

## **Q1: My printer does not print from SUPERPAY.**

SUPERPAY is a MS-DOS® program which works on all Microsoft® Windows® platforms. However, you may need SUPERPAY's PRINT HELPER to print from SUPERPAY.

### **Q1: What is PRINT HELPER?**

If your printer cannot print directly from SUPERPAY, PRINT HELPER 'translates' SUPERPAY's output into a format which your printer understands. It is a free download from SUPERPAY's website ([www.superpay.co.uk](http://www.superpay.co.uk)).

### **Q2: How does PRINT HELPER work?**

Once you have set up PRINT HELPER, you press F10 in SUPERPAY to print in the usual way. However, instead of printing directly to your printer, SUPERPAY sends your printouts to a file on disk. PRINT HELPER then takes over and sends this 'PRINT' file to your printer.

All this happens in the background, and once you have downloaded and set up PRINT HELPER you are not aware that the module is running.

## **1.1 Before you start**

You need to determine what version of SUPERPAY you are using and where your SUPERPAY is stored. Go into SUPERPAY. On the MAIN MENU, press ALT-F10 to display a window of SYSTEM INFORMATION.

- First, look at the version number displayed at the top of the screen. Confirm that you are using SUPERPAY 3.16.01 or later. (If not, download a more recent version from our website.)
- Then make a note of the directory name in the line which starts PROGRAM: This line shows where your SUPERPAY program is stored and you will need to tell PRINT HELPER where that is when you come to 1.7 below.

Press EXIT to return to the MAIN MENU.

## **1.2 Download PRINT HELPER program**

Start Internet Explorer and go to our website ([www.superpay.co.uk](http://www.superpay.co.uk)).

Click on the DOWNLOADS button at the top of the home page:

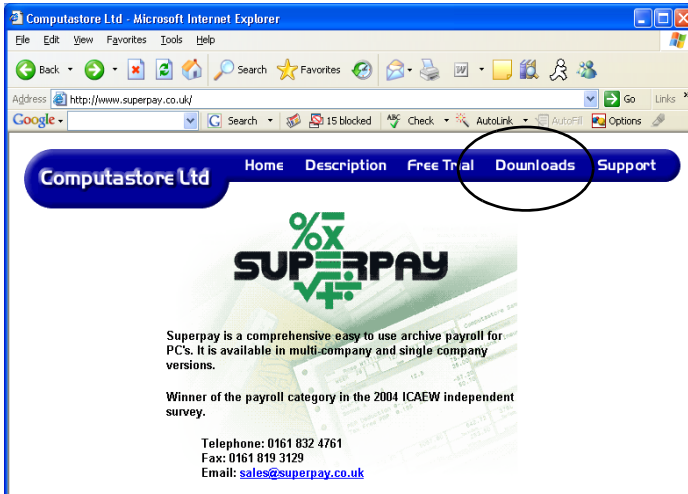


Diagram 1: Select Downloads

In the DOWNLOAD PRINT HELPER section, click on the link to the PRINT HELPER program. (You may need to scroll down to see this.)



Diagram 2: Select the Print Helper program

This is a standard Windows download. Choose RUN or OPEN, whichever option is displayed. If you are asked any security questions click on Yes to proceed. On each

screen which follows, accept the default answers to install the program until you click on FINISH.

### 1.3 PRINT HELPER set up icon

Close SUPERPAY's website, and you should now see a grey F10 SET-UP icon on your desktop:



Double-click this icon to start the SET UP.

### 1.4 System Requirements

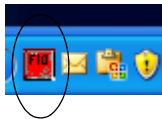
To run PRINT HELPER you need Microsoft's .NET FRAMEWORK VERSION 2.0 on your PC. If, at this stage, you get a:

'The application failed to initialise.....'

message, then you do not have .NET on your computer and you need to download it now. .NET is a free download from Microsoft's website. If you don't know how to download this, refer to Chapter 8 in the 2007 FBI manual.

### 1.5 Create PRINT HELPER icon

When you have .NET on your PC, double-click your grey F10 SET-UP icon. This creates a small red PRINT HELPER icon in your System Tray (the bottom right corner of your desktop.)



(The System Tray holds programs which automatically load when you turn on your PC (e.g. your firewall). They run in the background and do not normally require operator intervention. This is exactly how PRINT HELPER works. You set up the module, and then when you ask SUPERPAY to print, PRINT HELPER automatically runs - with no further intervention from you.)

## 1.6 Select SUPERPAY printer

Double-click the red PRINT HELPER icon to display the following SETTINGS screen.

