Synergy Acc2026 POS - Cash Drawer and Customer Display

This guide shows how to set up the cash drawer and the customer display (pole display or LCD screen) of a POS counter in the Point of Sale settings.

Before you start

- You need permission to open the Point of Sale settings, and a supervisor permission prompt appears when you test the drawer.
- Know the COM port and the open command of your cash drawer, or know that it is plugged into the receipt printer.
- For the customer display, know the display type and model, and the COM port if it is a pole display.

Steps

1. Open the Point of Sale settings

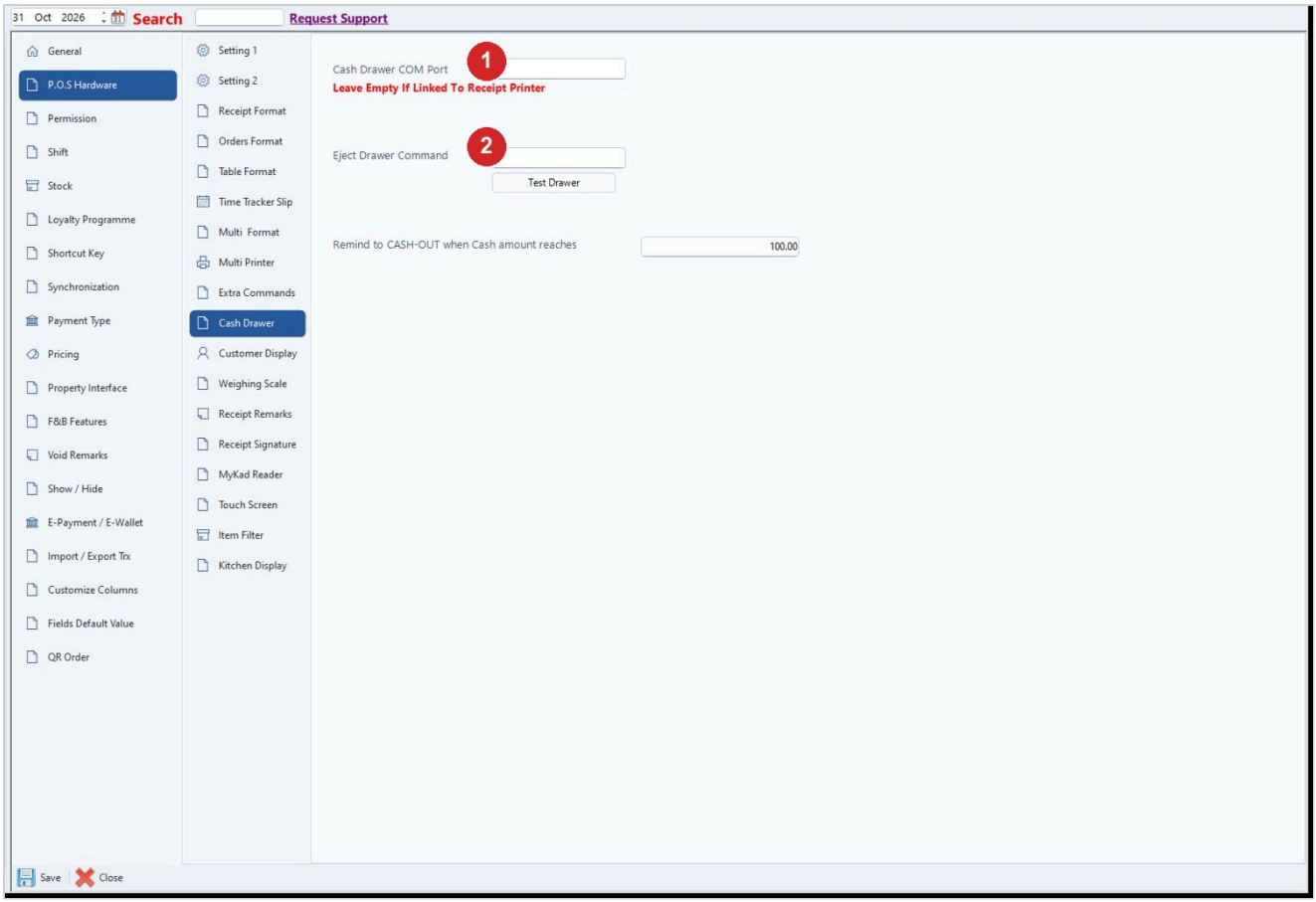
From the menu, go to Point of Sale > Point of Sale Setup > Point of Sale Settings. Open the P.O.S Hardware tab.

2. Open the Cash Drawer tab

Under P.O.S Hardware, open the Cash Drawer tab.

3. Enter the drawer details

Fill in the drawer details.



Step	What to do
1	Type the Cash Drawer COM Port. Leave it empty if the drawer is linked to the receipt printer.
2	Type the Eject Drawer Command used to open the drawer.

4. Set the cash-out reminder

Type an amount in Remind to CASH-OUT when Cash amount reaches. The POS reminds the cashier to take cash out when the cash in the till reaches this amount.

