NRS Panther Tablet POS Troubleshooting FAQs

Version 1.2, September 2023

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Panther POS Installation & Login

1. You can find detailed installation instructions for Panther POS in the [Panther Install Flow guide](#).

2. Before installing Panther POS, make sure you have a good Internet connection.

3. Make sure all other applications are closed (even background applications) while installing Panther POS and synchronizing data.

4. The install key is 16 digits and must be provided by an official NRS representative.

5. The Terminal ID is 5 digits; an existing POS terminal ID will not work in Panther POS.

6. How to login:

   - Use the same user profile and PIN that you have on your POS.
   - For a new store, you will be required to create a new **owner** profile.
   - You must tap the arrow to log in.

7. What is the **owner user**?

   - The **owner user** is the system administrator; i.e. the user with full system access, the same as the **Administrator** on the Puma POS / Cheetah POS.
   - Unlike with the Puma POS / Cheetah POS, in a new store the user defines the **owner** profile and PIN code.

General Usage Tips

1. **Why are some buttons in Panther POS not responding?**

    ○ Some features are under development; look for a popup toast message when you tap on these buttons.

    ○ If you don't see a toast message then contact us.

2. **Use Panther POS when connected to the Internet**.
    To get the maximum out of Panther POS, using Panther POS while your Android tablet is connected to the Internet is recommended.

    Some Panther POS features, such as synching data to the cloud, are not available when the tablet is offline. Additionally, some features have limited offline support, such as inventory and creating a new user.

3. **Tables**
    ○ **Table size**: Tables are sized to fit into the available screen area.

    ○ **Scrolling**: Slide your finger inside the table to scroll the list, slide your finger outside the table to scroll the screen.

    ○ **Sorting**: Click on a column title to sort the data according to that column's values. Clicking on the column title again reverses the sort order.

    ○ **Viewing row details**: To drill down into the details of a row item, tap on the row to open that item's details view.

       Note: Drilling down from a table is not yet supported for all tables.

4. **Product Photos**

    ○ Product thumbnail photos are displayed throughout Panther POS.

    ○ It is possible to add photos to products in Panther POS, by using your Android tablet's ability to take photos of the product in your store.

    ○ Full instructions for adding photos to products can be found in the [Photos Support guide](#).

    ○ Some photo features are not yet fully supported in Panther POS.

Using the Register

Adding Products to the Basket

1. **Search Bar**

   You can use the **Search Bar** in the following ways:
   - Search for a product by name.
   - Search for a product by UPC/PLU.
   - Search for a product by price.
   - **Cash payment**: If you enter an amount in the search bar using the number pad, and then tap the **cash button**, the register accepts a cash payment for the amount entered in the search bar.

2. **Number Pad**

   When you start entering numbers using the **Number Pad**, Panther assumes that these are either a price or a quantity, depending on your next action.
   - **Entering a price**: Enter the dollar and cents amount, then tap the cash button.
   - **Entering a quantity**: Enter the number of items (e.g., 2), then tap a **One-Click product**, this adds two of that product to the basket.
   - **Searching for a product by UPC**: After you enter 7 digits, Panther assumes you mean to search for a product by UPC, and shows matching products.

3. **On-screen keyboard with Search**

   To open the on-screen keyboard, tap the search bar.
   - If you start entering letters using the on-screen keyboard, Panther assumes you want to search for products by name.

   - If you start entering numbers using the on-screen keyboard, Panther assumes you want to search for products by UPC.

   Numbers entered using the on-screen keyboard are not recognized as a product quantity or a price.

4. **Scanning a Product**

   ○ Scanning a product barcode adds it to the basket.

   ○ If the product does not exist in your Pricebook, then scanning the product raises a pop-up screen that allows you to add the product to your Pricebook.

5. **Variable Price Products**

   ○ If a product is set to "variable price", then when this product is added to the basket, a popup will be shown prompting for the price.

One Click Buttons

6. **Using One Click buttons**

   ○ **One Click Product** buttons allow you to add a product to the basket by just tapping on the product button.

   ○ **Scrolling**: If Panther runs out of space to display all the **One Click** buttons in a page, you will need to scroll sideways to see the rest of the buttons.

   ○ **Department One Click buttons**: The last **One Click page** contains a **One Click button** for each department.

      ■ To add a variable-price department product to the basket, tap on the relevant department and then enter a price for the product.

      ■ To add multiple variable-price department products to the basket, first enter the required quantity and then tap the **One Click button** for the relevant department.

7. **Managing One Click buttons**

   ○ **Adding a One Click button**: You can create a new **One Click button** for a product to a page by:
      ■ Tapping the three-dot menu, then **Add a Product to this Page**, or
      ■ by tapping the button with the big "+" icon inside the page.

   ○ **Removing a One Click button**: To remove a **One Click button**:
      ■ Long tap on the relevant **One Click button**; a small pop-up menu with three icons will appear.
      ■ Tap on the bin icon.
      ■ Click **Yes** to confirm your action.

- ○ **Changing a One Click button**: To change the product in a **One Click button**:
  - ■ Long tap the relevant **One Click button**; a small pop-up menu with three icons appears.
  - ■ Tap on the **replace** icon (two arrows in different directions).
  - ■ Search for the new product.
  - ■ Tap on the desired product in the search results table.

- ○ **Creating a new One Click page**: You can create different pages of **One Click** buttons for different departments, e.g. soft drinks and cleaning products.

  To create a new **One Click Page**:
  - ■ Tap the 3-dot-menu.
  - ■ Tap **Add a New Page** in the dropdown menu.
  - ■ Enter a name for the new page.
  - ■ Tap **Confirm**.

Sale Basket

8. **Viewing Promotion Information**: If a product only has one promotion, you will see the summary promotion information in the item row in the basket.

   To see the promotion details, or to view multiple promotions applied to a product, click the downwards pointing arrow in the top right-hand corner of the row to see details.

9. **Summary panel**: The summary panel appears at the bottom of the left-hand basket section. You can pull up the panel to view basket sub-total, extra charges and total.

   You can also click the **Expand button** in the summary panel to see more information about the items in the basket.

10. **Removing Products from the Basket**: There are two ways to delete a product from the basket:
    - ○ **Option 1**: Long tap on the row, this shows a small delete button.
    - ○ **Option 2**: Tapping on the row will open a popup screen with basic product information, a delete button is available in this popup screen.

11. **Purple background for a row in the basket**: When a new product is added to the basket, the row is highlighted purple until the next product is added.

