



In Box with Cash Drawer:

- Security Lock Keys (2)
- RJ Interface Cable (except Model 22)

Lock Functions:

- 1. LOCK OPEN (Straight up & down) - Normal operating status.
- 2. LOCK CLOSED (Turn Key right) - Cash drawer does not open.
- 3. MANUAL OPEN (Turn Key left) - Emergency drawer entry.

Setup Procedures

Install Cash Drawer Cash Tray &/or Coin Till:

- 1. Open cash drawer by turning front drawer lock to the left.
- 2. Remove the hold-down tape from installed coin till.
- 3. Make sure that coin till is seated flat in the drawer.

Connect Cash Drawer to POS Terminal:

- 1. Connect one end of the interface cable to the jack in the cash drawer.
- 2. Connect the other end of the interface cable to the jack on the printer.

End of Setup Procedures

Trouble Shooting

Problem - "Cash Drawer Does Not Open":

- 1. *Check connections.*
- 2. *Redo Setup Procedures.*
- 3. *No sound from the solenoid:*
 - a. Probable cause - Some POS Receipt Printers, such as JAY® POS Receipt Printer Series 6200, support "user determined flags" for cash drawer operations that are contained in drivers that should be supplied w the printer to gain access to the optional features & functions.
 - b. Solution - Make sure the drivers are installed to gain access to the "user determined flag settings". Go to the cash drawer opening status. Make sure one of the "open cash drawer" settings is chosen.
- 4. *Sound is heard from the solenoid but drawer does not open:*
 - a. Probable cause / solution #1:
 - i. Your POS printer may be emitting 12V through its drawer kick-out 6P6C1RJ12(F) communication jack port. Your printer requires a cash drawer with 12V. Verify the printer specifications. If it operates on 12V the incorrect drawer was ordered.
 - ii. Solution - Exchange the complete 24V Cash Drawer Assembly that is in the cash drawer now with a new complete 12V Cash Drawer Assembly. Contact Company for details.
 - b. Probable cause / solution #2 - Make sure drawer front lock is in "Lock Open" position
- 5. *Determine ... if the system application program software ("SAPS") communicates with the printer/drawer driver by Driver Based Communications or Direct Based Communications: **
 - a. Driver Based Communications is handled automatically through the printer driver which controls the opening the cash drawer. Therefore, this method should not be causing the cash drawer to not open. *
 - b. Direct Based Communications SAPS has Drawer Open Codes that are programmed into the SAPS to allow the drawer to function. These Codes are in the format expected by the system application program. The Codes need to be changed. *
 - i. Manually enter the Cash Drawer Open Codes.
 - (1) Try values from "Codes" column.
 - (2) If values from Codes column do not work, try "Alternate Codes."
 - ii. If the Codes are fixed & cannot be changed contact the software supplier &/or manufacturer & request that the SAPS be changed or allow manual entry of the Printer/ Cash Drawer Open Codes.*

Cash Drawer Open Codes		
Format	Codes	Alternate Codes
Decimal	27, 112, 0	27, 112, 0, 0
Hex	1B, 70, 0, 0	18, 70, 0
ASCII	ESC, p, NUL	ESC, p, NUL, NUL
ASCII Carat Notation	^[p!!	^[p!
Generic Text Only Driver	<1B>p<00>	<1B>p<00><00>

*** Installation Support:**

- 1. Hire a qualified, knowledgeable IT professional to help with installing the Printer/Cash Drawer Open Codes.
- 2. Hire our approved 3rd party Fee Based IT Service:
 - a. Baker Technology Services LLC / email: btechserv@mchsi.com

Questions?: Contact the Company by email: jay@bletzinger.com

Notices

Inspect Cash Drawer Within the 1st 24 Hours of Receipt - Verify that there is no damage to the cash drawer or missing items listed under "In Box".

If Cash Drawer Arrives Damaged

- 1. Contact customer service by email: jay@bletzinger.com.
- 2. Do not remove any screws or attempt to repair cash drawer. Warranty & shipping insurance will be voided.

In Case of Return - Save Original Cash Drawer Carton - Product must be returned in the original cartons. The Company does not provide replacement shipping containers. Only merchandise returns with all original items received in original packaging will be accepted.

Warranty extends to JAY® Brand Products used under normal operating conditions for purpose intended. See "Terms & Conditions".