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# NRS Panther Tablet POS Release Notes

Version 0.9.36 • 9/2024

- Initial Installation
- Manual Batching
- Express Promotion Creation
- Printer Management

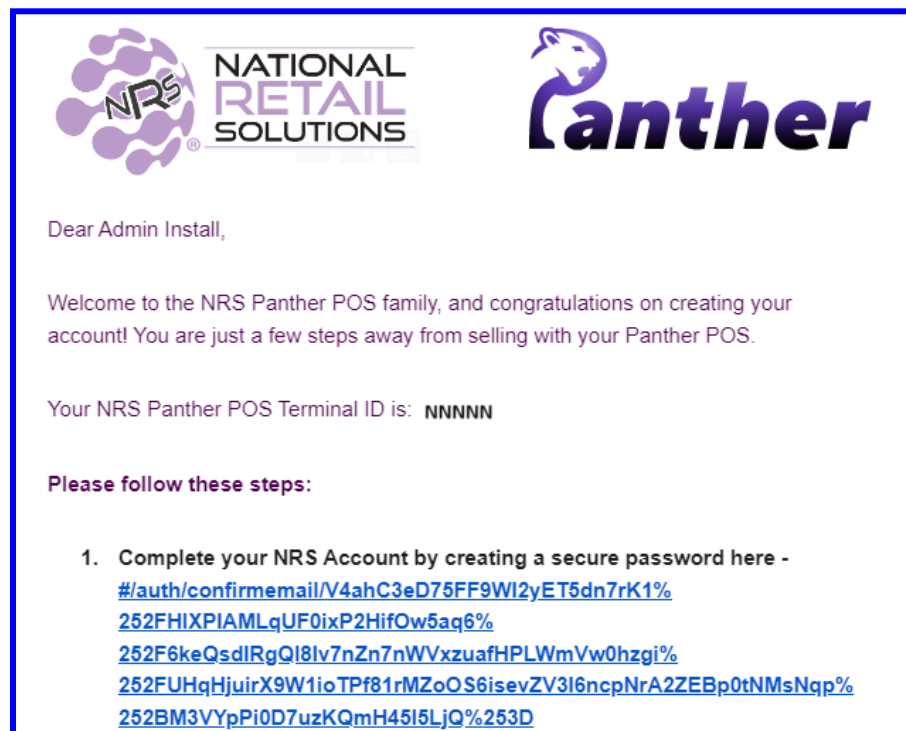
The Panther POS installation process has been simplified so that you can use your email address as the username to install Panther POS.

# Installation and Configuration

## Step 1: Set up a Password


### New Users

1. **Introductory Email:** After your NRS Panther POS application is approved, you will receive an introductory email from NRS.
2. **Set Password:** Start by opening the password set link provided in the welcome email you received from NRS. This will allow you to set a password for the administrator user for your account.




## Existing NRS Users

3. If you are an existing NRS customer (either POS or Panther) you do not need to set up a password. You can use your current Merchant Portal Administrator account. If you are a current NRS POS merchant you will receive an email that starts with the following download step:



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**Panther**



Dear Admin Install,

Congratulations on your new terminal! It was created and added to your account!  
You are just 2 steps away from selling with your Panther POS.

Your new NRS Panther POS Terminal ID is: **NNNNN**

**Please follow these steps:**

1. Install the Panther POS app on your tablet - [Download Panther POS Here](#)





2. Log in to Panther using your email and password

## Step 2: Install the Panther POS Application

1. **Download the Application:** Open the **Google Play** link provided in the welcome email you received from NRS. This link directs you to the **Google Play Store** page of the Panther POS app.

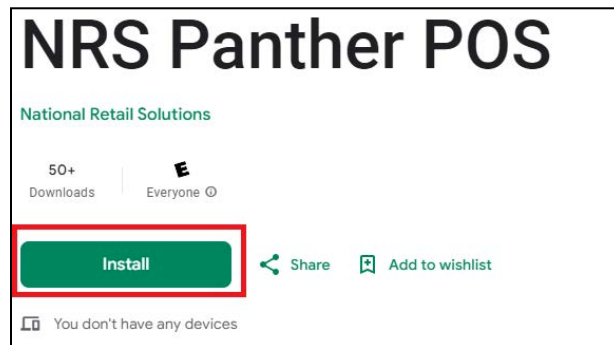
2. **Install the Panther POS app on your tablet - [Download Panther POS Here](#)**



3. **Log in to Panther using your email and password**

We recommend installing the Zoho Assist app on your tablet for customer support when needed: [Download Zoho Assist Here](#)

2. **Install the App:** Click on the **Install** button in the Google Play Store to download and install the Panther POS app on your Android tablet.

