

Error Name	Error Code (NN)	Description
No Error	00	Mezzo has detected no issues with its internal hardware or software.
Home Router Connect Error	01	Mezzo is unable to connect to your home Wifi, Possibly due to incorrect password.
Mezzo Router Comms Fault	02	Mezzo hardware is unable to communicate with the internal Mezzo Network interface. Try rebooting or resetting the network interface
Cellular Comms Error	03	Mezzo hardware is unable to communicate with the internal Mezzo Cellular network interface. Try rebooting.
Sim Error	04	Mezzo is unable to initialise the sim card inserted
Sim Locked Error	05	Mezzo is unable to initialise the sim card inserted due to it being locked.
Sim Operator Error	06	Mezzo is unable to initialise the sim card inserted due to it being locked.
Sim Registration Error	07	Mezzo is unable to initialise the sim card inserted due to its supplied login details being incorrect.
Network Clock Error	08	Mezzo is unable to synchronise its internal clock with time from the Cellular service. Please check your Mezzo is in a good service area.
Cell Net Open Error	09	Mezzo is unable to communicate with the Mezzo cloud via Cellular connection. Check that you are in a service area and there are no issues with the Mezzo cloud.

Error Name	Error Code (NN)	Description
ArmorIP Connect Error	10	Mezzo is unable to report to the supplied ArmorIP reporting station. Check that the details supplied are correct and the service is not down.
Cloud Connect Error	11	Mezzo is unable to communicate with the Mezzo cloud via Cellular connection. Check that you are in a service area and there are no issues with the Mezzo cloud.
Voice Call Error	12	Mezzo is unable to initialise a voice call with the supplied sim card. Check with your sim provider.
SMS Error	13	Mezzo is unable to initialise a voice call with the supplied sim card. Check with your sim provider.
Cellular Signal Error	14	Mezzo is unable to receive a Cellular signal at all.
Mains Fail Error	15	Mains power has been disconnected from your Mezzo. Please check that it is plugged in.
Battery Low Error	16	The internal Mezzo battery has reported a low voltage. This can be due to a recent power failure or the battery is nearing the end of its service life and needs to be replaced.
Two Way Radio Fault	17	Mezzo hardware is unable to communicate with the internal Ness Two Way radio interface. Try rebooting your Mezzo.
Z-Wave Fault	18	Mezzo hardware is unable to communicate with the internal Z-Wave radio interface. Try rebooting your Mezzo.
Audio Fault	19	Mezzo hardware is unable to communicate with the internal Audio hardware. Try rebooting your Mezzo.

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Accelerometer Fault	20	Mezzo hardware is unable to communicate with the internal Accelerometer hardware. Try rebooting your Mezzo.
USB Fault	21	Mezzo hardware is unable to communicate with the internal USB hardware. Try rebooting your Mezzo.
SD Card Fault	22	Mezzo hardware is unable to communicate with the internal SD Card hardware. Try rebooting your Mezzo.
EEPROM Fault	23	Mezzo hardware is unable to communicate with the internal Memory. Try rebooting your Mezzo.
Serial Flash Memory Fault	24	Mezzo hardware is unable to communicate with the internal Memory. Try rebooting your Mezzo.
On Board Ethernet Fault	25	Mezzo hardware is unable to communicate with the internal Mezzo Network interface. Try rebooting or resetting the network interface
ArmorIP Response Error	26	Mezzo has not received a response from the provided ArmorIP server. Please check the provided details are correct.
Serial Number Error	27	Mezzo has detected an internal hardware issue. Please contact Support
Data Session Error	28	
Contact ID Report Error	29	
Internal System Error	30	

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Cellular Socket Activation Error	31	
APN Missing Error	32	
EEPROM CRC1 Error	33	
EEPROM CRC2 Error	34	
EEPROM CRC3 Error	35	
EEPROM CRC4 Error	36	
Mezzo Router SSID Read Error	37	
Mezzo Router Password Read Error	38	
Max Error Code Size	39	