the "C" button on the control panel to clear out old PIN code.</li> <li>• Use the alphanumeric keypad to enter new PIN code.</li> <li>• Press the "OK" button.</li> </ul>	
DBX 06 081	Account # already used	The account # is already used for an account retry with a different #	
DBX 06 082	Pin code already used	The pin code entered is already used try with an another one	
DBX 06 086	System is in account mode but there is no account active	Go in Supervisor mode and create or activate a department otherwise disable account mode	
DBX 06 087	There is no operator with an active account	Activate an account used by an operator Or create a new operator with an active account	
DBX 06 088	The user tries to use an unknown # of account	Go in Supervisor mode to know # of active account	
DBX 06 089	The user tries to use not active account	Go in Supervisor mode to activate account	
DBX 06 090	The user tries to use not active operator	Go in Supervisor mode to activate operator	

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## Error Code

Code	Description	Helpdesk	On site
DBX 06 091	The user tries to use an operator account with no active account occurs when the operator tries to login but does not have an active account attached to that operator.	<p>For every operator, there must be at least one open account linked to each operator.  <b>Note:</b> Departments and accounts mean the same thing on the IM / IS-series machines.</p> <p>To Clear The Error Message:</p> <ul style="list-style-type: none"> <li>• Press the "OK" button to clear the message.</li> <li>• Contact Supervisor to activate accounts for the Operator login.</li> </ul> <p>To Activate A Department For Operator: (Supervisor access is required to "Edit/Modify" an Operator and activate the required departments for each Operator).</p> <ul style="list-style-type: none"> <li>• Login as a Supervisor.</li> <li>• Select option 5 "Account Management"</li> <li>• Select option 3 "Manage Operator".</li> <li>• Select option 1 "Operator List".</li> <li>• Select the Operator from the list.</li> <li>• Select "Edit/Del".</li> <li>• Select option 1 "Edit/Modify".</li> <li>• Select the Account List box</li> <li>• Use the arrows to select an account.</li> <li>• Select "Enable/Disable" to put a check next to the account.</li> <li>• Select "Quit".</li> <li>• Select "Validate".</li> <li>• Select "Finish".</li> </ul> <p><b>Note:</b> When the operator enters the correct pin number to login, the associated account list will appear to allow the operator to select a charge back account. If only one account is associated with the operator, the main operating screen will appear after entering the operator pin number.</p>	
DBX 06 093	Delete not authorize. This is the last operator. If customer want to do not use operator logging anymore, only change accounting mode	If customer wish to no more use operators, change the account mode. Use accounts without pincode	

Code	Description	Helpdesk	On site
DBX 06 094	Delete not authorize. This is the last account/department. If customer want to do not use account any-more, only change accounting mode	If customer wish to no more use account/department, change the account mode. Use no account/department mode	
DBX 06 095	There is no department on the server. Please connect to Neopost MAS server application and add an account.	Create an account on MAS server in order to be able to use the system	
DBX 06 096	This error appear if the operator is disable on MAS server side between log in and batch start	MAS Supervisor has to enable user and restart system	
DBX 06 097	This error appear if the account is disable on MAS server side between logging and batch start	MAS Supervisor has to enable PSD and restart system	Enable account on MAS server and restart system.
DBX 06 098	The PSD ID does not belong to this FM or is refused to be used by Fusion. Please contact MAS Supervisor. This error appear if the PSD is disable (Archived) on MAS server side between logging and batch start	MAS Supervisor has to enable PSD and restart system	Enable PSD on MAS server and restart system.
DBX 06 099	The account mode has been changed to operator logging on MAS server between connection and batch start	<ol style="list-style-type: none"> <li>1 Turn off and on and retry using user logging pin code</li> <li>2 MAS Supervisor has to roll back on previous mode i.e. without user logging</li> </ol>	
DBX 06 100	There is no more or not enough money for this account.	<ul style="list-style-type: none"> <li>• MAS Supervisor has to change the franking amount threshold</li> <li>• use an another account if possible</li> </ul>	
DBX 06 101	Customer try to set a too long department number	Advice customer to use a shorter department number 11 digits Max	Use a shorter department number 11 digits Max

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## Error Code

Code	Description	Helpdesk	On site
DBX 06 102	Base is currently initializing the connection with neopost MAS. Doing so, it is not authorized to process login request	To avoid this error advise customer to let the base entering in sleep mode and wake it up	To avoid this error, let the base entering in sleep mode and wake it up
DBX 06 104	The maximum number of account/department is reached	Advise customer to increase if possible the department/account contract. Or ask customer to log in Supervisor mode and delete previous department to create a new one	
DBX 06 105	The maximum number of group is reached		
DBX 06 106	The maximum number of group is reached	<small>Advise customer log in Supervisor mode and delete a previous user to add a new one</small>	
DBX 07 004	PSD is corrupted	Order a new PSD	Try with Service PSD Order a new PSD
DBX 07 005	Technical error		
DBX 07 006	Ad Die file or stamp file is not compatible	Order a new Ad Die file Change PSD if the issue come from the stamp file	
DBX 07 008	A unknown character in font is asked to be drawn		
DBX 08 002	Imprint memories are full. 9 Memory Max	Delete previous memory and store the new job	
DBX 08 005	Modification of imprint memory failed	Retry the modification	
DBX 08 011	Software can't load text selected by imprint memory. It may be deleted or unavailable.	Check the imprint memory parameters and the selected text. Reset the text if necessary and/or reset the imprint memory.	
DBX 08 012	Software can't load slogan selected by imprint memory. It may be deleted or unavailable.	Check the imprint memory parameters and the selected slogan. Reset the slogan if necessary and/or reset the imprint memory.	

Code	Description	Helpdesk	On site
DBX 08 013	Software can't load PPI selected by imprint memory. It may be deleted or unavailable.	Check the imprint memory parameters and the selected PPI. Reset the PPI if necessary and/or reset the imprint memory.	
DBX 08 014	Memory job date mode selection failed	Modify memory job or change date mode in Supervisor mode	
DBX 08 015	Software can't use the stamp mode in the imprint memory. It may be unavailable	Check the imprint memory parameters and the selected stamp mode. Reset the imprint memory with valid stamp mode.	
DBX 08 016	Software can't use weight stored in imprint memory	Check the imprint memory parameters. Reset the imprint memory with valid weight	
DBX 08 017	Software can't use account used in imprint memory. Account may not used, closed or inactive	Check the imprint memory parameters. Reset the imprint memory with valid account	
DBX 08 020	Software can't use return address used in imprint memory. Return address may be deleted or corrupted	Check the imprint memory parameters. Reset the imprint memory with valid return address or reload return address	
DBX 08 021	Slogan creation failed in the imprint memory		
DBX 08 022	Slogan modification failed		
DBX 08 023	Text creation failed for the imprint memory		
DBX 08 024	Text modification of the imprint memory failed		
DBX 08 025	The selected slogan was deleted: it can't be set	Ask OLS back office to push the deleted slogan Then ask customer to perform a generic call Or modify the job memory	
DBX 08 026	The selected text was deleted: It can't be set	Reset the missing text or use an other text. Or modify the JOB memory	
DBX 10 037	Waiting time for the next request is too long. Connection with OLS is closed		

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## Error Code

Code	Description	Helpdesk	On site
DBX 11 057	This mailing machine is not authorize to connect to Neopost MAS software	Advise customer to contact Neopost MAS software Supervisor	Go to PC MAS check system is allowed to connect
DBX 11 060	Neopost MAS software don't know this pin code.	Advise customer to contact MAS software Supervisor	Go to PC MAS check system PIN code
DBX 11 061	The account selected by the operator is not allowed by Neopost MAS software.	Advise customer to contact MAS software Supervisor	Go to PC MAS check accounts status
DBX 11 062	The account mode has been changed to operator logging on MAS server between connection and batch start	Turn off and on and retry using user logging pin code or ask MAS Supervisor to roll back on previous mode i.e. without user logging	
DBX 11 063	This error appear if the operator is disable on MAS server side between log in and batch start	Ask MAS Supervisor to enable user and restart system	
DBX 11 064	This error appear if the account is disable on MAS server side between logging and batch start	Ask MAS Supervisor to enable PSD and restart system	
DBX 11 065	The PSD ID does not belong to this FM or is refused to be used by Fusion. Please contact MAS Supervisor. This error appear if the PSD is disable (Archived) on MAS server side between logging and batch start	Ask MAS Supervisor to enable account and restart system	
DBX 11 066	There is no more or not enough money for this account. Franking limit threshold set in MAS software	In MAS software, Change the franking limit threshold or suggest customer to use an other account.	
DBX 11 067	Unknown pin code. The operator does not exist	In MAS software, Create a user log in and/or give a pin code.	
DBX 11 068	The operator exists but is disabled.	In MAS software, Activate the user account or give a a new pin code to user.	