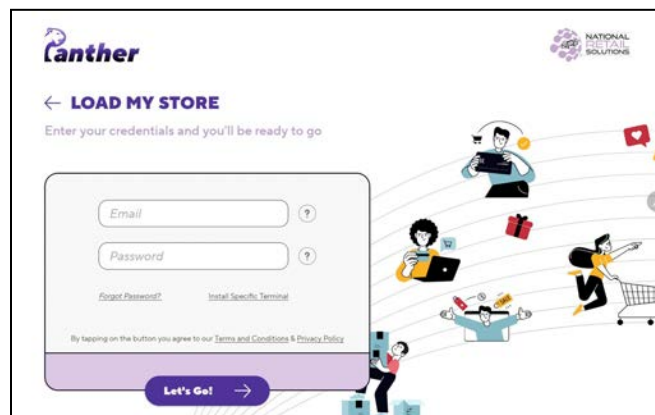


## Step 3: Launch the App

1. **Open the App:** Once installed, open the Panther POS app on your tablet, then tap **Load My Store**.



2. **Grant Permissions:** The first time the app is launched, Android may ask you to allow permissions for the app to access necessary device features and peripherals.
3. **Enter Email address and Password:** Upon opening the app for the first time, you will be prompted to enter your email address and password. **Note: If you are a new user you will need to use the PW that you used in the first step of the install process. If you are an existing user, you should log in with your Merchant Portal Administrator account.**



## Additional Installation Options

### *Forgotten Password*

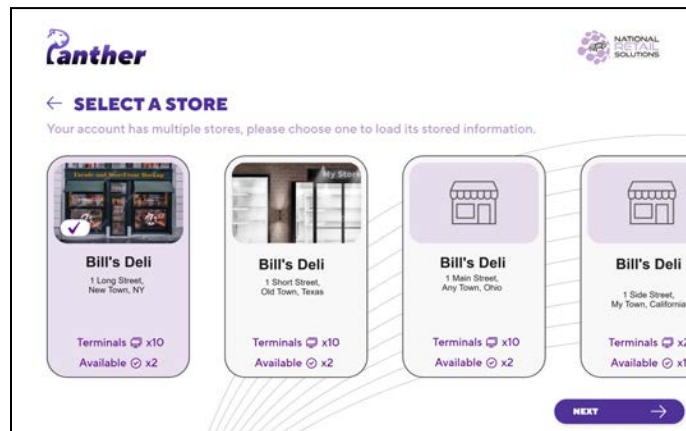
If necessary, you can tap on the **Forgot Password?** link to access a webpage that will allow you to reset a forgotten password.

4. **Tap Let's Go button:** After entering your mail address and password, tap **Let's Go**.



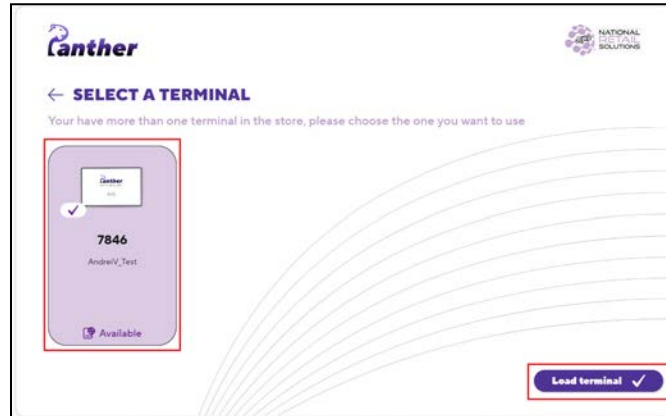
A screenshot of a login screen. At the top, there is a text input field containing the email address "john.smith@mail.com" and a question mark icon to its right. Below it is a password input field with six dots and a question mark icon to its right. At the bottom of the screen, there is a purple button with the text "Let's Go!" and a right-pointing arrow. Above the button, there is a small line of text: "By tapping on the button you agree to our [Terms and Conditions](#) & [Privacy Policy](#)".

