

**IBM 4610 SureMark Fiscal Printer  
Venezuela - Models GR4  
Return Codes**

Document Number (FVE90R04-PDF)

For printer microcode EC level 04

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## Return Codes

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### 001 => DOS/WINDOWS 80900101 => 4690 OS

**Explanation:** An overflow occurred. The RETURN transaction total exceeds the maximum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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### 002 => DOS/WINDOWS 80900102 => 4690 OS

**Explanation:** An overflow occurred. The VOID transaction total exceeds the maximum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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### 003 => DOS/WINDOWS 80900103 => 4690 OS

**Explanation:** An overflow occurred. The BONUS transaction total exceeds the maximum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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### 005 => DOS/WINDOWS 80900105 => 4690 OS

**Explanation:** An overflow occurred. The EMPTIES transaction total exceeds the maximum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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### 008 => DOS/WINDOWS 80900108 => 4690 OS

**Explanation:** An underflow occurred. The current transaction total or one of the TAX category transaction sale totals is less than the minimum allowed value. The request is not processed.

**User Response:** Cancel the transaction (07 cmd.) 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 RETURN transaction total is less than the minimum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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**010 => DOS/WINDOWS 80900110 => 4690 OS**

**Explanation:** An underflow occurred. The VOID transaction total is less than the minimum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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**011 => DOS/WINDOWS 80900111 => 4690 OS**

**Explanation:** An underflow occurred. The BONUS transaction total is less than the minimum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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**013 => DOS/WINDOWS 80900113 => 4690 OS**

**Explanation:** An underflow occurred. The EMPTIES transaction total is less than the minimum allowed value. The request is not processed.

**User Response:** Issue the total (D4 cmd.) and end transaction (06 cmd.) to end the sale transaction or a cancel transaction (07 cmd.) to cancel the sale transaction.

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**015 => DOS/WINDOWS 80900115 => 4690 OS**

**Explanation:** An overflow occurred. The PAYMENT transaction total excess the maximum allowed value. The request is not processed.

**User Response:** Correct the value and try the operation again.

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**016 => DOS/WINDOWS 80900116 => 4690 OS**

**Explanation:** An overflow occurred. The daily total or one of the TAX category daily sales totals exceeds the maximum allowed value at total request time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

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**017 => DOS/WINDOWS 80900117 => 4690 OS**

**Explanation:** An overflow occurred. The RETURN daily total exceeds the maximum allowed value at end transaction time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

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**018 => DOS/WINDOWS 80900118 => 4690 OS**

**Explanation:** An overflow occurred. The VOID daily total exceeds the maximum allowed value at end transaction time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

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**019 => DOS/WINDOWS 80900119 => 4690 OS**

**Explanation:** An overflow occurred. The BONUS daily total exceeds the maximum allowed value at end transaction time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**021 => DOS/WINDOWS 80900121 => 4690 OS**

**Explanation:** An overflow occurred. The EMPTIES daily total exceeds the maximum allowed value at end transaction time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**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 match the totals stored in the fiscal memory. The request is not processed.

**User Response:** Correct the computation procedure of the total, then issue an end transaction (06 cmd.) or cancel transaction (07 cmd.).

---

**025 => DOS/WINDOWS 80900125 => 4690 OS**

**Explanation:** A fiscal rules violation has occurred. The word 'total' (or equivalent) occurs in a message when not allowed, or a reserved character is used in the message, or a number string matched the fiscal unit serial number. The request is not processed.

**User Response:** Correct the fiscal rules violation and try the command again.

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

**Explanation:** An overflow occurred. The DISCOUNT ON SUBTOTAL exceeds the maximum allowed value. The request is not processed.

**User Response:** Make the amount less than the maximum allowed value, then issue an end transaction (06 cmd.) or cancel transaction (07 cmd.).

---

**029 => DOS/WINDOWS 80900129 => 4690 OS**

**Explanation:** Tender is not completed. The PAYMENT total was less than the transaction total. The request is not processed.

