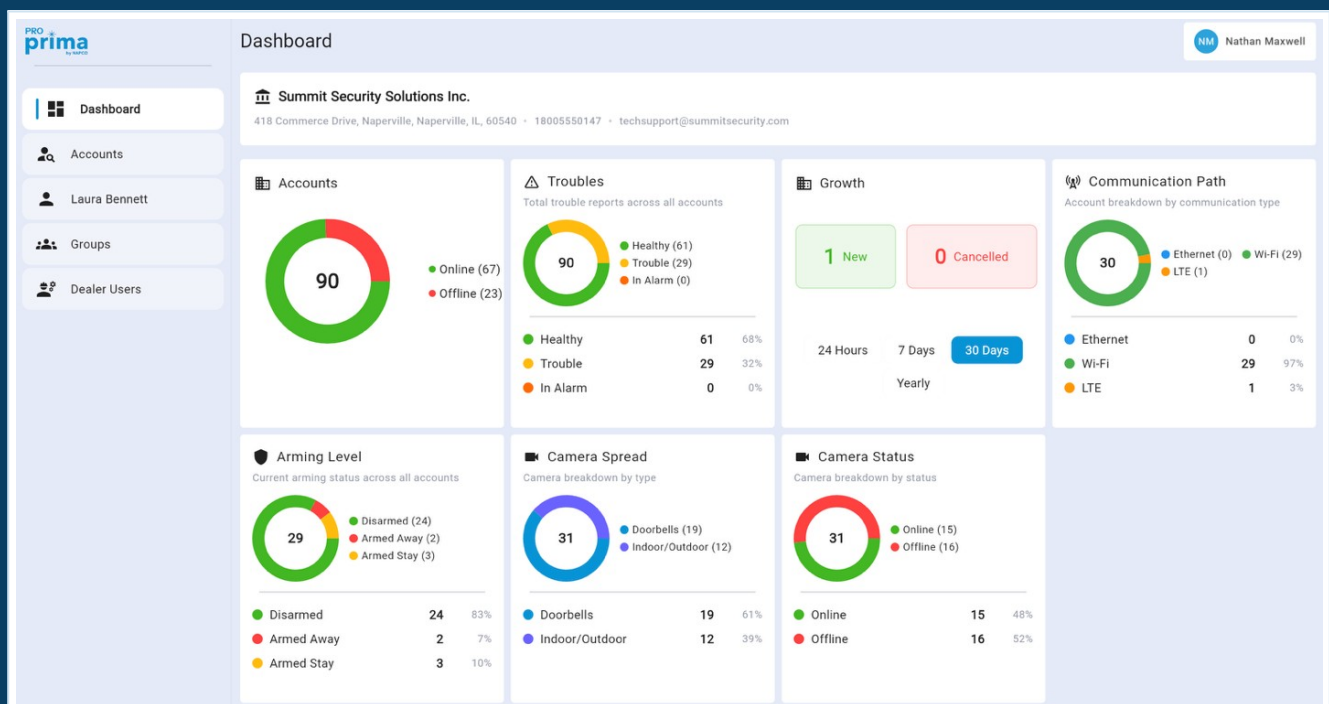


# Every Prima account. One dealer portal.

Prima Pro gives security dealers live visibility and remote control across their entire Prima customer base. Monitor panel health, resolve troubles, program panels, and manage sensors, cameras, and Z-Wave devices from any browser, without sending a technician on site.



Dealer dashboard with live account, trouble, arming, communication, and camera metrics

## Service Remotely

Arm, disarm, reboot, and program panels, enroll and rename devices, and control Z-Wave equipment from the office.

## See the Whole Portfolio

Spot offline, trouble, and in-alarm accounts instantly, then drill straight into the affected systems.

## Stay in Control

Role-based access, approval workflows, and a complete event history keep every change accountable.

## DASHBOARD AND ACCOUNTS

# Know the status of every system before the phone rings



| Prima ID | IMEI         | Account Name  | Online | Security | Power | Network | Cameras | Sensors | Devices | Info |
|----------|--------------|---------------|--------|----------|-------|---------|---------|---------|---------|------|
| 6024173  | 166F06363A0C | Daniel Porter | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024219  | 166F0694A1C8 | Lisa M        | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024220  | 166F0694E511 | Tom R         | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024458  | 166F06346808 | Ray Collins   | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024671  | 166F06FE5F3D | Laura Bennett | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024672  | 166F0696A849 | Karen Brooks  | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024673  | 166F0639E494 | Steven Reed   | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6024790  | 166F06938B52 | Gary Fisher   | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6025012  | 166F0697E0D4 | Anthony B     | 🟢      | 🟢        | 🟢     | 🟢       | 📺       | 📶       | 📶       | 🔍    |
| 6025038  | 166F0650A34A | Rachel Dunn   | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6025104  | 166F06914F76 | Brian Walsh   | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |
| 6025166  | 166F069C3A19 | Nancy Coleman | 🔴      | 🟢        | 🟢     | 🔴       | 📺       | 📶       | 📶       | 🔍    |

