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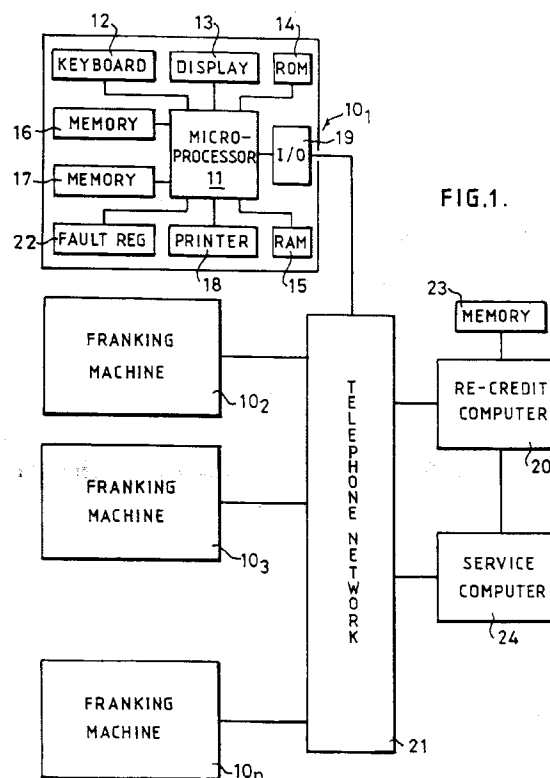
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(54) Method of remote diagnostics for franking machines.

(57) A franking machine system is disclosed in which each franking machine (10_1 - 10_n) 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 (10_1 - 10_n). Where the franking machines (10_1 - 10_n) periodically communicate with a remote re-setting computer (20) for re-setting credit in the franking machines (10_1 - 10_n), the re-setting computer (20) includes storage means (23) to store the fault histories from each of the franking machines (10_1 - 10_n) and each credit re-setting operation with a franking machine (10_1 - 10_n) includes transmission to the re-setting computer (20) and writing into the storage means (23) thereof of the fault history of that franking machine (10_1 - 10_n). The fault analysis computer (24) periodically communicates with the re-setting computer (20) to receive the fault histories stored therein of the franking machines (10_1 - 10_n).





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EP 92 30 4809

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int. Cl.5)
A	EP-A-0 019 515 (FRIDEN MAILING EQUIPMENT) 26 November 1980 * page 5, line 1 - page 10, line 20; figures *	1,2,10, 12,13	G07B17/02
A,D	EP-A-0 376 573 (ALCATEL BUSINESS SYSTEMS) 4 July 1990 * page 3, column 3, line 57 - page 6, column 9, line 10; figures *	1-5,7-13	
A	EP-A-0 172 573 (PITNEY BOWES) 26 February 1986 * page 9, line 25 - page 12, line 9; figures *	1,12,13	
A	GB-A-2 188 875 (PITNEY BOWES) 14 October 1987 * page 1, line 45 - page 2, line 64; figures *	1-5,7-13	
A	GB-A-2 178 880 (PITNEY BOWES) 18 February 1987 * page 2, line 37 - page 3, line 40; figures *	1-7, 10-13	TECHNICAL FIELDS SEARCHED (Int. Cl.5)
A	GB-A-2 188 874 (PITNEY BOWES) 14 October 1987 * page 1, line 44 - page 2, line 55; figures *	1-5,7-13	G07B
A	GB-A-2 066 735 (PITNEY BOWES)		
The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 16 AUGUST 1993	Examiner RAKOTONDRAJAONA C.
<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document</p>			

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