**User Response:** Use the rectify option on the payment (D5 cmd.) or issue an additional payment (D5 cmd.) to complete processing.

---

**030 => DOS/WINDOWS 80900130 => 4690 OS**

**Explanation:** The negative or uplift item operation is not valid. Possible reasons are:

- The requested void amount did not match the current adjusted item accumulator.
- The resulting item accumulator is either less than or equal to zero or greater than the maximum allowed item value.
- A negative item or uplift item operation was requested for an item that was previously voided.

The request is not processed.

**User Response:** Correct the negative item or uplift item operation.

---

**031 => DOS/WINDOWS 8090061F => 4690 OS**

**Explanation:** An underflow occurred. The sum of the DISCOUNT ON SUBTOTAL operations in this sale transaction is less than the minimum allowed value. The request is not processed.

**User Response:** Make the amount greater than or equal to the minimum allowed value, then issue an end transaction (06 cmd.) or cancel transaction (07 cmd.).

---

**033 => DOS/WINDOWS 80900141 => 4690 OS**

**Explanation:** An underflow occurred. The RETURN daily total is less than the minimum allowed value. The request is not processed.

**User Response:** Make the total greater than or equal to the minimum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**034 => DOS/WINDOWS 80900142 => 4690 OS**

**Explanation:** An underflow occurred. The VOID daily total is less than the minimum allowed value. The request is not processed.

**User Response:** Make the total greater than or equal to the minimum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**035 => DOS/WINDOWS 80900143 => 4690 OS**

**Explanation:** An underflow occurred. The BONUS daily total is less than the minimum allowed value. The request is not processed.

**User Response:** Make the total greater than or equal to the minimum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**037 => DOS/WINDOWS 80900145 => 4690 OS**

**Explanation:** An underflow occurred. The EMPTIES daily total is less than the minimum allowed value. The request is not processed.

**User Response:** Make the total greater than or equal to the minimum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**040 => DOS/WINDOWS 80900628 => 4690 OS**

**Explanation:** The TAX category field is not blank and the amount field is blank in a item sale transaction. The request is not processed.

**User Response:** Correct the application program.

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**041 => DOS/WINDOWS 80900629 => 4690 OS**

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

**User Response:** Check the application program. The program must issue a verify TAX rate table (21 cmd.) before further operations are processed. The TAX rate table must be loaded before issuing the verify TAX rate table (21 cmd.).

---

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

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

**User Response:** Correct the application TAX rate table and issue the command again.

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

**Explanation:** The TAX rate table is full. The request is not processed.

**User Response:** Call for service. The fiscal base unit must be exchanged in order to load new TAX table rates.

---

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

**Explanation:** The TAX category specified in item sale (D0/D2 cmd.) or negative item sale (D1/D3 cmd.) is not valid or the data supplied with the load TAX rate table (20 cmd.) is not valid.

For example, entering a non-zero rate for a category that must be equal to a rate of zero. The request is not processed.

**User Response:** Correct the application program.

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**047 => DOS/WINDOWS 8090062F => 4690 OS**

**Explanation:** The decimal point is already reset. The request is not processed.

**User Response:** No action is required.

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**048 => DOS/WINDOWS 80900630 => 4690 OS**

**Explanation:** An overflow occurred. The sum of the daily operations for DISCOUNT ON SUBTOTAL exceeds the maximum allowed value at end transaction time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**050 => DOS/WINDOWS 80900632 => 4690 OS**

**Explanation:** An underflow occurred. The sum of the daily operations for DISCOUNT ON SUBTOTAL is less than the minimum allowed value. The request is not processed.

**User Response:** Make the total greater than the minimum allowed value, issue an end transaction (06 cmd.) or cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**052 => DOS/WINDOWS 80900634 => 4690 OS**

**Explanation:** The discount on subtotal (D9 cmd.) is not allowed when the transaction total is equal to zero.

**User Response:** Adjust the transaction total or issue a cancel transaction (07 cmd.).

---

**053 => DOS/WINDOWS 80900635 => 4690 OS**

**Explanation:** The requested time used on the set date (16 cmd.) is not within the allowed range of the current fiscal printer time or the requested time is previous to the date of the last closure stored in the fiscal memory. The request is not processed.

