



## **Frequently Asked Questions**

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### **How do I print a coupon?**

If it is your first time printing coupons with us, you will need to take a short moment to install the Coupon Printer. Once you have successfully installed the Coupon Printer make sure your default printer is turned on and you are ready to print and enjoy money saving coupons.

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### **What do I need in order to print a coupon?**

Our Coupon Printer technology sends the coupon directly to your default printer, so a printer is required to complete the coupon printing process.

You are also required to have administrative permissions to install the Coupon Printer application onto your computer. This means that you need the appropriate level of permissions to install software onto your computer. Some work environments and or shared computing environments (public library or internet cafe) may not allow you to install our Coupon Printer.

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### **Why do I need to install the Coupon Printer?**

The Coupon Printer is safe software that enables your computer to build and print coupons that will be accepted at stores. Have no worries—we will never do anything to violate your privacy or send you anything without your permission.

The Coupon Printer is a TRUSTe trusted download.

<http://www.truste.org/validate.php?url=www.coupons.com&sealid=102>

Coupons.com is a Better Business Bureau accredited business.

<https://www.bbb.org/online/consumer/cks.aspx?ID=1060221103954>

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### **Where can I download the Coupon Printer?**

You can try our stand-alone installer by clicking on the following link:

#### Windows

2000/XP/Vista with Internet Explorer/ Mozilla Firefox / Netscape Navigator

<http://install.coupons.com>

#### Macintosh

OSX 10.3 or higher when used with Apple Safari / Mozilla Firefox

<http://ftp.coupons.com/Safari/MacCouponPrinter.dmg>

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### **Why can't I see the actual coupon before I print?**

If you never printed coupons before, you will need to first install the Coupon Printer.

Our coupons will never render on screen and will directly print to your printer. Please ensure that your default printer is turned on and has paper and ink or toner. Coupons cannot be printed to a fax machine or graphic format like a PDF. Check that your default printer is set to print to paper.

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### **Why did I get a "Print Limit Reached" message when the coupon never printed?**

Manufacturers using our coupon printing technology typically assign individual print limits to their coupon offers to make sure everyone gets a chance to print their coupon. You may be encountering a "Print Limit Reached" error message if you have attempted to print the same coupon multiple times.

If you encounter a "Print Limit Reached" error message and no coupons actually print, you should first check your printer settings and adjust the default printer if necessary. Coupons sent to the wrong printer or an offline printer cannot be re-queued to another printer.

If you encounter a "Print Limit Reached" error message on a manufacturer website, their coupon promotion may have ended and the coupon may no longer be available.

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### **Why am I prompted to install the Coupon Printer repeatedly?**

If you are using Internet Explorer, your Coupon Printer Add-ons may have been disabled. Please follow these steps to enable your Add-ons and for your system to recognize the installed software:

1. Open your Internet Explorer Browser
2. Go to Tools -> Manage Add-ons -> Enable/Disable Add-ons
3. In the drop down menu select "Add-ons previously used by Internet Explorer"
4. Look for "Cpbrkpie Control" under Name and "Enable" it if it is marked as "Disabled"
5. Look for "CouponBar" under Name and "Enable" it if it is marked as "Disabled". Note that the CouponBar add-on may not necessarily appear in the add-on listing.
6. Restart your browser and print your coupon
7. After installation try printing the coupon again to ensure that the Coupon Printer is properly installed.

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## **Why does my computer not recognize the Coupon Printer is installed?**

If you are using Internet Explorer, it may be that your ActiveX control for the Coupon Printer was disabled during the installation.

1. Please look for the ActiveX bar (also called the Windows Information Bar) across the top of the page.
2. You may be prompted with this message: "The previous webpage might require the following add-on: 'Couponprinter.ocx' from 'Coupons Inc.'. Click here to allow it to run..."
3. Click on the bar and select "Install ActiveX". This will allow the Coupon Printer in Internet Explorer to print coupons.

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## **Can you mail or e-mail me the coupons?**

Our Coupon Printer sends the coupon directly to your printer, so a physical printer is required to complete the coupon printing process. We do not send our coupons by postal mail or e-mail. Please check with the manufacturer if there are offline offers available in lieu of a print-at-home coupon.

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## **What are the browser/platforms the Coupon Printer currently supports?**

Coupon printing is currently supported on Windows Operating Systems Vista, XP, and 2000 when used with Internet Explorer 6+, Firefox 1+, Netscape 8+, and most MSN and AOL browsers.

If you are unable to print when using an MSN, AOL, or Compuserve browser, please try printing your coupon using Internet Explorer or Firefox.

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## **Why does my Antivirus software flag the Coupon Printer?**

It may be that your Antivirus settings are high and blocking installations. Please rest assured that there are no viruses, trojans, malware, or adware associated with our download. You can verify that our software has been white-listed by TRUSTe at <http://www.truste.org/tdp/whitelist>.

The Coupon Printer is a software program that enables you to send coupons to your printer with a click of a button. It is user friendly and completely safe for you to download. You can disable your antivirus temporarily, install the coupon printer, and enable your antivirus to be able to print coupons safely.

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## **Why can't I print from work or the library?**

If you are trying to print coupons at work, library, Internet café, or university, you may not have administrative permissions required to download and install programs onto the computer you are using. This may be true even if you've downloaded and installed other files or programs onto this computer. If attempting to print coupons from a shared computing environment, please contact your network administrator for more information. If you have a home computer, you may find it easier to access and print our coupons there.

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### Where can I print more coupons?

New coupons are regularly added to Coupons.com. Please check back every week to find the latest coupon offers. Many manufacturers will often promote new products and offer valuable savings. Visit your favorite manufacturer website for exciting news and money saving coupons.

You can also visit [www.coupons.com](http://www.coupons.com) and scroll down to the bottom to find a "RSS Coupons" link which will lead you to more coupons listed on manufacturer websites. <http://couponbar.coupons.com/rss.asp>

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### What is the CouponBar?

Coupons are conveniently organized for you as a toolbar option for Internet Explorer making searching and printing coupons even simpler and fast. You can download and install the CouponBar here: <http://couponbar.coupons.com/CBInstall2.asp>.

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### How do I uninstall the Coupon Printer?

#### Windows:

1. Click the "Start" button (typically located on the bottom left corner of your screen) and click "All Programs".
2. Select the "Coupons" Program group and then click on "Uninstall Coupon Printer for Windows".
3. The Coupon Printer will now uninstall itself, which may take a moment or two.
4. Click "Finish" and you are done!

#### Macintosh:

1. Click on the "Finder" icon to open the Finder window.
2. Select the local hard drive from the Finder window to display the drive's contents.
3. Locate and open the "Library" folder.
4. Locate and open the "Internet Plug-Ins" folder from the Library.
5. Select the "Coupon.plugin" file and move it to the trash.
6. Close and restart the Safari or Firefox browser.

For detailed instructions please click on the link below,

[http://www.coupons.com/corp/source/u\\_uninstall.asp](http://www.coupons.com/corp/source/u_uninstall.asp)

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### How do I uninstall the CouponBar?

You can easily uninstall the CouponBar by using the Windows option to uninstall a program.

1. In Windows, click Start, point to Settings, and then click Control Panel.
2. Click Add/Remove Programs.
3. When the list appears, Click CouponBar
4. Click Add/Remove (or Change/Remove if you are running Windows 2000).
5. Click Yes to confirm that you want to uninstall the CouponBar

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