IBM 4610 SureMark Fiscal Printer
Greece - Models GR3/GR5/GB3/GB5
Return Codes

Document Number (FGR90R1E-PDF)

For printer microcode EC level 1E

FISCAL UNIT RETURN CODES

The following descriptions define the meaning of fiscal unit return codes reported in byte 8 of Fiscal Unit status.

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000 => DOS/WINDOWS 80900100 => 4690 OS

Explanation: An overflow occurred. The transaction gross total or one of the five transaction VAT gross total exceeds the maximum allowed value (2147483647) on an Item fiscal request. The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

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001 => DOS/WINDOWS 80900101 => 4690 OS

Explanation: An overflow occurred. The transaction return total exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

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002 => DOS/WINDOWS 80900102 => 4690 OS

Explanation: An overflow occurred. The transaction void total exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

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004 => DOS/WINDOWS 80900104 => 4690 OS

Explanation: An overflow occurred. The transaction discount total exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

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006 => DOS/WINDOWS 80900106 => 4690 OS

Explanation: An overflow occurred. The transaction uplift total exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

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008 => DOS/WINDOWS 80900108 => 4690 OS

Explanation: An underflow occurred. The transaction total or one of the five transaction VAT gross total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Cancel the transaction, or make the total greater than the minimum allowed value.

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009 => DOS/WINDOWS 80900109 => 4690 OS

Explanation: An underflow occurred. The transaction return total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

010 => DOS/WINDOWS 80900110 => 4690 OS

Explanation: An underflow occurred. The transaction void total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

012 => DOS/WINDOWS 80900112 => 4690 OS

Explanation: An underflow occurred. The transaction discount total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

014 => DOS/WINDOWS 80900114 => 4690 OS

Explanation: An underflow occurred. The transaction uplift total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Issue a total command and an end transaction command to close the voucher.

016 => DOS/WINDOWS 80900116 => 4690 OS

Explanation: An overflow occurred. The daily gross total or one of the five daily VAT gross total exceeds the maximum allowed value (4294967295) at total request time. The request is not processed.

User Response: Make the total less than or equal to the maximum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

017 => DOS/WINDOWS 80900117 => 4690 OS

Explanation: An overflow occurred. The daily return total exceeded the maximum allowed value (2147483647) at end transaction time. The request is not processed.

User Response: Make the total less than or equal to the maximum allowed value, then close the transaction or issue a cancel transaction command, and then issue a closure request.

018 => DOS/WINDOWS 80900118 => 4690 OS

Explanation: An overflow occurred. The daily void total exceeded the maximum allowed value (2147483647) at end transaction time. The request is not processed.

User Response: Make the total less than or equal to the maximum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

020 => DOS/WINDOWS 80900120 => 4690 OS

Explanation: An overflow occurred. The daily discount total exceeded the maximum allowed value (2147483647) at end transaction time. The request is not processed.

User Response: Make the total lesser than or equal to the maximum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

022 => DOS/WINDOWS 80900122 => 4690 OS

Explanation: An overflow occurred. The daily uplift total exceeded the maximum allowed value (2147483647) at end transaction time. The request is not processed.

User Response: Make the total lesser than or equal to the maximum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

024 => DOS/WINDOWS 80900124 => 4690 OS

Explanation: The user total amount is not equal to the fiscal total amount. The values associated with the total request do not reflect the totals stored in the fiscal memory. The request is not processed.

User Response: Correct the computation procedure of the total, and then close the transaction or issue a cancel transaction command.

025 => DOS/WINDOWS 80900125 => 4690 OS

Explanation: The fiscal unit serial number found in message. The request is not processed.

User Response: Issue a new request without using the fiscal unit serial number.

026 => DOS/WINDOWS 80900126 => 4690 OS

Explanation: An underflow occurred. The transaction total or one of the five transaction VAT total was negative at total time. The request is not processed.

User Response: Make the amount positive or equal to zero and then close the transaction or issue a cancel transaction command.

027 => DOS/WINDOWS 8090061B => 4690 OS

Explanation: An overflow occurred. The transaction discount on subtotal exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Make the amount less than the maximum value, and then close the transaction or issue a cancel transaction command.

028 => DOS/WINDOWS 8090061C => 4690 OS

Explanation: An overflow occurred. The transaction uplift on subtotal exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Make the amount less than the maximum value, and then close the transaction or issue a cancel transaction command.