Account list with live Online, Security, Power, Network, Camera, Sensor, and Z-Wave status on every row

## Search and Filter in Real Time

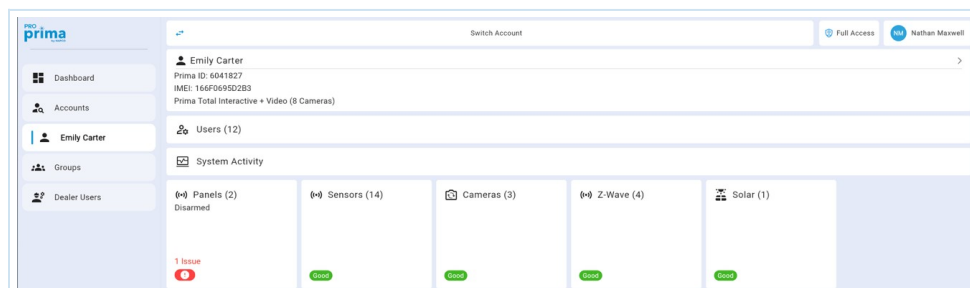
Find any account by name, Prima ID, or IMEI. Combine filters to isolate exactly the accounts that need attention.

- Online, Offline, Trouble, and No Trouble
- Cellular and non-cellular communication
- In Service, Out of Service, and CS Monitoring status

## A Dashboard That Works Your Way

Six live tiles cover accounts, troubles, growth, communication path, arming level, and camera health. Click Offline, Trouble, or In Alarm to open a pre-filtered account list.

- Toggle, reorder, and reset tiles
- Layout saves automatically
- Recent Accounts for quick return visits



| Switch Account                                                                                                |                        | Full Access           | Nathan Maxwell       |
|---------------------------------------------------------------------------------------------------------------|------------------------|-----------------------|----------------------|
| <b>Emily Carter</b><br>Prima ID: 6041827<br>IMEI: 166F069502B3<br>Prima Total Interactive + Video (8 Cameras) |                        |                       |                      |
| Users (12)                                                                                                    |                        |                       |                      |
| System Activity                                                                                               |                        |                       |                      |
| 📺 Panels (2)<br>Disarmed                                                                                      | 📶 Sensors (14)<br>Good | 📺 Cameras (3)<br>Good | 📶 Z-Wave (4)<br>Good |
| Solar (1)                                                                                                     |                        |                       |                      |

Account overview with device category cards, issue counts, and arming state

## Everything About an Account in One Place

The account overview brings panels, sensors, cameras, Z-Wave devices, solar, users, and system activity together on a single screen. Each device card shows its count and a Good badge or issue count, so technicians know where to look the moment the account opens.

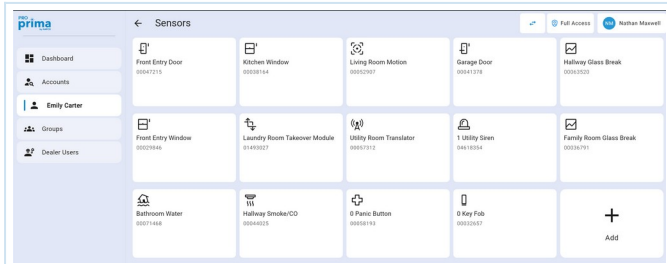
### RECENTLY ADDED

## New capabilities in the latest Prima Pro releases

- ✓ Customizable dealer dashboard tiles
- ✓ System Administrator view across all bureaus
- ✓ Remote water valve control
- ✓ Rename devices and assign floors and rooms
- ✓ Auto, Light, and Dark themes
- ✓ Mobile layout with bottom navigation
- ✓ Partner ID and Monitoring ID on account tiles

## PANELS, DEVICES, AND PROGRAMMING

# Fix it from the office, not the driveway

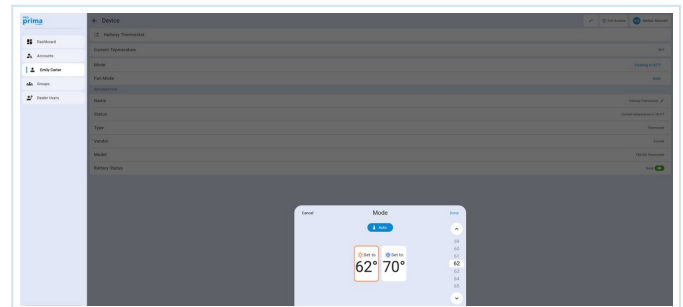


Panel Settings sensor grid

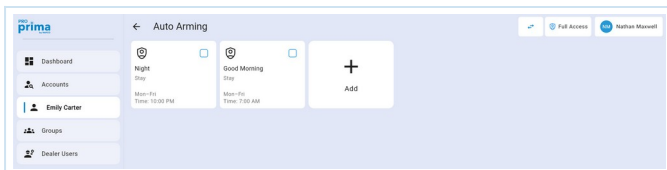
## Z-Wave and Thermostat Control

Lock and unlock doors, open and close garage doors, operate water valves, and adjust thermostat mode, fan, and setpoints for the customer in real time.

