How to change or troubleshoot the cash-drawer PIN

Change the manual cash-drawer PIN when access responsibilities change or the existing PIN is no longer private.

Change the PIN

1. Open **Settings > Security** on the affected register.
2. Find **Cash Drawer Access**.
3. Set or replace the cash-drawer PIN.
4. Save Security settings.
5. Use the manual Open Drawer button and verify the new PIN.

If the PIN is not requested

- Confirm that the cash-drawer lock is enabled.
- Make sure you are testing the manual Open Drawer action.
- Verify the setting on the same device connected to the drawer.
- Reload the register after saving when necessary.

If the drawer does not open

A correct PIN authorizes the action, but the connected drawer and receipt-printer hardware must also be configured and available. Review the Devices & Hardware settings if the PIN succeeds but the drawer remains closed.

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