029 => DOS/WINDOWS 80900129 => 4690 OS

Explanation: An underflow occurred. The payment total was less than the amount to be cashed. The request is not processed.

User Response: Correct the computation procedure of payment or issue a payment command to complete processing.

033 => DOS/WINDOWS 80900141 => 4690 OS

Explanation: An underflow occurred. The daily return total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Make the total greater than or equal to the minimum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

034 => DOS/WINDOWS 80900142 => 4690 OS

Explanation: An underflow occurred. The daily void total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Make the total greater than or equal to the minimum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

036 => DOS/WINDOWS 80900144 => 4690 OS

Explanation: An underflow occurred. The daily discount total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Make the total greater than or equal to the minimum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

038 => DOS/WINDOWS 80900146 => 4690 OS

Explanation: An underflow occurred. The daily uplift total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Make the total greater than or equal to the minimum allowed value, then close the transaction or issue a cancel transaction command, and then issue a closure request.

039 => DOS/WINDOWS 80900627 => 4690 OS

Explanation: An overflow occurred (internal error). The request is not processed.

User Response: Please, report the problem indicating this return code.

040 => DOS/WINDOWS 80900628 => 4690 OS

Explanation: The VAT category field is not blank while the amount is blank in a item sale transaction. The request is not processed.

User Response: Correct the application program.

041 => DOS/WINDOWS 80900629 => 4690 OS

Explanation: The current VAT rate table is not verified. The request is not processed.

User Response: Check the application program. The program must issue a compare VAT table command before further operations can be processed.

042 => DOS/WINDOWS 8090062A => 4690 OS

Explanation: There is a VAT rate table mismatch. The request is not processed.

User Response: Correct the application VAT table and reissue the command.

043 => DOS/WINDOWS 8090062B => 4690 OS

Explanation: The VAT rate table or header table in fiscal memory is full. The request is not processed.

User Response: Call for service. The fiscal base unit must be replaced to load news VAT rates or headers.

044 => DOS/WINDOWS 8090062C => 4690 OS

Explanation: The VAT category specified in item sale transaction is not valid. The request is not processed.

User Response: Correct the application program.

048 => DOS/WINDOWS 80900630 => 4690 OS

Explanation: An overflow occurred. The daily discount on subtotal exceeded the maximum allowed value (2147483647) at end transaction time. The request is not processed.

User Response: Make the total lesser than or equal to the maximum allowed value, then close the transaction or issue a Cancel command, and then issue a Closure request.

049 => DOS/WINDOWS 80900631 => 4690 OS

Explanation: An overflow occurred. The daily uplift on subtotal exceeds maximum allowed value (2147483647). The request is not processed.

User Response: Make the total lesser than or equal to the maximum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

050 => DOS/WINDOWS 80900632 => 4690 OS

Explanation: An underflow occurred. The daily discount on subtotal is less than the minimum allowed value (−2147483647). The request is not processed.

User Response: Make the total greater than the minimum allowed value, then close the transaction or issue a cancel transaction command and then issue a closure request.

051 => DOS/WINDOWS 80900633 => 4690 OS

Explanation: An overflow occurred. The daily uplift on subtotal exceeds maximum allowed value (2147483647). The request is not processed.

User Response: Make the total lesser than or equal to the maximum allowed value, the close the transaction or issue a cancel transaction command and then issue a closure request.

052 => DOS/WINDOWS 80900634 => 4690 OS

Explanation: The uplift and discount on subtotal commands are not allowed when the transaction total is equal to zero.

User Response: Adjust the transaction total or cancel the transaction.

054 => DOS/WINDOWS 80900636 => 4690 OS

Explanation: Set date command attempted without J4/CE jumper operation since last set. The request is not processed.

User Response: J4/CE jumpering must be performed before the set date and time (16 cmd.) is issued.

055 => DOS/WINDOWS 80900203 => 4690 OS

Explanation: The fiscal request message length is less than the minimum required. The request is not processed.

User Response: Check the application program.

056 => DOS/WINDOWS 80900150 => 4690 OS

Explanation: An overflow occurred. The daily cancel total exceeded the maximum allowed value (2147483647) at cancel transaction time. The request is not processed.

User Response: Make the total lesser than or equal to the maximum allowed value, then issue a cancel transaction command and then issue a closure request.