- Live device state and battery percentage
- Commands confirmed when the device reports back
- Every action recorded in System Activity



Thermostat device screen with mode and setpoint control



Auto arming schedules

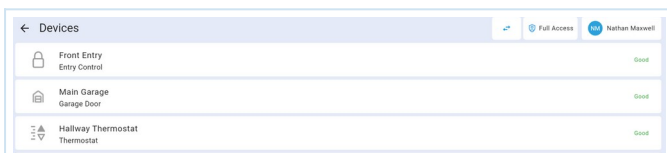
## Complete Event History

System Activity logs arming events, commands, device changes, rule triggers, notifications, and doorbell activity with the user and timestamp, grouped by day.

- Seven category filters to narrow the log
- Clear answers when a customer calls with a question



System Activity event log



Device list with live status for each account

## Remote Sensor Programming

Enroll, configure, and rename sensors directly from the portal. Display names are built from location, floor, and name, so they match what the homeowner sees on the panel.

- Door, window, motion, glass break, water, smoke, and CO
- Panic buttons, key fobs, sirens, translators, and takeover modules

## Panel Settings and Auto Arming

Adjust panel, arming, security, and user settings remotely. Build up to 10 auto-arming schedules per panel with Away, Stay, Night, or Disarm actions.

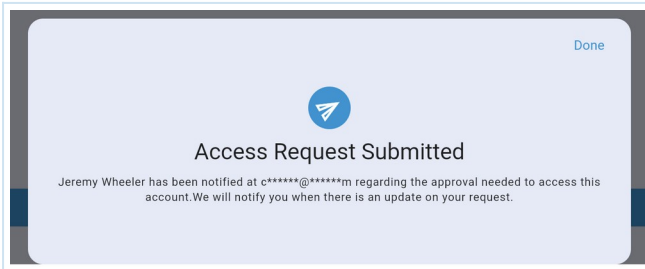
- Arm, disarm, and reboot from Panel Info
- Passcode users with temporary and scheduled access

## Z-Wave Devices, Cameras, and Solar

See every Z-Wave device with live status at a glance. Review Wi-Fi signal, battery, and firmware for XDC01, XDC03, and XOC01 video devices, update doorbell chime settings, and monitor SolarEdge inverters from the same account.

## ACCESS AND ADMINISTRATION

# Built for dealer teams of every size



Access request confirmation

## Access Requests with Customer Approval

Installers and Restricted Dealers request access before making changes. The account keyholder approves the request, and the session is tracked from submission through completion.

- Full Access Dealer: all accounts plus Groups and Dealer Users
- Account Manager: view and modify without requesting access
- Installer and Restricted Dealer: view-only until approved

## Dealer Benefits

**Fewer truck rolls.** Diagnose troubles, adjust settings, add users, and control devices without a site visit.

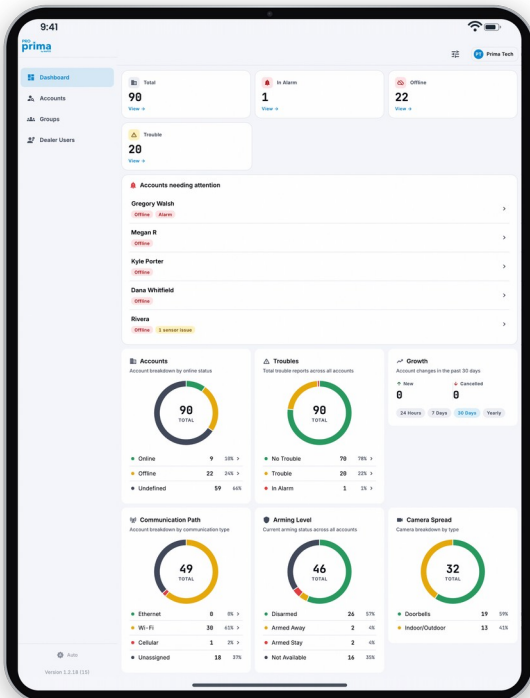
**Controlled, auditable access.** Access levels and approved sessions keep changes in the right hands.

**The complete system in one view.** Primary and secondary panels, sensors, cameras, Z-Wave, and solar under one account.

**Faster troubleshooting.** Status icons on every account row show where the problem is before the account is opened.

**Built to scale.** Groups organize multi-site deployments, and System Administrators can work across bureaus.

**Better customer conversations.** Live device state and full event history answer questions on the first call.



## MOBILE APP

# Napco Prima Pro in the field

The Napco Prima Pro app gives installers and technicians the same dealer dashboard and account tools on iOS and Android devices, so work continues on site and away from the office.

- Secure sign-in for approved installers
- Account search with advanced filtering
- Troubleshooting tools for account issues
- Firmware upgrades with real-time progress

On the web, sign in at [admin.napcoprima.pro](https://admin.napcoprima.pro) with existing Prima Portal credentials.

