



SALON TRACKER

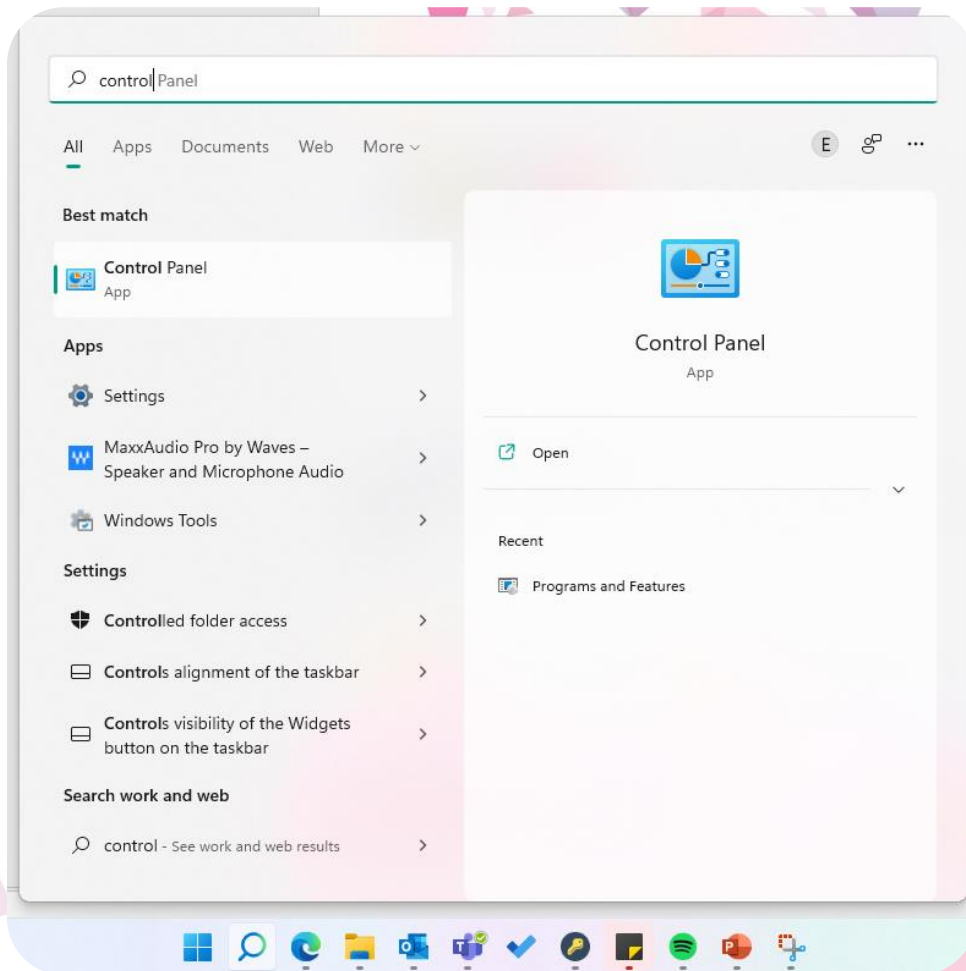
management software

MY CASH DRAWER WON'T OPEN

MY CASH DRAWER WON'T OPEN - STAR RECEIPT PRINTER



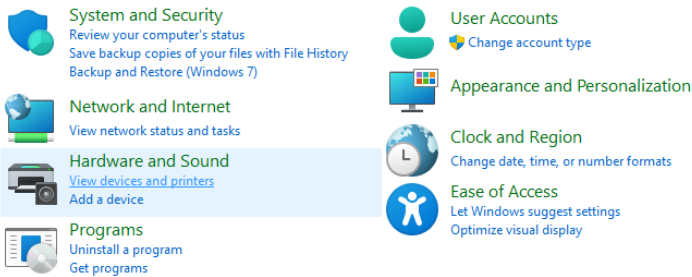
1. Minimise Salon Tracker in the top right hand corner by pressing the downwards arrow.



