indition™

INDITION COMMERCE

Receipt Printer & Cash Drawer

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

Point of Sale Hardware · Setup Guide · September 2026

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How it works

Receipts print from the register through your browser's print dialog. Your **cash drawer** plugs into the back of your **receipt printer** with a phone-style cable, and the printer pops the drawer open. The signal to open it comes either from a small Indition **drawer helper** program on a Windows register, or from the receipt printer's own **driver** — the way to do it on a Mac. This guide is the short version: the separate **Receipt Printing** guides (the *Receipt Printer Setup Guide* and the *Cash Drawer Setup Guide*) have full, step-by-step printer and cash drawer setup for Windows and Mac.

1. Choose a receipt printer

Printer	Connection	Notes
Star Micronics TSP143IIILAN — recommended	Network (Ethernet cable), 80mm paper, cutter	Excellent print quality, and our reference printer. Works with Windows and Mac registers.
Epson TM-T20III	USB, 80mm paper, cutter	Works with Windows and Mac registers, but the unit we tested printed noticeably less crisply than the Star, so for new setups we recommend the Star.

> **Printable width:** a receipt printer's head doesn't reach the edges of the roll. 80mm paper prints 72mm wide (58mm prints 48mm, 76mm prints 64mm, 112mm prints 104mm). Indition lays receipts out at the printable width, so nothing is cut off at the right — as long as the printer driver, the print dialog and the register's station all use the same paper.

2. Connect and set up the printer

1. Load the 80mm roll and connect the printer: the Star to your network with an Ethernet cable (it takes an address from your router; hold **FEED** while switching it on to print a self-test showing its IP address), or the Epson to the register computer with a USB cable.
2. Install the maker's driver. **Mac:** for the Star, Star's *CUPS Driver for macOS*, then add the printer in **System Settings → Printers & Scanners** by its IP address (protocol *Line Printer Daemon - LPD*, driver *Star TSP100 Cutter*); for the Epson, Epson's TM-T20III driver for Mac (the 203dpi one). **Windows:** Star's *TSP100 futurePRNT* software, or Epson's *Advanced Printer Driver* (APD 6).
3. Set the driver to the roll, with a cut at the end of each receipt. Star on a Mac: paper size *72mm * 2000mm*, *Partial Cut*, and *Low* print speed for the best quality. Epson on a Mac: *Roll paper 80 x 2000*

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mm and *Paper Cut: Cut per job*. Epson on Windows: *Document[Feed, Cut]*. For the Star on Windows, Star's documentation gives the same choices: 72mm receipt paper, a partial cut at the end of the document, and Low print speed.

4. Set the receipt printer as the register computer's **default printer**, or be ready to pick it in the browser's print box.
5. In Chrome's print dialog, choose the receipt printer, the printer's roll as the **Paper size**, Margins **Default** and Scale **Default**, and turn headers and footers off.
6. In the back office, go to **Point of Sale → Stations**, click the register's **Receipt Printing**, and set **Paper this register prints on** to the roll (usually *80mm roll*).

3. 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.

4. Choose how the drawer opens

Method	Use it on	When the drawer opens
Indition drawer helper	Windows registers	On cash sales and cash refunds, the **Open Drawer** button, and every pay-in, pay-out, drop and pickup. Every opening is logged (**Point of Sale → Reports → Drawer Activity**).
Printer driver	Mac registers (Windows too, if you prefer)	Every time a receipt prints — card sales and reprints too — and never when nothing prints. There is no Open Drawer button.

The drawer helper runs on Windows only; on a Mac, use the printer driver. Use one method per register — with both on, the drawer is told to open twice.

A. Windows: install the drawer helper (one click)

Open the installer link Indition gave you (it ends in `/downloads/install-pos-drawer-agent.bat`) on the register computer, then **double-click the downloaded file and choose "Yes"** at the security prompt. It installs itself in `C:\pos`, starts right away, and starts again automatically every time the computer is turned on — nothing to keep open. It uses whatever you set as the computer's **default printer**, so make that the receipt printer. Its address is `http://127.0.0.1:9100`.

