

What to do if the Star SP300 Cash Slip Printer Prints a **P.D** When opening the cash drawer

Problem:

P.D stands for power down

If you receive a message that says P.D on a Star SP300, it could mean one of two things:

The printer's buffer is full

The cash drawer is an incorrect voltage for the printer.

Solution:

To fix this, you must perform the following steps:

Turn the printer off.

Hold down the on line and feed buttons on the top of the printer.

Keep these buttons held down while turning the printer back on.

When the printer is turned back on you should hear two beeps.

As soon as you hear the beeps, release the on line and feed button.

Turn the printer off and back on again. This will clear out the printer's buffer.

Test it to see if it is printing correctly now.

If the preceding steps do not work, it is most likely that it is attached to a cash drawer that has a 12-volt solenoid. This is possible even if the cash drawer was working on another printer before this one. Power supplies on older SP300's are designed to open 12V to 24V cash drawers, while newer cash drawers are only designed to open 24V cash drawers. To verify this, unplug the cash drawer from the cash slip printer and perform the steps to open the cash drawer. If you do not get the p.d, then the cash drawer is definitely the problem.

If the p.d does not print without the drawer connected, you will need to call MS cash drawer. Put the customer on conference call and dial the following number:

1-800-544-1749

When you get the operator on the line, ask to speak with someone in technical support. When you speak to a technician, tell them the customer's name and that they have a star SP300 cash slip printer that is printing **P.D**. Tell them that you already cleared the buffer on the printer. Tell them the printer only does this when the cash drawer is plugged in, therefore you have concluded that the cash drawer is an incorrect voltage for this printer. At this point they should tell you they will replace the solenoid free of charge. Have the customer give them their address and shipping information so that they can have the solenoid drop shipped to that site.