

Tolino => "Unfortunately, at the moment LCP DRM is not supportet by your device."

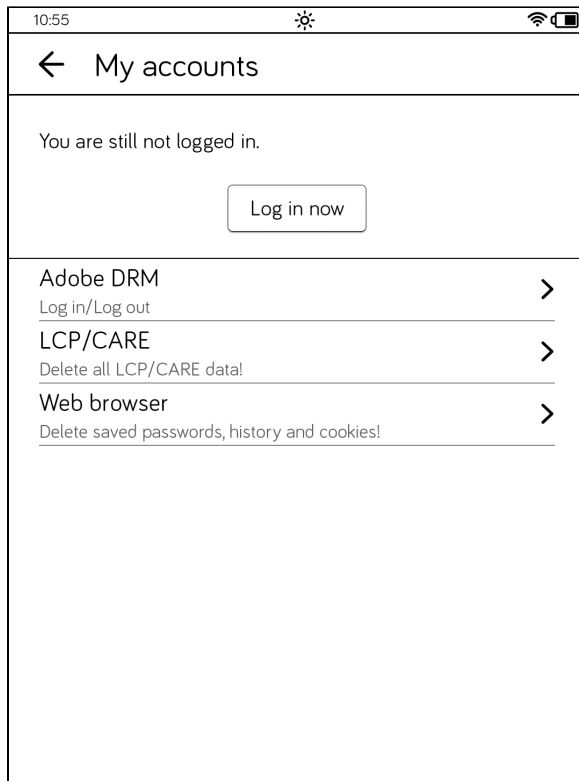
[Export in PDF](#)

If you receive this error message, the item "LCP/CARE" or "LCP" is missing on your Tolino under "My accounts".

In software versions prior to 14.0.0, especially 12.2.0 and 13.2.1, the following error message appears instead:

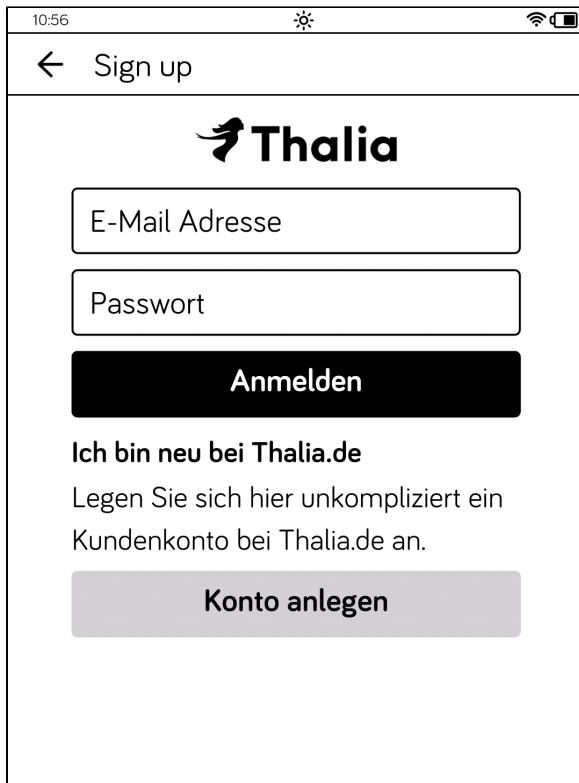
"A system error has occurred. Please try again later, or contact customer service."

To fix this, please select "Setup now" or "Log in now" under "My accounts".

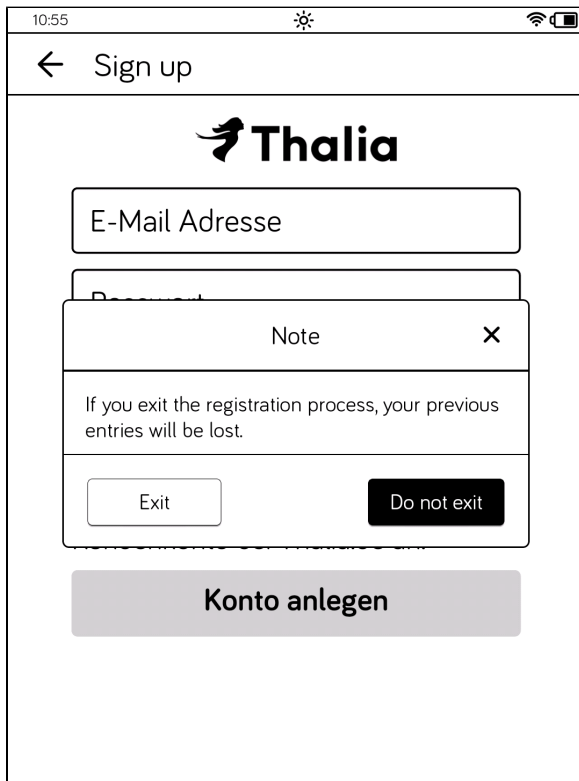


After you pressed "Log in now" you will be transferred to the register screen of Thalia.

You don't have to register if you don't want to and can go back now with the back arrow on the top left.



Now you just have to press "Exit" and LCP / CARE will be displayed under "my Accounts".



[Direct link to page](#)