5. **Select a Store:** Tap the store in which this Android device will be used. If you only have one store this step will be skipped.



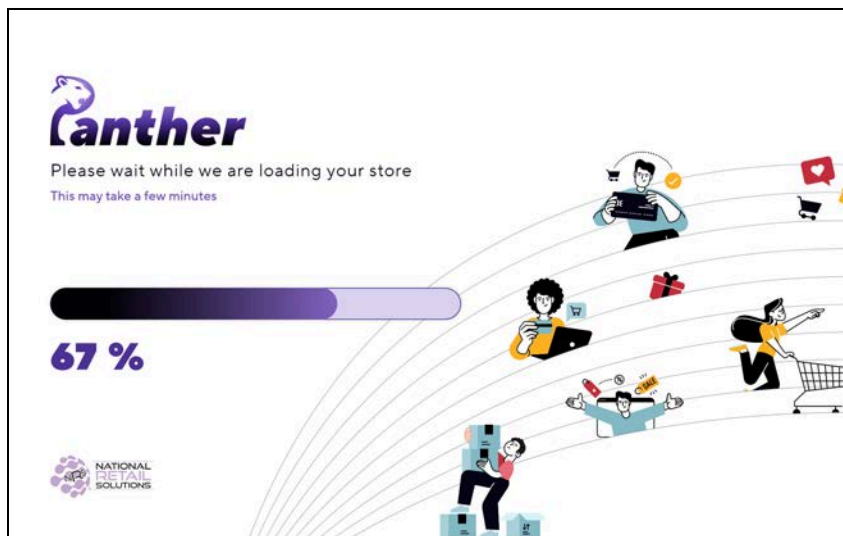
A screenshot of a "SELECT A STORE" screen. At the top left is the "Panther" logo, and at the top right is the "NATIONAL POS TABLE SOLUTIONS" logo. Below the logos is a back arrow and the text "SELECT A STORE". Underneath that is the instruction: "Your account has multiple stores, please choose one to load its stored information." There are four store cards displayed in a row, each for "Bill's Deli". The first card has a checkmark and the address "1 Long Street, New Town, NY". The second card has the address "1 Short Street, Old Town, Texas". The third card has the address "1 Main Street, Any Town, Ohio". The fourth card has the address "1 Side Street, My Town, California". Each card also displays "Terminals x10" and "Available x2" (or "x1" for the last card). At the bottom right, there is a purple button with the text "NEXT" and a right-pointing arrow.

6. **Select a Terminal:** Select the terminal onto which you want to load Panther POS and then tap **Load Terminal**. Select the terminal ID that was noted in the registration email. **NOTE: IF YOU HAVE MORE THAN ONE TERMINAL (POS) ON LOCATION IT IS IMPORTANT THAT YOU SELECT THE CORRECT TERMINAL ID FOR THE PANTHER INSTALLATION.**

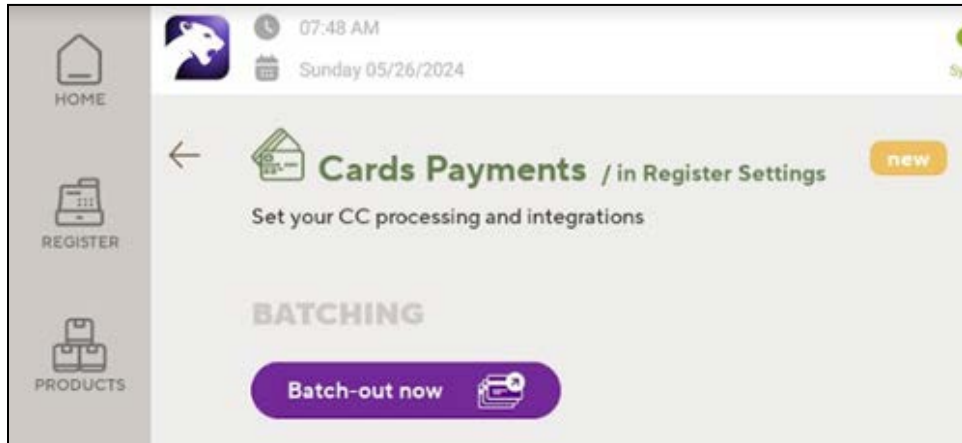


**Note:** If your store has a Classic POS terminal as well as Panther, you will see the Classic POS terminal(s) in this screen, but you will not be able to install these terminals on Panther.