057 => DOS/WINDOWS 80900151 => 4690 OS

Explanation: An underflow occurred. The daily cancel total is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Make the total greater than or equal to the minimum allowed value, then issue a cancel transaction command and then issue a closure request.

058 => DOS/WINDOWS 8090063A => 4690 OS

Explanation: An overflow occurred. The amount due accumulator exceeds the maximum allowed value (2147483647). The request is not processed.

User Response: Correct the payment amount and issue the request again.

059 => DOS/WINDOWS 8090063B => 4690 OS

Explanation: An underflow occurred. The amount due accumulator is less than the minimum allowed value (−2147483648). The request is not processed.

User Response: Correct the payment amount and issue the request again.

060 => DOS/WINDOWS 8090063C => 4690 OS

Explanation: An underflow occurred (internal error). The request is not processed.

User Response: Please, report the problem indicating this return code.

061 => DOS/WINDOWS 8090063D => 4690 OS

Explanation: The current date/time is previous to the FDTS set during a close sale period or print header table corrupted.
During close sale period: when 13 cmd. is issued, the FDTS is updated with the current date/time value, but if the current date/time is previous to the FDTS stored in RAM memory, the error 061 is returned.
During print header: when the 01 cmd. is issued, the FDTS is updated with the current date/time value, but if the current date/time is previous to the FDTS stored in RAM memory, the error 061 is returned.
The request is not processed.

User Response: Reset the printer using the J4/CE jumper and reinitialize setting date/time equal or greater to the FDTS.

062 => DOS/WINDOWS 8090063E => 4690 OS

Explanation: Fiscal RAM is in error.

User Response: Service the printer.

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064 => DOS/WINDOWS 80900127 => 4690 OS

Explanation: An overflow occurred. The specified value-received amount from the application program exceeds the maximum amount allowed. The request is not processed.

User Response: Retry the operation with a correct value.

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065 => DOS/WINDOWS 80900201 => 4690 OS

Explanation: A request has been sent to the fiscal unit and the fiscal command byte cannot be recognized. The request is not processed.

User Response: Check the application program.

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066 => DOS/WINDOWS 80900202 => 4690 OS

Explanation: A request has been sent to the fiscal unit and the fiscal command byte extension cannot be recognized. The request is not processed.

User Response: Check the application program.

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067 => DOS/WINDOWS 80900643 => 4690 OS

Explanation: The command was processed successfully. No error.

User Response: No action is required.

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069 => DOS/WINDOWS 80900205 => 4690 OS

Explanation: An attempt was made to print a comment line on the CR station without the correct payment phase in progress.

User Response: Correct the application program.

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070 => DOS/WINDOWS 80900646 => 4690 OS

Explanation: The date and time set with 16 cmd. is previous to the FDTS stored in RAM memory. The request is not processed.

User Response: Issue the 16 cmd. again with date and time later to the FDTS.

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071 => DOS/WINDOWS 80900302 => 4690 OS

Explanation: An error occurred while printing on a customer receipt. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

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073 => DOS/WINDOWS 80900303 => 4690 OS

Explanation: An error occurred while printing on an inserted document. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

076 => DOS/WINDOWS 80900210 => 4690 OS

Explanation: An attempt was made to print a line on a nonexistent print station. The request is not processed.

User Response: Check the application program.

078 => DOS/WINDOWS 80900304 => 4690 OS

Explanation: An error occurred while printing on the SJ station. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

080 => DOS/WINDOWS 80900213 => 4690 OS

Explanation: An attempt to print PEsTA (Change Due) or ApOdEIjH (Receipt) or '%' as the last non-blank character has been detected. The request is not processed.

User Response: Check the application program.

081 => DOS/WINDOWS 80900651 => 4690 OS

Explanation: The print mode specified is not valid. The request is not processed.

User Response: Specify a valid print mode.

082 => DOS/WINDOWS 80900306 => 4690 OS

Explanation: A request to print in CR, SJ or DI was made without the correct non-fiscal report mode selected. The request is not processed.

User Response: Check the application program sequence.

083 => DOS/WINDOWS 80900307 => 4690 OS

Explanation: An unrecoverable error occurred reading the fiscal memory identification/status area.

User Response: Issue the command again. If the problem persists, service the printer.

086 => DOS/WINDOWS 80900401 => 4690 OS

Explanation: The password entered is not valid. The request is not processed.

User Response: Re-enter using the correct password.

Note: Only authorized service personnel can perform functions that require a password.

