

## The 5 P's of Cash Drawer Operation

To ensure the cash drawer on your register opens when the sale is tendered or when commanded to open, using the following **5 P analysis** of the drawer will be helpful if an opening problem occurs.

**Note:** The cash drawer is dependant on proper operation of the receipt printer to function properly.

1. Is the receipt printer's **Power** turned on? (green light on printer)
2. Is the **Proper Paper** type being used in the receipt printer?
  - Thermal paper? – single ply (if thermal printer)
  - Regular paper? (impact printer Dot-Matrix-type with Ribbon)
  - Correct width size? (3 1/8")
3. Is the Paper inserted in the printer **Properly**?
  - Paper jams at the opening, red light will turn on w/alarm sound.
  - Printer top is clicked down into place.
  - Refer to paper loading diagram on inside printer lid.
4. Is there enough paper (**Pounds**) to weigh down the out-of-paper sensors?
  - The out-of-paper error light will turn red if paper weight is too light or paper is out.
5. Is the **Port** cable connection correctly? Check for 3 cables:
  - A telephone type cable (RJ 12) that connects the back of the receipt printer to the back (or bottom) of the cash drawer.
  - Black Power Cable connects Printer to Power Supply
  - Black 25-pin data cable connects Printer to Computer's **Parallel Port**

**Conclusion:** If your receipt printer is working properly, your cash drawer will open when commanded.





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