Code	Description	Helpdesk	On site
DBX 11 069	The operator exists but has no associated department. He can not log on the FM.	In MAS software, associate at least one account to the user.	
DBX 11 070	The account has been canceled between the moment the list of account displayed on system and the moment when the user selected the account	In MAS software, Enable the canceled account in MAS software or use an other account	
DBX 11 071	The account has been disable between the moment the list of account displayed on system and the moment when the user selected the account	In MAS software, Enable the disabled account in MAS software or use an other account	
DBX 11 072	The account can only be selected if an operator is already selected. We are in "with operator" mode. The account mode has changed between the moment the list of account displayed on system and the moment when the user selected the account, from without user mode to with user	In MAS software, Create user account for current user in MAS software or return to without user account mode.	
DBX 11 073	The request contains parameters invalid.		
DBX 11 076	There is no user logged on Neopost MAS software for this system		
<b>DBX 13 057</b>	Incorrect PSD (Meter) type is installed in the machine.	<p><b>Cause:</b> Incorrect PSD (Meter) type is installed in the mailing machine. The IM / IS-machines have two base model ranges, the 300 series and the 400 series. There are two types of PSDs; one for each model range. If the 300 hundred series PSD is installed in a 400 series base (or vice-versa) the error message is displayed.</p> <p><b>Solution:</b> Install the correct type PSD (Meter).</p>	

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## Error Code

Code	Description	Helpdesk	On site
DBX 13 058	Communication link with PSD is lost	Power off and on the system	1 Power off and on the system 2 Test the system with Service PSD
<b>DBX 13 067</b>	Incorrect PSD (Meter) type is installed in the machine.	<b>Cause:</b> Incorrect PSD (Meter) type is installed in the mailing machine. The IM / IS-machines have two base model ranges, the 300 series and the 400 series. There are two types of PSDs; one for each model range. If the 300 hundred series PSD is installed in a 400 series base (or vice-versa) the error message is displayed. <b>Solution:</b> Install the correct type PSD (Meter).	
DBX 14 004	Invalid Rate Table (bad Rate Table number)	Check Rate Table file #	
DBX 14 005	Selected Rate Table is not active	Select the activated rate table.	
DBX 14 006	The user uses a zip code less than 5 digit	Use a 5 digits zip code	
DBX 14 007	Invalid Zipcode	Enter a valid zip code	
DBX 14 008	Max postage amount exceeded	Change rate selection, services or mail weight	
DBX 14 038	During a batch: an overweight caused a rate chaining with a user entry (Zip code, amount or weight).		
DBX 14 042	User try set zero value as zip code for e-Conf	Use valid zip code	
DBX 14 043	Weight is too heavy for the current rate and there's no automatic rate change available	choose an another rate or if possible reduce the weight	

Code	Description	Helpdesk	On site
<b>DBX 14 052</b>	The most likely cause for a DBX-14-052 "Weight Too Heavy For Current Rate" message is that a package has been placed on the scale (weigh platform) that is too heavy for the rate selected.	<p>To clear the message do the following:</p> <ul style="list-style-type: none"> <li>• Press "OK" to clear the error message.</li> <li>• Press the Rate key and select a rate class that can accommodate the weight of the package.</li> <li>• Press slightly on the scale (weigh platform) with your fingers and Take out them to reset the weight. <ul style="list-style-type: none"> <li>- This will establish the weight and postage with the new rate.</li> </ul> </li> <li>• The rate will be displayed.</li> </ul> <p>If the problem persists, contact your local service provider for assistance.</p>	
DBX 14 053	Product postal code used to set a rate is invalid or not defined inside the current rate table	Advice customer to use an another rate	
DBX 14 055	Premium address ID used is not between 1 and 65536		
DBX 14 056	Service amount is too high		
DBX 14 059	The current weight is too light for current rate and no fee table jump is managed	Advice customer to use an another rate	
DBX 15 003	One or the two dates set for the time period for report are not correct Either the end date is older than the begin date Or the begin date is older than the install date	Set a begin date superior or equal to the install date and a end date superior to the begin date and not superior to the current day	
DBX 15 005			
DBX 15 006	Occurs when the budget consumption report is requested, but budgets are not activated by the Supervisor		

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## Error Code

Code	Description	Helpdesk	On site
DBX 18 000	Geodesic code entered is not correct.	Refer to user guide for valid geodesic codes Enter all digits of geodesic code, even leading zero	
DBX 19 000	When this error appear we can think that there is an hardware issue on WP	Please Take out everything from the weight platform turn off the system and turn on and retry If the problem continue swap WP	
<b>DBX 19 001</b>	WP report an over capacity error. Customer tried to weigh a letter or a parcel with a weight higher than the WP physical weighing capacity.	<ol style="list-style-type: none"> <li>1 Check on WP working well with small weight: Ask customer to weight an envelope with 1 or 2 sheets of paper. If a consistent weight is displayed, advice customer to order a WP with higher capacity.</li> <li>2 Perform a WP reset: Ask customer to Take out any possible load on the WP. Then ask him to press sleep button and wait 10 second after the display becomes dark then press on sleep button again.</li> <li>3 Swap WP.</li> </ol>	
DBX 19 002	This error should only happens during calibration	Please Take out everything from the weight platform turn off the system and turn on and retry	
DBX 19 003	WP return a negative weight	Please Take out everything from the weight platform turn off the system and turn on and retry	
<b>DBX 19 004</b>	<p>At wake up or boot, the WP can't zero itself either because it detects a too heavy weight for the zero reference or an unstable weight for zero reference. Or the WP is not able to "follow the zero drift" due to unstable weight.</p> <p>Displayed to user up to 4.8.12. From 4.8.21 weight is displayed as dashes instead of error code prompted and error code is logged in error log.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> <li>• An envelope is on the scale at wake up or boot .</li> <li>• WP vibrates at wake up or boot due unstable table, cover manipulation (mostly IS330/350), environment perturbation.</li> </ul>		see the next lines

Code	Description	Helpdesk	On site
<b>DBX 19 004</b>		<p><b>HELPDESK</b> Mandatory steps:</p> <ol style="list-style-type: none"> <li>1 Check table stability: Ask the customer if the table is stable or not. If not ask him to replace the table by stable one. Examples of instable tables: folding tables, tables with rollers/wheels, drawers with metal plate on top.</li> <li>2 Perform a WP reset: Ask customer to Take out any possible load on the WP. Then ask him to press sleep button and wait 10 second after the display becomes dark then press on sleep button again.</li> <li>3 Check if issue is solved: On IS330/350 open top cover and close it firmly 3 times and check on display that no DBX 19 004 is not prompted nor weight value is "OZ -----"/"----g"</li> <li>4 If not solved send a technician.</li> </ol>	
<b>DBX 19 004</b>		<p><b>ON SITE</b> Mandatory steps:</p> <ol style="list-style-type: none"> <li>1 Check table stability: Check if the table is stable or not. If not replace the table by a stable one.</li> <li>2 Check software revision: If software is 4.8.12, upgrade it to 4.8.21 or higher.</li> <li>3 Perform a WP reset: Take out any possible load on the WP. Then press sleep button and wait until the display becomes dark then press on sleep button again.</li> <li>4 Check if issue is solved: On IS330/350 open top cover and close it firmly 3 times, check on display that no weight value is "OZ -----"/"----g".</li> <li>5 Check the error log: Check there is no DBX 19 004 logged during the step 4 test.</li> </ol>	
DBX 19 005	WP calibration mandatory	Perform calibration	
<b>DBX 19 006</b>	Base software request WP to change mode but is not accepted by WP or no answer from WP After plugging in mailing machine or waking up from sleep mode, it displays "Technical DBX-19-006" then "Warning PSD connection status, Com with PSD lost" and finally the "No stamp, No printing" screen.		See next lines

