



Warning!

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pictogram legend:



The following notes only provides information. In most no error has occurred



Customer and Hotline may be able to solve the problem without a technical visit.



Technician repair or service required. Check whether on-site visit or use of bring-in service is required for the product in question.





















To continue assessment Hotline or Second-Level-Support require transmission of remote-diagnostics-data








Note about the transmission of remote-diagnostic-data:
















Whenever possible, the customer always should transmit machine remote-diagnostics-data a technician visit occurs
Whenever the Remote-diagnostics symbol appears in the following pages, transmission of the data is required for further analysis of the error message.












diagnostic- code	subcode1 subcode2	diagnostic message		remedy
A001		FM is not in READY mode	 	C: Insert Master card
A002		no modem detected		T: Run modem test in SERVICE MODE
A100		A100 followed by C303 memory error NV-Ram	  	memory error NV-ram . This can occur if software release 05.00.00 to 05.01.15 was used in Ultimail. Diagnosis list: 31.07.07 12:59:04 C303 00000005 FFFFFFFF Serialtask could not started 31.07.07 12:59:03 A100 00007FDE 00007FFE A100 Process cannot be started! remedy: Mainboard has to be changed. No customer specific backup (by SSM-PC) is allowed, because corrupted Memory would be copied also !
A100		Process initialization failed. IBIP-PSD systems can have timeout problems during the power on		no communication between PSD and main board => H: restart the system can solve the problem. A SW update (min. 02.31.00 is required) =>T: disconnect/connect the PSD again at the main board interface, check/exchange the adapter board or main board
C007	0000 0004 0000 000A	=> HS-Loop is open		Enter the Service mode and reset the HS-Loop. If it is not successful, please check the security switch on the back panel (main board), SD Interface connection and the print data cable.
C007		General error with FPI	  	see O007
C008		meter is unknown in the TDC		Contact TDC admin
C026		The security module is not in VALID status and the cause is not expiry of the PieceCredit or DateCredit. The most likely cause is that the HS LOOP is open or has been opened.	  	To clear the error: Close HS LOOP and then perform PVD. Complete the authorization during your installation process

















diagnostic-code	subcode1 subcode2	diagnostic message		remedy
C100		Process initialization failed.		root causes will be highlighted at subsequent diagnosis codes
C101		Insufficient credit loaded to security module.		No money loaded / Security Module not plugged => C: download postage => T: plug SM
C102		No credit in this account.		=> C: assign credit to appropriate account
C103	0000 0000 xxxx xxxx	Invalid SD status. state is UNDEFINED		SD is not right connected/defect if the step from authorized to valid is not running-> expand the piece credit the registration by the postal authority is required => T: connect the SD, check the state exchange the SD Adapter board
C103	0000 0001 xxxx xxxx	invalid SD state State is MANUFACTURED		SD is connected but invalid state exchange the SD the registration by the postal authority is required
C103	0000 0002 xxxx xxxx	invalid SD state State is NEW		There is the very first initializing (OMI1) in the factory missing send the machine back to FP
C103	0000 0003 xxxx xxxx	invalid SD state state is INITIALIZED		Not a Error! Installation must be completed
C103	0000 0004 xxxx xxxx	invalid SD state state is AUTHORIZED		C: Run Teleset C: Send the remote data, check the date- and pieces credit and the HS-Loop state If the date/pieces credit is low and get not refreshed by a reset, please contact TDC/FPI Admin. If the HS-Loop is open then a technician is required
C103	0000 0005 xxxx xxxx	SD state is VALID		can normally not be happen, because the machine is valid









diagnostic-code	subcode1 subcode2	diagnostic message		remedy
C103	0000 0006 xxxx xxxx	SD state is not invalid SD state is WITHDRAWN		Customer may have withdrawn the meter by itself? => T: run re-initializing by using a FP-card (workshop only!)
C103	0000 0007 xxxx xxxx	invalid SD state state is SCRAPPED		SD is finally scrapped
C103	0000 0008 xxxx xxxx	invalid SD state state is DEFECT		SD is not right connected Exchange the SD, but a new postal registration is required
C103	0000 0009 xxxx xxxx	invalid SD state state is CRYPTO_MODULE		SD is not right connected Exchange the SD, but a new postal registration is required
C104		Cannot print.		=> Probably sequence error, switch machine off and on again, if necessary unplug main plug
C104	0000 0000 xxxx xxxx	printing impossible ; State: starting		Please have a close look to the other diagnosis codes. It might be a subsequent fault. Remedy: 1.) unplug machine and power on again. Please contact your hotline and create a support request
C104	0000 0004 xxxx xxxx	machine is not ready meter is in the initializing process		Try again after the init, autorization and teleset is completed
C104	xxxx xxxx 0000 0001	machine is not ready SD is not correct connected		please install the Sd correct exchange the SD adapterboard
C104	xxxx xxxx 0000 0004	printing impossible State: ErrRunMeterInitialize => meter initializing failed		Please contact your hotline and create a support request









diagnostic-code	subcode1 subcode2	diagnostic message		remedy
C104	xxxx xxxx 0000 0005	machine is not ready the authorization failed		repeat authorization
C104	xxxx xxxx 0000 0006	machine is not ready the accounting process failed		start meter again and try again.
C104	xxxx xxxx 0000 0007	printing impossible State: ErrNoMoneyInSD => No money available in the SD		run teleset, load money
C104	xxxx xxxx 0000 0008	machine is not ready no money for this account		change cost account run teleset
C105		Cannot perform franking.	 	Inkjet cartridges not inserted / cartridges not correct calibrated / RDS not in correct position if subcode 1=000000B, than incorrect cliché data are possible => C: insert inkjet cartridges / C: check that green catches lock both cartridges correct / C: calibrate cartridges (remove cartridges and insert them again)
C105	0000 000B xxxx xxxx	Metering and weighing impossible => may missing/incorrect print image data	 	Install new print image data =>C: Check Mem 1 settings, Mem 1 is the power up reference, please program correct settings which make sense. =>C: Check if there is a rate table present. Send remote diagnostic data. If there is SW <03.11.00 in use error C105 appears (also PCE country). Since 03.11.00 you get error M145 if a rate table is missing. =>C: Run a cartridge calibration again by simulate a cartridge exchange (use the old cartridges again)
C106		The machine cannot be switched off.		=> C: wait a while, unplug mains plug
C107		NVRAM RECALL performed		This diagnosis code is not used.







