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Note: Technical Service is for alarm professionals only

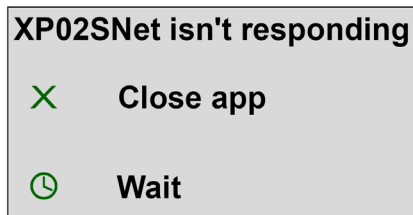
NAPCO Tech Support

TECH TIP



Date: Thursday, November 16, 2023
Subject: Display Message "**XP02SNet isn't responding**"
Models: Prima P1A Super Panel

If the message "**XP02SNet isn't responding**" appears on the Prima Super Panel screen after starting up, the two choices that appear are "**Close app**" and "**Wait**":



If neither selection clears the message, remove the Panel rear cover, disconnect the backup battery and power connectors, wait 10 seconds, then reconnect. If the message re-appears upon power up, call Technical Support.