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Error Code

<div style="background-color: #333; color: white; padding: 10px; text-align: center; font-weight: bold; font-size: 24px;">16</div> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; font-size: 18px;">Error Code</div>	Code	Description	Helpdesk	On site
	<p>DBX 19 006</p> <p>DBX 19 006</p> <p>DBX 19 006</p> <p>DBX 19 007</p>	<p></p> <p></p> <p>Weighing platform is not in the expected mode</p>	<p><b>HELPDESK</b></p> <p>1 Perform a WP reset: Ask customer to Take out any possible load on the WP. Then ask him to press sleep button and wait 10 second after the display becomes dark then press on sleep button again.</p> <p>2 Swap wp.</p> <p><b>ON SITE</b></p> <p>1 Perform a WP reset: Take out any possible load on the WP. Then press sleep button and wait until the display becomes dark then press on sleep button again.</p> <p>2 Swap wp.</p> <p><b>Cause 1:</b> Contract not activated. Online services weighing platform capacity contract for the WP weigh platform did not get activated.</p> <p><b>Solution 1:</b></p> <ul style="list-style-type: none"> <li>Do a OLS (Online Services) generic call connection to the server to download any pending contracts to the mail machine.</li> <li>If OLS generic call does not solve the problem, contact technical support to check if the contract is set-up with the Online Services server.</li> </ul> <p><b>ON SITE</b> continued</p> <p><b>Cause 2:</b> Meter (PSD) not recognized. If the machine ends up displaying the "No stamp, No printing" screen after clearing the errors, the machine is not recognizing the Meter (PSD).</p> <p><b>Solution 2:</b></p> <ul style="list-style-type: none"> <li>Unplug the machine then plug back in again to re-establish communication with the meter (PSD).</li> <li>If unplugging and plugging the machine does not solve the problem, it may be necessary to detach then attach the PSD in service mode.</li> </ul> <p>Please Take out everything from the weight platform turn off and on the system and retry</p>	

Code	Description	Helpdesk	On site
DBX 19 008	Wrong weighing platform This weighing platform is not linked with this base For a swap the feature must be activated for new WP serial number.	If the customer own several bases and WP check if the base and WP don't have been mixed.	Ask to OLS back office to activate the feature for the current WP serial number.
<b>DBX 19 009</b>	There is a WP plugged but the feature is either not activated or there is no PSD to enable to get the date and so validate the feature activation dates After plugging in mailing machine or waking up from sleep mode, it displays "Error DBX-19-009 Feature not allowed" then "Warning PSD connection status, Com with PSD lost" and finally the "No stamp, No printing" screen.		See the next lines
<b>DBX 19 009</b>		<b>HELPDESK</b> 1 Unplug the machine then plug back in again. 2 Perform a Generic Call.	
<b>DBX 19 009</b>		<b>ON SITE</b> <b>Cause 1:</b> Contract not activated. Online services weighing platform capacity contract for the WP weigh platform did not get activated. <b>Solution 1:</b> <ul style="list-style-type: none"> <li>Do a OLS (Online Services) generic call connection to the server to download any pending contracts to the mail machine.</li> <li>If OLS generic call does not solve the problem, contact technical support to check if the contract is set-up with the Online Services server.</li> </ul>	
<b>DBX 19 009</b>		<b>ON SITE</b> continued <b>Cause 2:</b> Meter (PSD) not recognized. If the machine ends up displaying the "No stamp, No printing" screen after clearing the errors, the machine is not recognizing the Meter (PSD). <b>Solution 2:</b> <ul style="list-style-type: none"> <li>Unplug the machine then plug back in again to re-establish communication with the meter (PSD).</li> <li>If unplugging and plugging the machine does not solve the problem, it may be necessary to detach then attach the PSD in service mode.</li> </ul>	

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## Error Code

Code	Description	Helpdesk	On site
<b>DBX 19 009</b>		<b>ON SITE</b> continued <b>Cause 3:</b> Base software not up-to-date.. <b>Solution 3:</b> Update the IM / IS base software to the latest version for the correlating model.  <b>Cause 4:</b> Main board is defective. <b>Solution 4:</b> Replace the main board.	
DBX 19 010	Weight on WP is over max capacity defined in WEIGHING PLATFORM feature	Check that WP weighing properly. Advice customer to buy higher weighing threshold feature	
DBX 19 011	Weight on WP is over max capacity defined in WEIGHING PLATFORM feature in differential weighing	Check that WP weighing properly. Advice customer to buy higher differential weighing threshold	
DBX 20 000	Printer not found	Check the power connection of the printer Check the USB cable between printer and machine Check the printer is on	
DBX 20 001	Printer capabilities does not satisfy required width, height or resolution	check printer model is in the supported list. Try with supported one.	
DBX 20 004	Can't access USB memory	Check USB memory connection Check usb memory on a personal computer	
DBX 20 005	Can't access USB memory	1 Check USB memory connection 2 Check usb memory on a personal computer	
DBX 20 006	Can't access USB memory	1 Check USB memory connection 2 Check USB memory on a personal computer	
DBX 20 012	USB printing failure	Check printer is online and there is paper and ink	
DBX 21 001	Technical error	Check dynamic scale connection	
DBX 21 004	System didn't have enough time to calculate the stamp, last envelopes are not metered		
DBX 21 005	A rebound have been detected on the top doc sensor		

Code	Description	Helpdesk	On site
DBX 21 006	There is an error in speedway messages sequence during printing		
DBX 21 008	Mail jam issue Check the paper path in all the system	Check the paper path in all the system	
DBX 21 009	Mail measured too long by the system	Envelopes used must be less than 13" (330 mm)	
DBX 21 010	Department manager on device refused start printing due to an accounting error	Advise customer to contact fusion/MAS Supervisor	Check MAS/Fusion accounting management regarding device
DBX 21 011	Account maximum amount reached	Go in Supervisor mode and change account limit or use a different	
DBX 21 012	Head set issue	1 Try to unplug and plug the headset (with cleaning of pogo pin and headset contact). 2 Check with customer headset part number.	
DBX 21 013	Mail jam in the feeder	1 Check if the sealing mode is set according envelope used 2 Verify the way paper stacked Set or Take out second selection barrier	
DBX 21 014	Top doc sensor or start print is activated meaning there something in the base which must be Take out to start franking	Pull unjamming lever and Take out mails	
DBX 21 015	Top seal sensor is activated and it need to be inactivated to start franking	Ask customer to open the feeder cover lift the selection part and Take out any parcels in the feeder.	1 Take out any parts in the feeder. 2 Check the top seal sensor moving freely. 3 Go in service mode and check the sensor status that logical status changing when moving sensor.

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Error Code

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## Error Code

Code	Description	Helpdesk	On site
DBX 21 017	Top doc sensor out of order. It may mean that gap between two envelopes is too small	Ask customer to change selection setting	1 Check Top doc sensor is working properly using service test. 2 Try to change feeder selection setting to increase gap between envelopes
DBX 21 018	Top doc sensor has been activated but the top print sensor was not activated on time (1,5s allowed)	Misuse: Check if customer retain the mail during the manual insertion	1 Check Top print sensor is working properly using service test. 2 Check the way customer uses the system.
DBX 21 019	Unable to construct stamp		
DBX 23 005	Headset run out of ink	Change the cartridge	
DBX 23 009	The carriage can't move to print position	Ask customer to unjam the system and to have look on the paper path to see if there is any part inside	1 Check the carriage motor 2 Check the print position sensor 3 Check if the carriage movement is free
DBX 23 010	Carriage can't reach requested position	Ask customer to unjam the system and to have look on the paper path to see if there is any part inside	1 Check if the carriage movement is free 2 Check if the motor is working well
<b>DBX 23 023</b>	Start print failed		This issue can occur when the previous envelope was faulted. 1 Check the tacho sensor working If it's not working 1.1 Check the wiring between tacho sensor and sensor board 1.2 Try with a new sensor board 1.3 Try with a new tacho sensor kit

Code	Description	Helpdesk	On site
DBX 23 034	There is an invalid date in the headset, either a corruption or cheated headset	Change cartridge	Change cartridge Send back defective cartridge for analysis
<b>DBX 23 037</b>	No cartridge detected or cartridge corrupted		See next lines
<b>DBX 23 037</b>		<b>HELPDESK</b> To clear the error message do the following: 1 Unplug the power cord, wait ten seconds, then plug back in. 2 Make sure the machine's ink cartridge cover is closed and secured. 3 Take the ink cartridge out and then put back in.	
<b>DBX 23 037</b>		<b>ON SITE</b> <b>Cause 1:</b> Ink cartridge is not detected or the ink cartridge is corrupted. <b>Solution 1:</b> 1 Unplug the power cord, wait ten seconds, then plug back in. 2 Make sure the machine's ink cartridge cover is closed and secured. 3 Take the ink cartridge out and then put back in.	
<b>DBX 23 037</b>		<b>ON SITE</b> continued <b>Cause 2:</b> Contacts on the carriage are dirty or corrupted. <b>Solution 2:</b> Clean the contacts on the carriage with alcohol pads. <b>Cause 3:</b> Cables on ink carriage assembly are dirty or damaged. <b>Solution 3:</b> Clean cables with alcohol pad. If cables are damaged replace the ink carriage. The ink carriage assembly comes with the cables. <b>Cause 4:</b> Defective ink cartridge. <b>Solution 4:</b> Replace the ink cartridge. <b>Cause 5:</b> Main board defective. <b>Solution 5:</b> Replace main board.	
<b>DBX 23 038</b>	No cartridge detected at the power on or the closing of the back cover or on carriage moving		See two next lines

