

## **Hooking up a Cash Drawer to Printer.....but the drawer does not open when printing ticket**

**Problem:** All connections are fine but the printer prints and cuts...but doesn't open Drawer.

### **Most Common Solution:**

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**. Then 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 (F-7 Options).....You should be finished editing.
9. Press the **INSERT** key to save your changes.
10. Repeat steps 32 through 37 for every terminal that will be using this printer and cash drawer.
11. The printer and cash drawer should now be ready for use on the terminals it was set up on.