

# SMARTRECEIPT TROUBLESHOOTING GUIDE



SUBWAY RESTAURANTS

VERSION 1.4

**SmartReceipt™**



## TABLE OF CONTENTS

<b>SECTION 1: INSTALLATION</b> .....	<b>1</b>
1.1. Unable to Access <a href="https://install.receipt.com/subway">https://install.receipt.com/subway</a> .....	1
1.2. Flow Control Warning When Saving Configuration .....	1
1.3. I Can't Identify My Receipt Printer Name.....	1
1.4. Cash Drawer Pop is Delayed.....	1
1.5. Cash Drawer is not Opening.....	2
1.6. Original Sub Shop 2000™ Receipts Are Printing Following Installation.....	2
<b>SECTION 2: RECEIPT PRINTING</b> .....	<b>3</b>
2.1. Delayed Receipt Printing .....	3
2.2. Receipts not Printing or are Printing Slowly Following Installation.....	3
2.3. Random Characters Are Printing on the Receipt Instead of Readable Text .....	4
2.4. Error Light on Printer with Micros POS Systems.....	4
<b>SECTION 3: GRAPHICS, COUPONS, AND RECEIPT CONTENT</b> .....	<b>5</b>
3.1. Content is Out of Date on the Receipt or Graphics are Unclear .....	5
3.2. 'Missing Image' Appears on the Receipt.....	5
3.3. Images Appear Offset or are Cut Off.....	5
3.4. Store Address Not Printing on the SmartReceipt .....	5
3.5. SmartReceipts Are Not Printing on Cash Transactions .....	6
3.6. SmartReceipts Have White Streaks Appearing on Them.....	6
<b>SECTION 4: FREQUENTLY ASKED QUESTIONS</b> .....	<b>8</b>
<b>SECTION 5: SMARTRECEIPT SUPPORT</b> .....	<b>9</b>

## **SECTION 1: INSTALLATION**

### **1.1. Unable to Access <https://install.receipt.com/subway>**

This generally indicates that the ESET NOD 32 Antivirus is Out-of-Date at the store.

1. Ensure you have an active Internet connection at the store.
2. Temporarily disable the ESET NOD32 Antivirus and Antispyware Protection
3. Follow the instructions at [https://install.receipt.com/subway/flash\\_drive/NOD32\\_whitelist\\_import.pdf](https://install.receipt.com/subway/flash_drive/NOD32_whitelist_import.pdf)
4. Once completed, re-enable the Antivirus and Antispyware protection.

### **1.2. Flow Control Warning When Saving Configuration**

If you receive a warning when saving configuration settings, flow control (i.e. requirement to send graphics to the printer) is not set for the receipt printer.

1. Click START > Settings > Printers and Faxes.
2. Right-Click on the name of your receipt printer and select properties.
3. Click on the 'Ports Tab'.
4. Click 'Configure Port'. Set Flow Control to 'Hardware'.

### **1.3. I Can't Identify My Receipt Printer Name**

To identify the name of your receipt printer, open Sub Shop and go to: Manager Tasks > Files > Store Control > Printers/Pole Disp. The name of your receipt printer is listed under Printer ID-Receipt#1. If Printer ID-Receipt#1 is listed as the word 'PRINTER', this indicates that it is printing to the Windows Default printer in Windows Printers & Faxes. From your Desktop, click START > Settings > Printers & Faxes. The name of your receipt printer will have a black checkmark next to it.

### **1.4. Cash Drawer Pop is Delayed**

If you are experiencing a delayed cash drawer kick (~10 seconds), it is likely that the cash drawer is set to the word 'PRINTER' or incorrectly set to the 'SmartReceipt Virtual Printer'. Set Printer-ID Drawer to the name of your receipt printer.

## 1.5. Cash Drawer is Not Opening

If the Cash Drawer is not opening, then it is not set correctly in Sub Shop as SmartReceipt bypasses the Cash Drawer. Go to **Manager Tasks > Files > Store Control > Printers/ Pole Disp** and select the correct option for Printer ID-Drawer.

**Tip:** Try setting Printer ID-Drawer to 'PCWDUAL' or 'PARPOSDUAL' and then click the test cash drawer button. If the cash drawer opens, this is the correct setting. Sub Shop will need to be closed and reopened for changes to take effect.



## 1.6. Original Subway POS Receipts Are Printing After Installation

Ensure 'Printer-ID Receipt #1' in Sub Shop is set to 'SmartReceipt Virtual Printer.' Also, SmartReceipt pre-licenses one register per store. If a store has two registers, original Sub Shop receipts on the second register will continue to print until the next business day. At that point, they will be taken live automatically. Note: SmartReceipts will not print on reprints.

