



## Resolving Printing and Cash Drawer Issues

Prelude: Your cash drawer is known as a slave drawer. This means that the drawer is operated (slaved) by the printer at the station. When you close a check the printer gets a code from the system to pop open the drawer when a transaction is finished.

Therefore 99% of the time, if your drawer does not open, you have a printer problem or you do not have a cash drawer selected.

Please follow these steps thoroughly to fix the problem.

1. Make sure you have a cash drawer selected. (This should be one of your function buttons.)
  2. Check if you can print a receipt from the recall screen.
    - a. If yes, then check the back of the printer and make sure the cash drawer cable is plugged in. (Looks like a phone cable)
    - b. If No, we have a printer problem.
  3. Check to see if the green printer button is on. If no, turn the printer on
  4. If Red blinking light, you may be out of paper, near end, or paper may not be seated properly inside printer.
  5. Once paper is properly inserted, press the feed button and ensure that the paper feeds.
  6. Now try and print a receipt again. If still no success than we may have to destroy the printer queue.
  7. Log in to the "Manager Side" >>"Troubleshooting" tab>> and touch the button on bottom right labeled "Destroy printer queues"
  8. When prompted to do so, touch or click "Yes"
  9. Now go to "Reports" tab. On the right touch or click "Open cash Drawer"
    - c. If the drawer opens when prompted, your printer should be back in action.
  10. If still no success, turn printer off for 10 seconds and turn back on while holding the feed button down, once the printing stops hit the feed button one more time.
    - d. Next, reboot the System3 POS terminal.
    - e. Return to "Troubleshooting" tab and "Destroy Printer Queue" one more time.
2. Congratulations, you should be back up and running, if not please call for support.