Installation Guide v2.1

For Use with SubwayPOS®

Installation Requirements

☐ You Have SubwayPOS®

☐ You Have One of the Following Epson Receipt Printer Models

    - Epson TM-T88IV   - Epson TM-T88V

☐ You Have Access to the Internet on the POS Terminal

☐ You Have a PAR, HP, or Micros Brand POS Terminal

☐ You Have Access to the Owner's Level on the Terminal

☐ Original POS Receipts Are Printing

☐ Your Terminals have BMC Client Management Client Version 12.0 (FPAC) Installed and Communicating into the Console

☐ You Have "*receipt.com" Added to ESET Whitelist to Ensure Proper Functionality of the SmartReceipt Application

> If you do not meet **ALL** of the requirements, **DO NOT** proceed with the installation and send an email to **subwayhelp@mobivity.com** with your Name, Store Number, POS Hardware, and Printer Information.

Minimum System Requirements

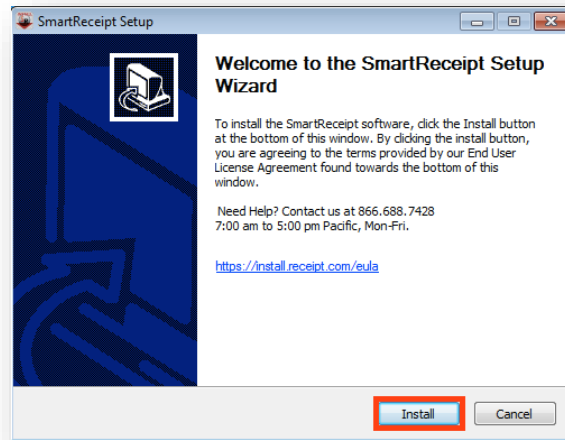| System	Requirement
CPU	Pentium 4 (incl. Atom) or AMD Athlon64
Operating System	Windows 7 or XP
System Memory	512MB RAM
Available Hard Drive Space	100MB
Internet Connection	768KBPS

Troubleshooting and Support

If at any time you are unable to proceed with installation, refer to the SmartReceipt™ Installation Troubleshooting section at the end of this document. If support is still required, SmartReceipt™ Support Technicians are available 7 days a week 5 AM – 5 PM Pacific at
(866) 688-7428. You may also email a technician at **subwayhelp@mobivity.com**.

> **If at any point during the install you are asked to uninstall and remove pre-requisites, please do so. This will ensure that the most recent version of SmartReceipt™ is installed.**
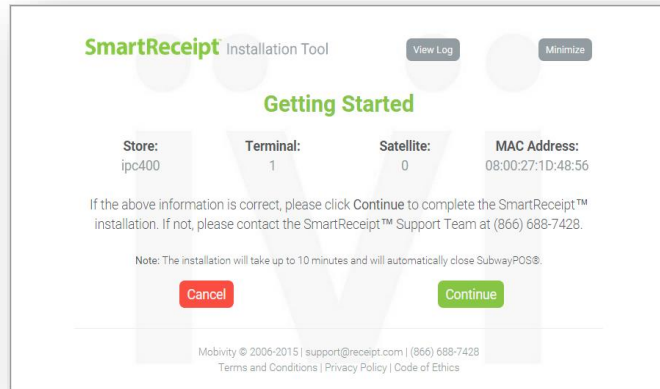
Installation Instructions for SubwayPOS®

Things To Note Prior to Installation	- Installation will take **10 minutes** or less to complete. - It is recommended that you restart your POS terminal prior to installing. - During installation, SubwayPOS® will automatically close - As such, it is best to perform installation during non-busy hours or when the store is closed.
1. Locate the blue shield (lower-right section of the taskbar on the Windows Desktop of your POS Terminal, close to the system clock) and double-click the icon.	
2. Click the down arrow next to the word "Run" on the "SmartReceipt" icon in the MyApps window to launch the Application Installation Wizard.	
3. The "Run" will change to "Running" and the installation screen will appear.	

