

Hardware

Cash Drawer Not Opening

Cash Drawer Not Opening

Cause

This issue may be caused by either a **hardware malfunction** or **software misconfiguration**. To resolve it, first determine the type of cash drawer you are using.

Step 1: Identify Your Cash Drawer Type

◆ Kicker Drawer

- **No power cable** (this type does not require a power cable as its' power comes from the receipt printer)
- Has a single **data cable** resembling a phone cable (RJ11)
- Data cable connects directly to the **receipt printer**

◆ Serial Drawer

- Has both a **power cable** and a **data cable**
 - Data cable uses a **9-pin connector** on the drawer and a **15-pin male serial connector** at the PC
 - Includes a set of **DIP switches** on the rear or bottom panel
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Troubleshooting

Kicker Drawer

◆ Check Basic Conditions:

- Is the receipt printer **powered on**?
- Is there **paper loaded** in the printer?
- Are there any **error lights** on the printer?

◆ If all above are in working order:

1. Leave the **power toggle ON** for the receipt printer.
2. **Unplug** the power cable from the receipt printer.
3. Wait a few seconds, then **plug it back in** to re-initialize the printer.
4. On the TabWizard screen, press **No Sale** to test the drawer.

❖ Still not working?

1. From the TabWizard bottom menu, select: **Settings > Setup > Special Setup**
 2. Locate the **Cash Drawer** configuration setting.
 3. Select: **Cash Drawer > Receipt Printer > (Choose the correct printer) > Drawer 1 or Drawer 2**
 4. Click **Accept**.
 5. Press **No Sale** to test again.
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Serial Drawer

1. Locate the **DIP switches** on the back or bottom of the drawer.
 2. Set or verify the DIP switch pattern: **Down, Up, Down, Up** (DUDU).
 3. Ensure the **power cable** is securely plugged into the drawer.
 4. Confirm the **serial data cable** is connected to the correct port on the computer.
 5. Press **No Sale** on TabWizard to test.
 6. If still unresponsive, **replace the cash drawer power supply**, as these may degrade over time.
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❖ Still not working?

1. From the TabWizard bottom menu, go to:
Settings > Setup > Special Setup
 2. Navigate to the **Cash Drawer** setting.
 3. Select:
Cash Drawer > Serial Port > (Enter the appropriate COM port)
 4. Click **Accept**.
 5. Press **No Sale** to test functionality.
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Need More Help?

If the drawer still does not open after performing the above steps, please contact your **TabWizard Support Team** for further assistance.