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16 Error Code	Code	Description	Helpdesk	On site
		DBX 23 038		<b>HELPDESK</b> — To clear the error message do the following: 1 Unplug the power cord, wait ten seconds, then plug back in. 2 Make sure the machine's ink cartridge cover is closed and secured. 3 Take the ink cartridge out and then put back in.
	DBX 23 038		<b>ON SITE</b> <b>Cause 1:</b> Ink cartridge is not detected or the ink cartridge is corrupted. <b>Solution 1:</b> 1 Unplug the power cord, wait ten seconds, then plug back in. 2 Make sure the machine's ink cartridge cover is closed and secured. 3 Take the ink cartridge out and then put back in.	
	DBX 23 038		<b>ON SITE</b> continued <b>Cause 2:</b> Contacts on the carriage are dirty or corrupted. <b>Solution 2:</b> Clean the contacts on the carriage with alcohol pads. <b>Cause 3:</b> Cables on ink carriage assembly are dirty or damaged. <b>Solution 3:</b> Clean cables with alcohol pad. If cables are damaged replace the ink carriage. The ink carriage assembly comes with the cables. <b>Cause 4:</b> Defective ink cartridge. <b>Solution 4:</b> Replace the ink cartridge. <b>Cause 5:</b> Main board defective. <b>Solution 5:</b> Replace main board.	
	DBX 23 043	There is an invalid ink threshold in the headset, either a corruption or cheated headset	Change cartridge Send back defective cartridge for analysis	

Code	Description	Helpdesk	On site
DBX 23 044	There is too many nozzles with open-circuit	Ask customer to unplug and fit again the cartridge	Clean golden contacts, check pogo pins Try with new cartridge or test cartridge
DBX 23 045	Short circuit detected on nozzles	Change cartridge	Clean golden contacts, check pogo pins Try with new cartridge or test cartridge
DBX 23 046	There is too many nozzles in short-circuit	Change cartridge	Clean golden contacts, check pogo pins Try with new cartridge or test cartridge
DBX 23 048	The variant country in the headset is not compliant with the variant of the base	Check cartridge part number	
DBX 23 049	The headset model is not compliant with the kind of the base	Check cartridge part number	
DBX 23 050	The variant distributor in the headset is not compliant with the variant of the base	Check cartridge part number	
DBX 23 063	Invalid headset CRC	Change cartridge	Test with technician cartridge Change cartridge
DBX 23 065	Cover open during printing	Ask customer to check sensor status in Supervisor Menu key "13" Pin code "7.3" press ok "2" Open and close base top cover to see the sensor status changing (when cover is closed cover sensor status is 0)	Check sensor status using service menu. Check plastic part pushing on switch is not broken or damaged.
DBX 23 066	The main motor exceed max speed limit		Check main board Check tacho sensor Check main motor

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Error Code

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## Error Code

Code	Description	Helpdesk	On site
DBX 25 004	MMI file on the system is not compatible with the rest of the base software	Push software from OLS	Upgrade the base software with corrected base software
DBX 27 000	The automatic or manual date advance interface has been set with invalid parameters (automatic: date change time to midnight, or no working day in the week; Manual: day offset exceeds limit).	Modify initialization of date advance	
DBX 27 003	Technical error		Try with Service PSD Order a new PSD
DBX 29 002	this message appears for system with connected inserter. Message Id not in dictionary	Check connection between inserter and base	
DBX 32 000	The system didn't receive the length value from dynamic scale	Ask customer to check dynamic scale wiring	1 Check connection 2 Check dynamic scale board 3 Check length sensor
DBX 32 001	The system didn't receive the length value from the inserter	Check connection between inserter and base	Check connection and parameters
DBX 32 002	The system didn't receive the thickness value from inserter	Check connection between inserter and base	Check the inserter connection and parameters
DBX 32 003	The system didn't receive the thickness value from the dynamic scale	Ask customer to check dynamic scale wiring	1 Check connection 2 Check dynamic scale board 3 Check thickness sensor
DBX 32 004	The system didn't receive the oversize status from the dynamic scale	Ask customer to check dynamic scale wiring	1 Check connection 2 Check dynamic scale board 3 Check oversize sensor

Code	Description	Helpdesk	On site
DBX 32 005	The base didn't receive the width status from the dynamic scale	Ask customer to check dynamic scale wiring	Check inserter connection and parameters
DBX 32 006	The base receive a too large value for the width	Check connection between inserter and base	Check the connection and parameters
DBX 32 007	The base receive a too large value for the length	Check connection between inserter and base	Check the inserter connection and parameters
DBX 32 008	The base receive a too large value for the thickness from inserter	Check connection between inserter and base	Check inserter connection and parameters
DBX 32 009	The base receive a too large value for the thickness	Check connection between inserter and base	1 Check the connection 2 Check the dynamic scale board
DBX 32 010	The base receive a too large value for the length from dynamic scale	Ask customer to check dynamic scale wiring	1 Check connection 2 Check dynamic scale board 3 Check length sensor
DBX 32 014	Frankit message: (GER) This message appear when the JOB memory is full (10 rooms) and customer save a new JOB, is informed that the oldest JOB will be overwrite		
DBX 32 015	Frankit message: (GER) This message appear when the EKP memory is full (10 rooms) and customer save a new EKP, is informed that the oldest EKP will be overwrite		
DBX 32 016	Frankit message: (GER) This message appear when the customer try to select EKP and system still in franking mode	Wait franking to be finished ant then do EKP selection	
DBX 32 017	Frankit message: (GER) This message appear when the customer try to select JOB and system still in franking mode	Wit franking to be finished ant then do JOB selection	
DBX 32 018	EKP creation failed		

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## Error Code

Code	Description	Helpdesk	On site
DBX 32 019	Frankit message: (GER) JOB number is incorrect, the number must be 14 numbers and the 2 last ones are checksum	Check if possible the JOB number that customer want to set	
DBX 32 022	Frankit message: (GER) EKP number is incorrect, the number must be 10 numbers long	Check number that customer want to set	
DBX 32 023	Frankit message: (GER) JOB number is incorrect, the number must be 14 numbers long	Check number that customer want to set	
DBX 32 027	Amount calculated with the current postal product is over the maximum franking value the system is able to print		
DBX 33 009	No rate table found	Push rate table from OLS	
DBX 33 011	Selected Rate Table is not the right one for PSD carrier	Push rate table from OLS	1 Select the rate table compatible with the PSD carrier 2 Ask OLS to push compliant rate table
DBX 33 012	User or OLS try to load in the device a new rate table for a diffe- rent carrier but there's no room left for a new one. The system already have 5 rates table (for 5 differents carriers).		You have to delete a carrier rate table to free space for the new one Go in Supervisor mode...
DBX 35 000	Main motor exceeded the requested speed		1 Check speed sen- sors 2 Check main motor
DBX 36 001	Connection failed spine ok next server not responding	Contact server back office to check servers status	

Code	Description	Helpdesk	On site
DBX 36 004	The system don't see the USB modem to use to connect server	Ask customer to check that USB modem well plugged	1 Check the customer usually using modem to connect server (not LAN) 2 Check the modem connection 3 Check if the modem is a neo-post one
DBX 36 011	Modem route not allocated		
DBX 36 014	Modem remote disconnection	Check servers status	
DBX 36 015	There is a modem issue	1 Try switch off and on and retry 2 Swap the modem	
DBX 36 017	Modem device not ready	Turn off, unplug phone cable, turn on plug phone cable and retry	
DBX 36 018	Modem detect a voice answer	Check servers phone numbers	
DBX 36 019	Server not answering using modem connection	Check phone number Contact back office to know server status	
DBX 36 020	No carrier found on the analog connection	1 Check phone cable connection 2 Check phone line with analog phone 3 Ask the customer to ask for a check from his phone line supplier	
DBX 36 021	No dial tone detected	1 Check the phone cable connections 2 Check the line with analogical phone. 3 Reset system with phone line unplugged, plug it again and retry connection	
DBX 36 023	Modem bad phone number	Check server phone number: Press 13 on numeric keypad enter Supervisor pin code and press OK Press 9.2 and check phone numbers	
DBX 36 024	The phone line is busy	Check if there is any device using the line and retry when the line is free. Check the line with analog phone and contact phone line supplier if the line always busy	

