

Alarm Lock Systems

Technical Support

Frequently Asked Questions

DL3000 Series

- ▶ **Software Related Issues**
- ▶ **Hardware / Installation Related Issues**
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Software Related Issues

I can't get my computer to communicate with the lock.

How can I tell which Comm port my AL-PCI is plugged into?

How do I get the schedule to take effect immediately?

How do I download the program from computer to lock?

Do I have to program a time zone for users to give them 24 hr access?

"Error 3265 Item not found" while in communication with the Lock or DTM.

Sometimes the schedules work and sometimes they don't work.

The lock stays unlocked all weekend.

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I can't get my computer to communicate with the lock.

You must assign a Comm port to the AL-PCI

1. From the main DL-Windows screen, select **Options >> Comm Port**
2. A dialog box will pop up listing Comm Ports 1-4.
3. Select the correct Comm port and then click **OK**.

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How can I tell which Comm port my AL-PCI is plugged into?

The Comm Test Utility specifies to which port the AL-PCI is assigned.

- 1 Plug the AL-PCI into the Comm port.

Do not plug the AL-PCI banana jack into a lock or into the DTM at this point.

2. From the main DL-Windows screen (with no lock open), select **Options >> Comm Test**.
3. A dialog box appears. Select the option **Test All** and then click **Test**.
4. The AL-PCI Loopback Test will test all available Comm ports and display the message "loop back test passed" next to the Comm port that is connected to the AL-PCI.

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How do I get the schedule to take immediately?

If you download a program into the lock that has an event that should be active, the event will not occur until the "start time" for the event cycles around. For example, if you download a program into a lock at 3:00PM that has a Group of Users programmed to turn off at 2:00PM, this "turn off" event will not occur until the next day at 2:00PM.

To immediately activate an event, download the schedule into the lock, then change the time in the lock (using the keypad) to a time just before the scheduled event time. The event will activate at the programmed time. Be sure to change the clock back to the correct time.

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I cannot download the program from computer to lock?

The Master Code in lock must be changed from its factory default (keypad program Function #1).

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Do I have to program a TimeZone for users to give them 24-hour access?

No just program the code and enable it.

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An "Error 3265 Item not found" appears while communicating with the Lock or DTM.

DL-Windows Version 2.53 may give the error "Error 3265 Item not found" while in communication with the Lock or DTM for Accounts created on older versions. There is a patch available on the NAPCO / Alarm Lock web site that will remedy this condition. Go to <http://www.napcosecurity.com> and log into the Tech Support section. If you have not yet registered for a password, click on the **Apply Here** link, fill out the application and click **Submit**.

OldDbFix.exe is a software patch that will update databases created by DL-Windows Versions prior to 2.53 to make them compatible with newer DL-Windows versions. OldDbfix is shipped in a zipped format that must be unzipped with a utility such as PKUNZIP or WINZIP before installation. To install the patch, copy the OldDbFix.exe file to the directory of your DL-Windows database files (*.mdb files) (the default directory is C:\DL-Windows) double-click on file to run and it will automatically execute the patch.

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Sometimes schedules work and sometimes they don't.

The lock stays unlocked all weekend.

These types of complaints indicate the lock's internal clock is set with the incorrect day of the week. Correct either through DL-Windows or directly at the lock keypad.

Setting the clock from DL-Windows:

When the time and date are adjusted from the computer, the lock firmware automatically adjusts for the correct day of the week.

1. Ensure that the date and time indicated on start up are correct.
2. Connect to the lock through the AL-PCI.
3. The Communication screen appears; click **Send to Lock**.
4. On the **Send to Lock** screen, click **Time/Date** and then **Start**.

The correct time will be sent to the lock.

Setting the clock from the Lock keypad:

While in Program Mode, press the following keys:

Program the Date:

[3] [8] [_ _ _ _ _] [+] (press the date in MMDDYY format).

