

## Cash Drawer Not Opening

That is a setting in the Universal POS software. Here is how to get the cash drawer open.

1. Make sure the cable from the cash drawer is connected to the back of your printer.
2. Start "backoffice"
3. Go to "administration"
4. Go to "Station setup"
5. Click on "printer / drawer" tab
6. Place a check mark on "cash drawer enabled"
7. SAVE and Exit back office
8. Exit your POS and Restart POS software
9. If there is a checkmark there in step 6 then there is something wrong with the cable or the internal solenoid (that opens the cash drawer) is faulty, or the cable is not plugged in to the proper port on the back of the printer and or you're using the wrong cable. MUST USE THE CABLE THAT CAME WITH THE CASH DRAWER, cannot use any other cable, *it will not work*.

To purchase a cash drawer email [sales@ascotpc.com](mailto:sales@ascotpc.com).



*Get order direct into your POS  
Integrates with UBER Delivery  
\$0 commission on orders  
Live price changes from POS to web  
Inventory sync POS & web  
No monthly commitment  
No contract  
Contact: sales@ascotpc.com*