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Error Code

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## Error Code

Code	Description	Helpdesk	On site
DBX 36 025	Bad login or password	<p><b>Cause:</b> the PIN code you have entered is incorrect.</p> <p><b>Solution:</b></p> <ul style="list-style-type: none"> <li>• Check the funds PIN code you are entering and verify it is correct. (See your Supervisor or someone with Supervisor access if necessary).</li> <li>• Press OK to clear the message.</li> <li>• Enter the correct PIN code.</li> </ul> <p><b>Reset pin code</b></p> <p>If the PIN code is forgotten, you can change (reset) the PIN code. Supervisor access is required to change the PIN code.</p> <ul style="list-style-type: none"> <li>• Log on as a "Supervisor".</li> <li>• Select option 3 "Default user settings".</li> <li>• Select option 4 "Funds settings".</li> <li>• Select "Enter new PIN code".</li> <li>• Enter desired PIN code.</li> <li>• Press "OK".</li> </ul>	
DBX 36 027	The server takes too much time to answer	Check the phone cable connections and retry Contact the OLS back office for server status	
DBX 36 028	ppp remote terminated	1 Check servers status 2 Contact national support or knowledge database	
DBX 36 030	PPP no response	1 Check servers status 2 Contact national support or knowledge database	
DBX 36 031	No address assigned	Contact the OLS Back office	
DBX 36 032	Error PPP mac	Contact the OLS Back office	
DBX 36 033	PPP generic error	1 Check servers status 2 Contact national support or knowledge database	
DBX 36 034	Black list error shouldn't appear in country don't using black list	Turn off and on and retry	
DBX 36 035	Modem not recognized customer may use non Neopost modem	Identify modem. Try with new modem	
DBX 36 036	Modem not recognized customer may use non Neopost modem	Identify modem. Try with new modem	

Code	Description	Helpdesk	On site
DBX 36 037	Device not authorized on this phone number	Check server phone number: Press 13 on numeric keypad enter Supervisor pin code and press OK Press 9.2 and check phone numbers	
DBX 36 038	Server not responding	Contact the OLS Back office	
DBX 36 039	unknown device type. Customer may use non Neopost modem	1 Identify modem. 2 Try with new modem	
DBX 36 040	port already open	Please turn off, unplug the modem cable, turn on and retry	
DBX 36 041	Modem disconnection	1 Check if the cable is not damaged and well plugged. 2 Check the line with analogical phone	
DBX 36 043	Name exist on net	Please turn off, unplug the modem cable, turn on and retry	
DBX 36 044	Server general net failure	Check servers status	
DBX 36 050	request modem time out	Check servers status	
DBX 36 051	Modem cannot get LAN access	Check servers status	
DBX 36 052	modem netbios error	Check servers status	
DBX 36 053	server out of resources	Check servers status	
DBX 36 056	Too many line errors. Maybe a lot of noise on phone line	1 Check if the cable is not damaged 2 Use analogical phone to test the line. If noises, then the customer has to contact his phone provider	
DBX 36 059	no remote encryption, probably a server issue	Check servers status	
DBX 36 063			
DBX 36 064	No phone line detected by the modem	Check that the phone cable is well plugged in the modem and in the wall socket and not damaged.	

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Error Code

Code	Description	Helpdesk	On site
DBX 36 070	Bad login or password	<p><b>Cause:</b> the PIN code you have entered is incorrect.</p> <p><b>Solution:</b></p> <ul style="list-style-type: none"> <li>• Check the funds PIN code you are entering and verify it is correct. (See your Supervisor or someone with Supervisor access if necessary).</li> <li>• Press OK to clear the message.</li> <li>• Enter the correct PIN code.</li> </ul> <p><b>Reset pin code</b></p> <p>If the PIN code is forgotten, you can change (reset) the PIN code. Supervisor access is required to change the PIN code.</p> <ul style="list-style-type: none"> <li>• Log on as a "Supervisor".</li> <li>• Select option 3 "Default user settings".</li> <li>• Select option 4 "Funds settings".</li> <li>• Select "Enter new PIN code".</li> <li>• Enter desired PIN code.</li> <li>• Press "OK".</li> </ul>	
DBX 36 117	System can't find a valid base serial number	Perform install new base/new base board process and set the serial on the back of the base (menu service choici 2.2.4) then retry.	
DBX 37 001	technical error		
DBX 37 002	Buffer for E confirmation to upload to server is full	Perform OLS generic call	
DBX 37 006	failed to access variant file		
DBX 37 007	No more integral number unused available	Perform an audit call or a zero recredit	
DBX 37 011	The PIC is incorrect (used for E confirmation)	Check the PIC value in a valid list	
DBX 37 012	The DUNS (used for E confirmation) set in OLS server is not correct	Contact OLS back office to check DUNS value	
DBX 39 000	No free slot in PSD to store new PPI		

Code	Description	Helpdesk	On site
DBX 39 005	The customer try to use a name already used as PPI name	Use a different name	
DBX 39 006	A PPI have ready the same hash code.	Check if PPI already loaded	
DBX 39 007	PPI name or hash is not valid	1 Check PPI name 2 Contact PPI provider	
DBX 39 008	The system is unable to load the default PPI		1 Reload default PPI 2 Change default PPI
DBX 39 009	It is not possible to create a new PPI		
DBX 39 010	The wanted PPI doesn't exist	Push missing PPI	Ask OLS to push missing PPI
DBX 40 017	The slogan already exist in the system		
DBX 40 018	The maximum number of slogan loaded is reached. No room available for a new one		
DBX 40 020	The software upgrade of the speedweigh is not possible if there is no PSD in the base		
DBX 42 001	Text name already in use	Use a different name	
DBX 42 002	Slogan name already in use	Use a different name	
DBX 42 006	EKP number "0" is not authorized		

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Error Code

Code	Description	Helpdesk	On site
DBX 47 000	Proxy authentication failure (login and/or password not ok)	<p><b>CAUSE 1 :</b> The settings of PROXY are not correct  <b>SOLUTION :</b> Verify the settings provided by the network administrator/IT</p> <p><b>CAUSE 2:</b> The PROXY server is off  <b>SOLUTION :</b> Ask the network administrator/IT to verify the PROXY server</p> <p>To access LAN parameters:</p> <ul style="list-style-type: none"> <li>• Go in service mode</li> <li>• press 4, press 1, press 2</li> <li>• Choice 1 enable to view DHCP and DNS setting</li> <li>• choice 3 enable to print DHCP parameters and</li> <li>• choice 4 enable to print proxy settings</li> </ul>	
DBX 47 001	The type of PROXY is not supported by the mailing system	<p><b>CAUSE 1 :</b> The PROXY is not in basic, NTLM or transparent mode  <b>SOLUTION :</b> Ask the network administrator/IT to set the proxy in: basic, NTLM or transparent mode or without PROXY for the mailing system.  If no modification possible on the PROXY, install the machine with the analog modem.</p>	
DOA 01 000	Password sent to OLS is not valid	Contact OLS Back office	
DOA 01 001	System Id sent to OLS by device is unknown	Contact OLS Back office	
DOA 01 002	Serial number sent by the device to OLS is not valid	Contact OLS Back office	
DOA 01 004	Status doesn't sent		
DOA 01 005	There are differences between model in OLS and information sent by device. OLS data will be updated with device one.	Message should appear once only	
DOA 01 006	Base part number unknown in OLS data-base	Contact OLS server Back office	
DOA 01 007	PSD part number unknown in OLS data base.	Contact OLS back office	

Code	Description	Helpdesk	On site
DPA 01 018	Maximum number of imprints for PSD is reached	Change PSD	
DPA 01 026	Postage value is too high or too low	Change rate or service	
DPA 01 027	Funds available too low to perform current postage value	Change rate or service	Add funds to meter
DPA 01 029	technical error		
DPA 02 000	Meter time adjustment is not allowed	- Enter another time adjustment	
DPA 02 005	The date used is earlier than the current date in the Meter	Set the current date or a future day within the limit of postdating allowed It may be a base soft issue (MMI?)	
DPA 02 006	the cryptographic key has reached the expiry date	Reset meter to the Postal Server , meter will be unlocked after then. note: the meter has been locked, mailing is forbidden, but some other actions can still be done such as report printing, letter opening, etc...	
DPA 02 007	Printed date has exceeded the maximum number of days advance allowed by the Meter	Check how many days of advancing the date printed he has set and reduce to the maximum allowed by the Post base soft issue (MMI?) Note: refer to the Postal Organization to know the maximum of days of postdating allowed	
DPA 02 009	Adjust time authorized only in installed state	Complete the installation process and retry the time adjustment if required	
DPA 03 001	at midnight, the machine has detected a date change, and has stopped automatically (to perform some records)	The customer can restart his job, his machine is OK	
DPA 03 003	A printing request cannot be accepted in the current PSD state PSD might be faulted	The printing is not allowed due to the current state of the meter. the meter is faulted proceed for a Meter Swap or send a Tech to exchange the Meter Expertise is needed	
DPA 03 011	Error logged in the PSD when the printing process failed.	This error message is a consequence of an issue in the base itself.	