diagnostic- code	subcode1 subcode2	diagnostic message		remedy
C108		No communication with security module		Security Module not plugged / defective should be done by technician: 1) run SD echo test and SD selftest in Service mode check/plug/connect SM correctly again Since Jan/04 the SD/main board connection get modified. A bad connection is improbable.
C109		Cannot perform franking: last postage rate loading too long ago! Please perform TELESET. Amount 0 is sufficient. Subcode 2: 0000 0001 Datecredit expired,	 	=> C: run TELESET with '0' => C: T: check system info -> pieces and date credit, maybe contact the TDC-Team to set a new credit
C109	xxxx xxxx 0000 0001	Cannot perform franking: last postage rate loading too long ago! Please perform TELESET. Amount 0 is sufficient. Date credit is expired	 	=> C: run teleset 0 is enough => C: T: check system info -> pieces and date credit, maybe contact the TDC-Team to set a new credit
C109	xxxx xxxx 0001 0000	Cannot perform franking: last postage rate loading too long ago! Please perform TELESET. Amount 0 is sufficient.	 	=> C: run teleset 0 is enough
C110		Please perform TELESET first. Warning before C109	 	Advance warning for C109 => C: run TELESET with '0'
C111		Service interval reached! Please contact FP service dept.	  	=> C: clear error message, call customer service for maintenance
C112		The descending register (R1) is below the set warning threshold! Please perform TELESET in good time.	 	=> C: run TELESET
C113		Memory battery B is almost flat, please replace it immediately!	 	=> C: replace battery, only use original FP battery








diagnostic- code	subcode1 subcode2	diagnostic message		remedy
C114		Battery B (extern) is too low. Franking is impossible. Subcode 1 show actual batt. Voltage in mV (<2950mV)		=> C: replace battery, only use original FP battery => T: 1) check batt contacts 2) check cable batt -> main board 3) exchange splitter board in SD housing 4) in some rare cases the SD is not or bad connected
C115		The SD battery is almost flat, have FP service dept.	 	=> E: replace Security Module
C116		Decimal mode: Faulty setting found!	 	amount is using 1/10 cent. This is not allowed by software. Remedy: 1.) use amount without 1/10 cent 2.) perform software update franking machine 3.) perform software update ratetable
C117		FM was locked by Dealer, unlock is possible by entering unlock-Code	 	=> Support: call international ServiceSupport
C118		Please first perform TELESET. Amount 0 will be sufficient.		Advance warning for C119, no TELESET was performed for too long time ago so no COM data could be transferred => C: run TELESET with '0'
C119		Metering cannot be performed: Last TELESET was too long ago! Please perform TELESET. A zero value download will be sufficient.		No TELESET was performed for too long time ago so no COM data could be transferred => C: run TELESET with '0'
C119	8000 0000 0000 0000	Metering cannot be performed: Last TELESET was too long ago! Please perform TELESET. A zero value download will be sufficient. (especially for NLD: COM data are not		Run Teleset Zero reset
C120		Please check if the postage rate table is still valid. Franking is only permitted with a valid rate table.		Last PVD is longer ago as specified under RATE_TABLE_UPDATE_WARNING_INTERVAL (56 days) => C: run TELESET with '0'
C121		The batch commands are not in proper order, e.g. StartBatch was sent before BatchData. The proper order is documented in the		The batch commands transferred from external devices (e.g. GKBK-PC, semi-dynamic scale) via the serial interface to the ultimail were not in the proper order. => Change software of the external devices.











diagnostic- code	subcode1 subcode2	diagnostic message		remedy
C122		In the parameters of the batch commands is an error! e.g. ProductCode = 0 letterId = 0		A parameter transferred in the batch commands from external devices (e.g. GKBK-PC, semi-dynamic scale) was invalid. => Change software of the external devices.
C123		Error with external scales. Please note the display on the scales.	  	remedy see display dyn. scale Please verify the cable between dyn. scale and franking machine.
C124		Error protocol version of the scale.	 	The software version (protokoll) of the scale does not correspond with the ultimail. Remedy: Verify software releases of franking machine and external scale.
C150		Internal error: Accounting service cannot be opened.	 	Security Modue not plugged / defective / sequence error H103 =>E: 1)plug SD correct check or 2) exchange adapter board in SD housing 3) exchange mainboard Info: Error C150 is only possible if the PSD is in the state valid. The accounting service becomes open before the letter transport starts, to make sure everything is ready (pieces- date credit money available...). C150 is a message byside of C109 and E113 Check the connection between main board, adapter board (in the PSD housing) and PSD
C151		No credit loaded to security module.	 	No money loaded / Security Module not plugged / defective =>C: run TELESET
C152		No credit in this account.	 	=> C: run TELESET
C154		Internal error: Print image could not be created!	 	Probably sequence error =>C: clear error message, if necessary restart FM
C155		No account selected: Please insert an access card.	 	Eventually a contact problem => C: check chip card, insert chip card with chip to the bottom, insert chip card beyond the pressure point








diagnostic- code	subcode1 subcode2	diagnostic message		remedy
C156		Internal error: Letter started but not completed.		=> C: insert letter again
C157		Internal error: Process steps not recognized.		=>C: switch FM off/on again
C158		Internal error: READY_flags not present!		=> C: run TELESET with '0'
C159		Ink cartridges misaligned.		Ink cartridges are missing / are defective / not contacted, cartridges were removed and then swapped => C: perform a cartridge change with used cartridges, if all nothing helps insert new cartridges
C160		valid imprints are possible only, if the PC (Karat) signal is present. Please check the Karat state.		=> Please switch the KARAT (PC-System) into the ready mode
C161		Print system is not ready!		Please return to READY mode by using Setup => select mode => franking => standard franking or press C/CE minimum 3 seconds please check previous diagnosis codes, may be a inherited error e.g.: Cartridge are not detected. Info out of the field: SW update >2.39.xx solve this Problem.
C305		Security task start up failed due to error.		Security Module not plugged / defective => E: plug Security Module again, change adapter board (in the PSD housing), change main board
C307		Keyboard task start up failed due to error.		=> T: run keyboard test, check cabel

















diagnostic-code	subcode1 subcode2	diagnostic message		remedy
D007	0000 0019 0000 0005	It can be a problem in machines with old SD SW.		make a SD SW update. The actuell version can be checked in the SAD report unter APP SW VERSION! This update can be done only in the workshop, because the SD must be in the state initialized (FP-card required!)
D032		Don't find account		It's only a warning, please confirm with ENTER make a software update 02.36.00 and higher see technical bulletin 11
D036		Account didn't exist => maybe chip card contact problem		check the chip card 8direction, clean, correct one?)
D037		No access to account currently set=> Contact problem with chip card		C: check chip card, insert chip card with chip to the bottom, insert chip card beyond the pressure point
D043		Meter is locked in TeleportoDataCenter		Please contact the dataCenter administrator
D109		No credit in current account.		C: assign credit to appropriate account, if necessary run TELESET
D113		Low postage warning for current account. Credit below set warning threshold.		=> C: assign credit to appropriate account
D114		No card when attempting to set postage value		Contact problem with chip card => C: check chip card, insert chip card with chip to the bottom, insert chip card beyond the pressure point
D115		Internal user interface error		=> Error in user interface C: send diagnostic data error is fixed with SW 02.39.07 and higher deselect optimizing the rate calculation













diagnostic- code	subcode1 subcode2	diagnostic message		remedy
D116		Security module communication error		Security device is not plugged in the right way or is defect. Remedy: Verify position of security device and perform selftest to check functionality.
E100		Unable to position (reference) print cartridge direction.		Green catches at Inkjet cartridges are not latched / cartridge flap open => C: check green catches (start menu 'change ink cartridges' but abort after check), close cartridge flap => T: 1) Enter service mode->motortest -> make reference test several times. If the reference change more than 5, please check RDS mover mechanic, is the set screw open (not tight)? (see service manual Chap.3 page.8 2) run Sensortest may be the position sensors are defect!
E102		The control data for the pen carrier is invalid.		Sequence error =>
E106		Incorrect command for setting the parameters for the pen carrier.		=> T: check the RDS mover drive check fuse on the main board exchange mainboard
E108		Incorrect command for starting the pen mover during sensor test.		Green catches at Inkjet cartridges are not latched / cartridge flap open =>C: check green catches (start menu 'change ink cartridges' but abort after check), close cartridge flap T: 1) Connector between upper housing and lower unit is not connected? 2) Cartridge micro switch is defect/ not actuated? 3) during main board exchange is the big flat ribbon cable not connected/defect?
E109		Incorrect speed set for letter transport.		Feeder connected to ultimail 60 or sealer connected to ultimail 90 => SW didn't allow to use this combination









diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E110		Letter in feeder letter transport.		=> C: remove letters / E: check sensors
E111		Letter in sealer letter transport.		=> C: remove letters / E: check sensors
E112		Referencing for pen carrier failed.		Green catches at Inkjet cartridges are not latched / cartridge flap open => C: check green catches (start menu 'change ink cartridges' but abort after check), close cartridge flap
E113		Unable to complete preparation of print data before start of printing.		Sensor error? SW error? => C: clear error message, feed unprinted letters again
E114		Print cartridge flap is open.		=> C: close cartridge flap => T: run sensor test, clean, change light barrier on the cartridge flap
E115		Letter transport roll box is open.		Microswitch is not triggered correct by letter transport with counter rollers beneath the Inkjet cartridges => C: pull out letter transport and insert it again (please refer to section removing letter jams of ultimail operator manual) =>T:: trigger microswitch manually on the rear right side of the insertion area for the letter transport, press 'Start', clear error message, and check if drive starts
E116		Interval between two letters too small. 1&2: Interval LS3_Close - LS3_Open too small, (less than 400 (34mm) encoder pulses), (MIN_LETTER_GAP_CNT)		Separation error / print start sensor dirty / too fast feeding in sealer mode =>C: feed letters with larger clearance E: print start sensor, check separator in feeder unit










diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E117		Letters jammed! Please remove letters.		<p>Letter Jam/ sensor blocked => C: a) remove jam (eject roller box), b) does the customer use oversized envelopes? c) Also occurs when letter inserted past LS2 and then removed! A sensor is actually covered (e.g. paper or dust), in this case subcode 1 from V02.03.00 shows: 1=light barrier covered, 0=light barrier open Sequence from left to right: LFD LFS LS1 LS2 LS3 Also gives subcode (error info 1) e.g. XXX01100 LFD open, LFS and LS1 covered, LS2 and LS3 open.</p> <p>=>T: 1) clean/test LS3 sensor. The value for this sensor LS3 in the system info must be between 70-140. (If the value is 199 or 0 then we have maybe a defect main board) 2) Letter length is incorrect -> bad separation? a. Letter length exceeded at LS3 (MAX 381 mm) b. Letter length exceeded at LS2 (MAX 381 mm) 3) run in service mode a) encoder test b) sensor test c) check the sensor regulation offset 4) Maybe the LS1 and LS2 activation lever are not correct in position? 5) check the sensor cable</p>
E118		Unable to switch on print voltage		<p>please check diagnosis description on subcodes according E127</p> <p>Technician should check: 1.) contact to cartridge 2.) change cartridge 3.) may be replace PDB 4.) may be replace mainboard</p>
E120		Unable to bring the pen carrier into position for changing the cartridges.		<p>=> position light sensors defect? run sensor test in Service mode MTS mechanically blocked? run motortest in service mode</p>
E121		Unable to bring the pen carrier into the cleaning and sealing station (RDS).	  	<p>=> position light sensors defect? run sensor test in Service mode MTS mechanically blocked? run motortest in service mode</p>
E122		Unable to bring the pen carrier into printing position.	  	<p>=> position light sensors defect? run sensor test in Service mode MTS mechanically blocked? run motortest in service mode</p>
E124		The MTS mover has determined a new position value for the print position during the referencing operation.		<p>After ink cartridge change: other reference values are valid (normal deviation) / or: green catches at Inkjet cartridges are not latched</p> <p>=>C: clear error message, check green catches at Inkjet cartridges => T: service mode -> Motor test-> S6 Motor status report</p>

















diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E126		Unable to calibrate the sensor for control of print starting point (LS3).		Letter jam / print start sensor dirty => C: remove letters from letter passage (please refer to section removing letter jams of ultimail operator manual) => E: clean/test print start sensor. The value for LS3 in the system info must be between 70-140. (If the value is 199 or 0, maybe the mainboard is defect) (regulation offset)
E127		The calibration of the cartridges failed Contact problems /bad cartridge? Please use the subcode		Cotact problem /Cartridge failer => C: exchange cartridge, install again => T: run contact test in Service mode search for your subcode... see also technical bulletin #1
E127	xx1x xxxx xxxx xxxx	left cartridge => print voltage to high		=> C: exchange cartridge, install again => T: run contact test in Service mode, check temperatur on the cartridge in service mode => cartridge info see also technical bulletin #1
E127	xx2x xxxx xxxx xxxx	left cartridge => low voltage		=> C: exchange cartridge, install again => T: run contact test in Service mode, exchange the pen driver board (RDS mover)
E127	xx4x xxxx xxxx xxxx	left cartridge => contact problem		Cotact problem /Cartridge failer => C: exchange cartridge, install again => T: run contact test in Service mode search for your subcode... see also technical bulletin #1
E127	xx8x xxxx xxxx xxxx	left cartridge => identification error		=>C: install cartridge again, exchange the cartridge maybe wrong or non FP cartridge? =>T: run contact test in service mode and clean the contacts
E127	xxx1 xxxx xxxx xxxx	left cartridge => HP-ASIC to warm (>125C)		=> C: exchange cartridge, install again => T: run contact test in Service mode, exchange the pen driver board (RDS mover)







diagnostic-code	subcode1 subcode2	diagnostic message		remedy
E127	xxx2 xxxx xxxx xxxx	left cartridge => HP-ASIC to hot (<142°C) machine is blocked		=> C: exchange cartridge, install again => T: run contact test in Service mode, exchange the pen driver board (RDS mover)
E127	xxx4 xxxx xxxx xxxx	left cartridge => calibration failed		=> C: exchange cartridge, install again => T: run contact test in Service mode, check the temperature on the cartridge Service mode-> cartridge info. If the temp is 0°C please exchange the splitter board and/or (RDS mover) . see technical bulletin #1
E127	xxx8 xxxx xxxx xxxx	left cartridge => print voltage to low	  	=> C: exchange cartridge, install again => T: run contact test in Service mode, check temperatur on the cartridge in service mode => cartridge info search for your subcode... see also technical bulletin #1
E127	xxxx xx1x xxxx xxxx	right cartridge => print voltage to high	  	=> C: exchange cartridge, install again => T: run contact test in Service mode, check temperatur on the cartridge in service mode => cartridge info see also technical bulletin #1
E127	xxxx xx2x xxxx xxxx	right cartridge => low voltage		=> C: exchange cartridge, install again => T: run contact test in Service mode, exchange the pen driver board (RDS mover)
E127	xxxx xx4x xxxx xxxx	left cartridge => contact problem	  	Contact problem /Cartridge failer => C: exchange cartridge, install again => T: run contact test in Service mode search for your subcode... see also technical bulletin #1
E127	xxxx xx8x xxxx xxxx	right cartridge => identification error	  	=>C: install cartridge again, exchange the cartridge maybe wrong or non FP cartridge? =>T: run contact test in service mode and clean the contacts
E127	xxxx xxx1 xxxx xxxx	right cartridge => HP-ASIC to warm (>125C)		=> C: exchange cartridge, install again => T: run contact test in Service mode, exchange the pen driver board (RDS mover)















diagnostic-code	subcode1 subcode2	diagnostic message		remedy
E127	xxxx xxx2 xxxx xxxx	right cartridge => HP-ASIC to hot (<142°C) machine is blocked		=> C: exchange cartridge, install again => T: run contact test in Service mode, exchange the pen driver board (RDS mover)
E127	xxxx xxx4 xxxx xxxx	right cartridge => calibration failed		=> C: exchange cartridge, install again => T: run contact test in Service mode, check the temperature on the cartridge Service mode-> cartridge info. If the temp is 0°C please exchange the splitter board and/or (RDS mover) . see technical bulletin #1
E127	xxxx xxx8 xxxx xxxx	right cartridge => print voltage to low	  	=> C: exchange cartridge, install again => T: run contact test in Service mode, check temperatur on the cartridge in service mode => cartridge info search for your subcode... see also technical bulletin #1
E127	xxxx xxxx x1xx xxxx	left cartridge => incorrect (different) machine number on the CP chip	  	=> C: install cartridge again, exchange cartridge maybe the customer has a mymail cartridge in use? => T: run contact test in service mode calibrate cartridge in service mode again.
E127	xxxx xxxx xxx x1xx	right cartridge => incorrect (different) machine number on the CP chip	  	=> C: install cartridge again, exchange cartridge maybe the customer has a mymail cartridge in use? => T: run contact test in service mode calibrate cartridge in service mode again.
E127	xxxx xxxx xxx xxx1	right cartridge => incorrect CP-chip (or no chip, nonFP?) manipulation?	  	=> C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx xxx2	left cartridge=> CRC (checksum) error	  	=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx xxx3	right cartridge => wrong CP chip type (logictype)	  	=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx xxx4	right cartridge => wrong CP chip type or wrong chip type data in the cartridge	  	=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode











diagnostic-code	subcode1 subcode2	diagnostic message		remedy
E127	xxxx xxxx xxx xxx5	right cartridge => incorrect CP-chip (or no chip) manipulation?		=> C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx xxx7	right cartridge => Chip protection failer (PIN)		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx xxxB	right cartridge=> wrong command (sw failer)		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx xxxC	right cartridge = incorrect data in the CP chip (incorrect ink level)		=>C: install cartridge again, exchange the cartridge maybe wrong or non FP cartridge? =>T: run contact test in service mode and clean the contacts
E127	xxxx xxxx xxx xxxD	left cartridge => Ink counter reports ink low The machine count the ink (in pikpliter), which is used for all cleaning and printing		=> C: exchange cartridges => T: run contact test in service mode
E127	xxxx xxxx xxx1 xxxx	left cartridge => incorrect CP-chip (or no chip, nonFP?) manipulation?		=> C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx2 xxxx	left cartridge=> CRC (checksum) error		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx3 xxxx	left cartridge => wrong CP chip type (logictype)		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx4 xxxx	left cartridge => wrong CP chip type or wrong chip type data in the cartridge		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode








diagnostic-code	subcode1 subcode2	diagnostic message		remedy
E127	xxxx xxxx xxx5 xxxx	left cartridge => incorrect CP-chip (or no chip) manipulation?		=> C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxx7 xxxx	left cartridge => Chip protection failer (PIN)		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxxB xxxx	left cartridge=> wrong command (sw failer)		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxxC xxxx	left cartridge => wrong data on the CP-chip (ink level information)		=>C: exchange Cartridge, install cartridge again => T: run contact test in service mode
E127	xxxx xxxx xxxD xxxx	left cartridge => Ink counter reports ink low The machine count the ink (in pikpliter), which is used for all cleaning and printing		=> C: exchange cartridges => T: run contact test in service mode
E128		Unable to determine optimum print voltage (TTOE) during print cartridge calibration. Does the cartridges get initialized many		Contact problems / ink cartridge error / swapped cartridges => C: insert Inkjet cartridges again, replace ink cartridges => T:: check contact properties in service mode
E129		Drive for letter transport is not ready.		Microswitch is not triggered correct by letter transport with counter rollers beneath the Inkjet cartridges => C: pull out letter transport and insert it again (please refer to section removing letter jams of ultimail operator manual) => T: trigger microswitch manually on the rear right side of the insertion area for the letter transport, press 'Start', clear error message, and check if drive starts
E130		The letter to be franked was too short.1&2: Interval LS3_Open - LS3_Close too small.		=> C: Impression to long, maybe Advert +short message selected by lable print?
E131		This error is not generated.		Contact problems / ink cartridge error => C: insert Inkjet cartridges again, replace ink cartridges
















diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E132		The sealer drive is not running.	 	Microswitch of sealer is not toggled correct => C: release roller transport of sealer and close it again
E133		The feeder drive is not running.	 	Microswitch of sealer is not toggled correct =>C: release roller transport of sealer and close it again Feeder Power connection unplugged?
E134		Print cartridges not recognized. Subcode 1: Print cartridge status information Subcode 2: Consumable protection status information, as under E127	  	Eventually contact problems => C: insert Inkjet cartridges again
E135		Unknown print cartridges detected.	  	Contact problems / ink cartridge error / swapped cartridges => C: insert Inkjet cartridges again, replace ink cartridges / E: check contact properties in service mode
E136		The print cartridges are not configured. 1: Print cartridge status information, as under E127 2: Consumable protection status information, as under E127		contact problems/ cartridge error/ mymail cartridge? => C: exchange cartridges T: run contact test in Service mode
E137		Print cartridges are empty. 1: Print cartridge status information, as under E127 2: Consumable protection status information, as under E127		=>C: rplace cartridges again, repeat calibration
E138		Error E138 is an error in LS2 and LS3 timing.	 	Subcode 1: 0028 LS2 has closed, although LS1 has not yet closed (ErrNoLS1BeforeLS2) Subcode 1: 000F Interval LS2_Close LS3_Close too small (less than 500 encoder pulses) Subcode 1: 0010 Interval LS2_Close LS3_Close too large (more than 750 encoder pulses) Subcode 2: Interval LS2_Close LS3_Close in encoder pulses Example: E138, Subcode 1 000F, Subcode 01D0 Interval LS2_Close LS3_Close too small Causes: LS2 closed slowly or no encoder pulses (dirty encoder)!
				Letters are too short or too long / sensor error =>C: use specified letters, feed letter again
E139		Communication error to print cartridges or print process incorrectly performed. 1: Print cartridge status information, as under E127 2: Consumable protection status	  	Contact problems / ink cartridge error / swapped cartridges =>C: insert Inkjet cartridges again, changee ink cartridges E: check contact properties in service mode










diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E140		Unable to transfer data to print cartridges. 1: Print cartridge status information, as under E127 2: Consumable protection status information, as under E127		Contact problems / ink cartridge error / swapped cartridges =>C: insert Inkjet cartridges again, replace ink cartridges =>T: check contact properties in service mode bad CP-Chip aplikation, PBD clean, check, exchange
E141		Unable to detect label properly.		=>C: check labels, eliminate label jam (remove label dispenser subject, unlock letter transport (please refer to section removing letter jams of ultimail operator manual)) Use FP Label only! =>T: sw update 03.01.02 and higher more details TI 17a. Because the lable handling becomes modified.
E142		Unable to calibrate label dispenser sensor.		Sensor could not be calibrated - a label covers it => =>C: if necessary remove label from label passage, switch ultimail off and on again
E143		Unable to read data from print cartridges.		Contact problems / ink cartridge error / swapped cartridges => C: insert Inkjet cartridges again, replace ink cartridges => T: SW update min.: 02.39.07
E144		Print voltage has fallen to an unacceptable value.		Polyswitch has triggered. Short circuit or to high current load to the or on the PenDriverBoard =>T: Check PDB, PDB cable, and mainboard
E146		Errors occurred during printing process. Subcode 1:cartridge-statusinformation subcode		Contact problems / ink cartridge error / swapped cartridges => C: insert Inkjet cartridges again, replace ink cartridges => T: PDB's check, clean, change run contact test in service mode print voltage to low/high it is not s cartridge problem see E146

