

TRACcess[®] DisplayKEY

Error Codes

Error Code	Description	Solution
01	Login error	Perform eSYNC again
02	Key inactive in KIM database	Call provider
03	No carrier	Perform eSYNC again
04	Modem error	Reset cradle
05	Phone number error	Check eSYNC phone number
06	No dial tone	Check phone line
07	Phone line busy	Perform eSYNC again
08	No answer	Perform eSYNC again
09	eSYNC timed out	Perform eSYNC again
10	Error flashing firmware	Perform eSYNC
16	Update disrupted	Perform eSYNC again
17	Abnormal eSYNC	Perform eSYNC again
18	Key is Expired	Perform eSYNC again
19	Version Error	Call technical support
20	Phone line in use	Perform eSYNC again
21	Too much phone line current	Verify cradle is connected to analog phone line
22	Unable to verify firmware	Perform eSYNC
23	Wrong device	Verify you are not accessing an AEII KeyBox
26	Bad cookie	Perform eSYNC
27	Key expired	Update DisplayKEY
29	Command denied	Call technical support
2A	Unknown cookie	Perform eSYNC
30	Real-time clock crystal failure	Replace DisplayKEY
35	Battery failure at power-up	Charge DisplayKEY
36	Battery failure during charging	Charge DisplayKEY
38	Tracking full lockout	Perform eSYNC
39	Too many errors	Call technical support
3A	Premature line break	Perform eSYNC again
3B	Access mismatch	Verify Access code
3D	Incorrect update code	Verify and reenter update code
3E	Memory full for iBox read	Perform eSYNC
3F	Low battery in iBox	Contact the listing agent



40	Key expired	Update DisplayKEY
41	Security bad cookie lockout	Perform eSYNC
42	Bad ID cookie	Perform eSYNC
43	Bad config cookie	Perform eSYNC
44	Not iBox owner	Call provider
45	Invalid response	Call technical support
46	Copy protection violation	Call technical support
48	Clock not adjusted	Call technical support
49	Key locked out	Wait ten minutes
5A, 5B, 5C	Contacts not making connection	Call technical support
5D	IR communication error	Try operation again
60	iBox failure	Try operation again
61	Charge not started	Update DisplayKEY
65	iBox read disallowed	Call provider
67	Shackle code release refused	Verify shackle code and try again
6B	Read/write permission denied	Call technical support
71	Incorrect PIN	Verify PIN code and try again
72	Incorrect shackle code	Verify shackle code and try again
73	Incorrect programming code	Call technical support
74	Bad code lockout	Wait ten minutes
75	Obtain key lockout	Wait ten minutes
76	Key not updated	Update DisplayKEY
77	Access does not match	Verify Access code
78	Permissions do not match	Call technical support
79	System code does not match	Call technical support
7A	Access hour restriction	Verify access hours
7B	Key container timeout	Wait ten minutes
7D	Invalid update	Update DisplayKEY
7E	Empty log	Call technical support
7F	Invalid time	Perform eSYNC
80	Low battery on charge pump	Charge DisplayKEY
82	Failed to find KPDA	Perform eSYNC
83	Failed to find valid auth cookie	Perform eSYNC
92, 93, A8	Too many digits	Verify and reenter code
A9	Lockout list error in iBox	Call technical support
AA	Update code exception	Verify and reenter update code
AF	Card zapped	Replace DisplayKEY
C2	iBox storage violation	Call technical support
D0	Obtain key operation restriction	Update DisplayKEY
D1, D2, D3	iBox shackle operation restriction	Verify and reenter the shackle code
E1	Owner only violation	Call technical support
E2	Time access violation	Verify timed access hours
E3	On lockout list	Call provider