



NATIONAL
RETAIL
SOLUTIONS



NRS PANIC ALARM PREMIUM FEATURE

Frequently Asked Questions

Q: What is the NRS Panic Alarm?

A: The NRS Panic Alarm is an inconspicuous way to alert the police in a dangerous situation. A specific button on your POS, which opens the register, can also act as a trigger to alert law enforcement that you need help. Simply hold your POS register button a few seconds longer to activate the alarm. We want you to feel in control no matter what is happening at your store, and there is no better way to do so than being able to alert the police silently without anyone knowing you did.

Q: Why do I need to sign an agreement?

A: An agreement outlines exactly what type of service we are offering and helps make sure you and NRS are compliant with the monitoring company and local laws and guidelines.

Q: Why do I have to pay extra if I already have the Advanced Plan?

A: The slight extra monthly charge covers the cost of our 24/7 monitoring service. Whatever time of day you trigger the panic alarm, our monitoring company will always alert local law enforcement to be dispatched to your location.

Q: How is this going to help me in a dangerous situation?

A: In many situations, obviously alerting the police can make the situation even more dangerous. Alerting the police without anyone knowing can help keep a situation under control without escalating it, potentially preventing aggravating criminals in your store.

Q: I already have an alarm system at my store; why do I need this service?

A: A traditional alarm system is excellent for protecting your store when it is unattended, like when it's closed, but not as effective for active situations that directly involve yourself or your store's physical safety. The NRS Panic Alarm is designed to help you when your store is open and you feel threatened. Whether it is a direct hold up or an indirect situation where you think violence or theft may occur.

Q: Why do I need a permit from my city or town to have an alarm in my store?

A: Your local municipality may require you to have an alarm permit to ensure that your store's current, correct location and contact information is on file. If law enforcement knows where your store is located and how to reach you, they can reach you faster. Many municipalities do not require a permit. Our team can assist you in understanding whether you need a permit.

Q: What happens if I mistakenly trigger the Panic Button? Will I receive a penalty?

A: There is often no initial penalty for a false alarm. However, if it happens often, fines may be levied against you.

Q: How will I know that the button was correctly activated?

A: The “no sale” button will discreetly change color and open the cash drawer. When you sign up for the NRS Panic Alarm Premium Feature, you can feel confident about alerting the police in a crisis.

Q: Can the Panic Button be used in case of a fire?

A: The NRS Panic Button is designed to send an alert exclusively to the police. Having the police be the sole recipient of the alert will ensure any threat is covered. However, in the event of a fire or other non-panic alarm specific emergencies, you should always call 911.

Q: Can I cancel a call if I accidentally activate the Panic Button?

A: You may call the Affiliated Monitoring number and provide your passcode. However, if there is too much of a delay in contacting Affiliated, there is a chance the Police will still be dispatched.