FAQs for Your Sale Tag Printer

Q: Can I print from the POS directly or from my laptop through the NRS Merchant Portal?

A: The Sale Tag printer is intended for use with your mobile device only through the My NRS Store mobile app which is available on the Apple App Store and the Google Play Store.

Q: Can this printer print both Sale Tags and also shelf labels?

A: At this time, the Sale Tag printer can only print Sale Tags. If you want to print shelf labels, please purchase an NRS Portable Shelf Label Printer from nrsmarket.com.

Q: What should I do if the printer isn't connecting to my mobile device via Bluetooth?

A: If you're experiencing connection issues, try the following troubleshooting steps:

- Make sure the printer is powered on and within range of your mobile device.
- Check that the printer is not already paired with another device.
- Turn your mobile device's Bluetooth off and then back on.
- Close and reopen the My NRS Store App

Q: What kind of paper does this printer use?

A: The NRS Sale Tag printer is equipped to handle NRS Sale Tag supplies only. Using paper from elsewhere could cause paper jams and formatting issues.

Q: What if the printer won't power on?

A: The button on top will glow green when the printer is powered on and ready to print. If the printer button isn't glowing green, first make sure the power cable is plugged in securely to the printer, the power brick and the outlet. Next, make sure the I/O switch on the back is flipped to the I position.