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E147		temperature of print cartridges to high	  	<p>Unacceptable temperature of print cartridges (> 55°C) is detected. Print quality will be effected.</p> <p>Subcode 1 show temperature of cartridge 1 at Pen 1 [in deg] Subcode 2 show temperature of cartridge 0 at Pen 0 [in deg]</p> <p>This error can be reported during longer print pauses.</p> <p>It may be caused by:</p> <ul style="list-style-type: none"> - wrong working temperature sensor at splitter board - wrong temperature calibration of cartridges. e.g. if a cold cartridge was inserted in a warm machine. Please perform change cartridge without changing chartidges - temperature calibration of cartridges is performed again. - If cartridge is empty also high temperatures are caused. - During the print head startup test, faulty resistors on the cartridge becomes also reported as error
E148		The encoder data for the letter transport drive is faulty.	 	<p>=>T: check, clean, change encoder. Check encoder cable (shifted imprint?)</p> <p>Subcode 1: Number of encoder defects</p>
E149		The feeder is not switched on	 	<p>power cord of the feeder unit is not connected</p> <p>=>C: check the power cord</p>
E150		The sealer is not switched on	 	<p>=> C: check connecting cable</p>
E151		Label incorrectly positioned in machine	  	<p>C: check labels, eliminate label jam (draw label dispenser, unlock letter transport (please refer to section removing letter jams of ultimail operator manual))</p> <p>Use FP Label only!</p> <p>=>T: sw update 03.01.02 and higher more details see TI 17a</p>
E152		No more letters are in the feeder for list print so the list print is aborted.	 	<p>=> C: insert more envelopes and repeat list printing</p>


















diagnostic- code	subcode1 subcode2	diagnostic message		remedy
E153		Warm up the cartridges missed, please execute 'change cartridges' !		Contact problems / faulty Inkjet cartridges / current not sufficient / bad temperature calibration => Error message that the ink cartridges could not be heated up to the required pulse warming temperature (standard: 45 C). Heat up cartridges: before print start, before clean intensive
E154		Sensor of ambient temperature is defect! Please call FP Service!		I ² C temperature sensor on splitter board is defektive, connector and cable to I ² C temperature sensor defective =>T: I ² C temperature sensor provides no measurement value. Check connector and cable see cartridge temp. If =0 then replace splitter board with I ² C temperature sensor.
E155		Letter too short! Please remove SMS text or advert!		Imprint is longer than (last) letter =>
E156		Unable to position (reference) print cartridge direction.	 	Stops for GKBK-RDS too close to sensor => Adjust stop for RDS mover
E157		Read and write errors with consumable protection on right ink cartridge (pen0)		contact problem => check / improve connection with cartridge => T: clean, test, change PenDriverBoard contact
E158		Read and write errors with consumable protection on left ink cartridge (pen1)		=>C: contact problem => check / improve connection with cartridge =>T: test/clean/change PenDriverBoard
F100		This error is not generated.		no Aktion info only If this error appears please contact your hotline and create a support request
F101		Error occurred in 1K-X modem protocol Can only happen if a SSM-PC is connected	 	=> T: check PC COM port settings (COM 1-4? baudrate: 115200)














diagnostic- code	subcode1 subcode2	diagnostic message		remedy
F102		Interface card not found		<p>=> C: confirm Error, start working, call Service, because after the next power up the message appears again.</p> <p>=>T: Check if the optional second interface card is present. 1) card is installed, message appears -> Check UART settings, exchange interface card 2) Card didn't exist, message appears -> Enter service mode -> optional devices -> deactivate interface card 3) make software update 02.36.00 or later (see technical bulletin #11)</p>
F103		The ReadyMode in Serial Task is not set	  	=> Send a BatchData Request
F104		configuration problem serial interface	 	The port of Karat PC is equal the Serial-Protocol-Port
F106		configuration problem serial interface	 	Configuration has to be changed. Karat has to be configured to serial OIC interface (Uart2).
G039		Germany only!! BZL (special postal services in Germany) No continuously number available		Run teleset
G101	xxxx xxx1 1000 0001	Postage calculation provides no valid product information to print data preparation. No postage rate table available	  	C: Load rate table or run TELESET with FRANKIT meter
G101	xxxx xxx1 1000 0002	Error in print image data: although SSB is active, no picpart with offset OFF_BZL_INDICATOR is contained in the cliché data! Wrong cliché data loaded		E: Load FRANKIT cliché data complete new
G104		Only notification of task manager, that conversion of cliché data to 32-bit structure is necessary first when starting the system and the print data task requires some time for this. The user does	 	=>C: wait maybe switch on the meter again











diagnostic- code	subcode1 subcode2	diagnostic message		remedy
G200		No print image data available!	 	=> T: install complete images (mabe FP-card is nessecary?)
G202		Unrecognized offset value in print image data!	 	This can be caused by lastest cliché data that will not match to franking - machine software. Remedy: 1.) Software update of franking machine
G217		Error in print image datan! Print image height (Pic head) too large!		=> T: load ultimail clischee! Maybe tried to load a clischee of any other machine type?
G227		Error in print image data! No PIXELHEADER with associated type found!		=> T: load full image again
G229		Error in print image data! No PIXELHEADER for associated type and number found!		=> T: load clischees again (advert and endorsements)
G232		Error in print image data! No PIXELHEADER for type of mail number found!	  	re load correct endorsements /Logo data (send a new chip card)
G233		Error in print image data! Unrecognized code (RUN LENGTH CODING) in pixel data!		=>T: run sensor test print start sensor defect? Change main board
G234		Error in print image data! LIMIT of postage value less than DIGITS in print image data!	  	=> please select a amount which is printable with your configuration (4 or 5 digits)
G235		Error in print image data! CHARSETID not available!		=> maybe a clichée of a different country version or machine type loaded? Please order a new clichée card






diagnostic- code	subcode1 subcode2	diagnostic message		remedy
G237		There are too many logos to be loaded! Select fewer or delete some in advance!		=> Please think about the max. number of cliches
G238		There are too many types of mail to load! Select fewer or delete some in advance!		=> Please think about the max. number of cliches
G239		Error reading print data from chip card! Insert card again!		Chip card was inserted the wrong way round => C: check chip card, insert chip card with chip to the bottom, insert chip card beyond the pressure point
G240		Error in print image data. License string 1 is too long! Please ring FP service dept!		=> T: load full image again
G242		Error whilst checking print image data! Please call FP service dept.. An error occurred during MAC checking of cliché data.		=>E: check Security Module. If it works OK then load another full image via chip card or PMD customizing.
G243		Error in cliché data! Please call FP service dept.		=> T: load another full image via chip card or PMD customizing.
G244		Error in cliché data! Please call FP service dept.		=> T: load another full image via chip card or PMD customizing.
G246		Print image data structure error! MODEL_ID2_STR has more characters than provided in picpart US_TWO_DIGIT_ID		=> E: load another full image via chip card or PMD customizing or check country parameters and load new ultimail SW
G247		Print image data structure error! Limit of PicPart US_TWO_DIGIT_ID (MODEL_ID2_STR) is 0		=> E: load another full image via chip card or PMD customizing.