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Code	Description	Helpdesk	On site
DPA 03 023	PSD status is locked	<p><b>Root causes can be:</b></p> <ul style="list-style-type: none"> <li>Stamp key expired</li> <li>PSD run out of memory (several millions of franking). For these root cause PSD has to be swapped</li> <li>Temporal limit (to a date or in number of days between connections, countries specific)</li> <li>Connection failed during transaction with postal server</li> <li>Statistic overflow (more than 200 000 franking)</li> </ul> <p><b>CAUSES :</b></p> <ul style="list-style-type: none"> <li>temporal limit</li> </ul> <p><b>SOLUTION:</b> Perform an audit.</p> <ul style="list-style-type: none"> <li>Press the "MENU" button.</li> <li>Select option 7 "My Funds".</li> <li>Select option 3 "Audit".</li> <li>Press the "OK" button to confirm. (The machine will indicate when the audit is complete.)</li> <li>Press the "Home" button to return to the homescreen.</li> </ul> <p><b>Note:</b> an analog phone line must be connected to the mailing machine to perform an audit.</p>	
DPA 03 024	The flash registers is full, the printing is forbidden a little while until the flash registers has been cleared	Refer to knowledge database / tech support for further information	
DPA 08 003	statistics events are full but cannot be erased or data will be lost (FR)		
DPA 21 000	The security flex is open	Exchange the PSD	
DPA 21 001	Defective PSD (meter).	<ol style="list-style-type: none"> <li>Unplug the machine then plug back in again.</li> <li>Perform a Generic Call.</li> </ol> <p>If after step 2 the system does not work, replace the PSD.</p>	
DPA 21 004	The PSD initialization has ended with error	Exchange the PSD	

Code	Description	Helpdesk	On site
DPA 34 003	The meter is faulted	Swap PSD	
DPA 35 000	technical error		
DPA 35 002	There are two root causes for this message. First one the most frequent is: That the message will appear if you made credit reset and the transaction is not successful and after you try to do a credit reset with a different amount from the previous failed credit reset. User have to perform a successful credit reset with the same amount to be able any different credit reset. Note in every country except Germany the user can frank. The second root cause may be that: Maximum resetting limit reach Or total credit amount reach		Retry resetting with previous amount up to successful reset transaction.
DPA 36 000	Handshake between server and PSD is failed	The system can talk but something wrong between PSD and back office. Remote action: check the PSD back office status	
DPA 36 001	Device unable to connect to spine	Contact back office to know aspirrine server status	
DPA 37 001	Connection with server have been set but connection with server have been lost	Check machine and wall socket connection wiring Retry	
DPA 37 002	Connection with server have been set but server took too many time answer	Contact Server support team to check server status	
DPA 37 004	Connection with server have been set but system unable to send messages to server	Contact Server support team to check server status	
DPA 38 003	Connection server failed It's a generic message see if there's a second message more accurate on the root cause	Try to get the other error message to understand root cause	

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Code	Description	Helpdesk	On site
DPA 69 000	The download is impossible, may be the file on the USB memory is corrupted or the key have been disconnected during transfer	Check USB memory connection Retry to load the file on USB memory from the original file location	
DPA 71 001	PSD (meter) Critical error during customization	PSD must be sent back to manufacturing and swapped recustomization error <b>CAUSE:</b> Defective PSD (meter). <b>SOLUTION:</b> <ul style="list-style-type: none"> <li>• Unplug the machine then plug back in again.</li> <li>• Perform a Generic Call.</li> <li>• If the solutions above do not work, replace the PSD.</li> </ul>	
DRA 00 018	Not enough funds in account	<b>CAUSE 1:</b> There are insufficient funds in the customer's account (POC or TMS). <b>SOLUTION:</b> To See The Funds Available On Your Mailing Machine: <ul style="list-style-type: none"> <li>• Press the "MENU" button.</li> <li>• Select option 7 "My Funds".</li> <li>• Select option 1 "Funds Used / Available".</li> <li>• he ascending and descending registers are available.</li> </ul> <b>Note:</b> The ascending register is the amount of funds that have been spent. The descending register is the amount of funds that are left	
DRA 00 019	Invalid OMRS settings	Contact back office Fix OMRS settings	
DRA 00 020	This indicates an account mismatch between the meter and the postal server It can be used for wrong PIN code registration but means something else	Contact back office	
DRA 00 021	Indicates to customer the limits amount has been exceeded and is more specific than general error Amount Too High	Retry with lower amount	

Code	Description	Helpdesk	On site
DRA 00 022	The meter has been disabled in TMS/ EPOC postal server	Contact Opco Back Office	
DRA 00 023	Indicates meter not checked into the postal server. Can happen when moving accounts etc	Contact Opco Back Office	
DRA 00 024	Postage Finance System error	Contact Opco Back Office	
DRA 00 025	ACH system is not available	Contact Opco Back Office	
DRA 00 026	Account shutoff	Contact Opco Back Office	
DRA 00 027	Account shutoff	Contact Opco Back Office	
DRA 00 028	Invalid model for serial range	Contact Opco Back Office	
DRA 00 029	Installation not completed		
DRA 00 030	Invalid Order Validation		
DRA 00 031	Account#/Serial# currently unavailable	Contact Opco Back Office	
DRA 00 032	The PSD not attached to account	Contact back office	
DRA 00 042	Dpag Transaction Processing In Progress		
DRA 00 043	Dpag Transactions In Error		
DRA 02 012	Time adjustment between server and PSD is more than 32767 seconds	Customer is blocked ? if Yes, arrange a PSD swap	
DRA 03 001	Postal server is not available	Retry your connection later	
DRA 04 000	Die number sent by device is not declared in server	Contact OLS Back office to check die number and serials	

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## Error Code

Code	Description	Helpdesk	On site
DRA 04 001	Carrier Id sent by device is not supported	Contact OLS back office	Fix bug in device or server
DRA 04 002	Part number sent by device is not supported	Contact OLS back office	Fix bug in device or server
DRA 04 003	Serial number sent by device is not supported	Contact OLS back office	Fix bug in device or server
DRA 04 004	Meter inspection required. Means that the PSD registers do not match the values tracked in the postal core. Indicates a bug or a fraud	Perform PSD inspection, connecting to postal server. Actions depend of postal rules so PSD may have some different limitation after this error message	
DRA 04 005	Requested amount is too low	Retry with higher amount	
<b>DRA 04 006</b>	Requested amount is too high	Retry with lower amount	
DRA 04 007	Customer's Account is on hold. Account status is not 'Active'	Contact back office	
DRA 04 008	Funds available register limit exceeded	Retry later after non zero franking	
DRA 04 009	PSD state is invalid	Fix bug in device or server	
DRA 04 014	Maximum number of downloads exceeded	Contact back office	
DRA 04 015	PSD is withdrawn		
DRA 04 017	Registration update required	Perform update registration transaction	

Code	Description	Helpdesk	On site
<b>DRA 04 022</b>	The PSD (Meter) is disabled by either Collections or Meter Compliance. The PSD has been locked due to lack meter rental payment. Customers must call the collections department and resolve the payment issue before the meter will be enabled.	Contact Customer Care / Customer Service. - Write down the error code, account information and / or PSD serial number and provide it to the Representative.	
DRA 04 046	During postal server connection, rate embedded in the system is not the correct one (Frankit issue Germany) preventing to end connection properly	Perform a rate upgrade on system using OLS and retry postal server connection	
DSA 00 004	The device serial in the certificate corresponds to an entry on a DNRL(Distinguished Name Revocation List)	Contact Back office	
DSA 00 005	Service requested is currently unavailable.	Contact OLS Back office	
DSA 00 006	Bad server address		
DSA 00 007	An error occurred authenticating the device certificate		
DSA 00 008	A server error occurred connecting to specified URI		
DSA 01 005	One of the server is unavailable	Check URI redirection is not activated in advance modem setting in supervisor mode (menu supervisor choice 7 then 5)	
DWA 01 000	the "dynamic scale entry" sensor is masked at power on	Ask customer to check if there is any part in the entry of the dynamic scale, (left side)	- most probably an envelope is in the entry sensor area of the dynamic scale - if not, the sensor is damaged and need some repair

