

ERROR MESSAGES

Error Messages appear when a question has been answered with a number that your **REALPRO PLUS** computer cannot understand - a number too large or too small for the type of input. Many of these ERRORS are self-correcting by restarting the program and answering correctly. Some may require that you RESET the computer. (See Resetting your **REALPRO PLUS**)

ERROR 1

When displayed on the screen, this message indicates that you your batteries may be getting weak.

ERROR 2

When displayed on the screen, this message indicates that you have entered information that caused the computer to divide by 0. To my knowledge, the possibility of this error has been taken care of. Should you get this error message, please call **REALPRO** so we can look into what the cause might be.

ERROR 7

When displayed on the screen, this message indicates that you have entered information that the computer did not understand. This may have been a number that was too large. To my knowledge, the possibility of this error has been taken care of. Should you get this error message, please call **REALPRO** so we can look into what the cause might be.

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.

1. Is your printer turned on?
2. Do your printer batteries need to be replaced? Are they installed properly?
3. Have you dropped your **REALPRO PLUS**? 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? **THE WRONG ADAPTER WILL NOT WORK WITH YOUR REALPRO PLUS!**
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 REALPRO.**

