

Cash Drawer Troubleshooting Guide

What to check if your cash drawer will not open, either with the Open Drawer key or automatically during a sale.



Work through the guide in order and stop as soon as the drawer starts opening.

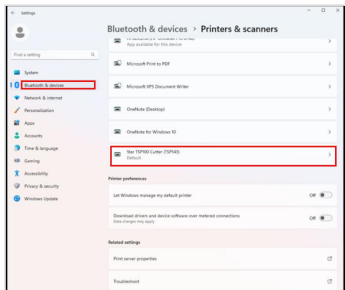
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What problem are you having?

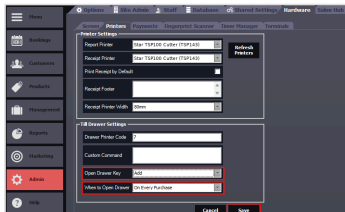
Most cash drawers plug into the back of the receipt printer, so the printer has to be set up correctly for the drawer to open. Choose the option that matches your problem.



1. The drawer does not open when I press the Open Drawer key

Nothing happens when you press the key, usually Add (+).

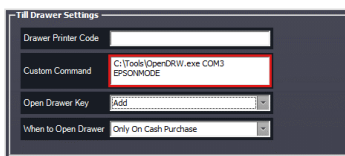
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2. The drawer does not open during a sale

It opens with the key, but not automatically when you take a payment.

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3. My drawer is not connected to a receipt printer

The drawer plugs into the PC on its own, through a cash drawer trigger.

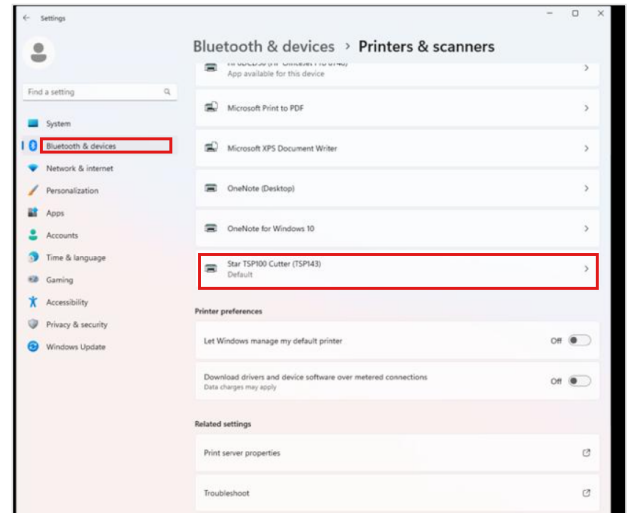
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Check the printer in Windows

The drawer opens through the receipt printer, so start by checking Windows can see the printer and which copy of it is in use.

1. Open your printer list

1. Open **Settings**.
2. Go to **Bluetooth & devices**, then **Printers & scanners**.
3. Find your receipt printer in the list, for example **Star TSP100**.
4. Check whether the printer appears **more than once**. If it does, click each one and see which is shown as **Ready** or **Idle**, and note its exact name, including anything like **(Copy 1)**.



WHY THIS MATTERS

If Windows has more than one copy of the printer, Salon Tracker can be pointed at the wrong one. It will look connected, but nothing reaches the printer or the drawer.

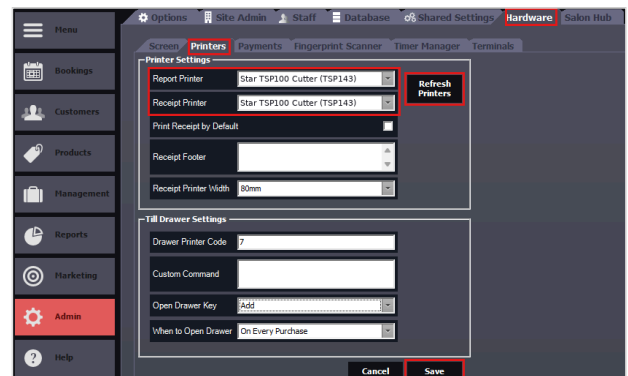
Next, check the settings in Salon Tracker ([page 5](#)).

Check the printer and drawer settings in Salon Tracker

Now make sure Salon Tracker is using that printer, and that the drawer settings are right.

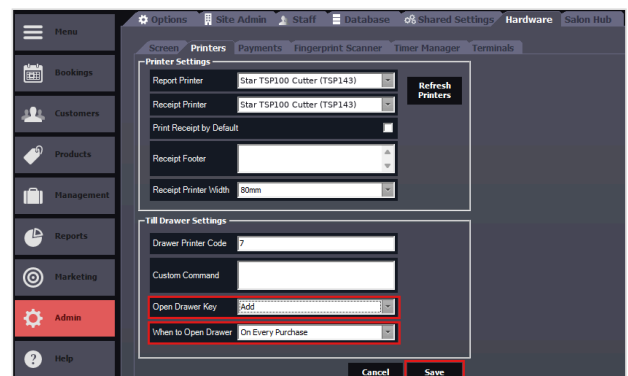
1. Select the correct printer

1. In Salon Tracker, go to **Admin > Hardware > Printers**.
2. Click **Edit**.
3. Set both **Receipt Printer** and **Report Printer** to the printer you noted in Windows.
4. If it is not in the list, click **Refresh Printers** and check again.
5. Click **Save**.



