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*Note: Technical Service is for alarm professionals only*

## NAPCO Tech Support

### TECH TIP



**Date:** Friday, August 23, 2024

**Subject:** Prima Signals Not Being Transmitted to the Central Station

**Models:** Prima

If your Prima alarm or panic signals are not being received by your CS and are not appearing in the event history in the NAPCO Prima dealer portal website ([www.NapcoPrima.Pro](http://www.NapcoPrima.Pro)), check the following Super Panel settings:

By default, the **Transmission Delay** is set to 30 seconds. This simply means that the alarm must sound for 30 seconds before the signal is sent from the Super Panel.

In **Panel Settings > Settings** tab (shown below) select the drop-down and change this **Transmission Delay** to zero (or to the duration required by local codes).

