



ALARM LOCK

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Note: Technical Service is for security professionals only

ALARM LOCK Tech Support

TECH TIP



Date: Friday, October 27, 2017

Subject: Disappearing Lock Profiles & Serial Numbers in the **Link/Unlink Profiles** screen

Models: DL-Windows

When a Networx lock is "discovered" in the DL-Windows software, a DL-Windows Lock Profile is required to be "Linked" to the physical lock to allow communication with DL-Windows.

There are 3 areas in the **Tools > Link/Unlink Profiles** screen:

- **Available Lock Profiles**
- **Locks Available by Serial Number**
- **Linked Locks**

To Link a Lock Profile to an assigned lock: In the **Available Lock Profiles** field, click to select a Lock Profile, then in the **Available Locks By Serial Number** field, click to select the physical lock to Link. The pair will automatically move down to the **Linked Locks** grid at the bottom.

Note: A seemingly strange occurrence happens when a lock is selected in the **Available Lock Profiles** field but there is no matching Lock Type available: The "Available Locks" seem to disappear. This is because Lock Types (models) must match for successful Linking. When a Lock Profile is selected, the **Available Locks By Serial Number** field *automatically filters and displays only matching Lock Types*.

If an incorrect Linking was made, or if you wish to undo a Linking, simply select the Linked lock from the **Linked Locks** grid and click the **Unlink Lock** button (the Lock Profile and the available locks will return to their respective lists, and will thereafter be available for Linking).