



NAPCO SECURITY TECHNOLOGIES, INC.
333 Bayview Avenue, Amityville, New York, U.S.A. 11701
800-645-9445 (631) 842-9400 FAX (631) 842-9137
Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP

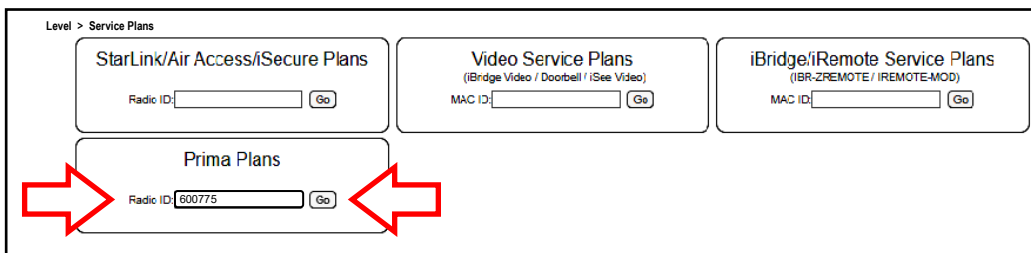


Date: Thursday, October 12, 2023
Subject: How to Register your Prima[®] Super Panel at ComNet
Models: NAPCO Prima[®] Super Panel

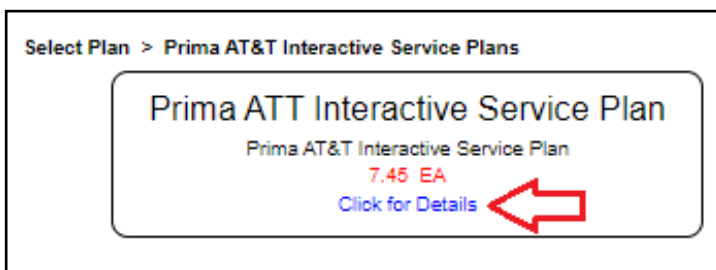
1. Register the Prima control panel at www.NapcoComNet.com. Note that dealers that are new to NAPCO remote services must register at ComNet; the approval confirmation can take up to 24 hours.
2. Select **Device Management > Add Device > Service Plans**.



3. In **Prima Plans**, enter the **Radio ID**, then select **Go**.



4. Select **Click for Details**.





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Select **Add**.

Prima AT&T Interactive Service Plan Includes:

- Dual Path Wi-Fi and Cellular Communications
- Central Station Communications
- Real-Time Notifications, Security and Status via Push, Text, or Email
- Z-Wave automation support

The Service plans are based on reporting to central station receivers using toll-free reporting phone numbers, in cases where a toll number is used, an additional charge of \$0.10 will be applied for each central station report.

For Unit: 600775

Prima ATT Interactive Service Plan	7.45 EA
1 Month(s)	Add

Plan #: PMA-SVC-AI-A

Available Features:

- Prima Video Services Plan includes 1 Video Doorbell and 1 camera, or up to 2 cameras.
- Prima Extra Camera Monthly Video Plan, maximum up to 8 cameras.

5. Select **New**, enter **Subscriber Information**, select **Add Subscriber**, then **Add to Cart**:

Add Subscriber

Subscriber Information Existing **New** Edit

*First Name: _____
*Last Name: _____
Company: _____
*Address 1: _____
Address 2: _____
*City: _____
*State/Zip/Country: _____
Email: _____
Phone: _____
Fax: _____

Unit Information

Device ID: 600775
Service Plan: PRIMA ATT INTERACTIVE SERVICE PLAN@ 7.45 / EA
User Field 1: _____
User Field 2: _____

Add To Cart Exit

Subscriber Information

*First Name/Company: Jesse
*Last Name/Company: Tech Support
*Address 1: 1234 My Street
Address 2: _____
*City: MY Town
*State/Zip/Country: NY 11701 USA
Email: _____
Phone: _____

Add Subscriber Close



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6. If installing cameras or a doorbell, select **Add** for each appropriate add-on. Select **Close** when finished.

Features for Item: PRIMA ATT INTERACTIVE SERVICE PLAN

Found 2 Features

Suggested Accessories

ITEM	DESCRIPTION	PRICE		
PMA-SVC-VID	Prima Video Services Plan includes 1 Video Doorbell and 1 camera, or up to 2 cameras.	2.50	<input type="text" value="1"/>	<input type="button" value="Add"/>
PMA-SVC-XCAM	Prima Extra Camera Monthly Video Plan, maximum up to 8 cameras. *Requires the purchase of item PMA-SVC-VID	.50	<input type="text" value="1"/>	<input type="button" value="Add"/>

7. Review your **Shopping Cart**, then select **Process Order**.

Shopping Cart

[-Sort Last to First-](#)

Service Type	Description	Comment
PRIMA ATT INTERACTIVE SERVICE PLAN PMA-SVC-AI-A	PRIMA AI SERVICE PLAN, VERIZON	600775/Jesse Tech Support/2023-10-11/PMA-SVC-AI-A

[Features](#)

Please note the following:

- Within about 15 minutes, the Prima Super Panel will be activated and will appear on the www.NapcoPrima.pro website **Subscriber List (Device Management > Subscriber List)**.
- Leave the Prima Super Panel unpowered until it appears on www.NapcoPrima.pro.
- If the unit was accidentally powered during this 15 minute activation process, simply reboot the panel after it appears on www.NapcoPrima.pro.