**User Response:** Either correct the time sent to the fiscal printer or, if the fiscal printer time differs from the actual time by more than the allowed range, call for service.

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**055 => DOS/WINDOWS 80900203 => 4690 OS**

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

**User Response:** Check the application program.

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**056 => DOS/WINDOWS 80900150 => 4690 OS**

**Explanation:** An overflow occurred. The CANCEL transaction daily total exceeds the maximum allowed value at cancel transaction time. The request is not processed.

**User Response:** Make the total less than or equal to the maximum allowed value, issue a cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

**057 => DOS/WINDOWS 80900151 => 4690 OS**

**Explanation:** An underflow occurred. The CANCEL transaction daily total is less than the minimum allowed value at cancel transaction time. The request is not processed.

**User Response:** Make the total greater than or equal to the minimum allowed value, issue a cancel transaction (07 cmd.), and then issue a close sale period (13 cmd.).

---

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

**Explanation:** An overflow occurred. The AMOUNT DUE accumulator exceeds the maximum allowed value. The request is not processed.

**User Response:** Correct the payment amount and issue the command again.

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

**Explanation:** An underflow occurred. The AMOUNT DUE accumulator is less than the minimum allowed value. The request is not processed.

**User Response:** Correct the payment amount and issue the command again.

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

**Explanation:** An overflow occurred. The transaction total or one of the TAX category transaction sales totals exceeds the maximum allowed value on an item sale (D0/D2 cmd.). The request is not processed.

**User Response:** Issue an end transaction (06 cmd.) or cancel transaction (07 cmd.).

---

**063 => DOS/WINDOWS 8090063F => 4690 OS**

**Explanation:** The POS/Store information is not loaded. The request is not processed.

**User Response:** Issue the set pos/store information (1E cmd.) to load the information.

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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 allowed amount. The request is not processed.

**User Response:** Correct the value and try the operation again.



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**065 => DOS/WINDOWS 80900201 => 4690 OS**

**Explanation:** A request was sent to the fiscal unit and the fiscal command byte is not 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 was sent to the fiscal unit and the fiscal command byte extension is not 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 occurred.

**User Response:** No action is required.

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**068 => DOS/WINDOWS 80900204 => 4690 OS**

**Explanation:** A request has been made to print more than the allowed number of check or credit card print lines. The request is not processed.

**User Response:** Check the application program. Issue an end check or cancel check to exit the check or credit card printing sequence.

---

**069 => DOS/WINDOWS 80900205 => 4690 OS**

**Explanation:** An attempt was made to print a line in CR or SJ station that exceeds the maximum number of ordinary print lines allowed during a fiscal voucher. The request is not processed.

**User Response:** Either issue an end transaction or cancel transaction (07 cmd.) before printing the ordinary print lines.

If this error occurred during the online printer diagnostic test, it indicates that the test cannot be completed because a sales transaction is in progress. Either have the salesperson end the transaction, or diagnose the printer problem using the off-line printer test that is invoked by pressing the keys on the printer in the correct sequence.

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**070 => DOS/WINDOWS 80900646 => 4690 OS**

**Explanation:** Partial line feed dots are out-of-range on the line feed check and credit slips (C3 cmd.). The request is not processed.

**User Response:** Check the application program sequence.

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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:** If the error continues, service the printer.

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**072 => DOS/WINDOWS 80900207 => 4690 OS**

**Explanation:** The print operation requested during training mode is not valid. The request is not processed.

**User Response:** Check the application program.

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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:** If the error continues, service the printer.

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**075 => DOS/WINDOWS 80900209 => 4690 OS**

**Explanation:** Printing on an inserted document is not allowed at this point during a sales transaction. The request is not processed.

