

# Optimail 30



## Warning!

Information contained in this document is proprietary and the sole property of Francotyp-Postalia.

This information is confidential and for internal use only. Any disclosure, transmittal or reproduction to a third party will be prosecuted. Francotyp-Postalia reserves the right to take action, to the fullest extent allowed by law, against both the party discloses Francotyp-Postalia's proprietary information and the party that receives it.

## 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 Wherever 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	information	remedy
00000000		no error		No error. No measures necessary.  This diagnosis message is shown only in diagnosis reports. Note: With Software > 5.18.0 these diagnosis codes no longer appear in the diagnosis lists and diagnosis statistics because it is not an error.
00000001		Software error		Turn machine OFF and ON  Send remote diagnostics data if possible. If not possible, call Hotline/Second Level Support.
00000002		Memory allocation failed	 	Note: With Software < 5.18.0 this is not a memory error. Indicates only that the telephone number was changed in connection to diagnostics code 01700007.
00000003		PSD communication error	 	Note: With Software > 5.18.0 these diagnostics codes are no longer entered in the diagnostics list or statistics, because this is not an error.
00000050		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000008C		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
00000113		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
00000115		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000011C		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
00000139		Invalid error code		Not an error. With Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
00000202		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0000227		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000228		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000233		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000278		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000753C		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
0000754F		Invalid error code		Not an error. Beginning with Software > 5.28.00 this diagnostic code is no longer included in the diagnostic list/diagnostic statistic.
00050001		Print head not connected	 	<p>During the start-up routine, the machine determined that no data was being sent to or being received from the print head.</p> <p>Check whether the error occurs every time when the machine is turned ON repeatedly.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> <li>a) Print head cable connection is not correct</li> <li>b) Print head without fuction</li> <li>c) Main board error/defect</li> </ul>
00080001		Generic TDC error	 	<p>Check telephone number and dialing parameters. Check modem cable and connections.</p> <p>Turn machine OFF and ON again and repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>





























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00080002		No TDC connection	 	<p>Check telephone number and dialing parameters. Check modem cable and connections.</p> <p>Turn machine OFF and ON again and repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>
00080003		Error during communication with FPI	 	<p>Check telephone number and dialing parameters. Check modem cable and connections.</p> <p>Turn machine OFF and ON again and repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>
00080004		Error when starting selected service	 	<p>Check security module status</p> <p>Turn machine OFF and ON again and repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>
00080005		Error when concluding selected service	 	<p>Check security module status.</p> <p>Turn machine OFF and ON again and repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>
00080006		Negative confirmation (NAK) from FPI	 	<p>Check telephone number and dialing parameters. Check modem cable and connections.</p> <p>Turn machine OFF and ON again and repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>
00080007		Insufficient memory (buffer) for the selected service.	 	<p>Send remote-diagnostics data to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00080008		Time-out from TDC occurred during transmission.	 	<p>Repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>
00080009		Time-out from TDC occurred while receiving data.	 	<p>Repeat procedure. If necessary contact the Hotline (or FPI/TDC assistance) for additional analysis.</p>












diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0008000A		Security module communications error	 	<p>Security module communications problems may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) faulty contacts between the security module and the main board</li> <li>b) security module is overheated</li> </ul> <p>Possible remedies: Turn machine OFF and ON again. Check security module status (ask customer to send remote-diagnostics data).</p>
00080010		Generic TDC protocol error	 	<p>Repeat procedure. If the error occurs repeatedly, please send remote-diagnostics data and contact Hotline/FPI assistance.</p> <p>Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a></p>
00080011		An incorrect postage value was requested during remote postage payment (Teleporto) operation.	 	<p>Repeat remote postage payment operation using a correct postage amount.</p>
00080012		Illegal transaction type. Probably a protocol error.	 	<p>Repeat procedure. If the error repeats itself, send remote-diagnostics data and contact the Hotline/FPI assistance.</p> <p>Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00080013		Machine has exceeded the allowable number of interrupted attempts. Machine must be check. KREP must be reset.	 	<p>Communications links with the TDC were interrupted 10 times. This suggests the possibility of machine manipulation. The machine must be inspected and the KREP must be reset.</p>
00080014		Machine ID (SAD-ID) is unknown or not valid.	 	<p>Contact Hotline (or FPI assistance) for further information.</p>
00080015		Security device status unknown	 	<p>The status of the security device is unknown. This may have the following causes:</p> <ul style="list-style-type: none"> <li>a) faulty/interrupted communication to security device</li> <li>b) defective security device</li> <li>c) defective mainboard</li> </ul> <p>Turn machine OFF and ON again. Record and assess all diagnostic messages and remote-diagnostics data.</p>





diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00080016		TDC and SD are using different protocols	 	Repeat procedure. If the error repeats itself, prepare remote-diagnostics data and contact Hotline/FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00080017		TDC notification that a new telephone number has been transmitted.		Not an error.
00080018		TDC cannot identify the machine.	 	Contact Hotline (or FPI assistance) for further information.
00080019		TDC list the machine as "out of service"	 	Contact Hotline (or FPI assistance) for further information.
0008001A		TDC has not released machine	 	Contact Hotline (or FPI assistance) for further information.
0008001B		TDC lists the machine as disabled.	 	Contact Hotline (or FPI assistance) for further information.
0008001C		The machine has not enough credit at the TDC.	 	Please contact the national second level support.
0008001D		The machine's customer account at the TDC has been disabled.	 	Contact Hotline (or FPI assistance) for further information.
0008001E		TDC database is temporarily closed	 	Repeat procedure at a later time. Contact Hotline (or FPI assistance) for further information.
0008001F		Data comparison indicates R1 register in the machine is different from R1 register at TDC.	 	Conduct remote-diagnostic to confirm data discrepancy.  Contact Hotline (or FPI assistance) for further information.  High probability that the security device must be replaced!
00080020		Data comparison indicates R2 register in the machine is different from R2 register at TDC.	 	Conduct remote-diagnostic to confirm data discrepancy.  Contact Hotline (or FPI assistance) for further information.  High probability that the security device must be replaced!








diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00080021		Data comparison indicates R3 register in the machine is different from R3 register at TDC.	 	Conduct remote-diagnostic to confirm data discrepancy. Contact Hotline (or FPI assistance) for further information. High probability that the security device must be replaced!
00080022		Reset value is not valid		An incorrect reset value has been selected or transmitted. Repeat procedure with valid reset value.
00080023		R3 counter has reached maximum.	 	Replace security device.
00080024		An encryption error occurred with TDC.	 	Machine key may not match TDC key. Contact Hotline (or FPI assistance) for further information. High probability that the security device must be replaced!
00080025		Generic TDC system failure	 	Contact Hotline (or FPI assistance) for further information.
00080026		TDC is currently not available.	 	Try again at a later time or ontact Hotline (or FPI assistance) for further information.
00080027		The requested postage for PVD was not a valid value.		The selected/transmitted postage value was not correct. Repeat procedure with a correct value.
00100001		Flash error		Major memory error. Main board must be replaced.
00100002		Flash error		Major memory error. Main board must be replaced.
00100003		Flash error		Major memory error. Main board must be replaced.
00100004		Flash error		Major memory error. Main board must be replaced.
00100005		Flash error		Major memory error. Main board must be replaced.
00100006		Flash error		Major memory error. Main board must be replaced.


















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00100007		Flash error		Major memory error. Main board must be replaced.
00100008		Flash error		Major memory error. Main board must be replaced.
00100009		Flash error		Major memory error. Main board must be replaced.
0010000A		Flash error		Major memory error. Main board must be replaced.
00300001		Communications error. Machine timed-out during data transmission with FPI	  	Repeat procedure. If necessary, contact Hotline or FPI assistance for further information.
00300002		Communications error. Machine timed-out while receiving data from FPI.	  	Repeat procedure. If necessary, contact Hotline or FPI assistance for further information.
00300003		Communications error. Machine timed-out when connection failed or during attempt to reconnect.	  	Repeat procedure. If necessary, contact Hotline or FPI assistance for further information.
00400001		Insufficient memory	  	Repeat procedure. If the error occurs again, prepare remote-diagnostics data and contact Hotline/FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
0040000A		Incorrect software version (country software) has been installed	  	Repeat software download using correct country version.
0040000B		Incorrect operating software has been installed	  	Repeat software download using correct operating software. If the error occurs again prepare remote-diagnostics data and contact Hotline/FPI assistance.
0040000C		Software download with an invalid release was attempted	  	Repeat software download using correct software. If the error occurs again prepare remote-diagnostics data and contact Hotline/FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
0040000D		Incorrect version (SW downgrade)	  	Repeat software download using correct software version. If the error occurs again, prepare remote-diagnostics data and contact Hotline/FPI assistance.








diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0040000E		Incorrect version (SW downgrade)	 	Repeat software download using correct software version. If the error occurs again, prepare remote-diagnostics data and contact Hotline/FPI assistance.
0040000F		Incorrect version recognized during SW download.	 	Repeat software download using correct software version. If the error occurs again, prepare remote-diagnostics data and contact Hotline/FPI assistance.
00600001		Machine not ready to print.	  	<p>Machine not ready to print. This may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Envelopes fed too quickly</li> <li>b) Defective envelope recognition sensor (light barrier)</li> <li>c) Wiring to envelope recognition sensor (light barrier) incorrect or faulty</li> <li>d) Defective mainboard</li> </ul> <p>For further diagnosis, turn machine OFF and ON again. Observe diagnostic codes during power up. Send remote diagnostics data if necessary.</p>
00600002		Machine not ready to print.	  	<p>Error with print-start sensor. May be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Paper fragments in the envelope transport</li> <li>b) Print sensor light-barrier defective</li> <li>c) Wiring to light-barrier defective or faulty</li> <li>d) Defective mainboard</li> </ul> <p>For further diagnosis, turn machine OFF and ON again. Observe diagnostics codes during power up. Send remote diagnostics data if necessary.</p>
00600003		Meter not in franking mode		<p>Franking mode is not set. For example, the machine may be in Print Register mode.</p> <p>Turn machine OFF and then ON again.</p>







diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600004		No valid ink ribbon cassette plugged		<p>Take the following steps:</p> <ol style="list-style-type: none"> <li>1.) Make sure the correct ink ribbon cassette for Optimail 30 (with CP-chip) is being used.</li> <li>2.) Make sure the cassette door is correctly closed.</li> <li>3.) Remove cassette and re-install.</li> <li>4.) Turn machine OFF and ON again and check whether the error occurs again.</li> <li>5.) Install a new ink ribbon cassette and repeat steps 1.) - 4.).</li> </ol> <p>Steps 1.) to 5.) can be carried out by the customer.</p> <p>Remote diagnostics can be used to detect a defective contact on the cassette CP-chip.</p> <p>If 1.) to 5.) do not help, go to Service Mode and check CP-contact. The error may be caused by the following:</p> <ol style="list-style-type: none"> <li>a.) CP-chip reader/writer has no connection to the mainboard =&gt; check cable and connections</li> <li>b.) CP-chip reader/writer has no connection to the cassette =&gt; cassette slot incorrectly fastened (i.e. under tension)</li> <li>c.) Cassette door can interfere with the encoder position sensor.</li> <li>d.) Check the spring plate which hold the cassette in position. If this part (510034304300) is bent, may the missing pressure cause contact problems too.</li> </ol>
00600005		No valid access card plugged or no valid account found		<p>Chipcard incorrectly inserted or non-existent department account is selected.</p> <p>Re-insert chipcard, so that the chip on the card is on the left and faces away from the user.</p> <p>Or</p> <p>Select only existing department accounts.</p>
00600006		Envelope not found		<p>Not an error</p> <p>Check that envelope has been fed to the machine correctly.</p>
00600007		Machine not in franking mode		<p>Franking mode has not been selected. The machine may, for example, be set to print registers mode.</p> <p>Turn machine OFF and ON again.</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600008		No contact to security device.	 	<p>Communication to the security device is disturbed. This may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Defective contacts between security device and mainboard</li> <li>c) Security device is overheated</li> </ul> <p>Remedies: Turn machine OFF and ON again and check security device status. Ask customer to send remote diagnostics data.</p>
00600009		Open accounting failed	 	<p>Communication to the security device is disturbed. This may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Defective contacts between security device and mainboard</li> <li>c) Security device is overheated</li> </ul> <p>Remedies: Turn machine OFF and ON again and check security device status. Ask customer to send remote diagnostics data.</p>
0060000A		No accounting possible.	 	<p>Communication to the security device is disturbed. This may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Defective contacts between security device and mainboard</li> <li>c) Security device is overheated</li> </ul> <p>Remedies: Turn machine OFF and ON again and check security device status. Ask customer to send remote diagnostics data.</p>
0060000B		no valid postage selected		<p>Please select a valid product.</p> <p>Note: This error may also occur if the scale is re-calibrated while a product is being selected. During re-calibration, the weight amount is reset to 0 grams. =&gt; Repeat product selection</p>












diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0060000C		No print possible	 	<p>Communication to the security device is disturbed. This may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Defective contacts between security device and mainboard</li> <li>c) Security device is overheated</li> </ul> <p>Remedies: Turn machine OFF and ON again and check security device status. Ask customer to send remote diagnostics data.</p>
0060000D		ink ribbon empty	 	<p>Two possible causes:</p> <ul style="list-style-type: none"> <li>1.) Ink ribbon is completely spent.</li> <li>2.) Ink ribbon use detection CP.</li> </ul> <p>In both cases, it makes sense to use remote-diagnostics / Service Mode to assess ink ribbon status. If the ribbon use indicator shows 0%, it does not necessarily mean the ink ribbon is completely spent (like with T1000). There may be a small amount of unused ribbon. This is a system requirement and an error.</p>
0060000E		No print possible.	 	<p>Communication to the security device is disturbed. This may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Defective contacts between security device and mainboard</li> <li>c) Security device is overheated</li> </ul> <p>Remedies: Turn machine OFF and ON again and check security device status. Ask customer to send remote diagnostics data.</p>
0060000F		max. number of imprints per day reached		<p>This is a warning message and not an error.</p> <p>The machine cannot make more franks until after midnight and the start of the next day.</p> <p>The 'maximum number of franks' is set to 1,500 at the factory. This setting can be changed in Service Mode.</p>











diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600010		communication to PSD failed		<p>Communication error with the security module. The error occurred either before or after the franking operation.</p> <p>The error from the security module is recorded in both the diagnostics log and the diagnostics statistics.</p> <p>Send remote-diagnostics data to the Hotline/Second Level Support.</p>
00600011		internal battery is low (PSD-battery)		<p>PSD battery must be replaced.</p> <p>Replace the internal battery on the PSD.</p>
00600012		external battery is low		<p>Indicates that the external battery must soon be replaced.</p> <p>The battery can be replaced by the customer.</p>
00600013		external battery is critical		<p>Indicates the external battery must be replaced.</p> <p>The postage meter does not function.</p> <p>The battery can be replaced by the customer.</p>
00600014		service intervall reached		<p>This is a warning.</p> <p>The customer can continue using the machine. A maintenance date should be scheduled.</p>
00600015		BZL-problem		<p>The BZL function is not correctly installed or print-image elements are missing in the cliché-data.</p> <p>Reloading possible only at the central work shop in Birkenwerder. (only Germany)</p>
00600016		no BZL-Ident-Number available		<p>A Teleporto remote payment operation must be carried out.</p> <p>The customer can carry out the Teleporto operation.</p>
00600017		datecredit nearly consumed		<p>A Teleporto remote payment operation must be carried out.</p> <p>The customer can carry out the Teleporto operation.</p>





diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600018		datecredit expired		A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
00600019		piececredit expired		A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001A		low postage warning		A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001B		Perform teleporto remote payment operation.		A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001C		no IdentNumber available		A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001D		Notification to delete or print IdentNumber. Go to MENU and select required function.		Notification to user. This is not an error.
0060001E		No franking operation possible. Insufficient funds. Perform Teleporto operation.		Notification for user. Not an error.




diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0060001F		Paper jam or torn ink ribbon cassette. (no encoder pulses but cp says enough ink ribbon left.)		<p>The CP-reader indicates an envelope transport error although sufficient ink ribbon is present. The machine is unable to process new encoder signals. This can be caused by the following:</p> <ol style="list-style-type: none"> <li>1.) Torn ink ribbon or jammed envelope</li> <li>2.) Friction in the ink ribbon cassette</li> <li>3.) Cassette slot door not correctly closed/latched.</li> <li>4.) Encoder disc loose</li> <li>5.) Encoder cable damaged or loose</li> <li>6.) Mainboard error</li> </ol> <p>Remedies:  For 1.), 2.),  =&gt; Error may be remedied by installing a new cassette, or re-installing the current cassette. Can be attempted by the customer.</p> <p>For 3.)  =&gt; Make sure cassette door is correctly closed. This can be done by the customer.</p> <p>For 4.), 5.), 6.)  =&gt; Technician required.</p>
00600020		COM-memory full. Perform Teleporto operation.		Notification for user. Not an error.
00600021		No franking operation possible. Machine is blocked.	 	Contact Hotline (or FPI assistance) for further information.
00600022		No communication between mainboard and security device	 	For further diagnosis, turn machine OFF and ON again. Observe diagnostics codes during power up. Send remote diagnostics codes, if necessary. Please try to run a zero-reset.













diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600023		ink ribbon empty soon		<p>This is a warning that the ink ribbon cassette will soon be spent.</p> <p>At the time of this warning there remain about 10 meters of ink ribbon available. That represents about 80 franks including advertising slogan without BZL or additional text.</p> <p>=&gt; Replace ink ribbon cassette !</p> <p>Note: New machines are delivered with a so-called 'Starter Cassette' which can make only about 1/3 as many franks as a regular cassette.</p>
00600024		Pressure roller fault	 	<p>Turn machine OFF and ON again. If error repeats itself, it may be caused by the following:</p> <ul style="list-style-type: none"> <li>a) Pressure roller sensors</li> <li>b) Motor</li> <li>c) Sensor cables</li> <li>d) Motor cables</li> <li>e) Mainboard</li> </ul>
00600025		No franking operation possible. Perform Teleporto operation.	 	<p>Incorrect security device status. Perform Teleporto operation to correct status information of the security device.</p> <p>If Teleporto operation does not correct security device status, send remote diagnostics data to the Hotline.</p>
00600026		although a letter has been ejected it is still not ejected or the sensor is blocking	 	<p>Customer can continue operation.</p> <p>The error message can be confirmed. It will reappear with the next power-up.</p> <p>This error causes the machine to extend the letter ejection time, which results in fewer franks per unit of time.</p>
00600027		the cassette flap of the ink ribbon is open	 	<p>Take the following steps: Make sure the cassette door is correctly closed. =&gt; Check the cassette door hinge mechanism. It may disturb the encoder position sensor.</p>
00600028		the cassette flap of the ink ribbon is open and a letter is still not ejected	 	<p>Take the following steps: Make sure the cassette door is correctly closed. =&gt; Check the cassette door hinge mechanism. It may disturb the encoder position sensor.</p>








diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600029		Print-start sensor busy? Check!	 	Turn machine OFF and ON again. Check whether the error repeats itself. Verify all diagnostics codes during the power-up phase.  Other possible causes: a) Paper fragments in the area of the print-start sensor
0060002A		The last print was incomplete. Do you wish to proceed with subtracting postage credit and then print?		Warning for the user.  The machine has detected an error (i.e. jammed envelope) that resulted in an incomplete frank. The error was not remedied. The message warns the customer that if another frank is attempted, the postage may be deducted even if no frank impression is printed.
0060002B		The last print was incomplete. Do you wish print anyway?		Warning for the user.  The machine has detected an error (i.e. jammed envelope) that resulted in an incomplete imprint. The error was not remedied. The message warns the customer that a subsequent imprint cannot be printed.
0060002C		Ink ribbon cassette is spent.		Machine detects that it has reached the end of the ink ribbon.
0060002D		Notification to user that a message box is open.		Close message box and proceed.
0060002E		Perform Teleporto operation soon.		Perform Teleporto operation soon to update the datecredit 1.  This can be done by the customer.
0060002F		Perform Teleporto operation to continue franking.		Perform Teleporto operation to update datecredit 2.  This can be done by the customer.
00600030		Cliché or image-segment not available.	 	Turn machine OFF and ON again to determine whether the error occurs repeatedly.  If the error recurs, send remote diagnostics data and contact Hotline for further information.  If the error appears to be due to a memory problem, replace the mainboard.







diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00600031		Ink ribbon cassette is empty or the ink ribbon is torn.	 	<p>When tightening the ink ribbon, the machine could not detect an encoder impulse. This may be caused by the following:</p> <ol style="list-style-type: none"> <li>1) Empty ink ribbon cassette</li> <li>2) Torn ink ribbon</li> <li>3) Defective encoder</li> <li>4) Defective cable from encoder to mainboard</li> <li>5) Defective mainboard</li> </ol> <p>Remedies:</p> <p>If 1) or 2) visually inspect the ink ribbon cassette. This can be done by the customer.</p> <p>If 3) to 5) Turn machine OFF and ON again and determine if other errors occur during power up phase. Send remote diagnostics data to Hotline.</p>
00900001		chipcard read error occurred	 	<p>Machine cannot read the chipcard.</p> <p>=&gt; Remove chipcard and re-insert. Or =&gt; Try second master chipcard</p> <p>Both actions can be attempted by the customer.</p> <p>If the error can be reproduced, it may have the following causes:</p> <ol style="list-style-type: none"> <li>1.) Chipcard defect</li> <li>2.) Chipcard contact unit or mainboard defect</li> </ol> <p>Take the following steps:</p> <p>For 1.) Use a new or alternate chipcard For 2.) Replace mainboard</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00900002		chipcard checksum error occurred		<p>Machine cannot write to the chipcard.</p> <p>=&gt; Remove chipcard and re-insert. Or =&gt; Try second master chipcard</p> <p>Both actions can be attempted by the customer.</p> <p>If the error can be reproduced, it may have the following causes:</p> <ol style="list-style-type: none"> <li>1.) Chipcard defect</li> <li>2.) Chipcard contact unit or mainboard defect</li> </ol> <p>Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard</p>
00900003		chipcard write error occurred		<p>Machine cannot write the chipcard.</p> <p>=&gt; Remove chipcard and re-insert. Or =&gt; Try second master chipcard</p> <p>Both actions can be attempted by the customer.</p> <p>If the error can be reproduced, it may have the following causes:</p> <ol style="list-style-type: none"> <li>1.) Chipcard defect</li> <li>2.) Chipcard contact unit or mainboard defect</li> </ol> <p>Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard</p>
00900004		wrong card type used / detected		<p>A chipcard with no FP-coding was used.</p> <p>=&gt; Replace with a FP-coding chipcard.</p>








diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00900005		PIN-change failed		<p>Machine cannot write to the chipcard.</p> <p>=&gt; Remove chipcard and re-insert. Or =&gt; Try second master chipcard</p> <p>Both actions can be attempted by the customer.</p> <p>If the error can be reproduced, it may have the following causes:</p> <ol style="list-style-type: none"> <li>1.) Chipcard defect</li> <li>2.) Chipcard contact unit or mainboard defect</li> </ol> <p>Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard</p>
00900006		verify PIN failed		<p>Data comparison sequence has failed after writing cycle. The machine cannot read/write to the chipcard.</p> <p>=&gt; Remove chipcard and re-insert. Or =&gt; Try second master chipcard</p> <p>Both actions can be attempted by the customer.</p> <p>If the error can be reproduced, it may have the following causes:</p> <ol style="list-style-type: none"> <li>1.) Chipcard defect</li> <li>2.) Chipcard contact unit or mainboard defect</li> </ol> <p>Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard</p>
00900007		load segment failed		<p>Loading procedure aborted.</p> <p>=&gt; Please repeat attempt.</p> <p>If the error can be reproduced, replace the chipcard.</p>














diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00900008		load/process failed	 	<p>Loading procedure aborted.</p> <p>=&gt; Please repeat attempt.</p> <p>If the error can be reproduced, replace the chipcard.</p>
00900009		Load process failed.	 	<p>Loading procedure aborted.</p> <p>=&gt; Please repeat attempt.</p> <p>If the error can be reproduced, replace the chipcard.</p>
00A00001		No modem could be found		<p>Internal communication to the modem assembly is faulty. Because the modem is connected directly to the mainboard, this error can be caused by two possible problems:</p> <ol style="list-style-type: none"> <li>1.) Modem defect</li> <li>2.) Mainboard defect</li> </ol>
00A00002		No dialtone was detected on the line	 	<p>Check modem configuration, including:</p> <ol style="list-style-type: none"> <li>1.) Dialing parameters</li> <li>2.) External line number</li> </ol> <p>Master card required to set parameters.</p> <p>The error may also be caused by a defect in the modem connection. Please check the following:</p> <ol style="list-style-type: none"> <li>1.) Cable securely connected to the postage meter</li> <li>2.) Cable securely connected to the telephone jack</li> <li>3.) The correct modem cable is being used (Note: the Optimail 30 uses a different modem cable than those used for Ultimail, Mymail or T1000).</li> </ol> <p>Also make sure the telephone jack being used has a functioning telephone connection and dial tone. The following problems may occur:</p> <ol style="list-style-type: none"> <li>1.) The line to the telephone jack is not switched on.</li> <li>2.) The cable is connected to a multiple jack that is already serving another device.</li> </ol> <p>Refer also to Technican Info No. 4.</p>















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00A00003		Line is busy or check modem settings.	 	<p>Error may be caused by the following:</p> <ol style="list-style-type: none"> <li>1.) Dialed number is busy. =&gt; Try again at a later time.</li> <li>2.) Dialed number is incorrect. =&gt; Check number and settings</li> <li>3.) Modem parameters incorrect/incomplete =&gt; Refer to diagnostics code 00A00002</li> </ol> <p>Master card required to set parameters.</p>
00A00004		Communications error with modem	 	<p>Communication terminated after connection established. Dialed device does not respond or connection interrupted.</p> <p>=&gt;C:Do not use the original modem cable? See TI#4</p> <p>Remedy: =&gt; Try again</p>
00A00005		Communication error with modem		<p>Communication terminated after connection established. Dialed device does not respond or connection interrupted.</p> <p>Remedy: =&gt; Try again</p>
00A00006		No connection possible. Check modem settings.	 	<p>Communication terminated after connection established. Dialed device sends no carrier tone.</p> <p>Remedy: =&gt; Try again and check telephone number</p> <p>Before technician service visit send data to remote server to check modem configuration and telephone number settings.</p> <p>If necessary change settings (Hotline and customer together).</p> <p>Master card required to set parameters.</p>