087 => DOS/WINDOWS 80900657 => 4690 OS

Explanation: The printer command issued is not valid. The request is not processed.

User Response: Issue a valid printer command.

089 => DOS/WINDOWS 80900312 => 4690 OS

Explanation: Daily Entry Table (stored in fiscal memory) is full. All fiscal requests are rejected except the fiscal memory report function.

User Response: Call for service. The fiscal base unit must be replaced to load news daily entries.

090 => DOS/WINDOWS 8090065A => 4690 OS

Explanation: The requested closure was not found in the fiscal memory. The request is not processed.

User Response: Specify a valid closure number or valid dates for the fiscal memory report function.

091 => DOS/WINDOWS 80900314 => 4690 OS

Explanation: An error occurred while printing the end of a start-up message.

User Response: Service the printer.

094 => DOS/WINDOWS 80900317 => 4690 OS

Explanation: The comment lines inside a fiscal voucher exceed the maximum allowed (6). The request is not processed.

User Response: Correct the application program sequence.

095 => DOS/WINDOWS 80900425 => 4690 OS

Explanation: The address or length data is not valid. The requested address range is not valid or wrong in the dump fiscal RAM and fiscal memory command. The request is not processed.

User Response: Correct the input data and reissue the command.

096 => DOS/WINDOWS 80900140 => 4690 OS

Explanation: A numeric field contains characters that are not valid. The request is not processed.

User Response: Correct the value and reissue the command.

098 => DOS/WINDOWS 80900411 => 4690 OS

Explanation: Fiscal RAM restored.

User Response: Put the J4/CE jumper in OFF (STORED) position to restore normal operation.

Note: Only authorized service personnel can move the J4/CE jumper.

099 => DOS/WINDOWS 80900318 => 4690 OS

Explanation: The maximum number of repair actions have been reached.

User Response: Exchange the fiscal printer at the next failure occurrence.

100 => DOS/WINDOWS 80900329 => 4690 OS

Explanation: An error occurred while reading from the fiscal memory. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

101 => DOS/WINDOWS 80900326 => 4690 OS

Explanation: An unrecoverable error occurred when writing to fiscal memory. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

102 => DOS/WINDOWS 80900327 => 4690 OS

Explanation: Command ′C4′ attempted more than once with the same extension or ′C402′ with display address already set. The request is not processed.

User Response: Reset the printer using the J4/CE jumper and reinitialize.

103 => DOS/WINDOWS 80900421 => 4690 OS

Explanation: The data is not valid. The requested data or number is out of range. The request is not processed.

User Response: Correct the input data.

104 => DOS/WINDOWS 80900422 => 4690 OS

Explanation: The current date/time is previous to the FDTS set during a load VAT rate table.
When 20 cmd. is issued, the FDTS is updated with the current date/time value, but if the current date/time is previous to the FDTS stored in RAM memory, the error 104 is returned. The request is not processed.

User Response: Issue the 16 cmd. (set date and time) with date and time greater than FDTS stored in RAM memory.

105 = DOS/WINDOWS 80900361 = 4690 OS

Explanation: The barcode size is invalid OR the graphic size is invalid. The width is greater than 62 (0x3E) or the height is greater than 21 (0x15). The request is not processed.

User Response: Correct the barcode size and issue the command again OR correct the graphic size an the issue the CA cmd. (cmd. extension 02) again.

106 = DOS/WINDOWS 80900363 = 4690 OS

Explanation: The barcode data must be null terminated. The request is not processed.

User Response: Correct the barcode data and issue the command again.

109 => DOS/WINDOWS 80900324 => 4690 OS

Explanation: Fiscal memory is not connected. The fiscal unit cannot restart processing.

User Response: Service the printer.

When servicing, first check to ensure the cable connections on the fiscal processor card are correct.

112 => DOS/WINDOWS 80900670 => 4690 OS

Explanation: The fiscal printer was reset.

User Response: No action is required.

113 => DOS/WINDOWS 80900341 => 4690 OS

Explanation: An unrecoverable printer error occurred after two power-on resets.

User Response: Turn the power OFF and then ON again. If the problem persists, service the printer.

114 => DOS/WINDOWS 80900363 => 4690 OS

Explanation: A printer communication error occurred.

User Response: Issue the command again. If the problem persists, service the printer.

