



INDITION COMMERCE

Cash Drawer Setup

Connecting a cash drawer and choosing how the register opens it, on Windows and Mac

Receipt Printing · Cash Drawer Setup Guide · September 2026



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This guide connects the cash drawer and sets how the register opens it. Set up the receipt printer first (see the *Receipt Printer Setup Guide*): the drawer opens through the printer. Fixes for common problems are in *Receipt Printing Troubleshooting*.

How the drawer connects

The cash drawer plugs into the receipt printer, not the computer. Its cable ends in an RJ-12 plug, like a phone plug, which goes into the printer’s drawer port (the DK port). The drawer has no power cable and no computer cable.

To open the drawer, the printer sends a short pulse down that cable, so the printer must be switched on for the drawer to open.

Network printers: the network (Ethernet) port and the drawer port look alike. The Ethernet plug is the wider one. Make sure the drawer cable is in the drawer port.

Two ways to open the drawer

A. The Indition drawer helper (Windows)

A small program that runs in the background on a Windows register computer. When the register needs the drawer, it asks the helper, and the helper sends the open command through the Windows default printer. The register decides when the drawer opens, and every opening is recorded in the drawer activity log.

With the helper, the register opens the drawer for these:

At the register	Opens the drawer	Needs Auto-kick on cash sales set to Yes
A cash sale	Yes	Yes
A cash payment on a Service & Repair work order	Yes	Yes
A cash refund	Yes	Yes

A split payment that includes cash	Touch register: yes. Desktop register: no, so press Open Drawer	Yes
Drop, Pickup, Pay In, Pay Out	Yes	No: these always open it
Open Drawer (desktop: Cash in the top bar, then the Cash Drawer & Shift window) or Open drawer (no sale) (touch: Shift)	Yes	No
Card, check, gift card or store credit payments	No	—

If the register can't reach the helper, a short "Cash drawer did not respond" message appears. The sale still completes; the drawer just doesn't open.

B. The printer driver (Mac and Windows)

The printer's own driver opens the drawer every time it prints. No Indition software is involved: you turn on one setting in the driver and set **Enable Drawer Kick** to No.

On a Mac: there is no drawer helper for Mac. On a Mac, the drawer opens through the printer driver when a receipt prints.

Which to choose

	Drawer helper	Printer driver
Works on	Windows	Mac and Windows
Opens the drawer for	Cash sales, cash refunds, drops, pickups, pay-ins, pay-outs and the Open Drawer button	Every print on that printer: card sales too, reprints, refund receipts, work order slips, and Test prints from the Receipt Designer
When nothing prints	Still opens on a cash sale	Doesn't open, for example when the customer doesn't want a paper receipt
Open Drawer button at the register	Yes	No (use the drawer's key)
Drawer activity log	Every opening recorded, with the cashier	Nothing recorded
Setup	Install the helper; your antivirus may need an exception	One driver setting

Our recommendation

Windows register: use the drawer helper. The drawer opens when cash changes hands, and the log shows who opened it.

Mac register: use the printer driver. It is how the drawer opens on a Mac.

Mac and Windows registers on one site

The Cash Drawer settings apply to every register on your Indition site. With **Enable Drawer Kick** set to Yes, every register tries to reach a drawer helper. A register without one, such as a Mac, shows “Cash drawer did not respond” after cash sales and cash movements, and the log records “no response”. Its drawer still opens from its printer driver when a receipt prints. If that message would confuse your staff, use the printer driver on every register and set Enable Drawer Kick to No.

Choose one method per register. With both on, the drawer is told to open twice. It does no harm, but there is no point.

Windows: install the drawer helper

Before you start: the receipt printer is installed and set as the computer's **default printer** (see the *Receipt Printer Setup Guide*), the drawer is plugged into the printer, and the computer is online.

