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Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP



Date: Thursday, November 16, 2023

Subject: PWD Window / Door Transmitter Not Tripping During Initial Setup

Models: Prima Super Panel, Prima PWD Window / Door Transmitter

The initial pairing of the PWD window / door transmitter to the Prima Super Panel requires triggering the transmitter by removing the battery pull tabs and separating the magnet from the transmitter. This triggering of the transmitter must be indicated on the Super Panel screen; if the indication does not appear, the reason may be that the Prima Super Panel firmware is out of date.

Updating the firmware is easy:

1. Enter the Master passcode and access the **Settings** screen.
2. Tap **Info**.
3. Tap the 'up' arrow located next to **Firmware Version**.

The system will check for the latest firmware updates and, if necessary, automatically download and install the firmware into your Super Panel. After updating the firmware, try tripping the PWD window / door transmitter again. If successful, continue with the setup process.