

No.	Matter	Model	Solution
1	Even if the power is turned on, LCD or backlight does not lit.	ME96NS series ME96SS series ME96SS Ver.A series ME96SS Ver.B series	<ul style="list-style-type: none"> •Is the voltage (AC100-240V(±15%) or DC100-240V(-30%,+15%)) correctly supplied to the auxiliary power supply terminals (MA, MB)? •In case of DC100V, check the positive side connect to MA terminal.
2	This model cannot establish communication with the master device through MODBUS RTU	ME96NS series ME96SS series ME96SS Ver.A series ME96SS Ver.B series	<ul style="list-style-type: none"> •Is the power supplied between MA and MB ? (When the power is not supplied, the display does not appear.) •Is the wiring connection of MODBUS RTU communication terminal right? (Connection error for T/R+ and T/R-, placement error for a termination, etc.) •Is the protocol of the master device set to the RTU mode? •Does the address to be required by the master device correspond with the setting address at the main body of ME96? •Do the settings of the baud rate, the parity and the stop bit of this model correspond with the settings of the master device? •When an error code is received, please check the error contents of "MODBUS Interface Specifications" (LSPM0075). •What is an address range of the holding register reading in the master device? Depending on the software of the master device, an address range of the holding register reading is assigned from 40001 to 49999. For example, a decimal numeric register address of single-phase current of ME96 is "768". However, in the case of the software such as the above, a register address shall be "40679", which is "768" + "40001".
3	Button operation does not work	ME96NS series ME96SS series ME96SS Ver.A series ME96SS Ver.B series	<ul style="list-style-type: none"> •Is the power supplied between MA and MB ? (When the power is not supplied, the display does not appear.) •Some buttons do not work on certain mode. (Please refer to functions of operation buttons by Section 1 of the User's Manual.)
4	CC-Link communication fails.	ME-0040C-SS96	<ul style="list-style-type: none"> •Is the power supplied between MA and MB ? (When the power is not supplied, the display does not appear.) •Is the connection of the CC-Link communication terminal (DA, DB, DG etc.) correct? •Are the settings of "Station No", "Communication speed", "Communication version" correct? •Is the command, group, and channel being transmitted from the master station are correct?
5	Logging data is not memorized.	ME-0000BU-SS96	<ul style="list-style-type: none"> •Is the power supplied between MA and MB ? (When the power is not supplied, the display does not appear.) •Is the SD memory card inserted correctly? Check whether the SD memory card write-protect is OFF or not and SD memory card capacity is sufficient or not •If the logging item pattern is selected the LP00, it is necessary to specify the logging items and logging cycle as a setting data file. Is the setting data file saved on the SD memory card? •Is the system log not recorded? If the system log is recorded, please check the log code meaning refer "Logging Specifications" (LSPM0092). •Does the BAT.LED turn on? (There is a possibility of the battery voltage drop of the ME-0000BU-SS96.)
6	The built-in logging data is not stored.	ME96SS Ver.B series	<ul style="list-style-type: none"> • Is the LOG segment on the LCD lit? If it is off, the settings may not be set correctly. Refer to the built-in logging function in the user's manual and set correctly. •When the built in logging element pattern is LP00, the measurement element to be logged must be specified by communication using MODBUS RTU. •Is the system log not recorded? If the system log is recorded, please check the log code meaning refer "MODBUS Interface Specifications" (LSPM0075).
7	MODBUS TCP communication fails.	ME-0000MT-SS96	<ul style="list-style-type: none"> •Is the power supplied between MA and MB ? (When the power is not supplied, the display does not appear.) •Is the LAN cable inserted correctly? •Are the settings of "IP address", "Sub-net mask", "Default gateway" correct? •When an error code is received, please check the error contents of "MODBUS Interface Specifications" (LSPM0075).
8	The active power, the reactive power and the power factor are have large errors.	ME96NS series ME96SS series ME96SS Ver.A series ME96SS Ver.B series	<ul style="list-style-type: none"> •Is the wiring connection correct for VT/CT or for Voltage Input terminals and Current Input terminals? •Does waveform have harmonics? When the AC waveform is distorted due to harmonics, the value changes. At the time of checking harmonics, please set "on" for the harmonics display on the "Set-up menu 3".
9	The terminal screw can not be tightened.	ME96NS series ME96SS Ver.A series ME96SS Ver.B series	<ul style="list-style-type: none"> •Is the tip of the terminal screw striking the terminal block correctly? •Are wire and crimping terminals appropriate? •Are not 3 or more wires tightened to 1 terminal?
10	The indication values do not correspond with the acquired values through MODBUS.	ME96NS series ME96SS series ME96SS Ver.A series ME96SS Ver.B series	<p>The acquired value by communication shall be multiplied by the multiplying factor to change into the measurement value. Please refer to Section 7.3 of the Specification "LSPM0075" for the multiplying factor.</p> <p>Example) When the primary current is 4000 A or more and the indication value of ME96 is 1234 A, <ul style="list-style-type: none"> • Acquisition data of the register address "768" (current value) is 123, or • Acquisition data of the register address "754" (multiplying factor) is 1. Therefore, the acquisition data is $123 \times 10^1 \rightarrow 1230 \text{ A}$. The indication value is rounded to nearest tens. Therefore, a difference may arise between the indication number and the acquisition data through communication.</p>