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Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP



Date: Friday, June 14, 2024

Subject: "WARNING No gateway entries exist"

Models: Prima Super Panel

The NAPCO Prima dealer portal website (www.NapcoPrima.Pro) allows you to add new (and delete existing) Prima Super Panels (called "gateways" in the website).

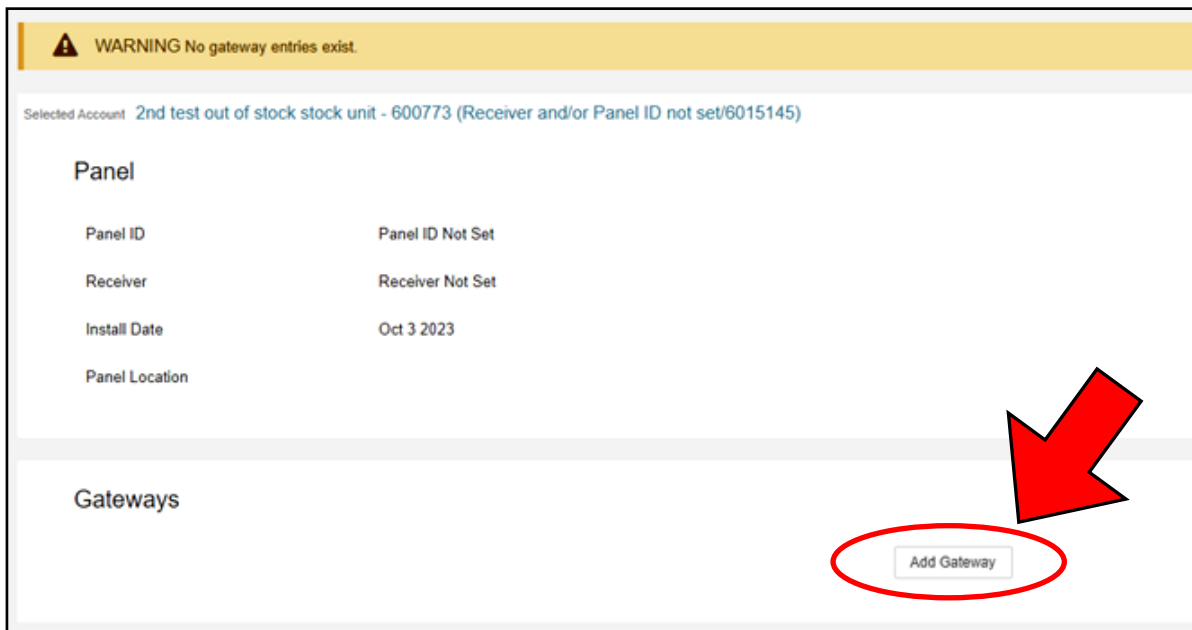
If your Super Panel was deleted in error and the message "**WARNING No gateway entries exist**" appears (shown below), follow the steps below to re-enter the previously added Super Panel (or add a new one):



1. Take note of the Prima Super Panel serial number (the 12-character alphanumeric code on the back of the Super Panel above the battery compartment).



2. In the Prima dealer portal website, select **Add Gateway**:



WARNING No gateway entries exist.

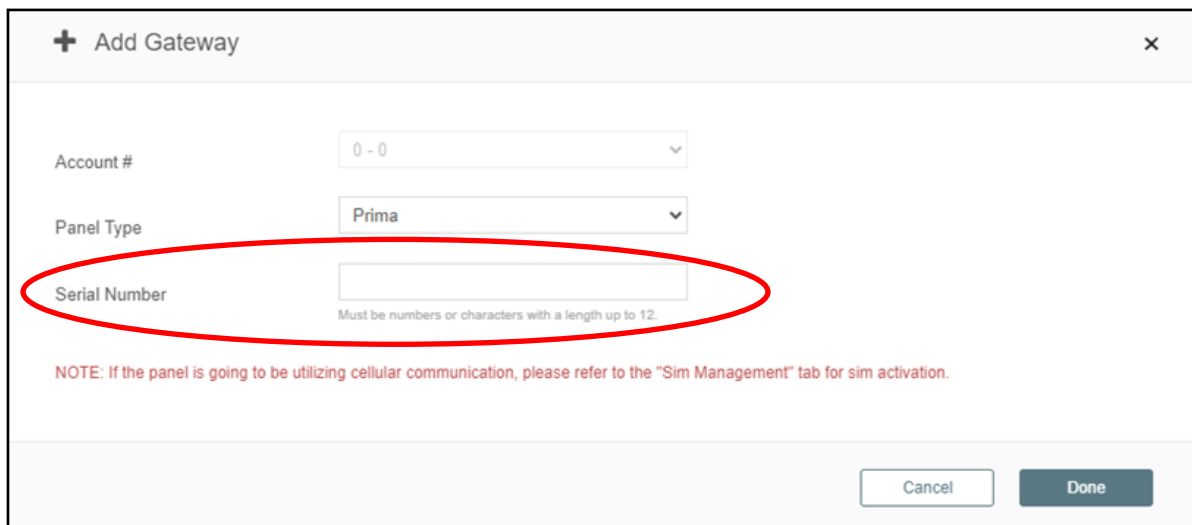
Selected Account 2nd test out of stock stock unit - 600773 (Receiver and/or Panel ID not set/6015145)

Panel	
Panel ID	Panel ID Not Set
Receiver	Receiver Not Set
Install Date	Oct 3 2023
Panel Location	

Gateways

Add Gateway

3. In the screen that appears, enter the 12-character serial number in the field shown, then select **Done**.



+ Add Gateway x

Account # 0 - 0

Panel Type Prima

Serial Number
Must be numbers or characters with a length up to 12.

NOTE: If the panel is going to be utilizing cellular communication, please refer to the "Sim Management" tab for sim activation.

Cancel Done

4. Power cycle the Prima Super Panel and it will automatically re-connect to the system.