

Title (en)  
Method of remote diagnostics for franking machines.

Title (de)  
Ferndiagnoseverfahren für Frankiermaschine.

Title (fr)  
Procédé de télédiagnostique pour machine à affranchir.

Publication  
**EP 0516403 A2 19921202 (EN)**

Application  
**EP 92304809 A 19920528**

Priority  
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Abstract (en)  
A franking machine system is disclosed in which each franking machine (101-10n) includes a fault history memory (22) into which fault codes are written as each fault occurs. Periodically the accumulated fault codes in the memory (22) are read out and transmitted to a remote central fault analysis computer (24) to generate a prediction of faults likely to occur in each franking machine. Where the franking machines (101-10n) periodically communicate with a remote re-setting computer (20) for re-setting credit in the franking machines, the re-setting computer (20) includes storage means (23) to store the fault histories from each of the franking machines and each credit re-setting operation with a franking machine includes transmission to the re-setting computer and writing into the storage means thereof of the fault history of that franking machine. The fault analysis computer (24) periodically communicates with the re-setting computer to receive the fault histories stored therein of the franking machines.  
<IMAGE>

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