diagnostic- code	subcode1 subcode2	diagnostic message		remedy
G250		Print image data structure error! Width of pixel header does not fit in PicPart		=> T: load another full image via chip card or PMD customizing. (Clischee data are to big)
G251		Print image data structure error! Height of pixel header does not fit in PicPart		=> E: load another full image via chip card or PMD customizing.
G252		Error writing to chip card! This error can occur when loading cliché data (e.g. town circle), if errors occur on the chip card when deleting the segment after successful loading.	  	=> E: Load Registration Post Office once again
G253		Error loading part print images, not enough space available in FLASH!	 	=> C: Delete adverts or mail services (endorsements)
G254		Error checking cliché data CRCs		=> E: load another full image via chip card or PMD customizing.
G255		Error checking number of endorsements of cliché data, maximum 8 (MAX_ENDORSEMENTS -1) are allowed		Cliche data with too much postal endorsements have been downloaded when PMD customizing or when downloading a full image! => E: load another full image via chip card or PMD customizing.
G256		Interval between two letters too small so that the SSB ident no. could not be requested and processed yet.	 	Separation error / LS2 defect / too fast feeding in sealer and stand alone mode => C: feed letters with larger clearance / E: LS2, check separator in feeder unit
G257		Print image data error! Please call FP service. The error occurred while verifying the MAC of the cliché data. The service SVC_VERIFYMAC of the security task could not be opened!		1. the security device (SD) has not the state VALID, AUTHORIZED, or INITIALIZED, or 2. the security device (SD) is not plugged correct. In this case another error will be displayed that clearly refers to the security device (SD)! 1. INITIALIZE, REINITIALIZE, or AUTHORIZE the security device (SD), or 2. plug the security device (SD) tightly.
G258		Print image data error! Please call FP service. A communication error to the security device (SD) occurred while verifying the MAC of the cliché data.		The security device (SD) is not plugged correct or the contacts are corroded! => Plug the security device (SD) tightly and perhaps clean the contacts of the connectors. Then the HS-Loop must be closed in service mode and a PVD >= 0 must be performed (because error message C026 is displayed).








diagnostic- code	subcode1 subcode2	diagnostic message		remedy
G259		An error occurred while generating the ID matrix code. It may only occur under development.	  	Too much data provided for barcode => Inform R&D department
G260		Error while printing the SSB list because the corresponding OFFSET-PicPart is not available in the cliché data.	  	No or false cliché data were loaded => Correct the complete cliché and download it
G262		SD error! The lenght of the Vendor ID is not like required (CANADA-Post want to have 5 digits)	  	wrong setting in the CPS-Server = sw update and a PVD
G263		cliché data failure - slogan	 	slogan exceeds definition of MAX_LINES_OF_SLOGAN root causes: wrong generation of complete cliché remedy: perform complete cliché update
G264		cliché data failure - slogan	 	slogan exceeds definition of MAX_COLUMNS_OF_SLOGAN root causes: wrong generation of complete cliché remedy: perform complete cliché update
G265		cliché - FM software release mismatch	 	cliché release requires higher FM software release Remedy: 1.) first perform a franking machine software update 2.) then download new complete cliché data
G266		Charaterset for slogan not availabe	 	Charaterset for slogan not availabe. Remedy: perform complete cliché update
















diagnostic- code	subcode1 subcode2	diagnostic message		remedy
G267		string too long	 	String is too long. String can not be printed. Please call FP-service. The string-verification is activated at chliche version >= 01.05.00. Root cause: bad chliche data Remedy: perform update of cliche data
G300		Cartridges not overlapping! Subcode 1: Vertical spacing of cartridges in nozzles	 	=> C: adjust cartridges again
H100		No communication with security module!		Security device is not plugged in the right way or is defect. Remedy: Verify position of security device and perform selftest to check functionality.
H101		Communication error to security module		Security Module not plugged / defective technician 1.) plug Security Module 2.) after consultation with national second level support => replace mainboard
H102		Security module: Self test failed!	 	=> exchange the security modul -> a new postal registration is required
H103		Security device (SD): Accounting service cannot be closed!	  	Security device not plugged / defective =>T: plug security device
H104	0000 0004 0003 0227	Security module: Command cannot be performed! PSD is in the state: authorized and the HS-Loop is open.		Please reset HS-Loop in the service mode
H104	0000 0004 0006 0212	Security module: Command cannot be performed!		Please reset HS-Loop in the service mode and perform zero reset (Teleset).






diagnostic- code	subcode1 subcode2	diagnostic message		remedy
H104		Security module: Command cannot be performed! If: 00000001 00010216, then HS-LOOP is not closed	 	Security Module not plugged / defective =>T: plug Security Module again reset HS-Loop exchange main board SD test/exchange
H106		Security module: Software SD-Software not loaded! Unable to read from serial port.		=> T: is possible during a sw upgrade into the PSD. Check connection between FM and PC, check COM port settings (COM 1-4, baudrate 115200)
H110		Security module: Software in security module too old. Service must load new software to security module!		=> T: Machine must be in the state: Initialized after that the PSD SW must be upgraded by using the SSM-PC (FP-card is required)
H111		Subcode 1 and 2 - 00000000 00000000, then Security Module: error should only occur under development, e.g.: unknown accounting mode implemented in revision 02.00.00: NORMAL_ACCOUNTING,		=> check SM or exchange
H112		not allowed postage value	 	The Security Module has to account a postage value that is not allowed according to the country parameters (e.g. 0 in the Netherlands). Please select an other value (product) and try again. Can also be caused by: 1.) out of date franking machine software 2.) faulty rate table
H113		Communication error with security device (SD). Please call FP service!		=> Usually the operator cannot eliminate the deficiency. The error parameters provide more details: P1: bit 16...31: service ID, bit 0...15: error type P2: bit 16...31: error context, bit 0...15: error no.
H114		Communication error to FP data center. Please call FP service!		Usually the operator cannot eliminate the deficiency. The error parameters provide more details: P1: bit 16=31: service ID, bit 0=15: error type P2: bit 16=31: error context, bit 0=15: error no. HS-loop check/reset => PVD
H115		This error can only occur with FRANKIT (Germany) ultimails. After switching the FM on this test is done in the states INITIALIZED, AUTHORIZED, and VALID. The error is caused if different ultimail		When registering the ultimail at the server its model name was entered wrong or a wrong mainboard was used => Replace PSD






