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

Document Number (FTU90R19-PDF)

For printer microcode EC level 19

Fiscal Unit Return Codes

4690 OS Hardware Return Code Descriptions

This list contains information about the return code (RC=*8090xxxx*) in system messages.
If your return code is not listed here **- or -** under "Return Code Descriptions" in the *IBM 4690 OS Store System: Messages Guide*, it is an undefined error.

Note: *Service the fiscal printer to replace both the fiscal processor card and the fiscal printer.*

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

DOS/WINDOWS and 4690 OS Return Code Descriptions

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 and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

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 and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

004 => DOS/WINDOWS 80900104 => 4690 OS

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

User Response: Issue the total and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

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 and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

007 => DOS/WINDOWS 80900107 => 4690 OS

Explanation: An overflow occurred. The notpaid transaction total exceeds the transaction total value. The request is not processed.

User Response: Make the notpaid amount less than or equal to the transaction total.

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 or make the total greater than the minimum allowed value.

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 and end transaction commands to end the sales transaction or a cancel transaction command to cancel the sale transaction.

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 and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

012 => DOS/WINDOWS 80900112 => 4690 OS

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

User Response: Issue the total and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

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 and end transaction commands to end the sale transaction or a cancel transaction command to cancel the sale transaction.

015 => DOS/WINDOWS 80900115 => 4690 OS

Explanation: The notpaid transaction total is negative. The request is not processed.

User Response: Make the notpaid total greater than or equal to zero.

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.).

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 and end transaction (06 cmd.) or cancel transaction (07 cmd.) and then issue a close sale period (13 cmd.).

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.).

020 => DOS/WINDOWS 80900120 => 4690 OS

Explanation: An overflow occurred. The discount 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 and end transaction (06 cmd.) or cancel transaction (07 cmd.) and then issue a close sale period (13 cmd.).

023 => DOS/WINDOWS 80900123 => 4690 OS

Explanation: An overflow occurred. The notpaid 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 and 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. The request is not processed.

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

026 => DOS/WINDOWS 80900126 => 4690 OS

Explanation: An underflow occurred. A transaction amount was negative at total request time. This return code applies (where applicable) to:

- Transaction total
- TAX total
- TAX category total accumulator
- TAX category tax accumulator

The request is not processed.

User Response: Make the amount greater than or equal to zero, then issue an end transaction or cancel transaction command.

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.).

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

Explanation: An overflow occurred. The uplift 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 command or issue an additional payment command to complete processing.

030 => DOS/WINDOWS 80900130 => 4690 OS

Explanation: The negative item 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.).

032 => DOS/WINDOWS 80900620 => 4690 OS

Explanation: An underflow occurred. The sum of the uplift on subtotal operations in this sale transaction is less than the minimum allowed value. The request is not processed.

User Response: Make the total greater than or equal to zero, then issue an end transaction (06 cmd.) or cancel transaction (07 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.).

036 => DOS/WINDOWS 80900144 => 4690 OS

Explanation: An underflow occurred. The discount 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.).

039 => DOS/WINDOWS 80900627 => 4690 OS

Explanation: The command sequence is not valid. A command was requested that is not allowed after an discount command. The request is not processed.

User Response: Check the application program sequence.

040 => DOS/WINDOWS 80900628 => 4690 OS

Explanation: The tax category field is not blank and the amount field is blank in a item sales transaction. The request is not processed.

User Response: Correct the application program.

041 => DOS/WINDOWS 80900629 => 4690 OS

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

User Response: Check the application program. The program must issue a load TAX rate table command before further operations are processed.

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.

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

Explanation: The tax rate table in fiscal memory 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 or negative item sale command 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.

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

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

User Response: No action is required.

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.).

049 => DOS/WINDOWS 80900631 => 4690 OS

Explanation: An overflow occurred. The sum of the daily operations for uplift on subtotal exceeds the maximum allowed value. 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.).

051 => DOS/WINDOWS 80900633 => 4690 OS

Explanation: An overflow occurred. The sum of the daily operations for The uplift on subtotal daily transaction total 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 uplift and discount on subtotal (D9 cmd.) are not allowed when the transaction total is equal to zero.

User Response: Adjust the transaction total or issue a cancel transaction command.

053 => DOS/WINDOWS 80900635 => 4690 OS

Explanation: The requested time used on the set date and time (16 cmd.) 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 fiscal printer time differs from the actual time by more than the allowed range, call for service.

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.

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 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.

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.

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

Explanation: An overflow occurred. The transaction total or one of the TAX category transaction sale totals exceeds the maximum allowed value on an item sale command. The request is not processed.

