

## Appendix B: In Case of Difficulty

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This appendix contains information you will find useful if you encounter problems using your calculator.

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## General Difficulties

The information in this section may be useful if your calculator does not function properly. If the suggested solution does not correct the problem, refer to "Service Information" on page B-10.

Difficulty	Suggested Solution
An error message appears in the display.	Refer to the list of error messages beginning on page B-4. If a solution is not found: <ol style="list-style-type: none"><li>Use the HELP function. See "Using the HELP Function" in Chapter 1.</li><li>Press <b>CLEAR</b> to clear the calculator. See "Clearing the Calculator" in Chapter 2.</li><li>Turn the calculator off and back on. See "Turning the Calculator On and Off" in Chapter 1.</li></ol>
The entire display is blank when you turn the calculator on.	<ol style="list-style-type: none"><li>Adjust the contrast control.</li><li>Check for correct installation of batteries.</li><li>Check battery condition.</li></ol>
Information in the display disappears.	<ol style="list-style-type: none"><li>Press <b>ON</b>. The Automatic Power Down feature may have turned the calculator off.</li><li>Check battery condition.</li></ol>
Information is displayed, but calculator does not respond to keystrokes.	Check <b>RUN</b> indicator. (Program may be in progress.) Press <b>BREAK</b> or <b>HALT</b> .
Calculator will not go into learn mode.	<ol style="list-style-type: none"><li>Cancel alpha mode, if active.</li><li>Check for program size of zero.</li></ol>
Calculations produce unexpected results.	<ol style="list-style-type: none"><li>Check for display rounding caused by the current decimal fix setting.</li><li>Check for HEX or OCT mode (using the <b>HELP</b> key).</li><li>Refer to "Accuracy Information" on page A-8.</li></ol>

Difficulty	Suggested Solution
Printer does not print.	<ol style="list-style-type: none"><li>Make sure printer is properly connected.</li><li>Make sure printer device number matches that of printer (using <b>I/O</b> &lt;PRT&gt; &lt;DEV&gt;). The PC-324 device number is 12.</li></ol>
Printer does not use full page width when printing.	Set page width to match printer (using <b>I/O</b> <PRT> <WID>). The PC-324 page width has a default width of 24 characters.
Printer does not stop printing.	<ol style="list-style-type: none"><li>Press <b>BREAK</b> or <b>HALT</b>. (Program may be running.)</li><li>Make sure trace mode is turned off (using <b>INV</b> <b>2nd</b> <b>TRACE</b>).</li></ol>
Any other difficulty that does not display an error message	<ol style="list-style-type: none"><li>Use the HELP function. See "Using the HELP Function" in Chapter 1 for instructions.</li><li>List the calculator status. See "Listing" in Chapter 5 for instructions.</li><li>Clear the calculator. See "Clearing the Calculator" in Chapter 2 for instructions.</li><li>Turn the calculator off and back on. See "Turning the Calculator On and Off" in Chapter 1 for instructions.</li><li>Reset the calculator. See "Turning the Calculator On and Off" in Chapter 1 for instructions.</li></ol>

## Error Messages

When an error condition occurs, the ERROR status indicator shows in the display, accompanied by an error message. This table lists messages, alphabetically, that you may encounter when using the TI-95. The error number is included, although it is not displayed, to help you identify error numbers you might see when you use the **LIST** <ST> (status) function.

Error Message	Possible Cause
AOS STACK FULL (3)	a. Exceeded the limit of eight pending math operations b. Exceeded the limit of 15 levels of parentheses
CASSETTE ERROR (17)	a. No files on the tape b. Invalid file header on the tape c. No cassette recorder or cassette interface attached
DID NOT VERIFY (18)	File on tape does not match the data in memory
ERROR IN DATA (19)	Both copies of data on the tape are bad
FILES IN USE (14)	Attempted to partition already occupied file space as program memory or data registers

Error Message	Possible Cause
ILLEGAL FIELD (7)	a. Most significant digit of the SBA field is zero or greater than six b. Register specified for indirect addressing contains a value with an exponent greater than three (STB, RCB, SF, RF, TF, WID, COL, CHR, FIX, DEV, SBA, or SHW) c. Exceeded 99 for the SF, RF, or TF field d. Exceeded 80 or entered 0 for the COL or WID field e. Exceeded 255 for the CHR field f. Exceeded 9 for the FIX field g. Exceeded 255 or entered 0 for the DEV field h. Exceeded 8 for the SHW field i. Entered a non-ASCII field for NAM, PUT, GET, DF, DFN, DFA, SBL, RD, WRT, VFY, or GTL
INADEQUATE SPACE (20)	a. Attempted the PUT function when not enough room is in the directory b. Attempted the GET or RD function when not enough room is in the partition c. Requested too many program steps or registers in the partition

