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*Note: Technical Service is for alarm professionals only*

## NAPCO Tech Support

### TECH TIP



**Date:** Tuesday, July 30, 2024  
**Subject:** NAPCO Prima: Connected to Wi-Fi with Error Icon  
**Models:** NAPCO Prima

If you see a symbol on a Prima Super Panel screen that looks like the symbol shown below, it means that although the Prima system is connected to a Wi-Fi network (SSID), there is no active connection to the Internet.

The solution is to simply restart the Wi-Fi network (for example, restart the Wi-Fi router) and verify a valid network connection exists with other devices that normally re-connect automatically to the same Wi-Fi network (and thus to the Internet).

Another solution: "Forget" the network and rejoin using the Prima Super Panel screens.

The Prima system cannot receive firmware updates without a valid connection to the Wi-Fi network. In addition, if the cellular signal is weak, the Prima system may have issues reporting system events.

