



# SmartReceipt

Troubleshooting Guide  
Version 1.5

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# Sub Shop 2000

## 1.1 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 and Faxes (Windows XP) or Devices and Printers (Windows 7). The name of your receipt printer will have a black checkmark next to it.

## 1.2 Cash Drawer Kick 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 printer. Go to *Manager Tasks > Files > Store Control > Printers/Pole Disp* and set Printer ID-Drawer to the name of your receipt printer.

## 1.3 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.\***

## 1.4 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.
5. Set Flow Control to Hardware.

## 1.5 Original Sub Shop 2000 Receipts Are Printing After Installation

Ensure 'Printer ID-Receipt#1' in Sub Shop is set to the SmartReceipt printer. **Note: SmartReceipts will not print on reprints. (See section 1.1)**

## 1.6 Random Characters Are Printing on the 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 1.4** of this Troubleshooting Guide to correctly set flow control for your receipt printer.

## Sub Shop 2000 - Continued

### 1.7 Store Address Not Printing on the SmartReceipt

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.

### 1.8 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.

### 1.9 Delayed Receipt Printing (Sub Shop 2000)

(See Appendix A for detailed information on print delay.)

**Also:** 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.

### 1.10 Temporarily Stopping SmartReceipt (Sub Shop 2000)

If you need to temporarily revert to printing original point-of-sale receipts, you can temporarily stop SmartReceipt from the SmartReceipt Configuration utility.

1. Open 'SmartReceipt Configuration' from the Desktop.
2. From the 'Status' tab, click the 'Stop SmartReceipt' button.
3. Confirm you are printing original point-of-sale receipts from Sub Shop 2000.
4. **To resume printing SmartReceipts, open 'SmartReceipt Configuration' and click 'Start SmartReceipt'.**

### 1.11 SmartReceipt Is Not An Available Printer Selection for Printer ID-Receipt#1

This is most likely due to there being no Generic / Text Only driver installed on the point-of-sale computer. To resolve, please reach out to SmartReceipt support immediately at (866) 688-7428 to speak with a representative.

## **Sub Shop 2000 - Continued**

### **1.12 Receipts Not Printing or Are Printing Slowly After Installation - Continued**

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-T88II or TM-T88III generally print graphics more slowly due to their generation.

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

1. Click START > Settings > Printers and Faxes.
2. Right click on your receipt printer and select properties.
3. Click on the Advanced tab.
4. 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.

#### **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 download 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 onscreen instructions to install the new printer driver.
6. 'Re-save' the SmartReceipt configuration by referencing steps 4,5 & 6 in the installation guide.

### **1.13 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. 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.

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Older versions of Micros Point-of-Sale systems do not support image printing when the printer is plugged into COM4. To check if this applies to your printer, perform the following steps:

1. Go to 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. If the highlighted port is 'COM4', this likely applies to your terminal. (In this case, contact SmartReceipt support for further instruction.)

## 1.14 Reconfiguring SmartReceipt for Sub Shop 2000

If your site is using the Sub Shop 2000 point of sale and is no longer printing SmartReceipts, please review and follow the steps below to restore SmartReceipt printing.

**Step 1:** Confirm that the **SmartReceipt Configuration** icon appears on the desktop of your point of sale computer, and you are printing original point of sale receipts. (see **Figure 1**)

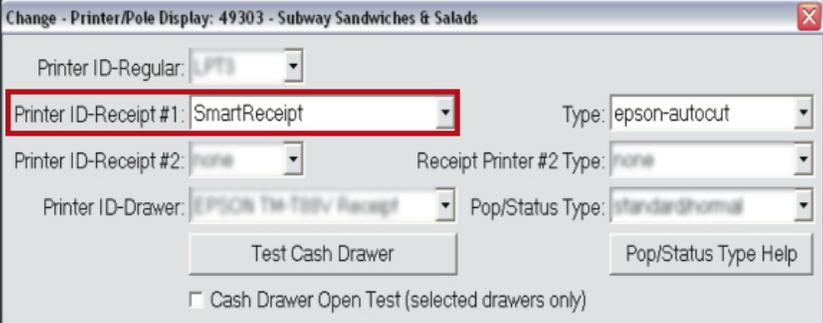
**Step 2:** Open **SmartReceipt Configuration** and select the **Configuration** tab at the top of the window. Verify that the selection for **Receipt Printer Name** matches the name of your receipt printer.



