



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

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Note: Technical Service is for security professionals only

ALARM LOCK Tech Support

TECH TIP



Date: Thursday, August 11, 2011

Subject: Rebuild a Lost Account by Uploading Programming from the Lock

Models: DL-Windows v3.5.6 - v4.1.96, and all T3 Trilogy Locksets

Warning: If a "Security Password" was added to the original DL-Windows Account and then downloaded to the lock, you **MUST** enter the same "Security Password" to the new Account to allow uploading of data from the lock. If the "Security Password" entered is incorrect, the warning "**Security Password Error**" displays when attempting to communicate with the lockset.

Note: The following codes will NOT be uploaded from the lock into DL-Windows:

- Master Code
- Installer 1 Code
- Installer 2 Code
- Manager 1 Code
- Manager 2 Code
- Manager 3 Code
- Supervisor 1 Code
- Supervisor 2 Code
- Supervisor 3 Code
- Print Only 1 Code
- Print Only 2 Code
- Enable User 300 Code
- PC Download Code
- DTM Download Code
- One Time Service Code

In addition, **Time Zones** and **Schedule Settings** will NOT be uploaded from the lock into DL-Windows.

To rebuild a lost Account by uploading programming from the lockset, proceed as follows:

1. Setup a New DL-Windows Account.

- a. Install the DL-Windows application (if not already installed)
- b. Create a new Account, and add the "Lock Type" to the Account that matches the model of the lock from which you intend to upload.

2. Verify Lock ID Number.

- a. By default, the "Lock ID" number for the first lock you add will be number 1 in DL-Windows. If the lock from which you intend to upload is not designated as "Lock ID 1", DL-Windows will display an error and will indicate the actual Lock ID number of the lock to which you are connected. You must set the Lock ID number in DL-Windows to match the actual Lock ID number of the lockset from which you are uploading (set the Lock ID in the **Programmable Features** screen, **Options** tab).

3. Upload the Data from the Trilogy Lockset.



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- For the lock from which you want to upload, open the **Lock Data** screen and click the **Send/Receive** button.
- Select **Receive from Lock**.
- Click **Start** in the **Receive From Lock** screen.
- Place lockset in Program Mode (at the keypad, enter the Master Code, press and hold the **AL** key and listen for the multiple beeps).
- Press     to start the upload process.

After the upload, the following data will be available in DL-Windows:

- Basic User Group assignments (if applicable) will be uploaded and displayed normally.
- All of the following User data will be uploaded from the lock into DL-Windows, but some data will be displayed differently after the upload as compared with the original Account (see the following chart).

DATA DESCRIPTION	DATA AS DISPLAYED IN ORIGINAL ACCOUNT	DATA AS DISPLAYED AFTER UPLOADED FROM LOCK
USER NAME	John Doe	NEW USER LOCKID 01 ("01" is the lock ID number)
USER PIN NUMBER	654321	654321
Card Data: CARD TYPE	NAP36bit	From Lock 01 ("01" is the lock ID number)
Card Data: FACILITY CODE	19	Blank (field is empty)
Card Data: CARD CODE	1234	Blank (field is empty)

Alarm Lock documentation and User Manuals are available at www.alarmlock.com. See the DL-Windows v3.5.6 and v3.6.0 User Guides (part OI237G) for information regarding:

- Security Password information, see page 14
- Create a new Account, see page 15
- Add lock to the Account, see page 15
- Using the **Programmable Features** screen, see page 33
- "Receiving Data from Lock" instructions, see page 23