

## 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"> <li>Green blinking LED light</li> <li>Message LED light White</li> <li>Warning beep</li> <li>Message: "Connect the power supply"</li> </ul>	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"> <li>Green blinking LED light</li> <li>Warning beep</li> <li>Message: "Connect the power supply"</li> </ul>	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"> <li>Message LED light White</li> <li>Warning beep</li> <li>Message: "Vehicle turned off"</li> </ul>	<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"> <li>Red LED light</li> <li>Not OK beep</li> <li>Message: "No GPS signal"</li> </ul>	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"> <li>Red LED light</li> <li>Not OK beep</li> <li>Message "Contact support centre"</li> </ul>	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"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	The Box is not sending data. You are operating outside of contract/agreement obligations.	Contact Brobizz' customer service
50020	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Connection issues to the server	Contact Brobizz' customer service
24	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Error in battery or power connection.	Check that the power supply is properly connected to the box.
1008	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Connection error to the hardware	Contact Brobizz' customer service
3012	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	The box has been unable to establish a connection to GPS for a short period and thus collect positions during driving. This can happen when driving in a tunnel or parking garage.	Wait for the box to re-establish the GPS signal and collect positions again when not driving in a tunnel or other areas that can interfere with the signal.
3016	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Hardware error	Contact Brobizz' customer service
3018	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Hardware error	Contact Brobizz' customer service
4006	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	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"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	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"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Hardware error	Contact Brobizz' customer service
7014	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Problems with connection to the mobile network.	Contact Brobizz' customer service
8002	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Hardware error	Contact Brobizz' customer service
9006	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Secondary battery is close to being discharged	Contact Brobizz' customer service
9010	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Update error	Contact Brobizz' customer service
9012	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Storage space error	Contact Brobizz' customer service
9014	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Hardware error	Contact Brobizz' customer service
10000	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Software error	Contact Brobizz' customer service
11002	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Hardware error	Contact Brobizz' customer service
16002	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	Connection issues to the server	Contact Brobizz' customer service
17002	<ul style="list-style-type: none"> <li>Red LED light</li> <li>Not OK beep</li> </ul>	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>