

ERROR MESSAGES

Error Messages appear when a question has been answered with a number or letter that your **REALPRO** computer cannot understand - a number too large or too small for the type of input.

The easiest way to clear an ERROR is to **RESET THE DEFAULTS**. Memorize this instruction and you will be able to get out of any error.

TO CLEAR ERROR 2, 3, 5, 6, OR 7

PRESS the red **[CL]** key
PRESS the **[DEF]** key
PRESS the **[=]** sign
PRESS the **[DEF]** key
PRESS the letter **[D]**

A 1 appears on the screen, PRESS **[ENTER]**
A 2 appears on the screen, PRESS **[ENTER]**
A 3 appears on the screen, PRESS **[ENTER]**
A 4 appears on the screen, PRESS **[ENTER]**
A 5 appears on the screen, PRESS **[ENTER]**
VA MAX LOAN appears on the screen, PRESS **[ENTER]** (Colorado only)
FHA SFR MAX appears on the screen, PRESS **[ENTER]** (Colorado only)

The disclaimer information scrolls across the screen.

This process resets the defaults and allows you to begin your program again. Be sure that you answer the questions as you rerun your program. If the error message recurs, call **REALPRO** for assistance.

ERROR 1

When displayed on the screen, this message indicates that you have made either an arithmetic error or are in the Small Mode. **REMEMBER: DO NOT USE THE [=] key when completing a calculation!**

ERROR 4

TO CLEAR:

PRESS RED **[CL]**
RESTART THE PROGRAM

This message indicates that you have chosen a letter for which there is no program. If you are sure you have pressed the correct letter, then you have no program. Your **REALPRO** needs to be reprogrammed. **CALL US!**

ERROR 6

TO CLEAR:

PRESS RED **[CL]**
See **TO CLEAR ERRORS 2, 3, 5, 6, or 7**

This message indicates that the **MEMORY** capacity has been exceeded. **This message may occasionally happen, this is OK.**

ERROR 8

This message indicates that your printer is not able to print. There are many causes for this message and many questions to ask to diagnose the cause. See the illustration below to identify your printer style.

1. Is your printer turned on?
2. Does your battery need to be charged (**BLACK PRINTER**) or do your batteries need to be replaced (**GRAY**)?

BROWN PRINTER)?

- 3** Have you dropped your **REALPRO**? If yes, the printhead may be crooked.
- 4** Did you just put in a **NEW** roll of paper? If yes, maybe the roll is too tight. Some of the rolls of paper have more paper than they should. You could use your printer by opening the paper door until you use up some of the excess paper.
- 5** Are you using the right adapter? Does it have a **REALPRO** sticker on it? OR is it from another piece of electronic equipment you may have? **A DIFFERENT ADAPTER WILL NOT WORK WITH YOUR REALPRO!**
- 6** Did some paper get jammed at the white tab? If yes, you will need to CALL **REALPRO** FOR ASSISTANCE.
- 7** Is the white print tab on the left or the right side? If it is on the right side, this indicates that either something has broken on the printhead or that a piece of plastic may be caught in the printhead. **CALL US.**
- 8** Eventually, both the printhead and/or the ni-cad battery will need to be replaced. This can be done quickly and easily at **REALPRO** Innovations, Inc. **CALL US!**