5. Test the drawer

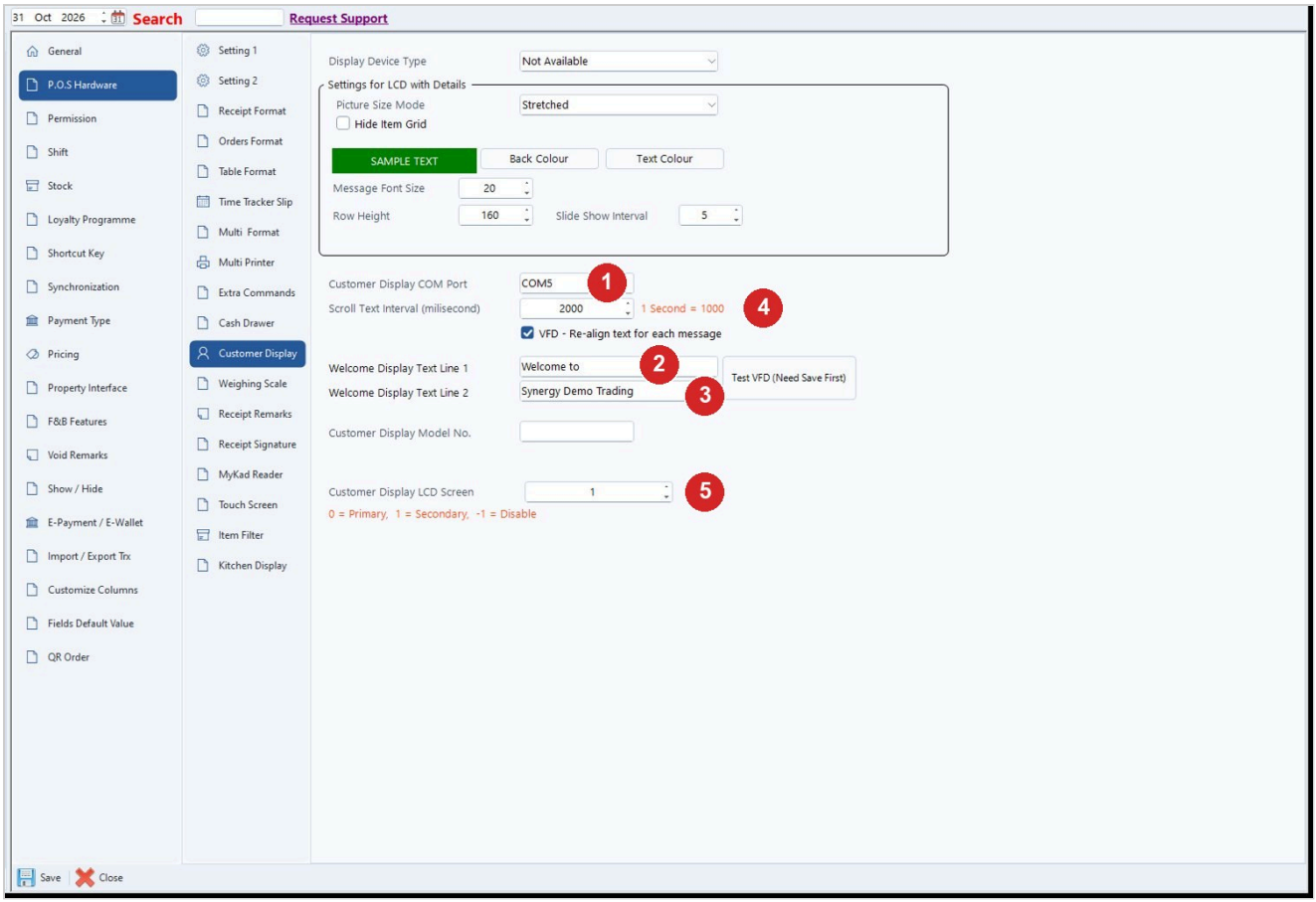
Click Test Drawer. A supervisor permission prompt appears first. After it is accepted, the drawer should open.

6. Open the Customer Display tab

Still under P.O.S Hardware, open the Customer Display tab. Choose the Display Device Type (Not Available, VFD, LCD (Text Only), LCD (With Details) or Numeric Display) and type the Customer Display Model No.

7. Set the port and welcome text

Set the port and welcome text of the display.



Step	What to do
1	For a pole display, fill in Customer Display COM Port (it must be set for VFD).
2	Type Welcome Display Text Line 1.
3	Type Welcome Display Text Line 2.
4	Set Scroll Text Interval (milisecond); 1 Second = 1000.
5	For an LCD, set Customer Display LCD Screen: 0 = Primary, 1 = Secondary, -1 = Disable.

8. Adjust the LCD with details

If you chose LCD (With Details), use Settings for LCD with Details. You can tick Hide Item Grid, change Text Colour and Back Colour (SAMPLE TEXT shows the result), and set Picture Size Mode, Slide Show Interval, Message Font Size and Row Height.

9. Save and test the display

Click Save. For a pole display, click Test VFD (Need Save First) to check it. Then log in to the software again, because the screen says Need Re-Login Software after changed settings.

Tips

- If each counter PC has its own drawer or display, tick the General tab options that use different Cash Drawer Settings or Customer Display Settings for each computer with a different PC name.
- Do not rename a PC after you have set these options, because they follow the computer name.

Common problems

The drawer does not open

Check the COM port and the Eject Drawer Command. If the drawer is wired to the receipt printer, leave the COM port empty.

The customer display shows nothing

Check the model, the COM port and the Display Device Type. Save first, then click Test VFD (Need Save First).

An LCD change does not show

Log in to the software again.

A message says the LCD screen must be specified

You chose an LCD type but the Customer Display LCD Screen number is below 0. Enter 0 (Primary) or 1 (Secondary).

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.

Synergy Acc2026 - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.