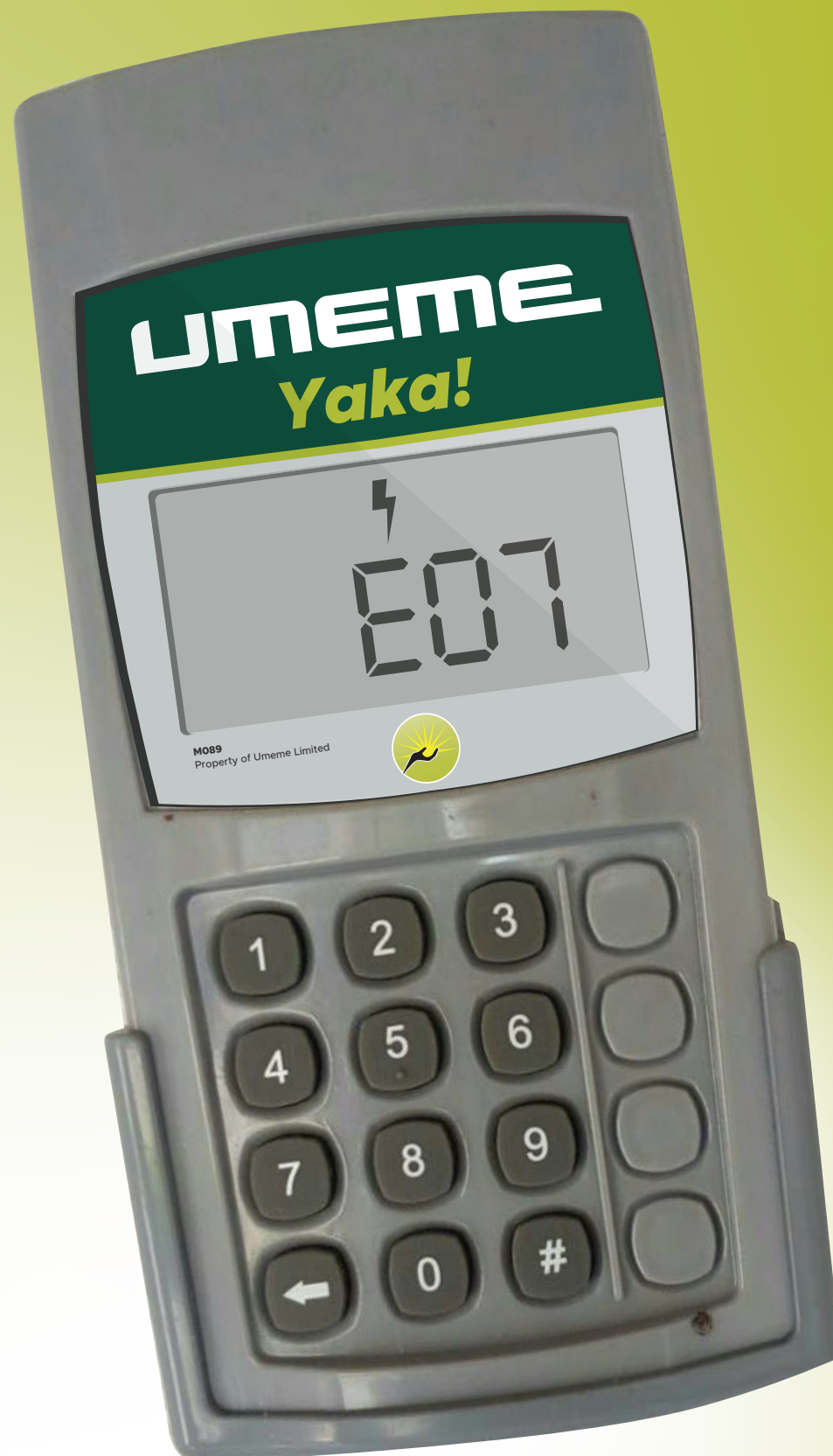




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Powering Uganda



CONLOG METER ERROR CODES

ERROR	MEANING	ACTION
E07	Communication Error between meter and CIU.	• Check for batteries and replace if neccessary. • Check for meter status.
E04	No supply voltage present.	Contact Umeme for support.
AAAAAA	Invalid token(mismatching number on token and meter, mismatching tariff etc).	Enter a valid token.
DDDDD	This occurs when a token has the same ID as a token already entered.	Enter a valid token. You can discard this token as it is not valid.
OOOO	Old or expired token.	Enter a valid token. You can discard this token as it is not valid.
t OPEN	This occurs if the terminal cover is not installed correctly.	Contact Umeme for support.
Symbol of a spanner	This occurs if the terminal cover is not installed correctly.	Contact Umeme for support.
X rF CO n	Failed communication. No Radio Frequency signal.	• Check for batteries and replace if necessary. • If it persists, contact Umeme for support.



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ITRON METER ERROR CODES

ERROR	MEANING	ACTION
00000	Token too old.	Enter a valid token. You can discard this token as it is not valid.
OVEr Po	Power Overload.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
EEEE 13	Token entered incorrectly.	Enter a valid token. You can discard this token as it is not valid.
EEEE 20	Communication Error.	• Check and ensure communication cable is well fixed. • Contact Umeme for support
EEEE 02	Negative amount on a meter.	Contact Umeme for support.
EEEE 98	CIU Short code rejected.	Enter the right code.
UUUUU	Token already used.	Enter a valid token. You can discard this token as it is not valid.



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INHEMETER METER ERROR CODES



ERROR	MEANING	ACTION
OVER_POr	Meter overloaded.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
OVER_CUr	Over current.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
UsEd	Used Token code.	Enter a valid token. You can discard this token as it is not valid.
OLd	Old Token code.	Enter a valid token. You can discard this token as it is not valid.