    If the product already exists in the basket, it will not be added as a new row, instead it will be added to the number of items in the existing row.
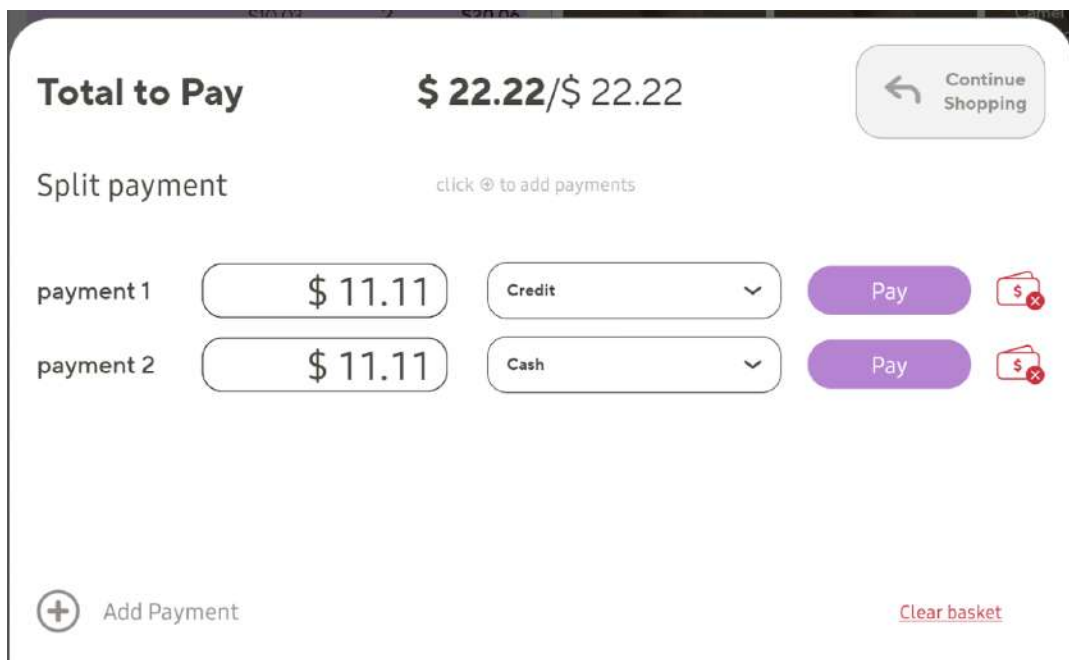
Payments

12. **Payments**: Panther POS supports three payment types: cash (custom cash and exact cash supported up to $9999.99), credit card and debit card.

13. **BR Club customer log-in**: The BR Club customer log-in is the customer check-in button; tap this button and enter the customer's phone number.

14. **Cashback**: Withdrawing money using a card is **not** supported.

15. **Credit card processing devices**: Panther POS currently only supports the PAX S300 and PAX A35 payment devices, provided and calibrated by NRS Pay. Support for additional payment devices will be added in the future.

Split Payments

A **split payment** is a payment where the customer pays in two or more ways, e.g. part credit card and part cash. To make a split payment, perform the following steps:

1. **To start making a split payment**: Tap the **Split Payment** button in the **Quick Button** menu.

2. **Split payment checkout panel**: This opens a special checkout panel where you can choose the number and type of payments, and a dollar amount for each payment method.

a. You can select up to four payment methods.

b. The payment dollar amount is automatically equally divided between payment methods.

3. **Adjusting the dollar amount for each payment method**: You can modify the amount for the payment methods, however if the total amount you entered does not add up to the total amount payable, then the original automatic split will override the amounts you entered.

4. **Giving change**: If the customer wants to pay cash as one of the payment methods in a split payment, and you need to give the customer change, then the cash payment must be the last payment method.

5. **Making payments**: Once one payment is made then the payment method amount can not be changed, and returning to the basket is disabled.

6. **Canceling payments**: You can cancel a single payment or the entire transaction; a confirmation message appears in each case.