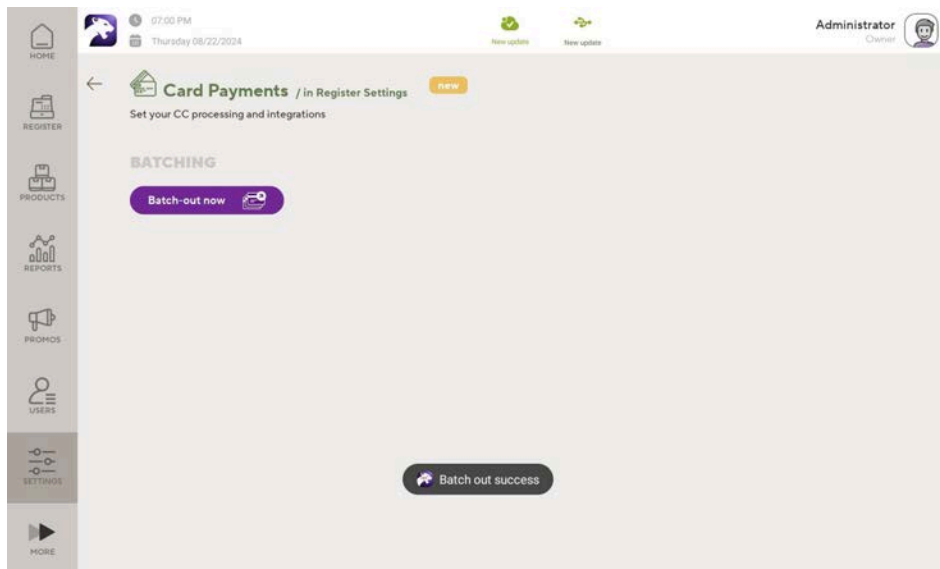
7. Once logged in, your Panther POS is ready for use. If you would like to Synchronize your Panther with any terminals already installed at the location, please contact Customer Support.



**Manual Batching** - has been added to provide you more control over card payment batching processes. You can manually initiate a batching request to the connected PAX device by tapping the "Batch-out now" option. Click on settings and then register settings and select the "card payments" tile.



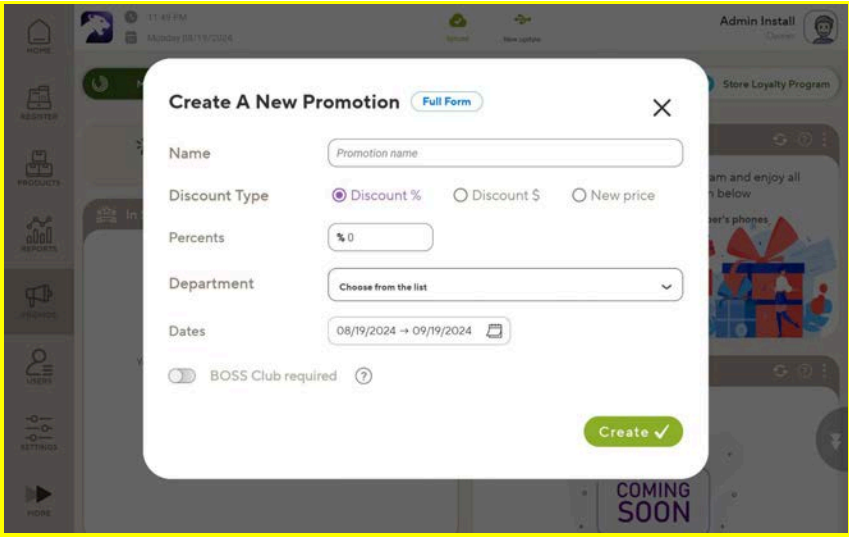
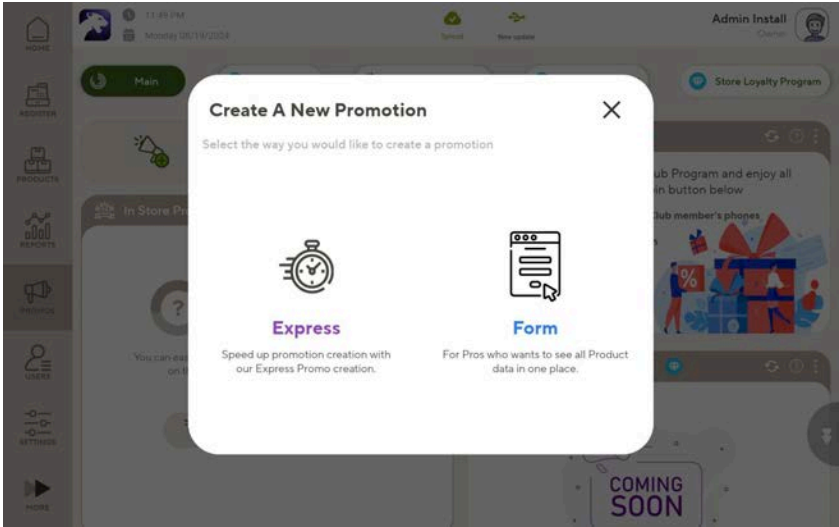
Once the "Batch out now" is selected then the batch will be processed. A message will display "Batch out successful"