(continued)

Error Message	Possible Cause
INVALID ADDRESS (8)	<ul style="list-style-type: none"> <li>a. Addressed a program step larger than the current partitioning</li> <li>b. Attempted to direct program execution past the end of program memory</li> <li>c. Main memory or file address is specified with HEX digits</li> </ul>
INVALID ARGUMENT (2)	<ul style="list-style-type: none"> <li>a. Attempted to take the common or natural logarithm of a number less than or equal to zero</li> <li>b. Attempted to take the square root of a negative number</li> <li>c. Attempted to raise a negative number to a power other than positive or negative integers</li> <li>d. Attempted to determine the root of a negative number</li> <li>e. Attempted to take the arcsine or arccosine of a number greater than 1 or less than -1</li> <li>f. Attempted to take the sine, cosine, or tangent of an angle greater than <math>\pi/2 \times 10^{10}</math> radians</li> <li>g. Attempted to take the hyperbolic arccosine of a value less than 1</li> <li>h. Attempted to take the hyperbolic arctangent of a value greater than 1, less than -1, or equal to <math>\pm 1</math></li> </ul>

Error Message	Possible Cause
INVALID DIR/FILE (12)	<ul style="list-style-type: none"> <li>a. Failed to find specified file (RUN, SBA, GET, F1-F5, RTN, etc.)</li> <li>b. Failed to find specified directory (RUN, SBA, etc.)</li> <li>c. Directory PGM or library cartridge name was specified in the alpha register and used for SBA 6xx</li> <li>d. Attempted to rename a module with no RAM cartridge in the port</li> <li>e. No program files in chosen directory for RUN function</li> <li>f. No directory present for file functions (PUT, GET, CD, NAM, CAT, or DF)</li> <li>g. Used "+" as the first character in a program file name</li> </ul>
INVALID ENTRY (13)	<ul style="list-style-type: none"> <li>a. Attempted an illegal factorial operation (factorials operate only on positive whole integers, zero, and positive and negative half integers)</li> <li>b. Attempted to store a number greater than 255 with the STB function</li> <li>c. Requested more than 6200 file bytes when partitioning</li> <li>d. Specified a negative value or zero for PUT or WRT register file</li> <li>e. Attempted to use the nPr, nCr, LCM, or PF functions for input other than positive integers</li> </ul>

Error Message	Possible Cause
INVALID REGISTER (9)	<ul style="list-style-type: none"> <li>a. Attempted to address a data memory outside the current partitioning</li> <li>b. Attempted to PUT or WRT a data file larger than the current data memory partitioning</li> <li>c. Most significant digit of a four-digit register address is not 0, 2, 3, or 6</li> <li>d. Attempted to access a system register outside the range 0-139</li> <li>e. Specified the last user register or system registers 0-16 for CIO</li> <li>f. Attempted STA or RCA within the last nine user registers or within the first 16 or last nine system registers</li> </ul>
INVALID SEQUENCE (6)	<ul style="list-style-type: none"> <li>a. Attempted SBA 5— outside a library cartridge</li> <li>b. Attempted RCB with an address in the system ROM</li> <li>c. Attempted to use a flag greater than 15 outside a program or system mode</li> </ul>
I/O ERROR nnn (4)	Return status from CIO is not 0. Actual status returned is nnn.
LABEL NOT FOUND (11)	Addressed a label that does not exist in current program (can be file or program memory)
MORE DATA IN PGM (21)	File on tape verified correctly, but there was more data in program memory after verified amount
NO DATA FOUND (5)	Attempted to store an empty program file to directory or tape