**User Response:** Check the application program.

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**076 => DOS/WINDOWS 80900210 => 4690 OS**

**Explanation:** Invalid print station selected. The request is not processed.

**User Response:** Correct the print station and issue the command again.

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**077 => DOS/WINDOWS 80900211 => 4690 OS**

**Explanation:** An attempt was made to print a line in the SJ station outside a sale transaction during training mode. The request is not processed.

**User Response:** Check the application program.

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**078 => DOS/WINDOWS 80900304 => 4690 OS**

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

**User Response:** If the error continues, service the printer.

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**079 => DOS/WINDOWS 80900212 => 4690 OS**

**Explanation:** A line feed on the customer receipt station is not allowed during printing of inserted fiscal documents. The request is not processed.

**User Response:** Check the application program.

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**080 => DOS/WINDOWS 80900213 => 4690 OS**

**Explanation:** A line feed on an inserted document is not allowed at this point during a sale transaction. The request is not processed.

**User Response:** Check the application program.

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**081 => DOS/WINDOWS 80900651 => 4690 OS**

**Explanation:** The print typeface specified is not valid. The request is not processed.

**User Response:** Specify a valid print typeface.

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**082 => DOS/WINDOWS 80900306 => 4690 OS**

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

**User Response:** Check the application program sequence.

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**083 => DOS/WINDOWS 80900307 => 4690 OS**

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

**User Response:** Service the printer.

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**085 => DOS/WINDOWS 80900309 => 4690 OS**

**Explanation:** The TAX category is not valid. The request is not processed.

**User Response:** Check the application program.

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**086 => DOS/WINDOWS 80900401 => 4690 OS**

**Explanation:** The password entered is not valid or the maximum number of attempts to enter the correct password was exceeded. The request is not processed.

**User Response:** Reenter the correct password or, if the maximum number of attempts was exceeded, use the J4/CE jumper to restore normal operation.

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

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**087 => DOS/WINDOWS 80900657 => 4690 OS**

**Explanation:** The printer command received by the fiscal printer is not valid. The request is not processed.

**User Response:** Issue a valid printer command.

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**089 => DOS/WINDOWS 80900312 => 4690 OS**

**Explanation:** The fiscal memory is full. All fiscal commands are rejected except the fiscal memory report command.

**User Response:** Service the printer.

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

**Explanation:** The requested close sale period 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 (15 cmd.).

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**091 => DOS/WINDOWS 80900314 => 4690 OS**

**Explanation:** An error occurred while printing the start-up message.

**User Response:** Turn the power OFF and ON again. If the error continues, service the printer.

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**092 => DOS/WINDOWS 80900315 => 4690 OS**

**Explanation:** The requested internal table register was not found in the fiscal memory. The request is not processed.

**User Response:** Specify a valid table entry.

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**095 => DOS/WINDOWS 80900425 => 4690 OS**

**Explanation:** The requested address range is not valid or is wrong in the engineering dump (FF cmd.). The request is not processed.

**User Response:** Correct the input data.

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**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 issue the command again.

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**097 => DOS/WINDOWS 80900410 => 4690 OS**

**Explanation:** Fiscal RAM is in error or does not match the fiscal memory.

**User Response:** Service the printer. The J4/CE jumper procedure is required.

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

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**098 => DOS/WINDOWS 80900411 => 4690 OS**

**Explanation:** Fiscal RAM is restored.

**User Response:** Remove the J4/CE jumper to restore normal operation.

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

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**099 => DOS/WINDOWS 80900318 => 4690 OS**

**Explanation:** The maximum 200 repair actions have been reached.

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

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**100 => DOS/WINDOWS 80900329 => 4690 OS**

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

**User Response:** Service the printer.

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**101 => DOS/WINDOWS 80900326 => 4690 OS**

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

**User Response:** Service the printer.

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**102 => DOS/WINDOWS 80900327 => 4690 OS**

**Explanation:** The fiscal parameter configuration (C4 cmd.) was attempted more than once with the same extension since the last J4/CE jumper reset. The request is not processed.