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

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.

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.

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.

067 => DOS/WINDOWS 80900643 => 4690 OS

Explanation: The command was processed successfully. No error occurred.

User Response: No action is required.

068 => DOS/WINDOWS 80900204 => 4690 OS

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

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

069 => DOS/WINDOWS 80900205 => 4690 OS

Explanation: An attempt was made to print a line in CR or SJ stations 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 command 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 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.

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070 => DOS/WINDOWS 80900646 => 4690 OS

Explanation: Partial line feed dots are out-of-range on the line feed 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 in CR station. 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 in DI station. 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 sale 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 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 SJ station. The request is not processed.

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

079 => DOS/WINDOWS 80900212 => 4690 OS

Explanation: A line feed in CR 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 rate for this 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.

089 => DOS/WINDOWS 80900312 => 4690 OS

Explanation: The daily entry table is full. All fiscal commands are rejected except the fiscal memory report (15 cmd.).

User Response: Service the printer.

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

Explanation: The requested closure number was not found in the daily entry table. 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 address or length data is not valid. The requested address range is not valid or is wrong in the engineering dump command. 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: 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: 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.

099 => DOS/WINDOWS 80900318 => 4690 OS

Explanation: The reapirt actions table is full.

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: 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: Service the printer.

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 or X′C402′ was attempted with the display addresses already set. The request is not processed.

User Response: Reset the printer using the J4/CE jumper procedure and initialize the printer again.

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

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 80900360 = 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.

105 = DOS/WINDOWS 80900361 = 4690 OS

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

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

106 => DOS/WINDOWS 80900362 => 4690 OS

Explanation: An unexpected command error occurred. The request is not processed.

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

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.

111 => DOS/WINDOWS 80900132 => 4690 OS

Explanation: An overflow occurred. The daily fiscal, return or diplomatic receipt total exceeds the maximum allowed value at end transaction time. The request is not processed.

User Response: Issue a close sale period (13 cmd.).

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: Service the printer.

115 => DOS/WINDOWS 80900701 => 4690 OS

Explanation: A command not related to a return receipt was issued while a return receipt is in progress. The request is not processed.

User Response: Issue the command again after the return receipt is complete.

116 => DOS/WINDOWS 80900702 => 4690 OS

Explanation: A command not related to a diplomatic receipt was issued while a diplomatic receipt is in progress. The request is not processed.

User Response: Issue the command again after the diplomatic receipt is complete.

117 => DOS/WINDOWS 80900703 => 4690 OS

Explanation: A return receipt related command was issued while a return receipt was not in progress. The request is not processed.

User Response: Correct the application program sequence.

118 => DOS/WINDOWS 80900704 => 4690 OS

Explanation: A diplomatic receipt related command was issued while a diplomatic receipt was not in progress. The request is not processed.

User Response: Correct the application program sequence.

119 = DOS/WINDOWS 80900677 = 4690 OS

Explanation: Invalid Sequence. This command can only be sent inside a print or 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. Byte 4 is greater than 72. This cmd. can not be sent when a print or download graphics occurs.

User Response: Correct the value and issue the CA cmd. (00, 01 or 02 cmd. extension) again.

124 = DOS/WINDOWS 8090067C = 4690 OS

Explanation: Graphic with same number already in printer flash.

User Response: The user attempted to download a graphic using a number already in printer flash.

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

125 = DOS/WINDOWS 8090067D = 4690 OS

Explanation: Invalid graphic number.

Correct the graphic number and issue the CA cmd. (02, 11 or 12 cmd. extension) again.

128 => DOS/WINDOWS 80900320 => 4690 OS

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

User Response: Service the printer.

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.

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.

132 => DOS/WINDOWS 80900684 => 4690 OS

Explanation: The department names are not loaded. The request is not processed.

User Response: Follow the country-specific procedures to load the names using the set department name (22 cmd.).

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.

135 => DOS/WINDOWS 80900220 => 4690 OS

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

User Response: Issue an print X-report (14 cmd.).

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.

137 => DOS/WINDOWS 80900222 => 4690 OS

Explanation: A fiscal, return or diplomatic receipt command was issued while a fiscal, return or diplomatic receipt was not in progress. The request is not processed.

User Response: Correct the application program sequence.

139 => DOS/WINDOWS 80900224 => 4690 OS

Explanation: An waybill receipt command was issued while an waybill receipt was not in progress. The request is not processed.

User Response: Correct the application program sequence.

140 => DOS/WINDOWS 80900225 => 4690 OS

Explanation: A fiscal voucher 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 total command 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.

