Frequently Asked Questions

Q: Does the Speed Gun need to be connected to the internet?
A: Yes, the Speed Gun must be connected to the internet at all times in order to function properly. We recommend you connect it to your store's WIFI upon setup. How to do so can be found in the install instructions which can also be found on CampNRS.

Q: Does the Speed Gun need to be used with the handle?
A: No, you can use the Speed Gun as a standalone unit using the orange side buttons on the device to scan or together with the handle portion.

Q: The handle portion of the Speed Gun is not working. What should I do?
A: Make sure that the Speed Gun is fully locked in place into the handle by pushing firmly downward and sliding it forward into the casing.

Q: What else can I do with my Speed Gun outside of the My NRS Store app?
A: For proper operation of the MY NRS STORE app, we suggest you don't use the Speed Gun for any other programs. It could result in slower function.

Q: Can I use the Speed Gun with my NRS Bluetooth Printers?
A: Yes, you can! You are able to pair your NRS Portable Shelf Label Printer as well as your NRS Sale Tag Printer with your Speed Gun for a seamless label printing experience.
Note: If you pair the Speed Gun with your printer that no other devices should be paired with the printer at the same time.

Q: How close does the Speed Gun need to be to the printer in order to print?
A:The printer should stay within about 20 feet of the device in order to work correctly. Otherwise, you may get connectivity errors.

Q: Can I use multiple Speed Guns with a single printer or vice versa?
A: Each Speed Gun must be used with its own set of label printers. Connecting more than one device to a single printer at a time will cause connectivity issues.

Q: Can this device replace my POS scanner?
A: The Speed Gun does not work or integrate directly with your POS but is part of the POS ecosystem and is designed to work with the MY NRS STORE app. Any of the functions you are able to do on the app you will be able to do on the Speed Gun.

Q: Does the trigger handle need to be charged?
A: No, the trigger handle doesn't need to be charged

Q: Is a strap or holster included with the Speed Gun?
A: No, there is no strap or holster included with the Speed Gun, although every unit has a handle scan unit included with your purchase as an optional add-on accessory.

Q: What happens if the device falls out of the handle?
A: Take the device and click it firmly down and forward into the handle screen up.

Q: How do I turn on my Speed Gun?
A: On the right side of the device, hold down the red button for about 5 seconds until the ANDROID icon appears

Q: My device got "dirty" - how can I clean it?
A: We recommend using a dry, lint free microfiber cloth to wipe down the device

Q: How do I charge my Speed Gun?
A: To charge the Speed Gun, use the included wall outlet box and USB C cable.

Q: How long does the battery last?
A: The battery lasts several hours on a single charge, but exact battery life depends on how heavy the usage of the device is.

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