Program the Time:

[3] [9] [_ _ _ _] [*] (enter the time in HHMM 24-hour military format).

Program the Weekday:

[4] [0] [_] [*] (enter the Day of Week using a "1-7" format, i.e. 1 = Sunday, 7 = Saturday).

Program Daylight Saving Time format:

[4] [1] [_ _] [*] (enter 12 for default DST format (USA & Canada); see the programming instructions for other formats).

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Hardware / Installation Related Issues

Lock stays open - will not lock.

Lever/knob pulls off.

Latch will not fully retract.

Key binds in lock.

Can the Lock be installed on a door thinner than 1 5/8" ?

Can the Lock be installed on a door drilled out for a 2 3/8" setback ?

Can the Lock be installed on a commercial glass storefront door?

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Lock stays open - will not lock.

Press User Code; when you hear the motor spin, turn the lever / knob.

If it locks only for the access duration of 5 seconds, then the motor wires are reversed (check the 2-conductor cable from the lock spindle going through the door to the top of the PC board connector).

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Lever/knob pulls off.

- Lever/knob "catch" is not fully engaged.
- Lock is not centered on door.
- Door is too thick (see Installation Instructions page 6, Fig. 7).

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Latch will not fully retract.

- Lock is not properly engaged with the latch or is misaligned.
- Lock is not centered on door. (See Installation Manual page 6, Fig.6)

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Key binds in lock.

- Lever/knob "catch" not fully engaged.
- Lock is not centered on door.
- Check for proper tailpiece and proper orientation of tailpiece.

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Can the Lock be installed on a door thinner than 1 5/8" ?

The lock is designed for a 1 3/4" door thickness and can be adjusted for 1 5/8" to 1 7/8" with no special accessories. However, if the lock is to be installed on a door thinner than 1 5/8", you must order special spacing plates, part numbers HW-567 and HW-569.

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Can the Lock be installed on a door drilled out for a 2 3/8" setback"?

The lock is supplied with a 2 3/4" D series latch to provide a 2 3/4" setback. A latch that provides a 2 3/8" setback is available from Alarm Lock, part number S5980 ("S5980-1" for 26D finish and "S5980-2" for US5 finish).

For other setbacks, order from your supplier a Schlage D series heavy-duty latch of the appropriate length.

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Can the lock be installed on a commercial glass storefront door?

With standard setback, the lock requires a stile at least 4 1/2" wide, which usually disallows its use on commercial glass doors.

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Electronic Related Issues

[Lock will not accept new codes during programming.](#)

[Lock drains batteries quickly.](#)

[Every time I put in my code, the sounder buzzes for a few seconds.](#)

[Lock will not accept master code or master code is unknown.](#)

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Lock will not accept new codes during programming.

Disconnect the battery plug, press and hold down any button until the lock resets, then reconnect the battery plug and start programming again.

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Lock drains batteries quickly.

Check all wires for pinching or cutting. Check for water damage. On waterproof series locks, ensure any unused wires in the harness are insulated (taped or capped off). A short to ground of these wires may cause excessive current flow, causing the batteries to drain quickly.

If condition persists, return the lock to the factory for evaluation.

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Every time I put in my User Code, the sounder buzzes for a few seconds.

If the sounder buzzes for a few seconds upon User Code entry, this indicates a low battery condition. Replace the batteries as soon as possible.

Be careful -- DO NOT press any keys while changing batteries.

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Lock will not accept Master Code or Master Code is unknown.

"Cold Start" the lock to erase all memory (all User Codes, Schedules, etc.) and to reset the Master Code back to its factory default setting of "123456".

1. Disconnect battery.
2. Press and hold any key (to remove charge from capacitors).
3. Connect battery (sounds "beep-beep-beep").
4. Press and hold any key for several seconds (slow beeps are heard while program is reset).
5. Press the default Master Code: [1] [2] [3] [4] [5] [6].

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