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00A00007		Receiver is not answering		<p>Communication terminated after connection established. Dialled device does not respond or connection interrupted.</p> <p>Remedy: =&gt; Try again</p> <p>Check TDC number by telephone.</p>
00A00008		General modem error		<p>No communication between mainboard and modem. May be caused by:</p> <ol style="list-style-type: none"> <li>1.) defect modem</li> <li>2.) defect mainboard</li> </ol> <p>Note: The machine tests internal communication with the modem during power-up. This gives the customer the ability to test whether the modem is working by turning the machine OFF and then ON again.</p>
00A00009		Incorrect dialstring was send to modem. Check modem settings.		The modem has a configuration problem. Check dialing parameters and modem settings.
00B00001		Communications error (FMC)		<p>Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.</p> <p>Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00B00002		Communications error (occurs only during SW update)		<p>Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.</p> <p>Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00B00003		Communications error (FMC)		<p>Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.</p> <p>Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>

























































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00B00004		Communications error (occurs only during SW update)		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00005		Communications error (occurs only during SW update or FMC)		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00006		Communications error (FMC) FrankIt-, Central-, IBIP Server is not available (down)		The Server is possible not available (down).  Please check all phone numbers at franking machine, also RSI-Server phone number.  Repeat procedure later again. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00007		Communications error (FMC)		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00008		Communications error		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00009		Communications error		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B0000A		Service is not available		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .


















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00B0000B		Communications error		Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B0000C	00030228	HS-loop open		HS-loop is still open. First close HS-loop.
00B0000C	0112011C	machine not released by postal organisation.		Please contact FPI customer service staff to determine the machine's postal registration status.
00B0000C	01130139	DB Locking Error in Frankit Accounting Module - Database is locked by the ppi process		Please contact FPI customer service staff to determine database status.
00B0000C	0004754F	Access control certificate is not present	 	Make sure the security device clock is running. If the clock shows a time of 00:00:00 the certificate will be regarded as not valid.  As a first step, send remote diagnostics data. If the clock is not functioning, the security device must be replaced.
00B0000C	00030227	Unallowable action (status) in the current status of the security device	 	The requested service cannot be carried out. For example, a PVD in State Initialized is not possible.  Check security device status.  This error results from incorrect operation.
00B0000C	00010233	The selected postage amount is not valid	  	The selected postage amount is not valid. A valid postage amount is required.  This can be done by the customer. If this error occurs, ask customer to send remote diagnostics data and submit a service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B0000C	01430202	Machine not yet assigned to customer (Authorization)	 	Please contact the Hotline (or FPI support) and request machine assignment to customer.














diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00B0000C	00010278	Communications error: Secret cannot be deciphered.	 	The security device cannot decipher the DPAG secret key.  Please contact the Hotline or FPI and request confirmation that the correct key is being used and has been registered with the DPAG.
00B0000C	00047546	Access control certificate is not present.	 	This diagnosis suggests that an incorrect server has been called and that a secure session could not be established.  Remedy: Send remote diagnostics data and check TDC telephone number.
00B0000C	0107006A	FPI database error		The corresponding data (FPI-DB) could not be accessed.  => Repeat procedure  If the error can be reproduced, contact the Hotline.
00B0000C	01020009	The selected action (service) is not available from the system.	 	This error may be the result of calling an incorrect server. For example, a US-machine and a Frankit-server.  If this diagnostics code appear, check the phone number.
00B0000C	01120113	machine not released by postal organisation		Please contact FPI customer service staff to determine the machine's postal registration status.
00B0000C	01140163	somebody tried to initialize a meter, but the PSD-ID wasn't known in the Server (maybe incorrect PSD-ID?)	 	Please take a look for the right PSD-ID in the system-info. Let your Server Admin compare the PSD-ID in the system
00B0000C	0001753E xxxxxxx	error during re-keying.	 	After a certain time (every 3 years) a validation certificate becomes updated between FPI server and PSD. During this something failed.  remedies: 1.) Please contact national hotline / first level support at FP. Hotline has to check if the issue can be solved by national TDC/FPI admins. 2.) if 1.) not possible - exchange PSD
00B0000C	01140172 xxxxxxx	The FPI server detect the PSD as defect.	 	PSD exchange

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00B0000C	xxxx0172	The PSD is marked as defect ("not working") in the FPI Server. This is normally made to report a defect PSD or stolen machine, during the night synchronisation, to the post authority. This state is not reversible.	 	PSD exchange
00B0000C	0114017F	The meter is no assigned to a customer.	 	Assign meter (security device) to the Infrastrucrtur (e.g. FPI,CPS, CXS)
00B0000C	01140170 00000CE4	perform Teleset tomorrow		After performing Teleset tomorrow the machine should work fine.
00B0000C	01050088 0000089A	The transport certificate is invalid (validation time: 6 month). This is the time when the PSD state change from "new" to initialized".	 	PSD exchange
00B0000D		Communications error	 	Check FPI status.  Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B0000E		Communications error CP ink ribbon cassette	 	Communication with the CP was possible and has now suddenly been broken. Check to make sure the ink ribbon cassette contacts are good.  Check whether additional diagnostic codes to the CP have been recorded in the log.  Prepare remote diagnostics data for further assessment by the Hotline.
00B0000F		Communications error	 	Communication with the CP was possible and has now suddenly been broken. Check to make sure the ink ribbon cassette contacts are good.  Check whether additional diagnostic codes to the CP have been recorded in the log.
00B00010		Communications error	 	Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .






















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00B00011		Communication error	  	Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00012		Communications error	  	Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00013		Communications error	  	Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00014		Communications error	  	Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00015		Communications error	  	Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00016		Communications error	  	Check security device status  Repeat procedure. If the error recurs, prepare remote diagnostics data and contact Hotline or FPI assistance.  Send service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00B00017		Communications error	  	Repeat operation. If the error recurs, please prepare Remote Diagnosis Data and contact the Hotline/FPI support.  Send service support request.













diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00B00018		Attempt to withdraw machine failed.	  	The operation could not be completed. This can be caused by a variety of factors. Customer remedies: 1.) Check modem connection. 2.) Repeat operation.  If the error recurs, please send Remote Diagnosis Data and contact Hotline/FPI.
00F00001		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F00002		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F00004		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F00005		License number is not set	  	Check security device status. Send remote diagnostics data to Hotline and check whether license number has been registered.
00F00006		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F00007		PDS error serial number (occurs only in production)	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00008		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F00009		PSD configuration	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F0000A		Flash read-write error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>
00F0000B		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0000C		Memory allocation error	 	Turn machine OFF and ON again.  If the error recurs, send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F0000D		PSD: Internal error	 	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F0000E		Internal error during SW download	 	Turn machine OFF and ON again.  If the error recurs, send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F0000F		Internal error during power-up.	 	Turn machine OFF and ON again.  If the error recurs, send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00010		PSD: Internal error	 	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00011		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00012		PSD: Internal error	 	Check security device status.  Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00202		Franking operation not possible. Insufficient funds. Load postage by Teleporto.		The machine's postage credit is spent. Load postage by Teleporto.
00F00203		PSD: Internal error	 	Serious PSD error. PSD must be replaced.  Please send remote diagnostics data to the Hotline.













diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00204		PSD: Internal error	 	Serious PSD error. PSD must be replaced.  Please send remote diagnostics data to the Hotline.
00F00205		PSD: Internal error		The maximum value of the descending register (R2) has been exceeded. The maximum value that can be loaded in the machine is limited. Please try to load less postage.
00F00206		PSD: Internal error	 	The maximum value of the total register (R3) has been exceeded. The maximum value that can be loaded in the machine is limited.  This error may also indicate that the maximum service life of the security device has been reached. For further assessment please send remote diagnostics data to the Hotline.
00F00207		PSD: Internal error	 	The set postage value (amount to be deducted) is too high. Please select a different postage value.  If the error recurs, please send remote diagnostics data to the Hotline.
00F00208		PSD: Internal error	 	An error has occurred in the communication with the security device. Please check the security device status.  This error may also occur if the wrong type of security module has been installed; for example, an SAD instead of a PSD.
00F00209		PSD: Internal error	 	An error has occurred in the communication with the security device. Please check the security device status.  This error may also occur if the wrong type of security module has been installed; for example, an SAD instead of a PSD.
00F0020A		PSD: Internal error	 	Check security device status.  Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
















































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0020B		PSD: Internal error	  	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0020C		PSD: Internal error	  	<p>An error has occurred in the communication with the security device. Please check the security device status.</p> <p>This error may also occur if the wrong type of security module has been installed; for example, an SAD instead of a PSD.</p>
00F0020D		PSD: Internal error	  	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0020E		PSD: Internal error	  	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0020F		PSD: Internal error	  	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00210		PSD: Internal error	  	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00211		PSD: Internal error	  	<p>Check security device status. Verify that the security device is compatible with the postage meter country version.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>


























