




INDITION COMMERCE

Receipt Printer & Cash Drawer

Connect your receipt printer and cash drawer to the Indition POS register.

Point of Sale Hardware · Setup Guide · June 2026

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How it works

Your **cash drawer** plugs into the back of your **receipt printer** with a phone-style cable, and the printer pops the drawer open on command. Because a web browser can't open hardware on its own, a small **drawer helper** program runs on the register computer. Indition (or your installer) sets up the helper for you — you just turn the feature on in settings and test it.

1. Connect the receipt printer

- 1 Connect the printer to the register computer (usually a USB cable) and load receipt paper.
- 2 Set the printer as the computer's **default printer**, or be ready to pick it in the browser's print box.
- 3 Print a test page from the computer to confirm it works.

2. Connect the cash drawer

- 1 Plug the drawer's cable (an RJ-12 "phone-style" plug) into the **drawer port** on the back of the receipt printer.
- 2 That's the only connection the drawer needs — it has no separate power or computer cable.

3. Set up the drawer helper

The drawer helper is a small program on the register computer that opens the drawer when the register asks. **Indition or your installer installs and starts this for you** and gives you its address (it looks like `http://127.0.0.1:9100`). Keep that address handy for the next step. If you don't have it, contact Indition support.

4. Turn the drawer on in POS Settings

- 1 In the back office go to **POS → Settings → Cash Drawer**.
- 2 Switch on **Enable Drawer Kick**.
- 3 In **Drawer Agent URL**, enter the helper address from step 3.
- 4 Leave **Auto-kick on cash sales** on so the drawer opens by itself on cash payments. (Pay-ins, pay-outs, drops, and pickups always open it too.)

5 Save.

5. Test it

- 1 At the register, click **Cash** in the top bar, then **Open Drawer** — the drawer should pop open.
- 2 Ring up a **cash sale** and complete it — the drawer should open automatically.
- 3 On the **Sale Complete** screen, click **Print Receipt** — a clean receipt should print with your store name and your header/footer text.

Receipt wording: set the text at the top and bottom of every receipt under **POS → Settings → Receipt** (Header and Footer). Your store name, logo, and address come from the store record.

Troubleshooting

Problem	What to do
Drawer doesn't open	Confirm the drawer helper is running, the Drawer Agent URL is correct, and Enable Drawer Kick is on. A brief on-screen warning (rather than a blocked sale) means the register couldn't reach the helper — contact Indition support.
Drawer opens but receipt won't print	Check the printer is the computer's default (or chosen in the print box) and has paper.
Drawer opens on every sale, even card	That is normal if you prefer it; to limit auto-open to cash only, leave Auto-kick on cash sales on and it won't open on card sales.

Need help?

Email support@indition.com with your store name, the device you are setting up, and a photo of any error on screen. We usually reply within one business hour.