Loc	If the user's electrical load within 45 seconds continues to be greater than the load threshold.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
Con_FAIL	The flashing icon indicates that the communication between CIU and MCU failed this time, please wait! CIU will automatically communicate again.	• Ensure CIU is in the socket and the same socket should be in ON position. • If there is no supply, ensure the meter has working batteries.
rEJect	• Token input is wrong. • Mismatch in Tariff Index and / or Key Version in the meter and Vending System.	• Enter the right token. • Contact Umeme for support.
0004	Over Voltage.	Contact Umeme for support.
0020	Under Voltage.	Contact Umeme for support.
PadLock	Mismatch in Tariff Index and / or Key Version in the meter and Vending System.	Contact Umeme for support.
Symbol of an open switch	This occurs if the terminal cover is not installed correctly.	Contact Umeme for support.



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HEXING METER ERROR CODES



ERROR	MEANING	ACTION
OVER_POr	Meter overloaded.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
OVER_CUr	Over current.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
UsEd	Used Token code.	Enter a valid token. You can discard this token as it is not valid.
OLd	Old Token code.	Enter a valid token. You can discard this token as it is not valid.
Loc	If the user's electrical load within 45 seconds continues to be greater than the load threshold.	Reduce the load. In case there is need for installation upgrage, contact Umeme.
Con_FAIL	The flashing icon indicates that the communication between CIU and MCU failed this time, please wait! CIU will automatically communicate again.	• Ensure CIU is in the socket and the same socket should be in ON position. • If there is no supply, ensure the meter has working batteries.
rEJect	• Token input is wrong. • Mismatch in Tariff Index and / or Key Version in the meter and Vending System.	• Enter the right token. • Contact Umeme for support.
0004	Over Voltage.	Contact Umeme for support.
0020	Under Voltage.	Contact Umeme for support.
PadLock	Mismatch in Tariff Index and / or Key Version in the meter and Vending System.	Contact Umeme for support.
Symbol of an open switch	This occurs if the terminal cover is not installed correctly.	Contact Umeme for support.