Error messages that may appear when installing and using the FRAM app and what they mean

Code	Error message displayed	Explanation
1001	The entered phone number is invalid. Please make sure you entered it correctly.	You have entered an invalid telephone number in the wizard. Norwegian, Swedish and Danish mobile telephone numbers can be used. The telephone number should be entered without any spaces between the digits. If you have a Norwegian telephone number, you should <u>not</u> include the land code, just enter the digits of the telephone number. If you have a Swedish or Danish telephone number, you must enter +46 or +45 in front of the telephone number, without any space between the land code and telephone number.
1002	You will shortly receive an activation code by SMS, enter the activation code here if it is not done automatically. If you have any questions regarding the activation, please contact customer service and specify error code 1002.	You will receive an activation code by SMS. You must enter this code in the field for activation code in the installation wizard. On some Android phones, the code will be filled in automatically. On all other phones you must enter the code manually.
1003	Activation of the profile failed, please ensure that you entered the correct code.	The activation code you entered in the wizard is incorrect. Check that you have entered the correct code from the SMS you received.
1004	User profile not available.	An error occurred during the creation of the user profile. Close the wizard by choosing the Close button and try again.
1005	The profile for this phone number is suspended for use by FRAM Billett.	The user profile for this mobile number has been blocked. To unlock the profile, you must contact FRAM customer service on e-mail fram@mrfylke.no or phone (+47) 71 28 01 00 for assistance.
1006	The profile for this phone number has been bound to another phone. Without a profile you will not be able to purchase tickets, rebind profile? Re-binding the profile will unbind the other phone.	The user profile for this mobile number is already in use, either because you have installed the FRAM app on a different mobile phone earlier or because you have deleted the FRAM app and are reinstalling it. To use the FRAM app on the phone you are currently using, choose OK when asked if you want to rebind the profile.

Code	Error message displayed	Explanation
1007	The profile for this phone number cannot be validated for use by FRAM Billett.	The user profile for this phone number cannot be validated. The cause of the error is most likely that the user profile is bound to another phone (or tablet). A user profile can only be bound to one phone/unit at a time.
2001	A problem has occurred with the payment.	An error occurred during payment. The registered credit card was not accepted by PayEx. Check that you have entered the credit card data correctly and that the card has not expired or was cancelled. Also check that you have not blocked your card for internet purchases.
2002	An error occurred while downloading the ticket.	A communication error with the sales service has occurred. The ticket was not downloaded to the mobile phone and you have not been charged for the purchase. Note that the amount may be displayed as reserved on your account, but that it will be refunded within a few days. The number of days to get the refund depends on the bank. Wait a few minutes and try again. If you still get an error message you must contact FRAM customer service on e-mail fram@mrfylke.no or phone (+47) 71 28 01 00.
2003	The payment was not confirmed.	The mobile application did not receive confirmation of the payment and the ticket could not be downloaded to the mobile. There has probably been a network communication error between the mobile app and the sales service. It could also be a PayEx error (card payment service). Note that the amount may be displayed as reserved on your account, but that it will be refunded within a few days. The number of days to get the refund depends on the bank. Wait a few minutes and try again. If you still get an error message you must contact FRAM customer service on e-mail fram@mrfylke.no or phone (+47) 71 28 01 00.

Code	Error message displayed	Explanation
2004	An error occurred while deleting the credit card agreement.	An error occurred when attempting to delete an existing credit card payment agreement. This was probably caused by a communication error between the mobile application and the sales service or between the sales service and PayEx. Try again in a few minutes. We advise you to restart the FRAM app (close it completely and reopen it) and check that Wi-Fi or mobile data is activated on the phone. (This is done under Settings.) To check that Wi-Fi or mobile data is activated, open a browser and enter the following web address: www.frammr.no.
2005	The confirmation payment has not yet been refunded. Please try again in a few minutes.	An error occurred during deletion of an existing credit card payment agreement. This was probably caused by a communication error between the mobile application and the sales service or between the sales service and PayEx. **Note!** It takes approx. 5 minutes from a credit card agreement has been established until it can be deleted. Try again in a few minutes.
2007	The credit card was not charged. Please try again.	The ticket purchase could not be completed. This could be caused by an error in the communication with the sales service. The amount has not been charged to your card and you can make a new purchase. Note that the amount may be displayed as reserved on your account, but that it will be refunded within a few days. The number of days to get the refund depends on the bank. Check that Wi-Fi or mobile data is activated on the phone. (This is done under Settings.) To check that Wi-Fi or mobile data is activated, open a browser and enter the following web address: www.frammr.no.
2008	Creation of credit card agreement failed.	A credit card agreement could not be created. This could be because PayEx did not approve the card. Check that you have entered the credit card data correctly and that the card has not expired or was cancelled. Also check that you have not blocked your card for internet purchases. You may need to contact your bank or credit card provider.

Code	Error message displayed	Explanation
9001	Network problem. Please ensure that Wi-Fi or mobile data is active and try again.	Check that Wi-Fi or mobile data is activated on the phone. (This is done under Settings.) To check that Wi-Fi or mobile data is activated, open a browser and enter the following web address: www.frammr.no.
9002	A communication error occurred.	There is a problem with the communication with the sales service. This is probably caused by a bad or unstable network connection. Check that Wi-Fi or mobile data is activated on the phone (this is done under Settings) and that you are in an area with network coverage. This error message will also occur if there have been problems with price and product updates to the mobile app. To solve this problem, close the app completely and start it again. You may also want to check the balance on your credit card account, as this error message may also be displayed if the bank refuses a payment due to insufficient funds on your account.
9003	An error has occurred. Please ensure that Wi-Fi or mobile data is enabled.	Check that Wi-Fi or mobile data is activated on the phone. (This is done under Settings.) To check that Wi-Fi or mobile data is activated, open a browser and enter the following web address: www.frammr.no
9004	Internet connection is required to update application configuration. Error code 9004	It is not possible to retrieve app configuration data from the server, and no configuration was found locally. Check that Wi-Fi or mobile data is activated on the phone. (This is done under Settings.) To check that Wi-Fi or mobile data is activated, open a browser and enter the following web address: www.frammr.no