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## Error Code

Code	Description	Helpdesk	On site
DWA 01 001	the "dynamic scale oversize" sensor is masked at the power on	Ask customer to Take out any on the oversize sensor (left side of the dynamic scale) and restart system	- most probably an envelope is in the oversize sensor area - if not, the sensor is damaged and need some repair
DWA 01 007	The "dynamic scale oversize" sensor is masked during weighing phase	Ask customer to try with change on selection on feeder	-Check gap between envelope is enough - most probably an envelope is in the oversize sensor area - if not, the sensor is damaged and need some repair
DWA 01 008	The "Zero weight" of the dynamic scale is out of valid measure (+/-0.2g TBC)	1 Take out the envelope on the dynamic scale 2 Check if nothing disturb it (fan, envelope residue, weak table, somebody is leaning on it, etc..) then press on OK key to clear the error	
DWA 01 009	The "dynamic scale entry" sensor is activated when the batch starts	1 Take out the envelope 2 Press on OK key to clear the error If it is still occurring, may be the sensor needs to be replaced	
DWA 01 010	The dynamic scale "oversize" sensor is activated when the batch starts	1 Take out the envelope 2 Press on OK key to clear the error If it is still occurring, may be the sensor is activated by some light around the machine ( lamp, sun, etc.): ask to check , Take out , hide etc.. If it is still occurring, may be the sensor needs to be replaced:	
DWA 02 000	The Dynamic scale detects a weight of more than +/- 400gr during the initialization	1 Ask customer to Take out the envelope 2 Power Off, then On the machine (or unplug) If it is still occurring, may be the dynamic scale needs to be recalibrated or the load cell to be replaced:	
DWA 02 001	The base board, load cell or cabling in between is most probably damaged	1 Ask the customer to power Off, then On the machine (or unplug) If it fails, then prepare a tech visit to replace the Dynamic Scale main board, cable or the load cell	Replace the Dynamic Scale main board, cable or the load cell

Code	Description	Helpdesk	On site
DWA 02 002	The Dynamic scale analog / digital converter detects an error during the initialization	1 Ask the customer to power Off, then On the machine (or unplug) If it fails, then prepare a tech visit to replace the Dynamic Scale main board	Replace the Dynamic Scale main board
DWA 02 003	In service mode: during calibration the Dynamic scale detects a wrong weight	1 there is a default in the weighing platform, "lb" is selected instead of "kg" 2 If not Take out the weight 3 power Off, then On 4 Restart the calibration 5 If not solved, the load cell may be damaged, and need to be replaced,	
DWA 02 005	service mode, during calibration, the Dynamic scale detects some weight (calibration failed)	1 please Take out the envelope or the weight 2 power Off, then On the machine (or unplug) 3 then retry the calibration 4 If not solved, the load cell may be damaged, and need to be replaced,	
DWA 02 006	the weight on the Dynamic scale is too heavy: over 1000gr or 2lbs	1 Take out the envelope 2 Press the OK key to clear the message - to mail it with the weight platform and use a label	
DWA 02 007	the weight on the Dynamic scale is too light: less than 3gr or 0,1oz	1 Take out the envelope 2 Press the OK key to clear the message 3 Mail it with the weight platform and use a label or in "weighing Off"	
DWA 04 000	the dynamic scale "thickness" sensor detects a negative value:	1 Take out the envelope 2 Press on OK key to clear the error If it is still occurring, may be the sensor needs to be replaced ( the sensor cabling may be inverted, etc..)	
DWA 04 001	the dynamic scale "thickness" sensor value is above the maximum: over 16mm	1 Take out the envelope 2 Mail it with the Weigh Platform instead If it occurs again, maybe, the thickness sensor is damaged and needs to be replaced	
DWA 04 002	the dynamic scale "thickness" sensor value is not at "0" when a batch starts	1 Take out the envelope 2 Mail it with the Weigh Platform instead If it occurs again, maybe, the thickness sensor is damaged and needs to be replaced warning !: envelopes may be measured with an undue lower value	

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## Error Code

Code	Description	Helpdesk	On site
DWA 05 000	No status change of the dynamic scale motor encoder (internal sensor)	1 Take out envelopes in the machine if any - 2 power Off, then On the machine (or unplug) - if this message appears again: - ask the operator to Take out the Dynamic Scale , - mail temporarily with the Weigh Platform instead,	Check motor encoder/motor/belt/main board/motor connectors
DWA 07 000	The dynamic scale software is most probably corrupted (detected at start up)	1 Operate a dynamic scale software Download (and ask the customer to call OLS) - 2 Or ask the operator to Take out the Dynamic Scale , mail temporarily and uses a Weigh Platform instead,	
DWA 11 000	the Envelope length is out of specification (over 330mm/ 13") to be mailed with the dynamic scale	1 Try to mail the envelope in portrait mode (vertically) If this envelope cannot be processed by the Dynamic Scale please tell customer to weigh the envelope on the WP , and use a Label	
DWA 11 001	the Envelope length is out of specification (dynamic scale), less than 120mm / 5"	1 ask the customer to weigh the envelope on the WP , and use a Label	
DWA 11 002	there is an envelope jammed in the dynamic scale area: entry sensor	1 Take out the envelope that is on the Dynamic scale 2 Clear the message (press OK key) 3 Check the mail, then continue the "entry sensor" may need to be cleaned (dust , etc..) or replaced	
DWA 01 000	the "dynamic scale entry"sensor is masked at power on	Ask customer to check if there is any part in the entry of the dynamic scale, (left side)	1 Most probably an envelope is in the entry sensor area of the dynamic scale If not, the sensor is damaged and need some repair
DWA 01 001	the "dynamic scale oversize"sensor is masked at the power on	Ask customer to Take out any on the oversize sensor (left side of the dynamic scale) and restart system	1 Most probably an envelope is in the oversize sensor area If not, the sensor is damaged and need some repair

Code	Description	Helpdesk	On site
DWA 01 007	the "dynamic scale oversize" sensor is masked during weighing phase	Ask customer to try with change on selection on feeder	1 Check gap between envelope is enough - most probably an envelope is in the oversize sensor area If not, the sensor is damaged and need some repair
DWA 01 008	the "Zero weight" of the dynamic scale is out of valid measure (+/-0.2g TBC)	1 Take out the envelope on the dynamic scale 2 Check if nothing disturb it (fan, envelope residue, weak table, somebody is leaning on it, etc..) then press on OK key to clear the error	
DWA 01 009	the "dynamic scale entry" sensor is activated when the batch starts	1 Take out the envelope 2 Press on OK key to clear the error If it is still occurring, may be the sensor needs to be replaced	
DWA 01 010	the dynamic scale "oversize" sensor is activated when the batch starts	1 Take out the envelope 2 Press on OK key to clear the error if it is still occurring, may be the sensor is activated by some light around the machine ( lamp, sun, etc.): ask to check , Take out , hide etc.. If it is still occurring, may be the sensor needs to be replaced:	
DWA 02 000	the Dynamic scale detects a weight of more than +/- 400gr during the initialization	1 Take out the envelope 2 Power Off, then On the machine (or unplug) If it is still occurring, may be the dynamic scale needs to be recalibrated or the load cell to be replaced:	
DWA 02 001	the base board, load cell or cabling in between is most probably damaged	1 Ask the customer to power Off, then On the machine (or unplug) 2 If it fails again, then prepare a tech visit to replace the Dynamic Scale main board, cable or the load cell	Replace the Dynamic Scale main board, cable or the load cell
DWA 02 002	the Dynamic scale analog / digital converter detects an error during the initialization	1 Ask the customer to power Off, then On the machine (or unplug) 2 If it fails, then prepare a tech visit to replace the Dynamic Scale main board	Replace the Dynamic Scale main board

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## Error Code

Code	Description	Helpdesk	On site
DWA 02 003	in service mode: during calibration the Dynamic scale detects a wrong weight	1 there is a default in the weighing platform, "lb" is selected instead of "kg" 2 If not Take out the weight 3 power Off, then On 4 Restart the calibration 5 If not solved, the load cell may be damaged, and need to be replaced,	
DWA 02 005	service mode, during calibration, the Dyna- mic scale detects some weight (calibra- tion failed)	1 please Take out the envelope or the weight 2 power Off, then On the machine (or unplug) 3 then retry the calibration 4 If not solved, the load cell may be damaged, and need to be replaced,	
DWA 02 006	the weight on the Dynamic scale is too heavy: over 1000gr or 2lbs	1 Take out the envelope 2 Press the OK key to clear the message - to mail it with the weight platform and use a label	
DWA 02 007	the weight on the Dynamic scale is too light: less than 3gr or 0,1oz	1 Take out the envelope 2 Press the OK key to clear the message 3 Mail it with the weight platform and use a label or in "weighing Off"	
DWA 04 000	the dynamic scale "thickness" sensor detects a negative value:	1 Take out the envelope 2 Press on OK key to clear the error 3 If it is still occurring, may be the sensor needs to be replaced ( the sensor cabling may be inverted, etc..)	
DWA 04 001	the dynamic scale "thickness" sensor value is above the maximum: over 16mm	1 Take out the envelope 2 Mail it with the Weigh Platform instead 3 If it occurs again, maybe, the thickness sensor is damaged and needs to be replaced	
DWA 04 002	the dynamic scale "thickness" sensor value is not at "0" when a batch starts	1 Take out the envelope 2 Mail it with the Weigh Platform instead 3 If it occurs again, maybe, the thickness sensor is damaged and needs to be replaced warning !: envelopes may be measured with an undue lower value	
DWA 05 000	No status change of the dynamic scale motor encoder (inter- nal sensor)	1 Take out envelopes in the machine if any - 2 power Off, then On the machine (or unplug) 3 If this message appears again: 4 Ask the operator to Take out the Dynamic Scale 5 Mail temporarily with the Weigh Platform instead,	Check motor enco- der/ motor/belt/main board/motor con- nectors