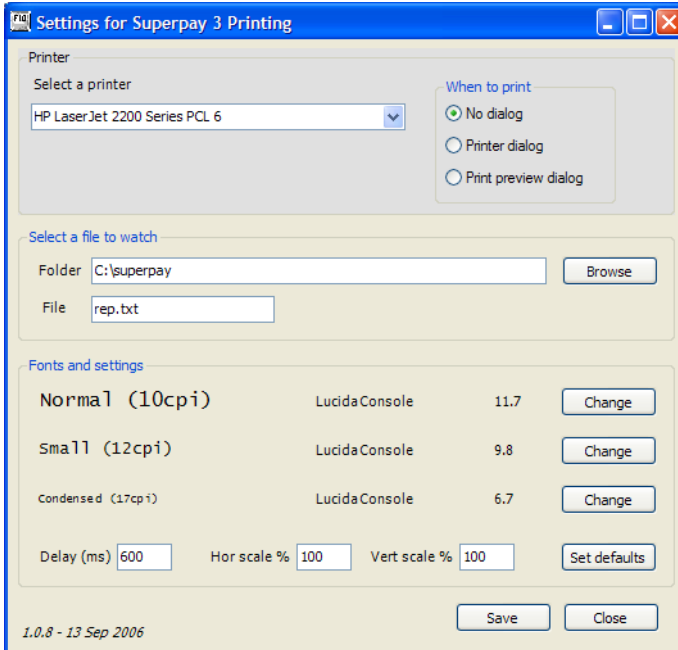


Diagram 3: Choose a printer

Select a printer from the drop down list in the usual way.

## 1.7 Select 'file to watch'

You now need to tell PRINT HELPER where SUPERPAY will save your printouts. If you store SUPERPAY in the default directory of c:\superpay this is already set for you.

You should not need to enter or change any other fields on this screen - the file name **rep.txt** is already displayed - so now click on SAVE to close the SETTINGS window and activate the module.

## 1.8 'Active' PRINT HELPER icon

Now that you have activated the PRINT HELPER module, the System Tray icon changes from red to green.



If you later realise you want to change a SETTING, double click this icon to re-display the SETTINGS screen, and enter the changes.

## 1.9 Prepare SUPERPAY for PRINT HELPER

The next step is to set up your SUPERPAY PRINTER CONTROL settings.

Return to SUPERPAY. On the MAIN MENU, choose option 8, UTILITIES and then choose option 2, PRINTER CONTROL. On this first screen, check that the DESTINATION column is either blank or PRINTER 1 for both your payslips and plain paper reports. Then press PAGE DOWN to display the following screen.

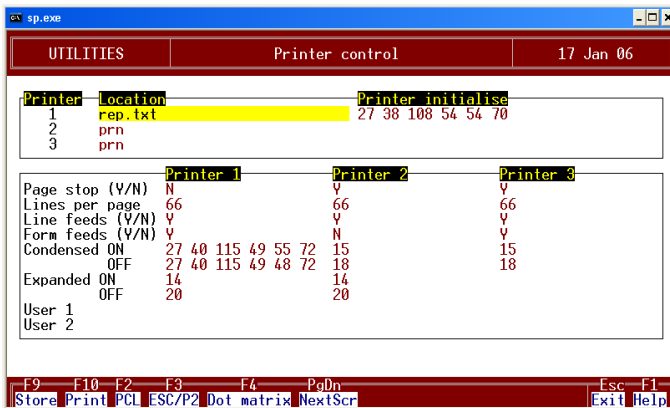


Diagram 4: Set printer details in SUPERPAY

Press F6. This sets up **rep.txt** in the PRINTER 1 LOCATION field and inserts a string of numbers in the PRINTER INITIALISE and CONDENSED ON and OFF fields. Press F9 to STORE this screen.

## 1.10 Confirm Print Helper works OK

Return to the MAIN MENU and now choose option 7, COMPANY RECORD. Press F10 to 'print' the screen. (Note: it does not matter what report you choose to print here. We suggest COMPANY RECORD because it is easy for new users (or IT personnel) to print without having any knowledge of how SUPERPAY works.)

The first time you use PRINT HELPER, it may take a few seconds to convert the output and start printing. If the printout looks OK then you have successfully set up PRINT HELPER. If you have already run a payroll, check that the WAGES BOOK is printed in condensed format. You should also check that payslips line up properly. If not see FAQ 7 in this booklet.

### **1.11 What happens next**

From now on, PRINT HELPER will start automatically when you start Windows. Whenever you press F10 in SUPERPAY to print, the printout will be sent to a REP.TXT file which PRINT HELPER automatically sends to your printer.

### **1.12 Change printer**

If you want to change your printer, you do this in PRINT HELPER, not SUPERPAY; i.e. you double click on the green F10 icon in your System Tray, select the new printer from your drop down printer list and then SAVE the screen.

### **1.13 'Double' printouts**

If you get two copies of all your SUPERPAY reports, you have inadvertently clicked twice on the grey F10 icon on your desktop and set up PRINT HELPER again. If this has happened, right click on one of the green PRINT HELPER icons in your System Tray, and left click on EXIT to delete the 'extra' icon.