diagnostic- code	subcode1 subcode2	diagnostic message		remedy
H116		In Canada muss die CreationTime innerhalb eines Batches (zwischen zwei PVDs) aufsteigend sein. Dies ist hier nicht der Fall. Hinweis für Benutzer		Zeitzone umgestellt, Umschaltung von Sommer- auf Winterzeit => PVD durchführen
H117		illegal SD change		illegal SD change at LMR-variant ((LRM - LocalResetingMachine) SD-ID of new SD is unknown and registers r1 - r4 are not zero. remedy: Delete pin ta servicemode (1930-DELETE LRM-PIN)
I150		Insufficient access authorizations (card level)		=> Please use chip card with higher access rights (Dealer-, FP-, Factory card)
I152		Unable to create more accounts ...		=> are the max number of cost account already in use? In the ultimail60 is it possible to by a code which expand the number of 10 accounts to 50.
L100		Chip card read error!		Chip card was inserted the wrong way round =>C: check chip card, insert chip card with chip to the bottom, insert chip card beyond the pressure point
M039		like G039 It's a German BZL feature -> no more serial no. available		Run teleset
M100		Unspecified error during postage calculation, returned by postage table		=> C:T: load rate tabel again
M101		Postage table returning Entry not found error		=> select other product, load new rate table
M102		Postage table returning "Weight range exceeded" error		=>C: Please install a new valid rate table, depending the country version, load it via chip card or remote via modem.





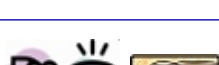
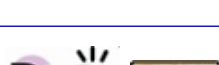
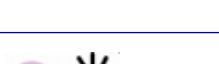
diagnostic- code	subcode1 subcode2	diagnostic message		remedy
M103		Postage table returning Value too high" error		=> load actual rate table
M104		Postage table returning Invalid combination" error		=> C: load valid rate table
M110		Loading postage tables: Error reading new postage table from chip card		=> C: check chip card, insert chip card with chip to the bottom, insert chip card beyond the pressure point
M114		Error initializing current postage table when starting system or after loading		=> C: load postage rate table again
M126		The zip code entered is not recognized. (US only)		=>C: select valid ZIP code
M127		Error in postage calculation: Below minimum weight for this type of mail.		=> C: select valid produkt or use correct weight
M128		Error in postage calculation: Product code could not be calculated. Franking not possible.		Product code could not be calculated. So franking is not possible. The reason of the error is a faulty postage rate table. => Postage rate table must be updated. Maybe there is a incorrect Memory setting programmed. please re-program the memory for a valid product.
M129		Error in memory postage calculation: This selected service cannot be saved.		The memory entry cannot be stored because the selected service is not valid for the memory.
M130		The new rate table does not contain a shortcut table. Memory entries cannot be initialized. Please contact FP service dept!		Download of postage rate tables: the just loaded rate table contains no or an empty shortcut table. Thus the memories cannot be initialized. => Postage rate table must be updated.










diagnostic- code	subcode1 subcode2	diagnostic message		remedy
M131		The active rate table does not support SSB. Please run TELESET to download the latest rate table.		Operator tried to print SSB with a rate table that does not support SSB. => Download current rate table.
M132		SSB: ident numbers must be printed or transferred Germany only		Germany only
M133		The selected product cannot be franked in the mode Reply Mail.		The operator tried to frank a mail piece in the mode Reply Mail. According to German Post AG this is not possible. => C: Change product selection or deselect mode Reply Mail.
M134		Germany only		Germany only
M135		Incorrect dimensions for the selected product. Weight, lenght, high is to big		=> no actions possible
M136		new rate table is activated		The new rate table is valid. Please print the SSB list NOW and then restart the machine again. Frankit only: The SSB list must be deleted before the selected operation can be executed.
M137		rate calculation - FSA-failure		Error when determining the Rate Code. Please check the entered FSA for the destination. At this time only valid for Canada: an error occurred when calculating the rate code. The entered FSA (forward sortation area) was invalid. The correct FSA of the destination must be entered again. Please note that it is in the form ANA (A... alphabetic character; N...numeric character), e.g. J0M.







diagnostic- code	subcode1 subcode2	diagnostic message		remedy
M138		rate calculation - product not allowed		Your selection will not be supported in the current mode of the meter. At this time only valid for Canada: the selected product cannot be metered in the current mode of the meter. Actually only applies to Return Postage Prepaid and Statement of Mailing in the specimen mode.
M139		error by postage calculation		clean LS1 and 2, clean the lable dispenser guide and sensor. This error appears in combination with E113,E117 E126,E129.
N100		General communication error with internal scales		=> T: check scale cable connection
N102		The weight is too high: Either the maximum permissible load of the internal scales is exceeded or the maximum load specified in the variant switch VARIANT_STW_WEIGHT_MAX has	 	=>C: Don't use more than 5Kg (10lbs) on the scale platform =>T: calibrate scale
N103		Weighing cell reporting Weight is too low	  	=> C: Tara scale by restart FM =>T: calibrate scale, exchange weight cell
N104		Unable to find internal scales		=> T: 1) check cabel to the splitter board. 2) Exchange splitter board (the splitter board is defect if no temperature is displayed in the service mode (service mode->print settings-> cartridge info-> UG Temp). 3) exchange scale device. 4) If there is no internal scale installed please deselect scale in service mode.
N105		Weighing cell reporting unknown error code	 	The received errorcode can not handled by franking machine software. Remedy Update franking machine software
O002		No answer from the TDC/FPI modem side	  	Check the phone connection to the TDC/FPI via telephone.
O003		no dial tone	  	check the phone system (maybe digital?)








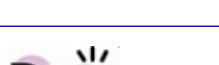
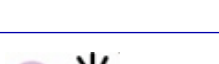
diagnostic- code	subcode1 subcode2	diagnostic message		remedy
O004		Line is busy.		Customer: try again T: PBX system use wrong tone
O006		no connection		check phone system, try to contact the TDC/FPI via telephone
O007	XXXX XXXX 0000 0000	general error by connecting the FPI modem not found		The internal modem is not found. Switch off/on the machine, during the power up you will find additional modem errors. If the remote data sending is impossible, please ask the customer for the errors which occur during the power up. In the system data (report) you will find additional info about the modem state. possible reason: - defect modem - cable modem-> main board - main board defect
O007	XXXX XXXX 0000 0001	general error by connecting the FPI no dial tone		Please check the modem configuration 1) dial parameter 2) extension # For this setting the MASTER card is required It also can be a defect modem cabel. Please check following things: 1) correct connection on the FM side 2) correct connection on the phone system side At least check if there is a dial tone present (delivered) on the phone system possible reasons are: 1) phone connection is death 2) it is a multiple connecting system and one of the other devices switch off the dial tone (only Germany???)
O007	XXXX XXXX 0000 0002	General error by connecting the FPI- (connection is bussy)		Try it later again