   To cancel a single payment:
   a. Tap the red button at the end of the payment method line.
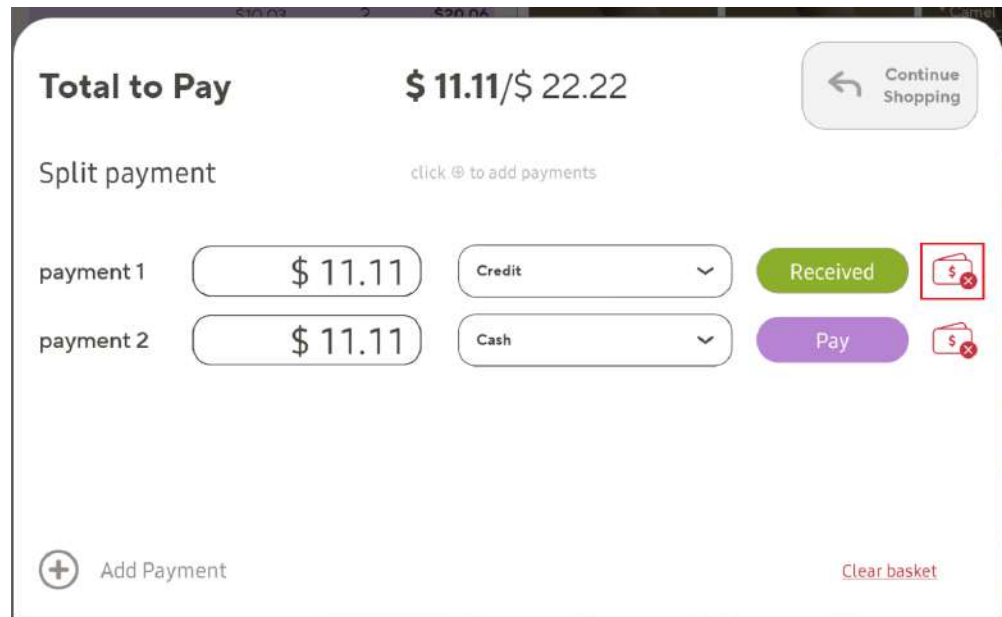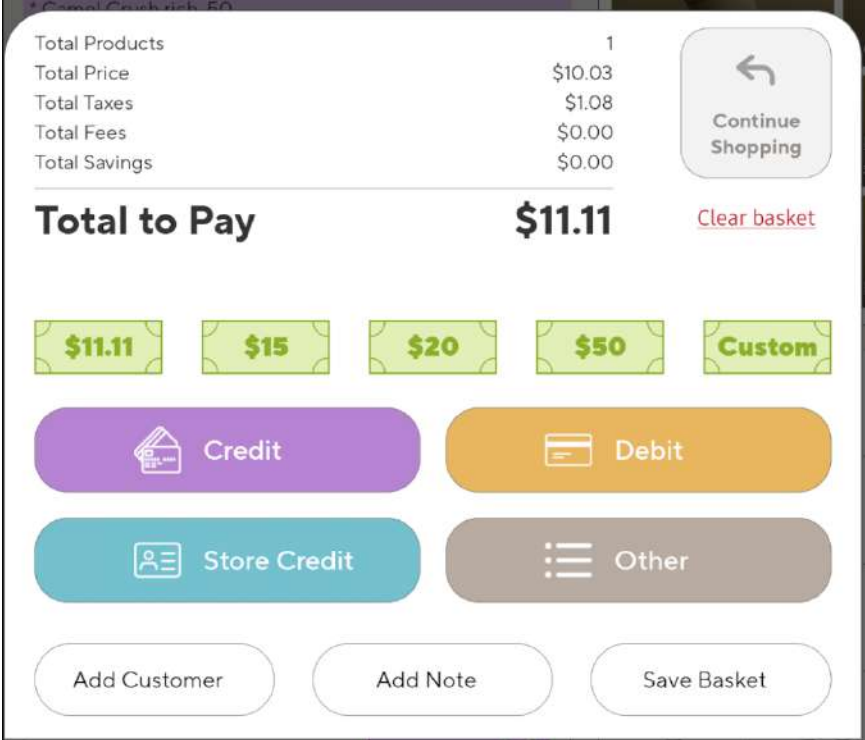
b. Tap **Cancel Payment**.
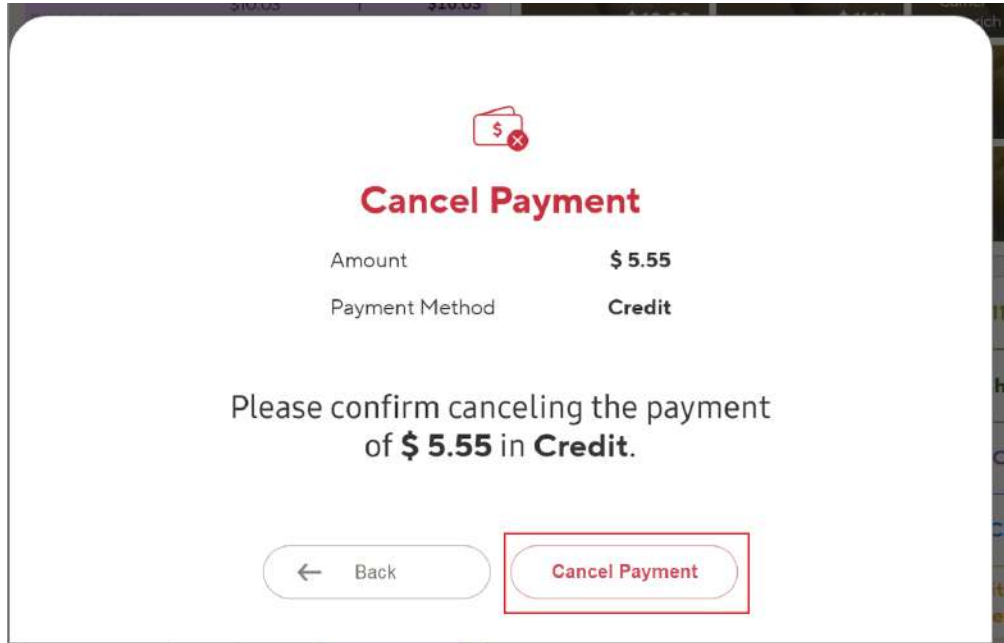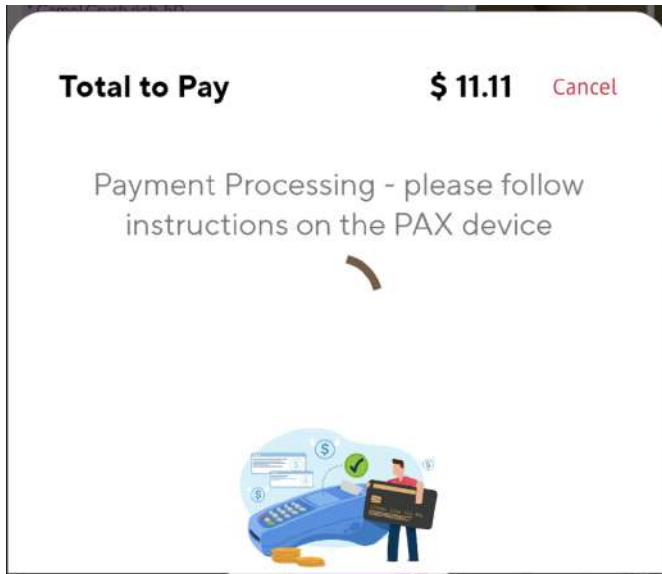
Checkout Process for Credit Card Payments

Panther POS

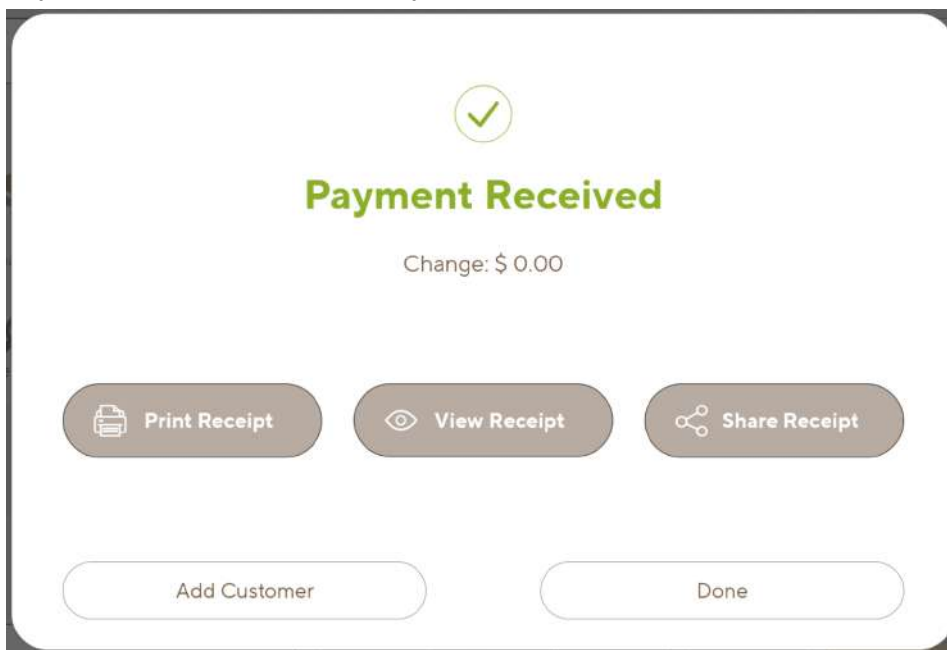The following screenshots show the basic checkout process for credit card payment in Panther POS.

