



A New Experience Is on the Way.

NAPCO Prima v8 is the most significant update to the mobile app to date. It is a complete rebuild of every screen, every control, and every interaction. Designed to give your customers a more capable and reliable way to manage their security system.

Available September 3, 2026 in the App Store and Google Play

OVERVIEW

A Complete Rebuild of the Mobile Experience

This is not a minor refresh. NAPCO Prima v8 ships with a modernized interface, substantial performance improvements, and a fully restructured navigation model. Every core workflow (arming, device control, and account management) has been redesigned with the customer experience in mind.

Both iOS and Android builds will be available in their respective app stores in the coming weeks. Below is a summary of what has changed, the minimum requirements for the new builds, and what customers should expect when the update arrives.

WHAT IS NEW

Key Improvements in This Release



Redesigned Security Controls

The arming experience is now faster and more visual. Entry and exit delay countdowns are clearly displayed, alarm screens identify the triggering sensor and alarm type, and the bypass flow surfaces trouble indicators and open sensor details before the system arms.



Updated Climate Interface

The thermostat screen has been overhauled with animated mode backgrounds, visible humidity readings, improved fan mode selection, and pull-to-refresh support for real-time status updates.



Improved Device Controls

All controllable devices are organized in a card-based layout. Lights can be toggled on or off with a single action. Dimmers, locks, garage doors, and water valves each have dedicated controls, and offline devices display clear status messaging instead of failing without context.



Activity Feed and Notifications

The activity feed now groups related events into collapsible sections with improved filtering. Notification preferences are configurable per sensor and per device, with push, email, and SMS options available for each event category.



User and Account Management

User profiles now support avatars with improved editing controls. Switching between linked accounts (a primary residence, a secondary property, or a shared system) is seamless from the profile screen.



Rebuilt Settings and Authentication

Settings have been reorganized with a full device list, structured preference categories, and a dedicated app information screen. The login flow now includes a Remain Signed In Indefinitely option, and biometric authentication is more consistent across supported devices.



Apple Watch Companion App

A new companion app for Apple Watch allows customers to arm and disarm their panel directly from their wrist. Available at launch for all supported iOS devices.

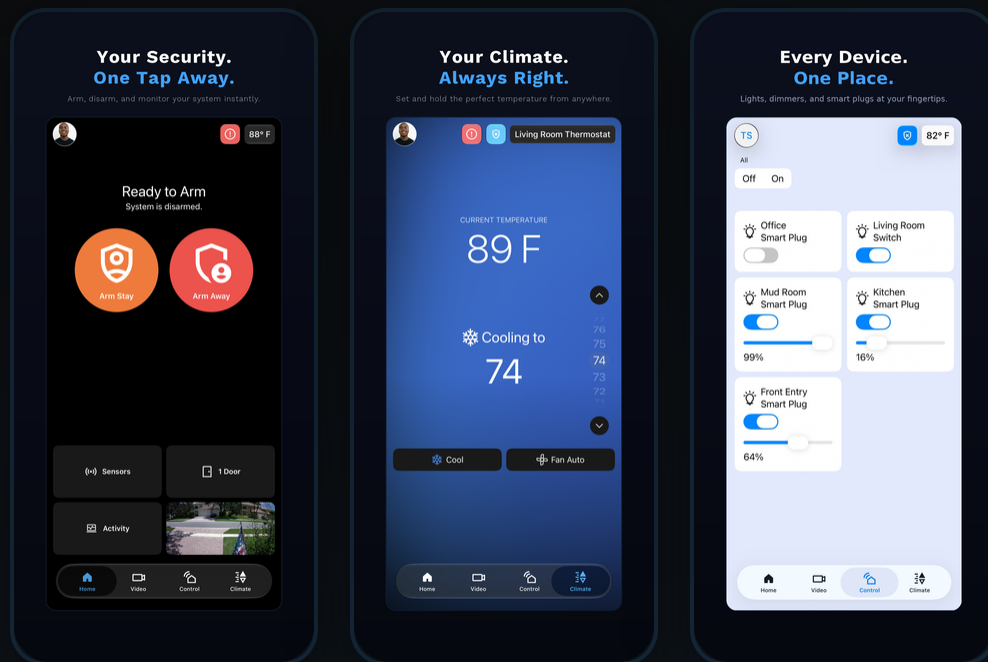
Performance and Stability

Improved event handling, reduced screen flickering, fewer crashes, and enhanced network security. The app is more stable, more responsive, and better equipped to handle real-world connectivity conditions.

FIRST LOOK

Inside the New Interface

A preview of what your customers will see on day one.



COMPATIBILITY

Minimum Device Requirements

NAPCO Prima v8 requires **iOS 16.0 or later** on Apple devices and **Android 8.0 or later** on Android devices. Customers running older software will need to update their device before downloading the app.

WHAT HAPPENS NEXT

What Customers Should Expect

Once the updated builds are published, here is how the process works:

1

Update Available in the App Store

The updated version of NAPCO Prima will appear as an available update in the Apple App Store and Google Play Store. Customers with automatic updates enabled will receive it without any action required. All others will see it listed under pending updates on their device.

2

Download and Install

Customers can download the update directly from their app store. Those who prefer to search manually can find the app by searching **NAPCO Prima** in the App Store or Google Play. The installation process is the same as any standard app update and requires no additional steps.

3

Seamless Account Migration

All existing credentials, system configurations, and device pairings carry over automatically. No re-pairing or manual setup is required.

4

Updated Interface on Launch

When the app opens after the update, customers will see the fully redesigned interface with the new dashboard, updated navigation, and all of the improvements outlined above.

Questions about this release? Reach out to our support team.

800-645-9445 | napcotechsupport@napcosecurity.com

© 2026 Napco Security. All rights reserved.