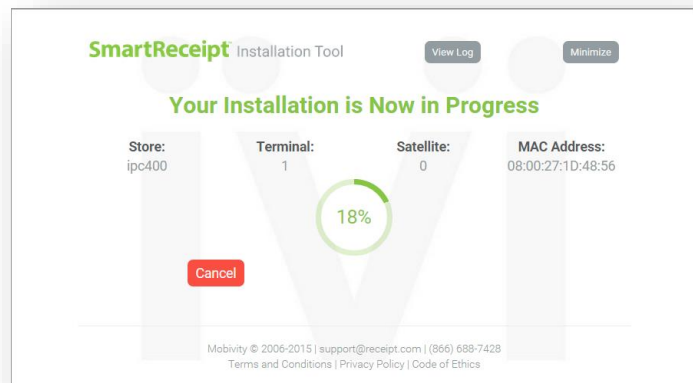|	
4. Click **Install** to begin the installation.	
5. Confirm that the values shown in the **Store Number, Terminal,** and **Satellite** field are correct. Press **Continue.** If the information is not correct, click **Cancel** and contact the SmartReceipt Support Team at (866) 688-7428.	
6. Your installation is now in progress and should complete in 10 minutes or less.	

7. Click **Finish Installation**.

SubwayPOS® will open automatically after installation.
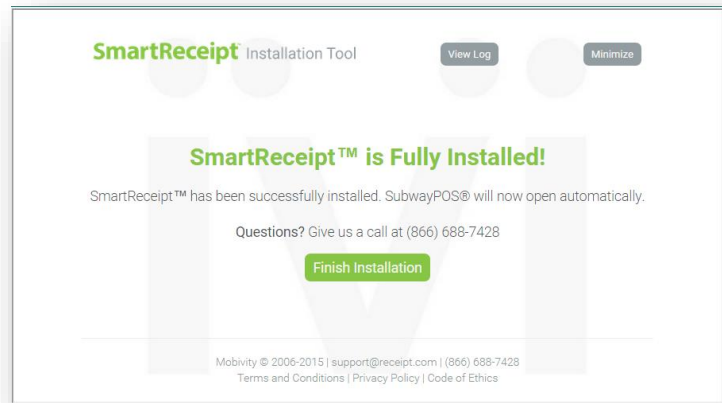
Congratulations!

You have completed the SmartReceipt installation!

To validate that the installation was successful, ring a test transaction and confirm graphics are printing on the bottom of the customer receipt. Please remember to void this transaction afterwards.

<u>Note</u>: SmartReceipt content will only print on non-reprinted guest transactions with a total value greater than $0.00.

SmartReceipt™ Support

Questions? We're here to help! Speak to a live technician at **(866) 688-7428**. To receive the fastest support, leave a voicemail with your name, phone number, and reason for the phone call. A support technician will return your call as soon as possible. You may also contact a support technician via email at **subwayhelp@mobivity.com**.

Prior to contacting a technician, please be prepared to provide the following information:

- Your Name
- Store Number
- Contact Phone Number
- Reason for your Call
- Owner Level Log-In Credentials

Please cut out the support card shown on the right and paste it on your receipt printer or other visible areas of the store.

Installation Troubleshooting

Quick Reference:

- "An Error Occurred During the Installation"

    o "Supported POS not detected"

    o "We could not find your store in our system"

    o "SmartReceipt™ Failed To Activate"

- Receipts are Printing Slowly

- Images appear offset on the SmartReceipt™

- Error light on printer with Micros POS Systems.

- Missing image is printing on the SmartReceipt™

- Temporarily Disable SmartReceipt

- Double SUBWAY® Logo

"An Error Occurred During the Installation"

If at any time during your SmartReceipt™ installation you receive a message stating "An Error Occurred During the Installation," click the Minimize button in the upper-right corner of the installer window and contact SmartReceipt™ support at (866) 688-7428.

"Supported POS Not Detected"

If you have received this message, you may not be using SubwayPOS®. If you are using Sub Shop/2000™, please proceed to **https**://**install.receipt.com/subway** and select the Sub Shop/2000™ installation guide. If you are using SubwayPOS® and you receive this message, click the Minimize button in the upper-right corner of the installer window and contact SmartReceipt™ support at (866) 688-7428.

"We could not find your store in our system"

If you have received this message, your store may not be in our system. Click the Minimize button in the upper-right corner of the installer window and contact SmartReceipt™ support at (866) 688-7428 to be added.

Please have your store number, number of POS terminals, as well as market name and number when you call to help expedite the process.

"SmartReceipt™ Failed to Activate"

If you receive this message then there may be a connectivity issue between your terminal and the SmartReceipt™ servers, click the Minimize button in the upper-right corner of the installer window and contact SmartReceipt™ support at (866) 688-7428.

