

ALARM LOCK

345 Bayview Avenue, Amityville, New York, U.S.A. 11701 For Sales and Repairs 1-800-ALA-LOCK • For Technical Service 1-800-645-9440 Fax: 631-789-3383 • info@alarmlock.com

Note: Technical Service is for security professionals only

## **ALARM LOCK Tech Support**



Date: Friday, February 15, 2019

Software will not communicate with the lock or the AL-DTM Data Transfer Module. Subject:

Models: Any software-programmable locks

If the DL-Windows software will not communicate with your lock or your AL-DTM Data Transfer Module, this may be due to:

- A faulty cable that connects between your PC and your lock / AL-DTM
- An issue with a COM port ٠

For systems that have been working correctly for an extended time, a solution may be a simple COM port test and/or a reset of the active COM port. For new installations of the DL-Windows software, the solution may require installing (or re-installing) the necessary USB drivers.

## Perform a COM Port Test: DL-Windows V4.1.96

1. Click Tools > Comm Port Setup and Test.





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2. Set the radio button to "Test All" (default selection) and click Test.



3. In the **Loopback Test** results screen, one of the four COM ports should appear with the message "**Loopback Passed, Comport set to COM: #**" (example shown below). Click to select the COM port radio button that passed the test, then click **Set**.



Perform a COM Port Test: DL-Windows V5.x.x 1. Click Tools > COM Port Setup and Test.





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2. Set the radio button to "Test All" (default selection) and click Test.

DL-Windows 5.3.3 (BETA) File Options To Communication - Cock	ools Wireless Actions Help Checkules 2015 Schedule View	<i>س</i> ا
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	Test All	
	© COM1	
	Test	

3. In the **Loopback Test** results screen, one of the four COM ports should appear with the message "**Loopback test passed. COM Port set to COM#**" (example shown below). Click to select the COM port radio button that passed the test, then click **Set**.

DL-Windows	
5.3.3 (BETA) File Options To	ols Wireless Actions Help
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€ Eocks 10 Lock Profiles	Loopback Test 🛛 💌
	To test the AL-PCI or AL-PRE, connect the cable to COM port. Do not connect to Lock or AL-DTM. USB Users - Please make sure that you are using the AL-PCI2 and not the AL-PCI1
	Test All COM1 No loopback data found COM4 Loopback test passed. COM Port set to COM4
	Test Set

If the COM port is not detected, open the **Control Panel > Device Manager** to determine if the cable is being detected and if the correct USB drivers are installed.