


Reasons for blocking of the Toll Box

The Toll Box can be blocked for various reasons. The table below describes the reasons for the Box being blocked and the solution to reactivate the Box. When the box is blocked, it will have error code 20010 and the LED will be red.

Types of blocking	Reasons for blocking	Solution
Blocked via Brobizz' self service	You or your administrator have blocked the Box in the self-service portal.	Log in to Brobizz self-service portal and reactivate the Box.
Blocked due to missing vehicle details	The Box is blocked because the necessary vehicle data has not been added to the Box	Log in to Brobizz self-service portal and add the missing data. Wait for the Box to update with the new data, after which the blocking will be lifted.
Blocked due to missing or expired payment card	The Box may be blocked if you have an expired payment card or if Brobizz has been unable to charge the card for usage.	Log in to Brobizz self-service portal and update the payment card, after which the Toll Box will be reactivated
Blocked due to outstanding balance with Brobizz	The Box may be blocked if you have an outstanding balance with Brobizz.	The Box may be blocked if you have an outstanding balance with Brobizz. The Box can be reactivated once the outstanding balance is paid.

 Please note that it may take up to 24 hours for the blocking or reactivation of a Toll Box to take effect with all operators.