



NAPCO SECURITY TECHNOLOGIES, INC.
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800-645-9445 (631) 842-9400 FAX (631) 842-9137
Note: Technical Service is for alarm professionals only

NAPCO Tech Support

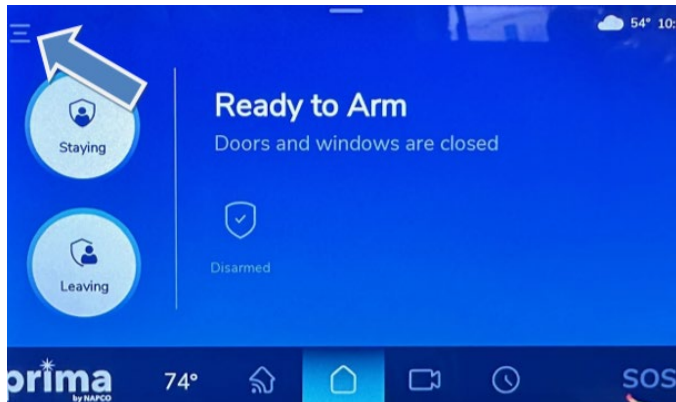
TECH TIP



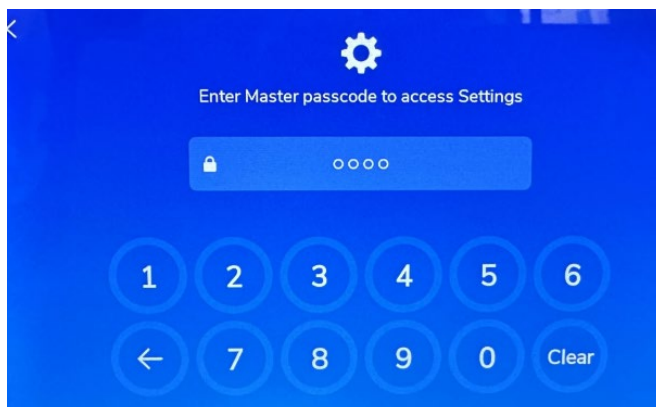
Date: Thursday, May 30, 2024
Subject: Rebooting / Power Cycling the Prima Super Panel
Models: Prima

To reboot your Prima Super Panel without removing the power source and backup battery, use the following menu-driven reboot method:

1. At the Prima 'home' screen, tap the menu selection icon (at the top left).



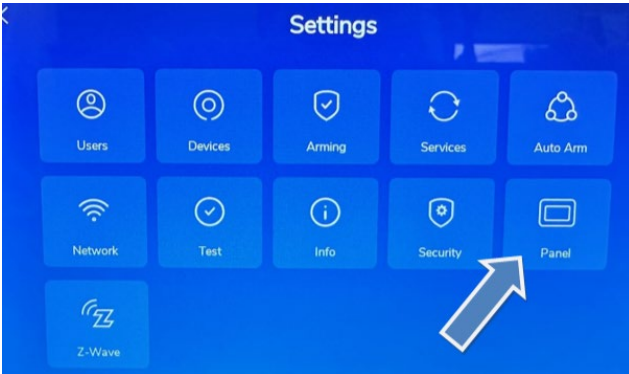
2. Enter the Master passcode:



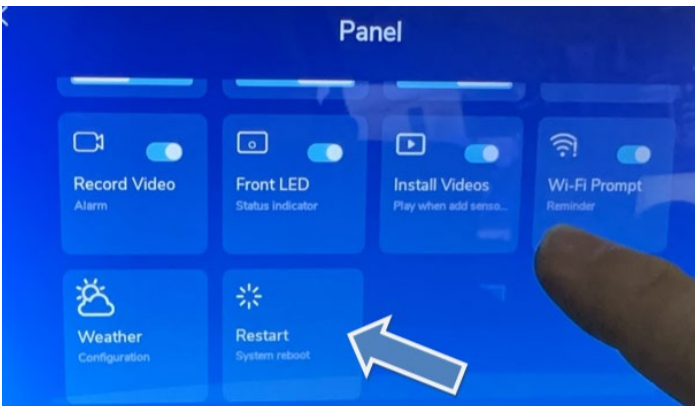


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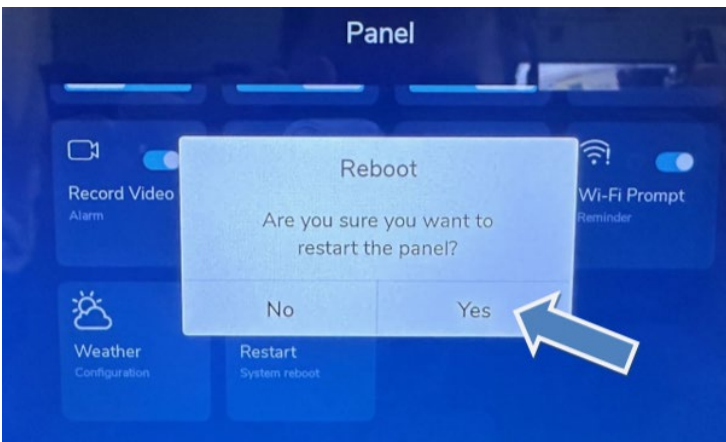
3. Select **Panel**.



4. Scroll down and select **Restart**.



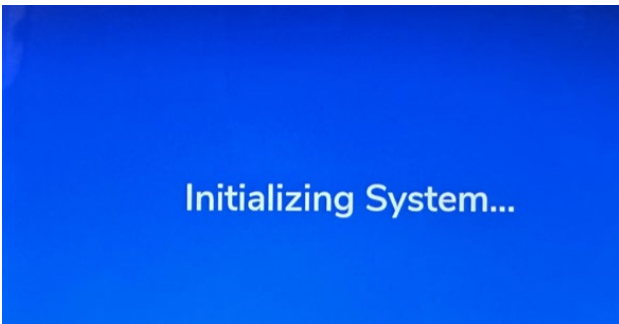
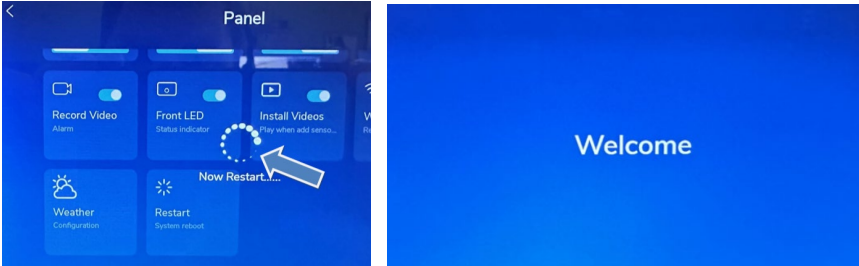
5. After reading the Reboot confirmation popup that appears, and you are sure that you wish to continue, select **Yes**. Note: **This will only restart the Super panel; no data will be lost in this process.**



The restart process will take approximately 2 - 3 minutes to complete.



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When the 'home' screen appears, the restart process is complete.