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00212		PSD: Internal error	 	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00213		PSD: Internal error	 	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00214		PSD: Internal error	 	<p>Check security device status.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00215		PSD: Internal error	 	<p>Error indicates that the same PAN was used during Re-init or in the TDC parameters.</p> <p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00216		HS-LOOP is open	 	<p>HS-Loop is physically open. This may be caused by the following:</p> <ol style="list-style-type: none"> <li>1) Housing is not correctly closed -- no magnet contact</li> <li>2) Magnet is missing</li> <li>3) Security device does not have secure contact to the mainboard</li> <li>4) Defective mainboard</li> <li>5) Defective security device</li> </ol> <p>Before replacing the mainboard or security device, contact Hotline and prepare remote diagnostics data.</p>
00F00217		PSD: Internal error	 	<p>The signature of the software which has been downloaded is not valid. Please check the source of the file that you have installed.</p> <p>Repeat the procedure. If the error occurs again, please contact the Hotline for further information.</p>




























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00218		The operation <withdrawn> cannot be executed because R1 is not equal to 0.	 	The following conditions must exist to bring a machine to <withdrawn> status. 1) Set R1=0. Frank postage until all credit is spent or execute PVR if it is allowed. 2) Carry out a zero-FWV 3) Set postage meter to withdrawn
00F00219		The operation <withdrawn> cannot be executed because R1 is not equal to 0.	 	The following conditions must exist to bring a machine to <withdrawn> status. 1) Set R1=0. Frank postage until all credit is spent or execute PVR if it is allowed. 2) Carry out a zero-FWV 3) Set postage meter to withdrawn
00F0021A		PSD: Internal error	 	The signature of the software which has been downloaded is not valid. Please check the source of the file that you have installed.  Repeat the procedure. If the error occurs again, please contact the Hotline for further information.
00F0021B		PSD: Internal error	 	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0021C		PSD: Internal error during initialization or re-initialization	 	Please check TDC/FPI parameters and repeat initialization.  If the error recurs, please send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0021D		PSD: Internal error during initialization or re-initialization	 	Please check TDC/FPI parameters and repeat initialization.  If the error recurs, please send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0021E		PSD: Internal error during initialization or re-initialization.	 	Please check TDC/FPI parameters and repeat initialization.  If the error recurs, please send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0021F		Incorrect software type has been loaded	 	<p>The wrong software has been selected for download. Please check the source of the file that you have installed.</p> <p>Repeat the procedure. If the error recurs, contact Hotline for further assistance.</p>
00F00220		Incorrect software version	 	<p>The wrong software has been selected for download. Please check the source of the file that you have installed.</p> <p>Downgrade is not possible!</p> <p>Repeat the procedure. If the error recurs, contact Hotline for further assistance.</p>
00F00221		Incorrect software version	 	<p>The wrong software has been selected for download. Please check the source of the file that you have installed.</p> <p>Downgrade is not possible!</p> <p>Repeat the procedure. If the error recurs, contact Hotline for further assistance.</p>
00F00222		PSD: Unknown software	 	<p>Unknown software has been selected for downloading. Please check the source of the file that you have installed.</p> <p>Repeat the procedure. If the error occurs again, please contact the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00223		Perform Teleporto operation		The date credit is expired. Please perform a teleporto operation to update this parameter.
00F00224		Perform Teleporto operation		The piece credit is expired. Please perform a teleporto operation to update this parameter.
00F00225		Wrong format for SDID	 	<p>This error may only occur during production of the security device and should not occur during regular customer operation.</p> <p>If the error occurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>

























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00226		Wrong format for serial number	 	<p>This error may only occur during production of the security device and should not occur during regular customer operation.</p> <p>If the error occurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00227		Service is not currently available.	 	<p>The security module cannot switch to another state. Use the security module condition diagram to check the current state.</p> <p>Check HS-loop status.</p> <p>Note: Send remote diagnostics data and discuss with Hotline/Second Level Support.</p>
00F00228		Generic error during connection to FPI	 	<p>It has been determined that the HS-loop is not closed. Close the HS-loop to continue.</p>
00F00229		PSD: Internal error	 	<p>The security module must be replaced.</p> <p>Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0022A		Amount too low		<p>Customer information: Not an error</p>
00F0022B		Amount too high		<p>Customer information: Not an error</p>
00F0022C		Unallowable date selected		<p>Customer information: The selected date is beyond the limit for pre-dating a postage frank.</p>
00F0022D		Unallowable back-dating		<p>Customer information: The selected date is beyond the limit for back-dating a postage frank.</p>
00F0022E		PSD: Internal error	 	<p>Check FPI/TDC status</p> <p>Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0022F		PSD: Internal error	 	<p>Check FPI/TDC status</p> <p>Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>








diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00230		PSD: Internal error	  	Check FPI/TDC status  Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00231		PSD: Internal error	  	Check FPI/TDC status  Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00232		PSD: Internal error	  	Check FPI/TDC status  Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00233		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00234		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00235		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00236		Amount is too low		Select higher amount for remote postage loading.
00F00237		Amount is too high.		Select lower amount for remote postage loading.
00F00238		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00239		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F0023A		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0023B		PSD: Internal error	  	Contact the Hotline or FPI assistance to confirm clock time of the FPI server.  or  Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0023C		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0023D		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0023E		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0023F		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00240		Incorrect amount. The amount to be loaded must be a multiple of 10.		Customer information. Not an error.
00F00241		PSD: Internal error	  	Contact Hotline or FPI assistance and request FPI parameters be checked.  Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00242		PSD: Internal error	  	Contact Hotline or FPI assistance and request FPI-parameters be checked.  Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00243		PSD: Internal error	  	Contact Hotline or FPI assistance and request FPI-parameters be checked.  Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00244		PSD: Internal error	  	Perform PVD first. If the error recurs, contact Hotline/FPI assistance for further information.
00F00245		PSD: Internal error	  	Perform PVD first. If the error recurs, contact Hotline/FPI assistance for further information.
00F00246		Security information is not valid. Perform Teleporto operation.	  	Perform PVD first. If the error recurs, contact Hotline/FPI assistance for further information.
00F00247		PSD: Internal error	  	Perform PVD first. If the error recurs, contact Hotline/FPI assistance for further information.
00F00248		PSD: Internal error	  	Perform PVD first. If the error recurs, contact Hotline/FPI assistance for further information.
00F00250		PSD: Internal error	  	Send remote diagnostics data to the Hotline. Compare machine register data with FPI. If necessary, submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00251		PSD: Internal error	  	Send remote diagnostics data to the Hotline. Compare machine register data with FPI. If necessary, submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00252		PSD: Internal error	  	Send remote diagnostics data to the Hotline. Compare machine register data with FPI. If necessary, submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00253		PSD: Internal error	  	Send remote diagnostics data to the Hotline. Compare machine register data with FPI. If necessary, submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .








































































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00254		It is NOT possible to change the amount. The Teleporto operation was not successfully concluded. Repeat the operation.		The Teleporto operation was interrupted. Please repeat.
00F00255		PSD: Internal error		The Teleporto operation (PVD) was interrupted. A PVR cannot be completed. Repeat the PVD.
00F00256		PSD: Internal error	  	Contact the Hotline or FPI assistance to confirm clock time of the FPI server. or Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00257		PSD: Internal error	  	Send Remote Diagnosis Data to the Hotline. Check registers/compare registers with FPI and submit service support request if necessary.
00F00258		PSD: Internal error	  	Verify postal data with the FPI/TDC.
00F00259		PSD: Internal error	  	Verify postal data with FPI/TDC.
00F0025A		The amount can NOT be changed. Teleporto was not concluded. Repeat procedure.		Repeat Teleporto operation.
00F00264		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00265		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F00266		PSD: Internal error	  	Error occurred during power-on self-test. Turn machine OFF and ON again.  If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .





































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00267		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00268		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00269		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0026A		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0026B		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0026C		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0026D		PSD: Internal error		<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>





































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0026E		PSD: Internal error	 	<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0026F		PSD: Internal error	 	<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00270		PSD: Internal error	 	<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00271		PSD: Internal error	 	<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00272		PSD: Internal error	 	<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00273		PSD: Internal error	 	<p>The meter classification was changed (specimen/government). This is not allowed.</p>
00F00274		PSD: Internal error	 	<p>Send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F00275		PSD: Internal error	 	<p>Error occurred during power-on self-test. Turn machine OFF and ON again.</p> <p>If the error recurs, send remote diagnostics data to Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00276		PSD: Internal error	  	Error occurred during power-on self-test. Turn machine OFF and ON again.  If the error recurs, send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00277		PSD: Internal error	  	Error occurred during power-on self-test. Turn machine OFF and ON again.  If the error recurs, send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00278		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F00279		PSD: Internal error	  	Send remote diagnostics data to Hotline and submit service support request to iss@francotyp.com.
00F0027A		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0027B		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0027C		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0027D		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0027E		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0027F		PSD: Internal error	  	The last Teleset operation was not correctly concluded. Repeat Teleset operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.

























