



ALARM LOCK

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Note: Technical Service is for security professionals only

ALARM LOCK Tech Support TECH NOTE

Date: Wednesday, August 18th, 2010
Subject: Updating Network Lock *Features* Issue
Models: (See box at right)

This issue exists in the following
**Network Lock Models and
Firmware Versions:**

PDL6100	55g and earlier
DL6100	56d and earlier
PDL6500	57c and earlier
DL6500	58c and earlier
ETPDLN	61c and earlier
ETDLN	62c and earlier

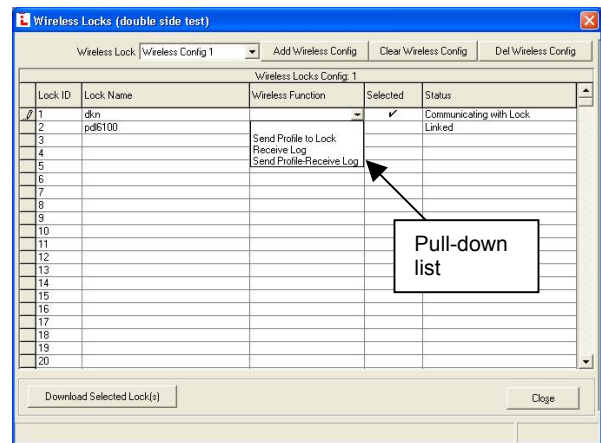
This Tech Note only applies to locks programmed with the **Programmable Features** screen. We have identified a lock firmware issue when updating Features in Networkx locks: *When sending data to the locks, lock Features may not be updated.* This issue may be experienced randomly and more frequently as additional users are added to the lock. The issue occurs when sending data to the locks using either the **DL-Windows Network Lock Comm Screen** or the **Wireless Locks** screen:



Network Lock Comm Screen

(To open, click the **Comm** button and click **Communicate with current Network Lock**).

The issue occurs when "**Send/Receive All**" is checked and the **Start Communication** button is clicked.



Wireless Locks screen

(To open, click the **Wireless** button).

The issue occurs when either the "**Send Profile to Lock**" or the "**Send Profile - Receive Log**" is selected in the "**Wireless Function**" column (in the row(s) of the lock(s) to which data will be sent), and **Download Selected Lock(s)** is clicked.

The simplest solution is to use the **Network Lock Comm Screen ONLY** as follows: Check "**Send/Receive All**" and click **Start Communication**; when communication is complete, check "**Send Schedules/Features**" and click **Start Communication** to send the Features separate from other data.

To correct this issue, new firmware for the locks will be available soon and will be released with a new version of DL Windows.