diagnostic-code	subcode1 subcode2	diagnostic message		remedy
O007	XXXX XXXX 0000 0003	general error by connecting the FPI- no answer (modem)		<p>Please check the modem configuration</p> <ol style="list-style-type: none"> 1) dial parameter 2) extension # 3) phone # <p>For this setting the MASTER card is required It also can be a defect modem cabel. Please check following things:</p> <ol style="list-style-type: none"> 1) correct connection on the FM side 2) correct connection on the phone system side <p>At least check if there is a dial tone present (delivered) on the phone system possible reasons are:</p> <ol style="list-style-type: none"> 1) phone connection is death 2) it is a multiple connecting system and one of the other devices switch off the dial tone (only Germany???)
O007	XXXX XXXX 0000 0004	general error by connecting the FPI- no dial tone detected (modem)		<p>Please check the modem configuration</p> <ol style="list-style-type: none"> 1) dial parameter 2) extension # <p>For this setting the MASTER card is required It also can be a defect modem cabel. Please check following things:</p> <ol style="list-style-type: none"> 1) correct connection on the FM side 2) correct connection on the phone system side <p>At least check if there is a dial tone present (delivered) on the phone system possible reasons are:</p> <ol style="list-style-type: none"> 1) phone connection is death 2) it is a multiple connecting system and one of the other devices switch off the dial tone (only Germany???)
O007	XXXX XXXX 0000 0006	General error by connecting the FPI		Please try again. Please look for further diagnostic messages. If the error can be reproduce, please contact your hotline or nat. second level support (please send a support request -> SKD)
O007	0000 0001 0000 0005	=> proxy error		please contact your FPI admin
O007	0000 0002 0000 0005	=> no connection to the FPI		check phone cable, dial parameter, programmed phone no., PBX system. try to get a outside connection (mayby to your cell phone) by reprogram the TDC phone no. temporally.





diagnostic-code	subcode1 subcode2	diagnostic message		remedy
O007	0000 0003 0000 0005	=> communication error between FM -> FPI		bad (noise) phone line?
O007	0000 0004 0000 0005	=> Service not available		test the FPI (TDC) by calling the TDC no. via phone, find out if a modem is running on the TDC side
O007	0000 0005 0000 0005	=> service is not finished		modem didn't hang off
O007	0000 0006 0000 0005	=> NAK received from FPI		contact your FPI admin
O007	0000 0007 0000 0005	=> Buffer overflow		contact your FPI admin
O007	0000 0008 0000 0005	=> error during sending		FM didn't be able to send data. May be phone line get interrupted?
O007	0000 0009 0000 0005	=> error during receiving data		FM didn't receive data from the FPI. May be the phone line get interrupted?
O007	0000 000A 0000 0005	=> SD communication error		Please contact hotline and send a support request
O007	0000 0010 0000 0005	=> protocol error		please contact the TDC/IBIP admin.

diagnostic-code	subcode1 subcode2	diagnostic message		remedy
O007	0000 0011 0000 0005	=> invalid reset amount		please choice a other amount (steps of 10)
O007	0000 0012 0000 0005	=> invalid transaction		Please contact the TDC/IBIB admin.
O007	0000 0013 0000 0005	=> Krep overflow		A good working phone connection between FM -> FPI becomes interupted more than 10 times. Go into the service mode and reset the Krep counter
O007	0000 0014 0000 0005	=> wrong machine ID		machine back to FP
O007	0000 0015 0000 0005	=> SD state is invalid		Restart machine and try again
O007	0000 0016 0000 0005	=> invalid protocol version		FPI and SD use different protocoll versions Check the TDC phone no. which is programmed
O007	0000 0017 0000 0005	=> new phone no.		is impossible in real life, because the phone no. becomes updated automatically
O007	0000 0018 0000 0005	=> meter is unknown in the TDC		meter is not released by the postal authority? withdran? scraped?
O007	0000 0019 0000 0005	=> Meter is not registered as valid in the FPI		contact your FPI admin

diagnostic-code	subcode1 subcode2	diagnostic message		remedy
O007	0000 001A 0000 0005	=> Meter is not released by the postal authority		contact your FPI admin
O007	0000 001B 0000 0005	=> Meter is sign off		contact your FPI admin
O007	0000 001C 0000 0005	=> no money available		contact your FPI admin
O007	0000 001D 0000 0005	=> customer/account isn't registered in the FPI		contact your FPI admin
O007	0000 001E 0000 0005	=> Meter is locked on the FPI side		contact your FPI admin
O007	0000 001F 0000 0005	=> R1 isn't correct		contact your FPI admin
O007	0000 0020 0000 0005	=> R2 isn't correct		contact your FPI admin
O007	0000 0021 0000 0005	=> R3 isn't correct		contact your FPI admin
O007	0000 0022 0000 0005	=> invalid reset amount		use an other reset value (steps of 10)

diagnostic-code	subcode1 subcode2	diagnostic message		remedy
O007	0000 0023 0000 0005	=> R3 overflow		normally impossible! contact your FPI admin
O007	0000 0024 0000 0005	=> wrong teleset keys (Kfix0, Kfix1, Kvar)		Meter (SD) must back to FP
O007	0000 0025 0000 0005	=> FPI system error		contact your FPI admin
O007	0000 0026 0000 0005	=> FPI isn't available		check FPI by calling via phone, find out if a modem is connected
O007	0000 0027 0000 0005	=> wrong rest value		choice an other reset amount (steps in 10)
O007	0000 000A 0000 0005	=> HS-Loop is open		Enter the Service mode and reset the HS-Loop. If it is not successful, please check the security switch on the back panel (main board), SD Interface connection and the print data cable.
O008		FM is unknown in the TDC/FPI		Please contact the TDC/FPI admin.
O041		The money which is required for a PVD is not available.		The customer have to use a lower amount Hotline: Please ask your Data center admin about a valid PVD amount. This warning is in use from SW 03.01.02 and higher
O042		invalid PVD amount		Customer have to use a lower PVD amount. Hotline: Please ask your Data Center admin about the max. PVD amount. This warning will be supportet from SW 03.01.02 and higher

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
O043		TDC message: Meter is is locked		Hotline: Please ask Data center admin about the locking This warning is supported from SW 03.01.02 and higher
O044		The Data center message means that the HS-loop is open. The display message is identical with error O007.		Check for the reason of the open HS-loop (Reset in Service Mode, open switch on the main board, disconnected SD, disconnected print cable?) This error message is supported from SW 03.01.02 and higher
O045	01130139	FrankIT (Germany) or Central Server (CAN) is locked. There is a data exchange between the Servers in process.		Please contact the server admin. Please try install or PVD later again.
O045		It's FRANKIT (DEU) and Central Server (CAN) only: During a remote service a communication problem accour. The customer have to call the FP service. Maybe the FPI server is locked		Call service! The service have to contact the R&D or the Server admin. The reason can only find by the error context which is part of the subcode 2.
O046		It for FrankIt/ Central Server (Germany / Canada only) The postal authority did not relase the FM allready		wait for the postal aproval
O047		It for FrankIt/ Central Server (Germany / Canada only) The postal authority did not complete the relase of the FM. Data are not complete.		Please try again next day
O048		An error occured by using remote services.		Please call FP-Service (former diagnosis code H113) Cause can only be determined by subcodes.
O100		Default value for teleset too low		Please select a higher reset value (in 10 increments)
O101		Default value for teleset too high		Please select a lower reset value (in 10 increments)

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
O102		Step width for teleset not observed		Please select an other reset value (in 10 increments)
O103		Register 1 overflow		Normally impossible
O104		Register 3 overflow		Normally impossible A new SD is required
O117		FM was locked by dealer, unlock possible by entering unlock code		=>T: unlock is possible in service mode. Unlock code is required call international service