- 1 On the register computer, open the installer link Indition gave you and save the file. It is called `install-pos-drawer-agent.bat`.
- 2 Double-click the file. Windows asks for permission to make changes: click **Yes**. (If a blue “Windows protected your PC” box appears first, click **More info**, then **Run anyway**.)
- 3 The installer puts the helper in `C:\pos`, adds a Windows Defender exclusion for that folder, sets the helper to start by itself (hidden) every time someone signs in to Windows, and starts it now. There is nothing to keep open.
- 4 When you see **DONE. The cash drawer is ready.**, press any key to close the window. If it says the install did not complete, contact Indition support.
- 5 Turn the drawer on in Point of Sale Settings (next section). The helper's address is `http://127.0.0.1:9100`.

`127.0.0.1` always means “this computer”. Every register uses the same address and reaches only its own helper, printer and drawer.

Antivirus

Security software (McAfee, Norton and others) can block the download, or stop the helper from running, because it is a small program that opens a local connection. The installer handles Windows Defender for you. For any other antivirus:

- 1 Add `C:\pos` as an exception (preferred). This is a one-time step.
- 2 Or pause protection while you install and start the helper, then turn it back on.
- 3 If the helper runs but the drawer still never opens from the register, also allow it through the firewall on port 9100.

Good to know

The helper opens the drawer through the Windows default printer, which it picks up when it starts. If you change the default printer later, sign out of Windows and back in, or restart the computer.

The helper opens drawer 1. If your drawer is wired as drawer 2, see Drawer 1 or drawer 2.

Point of Sale Settings: Cash Drawer

In the back office, go to **Point of Sale → Settings** and find the **Cash Drawer** panel.

Setting	Drawer helper	Printer driver	What it does
Enable Drawer Kick	Yes	No	The master switch. With No, the register never contacts the helper, and the Open Drawer button is hidden.
Auto-kick on cash sales	Yes	(not used)	Opens the drawer when a cash payment completes, and on cash refunds. Pay In, Pay Out, Drop and Pickup always open it.
Drawer Agent URL	<code>http://127.0.0.1:9100</code>	(not used)	The helper's address on the register computer. It is filled in for you; change it only if the helper runs on another computer.

- 1 Set the three settings as shown for your method.
- 2 Click **Save Settings** at the foot of the page. One Save Settings covers every section on that screen.
- 3 Refresh the register page (or sign in to the register again) so it picks up the change.

These settings apply to every register on your site; see Which to choose if you have both Mac and Windows registers.

Opening the drawer from the printer driver

Set the printer driver to open drawer 1 each time it prints. Then, in **Point of Sale → Settings → Cash Drawer**, set **Enable Drawer Kick** to No.

Mac: Star TSP143IIILAN

Option	Set to	Choices
Cash Drawer	Open Drawer 1	Do not open drawers, Open Drawer 1, Open Drawer 2, Open Drawer 3
Cash Drawer 1 Pulse Width	Leave at the default, 200ms	

Mac: Epson TM-T20III

Option	Set to	Choices
Buzzer/Cash Drawer	Open Drawer 1	Not used, Internal buzzer, External buzzer, Open Drawer 1, Open Drawer 2

Both options are in the Mac print dialog, among the printer’s own options (Printer Features). From Chrome, open that dialog with **Print using system dialog...** at the bottom of Chrome’s print window. Chrome’s own print window prints with the printer’s defaults, so the drawer setting must be one of the printer’s defaults for the register’s receipts to open the drawer.

Setting it as a default in Terminal (optional)

Open **Terminal** (Applications → Utilities), paste the line for your printer and press Return. It makes **Open Drawer 1** the printer’s default, so every receipt Chrome prints opens the drawer.

Star TSP143IIILAN:

```
lpadmin -p Star_TSP143IIILAN -o CashDrawerSetting-default=10penDrawer1
```

Epson TM-T20III:

```
lpadmin -p EPSON_TM_T20III -o TmxBuzzerAndDrawer-default=0penDrawer1
```

Star_TSP143IIILAN and EPSON_TM_T20III are the names the Mac gave the printers in our setup. If yours are different, `lpstat -p` lists your printers’ names. To check the setting afterwards, `lpoptions -p` followed by the printer’s name and `-l` lists every option, with the current default marked by an asterisk (*). For drawer 2, use `20penDrawer2` (Star) or `0penDrawer2` (Epson).

