

Warning- and error codes for Toll Box

The Toll Box can display various warning- and error codes on the display. The table below indicates the warning or error code, description of the problem, how the Box's LED lights and beeps will behave, as well as the cause and solution for the warning or error.

Warning codes

Warning code	Description of problem	Cause	Solution
5002	<ul style="list-style-type: none"> Green blinking LED light Message LED light White Warning beep Message: "Connect the power supply" 	You are running low on battery, the power supply is not connected, and the battery charge is below 20%.	Check that the power cable is connected to the Box and properly plugged into the power source as described in section 5. Ensure that the Box displays "+" indicating connection to an external power supply.
5004	<ul style="list-style-type: none"> Green blinking LED light Warning beep Message: "Connect the power supply" 	You are running low on battery; the power supply is not connected	Check that the power cable is connected to the Box and properly plugged into the power source as described in section 5. Ensure that the Box displays "+" indicating connection to an external power supply.
5006	<ul style="list-style-type: none"> Message LED light White Warning beep Message: "Vehicle turned off" 	<p>The power supply to the Box is disconnected because the vehicle is switched off. If this is not intentional, investigate the cause.</p> <p>Please note that this code will appear when the vehicle is switched off and the power supply to the Box is therefore interrupted. In this case, no action is required.</p>	If the code appears in situations other than when the vehicle is switched off, it is important to check the installation of the Box, cable, connector, and fuse group. Ensure that the Box displays "+" to indicate connection to an external power supply.

Error codes

Error code	Description of problem	Cause	Solution
2002	<ul style="list-style-type: none"> Red LED light Not OK beep Message: "No GPS signal" 	The Toll Box cannot find the GPS signal	The Box needs to re-establish the GPS signal. Start the journey only when the Box has found the GPS signal.
50010	<ul style="list-style-type: none"> Red LED light Not OK beep Message "Contact support centre" 	The Box is blocked and cannot be used	The Box must be activated before it can be used. See reasons for blocking before contacting customer service.
50000	<ul style="list-style-type: none"> Red LED light Not OK beep 	The Box is not sending data. You are operating outside of contract/agreement obligations.	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
50020	<ul style="list-style-type: none"> Red LED light Not OK beep 	Connection issues to the server	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
24	<ul style="list-style-type: none"> Red LED light Not OK beep 	Error in battery or power connection.	Check that the power supply is properly connected to the Box.
1008	<ul style="list-style-type: none"> Red LED light Not OK beep 	Connection error to the hardware	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
3012	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
3016	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
3018	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
4006	<ul style="list-style-type: none"> Red LED light Not OK beep 	Configuration error	Ensure that the Box is connected to power. The Box will restart when the battery voltage is above 20%, and the error will automatically be resolved. Contact Brobizz customer service if the error is not resolved.
4008	<ul style="list-style-type: none"> Red LED light Not OK beep 	Configuration error	Ensure that the Box is connected to power. The Box will restart when the battery voltage is above 20%, and the error will automatically be resolved. Contact Brobizz customer service if the error is not resolved.
4010	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
7014	<ul style="list-style-type: none"> Red LED light Not OK beep 	Problems with connection to the mobile network.	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.

Brobizz

22-05-2026

8002	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
9006	<ul style="list-style-type: none"> Red LED light Not OK beep 	Secondary battery is close to being discharged	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
9010	<ul style="list-style-type: none"> Red LED light Not OK beep 	Update error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
9012	<ul style="list-style-type: none"> Red LED light Not OK beep 	Storage space error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
9014	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
10000	<ul style="list-style-type: none"> Red LED light Not OK beep 	Software error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
11002	<ul style="list-style-type: none"> Red LED light Not OK beep 	Hardware error	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
16002	<ul style="list-style-type: none"> Red LED light Not OK beep 	Connection issues to the server	Restart the Box. Contact Brobizz customer service if the error is not resolved after restart.
17002	<ul style="list-style-type: none"> Red LED light Not OK beep 	Configuration error	<p>Ensure that the Box is connected to power. The Box will restart when the battery voltage is above 20%, and the error will automatically be resolved.</p> <p>Contact Brobizz customer service if the error is not resolved.</p>