



**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.

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
11		Error weight		check the weight and the shipment. Change your selection.
12		over load >2Kg on the scale		The shipment weight which take place on the scale platform is over 2Kg. Reduce weight
13		The weight on the scale is lower <0g		There was a weight on the scale during the power up. Make a zero adjustment (tara). Take a look in the operating manual.
15		TDC busy		1) try again 2) check phone connection 3) check phone # 4) use the function waiting for dial tone-> NO
16		no dial tone		Disable the waiting for dial tone option. The modem didn' detect a dial tone. Please check if the phone cable is connected, the dial parameter programing and the programed phone number. The phone system must be a analog system!
17		no answer		The modem didn't detect a dial tone. Please check the phone connection, the dial parameter and the programed phone number. Please try to set waiting for dial tone to NO! It must be a analog phone system! Call the TDC by phone and check if there is a modem present.
19		No connection possible.		Please try again
24		High postage warning		This is just a warning! Please confirm this high amount, if you really want to use it. Maybe re-program the HP warning border, for this please take a look into the operating manual.
25		R1 is low!		With this imprint (amount) R1 runs lower than the programed low postage2 warning is programed. Load postage, programm the warning border to a lower amount take a look into the operating manual.

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
26		Battery warning		=>C: Please exchange the external batt. battery level is lower <3.18V (90.4701.8004.00)
27		Error ChipCard		Incorrct chip card? Insert the card in the correct direction (chip must be facing to the back!)
29		invalid chip card		incorrect chip card type (maybe advert card instead of a rate table card). maybe this card was used in a different machine before (advert and town die). Wrong print image on the card (maybe jetmail, ultimail or optimai30?)
31		run teleset		Low postage, not enough money in R1 for this selected product. Run Teleset
33		exchange the external battery asap.		Battery is low <3.09V Exchange the battery asap. Machine is blocked (90.4701.8004.00)
34		Battery low contact service		Attention! The internal PSD battery is low. The Register data are not longer secured!!! Please send the mymail back to the central workshop!
42		PVD is interrupted		Try again
43		No memory space		The max. capacity of the Advert memory space is off. (3 Ads max.) delete Advert Logos which be not longer in use.
44		to many endorsements		bad endorsement card, order a new endorsement card, maybe the memory space (max.9) is off

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
45		Endorsement ID is double		Bad Endorsement card, order a new endorsement card, somebody had tried to install the same endorsements twice?
95		authorization faild		<ol style="list-style-type: none"> <li>1) try again</li> <li>2) insert Master card</li> <li>3) check phone connection</li> <li>4) check dial up parameter</li> <li>5) check phone number</li> <li>6) call TDC admin</li> </ol>
118		no answer		<p>Aftereffect!! Please take a look for the error messages before in the report. in most cases it will be 193 and 17</p> <ol style="list-style-type: none"> <li>1) try PVD again</li> <li>2) check phone line (quality, cable)</li> <li>3) check dial up parameter</li> <li>4) maybe other devices are parallel connected to this phone line (e.g. FAX, answer machine, phone)?</li> </ol>
155		overload		The weight is for the selected combination to heavy. Please change your selection
156		underweight		The weight is for the selected combination to low. Please change your selection
157		incorrect input (selection)		incorrect combination of services. Please select a valid combination
179		invalid rate table		Please call service. Maybe the Date/Time is incorrect. Please load a actuell rate table
183		invalid rate table		Please call service. Maybe the Date/Time is incorrect. Please load a actuell rate table

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
184		old rate tabel		May you tried to install an old rate table, which is older as the present one. Please use the latest rate tabel only!
188		Teleporto Data Center is not avaible		Please check the phone #. May try to call the TDC via phone and figure out if a modem will answer.
191		TDC Data are locked		Please contact the TDC admin. He will unlock the account.
193		TDC error: TDC isn't available		Aftereffect!! view the diagnostic message in the log file before maybe 17 or 16 try again! 1) check the phone line connection 2) check dial up parameter
198		TDC: mymail is not avaible		Please check if the postal aproval for this mymail is already there
199		TDC mymail is withdrawn or locked		Please contact your TDC Admin
200		TDC mymail is not ready for install		Please check if the postal aproval for this mymail is already there
201		TDC mymail is locked		Please contact the TDC admin. He will unlock the account.
202		TDC error: no money in the account		try to download a smaller amount. It must be a amount in the increment of 10. Please check with the TDC admin if there is enough money in the account

