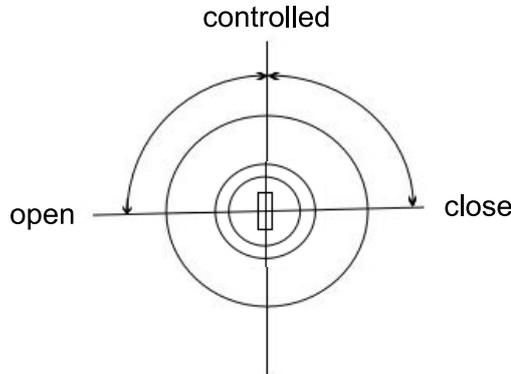


Tera Cash Drawer User Manual

1. How to use

1. Take the cash drawer out of the box, remove the corner protectors and the polystyrene bag, take off the keys from the cable, insert the key and turn it 45 degrees to the left to open the drawer and check if the drawer opens smoothly.
2. Put the cash drawer on a sturdy level surface no less than the size of the cash drawer.
3. Plug the RJ12 connector cable from the cash drawer into your computer or printer.



2. Lock Functions

This Cash Drawer Features 3 Lock Positions:

a. Control Position:

As shown in the picture above, when in this position, the cash drawer is allowed to be opened by the computer or printer command.

b. Lock Position:

Insert the key and turn it 90 degrees clockwise to lock the drawer.

c. Manual Opening:

Insert the key and turn it 45 degrees counterclockwise to open the drawer manually.

3. Interface - Registered Jack 12

Standard RJ12 Connector:

Ground Connection (White) 1

Coil from solenoid (Black) 2

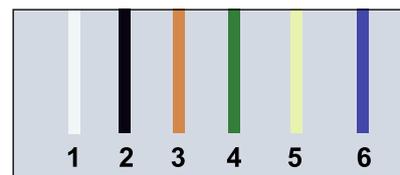
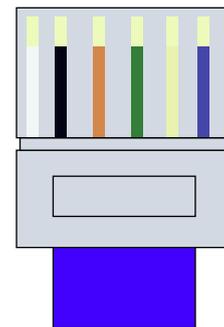
Microswitch NO (Red) 3

Coil from solenoid (Green) 4

Microswitch NC (Yellow) 5

Microswitch C (Blue) 6

If the contact pins of the interface of your device are not in line with the number 2 and number 4 wires, you will be not able to open the cash drawer with the command; if the interface of your device fails to match the number 3, number 5 and number 6 wires, your register system will be unable to show whether the cash drawer is open or closed.



4. Operating Voltage

Europe and United Kingdom 12V (8V-12V)

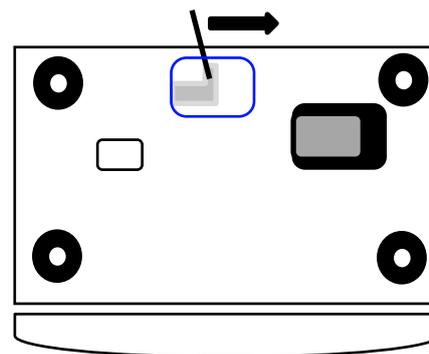
United States and Canada 24V (15V-24V)

5. Emergency Release Latch

The emergency release latch is on the back of the cash drawer.

When there is no power available and you still need to open the drawer, lift the cash drawer up on its side and push forward until the drawer opens up.
(Only works when the drawer is not locked)

Emergency Release Latch



6. Parts and Installation

Please note that the non-fixed parts inside the drawer such as dividers and bill clips, may not be in the place where they should be when you receive the package, which does not necessarily mean that the product is damaged. Please try to re-install them where they should be first.

Installation of dividers:

Place the dividers in desired position and press down until the divider locks into place.

Installation of bill clips:

Remove the internal drawer from the housing, then hang up the spring of the clip onto the hook of the metal plate, next, squeeze the bill clip to insert the ends of the clip to the mounting holes.

If you are missing parts or have difficulty operating your Cash Drawer, please contact our Customer Service Email: info@tera-digital.com.

Frequently Asked Questions

1. Why my cash drawer won't open?

- ① The power provided by the host device is lower than the operating voltage of the cash drawer, resulting in not being able to open the cash drawer.
- ② The power provided by the host device is higher than the operating voltage of the cash drawer and the cash drawer has been working in this condition for a long time, with the electromagnetic parts being damaged.
- ③ The host device adopts a different protocol from that of the cash drawer so the cash drawer is not compatible with the host device and not able to receive the command to open.

2. How can I get a replacement key for my cash drawer?

On the keys and the lock are etched with codes used for matching the keys and their lock. If the keys are misplaced or lost, please contact Tera customer service with a photo of the code on the lock.

3. What is the difference between RJ11 cable and RJ12 cable when it comes to the cash drawer?

RJ11 is more widely used but it only enables the cash drawer to open and can't show the state of the cash drawer. With RJ12 cable, the cash drawer is able to send a signal of the state of the drawer to the POS system so that the register system can display whether the drawer is open or closed.

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<https://www.tera-digital.com>