



Multiple Printer Support FAQs

General Information

1. **What kinds of printers does Unified Printing support?**

Unified Printing only supports IP Printers, not USB Printers.

2. **Can I use Unified Printing with a Panther POS?**

No. Currently Unified Printing is only supported on Puma and Cheetah and on the NRS Kiosk. Support for Panther will be in a future release.

3. **Why do I want Unified Printing?**

Unified Printing allows you to send items to different printers in a kitchen so that stations see only the items they need to prepare. Additionally, printing can be automated so that the cashier/server doesn't have to remember to trigger printing.

4. **What is the Default Printer?**

If there is no specific printer or printers assigned to a product, then Unified Printing will print it to the default printer. NRS recognizes that many of our merchants have simple kitchens with a single printer. The default printer allows them to get set up and running quickly and easily.

Setup & Requirements

5. **What is the fastest way to get started with Unified Printing?**

The fastest way to get started with Unified Printing takes only 3 quick steps:

- Have NRS enable Unified Printing in the Portal.
- Configure a Single Kitchen printer in store settings.
- Set Print to Kitchen=True for the department(s) that contain your food products.

6. **Can I assign multiple printers to a product or department?**

Yes! For example, you will be able to assign both a salad printer and grill printer to a Grilled Chicken Salad.

How the Process Works

7. **What is Expo Printing used for?**

Expo Printing is used to generate a ticket that includes all food items on an order. It helps the cashier assemble the order for bagging or trayng. Items that are printed to the kitchen print 'above the line' on the Expo Ticket. Items that were not sent to the kitchen (like fountain drinks) print 'below the line'

Troubleshooting for support

8. **Can more than one ticket be printed to a single physical printer if I need different tickets?**

Yes, you can set multiple printers to point to the same physical device. You will get an independent ticket for each 'virtual' printer.