



NAPCO SECURITY TECHNOLOGIES, INC.
333 Bayview Avenue, Amityville, New York, U.S.A. 11701
800-645-9445 (631) 842-9400 FAX (631) 842-9137
Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP



Date: Wednesday, August 12, 2026

Subject: Enabling Direct Mode on the **MAX2** Fire Series

Models: NAPCO NOC Programming Website
(www.NapcoNOC.com), StarLink SLE-MAX2 Series
Communicators (V226.152.40/17.7 or later)

Prior to the availability of the **Direct Mode** feature, control panel alarm signals captured in the StarLink communicator have been sent to the NAPCO NOC for processing and routing to the central station.

With **Direct Mode**, alarm signals are captured in the StarLink communicator as usual, but instead of sending the signal to the NAPCO NOC, the communicator sends the alarm signal *directly* over the internet to an IP receiver within the central station.

In addition, enabling Direct Mode also enables a "carbon copy" service that sends a copy of the alarm signal to the NAPCO NOC. In addition, real-time signals are displayed in the StarLink mobile app, including programmable notification / messaging services and sensor test signal reports.

The Direct Mode signal pathway is as follows: The StarLink communicator sends a signal to the tower (i.e., Verizon, AT&T), where the signal is sent through the internet directly to the central station IP Receiver. When the communicator receives the acknowledgement that the signal was successfully delivered, a carbon copy of the signal is then automatically sent to the NOC (the NOC's **Signal Log** displays "**Direct OK**" in the **Response** column).

Any MAX2 series fire communicator (SLE-MAX2-FIRE, SLE-MAX2-CFB, SLE-MAX2-CFBPS) may be updated to be "Direct Mode" ready through the following procedure:

To Enable Direct Mode

1. Update the MAX2 series communicator firmware, if needed (Direct Mode requires firmware version 226.152.40.17.7 or later). **Note:** A firmware update requires a tech on site.

The NAPCO NOC provides a convenient way to update the firmware. The general steps are:

- Select **Checkins > Firmware Download**. The latest available firmware version will appear in the **Available Firmware to Download** drop-down. Select **Smart Download > Initiate Firmware Download**. After the firmware finishes updating and the radio reboots, verify that the **Current Firmware Version** reflects the newly updated version.

2. Select **Checkins > Firmware Download**.



IMPORTANT: For the SIM Migration Status to accurately reflect in the NOC, the communicator must be operating on the Verizon SIM (the red LED must be lit on the cellular PCB). If the blue LED is lit, simply press/release the white button on the cellular PCB to swap carriers (AT&T does not require SIM Migration).

Optionally, the NOC allows you to swap carriers by selecting **Checkins > Dual SIM > Switch SIMs**. After the message "**Command Successfully Sent to Radio**" appears, wait 30 seconds, then refresh the browser page; the NOC screen will reflect the carrier change (Slot 1 is Verizon, Slot 2 is AT&T).

After the red LED turns on, proceed to next step.

3. Select the **Migrate SIM** button. Status notifications will appear as the migration process proceeds; when finished

(continued)



NAPCO SECURITY TECHNOLOGIES, INC.

333 Bayview Avenue, Amityville, New York, U.S.A. 11701

800-645-9445 (631) 842-9400 FAX (631) 842-9137

Note: Technical Service is for alarm professionals only

successfully, the following notification will appear (notice the **Migrate SIM** button does not appear):

VERIZON SIM MIGRATION

Prepare SIM for Direct Mode: The Verizon SIM migration has been completed successfully.

Finished at: 2026-07-02 07:02:00

4. Open the NAPCO NOC **General** tab to access the main radio programming screen.
5. To the right of **DEALER ENTERED PROGRAMMING**, select its radio button, then check the **Direct Mode** checkbox; the screen changes to accommodate the Direct Mode feature (example screen shown below).

DEALER ENTERED PROGRAMMING: ☒ **Direct Mode** ☒

Primary Receiver type ☐ VIP Receiver :

Backup ☐ Surgard 2-3-4 :

6. In the **Primary Receiver Type** field, select the central station receiver from the drop-down list.
7. Contact your central station and ask for the specific IP information to enter for their receiver, including the **IP Address**, **Port** number, encryption **Key** characters, central station account number (**Acct #**) and **Debounce Interval** (polling rate).
If Backup or Duplicate Reports are to be sent, enter that data in the appropriate fields (each digit must be 0-9; do not use hex).
8. Download the new configuration to the communicator.

Note: If the Debounce Interval duration is exceeded without the radio's check in signal being received at the central station, the central station will consider the radio communication link non-functional. The Debounce Interval duration must match the fail time (loss of signal time) programed in the primary and back up receiver, if supervised. Verify the Debounce Interval required by the central station receiver as determined by your selected Rate Plan.

Additional Note: Commercial Burglary and Canadian Commercial Fire require IP reporting.