1. Products have been added to the basket.

2. Customer swipes credit card in PAX payment device.

3. Payment processes successfully.

PAX Device View

The following photos show the basic checkout process for credit card payment in the PAX.

1. When at rest, the PAX device display appears as follows:

    During the checkout process via credit card payment, the following messages are displayed.

    These messages appear on the PAX after Panther POS displays the message "Please follow instructions on the PAX device".

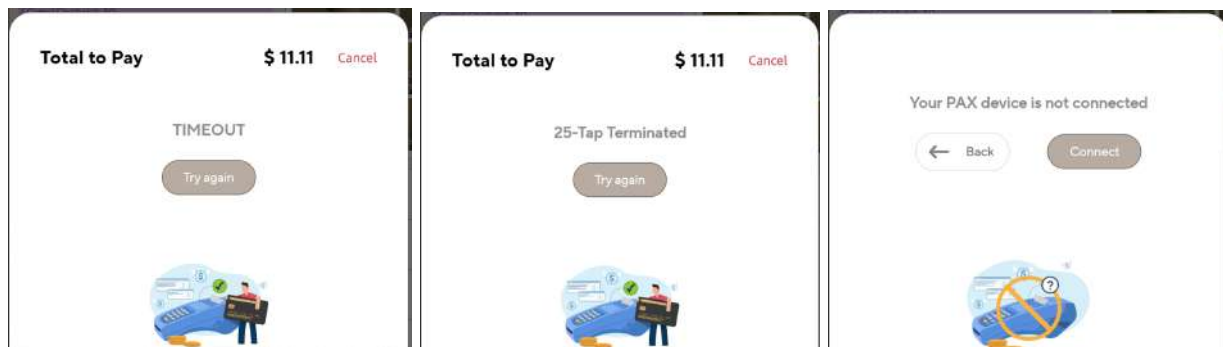2. Prompt for the customer to supply their payment card:

3. Prompt for the customer to remove their card after it has been read:

 or
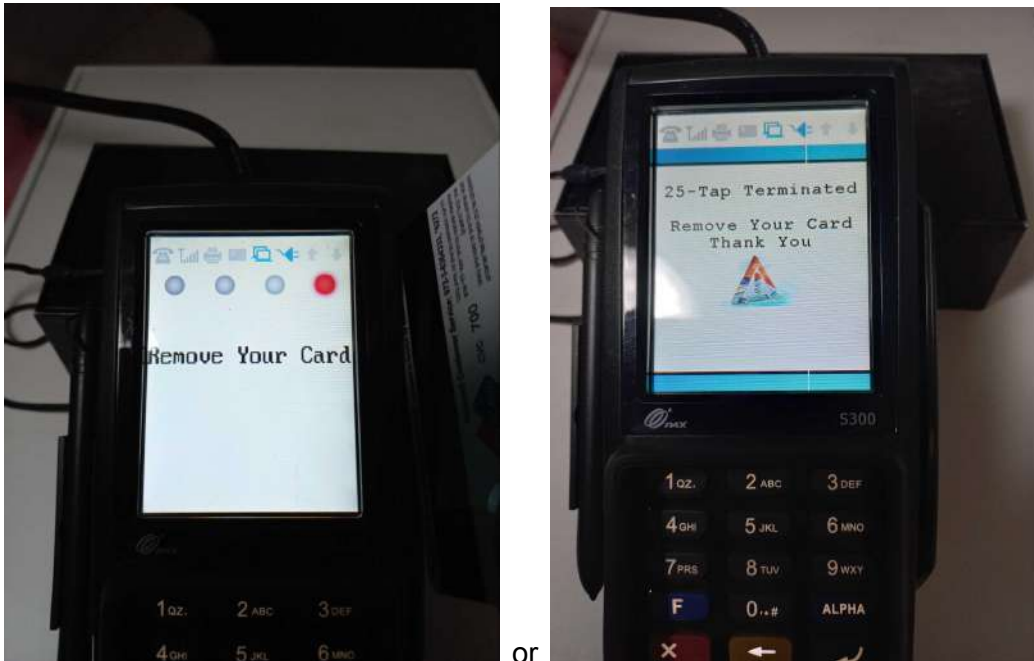
PAX Error Messages

In some cases, the PAX may be unable to process the customer's payment.

When this happens, Panther POS displays the error message from the PAX and suggests a remedial action, for example:

Products

1. **Stock Summary**
   The **Stock Summary** card shows your products' stock level.
   - You can use this view to set the stock level for a product.
   - Panther POS automatically reduces the stock level of a product as items are sold.
   - It is not currently possible to turn off stock tracking.

2. **Stock level definition**
   The following definitions are used for defining stock levels.
   - **Low**: 20 items in stock and under
   - **Medium**: 21 to 75 items in stock
   - **High**: 76 items and up
   The definitions for Low, Medium and High stock levels will be configurable in future versions of Panther POS.

3. **My Bestsellers**
   The **My Bestsellers** card shows the three products which sold most over the last 30 days.
   - The card displays the net dollar value of sales, not the number of items sold.
   - If the card is empty, this means that you haven't made any sales in the past 30 days.
   - The card shows local terminal data only, not store data from your POS.

4. **Price-by-weight toggle**: This toggle is not active since Panther POS does not currently support Price by Weight.

5. **Stock**: In the table on the main products screen, there is a column named "stock", this column shows the inventory count of that product; data is only available while the Android tablet is online.

6. **Sorting the Products table**:
   - Click the column title for any field in the **Products table** to sort the table by that field.
   - Use the up and down arrows that appear next to the field name, to sort the table in ascending or descending order.

7. **Quantity Price**: Directly beneath the **Pricing & Cost** section in the **Product Details** view, appears the **Quantity Price** button. You can use this button to change the price structure for the product from **price per unit** to **price per quantity**, e.g. "$5.00 for 2".