2. Check the Till Drawer Settings

1. On the same screen, look at **Till Drawer Settings**.
2. **Open Drawer Key** is the key that opens the drawer. This is usually **Add**, the + key on the number pad.
3. **When to Open Drawer** controls when the drawer opens by itself: **On Every Purchase**, or **Only On Cash Purchase**. If the drawer does not open during a sale, check this is set to what you want.
4. Click **Save** if you change anything.



Now test the drawer ([page 6](#)).

Test the cash drawer

Check the drawer opens both ways: with the key, and during a sale.

1. Test the Open Drawer key

1. Make sure the receipt printer is switched on and connected.
2. Press the **Open Drawer** key on the keyboard. This is usually **Add (+)**, though your salon may have a different key set.
3. The drawer should open.



2. Test it during a sale

1. Put a sale through Salon Tracker as you normally would.
2. Take the payment.
3. The drawer should open by itself, depending on your **When to Open Drawer** setting ([page 5](#)).

DRAWER OPENS WITH THE KEY BUT NOT DURING A SALE

This is a settings problem, not a wiring one. Check **When to Open Drawer** on [page 5](#). If it is set to **Only On Cash Purchase**, the drawer will not open on card payments.

NOTHING HAPPENS EITHER WAY

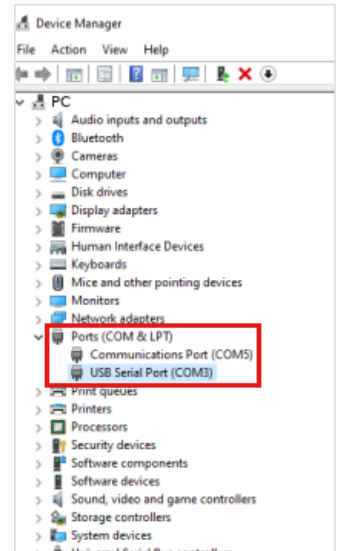
Check the printer is printing at all. If receipts do not print either, the problem is with the printer rather than the drawer, so work through the Receipt Printer guide first. If receipts print but the drawer stays shut, contact Support ([page 8](#)).

Cash drawer without a receipt printer

Some cash drawers plug into the PC on their own, through a cash drawer trigger, rather than into a receipt printer. These use a Custom Command with a COM port number in it.

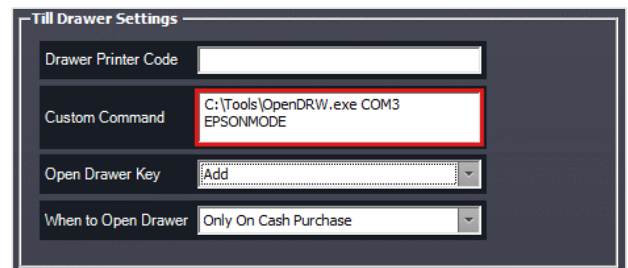
1. Find the COM port the trigger is using

1. Right-click the Windows **Start** button and select **Device Manager**.
2. Expand **Ports (COM & LPT)**.
3. Unplug the cash drawer trigger from the PC. One entry should disappear from the list.
4. Plug it back in. The entry that reappears is your trigger.
5. Note the COM port number shown in brackets, for example **(COM3)**.



2. Set the Custom Command

1. In Salon Tracker, go to **Admin > Hardware > Printers** and click **Edit**.
2. In **Custom Command**, under **Till Drawer Settings**, enter: **C:\Tools\OpenDRW.exe COMX EPSONMODE**
3. Replace the **X** with the COM port number from Device Manager. For example, if it showed **(COM3)**, enter **COM3**.
4. Select an **Open Drawer Key**. We recommend **Add**, the **+** key on the number pad.
5. Click **Save**, then test the drawer ([page 6](#)).



DRAWER STOPPED WORKING AFTER A RESTART OR UNPLUGGING?

The COM number can change if the trigger is plugged into a different USB port. Check Device Manager again and update the COM number in the Custom Command to match.

Still not working?

If you have worked through this guide and the cash drawer still will not open, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that affect the cash drawer, including:

- Which printer Salon Tracker is sending receipts to
 - Whether Windows has more than one copy of the printer
 - Your Till Drawer Settings, including the Open Drawer Key
 - The Custom Command and COM port, if you use a cash drawer trigger
-

Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Does the drawer open with the Open Drawer key, during a sale, or neither?
- Do receipts print from Salon Tracker?
- Does the printer appear more than once in Windows?
- Is your drawer connected to the receipt printer, or straight to the PC?

TIP

Our Support Team is available Monday to Friday, 9am to 5pm. If this happens outside those hours, please use your cash drawer keys until we can look at it.