Code	Description	Helpdesk	On site
DWA 07 000	The dynamic scale software is most probably corrupted (detected at start up)	1 Operate a dynamic scale software Download (and ask the customer to call OLS) 2 Or ask the operator to Take out the Dynamic Scale , mail temporarily and uses a Weigh Platform instead,	
DWA 11 000	the Envelope length is out of specification (over 330mm/ 13") to be mailed with the dynamic scale	1 Try to mail the envelope in portrait mode (vertically) 2 If this envelope cannot be processed by the Dynamic Scale please tell customer to weigh the envelope on the WP , and use a Label	
DWA 11 001	the Envelope length is out of specification (dynamic scale), less than 120mm / 5"	ask the customer to weigh the envelope on the WP , and use a Label	
DWA 11 002	there is an envelope jammed in the dynamic scale area: entry sensor	1 Take out the envelope that is on the Dynamic scale 2 Clear the message (press OK key) 3 Check the mail, then continue the "entry sensor" may need to be cleaned (dust , etc..) or replaced	
DWA 01 000	the "dynamic scale entry"sensor is masked at power on	Ask customer to check if there is any part in the entry of the dynamic scale, (left side)	- most probably an envelope is in the entry sensor area of the dynamic scale - if not, the sensor is damaged and need some repair
DWA 01 001	the "dynamic scale oversize"sensor is masked at the power on	Ask customer to Take out any on the oversize sensor (left side of the dynamic scale) and restart system	- most probably an envelope is in the oversize sensor area - if not, the sensor is damaged and need some repair
DWA 01 007	the "dynamic scale oversize"sensor is masked during weighing phase	Ask customer to try with change on selection on feeder	-Check gap between envelope is enough - most probably an envelope is in the oversize sensor area - if not, the sensor is damaged and need some repair
DWA 01 008	the "Zero weight"of the dynamic scale is out of valid measure (+/-0.2g TBC)	1 Take out the envelope on the dynamic scale 2 Check if nothing disturb it (fan, envelope residue, weak table, somebody is leaning on it, etc..) then press on OK key to clear the error	

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## Error Code

Code	Description	Helpdesk	On site
DWA 01 009	the "dynamic scale entry" sensor is activated when the batch starts	1 Take out the envelope Press on OK key to clear the error If it is still occurring, may be the sensor needs to be replaced	
DWA 01 010	the dynamic scale "oversize" sensor is activated when the batch starts	1 Take out the envelope 2 Press on OK key to clear the error If it is still occurring, may be the sensor is activated by some light around the machine ( lamp, sun, etc.): ask to check , Take out , hide etc.. if it is still occurring, may be the sensor needs to be replaced:	
DWA 02 000	the Dynamic scale detects a weight of more than +/- 400gr during the initialization	1 Ask customer to Take out the envelope , and power Off, then On the machine (or unplug) 2 If it is still occurring, may be the dynamic scale needs to be recalibrated or the load cell to be replaced:	
DWA 02 001	the base board, load cell or cabling in between is most probably damaged	ask the customer to power Off, then On the machine (or unplug) if it fails, then prepare a tech visit to replace the Dynamic Scale main board, cable or the load cell	Replace the Dynamic Scale main board, cable or the load cell
DWA 02 002	the Dynamic scale analog / digital converter detects an error during the initialization	ask the customer to power Off, then On the machine (or unplug) if it fails, then prepare a tech visit to replace the Dynamic Scale main board	Replace the Dynamic Scale main board
DWA 02 003	in service mode: during calibration the Dynamic scale detects a wrong weight	1 There is a default in the weighing platform, "lb" is selected instead of "kg" 2 If not Take out the weight 3 power Off, then On 4 Restart the calibration 5 If not solved, the load cell may be damaged, and need to be replaced,	
DWA 02 005	service mode, during calibration, the Dynamic scale detects some weight (calibration failed)	1 Please Take out the envelope or the weight 2 Power Off, then On the machine (or unplug) 3 Then retry the calibration 4 If not solved, the load cell may be damaged, and need to be replaced,	
DWA 02 006	the weight on the Dynamic scale is too heavy: over 1000gr or 2lbs	1Take out the envelope 2 Press the OK key to clear the message - to mail it with the weight platform and use a label	

Code	Description	Helpdesk	On site
DWA 02 007	the weight on the Dynamic scale is too light: less than 3gr or 0,1oz	1 Take out the envelope and press the OK key to clear the message 2 Mail it with the weight platform and use a label or in "weighing Off"	
DWA 04 000	the dynamic scale "thickness" sensor detects a negative value:	1 Take out the envelope , and press on OK key to clear the error 2 If it is still occurring, may be the sensor needs to be replaced ( the sensor cabling may be inverted, etc..)	
DWA 04 001	the dynamic scale "thickness" sensor value is above the maximum: over 16mm	1 Take out the envelope 2 Mail it with the Weigh Platform instead if it occurs again, maybe, the thickness sensor is damaged and needs to be replaced	
DWA 04 002	the dynamic scale "thickness" sensor value is not at "0" when a batch starts	1 Take out the envelope 2 Mail it with the Weigh Platform instead 3 If it occurs again, maybe, the thickness sensor is damaged and needs to be replaced warning !: envelopes may be measured with an undue lower value	
DWA 05 000	No status change of the dynamic scale motor encoder (internal sensor)	1 Take out envelopes in the machine if any - 2 Power Off, then On the machine (or unplug) 3 If this message appears again: - ask the operator to Take out the Dynamic Scale - mail temporarily with the Weigh Platform instead,	Check motor encoder/ motor/belt/main board/motor connectors
DWA 07 000	The dynamic scale software is most probably corrupted (detected at start up)	1 Operate a dynamic scale software Download (and ask the customer to call OLS) 2 Or ask the operator to Take out the Dynamic Scale , mail temporarily and uses a Weigh Platform instead,	
DWA 11 000	the Envelope length is out of specification (over 330mm/ 13") to be mailed with the dynamic scale	1 Try to mail the envelope in portrait mode (vertically) If this envelope cannot be processed by the Dynamic Scale please tell customer to weigh the envelope on the WP , and use a Label	
DWA 11 001	the Envelope length is out of specification (dynamic scale), less than 120mm / 5"	Ask the customer to weigh the envelope on the WP , and use a Label	

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Code	Description	Helpdesk	On site
DWA 11 002	there is an envelope jammed in the dynamic scale area: entry sensor	1 Take out the envelope that is on the Dynamic scale 2 Clear the message (press OK key) 3 Check the mail, then continue the "entry sensor" may need to be cleaned (dust , etc..) or replaced	
<b>SLC 203</b>	"SLC203 Installation Alert!. base model not authorized or expected for this meter. Confirm base model " Online Services error message	The SLC203 Online Services error message is a default setting that occurs after declaration is completed. Once it is cleared, the setting is changed and there should not be any further problems. There is no problem with the base, meter or Online Services.	

Code	Description	Helpdesk	On site
SLC 203		<p><b>HELPDESK</b></p> <p>This SLC203 error message can be ignored - there is no problem with the base, meter or Online Services.</p> <p>To clear the SLC203 Online Services error message follow these steps:</p> <ul style="list-style-type: none"> <li>• Clear the message in Supervisor Menu</li> <li>• If the message is repeatedly displayed every time the base is turned on or wakes up from standby clear the message via the Supervisor Menu</li> </ul>	
SLC 203		<p><b>TECHNICIAN</b></p> <p><b>CAUSE:</b> The Online Services Server is not recognizing the base after declaration.</p> <ul style="list-style-type: none"> <li>• The Neopost Back Office system does not define the base model at the time a customer order is processed.</li> <li>• While the base model is not defined per machine as the order is processed, the Online Services Server uses a default base model to associate with the PSD (meter).</li> <li>• During the declaration call, the IS/IM machine is recognized as different than the previously defined default base model. As a result, the SLC203 message is sent from the Online Services Server to the base stating that it does not recognize the base model.</li> <li>• The actual base model, which is not defined during ordering, is now defined at the point of declaration.</li> <li>• The SLC203 error message does not get sent again after Declaration.</li> </ul> <p><b>SOLUTION:</b> This SLC203 error message can be ignored - there is no problem with the base, meter or Online Services.</p> <ul style="list-style-type: none"> <li>• Clear the message in Supervisor Menu.</li> <li>• If the message is repeatedly displayed every time the base is turned on or wakes up from standby clear the message via the Supervisor Menu</li> <li>• Check that the correct base is installed.</li> </ul>	

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Error Code



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Error Code

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## G

GEO Code 598

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01/07/2010