



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

TECH NOTE



Date: Friday, February 15, 2019

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

Models: Any software-programmable locks

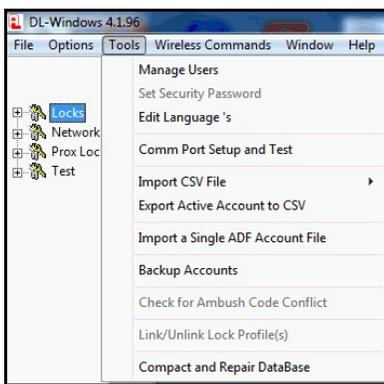
If the DL-Windows software will not communicate with your lock or your **AL-DTM Data Transfer Module**, this may be due to:

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

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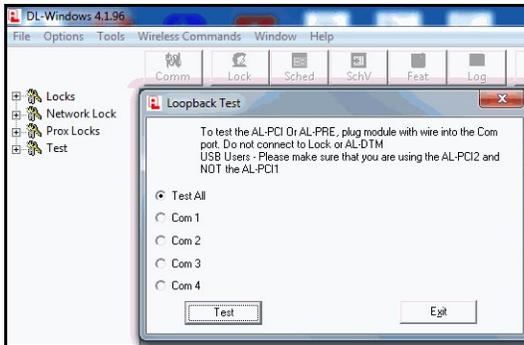
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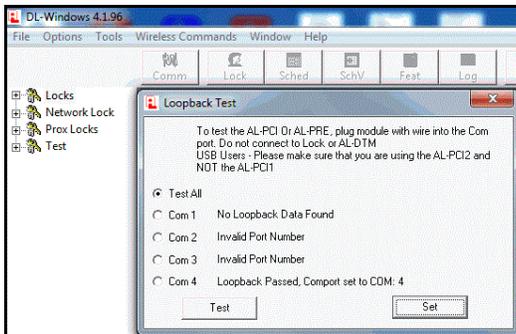
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2. Set the radio button to **"Test All"** (default selection) and click **Test**.

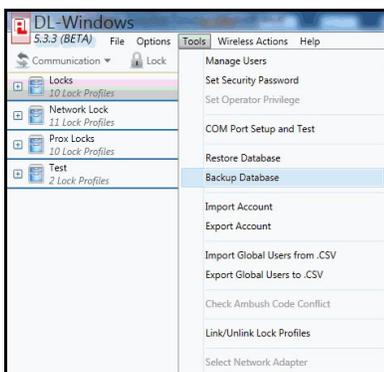


3. In the **Loopback Test** results screen, one of the four COM ports should appear with the message **"Loopback Passed, Comport set to COM: #"** (example shown below). Click to select the COM port radio button that passed the test, then click **Set**.



Perform a COM Port Test: DL-Windows V5.x.x

1. Click **Tools > COM Port Setup and Test**.





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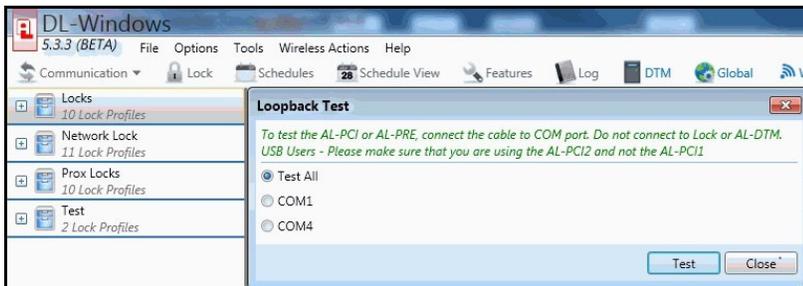
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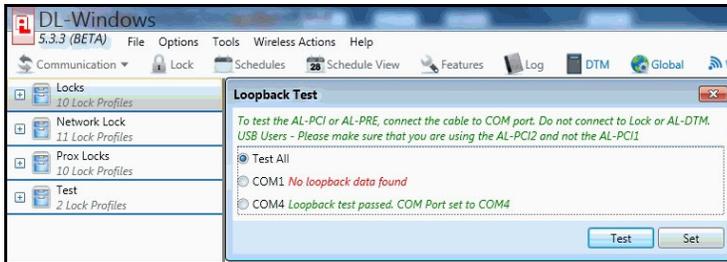
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2. Set the radio button to **"Test All"** (default selection) and click **Test**.



3. In the **Loopback Test** results screen, one of the four COM ports should appear with the message **"Loopback 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**.



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.