



INDITION COMMERCE

Receipt Printing Troubleshooting

Problems, causes and fixes for receipt printers and cash drawers

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Find the problem in the tables below: each row gives a likely cause and the fix. Most receipt problems come down to four things: the paper set for the register's station, Chrome's paper size and scale, the printer driver's options, and the printer's own print density. The setup steps are in the *Receipt Printer Setup Guide* and the *Cash Drawer Setup Guide*.

Is it the printer or the paper?

Before you change settings for faded, speckled or patchy print, find out where the problem is. Two quick checks:

- 1 Print the printer's self-test.** Switch the printer off, hold **FEED** and switch it on. The printer prints the self-test by itself, with no computer, driver or receipt layout involved. If the self-test looks fine but receipts don't, the problem is in the settings: work through the tables below.
- 2 Swap in a fresh roll.** If the self-test looks bad too, load a fresh roll of good thermal paper and print the self-test again. If it now looks fine, the old paper was the problem. If it looks just as bad, the printer itself is the problem: contact the printer's seller or maker.

Quick paper check: scratch the paper quickly with a fingernail. The printing side of thermal paper turns dark. If the side facing the print head doesn't mark, the roll is in the wrong way round, or it isn't thermal paper.

This is how we found the cause of rough, dotted print on an Epson TM-T20III in our own tests: a fresh roll made no difference on Mac or Windows, so the cause was that printer unit, not the paper or the settings.

Receipt size and paper

Problem	Likely cause	Fix
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Right side cut off	Chrome's paper size or scale is wrong.	In Chrome's print window, set Paper size to the printer's roll (for example Roll paper 80 x 2000 mm, or 72mm * 2000mm for the Star on a Mac), and Scale and Margins to Default .
	The station is set to wider paper than the roll in the printer.	In Point of Sale → Stations , click the station's Receipt Printing entry and set Paper this register prints on to the roll that is in the printer.
	The printer prints everything slightly to the right.	In Point of Sale → Receipt Designer , open the layout and set Printer alignment: Move right (mm, negative moves left) to a small negative number. Test print, then save (Save paper, margin and alignment on a built-in layout, Save layout on your own).
Giant margins, or a shrunk receipt	Chrome's paper size is a sheet (such as Letter) instead of the roll, or Scale isn't Default.	Set Paper size to the roll and Scale to Default .
	Mac with an Epson TM-T20III: the printer was added with the 180dpi driver.	Remove the printer and add it again with the standard (203dpi) driver.
	The station is set to narrower paper than the roll in the printer.	Set Paper this register prints on to match the roll.
Receipts print on the wrong paper size at one register	That station's paper setting. Each register has its own.	Point of Sale → Stations → the station's Receipt Printing entry → Paper this register prints on → Save .
	Chrome's paper size on that computer.	Fix it in Chrome's print window on that computer. Chrome remembers the setting per computer.
	Only Service & Repair work order documents are wrong.	At a register: Point of Sale → Stations → Work Order Printing → Print work orders on and Receipt paper width . In the back office: Service & Repair → Slip Designer → Print Work Order Documents On and Receipt Paper Width .
	Only a Test print from the Receipt Designer is wrong.	Test print uses the paper chosen in the designer (Paper , or Designed for), not the station's. Choose the same paper as the station.

Print quality

Problem	Likely cause	Fix
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Faded, light or speckled print	Star: print speed too high, or density too low.	Set Print Speed to Low . If it is still light on a Mac, raise Print Density (-3 to +3) one step at a time.
	Epson: print density too low. The Mac driver has no darkness setting.	Print the self-test (power off, hold FEED , power on). The end of the page explains the settings mode (FEED button): raise Print density , usually to +2 or +3. Higher is slower and wears the head.
	Old, cheap or non-thermal paper.	Load a fresh roll of good thermal paper. See Is it the printer or the paper?
	The printer itself.	If the self-test on a fresh roll is still poor, it's the printer unit. Contact the seller or maker.
Speckled or blurry logo	The logo is in color or gray. A thermal printer prints black dots only, so color and gray come out as speckles, and a picture is resampled to the printer's 203dpi and blurs.	Upload a receipt printer logo with Manage Logos (on the breadcrumb bar of the Receipt Designer, and of the Slip Designer). Best: an SVG of the logo in solid black on a white or transparent background; it prints as sharp as the text. Also accepted: a PNG at least 1,000 pixels wide. Not JPG. Up to 2 MB. Receipt printer logos print only on roll receipts and slips; online, emailed and PDF copies and Letter pages keep your website logo.

Cutting and paper feed

Problem	Likely cause	Fix
The cut goes through the bar code, or the end of the receipt stays under the print head	Mac, Epson: Paper Cut is on its default, No cut.	Set Paper Cut to Cut per job as the printer's default (the Terminal command in the <i>Receipt Printer Setup Guide</i> does it).
	Windows, Epson: the feed and cut setting.	In Printing Preferences, set Feed and Cut to Document[Feed, Cut] .
	Star: the cut settings were changed.	Set Page Type to Variable and Document Cut Type to Partial Cut (the defaults). On Windows, choose a partial cut at the end of the document.
A long run of blank paper comes out before (or instead of) the receipt	The paper size chosen when printing doesn't match the printer's roll setting. The Mac places the short page at the bottom of the long roll page and feeds the blank part first.	Choose the roll size when you print, for example Roll paper 80 x 2000 mm .
The receipt comes out the right length but blank	The paper roll is in the wrong way round, so the thermal side faces away from the print head.	Turn the roll over, as shown inside the printer's cover, and print again. The fingernail check in Is it the printer or the paper? shows which side prints.