**User Response:** Reset the printer using the J4/CE jumper procedure and reissue the command again.

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

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**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.

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**104 => DOS/WINDOWS 80900360 => 4690 OS**

**Explanation:** The fiscal memory decimal point table is full. The request is not processed.

**User Response:** If the table must be updated, exchange the fiscal memory.

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**105 => DOS/WINDOWS 80900361 => 4690 OS**

**Explanation:** The fiscal memory currency table is full. The request is not processed.

**User Response:** If the table must be updated, exchange the fiscal memory.

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**106 => DOS/WINDOWS 80900362 => 4690 OS**

**Explanation:** The fiscal parameter configuration (C4 cmd. - Command Ext. 04, 05, 06 or 07) must be issued before the set header (D7 cmd.). The request is not processed.

**User Response:** Service the printer. The J4/CE jumper procedure is required.

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

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**107 => DOS/WINDOWS 8090066B => 4690 OS**

**Explanation:** There is a print header application password matching error. The request is not processed.

**User Response:** Issue the command again using the correct password.

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**108 => DOS/WINDOWS 80900328 => 4690 OS**

**Explanation:** The pos/store information table is full. The request is not processed.

**User Response:** If the table must be updated, exchange the fiscal memory.

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**109 => DOS/WINDOWS 80900324 => 4690 OS**

**Explanation:** The 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. The J4/CE jumper procedure is required when the fiscal memory is reconnected.

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

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**110 = DOS/WINDOWS 80900131 = 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.

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**111 = DOS/WINDOWS 80900132 = 4690 OS**

**Explanation:** The barcode size is invalid. The request is not processed.

**User Response:** Correct the barcode size and issue the command again.

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**112 => DOS/WINDOWS 80900670 => 4690 OS**

**Explanation:** The fiscal printer was reset.

**User Response:** No action is required.

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**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.

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**114 => DOS/WINDOWS 80900363 => 4690 OS**

**Explanation:** A printer communication error occurred.

**User Response:** Service the printer.

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**115 => DOS/WINDOWS 80900701 => 4690 OS**

**Explanation:** The inclusive/exclusive TAX method is not loaded. The request is not processed.

**User Response:** Use the fiscal parameter configuration (C4 cmd.) to load the information.

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**116 => DOS/WINDOWS 80900702 => 4690 OS**

**Explanation:** The fiscal parameter configuration (C4 cmd. - Command Ext. 04 or 05) must be issued before the set display address (1A cmd.). The request is not processed.

**User Response:** Service the printer. The J4/CE jumper procedure is required.

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

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**117 = DOS/WINDOWS 80900703 => 4690 OS**

**Explanation:** Operation not valid.

Possible reasons are:

- Error reading MICR data.
- Error doing flipper function.
- MICR function not present in the printer.
- Flip function not present in the printer.

**User Response:** Test again with another check. If the error persists service the printer.

---

**118 => DOS/WINDOWS 80900704 => 4690 OS**

**Explanation:** The fiscal memory isn't compatible with the current microcode EC level. The request is not processed.

**User Response:** Change the fiscal memory or change the microcode EC level (previous to EC level x22).

---

**119 => DOS/WINDOWS 80900677 => 4690 OS**

**Explanation:** The inclusive/exclusive TAX method is incorrect. The request is not processed.

**User Response:** Issue the command again using the correct selection (1 = inclusive TAX) or (2 = exclusive TAX).

---

**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 power-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 power-ON again. If the problem persists, service the printer.

---

**122 => DOS/WINDOWS 8090067A => 4690 OS**

**Explanation:** The maximum count of decimal point indication changes was reached. The request is not processed.

**User Response:** If it is required to change the decimal point indication, exchange the fiscal memory.

---

**125 => DOS/WINDOWS 8090067D => 4690 OS**

**Explanation:** Invalid sequence command. A sequence command was requested that is not allowed during a fiscal voucher. The request is not processed.

**User Response:** Check the application program sequence.

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**126 => DOS/WINDOWS 8090067E => 4690 OS**

**Explanation:** The restricted header control mode is not set. The request is not processed.

**User Response:** Check the application program. Issue the set fiscal mode (18 cmd.) for restricted header control mode.

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**127 => DOS/WINDOWS 8090067F => 4690 OS**

**Explanation:** Header lines 1-3 cannot be set in restricted header control mode. The request is not processed.

**User Response:** Check the application program.

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**128 => DOS/WINDOWS 80900320 => 4690 OS**

**Explanation:** Fiscal memory is not serialized. The request is not processed.

**User Response:** Service the printer.

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**129 => DOS/WINDOWS 80900321 => 4690 OS**

**Explanation:** The fiscal unit is not in fiscal mode. The request is not processed.

**User Response:** Call for service to set fiscal mode.

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**130 => DOS/WINDOWS 80900322 => 4690 OS**

**Explanation:** The secondary serial number is not set. The request is not processed.

**User Response:** Service the printer.

---

**131 => DOS/WINDOWS 80900323 => 4690 OS**

**Explanation:** A problem was detected in a display or in the configuration for the point-of-sale displays. No fiscal commands can be executed. The minimum number of POS displays that must be configured is &dispnum..

**User Response:** Follow the maintenance manual procedures to set the configuration correctly. If problem persists, service the POS terminal.

---

**133 => DOS/WINDOWS 80900685 => 4690 OS**

**Explanation:** The TAX method table is full. The request is not processed.

**User Response:** Call for service. The fiscal base unit must be exchanged in order to load new TAX method table.

---

**134 => DOS/WINDOWS 80900325 => 4690 OS**

**Explanation:** The fiscal unit detected an internal hardware error. The request is not processed.

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

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**135 => DOS/WINDOWS 80900220 => 4690 OS**

**Explanation:** The command is not valid outside of a sales period. The request is not processed.

**User Response:** Issue an summary fiscal report (X-Report) (14 cmd.).

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**136 => DOS/WINDOWS 80900221 => 4690 OS**

**Explanation:** A voucher-related sale transaction command was issued while a sale transaction was not in progress. The request is not processed.

**User Response:** Correct the application program sequence.

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**139 = DOS/WINDOWS 80900224 = 4690 OS**

**Explanation:** The logo or set character is corrupted. The request is not processed.

**User Response:** Service the printer.

---



---

**140 => DOS/WINDOWS 80900225 => 4690 OS**

**Explanation:** A fiscal voucher-related command was issued before printing the store header. The request is not processed.

**User Response:** Correct the application program sequence.

---

**141 => DOS/WINDOWS 80900226 => 4690 OS**

**Explanation:** A command was issued that is not allowed before the subtotal/total (D4 cmd.) is successfully executed. The request is not processed.

**User Response:** Correct the application program sequence.

---

**142 => DOS/WINDOWS 80900227 => 4690 OS**

**Explanation:** The transaction payment procedure is not in progress. The request is not processed.

**User Response:** Correct the application program sequence.

---

**144 => DOS/WINDOWS 80900229 => 4690 OS**

**Explanation:** The command was issued before the store header was set. The request is not processed.

**User Response:** Correct the application program sequence to set the store headers before issuing this command.

---

**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.

---

**149 => DOS/WINDOWS 80900695 => 4690 OS**

**Explanation:** The blank amount item range is not set by application program. The request is not processed.

**User Response:** Correct the application program sequence.

---

**150 => DOS/WINDOWS 80900696 => 4690 OS**

**Explanation:** A command not related to a credit note was issued while a credit note print header is in progress. The request is not processed.

**User Response:** Issue the command again after the credit note is completed.

---

**151 => DOS/WINDOWS 80900697 => 4690 OS**

**Explanation:** A command not related to a credit note was issued while a credit note is in progress. The request is not processed.

**User Response:** Issue the command again after the credit note is completed.

---

---

**152 => DOS/WINDOWS 80900698 => 4690 OS**

**Explanation:** A command related to a credit note was issued while a credit note header is not printed. The request is not processed.