## SECTION 2: RECEIPT PRINTING

### 2.1. Delayed Receipt Printing

**Also:** See Appendix A

On the latest version of Sub Shop 2000, franchisees may experience delays in receipt printing when configured to print graphical headers and footers through Sub Shop. For customers experiencing such delays, the following steps will resolve the issue:

1. Open Sub Shop 2000 and Go to: Manager Tasks > Files > Store Control > Printing Defaults.
2. Halfway down the page on the left hand side, ensure that 'Print Sale Receipt Graphic' and 'Print Sale Receipt Footer Graphic' are unchecked.
3. Click OK.
4. Exit Sub Shop 2000 and Reopen. There should no longer be a print delay.

### 2.2. Receipts not Printing or are Printing Slowly Following Installation

In most cases, this is due to an old or misconfigured printer driver. Because SmartReceipt exploits the full capabilities of your receipt printer by printing graphics, it is important to keep drivers up to date. Older printers, such as Epson TM-T88III generally print graphics more slowly due to their generation.

#### **Identify Your Driver:**

5. Click START > Settings > Printers & Faxes.
6. Right click on your receipt printer and select properties.
7. Click on the Advanced tab.
8. The driver of your receipt printer is listed in the drop down. SmartReceipt recommends either a Generic/Text Only driver (Non-USB) or an Epson Driver ending in 'E4'.

#### **To Upgrade:**

If your printer driver is listed as Epson TM-T88II(R), simply select Generic / Text Only from the drop down and click 'Apply'. Otherwise, review the upgrade instructions below.



**WARNING:** Upgrading the printer driver requires a technical understanding of how the printer is configured. The upgrade process may take up to 30 minutes to perform, during which receipt

printing may be suspended. If you are not comfortable with performing this upgrade, please contact SmartReceipt Support.

The newest Epson drivers are available for free at <https://install.receipt.com/subway>.

1. Click START > Settings > Control Panel > Add/Remove Programs
2. Select any Epson printer drivers already on the system and click Remove.
3. Follow the onscreen uninstallation wizard.
4. Open your Internet browser and download the latest Epson driver from <https://install.receipt.com/subway>.
5. Follow the on screen instructions to install the new printer driver.
6. 'Re-save' the SmartReceipt Configuration by referencing steps 4,5, & 6 in the Installation Guide.

## **2.2. Random Characters Printing on Receipt Instead of Readable Text**

This is likely due to flow control not being set correctly. Flow control is required for images to load to the receipt printer. Refer to section 1.2 of this Troubleshooting Guide to correctly set flow control for your receipt printer.

## **2.3. 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 SmartReceipts. As such, these terminals will require a PS180 power supply that can be purchased from Micros at <https://www.posdepot.com/ItemView.aspx?pid=183&cid=29>. 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.

If there are any questions, contact information for Micros can be found at <https://www.posdepot.com/Help.aspx>.

In addition, older versions of Micros Point-of-Sales do not support image printing when the printer is plugged in to COM4. To check if this applies to your printer, perform the following steps:

1. Go to START > Settings > Printers & Faxes.
2. Right click on the name of your receipt printer and select properties.
3. Click on the 'ports' tab.
4. If the highlighted port is 'COM4', this likely applies to your terminal.

In such case, contact SmartReceipt Support for further instruction.

## **SECTION 3: GRAPHICS, COUPONS, & RECEIPT CONTENT**

### **3.1. Content is Out of Date on the Receipt or Graphics are Unclear**

This may occur if Internet connectivity was not established at the time the content update was made or if the new content 'timed out' while downloading to the terminal. To resolve, follow the steps below:

1. Click Start > Programs > SmartReceipt.
2. On the right hand side of the window, Click Update Software and Yes when prompted.
3. Press Enter when prompted.
4. Click on the Tools tab at the top of the window and click the button for Reload Images. The button will remain pressed until images have loaded to the receipt printer. A pop up will alert you when this process is complete.

### **3.2. 'Missing Image' is Printing on the Receipt**

If this occurs, then there was likely a 'timeout' when downloading images to the POS. This may be due to an interruption in Internet connectivity.

1. Click Start > Programs > SmartReceipt.
2. Select the Tools tab at the top of the window.
3. Click Reload Images. The button will remain pressed until images have loaded to the receipt printer. A pop up will alert you when this process is complete.

### **3.3. Images Appear Offset or Cut-Off**

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

### **3.4. Store Address Not Appearing on Receipt**

The address printing on the SmartReceipt is pulled from what is currently configured in Sub Shop. To edit the address, open Sub Shop and go to: Manager Tasks > Files > Store Control > Basic Info Defaults. For the change to take effect, Sub Shop must be closed and reopened.

### 3.5. SmartReceipts are not Printing on Cash Transactions

This would occur if Sub Shop is not configured to print a sale receipt on every transaction. To resolve, open Sub Shop and go to: Manager Tasks > Files > Store Control > Printing Defaults. In the top left corner, ensure that Print Sale Receipt is checked. For the change to take effect, Sub Shop must be closed and reopened.

