Cash Drawer Issues

KB0010131

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Application/Hardware	Cash Drawer/Receipt Printer
Issue Description	Cash Drawer not available
Ticket Categorization	**Request Type : Incident** **Category:** Hardware/Till **Sub Category:** Cash Drawer **Item:** Digipos/Flip/Euro/Maxi
Next level escalation	**Next Line Resolver Group:** DCG - KNOWHOW Eclipse/ Acc-Dixons-Retail

Issue Description:

"*Please close Cash Drawer*" or "*Could not open Cash Drawer*" error message within Eclipse

Procedure:

- Use the Cash Drawer key to manually open the drawer again, check for any obstructions and then close it again
  The message should clear; however, it may take a few attempts

If this issue persists, try:
- Confirm the 24V cable is not damaged and is seated correctly in the USB hub.
- Rebooting the till and retest
- Reprofile the till as a Profile A till as retest
- Replace the Cash Drawer or USB Hub

Issue Description:

Cannot connect to Cash Drawer.

Procedure:

- Check the cable linking the Cash Drawer to the receipt printer is plugged into the
  correct RJ11 socket (not the RJ45 type) on the back of the TMH6000 Receipt Printer
  etched with DK
- Confirm the locking tab on this cable from the Cash Drawer is not damaged. It is quite common for this tab to get snapped off with rough handling causing the plug to dislodge easily from the back of the receipt printer
- Confirm the 24V cable from the Receipt Printer is not damaged and is seated correctly in the USB hub socket
- Check the Receipt Printer is receiving power and depress the feed button to confirm this and eject a small amount of receipt roll
- Ensure there is a new roll of receipt paper inserted into the Receipt Printer
- Reboot the Base Unit
- Reprofile the till as a profile A
- Replace USB hub and 24V lead
- Replace Cash Drawer

Issue Description:

Receipt printer not detected

Procedure: