



The Star Micronics Bluetooth Receipt Printer and Cash Drawer are not Printing Receipts and not opening.

Issue: The Star Micronics Bluetooth Receipt Printer and Cash Drawer are not Printing Receipts and opening the cash drawer. The Receipt Printer is the control module for the system. The POP App/iPad sends a signal over Bluetooth to the Receipt Printer and then the receipt printer prints the receipt or opens the cash drawer for the guest's payment and change.

The Cash Drawer is connected to the Receipt Printer by an RJ12 Cable. The RJ12 cable is to send the open signal from the Receipt Printer to the Cash Drawer. RJ12 cables are typically used for carrying telephone and data signals to connect Telephones, Fax Machines, answering machines, and internet modems to the wall socket.

Note: It is easier to test by opening the cash drawer from the POP App to see if everything is working correctly.

Items needed:

- None

Procedure:

1. Power cycle the Receipt Printer and the POP iPad
 - a. Receipt Printer
 - i. Flip the Receipt Printer onto the right side.
 - ii. Press on the O side of the power switch until it clicks down.
 - iii. Wait 60 seconds.
 - iv. Press on the I side of the power switch until it clicks down.
 - b. POP iPad
 - i. Log out of the P.O.P. App.
 - ii. Close the P.O.P. App.
 - iii. Power cycle the P.O.P iPad.
 - iv. Open the POP app.
 - v. Log back into the POP app.
 - c. Attempt to open the Cash Drawer,