   Tapping the **Quantity Price** button again switches back to **price per unit**.

8. **Variable price**: Toggling on **Variable Price** means the cashier will be prompted for a price every time the product is added to the basket.

9. **Product Details View**
    - You can access the **Product Details screen** for a product by tapping a row in the products table.
    - After changing a field in the **Product Details screen**, a green checkmark button appears at the end of the field; tap this button to confirm the change.

10. **Applying a promotion to a product**
    To add a promotion to a product:
    - Navigate to the **Products Details** view.
    - Tap the "+" button in the **promotion card** (at the bottom of the screen).
    - Tap the "add" button on the desired promotion.

11. **Removing a promotion from a product**: To remove a promotion from a product, tap "X" next to the promotion in the **promotion card**.

Reports

1. **Why is the Sales graph empty?** You have not registered any transactions yet.

2. **Why does the Profit graph show an orange warning sign?** This is because cost data is available for less than 60% of your products.

   Click on the **Update Costs** button to add costs for products without cost data.

3. **Why does the Profit summary show an orange warning sign?** This is because cost data is available for less than 60% of your products.

   Click on the "**Update Costs**" button to add costs for products without cost data.

4. **How do I update the costs of products?** In the **Reports** main screen, tap the **Update Costs** button in the **Profit Graph** card or the **Profit Summary** card.

   Alternatively, update the cost field in the **Product Detail** view.

5. **My Bestsellers**: This card shows the 5 products with the most sales (rated by dollar value, not number of items sold).

   If **My Bestsellers** is empty, this is because you haven't sold anything in the past 30 days.

6. **My sales data is missing after reinstalling the Panther POS app?** Uninstalling Panther POS deletes local data, however your data is still securely saved in the cloud and is accessible from the Merchant Portal.

7. **Can I restore my local sales data after reinstalling Panther POS?** This is not currently supported.

8. **Can I view the Sales, Profit, or other reports screens in Panther POS?** This is not currently supported.

Promotions

1. **What is "promotion cost"?** The **promotion cost** is the difference between the full price for the product and the new reduced price you offer. The reason this is called the **promotion cost** is because this is how much it actually costs you to offer the promotion.

   For example, if a product normally costs $9.99 and you discount it to $7.99, that means it costs you $2.00 every time a customer buys the product.

2. **What is "promotion sales"?** This is the total dollar value of all products sold, where a promotion applies to that product.

3. **Why does "usage" in the Top Promotions table show as N/A?** This is because you haven't sold any products that have a promotion applied yet.

4. **How do I modify a promotion?** In the **Top Promotions** table, tap the promotion you want to edit, this opens the **Promotion Details** view.

   In the **Promotion Details** view you can
   ○ Modify the main promotion offering using the **Modify** button near the promotion description.
   ○ Adjust secondary promotion details using the toggle buttons.
   ○ Add/remove products from the promotion.

5. **What is "Minimum Quantity Required"?** This is the minimum number of items the customer must buy to get the promotion

6. **What does the "Quantity Price" button do?** - The **Quantity Price** button allows you to override the **price per unit**, and instead set product cost to a **price per number of items**.

7. **Conflict between "Minimum Quantity Required" and "Quantity Price".**

   The **Quantity Price** cannot contradict the **Minimum Quantity Required**. For example, if the **Quantity Price** is "**3 for $3**", then the **Minimum Quantity Required** cannot be "**2**", because the customer can never buy 2 items.

   If this happens, the values in the input fields will change automatically to avoid a conflict.

Employees

1. **Why is the "Hours & Shifts Summary" yellow?** This feature isn't supported yet.

2. **Where can I find more information on user permissions?** You can find more information on Panther POS permissions in the [Permissions Manual](#).

Vendors

This feature allows you to manage all your activity with vendors in one place, such as: creating and receiving purchase orders, payments, contacts, and more.

This feature will be available soon in Panther POS, stay tuned!

Device Settings

1. Panther POS only supports the following external devices:

   - NRS Receipt printer
   - NRS Barcode scanners
   - PAX S300 retail payment device and PAX A35 retail pin pad (available from NRS Pay)

   The PAX device needs to be manually configured, see below for instructions.

   Note: Only these devices will show device status and information in Panther POS; other printers and scanners may work, but these will not show device status and information in Panther POS and are not officially supported.

2. Panther POS displays the connection status of all devices that are connected to the tablet, including the PAX payment device.

   You can access this information in two places:

   - From the **Settings** screen.
   - From the **Register**: Tap on **Devices**, then tap on **Devices Status**.

3. Although the **Settings** screen shows if the PAX payment device is recognized on the network by the Android tablet, it does not show if there is a "software connection" between Panther POS and the PAX payment device (this will be added in a future version).