The tiny dash 12mm below the last line of every roll receipt is on purpose: it makes the printer feed the receipt past its cutter.

Printer connection

Problem	Likely cause	Fix
"Unable to send data to printer" (Mac)	The printer was off or unplugged mid-job, and the Mac paused the queue. This is normal Mac behavior, not a fault.	Switch the printer on. Go to System Settings → Printers & Scanners , select the printer, click Printer Queue... and click Resume .
The printer stopped after being switched off mid-job	Mac: the queue is paused.	Click Resume in the printer's queue, as above.
	Windows: the job is stuck in the queue.	Switch the printer on. If nothing prints, open Settings → Bluetooth & devices → Printers & scanners , click the printer, open its print queue, cancel the stuck job and print again.
Network printer not found	A VPN is on. It hides printers on your local network.	Turn the VPN off while you add the printer, then turn it back on.
	The printer's address changed (the router gave it a new one).	Print the self-test (hold FEED while switching on) to read the current address, and add the printer again with it. Ask whoever manages your network to reserve the address in the router so it doesn't change again.
	The printer is on a different network, for example it shows 192.168.9.x and your computers are on 192.168.102.x. It still has a fixed address from an earlier setup.	Reset the printer's network settings (Star's manual describes the reset button), or put it on the same network as your registers.
	The network cable or port.	Check the Ethernet cable is firmly in the printer's network port (not the drawer port) and in your router or switch. Try another cable or port.

Cash drawer

The drawer doesn't open (drawer helper, Windows)

What you see	Likely cause	Fix
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"Cash drawer did not respond" appears	The register can't reach the helper.	On the register computer, open <code>http://127.0.0.1:9100</code> in Chrome. If the page doesn't load, the helper isn't running: sign out of Windows and back in, or open Task Scheduler and run Indition POS Drawer Agent . If it still won't run, your antivirus probably stopped it: add <code>C:\pos</code> as an exception and run the installer again.
That page loads, but names the wrong printer	The receipt printer wasn't the default printer when the helper started.	Make the receipt printer the Windows default printer, then sign out of Windows and back in.
No Open Drawer button at the register	Enable Drawer Kick is set to No.	In Point of Sale → Settings → Cash Drawer , set it to Yes, click Save Settings , and refresh the register.
Open Drawer works, but cash sales don't open the drawer	Auto-kick on cash sales is set to No.	Set it to Yes and save. (Drops, pickups, pay-ins and pay-outs open the drawer either way.)
A split payment with cash doesn't open it (desktop register)	The desktop register doesn't open the drawer for a split payment.	Click Cash in the top bar, then Open Drawer .
Nothing happens, and Drawer Agent URL isn't the helper's address	The register is asking the wrong address.	Set Drawer Agent URL to <code>http://127.0.0.1:9100</code> , save, and refresh the register.
Chrome asks whether the site may connect to devices or apps on this computer or network	Chrome is checking before the register talks to the helper.	Choose Allow . If it was blocked earlier, click the icon at the left of the address bar, open the site settings and allow it.
Drawer Activity says opened , but the drawer stays shut	The command reached the printer, but not the drawer.	Check the drawer cable is pushed fully into the printer's drawer port, not the network port. Check the drawer's key isn't turned to locked. Try drawer 2 (see the <i>Cash Drawer Setup Guide</i>). If it still won't open, the printer may not act on the helper's command: open the drawer from the printer driver instead.
The helper runs, but the drawer never opens from the register	A firewall is in the way.	Allow the helper through the firewall on port 9100.

The drawer doesn't open (printer driver)

What you see	Likely cause	Fix
Receipts print, but the drawer never opens	The driver's drawer setting is off (Do not open drawers, or Not used), or it isn't one of the printer's defaults.	Set Cash Drawer (Star) or Buzzer/Cash Drawer (Epson) to Open Drawer 1 , as the printer's default (see the <i>Cash Drawer Setup Guide</i>).

The drawer stays shut on a sale with no receipt	With this method, the drawer opens only when something prints.	Print the receipt, or open the drawer with its key.
The drawer stays shut with the setting on	The drawer is wired as drawer 2, or the cable isn't in the drawer port.	Try Open Drawer 2 . Check the cable.
A Mac register shows "Cash drawer did not respond"	Enable Drawer Kick is Yes for the whole site, and there is no helper on a Mac.	The Mac's drawer still opens when a receipt prints. To stop the message, set Enable Drawer Kick to No; see "Mac and Windows registers on one site" in the <i>Cash Drawer Setup Guide</i> .

The drawer opens when it shouldn't

What you see	Likely cause	Fix
The drawer opens on card sales	The printer driver opens the drawer every time it prints, whatever the payment.	That is how the driver method works. On Windows, to open the drawer for cash only, use the drawer helper and turn the driver's drawer setting off. On a Mac, this is how the drawer opens.
	Both methods are on at a Windows register.	Turn one off: either the driver's drawer setting, or Enable Drawer Kick .
The drawer opens twice	Both methods are on.	Turn one off, as above.

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