



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: Prima Security System Central Station Reporting
Models: NAPCO Prima® Super Panel

Upon registering your first Prima Super Panel, you will receive an email with a Prima dealer login for the website www.NapcoPrima.pro.

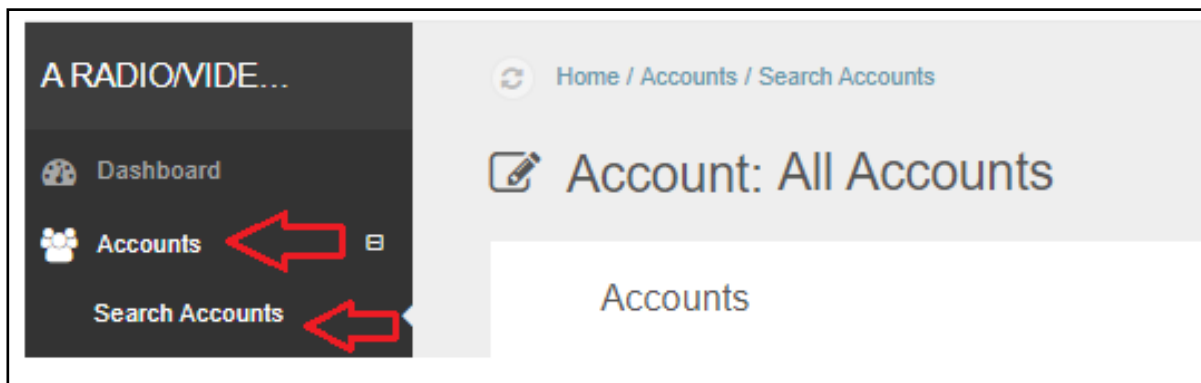
To set up central station monitoring, select a *Prima Authorized Central Station* from the list located in the link below.

- Prima Authorized Central Stations: https://tech.napcosecurity.com/index.php/techlibrary/docdetails/brand_id/1/doc_id/3454.

Contact the central station and provide them with your Prima dealer ID (one time only). Repeat this with every central station you plan to use for Prima monitoring. If the central station agent has any questions, have them contact NAPCO Tech Support at 800-645-9445.

Set up Central Station Monitoring

1. Log into www.napcoprime.pro.
2. Go to **Accounts > Search Accounts**. Search for and select the Prima account you want to configure.





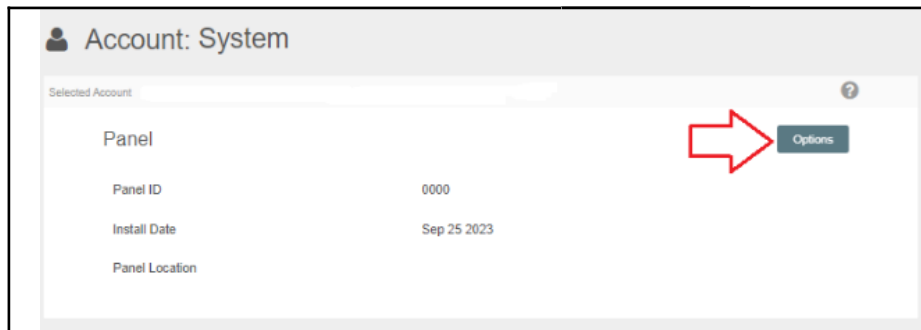
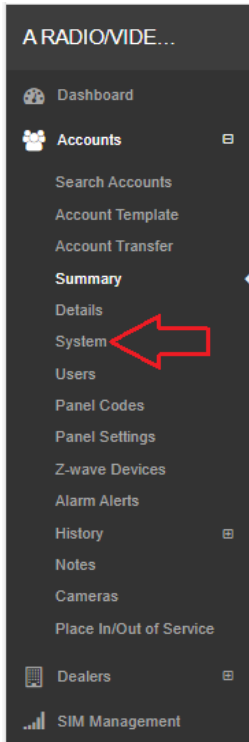
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3. Go to **System > Options** (located in the upper right corner) then select **Edit**.



In the **Edit Panel** screen, the drop-down list contains all of your Prima registered central stations, including the account number range. Select the central station and account number; the next available account number will be automatically assigned (there is also an option to **Manually Enter** a specific account number if needed). Select **Submit**.

Edit Panel [X]

Panel ID * Auto Assign Manually Enter

Reporting Receiver [Napco - 12345 - (9250 - 9499)] [9256]

Panel Type * [Prima]

[Cancel] [Submit]

The Prima unit is ready to report signals to the central station.