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
203		TDC error: Account is deactivated (withdrawn)		Please contact the TDC admin
207		TDC error: invalid PVD amount		Please use a smaller amount in increments of 10
211		SD error: no connection		Seems that secure device is not connect in the right way. Please check secue device - mainboard connection.
212		SD error: wrong message		send meter back to the central workshop and make a sw update >1.27
217		unknown staet of the SD		If R1 is after a PVD >999900,- , please try again with a lower amount
295		Ink level runs low! Cartridge is nearly empty		Cartridge is nearly empty! Max. 4000 imprints are possible!
296		Plceace replace cartridge		please install a new cartridge
297		cartridge error		remove cartridge and install again Is the yellow locking lever locked? Install a new cartridge, make sure that it is a mymail and country specific cartridge!
327		battery is low		please make a battery exchange before you can start operate again

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
367		MAC verify error (old mymail) SD= verify Mac failed (mymail2)		(old mymail) incorrect SW is installed on the MC-board (new mymail2) missing complete clichée T: change SW with correct MAC and TDC combination
379		SD: incorrect state of the SD The state of the SD is not valid	  	check the actual state of the SD by printing a SD report. start with the next process which can be: initializing, authorizing or PVD for valid
385		metering and weighing impossible / incorrect state	 	1) run teleset with value: 0.00 2) check date and pieces credit (print SD report) 3) If the housing was opened, activate the Chassis security first
436		Case security loop closed	 	no action
437		Chassis security loop is open	  	=>: Run Reset Chassis Security in service mode and make a 0.00 PVD
439		name already used	 	please use a different name
467		SD Status: Defect / Call Service	  	Send meter in the central workshop, a PSD exchange is necessary! May be the PSD is bad connected to the MC board or there was a short circuit on the internal battery?
538		wrong chip card RR CARD MACHINE ID	 	Please insert correct chip card (incorrect machine ID)
1000		Heap error (memory error)		could be cause by Mainboard problems. Please ask your hotline / second level support.

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
1001		error when saving data		replace mainboard
1002		flash error during delete data		NV-RAM error on main board or software fault
1003		flash data corrupted		make sw update or exchange main board
1004		MAC error	  	SD/main board interface connection is bad make a sw update exchange SD
1005		UART time out	 	modem fault
1006		keys are missing	  	defective EPROM software fault
1007		system data error	  	wrong burned EPROM software fault Install anew EPROM
1008		modem no answer	  	modem fault
1009		ROM Checksum error	  	Checksum of the ROM is faulty! May be wrong EPROM? Send meter in the central workshop!

diagnostic- code	subcode1 subcode2	diagnostic message	remedy
1010		RAM Test error	 defective main board! Send meter into the central workshop!
1011		wrong NV type	 wrong NV type
1012		modem test failure	 modem error
1013		power test failure	 Power supplier is bad; exchange the main board
1014		Warning. Power test failed	 power failure is detected Exchange main board
1015		key board test failed	 key board error Is one button jammed? Are all button pushed during the self test?
1016		communication error security device	 main board SD interface problem SD defect
1017		error selftest security device	 main board SD interface problem SD defect
1018		keyboard test failed	do not push any button during the test? one button is blocked?