Windows

Epson’s Windows driver (APD 6) and Star’s futurePRNT software each have a cash drawer setting. Open the printer’s printing preferences (or the printer software’s own settings), find the cash drawer setting and set it to open drawer 1 with each document. The exact wording differs between the two.

Remember: with this method the drawer opens for anything that prints on that printer, card sales included, and it doesn’t open when nothing prints. The register’s Open Drawer button, and the openings for drops, pickups, pay-ins and pay-outs, need the drawer helper. Without it, open the drawer with its key.

Drawer 1 or drawer 2

A printer’s drawer port can run two drawers. Drawer 1 uses pin 2 of the plug and drawer 2 uses pin 5. Most drawers are wired as drawer 1.

	Drawer 1 (pin 2)	Drawer 2 (pin 5)
Drawer helper	Yes, as installed	Ask Indition support to set the helper to drawer 2
Star driver (Mac)	Open Drawer 1	Open Drawer 2
Epson driver (Mac)	Open Drawer 1	Open Drawer 2
Windows drivers	The drawer 1 setting	The drawer 2 setting

If the drawer doesn’t open on drawer 1 but everything else checks out, try drawer 2: some drawers and cables are wired that way.

Test the drawer

Drawer helper

- 1 On the register computer, open Chrome and go to `http://127.0.0.1:9100`. You should see "POS drawer agent is running. Printer: ..." followed by a printer name. Check it is your receipt printer. If the page doesn't load, the helper isn't running: see *Receipt Printing Troubleshooting*.
- 2 At the register, open the drawer by hand. Desktop register: click **Cash** in the top bar, then **Open Drawer** in the Cash Drawer & Shift window. Touch register: tap **Shift**, then **Open drawer (no sale)**. The drawer opens and "Drawer opened" appears.
- 3 Ring up a cash sale. The drawer opens when the payment completes.
- 4 In the back office, open **Point of Sale → Reports → Drawer Activity**. Both openings are listed, with **opened** in the Drawer column.

Printer driver

- 1 Print something on the receipt printer, for example a **Test print** from the Receipt Designer, or **Print** on the register's Sale Complete screen.
- 2 The drawer opens as the receipt prints.

Drawer activity log

Every time the register asks the helper to open the drawer, it records who, when and why. Managers find it at **Point of Sale → Reports → Drawer Activity**. A manager assigned to certain stores sees those stores' openings only.

Column	What it shows
When	The date and time the drawer was asked to open.
Cashier	Who was signed in at the register. Click a name to see only that cashier's openings.
Reason	Cash sale (auto) : a cash sale or cash payment. No Sale (manual) : the Open Drawer button. Manual : drops, pickups, pay-ins, pay-outs and cash refunds.
Store	The store the register belongs to.
Drawer	opened : the helper took the request and sent the open command to the printer. no response : the register couldn't reach the helper, or the helper couldn't send to the printer.
Note	Any note recorded with the opening.

Each column can be sorted and filtered: a date range, a cashier, the reason (**All opens**), the store, the outcome (**Any outcome**, **Opened** or **No response**) and the note. **Clear filters** resets them, and **Export to Excel** downloads exactly what the screen shows, without the paging.

Good to know

"opened" means the command was sent. The helper can't see the drawer itself, so if the log says opened but the drawer stayed shut, check the cable, the drawer's key and the drawer number (see *Receipt Printing Troubleshooting*).

Filter the Drawer column to **No response** to find openings that never happened.

Only openings the register asks for are recorded. With the printer driver method, the printer opens the drawer on its own, so nothing appears here.

Need help? Email support@indition.com with your store name, the printer and drawer models, whether the register is a Windows PC or a Mac, and a photo of any message on screen.