143 => DOS/WINDOWS 80900228 => 4690 OS

Explanation: Training mode is not selected. The request is not processed.

User Response: Change the application program or set training mode on.

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.

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

Explanation: The correct operation of 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 and time 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 new Lira was already 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 sale 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 was issued while a sale transaction is in progress. The request is not processed.

User Response: Check the application program.

169 => DOS/WINDOWS 80900232 => 4690 OS

Explanation: A command not related to a fiscal, return or diplomatic receipt was issued while a fiscal, return or diplomatic receipt is in progress. The request is not processed.

User Response: Issue the command again after the fiscal, return or diplomatic receipt is complete.

171 => DOS/WINDOWS 80900234 => 4690 OS

Explanation: A command not related to an waybill receipt was issued while an waybill receipt is in progress. The request is not processed.

User Response: Issue the command again when the waybill receipt transaction is completed.

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 total command 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 or issue a set training mode OFF (1C cmd.).

---

176 = DOS/WINDOWS 80900239 = 4690

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

User Response: Service the printer.

---

180 => DOS/WINDOWS 809006B4 = 4690 OS

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

User Response: Service the printer.

---

181 = DOS/WINDOWS 809006B5 = 4690 OS

Explanation: RAM is in error. Return to the FB cmd.

User Response: Service the printer.

---

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. 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 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.

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

Explanation: The command sequence is not valid. 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 EPROM 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 jumper and reinitialize the printer.

If the problem persists, service the printer.

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

Explanation: Block read from fiscal memory empty. The request is not processed.

User Response: Check the application program.

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

Explanation: A different mode of 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 4690 OS 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.

200 = DOS/WINDOWS 8090070D => 4690 OS

ONLY VALID FOR 4610 USB (GB3/GB5 models)

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 (GR3/GR5 models)

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.

---

202 => DOS/WINDOWS 80900527 => 4690 OS

ONLY FOR 4610 SureMark (GB3/GR3 models)

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.

ONLY FOR 4610 SureMark (GB5/GR5 models)

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 (GB3/GB5 models)

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 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: SJ paper error or SJ cover open occurred. The request is not processed.

User Response: Ensure the paper is installed correctly or close the SJ cover. If the problem persists, service the printer.

---

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

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

User Response:

- If the download graphic is corrupt: The graphics must be initialized. Erase all graphics from printer flash using CA cmd. (Cmd. Extension 10) and the issued CA cmd. (Cmd. Extension 02) again.
- If the logo or set character is corrupted: Service the printer.

209 => DOS/WINDOWS 809006D1 => 4690 OS

Explanation: SJ cover is opened. The request is not processed.

User Response: Close the SJ cover and issue the command print again.

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	4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900102	002	80900228	143
80900103	003	80900229	144
80900104	004	80900230	167
80900105	005	80900231	168
80900107	007	80900232	169
80900108	008	80900234	171
80900110	010	80900235	172
80900111	011	80900236	173
80900112	012	80900237	174
80900113	013	80900238	175
80900115	015	80900239	176
80900116	016	80900302	071
80900118	018	80900303	073
80900119	019	80900304	078
80900120	020	80900306	082
80900121	021	80900307	083
80900123	023	80900309	085
80900124	024	80900312	089
80900125	025	80900314	091
80900126	026	80900315	092
80900127	064	80900318	099
80900129	029	80900320	128
80900130	030	80900321	129
80900132	111	80900322	130
80900140	096	80900323	131
80900142	034	80900324	109
80900143	035	80900325	134
80900144	036	80900326	101
80900145	037	80900327	102
80900146	038	80900329	100
80900150	056	80900330	160
80900151	057	80900331	161
80900201	065	80900332	162
80900202	066	80900341	113
80900203	055	80900350	164
80900204	068	80900360	104
80900205	069	80900361	105
80900207	072	80900363	114
80900209	075	80900401	086
80900210	076	80900410	097
80900211	077	80900411	098
80900212	079	80900421	103
80900213	080	80900425	095
80900220	135	80900521	194
80900221	136	80900522	203
80900222	137	80900524	192
80900224	139	80900525	206
80900225	140	80900526	205
80900226	141	80900527	202
80900227	142	80900527	214