Error Message	Possible Cause
NO SOLUTION (15)	<ul style="list-style-type: none"> <li>a. Attempted to compute mean when there are zero or fewer points</li> <li>b. Attempted to compute standard deviation, r, m-b, x', or y' when there are one or fewer points</li> <li>c. Attempted to compute x' when slope is zero</li> <li>d. Computed the correlation coefficient of a data set with a zero or infinite slope</li> </ul>
OVERFLOW (1)	<ul style="list-style-type: none"> <li>a. Calculated a result that exceeds the numeric range of the calculator</li> <li>b. Divided by zero</li> <li>c. Raised zero to a power less than zero</li> <li>d. Attempted to calculate the tangent of 90° or 270°, <math>\pi/2</math> or <math>3\pi/2</math> radians, 100 or 300 grads, or their rotational multiples, such as 450°</li> <li>e. Attempted to take the factorial of a number larger than 69.5</li> </ul>
SBR STACK FULL (10)	Exceeded the limit of eight nested subroutines
WRONG FILE FOUND (16)	Found a file on the tape other than the one specified
*****	Although not an error message, this indicates you tried to convert a number from decimal to octal or hexadecimal which is too large to be displayed

## Service Information

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If the solutions suggested by "General Difficulties" and "Error Messages" do not correct a problem you may have with your calculator, please call or write Consumer Relations to discuss the problem.

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### For Service and General Information

If you have questions about service or the general use of your calculator, please call Consumer Relations at:

**1-806-747-1882.**

Please note that this is a toll call, and collect calls are not accepted.

You may also write to the following address:

Texas Instruments Incorporated  
Consumer Relations  
P.O. Box 53  
Lubbock, Texas 79408

Please contact Consumer Relations:

- ▶ Before returning the calculator for service.
- ▶ For general information about using the calculator.

### For Technical Information

If you have technical questions about the operation of the product or programming applications, call 1-806-741-2663. We regret that we cannot accept collect calls at this number. As an alternative, you can write Consumer Relations at the address given above.

### Express Service

Texas Instruments offers an express service option for fast return delivery. Please call Consumer Relations for information.

### Calculator Accessories

If you are unable to purchase calculator accessories (such as carrying cases or adapters) from your local dealer, you may order them from Texas Instruments. Please call Consumer Relations for information.

### Returning Your Calculator for Service

A defective calculator will be either repaired or replaced with the same or comparable reconditioned model (at TI's option) when it is returned, postage prepaid, to a Texas Instruments Service Facility.

Texas Instruments cannot assume responsibility for loss or damage during incoming shipment. For your protection, carefully package the calculator for shipment and insure it with the carrier. Be sure to enclose the following items in the package:

- ▶ Your full return address
- ▶ Any accessories related to the problem
- ▶ A note describing the problem you experienced
- ▶ A copy of your sales receipt or other proof of purchase to determine warranty status

Please ship the calculator postage prepaid; C.O.D shipments cannot be accepted.

### In-Warranty Service

For a calculator covered under the warranty period, no charge is made for service.

### Out-of-Warranty Service

A flat-rate charge by model is made for out-of-warranty service. To obtain the service charge for a particular model, call Consumer Relations **before** returning the product for service. (We cannot hold products in the Service Facility while providing charge information.)

### Texas Instruments Service Facilities

**U.S. Residents (U.S. Postal Service)**  
Texas Instruments  
P.O. Box 2500  
Lubbock, Texas 79408

**U.S. Residents (other carriers)**  
Texas Instruments  
2305 N. University  
Lubbock, Texas 79415

### Canadian Residents Only

Texas Instruments  
41 Shelley Road  
Richmond Hill, Ontario L4C 5G4

## One-Year Limited Warranty

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This Texas Instruments electronic calculator warranty extends to the original consumer purchaser of the product.

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Warranty Duration	This calculator is warranted to the original consumer purchaser for a period of one (1) year from the original purchase date.
Warranty Coverage	This calculator is warranted against defective materials or workmanship. <b>This warranty is void if the product has been damaged by accident, unreasonable use, neglect, improper service, or other causes not arising out of defects in material or workmanship.</b>
Warranty Disclaimers	<p><b>Any implied warranties arising out of this sale, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the above one-year period. Texas Instruments shall not be liable for loss of use of the calculator or other incidental or consequential costs, expenses, or damages incurred by the consumer or any other user.</b></p> <p>Some states do not allow the exclusion or limitations of implied warranties or consequential damages, so the above limitations or exclusions may not apply to you.</p>
Legal Remedies	This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.
Warranty Performance	<p>During the above one-year warranty period, your defective calculator will either be repaired or replaced with a reconditioned comparable model (at TI's option) when the product is returned, postage prepaid, to a Texas Instruments Service Facility.</p> <p>The repaired or replacement calculator will be in warranty for the remainder of the original warranty period or for six months, whichever is longer. Other than the postage requirement, no charge will be made for such repair or replacement.</p> <p>Texas Instruments strongly recommends that you insure the product for value prior to mailing.</p>