

SmartReceipt



Installation Guide

For use with Sub Shop 2000™
Version 1.6c

Installation Requirements

- You have **Sub Shop 2000™** POS
- You have one of the following Epson Receipt Printer Models
 - Epson TM-T88III - Epson TM-T88V
 - Epson TM-T88IV
- You have access to the Internet on the terminal
- You have the passwords necessary for Installation
 - Windows Owner Level log on credentials
 - Sub Shop 2000™ POS Manager Tasks username and password



If you do not meet **ALL** of the requirements, **DO NOT** proceed with the installation and send an email to support@receipt.com with your name, store #, POS, and printer information.

Minimum System Requirements

System	Requirement
Operating System	Windows XP or 7
System Memory	512 MB RAM
Available Hard Drive Space	100 MB
Internet Connection	768 kbps

Troubleshooting and Support

If at any point you are unable to proceed with the installation, please refer to the [SmartReceipt Installation Troubleshooting](#) section at the end of this packet. If support is still required, SmartReceipt Support Technicians are available Monday through Friday from 7AM-5PM PT at (866) 688-7428. You may also email a technician at support@receipt.com.

Installation Instructions For Sub Shop 2000™

START > Prior to installing **SmartReceipt**, log in to the owners level of the terminal and ensure that original point-of-sale (POS) receipts are printing.

1. Open Internet Explorer on the point-of-sale and download the SmartReceipt installer from: <https://install.receipt.com/subway>
2. Double-click smartreceipt_4.2.exe. Click **Run** and then **Install** to begin the installation.
3. After the installation is complete, the SmartReceipt user interface will open automatically. (see Figure 1 below)

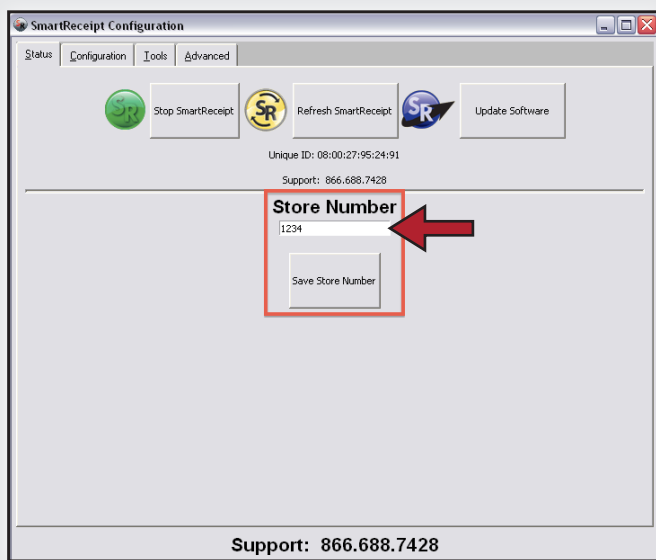


Figure 1

4. Enter your store number in the field provided and click **Save Store Number**.

****Store Number Examples****

If your store number is 1234:

First or Only POS at Store: 1234

Second POS at Store: 1234b

Reinstall: 1234reinstall*

* Use Reinstall when you have replaced your computer

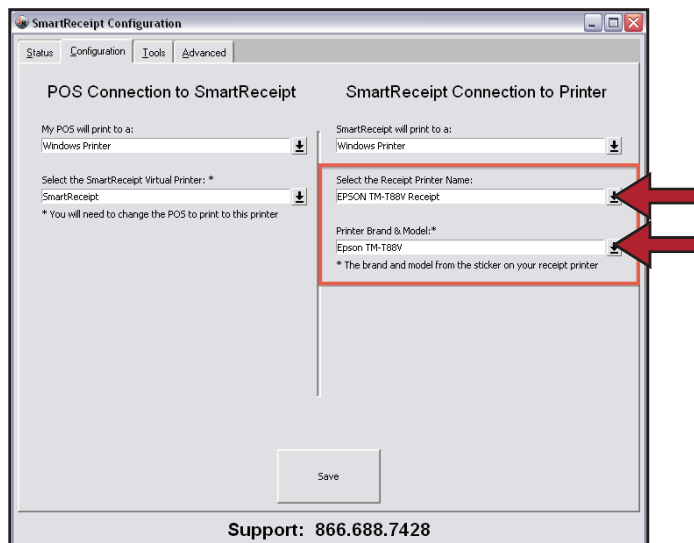


Figure 2

Reference Figure 2 (above) for Steps 5-8

5. Select the **Configuration** tab at the top of the window.
6. On the right-hand side, click on the drop down for **Select the Receipt Printer Name** and select the name of the receipt printer that Sub Shop 2000™ is currently configured to print to.



Tip: If you do not know the name of your receipt printer, open Sub Shop 2000™ and go to: **Manager Tasks > Files > Store Control > Printers / Pole Disp.** Your receipt printer is listed as **Printer-ID Receipt#1**.

7. Click on the drop down for **Printer Brand & Model** and select the brand and model of your receipt printer. Reference the sticker on the right hand side of your receipt printer.
8. Click **Save**, then **Close** the **SmartReceipt** Configuration Window.

Congratulations!

Your receipts are about to get smarter!

SmartReceipt will automatically activate on your primary POS. Please allow up to 5 minutes while SmartReceipt loads your marketing content to your receipt printer. During this time, your receipt printing may be temporarily suspended.

Stores that have more than one terminal or are reinstalling (see Step 4) will go live with SmartReceipt the following business day!

If after 5 minutes your receipts have not changed to SmartReceipts (see Figure 5 below), please refer to the Installation Troubleshooting Guide on the following pages.

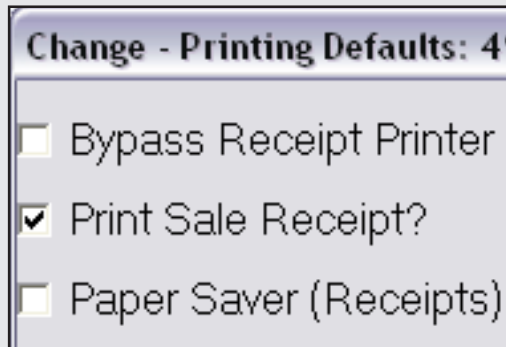


Figure 3

Reference Figure 3 (above) for Steps 9 & 10

- Open Sub Shop 2000™ and go to: **Manager Tasks > Files > Store Control > Printing Defaults**.
- In the top left corner of the screen, ensure that the checkbox for **Print Sale Receipt?** is checked and **Paper Saver (Receipt)** is unchecked. Click **OK**.

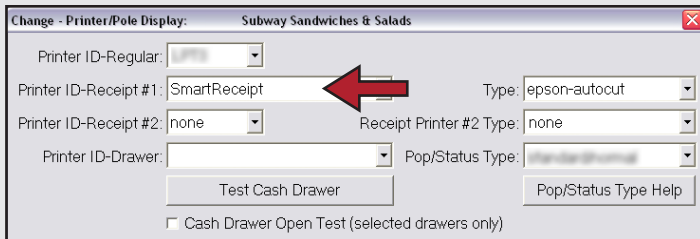


Figure 4

Reference Figure 4 (above) for Steps 11 & 12

- From: **Manager Tasks > Files > Store Control > Printers / Pole Disp.** Set Printer ID-Receipt#1 to SmartReceipt.

Tip:
NEVER set Printer ID-Drawer to SmartReceipt.



If Printer ID-Drawer is set to the word PRINTER you **MUST** change it to the name of your receipt printer. This name was used in Step 6 above.

If Printer ID-Drawer does **NOT** say PRINTER, it is already configured correctly and should not be changed.

- Click **OK** and close Sub Shop 2000™. Reopen Sub Shop 2000™ for all changes to take effect.