Therefore it is possible for the PAX payment device to show as connected in the Settings screen, meaning that the Android tablet can "see" the PAX payment device on the network, but it is still not possible to make any payments via the PAX, in which case the PAX will show as disconnected in the **Register**.
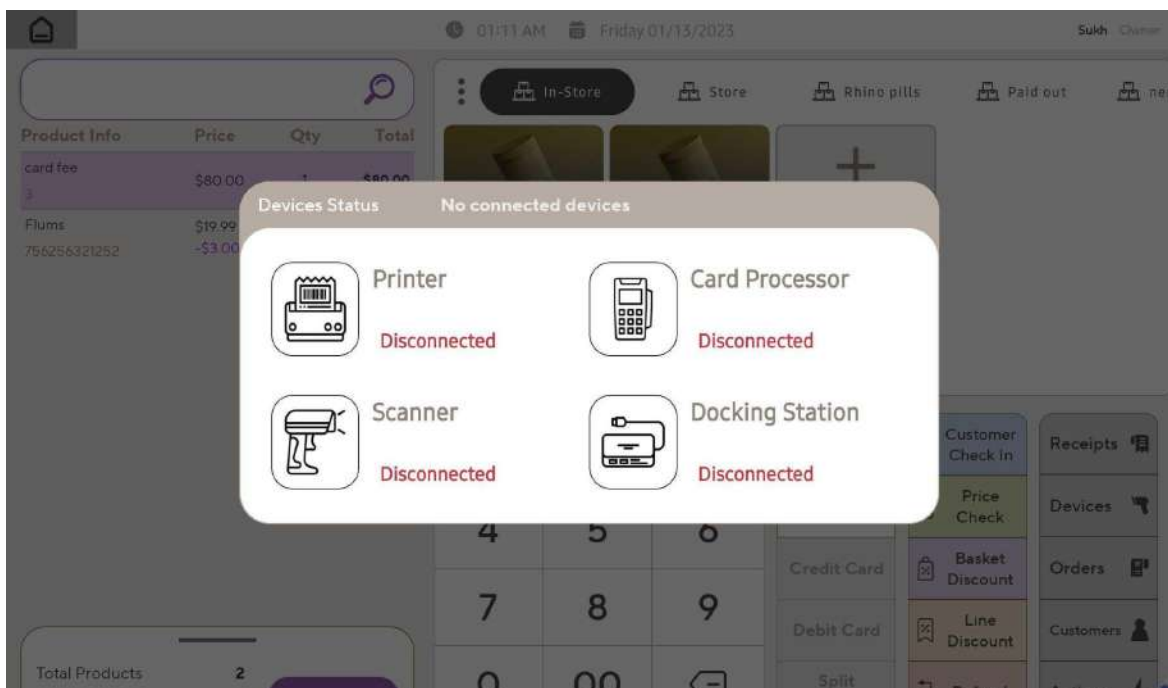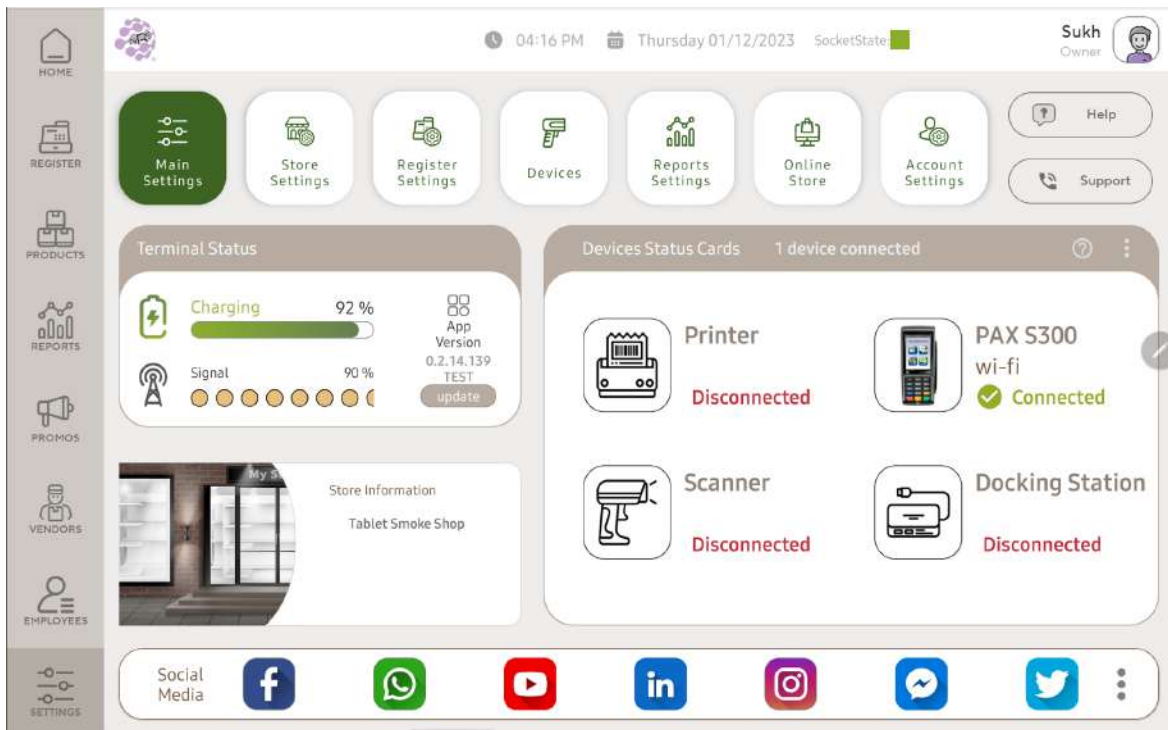
Connecting the PAX S300/A35 Payment Devices

To connect the PAX payment device to your Android tablet, perform the following steps.

A. Make sure your Android tablet is connected to the Internet via your LAN (local area network).

   Note: You can connect your tablet to the Internet by using wifi or via a wired ethernet connection to the USB hub.

B. Power on the PAX payment device.

C. Connect the PAX payment device to the Internet by joining it to the same LAN as your Android tablet.

D. Open Panther POS, and navigate to the register.

E. Click on **Devices**, then **Add PAX Device**.

F. Enter the IP address and port number of your PAX device.

G. Tap **Connect**, you should then see the following messages.
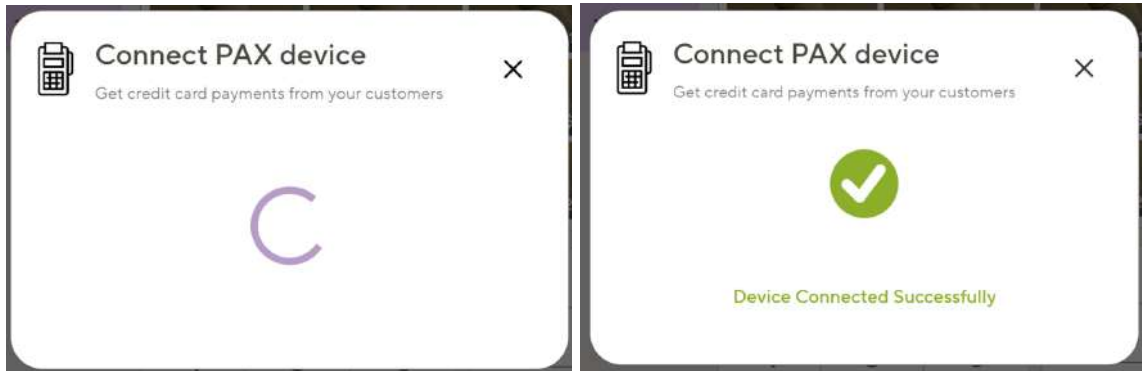
Note: Normally, if the PAX device is unplugged and then reconnected to the power, it keeps the same IP address and the Port Number so there is no need to re-enter them in Panther POS. However, in the event these numbers are not saved and Panther POS loses connection to the PAX, recheck them in the PAX devices menu.

