Subway Online Ordering
Software Installation

Technical Support
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Supported Configurations

Kudzu Interactive only supports these printing configurations. Setting up anything outside of these parameters can likely cause failures in order printing and is NOT supported by Kudzu Interactive.

1. The default receipt printer connected to your POS such as an Epson TM88. It is assumed that this printer will always be operational since it must be used to print receipts. Therefore, the store operator will ensure that this printer is functioning at all times so that orders are not missed. Some receipt printers will work with the Windows generic text printer driver, but Kudzu Interactive does not support this. You must install the manufacturers recommend driver such as the Epson Advanced driver for an Epson TM88.
2. If you wish to have a dedicated receipt printer, you MUST use a configuration that allows the ETGInterface program to detect if the printer is active and is not out of paper. There are only two configurations that allow this.
    a. A Dymo label printer
    b. An Epson receipt printer WITH OPOS drivers installed

Install the .NET Framework

Please ensure the Microsoft .NET Framework v1.1 is installed prior to installing any of the Kudzu Interactive components. Look in the Add/Remove Programs group in your control panel for "Microsoft .NET Framework 1.1". If you do not see this, please download it from here and install it, http://www.kudzuinteractive.com/downloads/dotnetfx.exe

Configure Your Printer

Please choose the section that applies to your printer

Epson Receipt with Advanced Windows Driver

If you intend to use your Epson POS receipt printer, please ensure that you are using the Epson Advanced driver. Open the Windows Printers and Faxes group. If you see a printer such as generic / text installed, this will not work correctly with online ordering. In this case, you will need to follow these instructions to install the driver. If you see a printer such as "Epson TM-T88III Receipt" then you already have the Advanced Driver installed and can skip to paper height setting.

If you need to install the Epson Adv Drv, please record the settings of your current driver. To do this, right click on the existing Epson printer in your printers group in the control panel and select properties. Locate the port settings. This is sometimes under a tab or button labeled printing preferences. You are looking for the COM port settings if you have a serial printer. The settings will be similar to COM port, bits per second, parity, etc. The values will be similar to COM port 1, 9600, 8, None, 1. Write these down as you will need to set these correctly when you install the Adv Drv.

IMPORTANT: Only one Epson driver can be installed. If you need to install the Epson Adv Drv, you MUST be sure that all other Epson Receipt drivers are deleted first. It is also a good idea to reboot after deleting the old printer to ensure that nothing has the serial port open.

Installing the Advanced Driver
1. Download the Epson driver from the following location. http://www.kudzuinteractive.com/downloads/APD_301fE.exe
2. Launch the installation file (APD_301fE.exe) to begin. Accept the agreement and specify the path.
3. Select the operating system on which you are going to install the Advanced Printer Driver.
4. Select the printer type you have such as Epson TM-T88III Receipt.
5. Select the printer port settings such as Serial or TCP/IP and use the settings you recorded earlier from the old driver.
6. Click finish, setup now configures the printer.
7. Restart the system to take effect.

8. Open up a program such as Notepad and make sure you can print to this new printer driver.
9. Configure Subshop to use this new printer driver.

Epson Paper Height

Once the Adv Driver is installed, please follow these instructions to change the paper height setting so that orders are not cut off.

1. Left click on the "Start" button.
2. Left click on "Printers and Faxes."
    a. If you don't see "Printers and Faxes," double click on "Control Panel" or navigate to "Settings" and then open the Control Panel. Then, double click on the Printers icon.
3. Right click on the name of your receipt printer, and then left click on "Properties."
4. Left click on "Printing Preferences."
5. Left click on the "Layout" tab
6. Select "User Defined" for the paper size. If you do not see a paper size on this tab, you may see an "Advanced" button. Left click on "Advanced". If you see a choice of "User Defined", then proceed, otherwise, choose the largest option and click "OK" to accept and stop at this step.
7. A popup window will appear. Set the paper height to 9999, and then click "OK."
8. Left click on "OK" again to close the Printing Preferences.
9. Left click on "Advanced."
10. Left click on "Printing Defaults."
11. Left click on the "Layout" tab
12. Select "User Defined" for the paper size
13. A popup window will appear. Set the paper height to 9999, and then click "OK."
14. Left click on "OK" again to close the advanced options.
15. Left click on "OK" again to close the printer properties.
16. You may now close the "Printers" window.

Epson Receipt with OPOS drivers

DO NOT attempt to use this configuration with your POS receipt printer, OPOS will only work correctly with a standalone printer dedicated to online orders. If you have installed a dedicated Epson receipt printer for online ordering, then follow these instructions to setup the OPOS driver for reliable order delivery.

1. Download the OPOS files from here: http://www.kudzuinteractive.com/downloads/OPOS/index.htm
2. Install Microsoft POS for .NET, choose the complete option.
3. Install Epson ADK for .NET. This file will unzip its contents to C:\OposadkforNET\Ver18. Run the Setup program in that directory and choose typical setup.
4. Open the SetupPOS utility from Start->Programs->Epson ADK for .NET
5. Click on Add
6. Enter the Logical Name (Use the default "PosPrinter")
7. Select the Device Category as PosPrinter
8. Select the Device Name as your printer type such TM-T88III
9. Accept "default" as the description
10. Click on Next
11. Select the appropriate Port Type for your printer installation
12. Click on Next and then Done. Exit the program and save if prompted.
13. Open the Check Health Utility in Start->Programs->Epson ADK for .NET
14. Select the PosPrinter after clicking on the Plus (+) sign
15. Click on "Check Health" button
16. A window will open.
17. Click on Print.
18. Check if something prints on the printer.
19. If yes, then the printer has been setup fine.

Dymo Label Printer

If you have chosen to use a Dymo label printer as a standalone printer for online ordering, please follow the instructions that came with your printer. Be sure to install the software BEFORE plugging the Dymo USB cable into your computer.

Install ETGInterface

ETGInterface, or "EI", downloads the orders from your customers and prints them on your receipt printer.

1. Download EI from this link:
   http://www.kudzuinteractive.com/Downloads/Subway/ETGInterface.Setup.exe
2. If prompted to click Run, click Run. The program installer will be displayed. Click Next to begin.
   a. This program requires the .NET framework. If this is not detected, the installer will prompt you and take you to the download.
3. Read the Service Registration Agreement, select "I accept the terms in the license agreement", and then click "Next."
4. On the next page,
   a. Select SUBSHOP2000 as your POS Type.
   b. Select your printer configuration, following the guidelines at the top of this document.
      i. Other – Select this if using your POS receipt printer
      ii. Dymo – Select this if using a standalone Dymo printer
      iii. OPOS – Select this only if you installed the OPOS drivers outlined above
   c. If prompted, choose continuous or label printing. Choosing label will cause the Epson to cut the receipt after each item. If you are using a Dymo printer, it is advisable to select label printing.
   d. Click Next.
5. Verify that "NO" is selected for support of multiple printers of ETGInterface.
   a. Choose settings for Visual or Audible alerts.
   b. Click "Next"
6. Click "Next" to install ETGInterface to the default location.
7. Click Install.
8. After the program is installed, ensure that "Launch ETGInterface" is selected.
9. Click Finish to close the installer.
10. You will be prompted with a message that you do not have a configuration file. Click OK.
11. Proceed to the Activation ID section.

Find the Activation ID for Your Store and Configure the Software Using This Code

You can find and enter your Activation ID by

1. Logging into the Subway Wizard at http://www.kudzuinteractive.com/subway/ using your login and password.
2. Click "View Store Menus & Activation Codes"
3. Locate the Activation "Code" or ID for the store you are installing. This code will look something like abcdef01-2345-6789-abcd-ef0123456789
   (This is only an example. **Do not use the above number**. Use the number provided in the Subway Wizard.)
4. Copy the Activation Code for your store by highlighting the code, clicking the right mouse button, and left clicking "Copy." Make sure you highlight the entire code, which may take more than one line on your screen.
5. Right click in the Activation ID field in ETGInterface left click on "Paste" the code. Then click "GO" to obtain a new configuration file from the Kudzu Interactive server.
6. You will be prompted to restart the program.
7. Click OK. You should be back to the Windows Desktop.
8. Double click on the Kudzu Interactive ETG Interface "smiley face" icon. This will place the small smiley face next to your clock. ETG Interface is now installed.

Test an Online Order.

1. Open Internet Explorer, type your Store's Menu Address into the Address Bar and hit Enter, or
   a. login to the Subway Wizard,
   b. Click "View Store Menus & Activation Codes"
   c. Click on the link for your store's menu.
2. Your location's menu will appear.
3. Select an item and follow steps to place an order, using test as your first name.
4. Once your order has been submitted, you should receive the order on your printer within 30 seconds.

Troubleshooting

If you are unable to install ETGInterface and prompted to install the Microsoft .Net framework, download the .Net framework from http://www.kudzuinteractive.com/downloads/dotnetfx.exe **before** installing ETG Interface. If you encounter difficulty installing the .Net framework or experience other installation issues, please email pos_helpdesk@subway.com with a complete description of your problem including operating system and version, as well as your printer driver.

If you are using a Star printer with a cash drawer attached and find that the cash drawer is opening when you receive an order, you will need to change this option. Please open this file in NotePad (C:\Program Files\Kudzu Interactive\ETGInterface\etgInter.exe.config) and find the key labeled PrintDirect. Change the value to True, save the file, and restart the ETGInterface program.

If you are receiving an error while placing a test order, you most likely do not have the printer setup correctly. If you are using a receipt printer attached to your POS, please be sure you selected Other as the printer type during installation and chose the correct printer.

Please be sure that you can print to the desired printer with Notepad or WordPad in Windows. If you can't select the printer from within Notepad, EI won't be able to print to it either.

If you are still having trouble, please email these files to pos_helpdesk@subway.com:
    C:\Program Files\Kudzu Interactive\ETGInterface\ConfigInfo.xml
    C:\Program Files\Kudzu Interactive\ETGInterface\etgInter.exe.config
    C:\Program Files\Kudzu Interactive\ETGInterface\Logs\etgLog.txt
If you do not have the ConfigInfo.xml, you have not properly activated the EI program. Please see the section above regarding Activation ID.