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
1019		sensor test failed		sensor failer print start sensor blocked or not connected?
1020		cartridge test failed		Cartridge inserted correctly? Ink on the pen driver and cartridge contacts? opened snap fits on Bearing Plate (see SB #6)? newly installed: Screws missing in the print head carrier?
1021		PDB analog check failed		Is the cartridge correct in place? check the print flat ribbon cabel exchange pen driver board
1022		cartridge consumable protection chip test failed		cartridge is not correct in place Missing Chip Non FP-cartridge?
1023		motortest failed x-position sensor is out of tolerance		x- motor fault mechanic is blocked incorrect belt tension protection sticker on cartridge is not removed? Is the cartridge locking lever closed (yellow one)?
1024		modem line test failed		modem error -> exchange main board phone cord isn't connected PBX system is not ready check phone connection
1025		modem echo test failed		modem reverse loop isn't connected bad modem contact PBX system is not ready or switched on
1026		keyboard unit mounted correct		magnet on keyboard flap is missing magnet is in place in the reverse order? magnet is not good in position sensor is defect keyboard or cabel error is the keyboard flap closed?
1027		motor initializing failed! optical positioning is out of tolerance  The print cycle was completed, but out of the specified time slot.		H: wrong x-position used during the alignment? Adjust (Align) the cartridge again H: Is the yellow cartridge locking-lever locked? H: Is the cartridge-jets protection sticker removed? T: Is the belt tension correct? T: x-motor fault is the nechanic blocked? Is the x-position-lever blocked?

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
1028		HS-Loop test failed		Was the machine open? Is the machine crashed and jumps open? Reed contact defect? missing magnet? bad print data cabel SD fault
1029		error cartridge		bad pen driver board bad print data cabel install an other cartridge
1030		temperature calibration not possible		no cartridge during power up cartridge error bad pen driver board nonFP cartridge?
1031		MTS sensor not detected		Is there any object fallin into the machine? Does the motor cable are not corrcrt in place and blocking the MTS? Is the main board correct in place? Is the light sensor is defect, bent or dirty? Does the Y-motor isn't connected?
1032		X-position sensor is not detected		Is the mechanic blocked? X-motor error! The MC-board don't activate the motor! H: Is the yellow cartridge locking-lever locked? T: x-motor fault is the nechanic blocked? Is the x-position-lever blocked?
1033		clamp sensor error		the battery and /or light sensor cabel blocking the clamp plate gear clamp plate gear is blocked motor fault? clamp plate gear is incorrect assambled bad main board sensor error is there any part in the inserting slot?
1034		cartridge power search failed		cartridge error? exchange cartridge Power failer? exchange pen driver board Check Print head cable
1035		bad cartridge contact		missing screw in the cartridge holding device? dirt on the pen driver contacts? bad print cabel is the cartridge locking correct? Is the cartridge good in place?
1036		the new selected value for the print alignment is not accepted		use a accepted value

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
1037		keyboard unit - open loop during printing		keyboard flap was open during printing try printing again with keyboard flap closed
1038		clamp error RDS is out of position		Is there any piece in the inserting slot? software fault
1039		cartridge heating test failed		cartridge error? exchange cartridge cartridge not correct installed during power up Exchange pen driver board
1040		security device error		software error main board error SD error
1041		security device error		software error main board error SD error
1042		security device error		software error main board error SD error
1043		security device error		software error main board error SD error
1044		security device error		software error main board error SD error
1045		security device error		software error main board error SD error

diagnostic- code	subcode1 subcode2	diagnostic message		remedy
1046		security device error		SD fault main board error
1047		security device error		software error main board error SD error
1048		FPI: data receiving error		poor phone line quality FPI error Modem error -> exchange main board SW error
1049		communication error during teleset connection		the mymail is calling the incorrect TDC/FPI; check phone#. TDC/FPI error (maybe maintenance period?) modem error? run modem test. program own mobil# and try to call just for testing- bad (noisy) line?
1050		TDC: incorrect lenght of message		TDC error modem error bad (noisy) phone line software error
1557		ACCOUNTING EXCEEDS DATE BACK MAXIMUM		send meter back to the central workshop and make a sw update >1.27
32		withdrawn faild. There is still money in R1		Please run the meter out of money (or make a PVR)