Figure 1

 **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.** The name of your receipt printer is listed under the option for **Printer-ID Receipt#1.**

**Step 3:** Open Sub Shop 2000 and go to: **Manager Tasks > Files > Store Control > Printers / Pole Disp.** Change 'Printer ID-Receipt#1' to the SmartReceipt printer using the dropdown menu. (see **Figure 2**)



**Tip:** **DO NOT** change the setting for Printer-ID Drawer. This should only be changed (to the name of your receipt printer) if it is set to the word 'PRINTER'.



Figure 2

**Step 4:** Close Sub Shop 2000 completely to let the changes take effect.

**Step 5:** Open Sub Shop 2000 and complete a transaction to confirm that SmartReceipts are printing.

# SubwayPOS

## 2.1 Delayed Receipt Printing (SubwayPOS)

If you are observing a 5-10 second delay (see Appendix A for information on print speed versus print delay) on all printed transactions from SubwayPOS, then you are likely using an old version of SmartReceipt with the 'Receipt Printer Sharing' option enabled for SubwayPOS. Current versions of SmartReceipt support 'Receipt Printer Sharing' functionality. To have your SmartReceipt software upgraded to the current version please contact SmartReceipt support directly at (866) 688-7428.

## 2.2 Store Address Not Printing on the SmartReceipt (SubwayPOS)

Store information is something that should already be configured prior to installing SmartReceipt, however, to configure the store information in SubwayPOS:

1. Open SubwayPOS and click *Restaurant Functions > Restaurant Settings > Restaurant Options*.
2. From this screen you can configure the store address and contact information.

## 2.3 Temporarily Stopping SmartReceipt (SubwayPOS)

If you need to temporarily revert to printing original point-of-sale receipts, you can temporarily stop SmartReceipt from the SmartReceipt Configuration utility.

1. Open SmartReceipt Configuration from the Desktop.
2. From the Status tab, click the Stop SmartReceipt button.
3. Confirm you are printing original point-of-sale receipts from SubwayPOS.
4. **To resume printing SmartReceipts, open SmartReceipt Configuration and click Start SmartReceipt.**

# Graphics, Coupons, & Receipt Content

## 3.1 Content is Out of Date or Incorrect on the Receipt

This may occur if Internet connectivity was not established at the time the content update was made. 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. Reloading images to the receipt printer may take up to 3-4 minutes for some printers.

## 3.2 The words 'Missing Image' Appear on the Receipt

If this occurs it may be due to an interruption in Internet connectivity while downloading images.

1. Click START > Programs > SmartReceipt
2. Select the Tools tab at the top of the window.
3. Click Reload Images. Reloading images may take up to 3-4 minutes for some printers.

## 3.3 Images Appear Offset or Are 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 SmartReceipts Have Vertical White Streaks Appearing on Them

This generally means that the receipt printer head is dirty and needs to be cleaned. For example, Epson recommends cleaning the thermal printer head every 3 months in general. Instructions on how to clean the thermal printer head for an Epson printer can be found in Epson's Support Manual linked below.

### **Epson Support Manual:**

[https://install.receipt.com/subway/\\_linked\\_files/troubleshooting\\_guides/epson\\_support\\_manual.pdf](https://install.receipt.com/subway/_linked_files/troubleshooting_guides/epson_support_manual.pdf)

# **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 your employees to tell each customer about the great coupons and promotions you are giving them. Your customers will thank you for it.

## **If I convert from Sub Shop 2000 to SubwayPOS, do I need to contact SmartReceipt support?**

Yes. Please send an email to support@receipt.com with your store number and contact information. A support representative will follow up with the appropriate instructions.

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

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 the appropriate instructions.

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

No. SmartReceipt only requires that the point-of-sale be configured to print to SmartReceipt. New peripheral changes have no affect on the way the SmartReceipt software operates. Credit card processing, cash drawer settings, and coin dispensers all have their own separate settings.

## **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. 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.

# SmartReceipt Technical 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, please 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 [support@receipt.com](mailto: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
- Owner level log-in credentials to the terminal

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](mailto:support@receipt.com)

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

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# 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 increased print speed. Older generation receipt printers, such as the Epson TM-T88II and Epson TM-T88III will print graphics more slowly. Newer printers, such as the Epson TM-T88IV or Epson TM-T88V will print graphics much more quickly.

### 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 their is typically something wrong with the previous version. For Epson printers, SmartReceipt currently recommends the Epson APD 4.55 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
Fastest	Epson APD 4.55		Epson TM-T88V
Faster	Generic / Text Only	USB	Epson TM-T88IV
Fast	Epson 3 Series	Parallel	Epson TM-T88III
Slow	Epson II(R)	Serial	Epson TM-T88II

## Getting Support

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

Speak to a live technician M-F from 7AM-5PM PT 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).