119 = DOS/WINDOWS 80900677 = 4690 OS

Explanation: Invalid Sequence. This command can only be sent inside a download graphics command set.

User Response: Issue the FA cmd. (cmd. extension 01) and then restart the print or download sequence.

120 => DOS/WINDOWS 80900678 => 4690 OS

Explanation: A printer card time-out occurred while executing a command.

User Response: Turn the power OFF and then ON again. If the problem persists, service the printer.

121 => DOS/WINDOWS 80900679 => 4690 OS

Explanation: A printer card time-out occurred while executing a command.

User Response: Turn the power OFF and then ON again. If the problem persists, service the printer.

123 = DOS/WINDOWS 8090067B = 4690 OS

Explanation: Invalid Size. The width is greater than 72 (0x48) or height is greater than 25 (0x19).

User Response: Correct the value and issue the CA cmd. (cmd. extension 02) again.

124 = DOS/WINDOWS 8090067C = 4690 OS

Explanation: Graphic with same number already in printer flash. The user attempted to download a graphic using a number already in printer flash.

User Response: Correct the graphic number or erase all graphics from printer flash using the CA cmd. (cmd. extension 10) and then issue the CA cmd. (cmd. extension 02) again.

125 => DOS/WINDOWS 80900317 => 4690 OS

Explanation: An EPROM load error occurred on the printer logic card. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

126 = DOS/WINDOWS 8090067E => 4690 OS

Explanation: Graphic not downloaded yet.

User Response: Download graphic with CA cmd. (cmd. extension 02) before using the CA cmd. (cmd. extension 11 or 12).

128 => DOS/WINDOWS 80900320 => 4690 OS

Explanation: Fiscal memory is not yet initialized. The requested command cannot be executed.

User Response: Issue the command again. If the problem persists, service the printer.

129 => DOS/WINDOWS 80900321 => 4690 OS

Explanation: Unit is not yet in fiscal mode state. The requested command cannot be executed.

User Response: Issue the command again. If the problem persists, service the printer.

131 => DOS/WINDOWS 80900323 => 4690 OS

Explanation: A problem has been detected in a display.
No fiscal commands can be executed.
There must be two displays configured.
They must be a combination of the following:

- Alphanumeric, operator display or integrated keyboard display.
- Shopper display.

User Response: Follow the maintenance manual procedures to set the configuration correctly.

If problem persists, service the POS terminal.

134 => DOS/WINDOWS 80900325 => 4690 OS

Explanation: The fiscal unit detected an internal hardware error. The requested command cannot be executed.

User Response: Run the printer test to determine the cause of the problem.

136 => DOS/WINDOWS 80900221 => 4690 OS

Explanation: Voucher related command was issued while a voucher transaction was not in progress. The request is not processed.

User Response: Correct the application program sequence.

140 => DOS/WINDOWS 80900225 => 4690 OS

Explanation: A voucher related command was issued before printing of the voucher header. The requested command cannot be executed.

User Response: Correct the application program sequence.

141 => DOS/WINDOWS 80900226 => 4690 OS

Explanation: A payment command or end transaction command was issued before a total command. The requested command cannot be executed.

User Response: Correct the application program sequence.

142 => DOS/WINDOWS 80900227 => 4690 OS

Explanation: Transaction payment procedure not in progress. The requested command cannot be executed.

User Response: Correct the application program sequence.

144 => DOS/WINDOWS 80900229 => 4690 OS

Explanation: A print header cmd. was issued and a header had not yet been set or set header cmd. was issued and all description lines are blank. The request is not processed.

User Response: Correct the application program sequence.

145 => DOS/WINDOWS 80900691 => 4690 OS

Explanation: The command is not accepted when the J4/CE jumper is not active. The request is not processed.

User Response: Activate the J4/CE jumper and try issuing the command again.

146 => DOS/WINDOWS 80900231 => 4690

Explanation: Mismatch between RAM fiscalization flag and EPROM mark. The request is not processed.

User Response: Insert the J4/CE jumper and reinitialize the printer.

If the problem persists, service the printer.

158 => DOS/WINDOWS 8090069E => 4690 OS

Explanation: Date not yet set by application. The request is not processed.

User Response: Correct the application program sequence.

160 => DOS/WINDOWS 80900330 => 4690 OS

Explanation: Fiscal memory already serialized. The requested command cannot be executed.

User Response: No action is required.