# Express Create New Promotion

You can now quickly create promotions with essential details through a new "Express" option. This process only captures necessary information such as promotion name, type, dates applicable, discount details, and department.

**PLEASE NOTE: Promotions created through the express feature will not allow the selection of individual items. You will only be able to apply the promotion to the department.**





## Printer Management and IP Printer Support

Panther POS now supports the IP printer sold by NRS.

In addition, a comprehensive set of printer management features has been added to Panther POS allowing for a more flexible and useful printing setup.

In previous versions of Panther POS, only one USB printer could be used, connected directly to the Android tablet. With the latest release, Panther POS has expanded its capabilities to support IP printers as well, allowing for a more flexible and useful printing setup.

**Note: Panther POS still only supports connecting to one USB printer, but allows connections to any number of IP printers.**

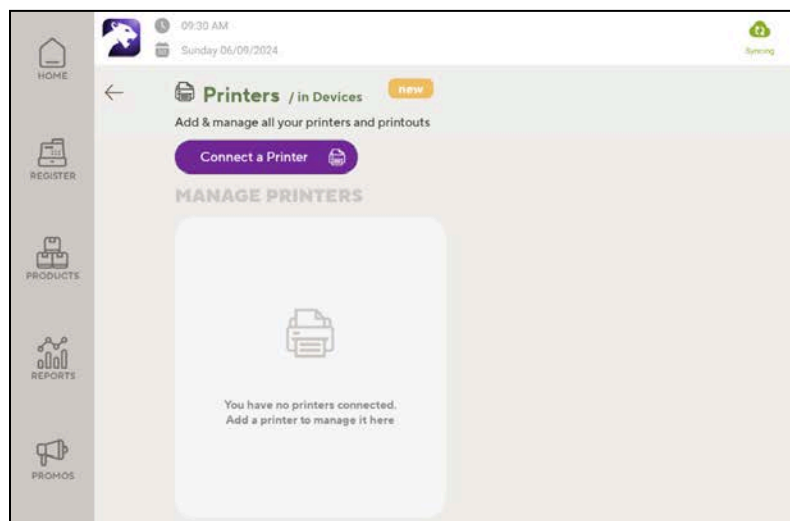
Panther POS IP printing officially supports the NRS Thermal Receipt Printer only.


The new printing management feature in Panther POS allows you to allocate different printers for different purposes.

### Connecting a Printer

To connect a printer to Panther POS, perform the following steps.