### 3.6. SmartReceipts Have White Streaks Appearing on Them

This generally occurs when Epson TM-T88V USB receipt printers are powered directly by the point of sale rather than by an electrical outlet. For printers that have this configuration, the default settings of the receipt printer do not supply the receipt printer with enough power to clearly print images on the receipt. As such, the settings of the printer will have to be adjusted.

#### Steps to Remove the White Streaks:

1. Turn off the receipt printer.
2. Press and hold the Feed button located on the top of the receipt printer and turn the printer on at the same time (a printer diagnostic page should print).
3. Press and hold the Feed button for longer than one second (a mode selection chit will print).
4. Press the Feed button 3 times.
5. Press and hold the Feed button for longer than one second (a customized settings chit will print).
6. Press the Feed button 12 times.
7. Press and hold the Feed button for longer than one second (a power supply output chit will print).
8. Press and hold the Feed button twice.
9. Press and hold the Feed button for longer than one second.
10. Turn off the receipt printer and then turn the printer back on.
11. Perform a test transaction to ensure whit streaks no longer appear on the receipt\*.

**\*Note:** If the preceding steps did not resolve the issue, the printing speed and density will need to be adjusted as well.



### **Adjusting Print Speed on the Receipt Printer**

1. Turn off the receipt printer.
2. Press and hold the Feed button located on the top of the receipt printer and turn the printer on at the same time (a printer diagnostic page should print).
3. Press and hold the Feed button for longer than one second (a mode selection chit will print).
4. Press the Feed button 3 times.
5. Press and hold the Feed button for longer than one second (a customized settings chit will print).
6. Press the Feed button 13 times.
7. Press and hold the Feed button for longer than one second (a printing speed chit will print).
8. Press and hold the Feed button 6 times.
9. Press and hold the Feed button for longer than one second.
10. Turn off the receipt printer and then turn the printer back on.

### **Adjusting Print Density on the Receipt Printer**

1. Turn off the receipt printer.
2. Press and hold the Feed button located on the top of the receipt printer and turn the printer on at the same time (a printer diagnostic page should print).
3. Press and hold the Feed button for longer than one second (a mode selection chit will print).
4. Press the Feed button 3 times.
5. Press and hold the Feed button for longer than one second (a customized settings chit will print).
6. Press the Feed button twice.
7. Press and hold the Feed button for longer than one second (a print density chit will print).
8. Press the Feed button once.
9. Press and hold the Feed button for longer than one second.
10. Press and hold the Feed button 8 times.
11. Press and hold the Feed button for longer than one second.
12. Turn off the receipt printer and then turn the printer back on.

## **SECTION 4: FREQUENTLY ASKED QUESTIONS**

### **How can I maximize the success of my SmartReceipt program?**

Give EVERY customer their SmartReceipt and make sure they know about the offers! Train you employees to tell each customer about the great coupons and promotions you are giving them. Your customers will thank you for it.

### **If the POS terminal or printer is replaced, do I need to contact SmartReceipt?**

Yes. Please send an email to support@receipt.com with your store number, contact information, and a description of the new equipment. A support representative will follow up with you shortly. There may be a fee if reinstallation by a SmartReceipt technician is required, but this will be communicated to you prior to the installation.

### **Will SmartReceipt affect credit card processing, cash drawers, coin dispensers, or other peripheral devices?**

No. SmartReceipt only requires that Sub Shop be configured to print to the 'SmartReceipt Virtual Printer'. New peripheral changes have no affect on the way the software operates. Credit card processing, cash drawer settings, and coin dispensers all have their own separate settings within Sub Shop.

### **If Internet connection goes down, will SmartReceipts still print?**

Yes. SmartReceipt downloads the images to your printer locally and is designed to work even when Internet connection is lost at a store. However, it is highly recommended that the Internet connection is fixed as soon as possible to ensure that your store is always up to date with the newest marketing content.

### **Will ALL the receipts print coupons and images?**

No. Only customer receipts will have coupons printed on them. Reprints, credit card store copies, and employee meals will not print SmartReceipts. Employee clock-in/out slips may have messages about best practices and other market related information for employees to read.

## SECTION 5: SMARTRECEIPT SUPPORT

Questions? We're Here to Help!