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> **Antivirus may block it:** security software (McAfee, Norton, Windows Defender, etc.) can block the download or stop the helper from running, because it's a small program that opens a local connection. Add the helper's folder (`C:\pos`) as an **exception** in your antivirus (preferred), or temporarily **pause protection** while you install and start it, then **turn it back on**. If the helper runs but the drawer won't open from the register, also allow it through the firewall.

Then turn it on in the back office:

1. Go to **POS → Settings → Cash Drawer**.
2. Set **Enable Drawer Kick** to Yes.
3. In **Drawer Agent URL**, enter `http://127.0.0.1:9100`.
4. Leave **Auto-kick on cash sales** on Yes so the drawer opens by itself on cash payments and cash refunds. (Pay-ins, pay-outs, drops, and pickups always open it.)
5. Save.

B. Mac: let the printer driver open the drawer

1. **Star TSP143IIILAN:** in the printer's options, set **Cash Drawer** to **Open Drawer 1** (leave **Cash Drawer 1 Pulse Width** at 200ms).
2. **Epson TM-T20III:** set **Buzzer/Cash Drawer** to **Open Drawer 1**.
3. Leave **Enable Drawer Kick** set to No in POS Settings.

On Windows, Star's futurePRNT and Epson's Advanced Printer Driver have equivalent cash drawer settings, if you'd rather use this method there.

5. Receipt wording and logo

- **Header and footer text** — **POS → Settings → Receipt** (**Receipt Header** and **Receipt Footer**).
- **Everything else** — which pieces print and in what order, your own text (a title, a return policy), the bar code — **Point of Sale → Receipt Designer**. Every register prints the default layout unless its station has been given its own.
- **Logo** — Receipt Designer → **Manage Logos**. Upload a solid black SVG, or a PNG at least 1,000 pixels wide: a thermal printer prints black dots only, so a color website logo comes out speckled. The built-in *Indition basic receipt* prints no logo; use a layout that includes the Logo piece.

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6. Test it

1. In the Receipt Designer, open your default sale layout and click **Test print**. Nothing should be cut off at the right, and the cut should fall below the last line.
2. With the drawer helper: at the register, click **Cash** in the top bar, then **Open Drawer** — the drawer should pop open.
3. Ring up a **cash sale** and complete it — the drawer should open (with the helper, as the sale completes; with the printer driver, when the receipt prints).
4. On the **Sale Complete** screen, click **Print Receipt** — a clean receipt should print with your header and footer text.

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Troubleshooting

Problem	What to do
Helper won't download, or won't start	Your **antivirus** (McAfee, Norton, Defender, etc.) most likely blocked it. Add the helper's folder as an **exception**, or pause protection during setup and turn it back on after. Then download and start it again (see step 4A).
Drawer doesn't open	With the drawer helper: confirm it 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. With the printer driver: confirm its cash drawer option is set to **Open Drawer 1**, and that a receipt actually printed.
Drawer opens on every sale, even card	That's the printer-driver method: the driver opens the drawer whenever a receipt prints. To open it for cash only on a Windows register, use the drawer helper instead and set the driver's drawer option back to not opening (Star *Do not open drawers*, Epson *Not used*).
Receipt won't print	Check the printer is the computer's default (or chosen in the print box) and has paper.
Right side of the receipt is cut off	The paper size in the print dialog or driver isn't the printer's roll, or Scale isn't **Default**, or the register's paper in **Point of Sale → Stations** doesn't match the roll.
Logo prints speckled or blurred	Upload a solid black SVG in Receipt Designer → **Manage Logos**. A color or gray logo prints as dots on a thermal printer.
A long run of blank paper before the receipt	The page size used for printing doesn't match the printer's roll setting. Choose the roll size (for example *Roll paper 80 x 2000 mm*) in the print dialog.
Mac shows “Unable to send data to printer”	The printer was switched off during a print, so the Mac paused its queue. Normal Mac behavior: go to **System Settings → Printers & Scanners**, select the printer, open **Printer Queue**, and click **Resume**.
Print is faint	Star: raise **Print Density** in the driver. Epson on a Mac: the driver has no darkness setting; print density is set in the printer itself — the end of its self-test page (hold FEED while switching it on) explains the settings mode.

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.

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