1. Navigate to **Settings** → **Devices** → **Printers**.



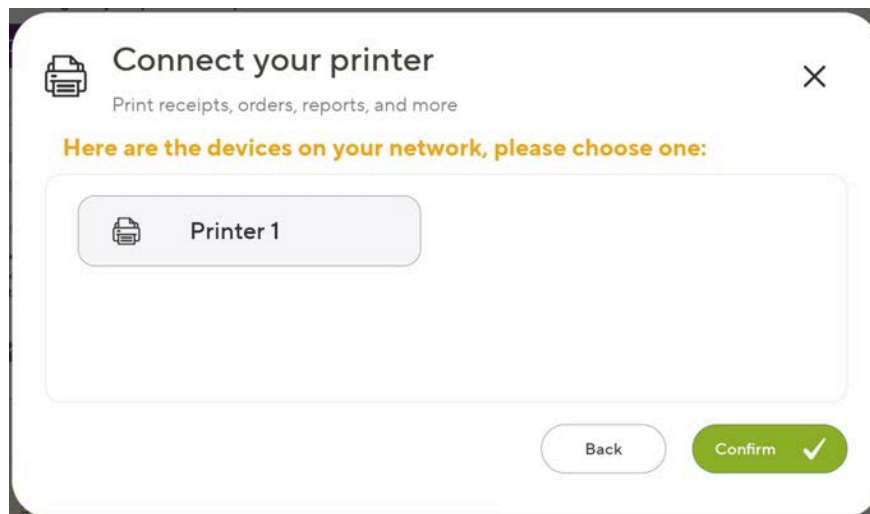
2. Tap on the **Connect a Printer** button (  ) to start the printer installation wizard.
3. At this stage you may see the following popup; tap **“While using the app”** to continue. (This is needed to allow Panther POS access to the network name.)



4. Panther POS will now do a scan for supported IP printers that are connected to the same network as the Android tablet; this scan will take about 2 seconds. In the meantime, you will see a popup message that says, "Please wait."

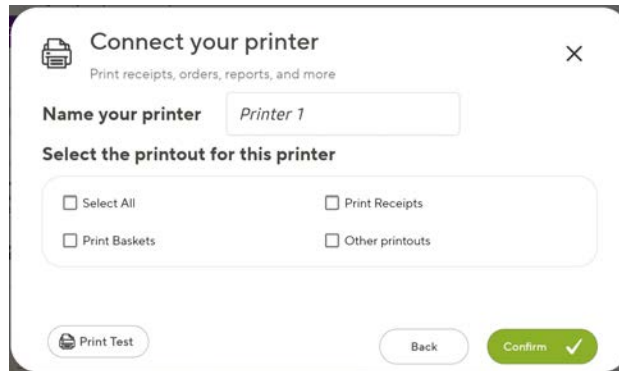
**IMPORTANT NOTE:** Ensure that your Android tablet is connected to the same network as the IP printer you want to connect to, otherwise Panther POS will be unable to see the printer. If your Android tablet is connected directly to the Internet and not via your local modem / router, Panther POS will not be able to see your IP printer on the network.

5. Once Panther POS has identified the printers available on the network, the following popup will be displayed.



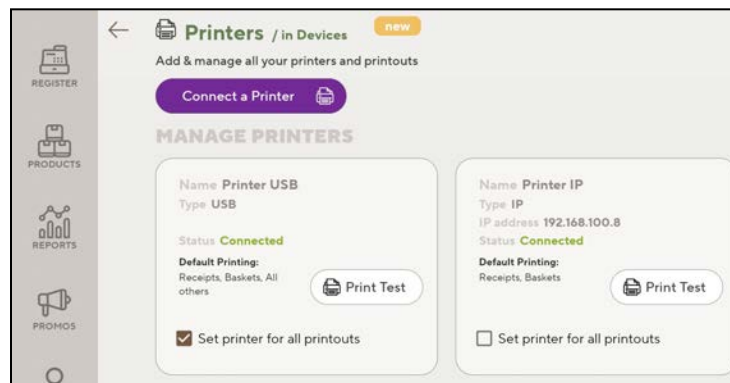
If no printers are found, Panther POS will display a popup message that says, "No printers were found on your network." In this case, you can click on the button labeled **Try Again** to rescan the network.

6. Select the required printer, then tap **Confirm** to install the printer in Panther POS.
7. Once you have named your printer and selected which print jobs it will be used for, tap the **Confirm** button.