161 => DOS/WINDOWS 80900331 => 4690 OS

Explanation: The unit is already in fiscal mode. The requested command cannot be executed.

User Response: No action is required.

164 => DOS/WINDOWS 80900350 => 4690 OS

Explanation: The IPL is in process.

User Response: No action is required.

167 => DOS/WINDOWS 80900230 => 4690 OS

Explanation: The requested command cannot be issued while a sales period is in progress. A closure request must be performed first. The request is not processed.

User Response: Issue the command again when the sales period is not in progress.

168 => DOS/WINDOWS 80900231 => 4690 OS

Explanation: A command not related to a fiscal voucher was issued while a fiscal voucher transaction was in progress. The request is not processed.

User Response: Issue the command again when the fiscal voucher is completed.
If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sale transaction is in progress.
Either have the salesperson end the transaction, or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

169 => DOS/WINDOWS 80900232 => 4690 OS

Explanation: The maximum number of printer disconnections have been reached. The request is not processed.

User Response: Exchange the fiscal printer at the next printer disconnection occurence.

172 => DOS/WINDOWS 80900235 => 4690 OS

Explanation: Only a voucher related command can be accepted after a voucher header is printed. The request is not processed.

User Response: Check the application program.

173 => DOS/WINDOWS 80900236 => 4690 OS

Explanation: Only cancel, payment, end, item, negitem, uplift and discount commands can follow a total request. The request is not processed.

User Response: Check the application program.

174 => DOS/WINDOWS 80900237 => 4690 OS

Explanation: A payment was in progress. The command that was issued cannot be executed.

User Response: Complete the Payment processing.

176 => DOS/WINDOWS 80900239 => 4690 OS

Explanation: The payment phase is completed and printed. Cannot continue paying. The request is not processed.

User Response: Continue issued comment lines (optional) and/or end transaction or cancel transaction.

178 => DOS/WINDOWS 809006B2 => 4690 OS

Explanation: Fiscal EPROM is in error. EPROM serialized but pattern not found.

User Response: Issue the command again. If the problem persists, service the printer.

179 => DOS/WINDOWS 809006B3 => 4690 OS

Explanation: Fiscal RAM is in error. Return to the FB command.

User Response: Issue the command again. If the problem persists, service the printer.

182 => DOS/WINDOWS 809006B6 => 4690 OS

Explanation: An error occurred on an end transaction command. The request is not processed.

User Response: Reissue the end transaction command or issue a cancel transaction command.
If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sale transaction is in progress.
Either have the salesperson end the transaction, or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

183 => DOS/WINDOWS 809006B7 => 4690 OS

Explanation: An error occurred on a cancel command. The request is not processed.

User Response: Reissue the cancel command. If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sale transaction is in progress.
Either have the salesperson end the transaction, or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

184 => DOS/WINDOWS 809006B8 => 4690 OS

Explanation: The command sequence is not valid. A command was requested that is not allowed during a non-fiscal report. The request is not processed.

User Response: Check the application program sequence.

189 => DOS/WINDOWS 809006BD => 4690 OS

Explanation: Invalid value in the daily table pointer. The request is not processed.

User Response: Insert the J4/CE jumper and reinitialize the printer.

If the problem persists, service the printer.

192 => DOS/WINDOWS 80900524 => 4690 OS

Explanation: Command reject from printer logic card.

User Response: Check for device driver programming error.

194 => DOS/WINDOWS 80900521 => 4690 OS

Explanation: A print head home error occurred. The request is not processed.

User Response: Issue the command again. If the problem persists, service the printer.

200 => DOS/WINDOWS 8090070D => 4690 OS

ONLY VALID FOR 4610 USB

Explanation: CR printer cover is open or CR out of paper occurred. The request is not processed.

User Response: Close the CR cover or ensure the CR paper is installed correctly. If the problem persists, service the printer.

201 => DOS/WINDOWS 80900528 => 4690 OS

ONLY VALID FOR 4610 RS-485

Explanation: CR, SJ or DI printer cover is open or CR out of paper occurred. The request is not processed.

User Response: Close the SJ, CR or DI cover or ensure the CR paper is installed correctly. If the problem persists, service the printer.

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202 => DOS/WINDOWS 80900527 => 4690 OS

FOR 4610 SUREMARK GR3/GB4 (with DI station)

Explanation: The inserted document is not ready. The request is not processed.

User Response: Try removing the document and reinserting it. If the problem persists, service the printer.

FOR 4610 SUREMARK GR5/GB5 (without DI station)

Explanation: Invalid command. The request is not processed.

User Response: Correct the application program.

---

203 = DOS/WINDOWS 80900522 = 4690 OS

ONLY VALID FOR 4610 USB

Explanation: The DI printer cover is open. The request is not processed.

User Response: Close the DI printer cover.

If the cover is already closed, service the printer.

---

204 => DOS/WINDOWS 80900711 => 4690 OS

Explanation: Internal Error. The request is not processed.

User Response: Service the printer.

---

205 => DOS/WINDOWS 80900526 => 4690 OS

Explanation: A printer key is pressed. The request is not processed.

User Response: Release the pressed key.

If a key is not pressed, service the printer.

---

206 => DOS/WINDOWS 80900525 => 4690 OS

Explanation: SJ paper error occurred. The request is not processed.

User Response: Ensure the paper is installed correctly.

If the problem persists, service the printer.

---

208 => DOS/WINDOWS 809006D0 => 4690 OS

Explanation: Printer Error. The request is not processed.

User Response: Service the printer.

209 = DOS/WINDOWS 80900522 = 4690 OS

ONLY VALID FOR 4610 USB

Explanation: The SJ printer cover is open. The request is not processed.

User Response: Close the SJ printer cover.

If the cover is already closed, service the printer.

---

210 => DOS/WINDOWS 809006D2 => 4690 OS

Explanation: Printer DI throat is opened. The request is not processed.

User Response: Close the throat and issue the command print again.

---

214 => DOS/WINDOWS 80900527 => 4690 OS

Explanation: A feed paper error occurred. The request is not processed.

User Response: Ensure that the paper is inserted correctly.

---

235 => DOS/WINDOWS 809006EB => 4690 OS

Explanation: EPROM load error. The request is not processed.

User Response: Service the printer.

Return Code Conversion Table (4690 OS to DOS/WINDOWS)

The following table is for converting 4690 OS return codes into DOS/WINDOWS return codes. Find the DOS/WINDOWS return code under " FISCAL UNIT RETURN CODES" on page 3.

Table 1 (Page 1 of 2). 4690 OS to DOS/WINDOWS Return Code Conversion

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900100	000
80900101	001
80900102	002
80900104	004
80900106	006
80900108	008
80900109	009
80900110	010
80900112	012
80900114	014
80900116	016
80900117	017
80900118	018
80900120	020
80900122	022
80900124	024
80900125	025
80900126	026
80900127	064
80900129	029
80900140	096
80900141	033
80900142	034
80900144	036
80900146	038
80900150	056
80900151	057
80900201	065
80900202	066
80900203	055
80900205	069
80900210	076
80900221	136
80900225	140
80900226	141
80900227	142
80900229	144
80900230	167
80900231	168
80900232	169
80900235	172
80900236	173
80900237	174
80900238	175
80900302	071
80900303	073
80900304	078
80900213	080
80900306	082
80900307	083

Table 1 (Page 1 of 2). 4690 OS to DOS/WINDOWS Return Code Conversion

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900312	089
80900314	091
80900317	094
80900318	099
80900320	128
80900321	129
80900323	131
80900324	109
80900325	134
80900326	101
80900327	102
80900329	100
80900330	160
80900331	161
80900332	162
80900341	113
80900350	164
80900401	086
80900411	098
80900421	103
80900422	104
80900425	095
80900521	194
80900522	203
80900524	192
80900525	206
80900526	205
80900527	202
80900527	214
80900528	201
8090061B	027
8090061C	028
80900627	039
80900628	040
80900629	041
8090062A	042
8090062B	043
8090062C	044
80900630	048
80900631	049
80900632	050
80900633	051
80900634	052
80900636	054
8090063A	058
8090063B	059
8090063C	060
8090063D	061
80900643	067
80900646	070

Table 1 (Page 2 of 2). 4690 OS to DOS/WINDOWS
Return Code Conversion

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900651	081
80900657	087
8090065A	090
80900670	112
80900677	119
80900678	120
80900679	121
8090067B	123
8090067C	124
8090067D	125
8090067E	126
80900691	145
80900692	146
8090069E	158
809006B2	178
809006B3	179
809006B6	182
809006B7	183
809006B8	184
809006D0	208
809006D1	209
809006D2	210
809006EB	235
8090070D	200
80900711	204