Figure 5

Installation Troubleshooting

Quick Reference:

- Unable to access installer website
- Flow control warning when saving configuration
- Missing image is printing on the SmartReceipt
- Images appear offset on the SmartReceipt
- Receipts not printing or are printing slow following installation
- Original POS receipts are printing after installation
- I can't identify my receipt printer name
- Error light on printer with Micros POS Systems
- Cash Drawer is Not Opening
- Cash Drawer is Delayed
- Delayed Receipt Printing

Unable to access installer website

This generally indicates that the ESET NOD32 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

Flow control warning when saving configuration

If you receive a warning after following steps 4-6 of the Installation Guide, flow control has not been set for the receipt printer. This is required for graphics to be sent to the receipt printer.

1. Click Start > Settings > Printers & Faxes.
2. Right-click on the name of your receipt printer. Select properties.
3. Click on the 'Ports' tab.
4. Click Configure Port. Set Flow Control to 'Hardware'.

'Missing Image' is printing on the SmartReceipt

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

1. Click Start > Programs > SmartReceipt > SmartReceipt.
2. Select the Tools tab at the top of the window.
3. Click Reload Images. A chit will print out of the receipt printer when images have finished downloading.

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.

Receipts not printing or are printing slow 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 the Epson TM-T88III generally print graphics more slowly due to their generation. For more information, please reference our [Print Speed vs. Print Delay](#) document.

Identify your printer driver:

1. Click Start > Settings> Printers & Faxes.
2. Right-click on the name of your receipt printer. Select properties.
3. Click on the 'Advanced' tab.
4. The driver of you receipt printer is listed in the drop down. SmartReceipt recommends either a Generic / Text Only driver 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 on-screen 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. Resave the SmartReceipt Configuration by following steps 4-6 in the Installation Guide

Original SubwayPOS receipts are printing following installation

Ensure that steps 7-16 are followed in the Installation Guide. SmartReceipt prelicenses one register per store. If a store has two registers, original SubwayPOS receipts will continue to print on the secondary register until the next business day. At that point, they will be taken live automatically. Note that SmartReceipts will not print on reprints or employee meals.

I can't identify my receipt printer name

Open Sub Shop 2000™ and go to: Manager Tasks > Files > Printer / Pole Disp. The name of your receipt printer will be listed next to Printer-ID Receipt#1.

If Printer ID-Receipt#1 is listed as the word 'PRINTER', this indicates that Sub Shop 2000™ is printing to the default printer in Windows Printers & Faxes. From your desktop, click Start > Settings > Printers & Faxes. The name of the default receipt printer will have a black checkmark next to it.

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 directly 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-Sale 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. Click Start > Settings > Printers & Faxes
2. Right-click on the name of your receipt printer. Select properties.
3. Click on the 'Ports' tab.
4. If the highlighted port is 'COM4', this likely applies to your terminal.

In such case, please review the [Micros COM4](#) guide for resolution.

Cash Drawer is Not Opening

If the cash drawer is not opening, then it is not set correctly in Sub Shop 2000™ as SmartReceipt bypasses the cash drawer. Open Sub Shop 2000™ and 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 2000™ will need to be closed and reopened for changes to take effect.

Cash Drawer is Delayed

If you are experiencing a delayed cash drawer kcik (~10 seconds), it is likely that the cash drawer is incorrectly set to the word 'PRINTER' or 'SmartReceipt'. SmartReceipt does not control your cash drawer. As such, this will need to be set to the name of your receipt printer.

Delayed Receipt Printing

Also: See Appendix A

On some versions 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 Receipt Footer Graphic' are unchecked.
3. Click OK.
4. Close Sub Shop 2000™ and Reopen. There should no longer be a print delay.

SmartReceipt Support

Questions? We're here to help!

Speak to a live technician Monday through Friday from 7AM-5PM PT at **866.688.7428**. To receive the fastest support, 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 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
- Owner level log-in credentials

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

SmartReceipt®

For Technical Support call

866.688.7428

email: support@receipt.com

Support Hours: 7AM - 5PM Pacific, M-F
Off hours emergency support: 866.688.7428; Option 1

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