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Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP



Date: Thursday, July 25, 2024
Subject: Prima Methods of Communication
Models: Prima Super Panel

The Prima Super Panel features dual-path capability: Wi-Fi serves as the main pathway, with cellular connectivity reserved solely for emergency backup signal transmission. It is recommended not to operate the Prima solely with cellular connectivity, and to also ensure the Super Panel is connected to Wi-Fi. Using the Prima system connected exclusively to cellular can restrict the use of certain features and devices and can also hinder troubleshooting and the implementation of future enhancements.