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00280		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00281		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00282		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00283		Security information not valid. Perform Teleporto operation.	  	Contact the Hotline or FPI. It may be necessary to perform the Rekey function. Send remote diagnostics data to the Hotline.
00F00284		PSD: Internal error	  	Contact the Hotline or FPI. It may be necessary to perform the Rekey function. Send remote diagnostics data to the Hotline.
00F00285		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00401		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00402		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00403		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00404		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00410		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.





































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00411		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00412		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00413		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00414		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00415		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00416		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00417		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00418		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00419		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0041A		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0041B		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00420		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.

























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00421		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00430		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00431		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00440		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00441		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00442		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00443		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00444		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00445		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00446		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00447		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00448		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.





































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00449		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0044A		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00450		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00451		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00452		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00453		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00454		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00455		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00456		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00460		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00461		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00462		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.









































diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00463		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00464		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00465		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00466		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00467		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00468		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00469		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0046A		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0046B		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0046C		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0046D		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0046E		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0046F		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00470		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00471		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00472		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00473		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00474		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00480		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00481		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00482		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00483		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00484		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00485		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00486		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00490		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00491		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00492		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00493		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F004A0		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F004B0		PSD: Internal error	 	Send Remote Diagnosis Data to the Hotline and submit service support request .
00F004B1		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F004B2		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F004B3		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F004B4		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F004B5		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00501		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00502		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00503		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00504		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00505		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00506		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00510		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00511		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00512		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00520		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00521		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00522		PSD: Internal error	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.








diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00523		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00524		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00525		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00526		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00527		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00528		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F00529		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0052A		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0052B		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F07531		PSD: Internal error	 	Turn machine OFF and ON again to check whether error occurs repeatedly.  Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0753A		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0753B		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0753C		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0753D		PSD: Internal error	 	Check security device status. Turn machine OFF and ON again and repeat operation. If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0753E		PSD: Internal error	 	Check security device status. Turn machine OFF and ON again and repeat operation. If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0753F		PSD: Internal error	 	Check security device status. Turn machine OFF and ON again and repeat operation. If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F07540		PSD: Internal error	 	Check security device status. Turn machine OFF and ON again and repeat operation. If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F07541		PSD: Internal error	 	Check security device status. Turn machine OFF and ON again and repeat operation. If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F07542		PSD: Internal error	 	Check security device status. Turn machine OFF and ON again and repeat operation. If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F07543		MAC-test in PSD was faulty	 	<p>The clichés are not correct. Send remote diagnostics data to the Hotline and check cliché version.</p> <p>It is probable that the cliché data must be reloaded. This can be done only by the central work shop.</p>
00F07546		PSD: Internal error	 	<p>Check security device status. Turn machine OFF and ON again and repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F07547		PSD: Internal error	 	<p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F07548		PSD: Internal error	 	<p>Check security device status. Turn machine OFF and ON again and repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F07549		PSD: Internal error	 	<p>Check security device status. Turn machine OFF and ON again and repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0754A		PSD: Internal error	 	<p>Check security device status. Turn machine OFF and ON again and repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0754E		PSD: Internal error	 	<p>Carry out PVD (Teleset operation) and then repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
00F0754F		PSD: Internal error	 	<p>Carry out PVD (Teleset operation) and then repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>










diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F07550		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07551		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07552		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07553		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07554		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07555		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07556		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F07557		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07558		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07562		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07563		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07564		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07565		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07566		PSD: Internal error		Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F07567		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07568		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F07569		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0756A		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0756B		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0756C		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
00F0756D		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F0756E		PSD: Internal error	 	Carry out PVD (Teleset operation) and then repeat operation.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F0756F		PSD: Internal error	 	Check date, time, time zone, and offset.  If the error recurs, send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F07570		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F07571		PSD: Internal error	 	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
00F09C41		Generic error in communication with the security device	 	Check whether security device is correctly connected and communication is possible.  For Hotline: Request and analyze remote diagnostics data.  For Technician: SD LED blinking green.
00F09C42		PSD: Internal error	 	Check security device status.  Send remote diagnostics data to Hotline for analysis.
00F09C43		PSD: Internal error	 	Check security device status.  Send remote diagnostics data to Hotline for analysis.
00F09C44		PSD: Internal error	 	The security device is not compatible with the machine to which it is connected. Check whether the security device belongs to another machine.  If necessary, send remote diagnostics data to the Hotline for analysis and submit service support request to iss@francotyp.com.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F09C45		PSD: Internal error	 	<p>Check security device status. Turn machine OFF and ON again and repeat operation.</p> <p>If the error recurs, send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
01300001		No I2C bus communication	 	<p>Faulty communication between the internal scale and the mainboard. Possible causes:</p> <ol style="list-style-type: none"> <li>1.) Scale module is not correctly connected to the postage meter</li> <li>2.) Scale module defect</li> <li>3.) Mainboard defect</li> </ol> <p>Remedies:</p> <p>For 1.) Check connections to the scale module. =&gt; Turn machine OFF. Remove scale module and re-install. Turn machine ON. The internal scale will be tested during power-up.</p> <p>For 2.) If the above remedy repeats the error with every power-up, replace the scale. This can be done by the customer.</p> <p>For 3.) If both remedies above do not resolve the problem, replace the mainboard.</p> <p>Ask the customer to send remote diagnostics data before replacing the scale.</p>
01300002		Error crc calculation after reading scale memory section	  	<p>This error occurs when the scale is disconnecting during operation.</p> <p>Remedies:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF and ON again</li> <li>2.) Replace the weighing cell =&gt; This can be carried out by the customer</li> <li>3.) CRC can be repaired by the technician in Service Mode.</li> </ol> <p>Ask the customer to send remote diagnostics data before replacing the scale.</p>
01300003		Error writing scale memory section	 	<p>Communication to scale module functions but the scale module internal memory is defective.</p> <p>Remedy:</p> <ol style="list-style-type: none"> <li>1.) Replace weighing cell =&gt; This can be carried out by the customer</li> </ol> <p>Ask the customer to send remote diagnostics data before replacing the scale.</p>






















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01300004		Error reading scale memory section	 	<p>Communication to scale module functions but the scale module internal memory is defective.</p> <p>Remedy:</p> <p>1.) Replace weighing cell =&gt; This can be carried out by the customer</p> <p>Ask the customer to send remote diagnostics data before replacing the scale.</p>
01300005		calibration failed	 	<p>The machine was unable to complete calibration.</p> <p>Remedy:</p> <p>Use a standard weight to re-calibrate as described in the service manual.</p> <p>Or</p> <p>Replace weighing cell =&gt; This can be carried out by the customer</p> <p>Ask the customer to send remote diagnostics data before replacing the scale.</p>
01300006		Weight is out of range	 	<p>The weight indicated by the scale is too high. Two possible causes:</p> <p>1.) The weight being used exceeds the required 3 kg. 2.) The scale is incorrectly calibrated.</p> <p>Remedies:</p> <p>For 1.) Remind customer of maximum weight limit for the scale. For 2.) Re-calibrate the scale module.</p>
01300008		Zero-calibration failed	 	<p>Calibration to zero failed. Please check:</p> <p>1.) Scale must be clear. 2.) Weighing platform must be correctly installed. 3.) Turn machine OFF and then ON again.</p> <p>Check whether error recurs.</p> <p>Replace weighing cell (customer can do this).</p>















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01400001		No ratetable available	 	<p>Please perform a postage payment operation for a value of 0.00. Correct postage rate tables will be downloaded simultaneously.</p> <p>This can be carried out by the customer</p> <p>*****</p> <p>This may also be caused by a problem with the security device. Check security device date.</p>
01400002		Product code could not be calculated	 	<p>The selected service/product is not possible. Please check franking options.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> <li>a.) Envelope exceeds weight limit</li> <li>b.) Unallowed endorsement is selected</li> <li>c.) Obsolete postage rate table</li> </ul> <p>=&gt; Perform 0.00 value postage payment operation.</p> <p>If the problem suggests a possible error in the postage rate table, please send remote diagnostics data and the product selection being attempted.</p>
01400003		One or more postage tables could not be deleted.	 	<p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
01400004		It may be necessary to print and then delete BZL-identification numbers. Select the required function from the MENU.		<p>Not an error. Refer to customer information in the display.</p>
01400005		Selected postage cannot be printed.		<p>Not an error. Refer to customer information in the display.</p>
01400006		An incorrect ZIP-code has been saved in the machine.		<p>Not an error. See customer information in the display.</p>
01400007		Recipient's ZIP-code is not correct.		<p>Not an error. Refer to customer information in the display.</p>
01400008		The selected ZIP-code is not valid. Please check the ZIP-code.	 	<p>The postage rate table may contain errors. Load the rate table again.</p> <p>If the error recurs please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>










diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01400009		The sender's ZIP-code is not included in the PSD.	 	The ZIP-code is transmitted from the FPI to the security device. Please ask Hotline or FPI to check whether the ZIP-code has been entered in the FPI.
0140000A		A pre-set has been deleted.		The activation of a new postage rate table has resulted in the deletion of the old pre-set. Customer information. Not an error.
0140000B		Postage min check failed in case of manually entered postage values		Please select a valid amount (product)
0140000C		Postage max check failed in case of manually entered postage values		Please select a valid amount (product)
01500001		Advertising slogan cannot be selected.		Customer information. For example, stored pre-set may include an advertisement which was deleted after the pre-set was saved. When the pre-set is now selected, ithe machine cannot find the desired advertisement.  Remedy: Reprogram and save the pre-set. This is the same with cost accounts which are linked to a logo. The connection between account and logo must be interrupted, after the logo was deleted.
01500002		Supplementary text is NOT available.	 	Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
01500003		Department account cannot be found.	 	Send remote diagnostic data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
01500004		Unknown selection	 	Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .
01500005		It was not possible to set the clock.	 	Communicaton to the security device may be faulty. Note other diagnostic messages. Send remote diagnostics data to the Hotline for further assistance.
01500006		It was not possible to process the command.	 	Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .










diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01500007		Selected type-of-mail is not available.	  	Send remote diagnostics data to the Hotline and submit service support request to iss@francotyp.com.
01600001		Faulty data in the ink ribbon CP.	  	Faulty data in the ink ribbon CP. => Replace ink ribbon.
01600002		Incorrect or faulty parameters	  	The print head resistance has not been correctly entered or the CP-data on the ink ribbon cassette are not valid.  For further analysis request remote diagnostics data and/or replace ink ribbon cassette.
01600003		the current temperature of the print head is too high	  	The temperature sensor indicates more than 40°C. Possible causes: 1.) Actual ambient temperature exceeds 40°C, which is outside the machine's allowed operating temperature range. 2.) Temperature sensor is defective and sending incorrect information.  Remedies: a.) Turn machine OFF and let machine cool or move to another location. b.) Check temperature indicated by the sensor.  This can be done by Remote diagnostics or in Service Mode.
01600004		the current temperature of the print head is too low	  	The temperature sensor indicates less than 10°C. Possible causes: 1.) Actual ambient temperature is below 10°C, which is outside the machine's allowed operating temperature range. 2.) Temperature sensor is defective and sending incorrect information. 3.) Bad / missing connection between printhead and mainboard.  Remedies: a.) Wait for machine to acimatize or move to a warmer location. b.) Check temperature indicated by the sensor. c.) check cable between mainboard and printhead  This can be done by Remote diagnostics or in Service Mode.



























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01600005		Print speed is too high	  	<p>The print speed is too high for the required energy levels. This may be caused by a defect CP-chip in the ink ribbon cassette.</p> <p>Replacing the ink ribbon cassette should remedy this problem.</p> <p>If replacing the ink ribbon cassette does not eliminate the problem, send remote diagnostics data to the Hotline for further analysis.</p>
01600006		Print speed is too low.	  	<p>The print speed is too low for the required energy levels. This may be caused by a defect CP-chip in the ink ribbon cassette.</p> <p>Replacing the ink ribbon cassette should remedy this problem.</p> <p>If replacing the ink ribbon cassette does not eliminate the problem, send remote diagnostics data to the Hotline for further analysis.</p>
01600007		Print speed problem.	  	<p>The print speed is not suitable for the required energy levels. This may be caused by a defect CP-chip in the ink ribbon cassette.</p> <p>Replacing the ink ribbon cassette should remedy this problem.</p>
01600008		Faulty pre-set energy values for the matrix-code	  	<p>Faulty pre-set energy values for the matrix-code. This may be caused by a defective CP-chip in the ink ribbon cassette.</p> <p>Replacing the ink ribbon cassette should eliminate the problem.</p>
01600009		Faulty pre-set energy values 1-D-barcode.	  	<p>Faulty pre-set energy values 1-D-barcode. This may be caused by a defective CP-chip in the ink ribbon cassette.</p> <p>Replacing the ink ribbon cassette should eliminate the problem.</p>
0160000A		Print speed too low.	  	<p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
0160000B		Faulty preset print pulse pause time.	  	<p>Send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>

























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0160000C		Faulty settings	 	<p>Replace the ink ribbon cassette.</p> <p>If the error recurs, please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
0160000D		Faulty pre-set print head resistance.	 	<p>Send remote diagnostics data and check print head resistance.</p>
0160000E		Faulty setting: Low speed print	 	<p>Replace the ink ribbon cassette.</p> <p>If the error recurs, please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
0160000F		Faulty settings.	 	<p>Replace the ink ribbon cassette.</p> <p>If the error recurs, please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
01600010		the data from the ribbon cassette does not contain sufficient temperature information	 	<p>Replace the ink ribbon cassette.</p> <p>If the error recurs, please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
01600011		The machine was unable to complete initialization of the print parameters	 	<p>Reload the ink ribbon cassette or try using a different cassette.</p> <p>If the error occurs again, send remote diagnostics data and submit a service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
01700001		the system has been created		<p>Not an error</p> <p>Status information that a future software release will remove from error statistics.</p>
01700002		the system's lifecycle state changed from ... -> to ...		<p>Not an error</p> <p>Status information that a future software release will remove from error statistics.</p>

























diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01700003		the data was the complete cliché		Not an error Status information that a future software release will remove from error statistics.
01700004		the data was a rate table		Not an error Status information that a future software release will remove from error statistics.
01700005		the data was located in the persistent storage		Not an error Status information that a future software release will remove from error statistics.
01700006		a master card has been created		Not an error Status information that a future software release will remove from error statistics.
01700007		a telephone number has been changed		Not an error Status information that a future software release will remove from error statistics.
01700008		the modem parameters have been changed		Not an error Status information that a future software release will remove from error statistics.
01700009		the system's time base has been changed		Not an error Status information that a future software release will remove from error statistics.
0170000A		a PVD has been performed		Not an error Status information that a future software release will remove from error statistics.
0170000B		PVR/WITHDRAW has been performed		Not an error Status information that a future software release will remove from error statistics.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
017000C		the data was the service interval		Not an error Status information that a future software release will remove from error statistics.
017000D		the data was the battery setting		Not an error Status information that a future software release will remove from error statistics.
017000E		print head setting (resistance) was done		Not an error Status information that a future software release will remove from error statistics.
017000F		machine was set to delivery setting		Not an error Status information that a future software release will remove from error statistics.
0170010		factory setting was done		Not an error Status information that a future software release will remove from error statistics.
0170011		access card information		Not an error Status information that a future software release will remove from error statistics.
0170012		initialize service has been started		Not an error Status information that a future software release will remove from error statistics.
0170013		authorize service has been started		Not an error Status information that a future software release will remove from error statistics.
0170014		reinitialize service has been started		Not an error Status information that a future software release will remove from error statistics.











diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01700015		scrap service has been started		Not an error Status information that a future software release will remove from error statistics.
01700016		lock out service has been started		Not an error Status information that a future software release will remove from error statistics.
01700017		reset HS-Loop service has been started		Not an error Status information that a future software release will remove from error statistics.
01700018		reset HS-Loop service has been started		Not an error Status information that a future software release will remove from error statistics.
01700019		system's time base has been changed (DLS time)		Not an error Status information that a future software release will remove from error statistics.
0170001A		system's time base has been changed (offset)		Not an error Status information that a future software release will remove from error statistics.
0170001B		system's time base has been changed (complete date & time)		Not an error Status information that a future software release will remove from error statistics.
0170001C		data was part of the cliché		Not an error Status information that a future software release will remove from error statistics.
0170001D		process of reauthorizing has been started		Not an error Status information that a future software release will remove from error statistics.









diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0170001E		process that has been started finished successfully		Not an error Status information that a future software release will remove from error statistics.
0170001F		software update was done		Not an error Status information that a future software release will remove from error statistics.
01700020		KREP - service has been carried out		Not an error. Notification of completed service.
01700021		License ID - service has been carried out.		Not an error. Notification of completed service.
01700022		Off-line reinitialization has been carried out.		Not an error. Notification of completed service.
01800001		SW error	 	Initialization of country-version software failed. Please check that the correct software was installed in the postage meter.
01800002		Wrong SD-module	 	The wrong type of security device has been installed (ex. SAD instead of PSD).
01800003		Remaining postage is low. Perform Teleporto operation soon.		Not an error. See customer information in display.
01800004		Remaining postage is low. Perform Teleporto operation tomorrow.		Not an error. See customer information in display.
01800005		Perform Teleset operation.		Not an error. See customer information in display.
01800006		Flash error.	 	Please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a> .  It is probable that the mainboard must be replaced.
01900001		Ink ribbon cassette spent. Please replace!		Not an error. See customer information in display.













diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
01900002		The new ink ribbon cassette cannot be initialized.	  	<p>Please try again with a different ink ribbon cassette.</p> <p>If the error recurs, check contact between CP and ink ribbon cassette. Check the spring at "encoder lever" (see SB: Ink Ribbons / Cartridges Failing)</p> <p>If the error recurs, send remote diagnostics data to the Hotline for further analysis.</p>
01900004		The machine does not recognize a valid ink ribbon cassette or does not support the installed ink ribbon cassette.	  	<p>The CP-information on the ink ribbon cassette were readable but not valid.</p> <p>Remedy: Use only original FP ink ribbon cassettes.</p>
01900005		Defective ink ribbon cassette.	  	<p>The ink ribbon cassette version-number dis not compatible with the software installed in the postage meter.</p> <p>Remedy. Only use FP-cassettes with a valid version.</p>
02000001		Communications error.	  	<p>Check contacts to the security device.</p> <p>Read security device status and if necessary send remote diagnostics data to the Hotline for further analysis.</p>
02000002		Communications error.	  	<p>Check contacts to the security device.</p> <p>Read security device status and if necessary send remote diagnostics data to the Hotline for further analysis.</p>
02000003		Communications error	  	<p>Check contacts to the security device.</p> <p>Read security device status and if necessary send remote diagnostics data to the Hotline for further analysis.</p>
02000004		Communications error	  	<p>Please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
02000005		Communications error.	  	<p>Please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
02000006		Communications error	  	<p>A communications error with the FPI has occurred.</p> <p>Try again. If necessary, check telephone number and dialing parameters.</p> <p>Contact Hotline or FPI-assistance and request FPI log-entries be checked.</p>
02000007		Communications error	  	<p>A communications error with the FPI has occurred.</p> <p>Try again. If necessary, check telephone number and dialing parameters.</p> <p>Contact Hotline or FPI-assistance and request FPI log-entries be checked.</p>
02000008		Communications error	  	<p>A communications error with the FPI has occurred.</p> <p>Try again. If necessary, check telephone number and dialing parameters.</p> <p>If the error recurs, please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
02000009		Communications error	  	<p>Please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
0200000A		Communications error	  	<p>Please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
0200000B		Communications error	  	<p>Please send remote diagnostics data to the Hotline and submit service support request to <a href="mailto:iss@francotyp.com">iss@francotyp.com</a>.</p>
0200000C		Communications error	  	<p>There is a problem with communications to the FPI.</p> <p>Prepare remote diagnostics data for further analysis. FPI errors are logged in the diagnostics list in the postage meter and at the FPI. If no log-entry is present, simply repeat the procedure.</p>
80800001		Software error (2nd-level support)	  	<p>Turn machine OFF/ON. If the error recurs, please send Remote Diagnosis Data to the Hotline and submit service support request.</p>



















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
80801005		print image error While updating a part of a franking image it was detected that the new content does not meet the required length. maybe the serial # need 6 digit but it was more or less.	 	Please make sure that you have the right optimail30 print image on your card (not mymail or ultimail) Please repeat process Please contact FPI admin
8080100C		PSD-Kommunikation problem a meter classification (state) is currently not available. Propably psd is down.	 	Check PSD connection Make a PSD Test and call the PSD report
80C00001		an error ocured while receiving data from the FPI (server). May be there are more data send as they could stored.	 	C:-> repeat process H:-> please call TDC (server) admin
81100001		Duplicate images found in print data	 	An error was discovered in the cliché data. Check the following: 1.) Machine cliché version. 2.) Machine software version and whether there are interdependencies. For further information, consult Release Notes. Update machine operating software if it is not the most recent version.  If the error occurred during installation of the machine or while new cliché-data were being loaded, the cause may be a defective main board. (Please note all other diagnosis messages that occur during the power-up phase. Send Remote Diagnosis Data before replacing the main board.
81100002		MAC test failed	 	This message may be caused by the following: 1.) The machine is incorrectly installed or has a different country-code. 2.) The security module is defective. 3.) The cliché-data are defective.  Remedies: 1.) Turn machine OFF and ON again. Check whether error recurs. 2.) Check whether the error occurs during installation, after cliché data update, or in other circumstances. 3.) Use Remote Diagnosis Data to check security module status, software version and cliché data.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
81100003		MAC-Verifier not available	 	<p>Please check state of security device. This error should not occur if security device (SD) is Valid, Authorized or Init . In all other cases this diagnostic code can occur.</p> <p>Please check if SD is connected in the right way to mainboard.</p> <p>If this not help remote diagnosis data are need to analyse the problem.</p>
81100004		Print image data faulty	 	<p>An error was discovered in the cliché data.</p> <p>Check machine cliché version. This can be done using Remote Diagnosis Data.</p> <p>If necessary, install complete clichés.</p>
81100005		Specific data in the data card are faulty	 	<p>Defective data on the chip card. Repeat procedure with a newly programmed chip card.</p>
81100006		Data was not saved correctly	 	<p>An error occurred while loading data from the chip card. The following measures are proposed:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF. Then turn ON and repeat procedure.</li> </ol> <p>If the error recurs, please generate Remote Diagnosis Data.</p> <p>Possible causes may be</p> <ol style="list-style-type: none"> <li>1.) a defective main board or</li> <li>2.) incorrect flash-recognition on the main board.</li> </ol> <p>In any event, always check the software version being used before replacing the main board.</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
81100007		Error when saving data	 	<p>An error occurred while loading data from the chip card. The following measures are proposed:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF. Then turn ON and repeat procedure.</li> </ol> <p>If the error recurs, please generate Remote Diagnosis Data.</p> <p>Possible causes may be</p> <ol style="list-style-type: none"> <li>1.) a defective main board or</li> <li>2.) incorrect flash-recognition on the main board.</li> </ol> <p>In any event, always check the software version being used before replacing the main board.</p>
81100008		No cliches found in memory.	 	<p>Download of cliches data is required.</p>
81100009		Selected zip method is NOT available.	 	<p>An error occurred while loading data from the chip card. The following measures are proposed:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF. Then turn ON and repeat procedure.</li> <li>2.) Check software version and cliches data version using Remote Diagnosis Data.</li> <li>3.) Repeat procedure using a different, newly programmed chipcard.</li> </ol>
8110000A		Selected zip method is NOT available.	 	<p>An error occurred while loading data from the chip card. The following measures are proposed:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF. Then turn ON and repeat procedure.</li> <li>2.) Check software version and cliches data version using Remote Diagnosis Data.</li> <li>3.) Repeat procedure using a different, newly programmed chipcard.</li> </ol>
8110000B		Selected zip method is NOT available.	 	<p>An error occurred while loading data from the chip card. The following measures are proposed:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF. Then turn ON and repeat procedure.</li> <li>2.) Check software version and cliches data version using Remote Diagnosis Data.</li> <li>3.) Repeat procedure using a different, newly programmed chipcard.</li> </ol>
8110000C		Selected zip method is NOT available.	 	<p>"An error occurred while loading data from the chip card. The following measures are proposed:</p> <ol style="list-style-type: none"> <li>1.) Turn machine OFF. Then turn ON and repeat procedure.</li> <li>2.) Check software version and cliches data version using Remote Diagnosis Data.</li> <li>3.) Repeat procedure using a different, newly programmed chipcard.</li> </ol> <p>"</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
811000D		Selected zip method is NOT available.	 	"An error occurred while loading data from the chip card. The following measures are proposed:  1.) Turn machine OFF. Then turn ON and repeat procedure. 2.) Check software version and cliché data version using Remote Diagnosis Data. 3.) Repeat procedure using a different, newly programmed chip card. "
811000E		Selected zip method is NOT available.	 	Please repeat the procedure. If the error recurs, please send Remote Service Data to the Hotline and seek service support.
811000F		Selected zip method is NOT available.	 	Please repeat the procedure. If the error recurs, please send Remote Service Data to the Hotline and seek service support.
81100010		No data available on chipcard	 	No data present on the chip card.  Repeat operation with a newly-programmed chip card.  If the error recurs, send Remote Diagnosis Data to the Hotline and submit service support request.
81100011		Corrupted data on chip card	 	Faulty data are present on the chip card.  Repeat procedure with a newly programmed chip card.  If the error recurs, please send Remote Diagnosis Data to the Hotline and submit service support request.
81100012		error mac verification	 	Verification of cliché data not possible. MAC error. Cliché can not be used.  Please generate a new cliché.
81100013		Advertising slogan is not supported.		User information. Not an error.
81100014		endorsements are not supported		User information. Not an error.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
81100015		Town dies are not supported.		User information. Not an error.
81100018		source of modification is unknown	  	This diagnosis code occur, if the software doesn't know, how was performing the Update. With software >=9.25.0 this diagnosis code will not occur any more.  Remedy: Update FM-SW to software >=9.25.0.
81100019		Unknown access authorization.	  	Turn machine OFF/ON and repeat operation.  Repeat operation with a newly-programmed chip card.  If the error recurs send Remote Diagnosis Data to the Hotline and submit service support request.
8110001A		No authorization		Access is controlled by authorization level (dealer-card, FP-card)
8110001B		to many advert images are loaded (max. 6) May be you have tried to load the advert card two times?		Information only! Not a error Please check the no. of present adverts. Maybe delete one and try again.
8110001E		Too many endorsements		User information. Not an error.
8110FFFE		Software error	  	If this error occurs, please send Remote Diagnosis Data to the Hotline and submit service support request.
8110FFFF		Internal error	  	If this error occurs, please send Remote Diagnosis Data to the Hotline and submit service support request.