Connection Error

If connection fails, an error is displayed in red.
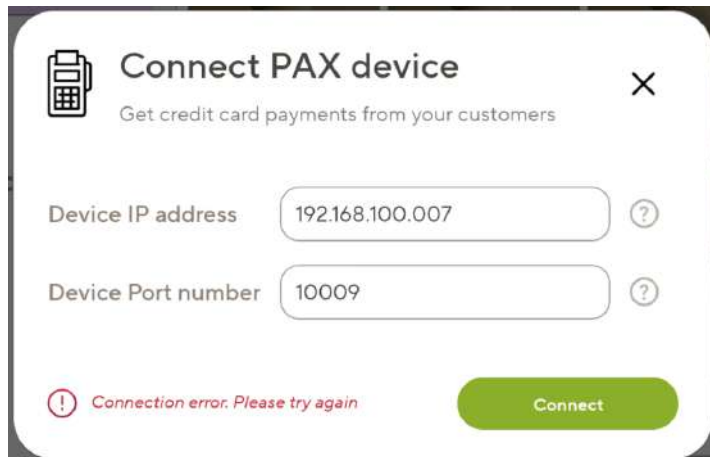
You can click the "?" button to see the error message.
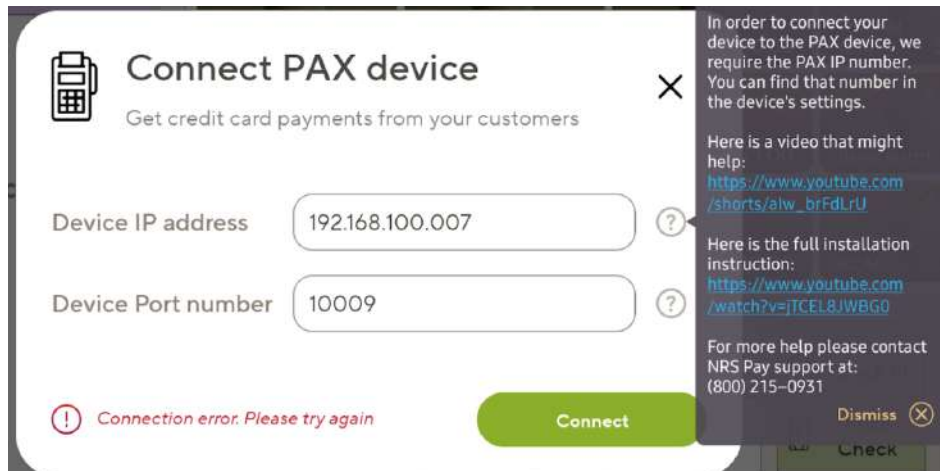
Additional Information

The following videos can help you setup the PAX payment device:

- **PAX S300 Setup**: [Bemacash PAX S300 Setup](#)

- **Finding the IP address of a PAX s300 device**: [How do I check IP port number in the PAX?](#)

- **Finding the Port Number of a PAX s300 device**: [How do I check IP port number in the PAX?](#)

Troubleshooting the PAX connection

- If you get an error dialog:
  - Check that both the Android tablet & the PAX have an Internet connection.
  - Verify that the IP address and Port number have been entered correctly.

- If there is still no connection, verify that the PAX & Tablet POS work on the same LAN network.

- If all is correct but there is still no connection, power off the PAX for 30 seconds, turn it on, wait until it passes all self-tests, double-check the PAX IP didn't change, and try again.

- If there is still no connection, see if you can "ping" the PAX IP address from the Android tablet.

Troubleshooting

Data Synchronization

1. **Data created in the POS does not appear in Panther POS**: Check if the data appears in the Merchant Portal; if you can see it there, the problem exists between Panther POS and the Merchant Portal. In this case, close & reopen the Panther POS app to force an update data sync.

   If the issue is still not resolved, contact NRS technical support.

2. **Data created in Panther POS does not appear in the POS**: Check if the data appears in the Merchant Portal; if you can see it there, then the problem is that the POS is not syncing with the Merchant Portal. In this case, try changing or updating existing POS data to force a synchronization.

   If the issue is still not resolved, contact NRS technical support.

3. **Data created in Panther POS does not appear in the Merchant Portal**: In this case, you can try the following:
   - Close & reopen the Panther POS app; this refreshes data synchronization.
   - Refresh the Merchant Portal website in your browser.
   - Log out and log back in to the **Merchant Portal**.

   If the issue is still not resolved, contact NRS technical support.

4. **Data created in the Merchant Portal does not appear in Panther POS**: In this case, you can try the following:
   - Close & reopen the Panther POS app; this refreshes data synchronization.
   - Refresh the Merchant Portal website in your browser.

   If the issue is still not resolved, contact NRS technical support.

Basic Android Troubleshooting

1. **If an app is not responding**
   Close & reopen the app; to do so:
   - Tap the "**|||**" icon in the Android navigation bar.
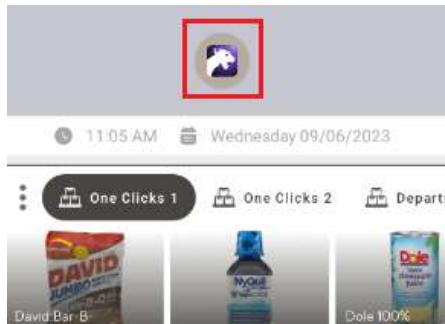

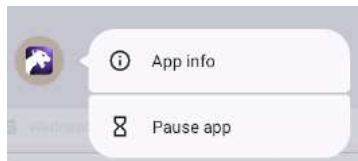   - Slide up the app past the top of the screen, to close it.

2. **Force stop an app**:
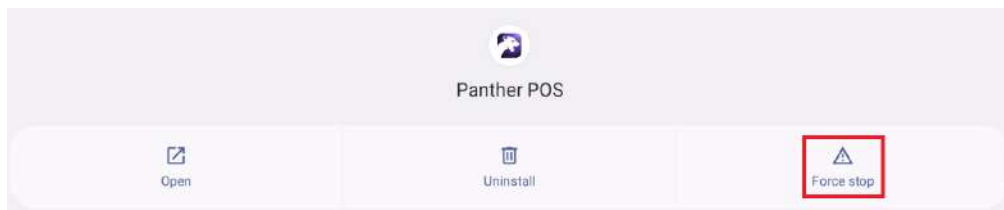   - Tap the "**|||**" icon in the Android navigation bar.

