

Super Panel Firmware Upgrade Instructions

This section describes how to manually upgrade the Prima Super Panel firmware (models **PP1A** [AT&T] or **PP1V** [Verizon]), to allow additional Super Panels to be added to an existing system. In addition to the original "Primary" Super Panel, up to five (5) "Secondary" Super Panels can be added into one system, for a maximum of six (6) Super Panels within one system.

Preliminary Requirements

- A **USB Type-C Data Cable** is required for connecting the Prima Super Panel to the Windows or MAC PC. **Note:** The USB cable must be a data cable; be aware that some USB cables only allow for power charging and cannot transfer data.
- **Windows:** PC running Windows 10 or 11 equipped with USB socket
- **MAC:** PC running macOS 10.14 or later equipped with a USB socket
- **Download the Firmware:** The Primary and Secondary Super Panels each use different firmware versions. All needed firmware files are available in the NAPCO Technical Library; download instructions are in the next section, below.

Download the Firmware Files

The Primary Super Panel must be running the following minimum firmware to support additional Secondary Super Panels:

- Super Panel "**Firmware Version**": 2.4.1.1629.07 or later
- Super Panel OS "**System Version**": 2.1.2.8 or later

Go to tech.napcosecurity.com, select **ENTER NAPCO > Product Type > Prima** and filter by document type "**Software/Firmware**". Select the needed files for your Super Panel type (original Primary or additional Secondary) and your computer operating system (Windows or MAC) and download the WinZip file(s) to your PC. Unzip to a separate folder.

Do not remove or rename any of the unzipped folders or files. For Windows PCs, go to next section; for MACs, go to page 19-2.

Windows Upgrade Procedure

Super Panels connected to Wi-Fi are upgraded automatically over the air. But if the Primary Super Panel needs to be upgraded, perform the following procedure with only the Primary Super Panel connected to your Windows PC. After the Primary Super Panel is upgraded, you can repeat this procedure with multiple secondary Super Panels individually or all simultaneously connected to your PC.

1. Power all Super Panels that you wish to upgrade and/or add.
2. Connect one or more Super Panels to the PC, each using an individual USB data cable. If the Windows PC requires drivers, allow them to be installed.
3. Using **File Explorer**, browse inside each folder to find and run the appropriate file:
 - To upgrade the Primary Super Panel, run: **install-firmware.bat**
 - To upgrade and add a Secondary Super Panel, run: **firmware-upgrade-XP02-S.exe**.

A window will open displaying the upgrade progress for each Super Panel, including the following automatic processes:

- Detection of all connected devices
- Installation of the new application (.apk)
- Updating of the system firmware (update.zip)
- Verification of the versions
- Firmware processes are saved to a spreadsheet named "**panel_results.csv**" that includes the **Firmware Version**, (operating) **System Version**, **IMEI**, and success / failure outcome

Note: The Super Panel will reboot several times during the update process. To serve as a confirmation that the firmware has been installed successfully, the **System Info** screen will display the updated version numbers.

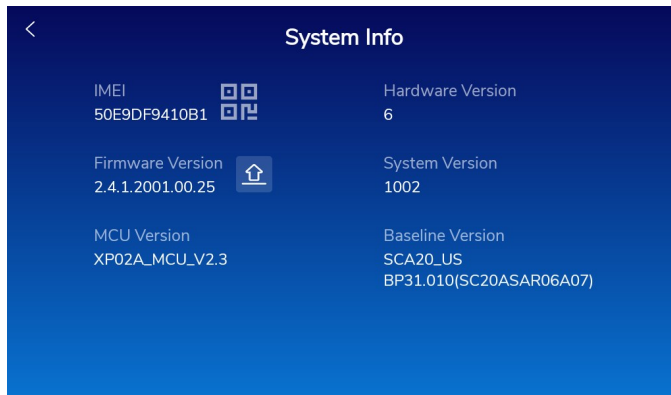
(continued)

Super Panel Firmware Upgrade Instructions (cont'd)

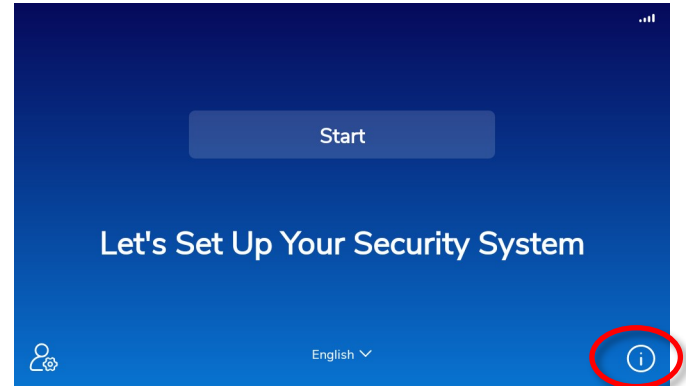
Example **System Info** screen when the Primary Super Panel firmware upgrade is installed successfully:



Example **System Info** screen when a Secondary Super Panel firmware upgrade is installed successfully:



Note that the **System Info** screen is accessible from the Prima 'welcome' screen by tapping the information icon ("i") located at the bottom right corner (circled):



MAC Upgrade Procedure

Super Panels connected to Wi-Fi are upgraded automatically over the air. But if the Primary Super Panel needs to be upgraded, perform the following procedure with only the Primary Super Panel connected. After the Primary Super Panel is upgraded, you can repeat this procedure, one at a time, with each individual secondary Super Panel you wish to add to your Prima system.

1. Power the Super Panel that you wish to upgrade and/or add.
2. Connect the Super Panel to the PC with an individual USB **data** cable. If the PC requires drivers, allow them to be installed.
3. Using **Finder**, browse inside each folder and locate the file named:
 - **install-firmware.command**
4. Right-click the above named file and select **Open With > Terminal**.

Super Panel Firmware Upgrade Instructions (cont'd)

5. In the Terminal window, look for the line "**List of devices attached**" followed by the Super Panel's serial number.

Note: If "- **waiting for device** -" appears instead, check the following:

- Confirm you're using a *data* cable, not a charging cable.
- Disconnect and reconnect the data cable.
- Remove the data cable plug from the Super Panel socket, turn the plug 180 degrees and re-insert

A window will open displaying the upgrade progress for the Super Panel, including the following automatic processes:

- Detection of the connected device
- Installation of the new application
- Updating of the system firmware
- Verification of the versions

Troubleshooting

No devices detected:

- Ensure the USB cables used are USB Type-C 'data' cables

Upgrade fails:

- Disconnect/reconnect the USB cable
- Verify the Super Panel is powered

Unknown Issues

Contact NAPCO Technical Support and be prepared to send them the following:

- The **firmware_upgrade.log** file
- The **panel_results.csv** file
- Description of what happened and what you observed on the Super Panel screen.