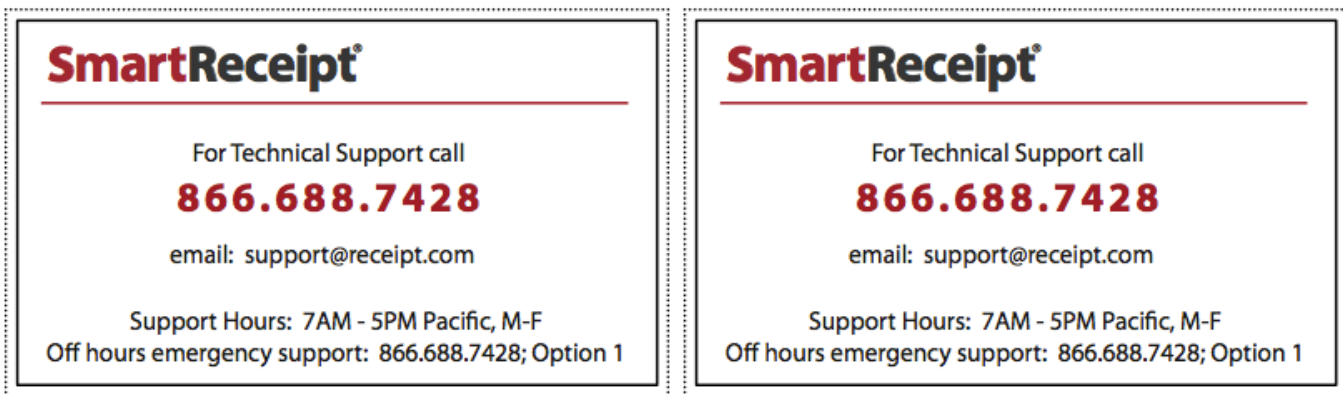
Speak to a live technician M-F from 7AM-5PM PST at **866.688.7428**. To receive the fastest support, please leave a voicemail with your name, phone number, and reason for the phone call, and a support technician will return your call as soon as possible.

You may also contact a support technician via email at **support@receipt.com**.

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

- Your name
- Store number
- Contact phone number
- Description of the issue
- Internet connection at the store
- Sub Shop Manager Tasks Credentials
- Owner Level Log-in Credential

Please print out the support cards shown below and paste them on your receipt printer or other visible areas of the store.



# Appendix A: Print Speed vs. Print Delay

SmartReceipt exploits the full capabilities of your receipt printer to generate graphic content on your receipt.

- Print speed refers to the rate at which the printer is physically capable of printing. It is determined by a combination of the receipt printer generation, interface, and printer driver.
- Print delay refers to a pause or hold-up in printing before the receipt begins to print. It is most often introduced by a misconfiguration of the printer driver and/or the point-of-sale (POS).

## What Affects Print Speed?

### Generation of the Receipt Printer

Each generation of receipt printer has brought increased print speed. Older generation receipt printers, such as the Epson TM-T88II and Epson TM-T88III will print graphics more slowly due to their generation. Newer printers, such as the Epson TM-T88IV or Epson TM-T88V will print graphics much more quickly due to hardware advancements.

### Printer Interface

The printer interface can drastically affect the speed of your receipt printer. Serial receipt printers receive data a single byte at a time and the speed is determined by the baud rate of the receipt printer. Parallel receipt printers receive data up to 4x faster than serial printers of the same model. Because of this, they are able to print more quickly. USB printers can receive data up to 12x faster than parallel printers, but due to hardware limitations, are not always noticeably faster.

### Printer Driver

It is important for all receipt printers to keep the printer driver on their POS up to date to optimize print speed. Printer drivers are updated because there is typically something wrong with the previous version. For Epson printers, SmartReceipt currently recommends the Epson APD 4.53 or Generic / Text Only printer driver.

## What Causes Print Delay?

### POS Misconfiguration

Customers that experience a 5-10 second pause before their receipt begins to print likely have a misconfigured setting on their POS. Be sure to double-check the settings of the printer and other peripherals connected to the POS and refer to your SmartReceipt Installation and/or Troubleshooting Guide on what the proper settings should be.

### Printer Driver Misconfiguration

If you install a new printer at your store, it is important that the right printer driver software is downloaded and that the old software is replaced. Failure to update printer drivers is like using an old engine in a newer car. While the car may be able to drive around town, you might encounter problems when attempting to drive at high speeds. Stores with printer driver misconfiguration may experience a 1-2 second delay when trying to print SmartReceipts. (ex: Epson TM-T88IV using an Epson II(R) driver)

	Driver	Interface	Model
	Epson APD 4.53		Epson TM-T88V
	Generic / Text Only	USB	Epson TM-T88IV
		Parallel	
	Epson 3 Series	Serial	Epson TM-T88III
	Epson II(R)		Epson TM-T88II

## Getting Support

### Questions? We're here to help!

Speak to a live technician M-F from 7AM-5PM PST at 866.688.7428. To receive the fastest support, please leave a voicemail with your name, phone number, and reason for the call and a SmartReceipt technician will return your call in the order it was received. You may also email a technician at [support@receipt.com](mailto:support@receipt.com) or get help 24/7 by visiting the [SmartReceipt Knowledgebase](#).