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

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900528	201
8090061B	027
8090061C	028
8090061F	031
80900620	032
80900628	040
80900629	041
8090062A	042
8090062B	043
8090062C	044
8090062F	047
80900630	048
80900631	049
80900632	050
80900633	051
80900634	052
80900635	053
8090063A	058
8090063B	059
8090063D	061
80900643	067
80900646	070
80900651	081
80900657	087
8090065A	090
80900670	112
80900677	119
80900678	120
80900679	121
8090067B	123
8090067C	124
8090067D	125
80900684	132
80900691	145
8090069D	157
8090069E	158
809006B4	180
809006B5	181
809006B6	182
809006B7	183
809006B8	184
809006B9	185
809006BA	186
809006BB	187
809006BD	189
809006D0	208
809006D1	209
809006D2	210
809006EB	235
80900701	115
80900702	116
80900703	117
80900704	118
8090070D	200
80900711	204

Printouts Format

Power-On Reports

Serialized, Fiscalized and Active

The format of the report is shown in Figure 1.

```
               Print Position
MSG           1         2         3
NUM 12345678901234567890123456789012345678
    ---------------------------------------
M05|               MESAJ               | "NOT FISCAL"
   |FSS0001    uuiissssss            vv | Fiscal memory initialized and fiscalized
M01|     MALi BELLEK DOgRU cALIsIYOR     | "FISCAL REGISTER OPERATIONAL"
   | dd.mm.yyyy hh.mm                   |
M05|               MESAJ               | "NOT FISCAL"
    ---------------------------------------

    uu        = Manufacturer ID
    ii        = IBM Manufacturer ID
    ssssss    = Serial Number
    vv        = Version Code Number
    dd.mm.yyyy = Date
    hh.mm     = Time
```

Figure 1. Power On Message 1

Serialized, Fiscalized and Not Working

The format of the report is shown in Figure 2.

```
               Print Position
MSG           1         2         3
NUM 12345678901234567890123456789012345678
    ---------------------------------------
M05|               MESAJ               | "NOT FISCAL"
   |FSS0002    uuiissssss            vv | Fiscal memory initialized and fiscalized
M02|         MALi BELLEK cALIsMIYOR      | "FISCAL REGISTER NOT OPERATIONAL"
M05|               MESAJ               | "NOT FISCAL"
    ---------------------------------------

    uu     = Manufacturer ID
    ii     = IBM Manufacturer ID
    ssssss = Serial Number
    vv     = Version Code Number
```

Figure 2. Power-On Message 2

Not Serialized, Not Fiscalized and Active

The format of the report is shown in Figure 3.

```
               Print Position
MSG            1         2         3
NUM 12345678901234567890123456789012345678
    ------------------------------------
    |FSS0003                          vv | Fiscal memory not initialized and not fiscalized
M03|           KASA KAYDEDiYOR           | "CASH REGISTER OPERATIONAL"
    | dd.mm.yyyy hh.mm                   |
    ------------------------------------

    vv        = Version Code Number
    dd.mm.yyyy = Date
    hh.mm     = Time
```

Figure 3. Power-On Message 3

Serialized, Not Fiscalized and Active

The format of the report is shown in Figure 4.

```
               Print Position
MSG            1         2         3
NUM 12345678901234567890123456789012345678
    ------------------------------------
    |FSS0004    uuiisssssss           vv | Fiscal memory initialized and not fiscalized
M03|           KASA KAYDEDiYOR           | "CASH REGISTER OPERATIONAL"
    | dd.mm.yyyy hh.mm                   |
    ------------------------------------

    uu        = Manufacturer ID
    ii        = IBM Manufacturer ID
    ssssss    = Serial Number
    vv        = Version Code Number
    dd.mm.yyyy = Date
    hh.mm     = Time
```

Figure 4. Power-On Message 4

Not Serialized, Not Fiscalized and Not Working

The format of the report is shown in Figure 5.

```
              Print Position
MSG           1         2         3
NUM 1234567890123456789012345678
    ------------------------------------
    |FSS0005                          vv | Fiscal memory not initialized and not fiscalized
M04|          KASA cALIsMIYOR          | "CASH REGISTER NOT OPERATIONAL"
    ------------------------------------

    vv = Version Code Number
```

Figure 5. Power-On Message 5

Serialized, Not Fiscalized and Not Working

The format of the report is shown in Figure 6.

```
              Print Position
MSG           1         2         3
NUM 1234567890123456789012345678
    ------------------------------------
    |FSS0005    uuiisssssss            vv | Fiscal memory initialized and not fiscalized
M04|          KASA cALIsMIYOR          | "CASH REGISTER NOT OPERATIONAL"
    ------------------------------------

    uu     = Manufacturer ID
    ii     = IBM Manufacturer ID
    ssssss = Serial Number
    vv     = Version Code Number
```

Figure 6. Power-On Message 6