Receipts are Printing Slowly

If at any time following a successful installation of SmartReceipt™ you notice a change in receipt printing speed then you are most likely using a serial printer. Contact SmartReceipt™ support at (866) 688-7428.

If you notice that only your Credit Card transactions are experiencing a printing delay but your cash transactions are still printing at the correct speed, the latency may be due to poor internet connectivity and/or your credit card processing manager; you should contact the FWH Technology Support Center.

Images Appear Offset On the SmartReceipt™

This is likely due to having 3" receipt paper instead of the standard 3 1/8" paper. Open the receipt printer and shift the receipt paper towards the left to resolve.

Error Light on Printer with Micros POS Systems

Micros 2015 point-of-sale systems purchased before April 1, 2013 were found to not provide the printer with enough power to print SmartReceipt™. To resolve:

Try this first:

1. Browse to **Start** > **All Programs** > **Epson** > **TM T88x software** > **TM T88x Utility**. (If the Epson Utility is not installed, click on the following link to install: https://partners.subway.com/portal/DocumentCenter/tabid/56/Default.aspx?Command=Core_Download&EntryId=150106

2. Select the Epson printer and press **OK**.

3. On the left side of this screen, press **Printing Control**.

4. Change the **Print Speed** setting to **7** and the **Power Supply Unit Capacity** to **High**.

5. Press **Set** to save the changes.

If the steps above do not resolve, try the following:

1. Remove SmartReceipt from Print Stream:
   - Click **Start** > **Programs** > **SmartReceipt™** > **SmartReceipt™**.
   - Go to the Tools tab, then click **Deconfigure POS**.

2. Purchase a PS180 power supply directly from Micros. You may also contact SmartReceipt for additional suppliers.

3. Once you receive the power supply, ensure the system is unplugged (not powered). Plug the PS180 power supply into the printer and change the USB cable from USB 5 to USB 6 on the terminal.

4. Turn on SmartReceipt
   - Click **Start** > **Programs** > **SmartReceipt™** > **SmartReceipt™**.
   - Go to the Status tab, then click **ConfigurePOS**.

"Missing Image: Please Reload Images" is Printing on the SmartReceipt

If this occurs, then all of the configured images did not properly download to the POS terminal. To resolve:

1. Click **Start > Programs > SmartReceipt™ > SmartReceipt™**.

2. Select the **Tools** tab at the top of the window.

3. Click **Reload Images**. A paper will print out of the receipt printer when images have finished downloading.
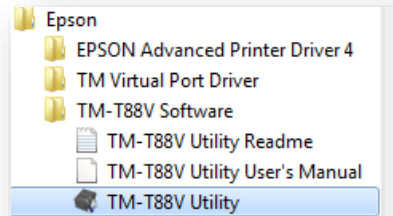
Temporarily Disable SmartReceipt

If you are experiencing an urgent technical issue and need to temporarily revert to normal text SubwayPOS® receipts, perform the following steps:

1. From the POS terminal, click Start > Programs > SmartReceipt™ > SmartReceipt™.
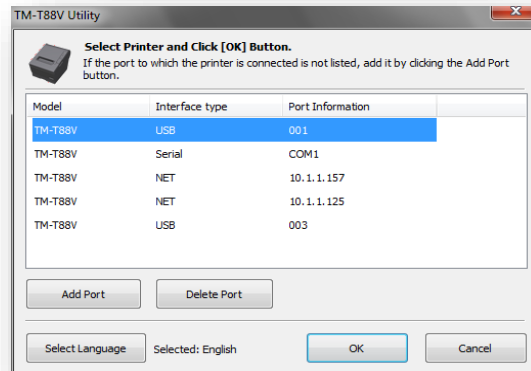2. Go to the Tools tab, then click Deconfigure POS.

Double SUBWAY® Logo

If you are seeing SmartReceipts printing but notice two SUBWAY® logos, follow these steps:

1. From the POS terminal, click **Start** > **All Programs** > **Epson** > **TM-T88V Software** > **TM-T88V Utility**.	
2. Select your printer and click **OK**.	
3. Select **Automatic Paper Cut** in the column on the left of the utility. Select **Cut Paper When The Cover Is Closed.** Click **Set**. You should receive confirmation that the settings have been saved. You can then close the Epson Utility by clicking the **red "X"** in the upper-right corner of the utility screen.	