

Cash Drawer does not open when Printing a Ticket

Problem: All connections are fine and the printer prints, but does not open the cash drawer.

Most common solution:

Please make sure you are performing the steps for the correct printer. The name of the printer should be printed on the printer itself.

For Star SP300

1. Login to your dataset's **Main Menu**.
 2. Now select **Point of Sale > Maintenance Menu > Form and Printer configuration**.
 3. Then select the **workstation number** that you wish to change/setup and press **Enter**.
 4. Arrow down to the menu option **Cash Slip**.
 5. In the **Forms** column for the Cash Slip Printer edit that field to read **pos00250** and press **ENTER**.
 6. In the Printer column choose the printer by pressing the F7 option key. Then press the **Enter** key.
 7. This should take you to the cash drawer field. In the left column enter **pcd00001** and press **ENTER**.
 8. In the printer column enter the name of the printer again. (F7 options). At this point you should be finished editing.
 9. Press **INSERT** to save your changes.
 10. Repeat steps 32 through 37 for every terminal that will be using this printer and cash drawer.
 11. Have all users who will be using this cash drawer log out and log back in.
- The printer should now be ready for use on the terminals it was set up on.

For Ithaca Series 80

1. Login to your dataset's **Main Menu**.
 2. Now select **Point of Sale > Maintenance Menu > Form and Printer configuration**.
 3. Then select the **workstation number** that you wish to change/setup and press **Enter**.
 4. Arrow down to the menu option **Cash Slip**.
 5. In the **Forms** column for the Cash Slip Printer edit that field to read **pos00350** and press **ENTER**.
 6. In the Printer column choose the printer by pressing the F7 option key. Then press the **Enter** key.
 7. This should take you to the cash drawer field. In the left column enter **pcd00002** and press **ENTER**.
 8. In the printer column enter the name of the printer again. (F7 options). At this point you should be finished editing.
 9. Press **INSERT** to save your changes.
 10. Repeat steps 32 through 37 for every terminal that will be using this printer and cash drawer.
 11. Have all users who will be using this cash drawer log out and log back in.
- The printer should now be ready for use on the terminals it was set up on.

For Star TSP600

1. Login to your dataset's **Main Menu**.
2. Now select **Point of Sale > Maintenance Menu > Form and Printer configuration**.
3. Then select the **workstation number** that you wish to change/setup and press **Enter**.
4. Arrow down to the menu option **Cash Slip**.

5. In the **Forms** column for the Cash Slip Printer edit that field to read **pos00252** and press **ENTER**.
 6. In the Printer column choose the printer by pressing the F7 option key. Then press the **Enter** key.
 7. This should take you to the cash drawer field. In the left column enter **pcd00001** and press **ENTER**.
 8. In the printer column enter the name of the printer again. (F7 options). At this point you should be finished editing.
 9. Press **INSERT** to save your changes.
 10. Repeat steps 32 through 37 for every terminal that will be using this printer and cash drawer.
 11. Have all users who will be using this cash drawer log out and log back in.
- The printer should now be ready for use on the terminals it was set up on.