**User Response:** Correct the application program sequence.

---

**153 => DOS/WINDOWS 80900699 => 4690 OS**

**Explanation:** A command related to a credit note was issued while a credit note is not in progress. The request is not processed.

**User Response:** Correct the application program sequence.

---

**154 => DOS/WINDOWS 8090069A => 4690 OS**

**Explanation:** An error occurred on an end credit note. The request is not processed.

**User Response:** Issue the credit note end (BD cmd.) again or issue a credit note cancel (BE cmd.).

---

**155 => DOS/WINDOWS 8090069B => 4690 OS**

**Explanation:** An error occurred on an cancel credit note. The request is not processed.

**User Response:** Issue the credit note cancel (BE cmd.) again.

---

**157 => DOS/WINDOWS 8090069D => 4690 OS**

**Explanation:** The correct operation of check printing or credit slip printing is not in progress. The request is not processed.

**User Response:** Correct the application program sequence.

---

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

**Explanation:** The date is not set by application program. The request is not processed.

**User Response:** Correct the application program sequence.

---

**160 => DOS/WINDOWS 80900330 => 4690 OS**

**Explanation:** Fiscal memory is serialized. The request is not processed.

**User Response:** No action is required.

---

**161 => DOS/WINDOWS 80900331 => 4690 OS**

**Explanation:** The fiscal unit is in fiscal mode. The request is not processed.

**User Response:** No action is required.

---

**162 => DOS/WINDOWS 80900332 => 4690 OS**

**Explanation:** The maximum count of currency changes was reached. The request is not processed.

**User Response:** If it is required to change the currency, exchange the fiscal memory.

---

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**163 => DOS/WINDOWS 809006A3 => 4690 OS**

**Explanation:** Secondary serial number is set. The request is not processed.

**User Response:** No action is required.

---

**164 => DOS/WINDOWS 80900350 => 4690 OS**

**Explanation:** The power-on sequence is in progress.

**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. The request is not processed.

**User Response:** Perform a close sale period (13 cmd.) and then issue the command again.

---

**168 => DOS/WINDOWS 80900231 => 4690 OS**

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

**User Response:** Issue the command again after 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 sales 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.

---

**172 => DOS/WINDOWS 80900235 => 4690 OS**

**Explanation:** Only a fiscal voucher-related sale transaction command is accepted after the store header is printed. The request is not processed.

**User Response:** Check the application program.

---

**173 => DOS/WINDOWS 80900236 => 4690 OS**

**Explanation:** After the subtotal/total (D4 cmd.) was issued, the command sequence is not valid. The request is not processed.

**User Response:** Check the application program.

---

**174 => DOS/WINDOWS 80900237 => 4690 OS**

**Explanation:** A payment is in progress. The request is not processed.

**User Response:** After the Payment processing is complete, issue the request again.

---

**175 => DOS/WINDOWS 80900238 => 4690 OS**

**Explanation:** Training mode is in progress. The request is not processed.

**User Response:** Correct the application program sequence.

---

---

**176 = DOS/WINDOWS 80900239 = 4690 OS**

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

**User Response:** Put the J4/CE jumper in ACTIVE (ON) position and reinitialize the printer.

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

---

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

**Explanation:** An error occurred on an end transaction (06 cmd.). The request is not processed.

**User Response:** Issue the end transaction (06 cmd.) again or issue a cancel transaction (07 cmd.).

If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sales 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 transaction (07 cmd.). The request is not processed.

**User Response:** Issue the cancel transaction (07 cmd.) again.

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:** A command was requested that is not allowed during a application-originated report. The request is not processed.

**User Response:** Check the application program sequence.

---

**185 => DOS/WINDOWS 809006B9 => 4690 OS**

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

**User Response:** Service the printer.

---

**186 => DOS/WINDOWS 809006BA => 4690 OS**

**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.

---

**187 => DOS/WINDOWS 809006BB => 4690 OS**

**Explanation:** Response from Electronic Read Fiscal Memory Tables (DA cmd.) when the daily totals block requested was found in blank.