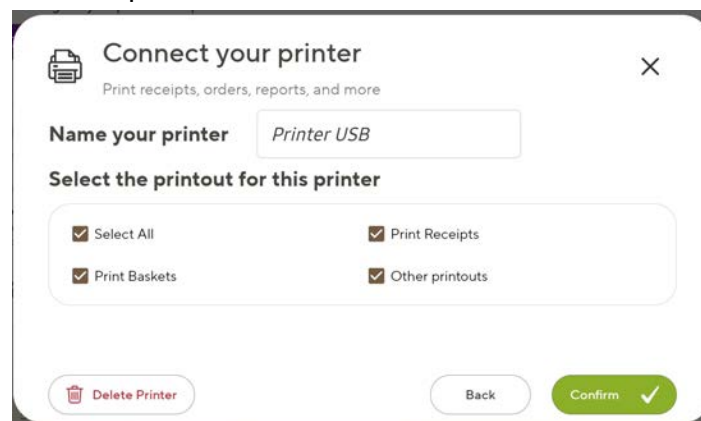



You can see if your printer is connected from the main settings screen or from Devices → Devices Status in the register.

After printers have been added, the Printers Settings screen shows a tile for each printer currently connected.



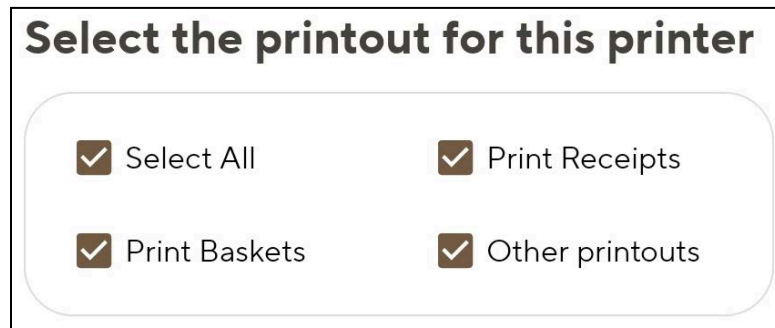
To manage the settings for a printer, tap on the tile for that printer; this opens the Connect Your Printer popup window for that printer.



You can name your printer by selecting the field next to “Name your printer” and enter the desired name for that printer. You will also be able to delete the printer from the Panther POS by selecting 

Selecting this option will cause a popup window to appear with a message, “Are you sure you want to delete this printer?” Tap “Yes” to confirm the action.

You will also be able to change the print job types to which the printer is assigned:

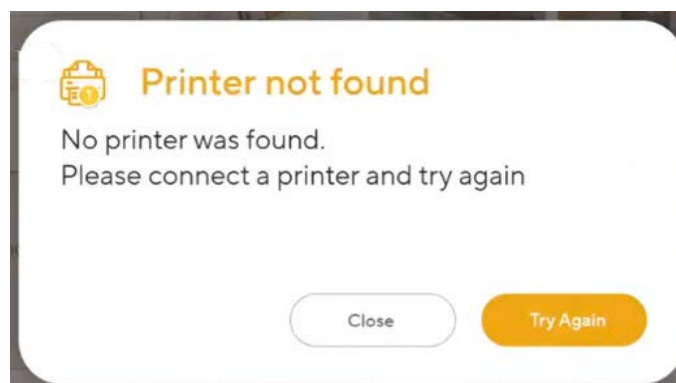


The Printers Settings screen shows which printer is currently assigned to which print job type.



If you have more than one default printer, or several printers selected for the same printout, you will be prompted every time you print for which printer you want to use, or if you want to print on all available printers.

If you try to print and there is no printer which is assigned to that print job type, you will see the following error message.



If you encounter the above error while trying to print a receipt (because no installed printers are assigned to printing receipts), then you can plug in a USB printer to your hub that the Android tablet is using. This will cause the “Connect Your Printer” window to popup.

You will need to *at least* select the print job type that you are trying to print, before you are able to tap on the **Confirm** button.

Printers can now be assigned to print jobs from the following categories.

- **Select All:** The printer will be used for all print jobs.
- **Print Receipts:** The printer will be used for printing receipts.
- **Print Baskets:** The printer will be used for printing baskets; this could be useful for printing e-commerce orders for picking, or for printing orders for preparation by kitchen staff.
- **Other Printouts:** The printer will be used for any print jobs besides receipts and baskets, for example for printing financial and stock reports.

You can select which print jobs you would like to allocate to the printer when installing the printer and also later from the print management page.

**Note:** If more than one printer is allocated to a print job type, then when Panther POS wants to print out that print job, you will be shown a popup box that allows you to select which printer the print job should go to, or if you want to print the print job from all allocated printers.