   - Tap the icon on top of the app card.
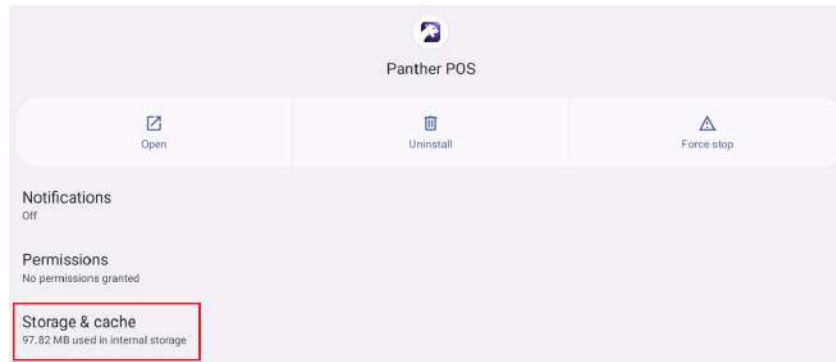

   - Go to **App Info**.

   - Tap the **Force Stop** button.

3. **Clear the app data**:
   ○ **This will clear the entire app data including the sales data and will require full store installation after this action is performed. It is recommended to do this only with a technical support agent**.
   ○ Tap the "|||" icon in the Android navigation bar.
   ○ Tap the icon on top of the app's card.
   ○ Go to **App Info**.
   ○ Go to **Storage**.

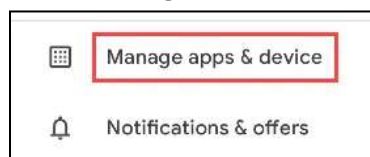   ○ Tap the **Clear App data** button (or the **Clear Storage** button).
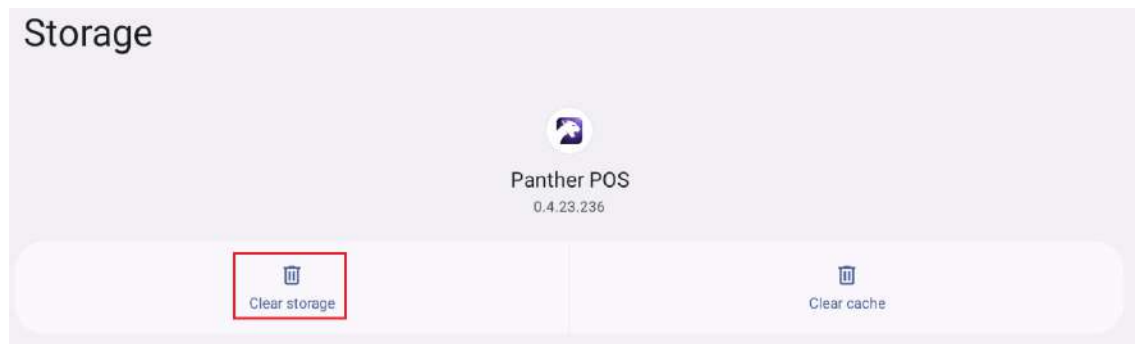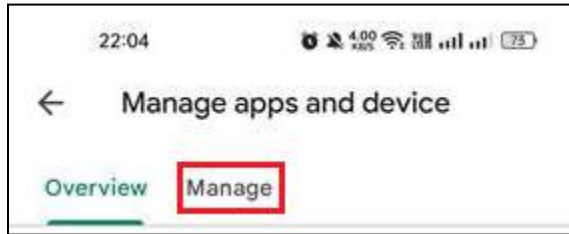

4. **Update an app version**:
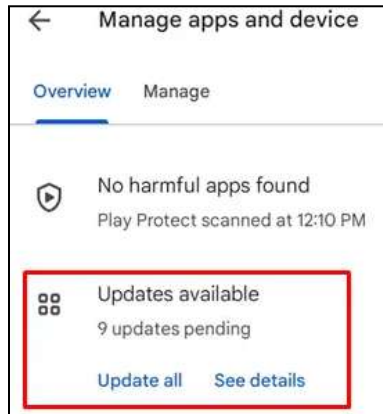   ○ Open Google Play Store.

   ○ Click on your profile picture in the top right hand corner.
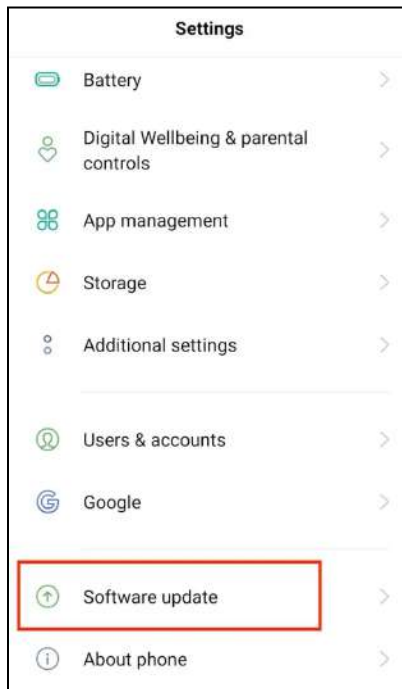   ○ Go to **Manage Apps & Devices**.
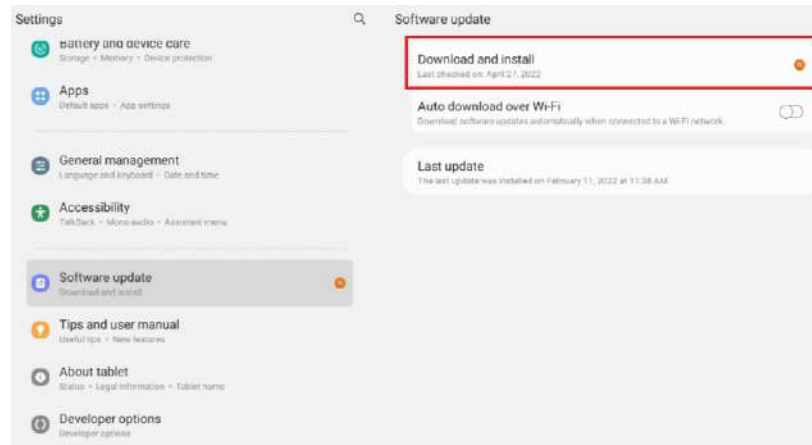
○ Tap on **Manage**.

○ Tap **Updates Available**.

○ If the app has not been updated and an update is available, it will appear in the list, with the option to install the update.

5. **Update Android version**: Panther POS is supported on Android 10 and above, to update the version of Android running on your tablet:
   ○ Open the tablet's **Settings**.

   ○ Go to **Software Update**.

○ Tap **Download and Install**.

○ If an updated version of Android that is compatible with your tablet hardware is available, then an install screen will appear.

○ Tap **Install**.