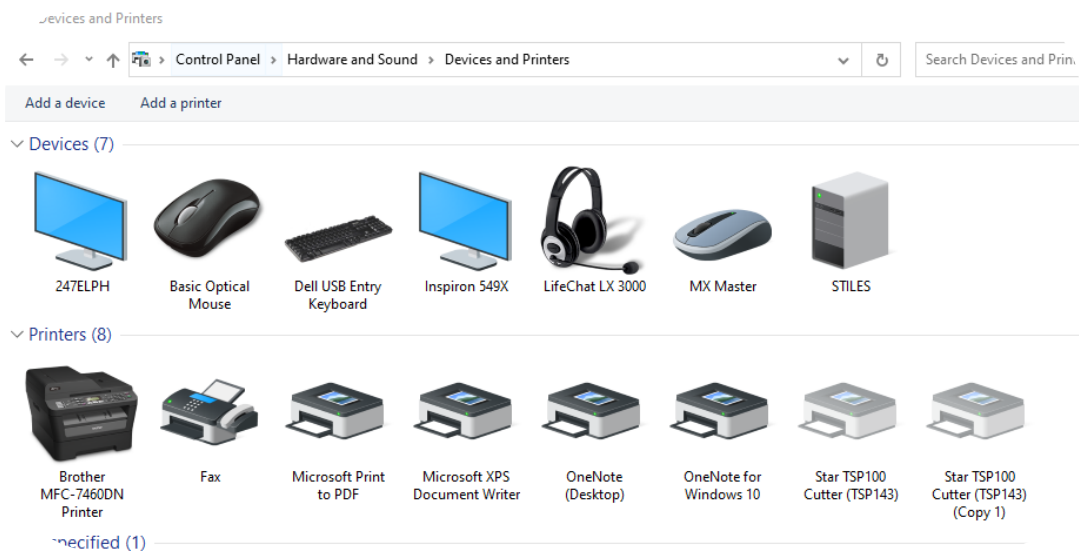
2. Go to Control Panel – (You should be able to search for this by clicking the windows key in the bottom left and simply typing 'control panel')

Adjust your computer's settings

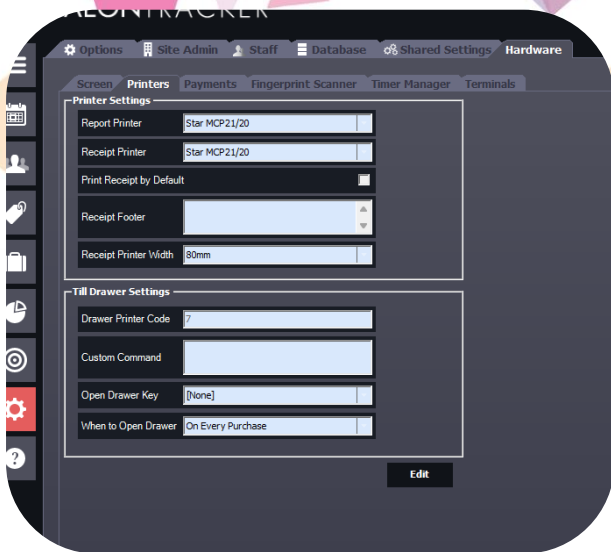
View by: [Category](#)



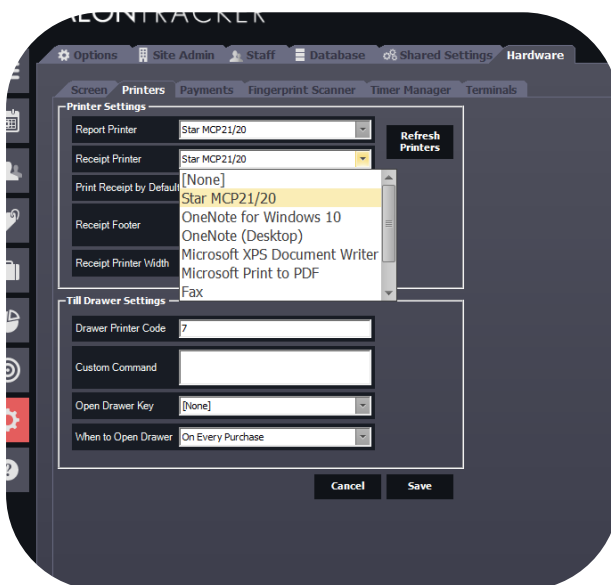
3. Select 'View devices and printers' under the 'Hardware and Sound' section



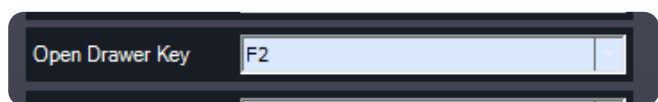
4. Have a look to see if the receipt printer is active and if it has made a copy – If a copy has been made, check which copy is active/idle



5. On Salon Tracker, go to **Admin**, then select **Hardware** and then **Printers**



6. Select **Edit** and then select the correct Printer (& copy) for both the **Receipt Printer** and **Report Printer**, and press **Save** – You may need to click **Refresh Printers**



7. Now try pressing the **Open Drawer Key** on your keyboard – this is usually set to **F2** but may be different



MY CASH DRAWER WON'T OPEN – CASH DRAWER TRIGGER

Please call our support line 0113 350 8232 and we will be able to resolve the issue for you.

If this is outside of our working hours (Mon-Fri 9am-5pm)

Please use your cash drawer keys until our Support Team is able to get this fixed for you.