**User Response:** None.

---

---

**188 => DOS/WINDOWS 809006BC => 4690 OS**

**Explanation:** A application-originated report related command was issued when a application-originated report is not in progress. The request is not processed.

**User Response:** Check the application program sequence.

---

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

**Explanation:** A different mode of check printing or credit slip printing is already in progress so the selected mode cannot be ended. The request is not processed.

**User Response:** Check the application program sequence.

---

**192 => DOS/WINDOWS 80900524 => 4690 OS**

**Explanation:** The command is rejected from the printer logic card. The request is not processed.

**User Response:** Check for a device driver programming error.

---

**194 => DOS/WINDOWS 80900521 => 4690 OS**

**Explanation:** A print head home error occurred. The request is not processed. (On 4680 Operating System, this error could be reported for other types of printer problems besides home errors.)

**User Response:** If the problem persists, service the printer.

---

**201 => DOS/WINDOWS 80900528 => 4690 OS**

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

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

---

**202 => DOS/WINDOWS 80900527 => 4690 OS**

**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.

---

**203 => DOS/WINDOWS 80900522 => 4690 OS**

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

**User Response:** Close the printer cover or ensure the paper is installed correctly in CR station. If the problem persists, 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 keybutton is pressed. The request is not processed.

**User Response:** Release the pressed keybutton. If a keybutton is not pressed, service the printer.

---

**206 => DOS/WINDOWS 80900525 => 4690 OS**

**Explanation:** A journal 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.

---

**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 “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
80900101	001
80900102	002
80900103	003
80900105	005
80900108	008
80900109	009
80900110	010
80900111	011
80900113	013
80900115	015
80900116	016
80900117	017
80900118	018
80900119	019
80900121	021
80900124	024
80900125	025
80900127	064
80900129	029
80900130	030
80900140	096
80900141	033
80900142	034
80900143	035
80900145	037
80900150	056
80900151	057
80900201	065
80900202	066
80900203	055
80900204	068
80900205	069
80900207	072
80900209	075
80900210	076
80900211	077
80900212	079
80900213	080
80900220	135
80900221	136
80900225	140
80900226	141
80900227	142
80900229	144
80900230	167
80900231	168
80900235	172
80900236	173
80900237	174
80900238	175
80900239	176

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

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900302	071
80900303	073
80900304	078
80900306	082
80900307	083
80900309	085
80900312	089
80900314	091
80900315	092
80900318	099
80900320	128
80900321	129
80900322	130
80900323	131
80900324	109
80900325	134
80900326	101
80900327	102
80900328	108
80900329	100
80900330	160
80900331	161
80900332	162
80900341	113
80900350	164
80900360	104
80900361	105
80900362	106
80900363	114
80900364	133
80900401	086
80900410	097
80900411	098
80900421	103
80900425	095
80900521	194
80900522	203
80900524	192
80900525	206
80900526	205
80900527	202
80900527	214
80900528	201
8090061B	027
8090061F	031
80900628	040
80900629	041
8090062A	042
8090062B	043
8090062C	044
8090062F	047

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

<b>4690 OS Return Code</b>	<b>Equivalent DOS/WINDOWS Return Code</b>
80900630	048
80900632	050
80900634	052
80900635	053
8090063A	058
8090063B	059
8090063D	061
8090063F	063
80900643	067
80900646	070
80900651	081
80900657	087
8090065A	090
8090066B	107
80900670	112
80900677	119
80900678	120
80900679	121
8090067A	122
8090067D	125
8090067E	126
8090067F	127
80900691	145
80900695	149
80900696	150
80900697	151
80900698	152
80900699	153
8090069A	154
8090069B	155
8090069D	157
8090069E	158
809006A3	163
809006B6	182
809006B7	183
809006B8	184
809006B9	185
809006BA	186
809006BB	187
809006BD	189
809006D0	208
809006D2	210
809006EB	235
80900701	115
80900702	116
80900704	118
80900711	204