



Dealer4 PC Software Installation for Windows 7 ver: 1.3

1	General information.....	2
2	Installation from CD	3
3	Installing or Updating from the web.....	9
4	Installing from USB Flash Drive	10
5	Software uninstalling.	11
5.1	PC Software uninstalling	11
5.2	Uninstalling USB drivers.....	13
6	Manual USB drivers installation.....	14

Version Information:

Version 1.1 - issued 30.03.2008	– updated instruction to fit new layout of the web site
Version 1.2 – issued 01.04.2012	– updated installation instructions to software version 4.40
	- update screenshots to Windows 7
	- added manual USB driver installation section
Version 1.3 – issued 27.02.2018	– updated installation instructions to software version 4.80
	- added installation from memory stick

1 General information

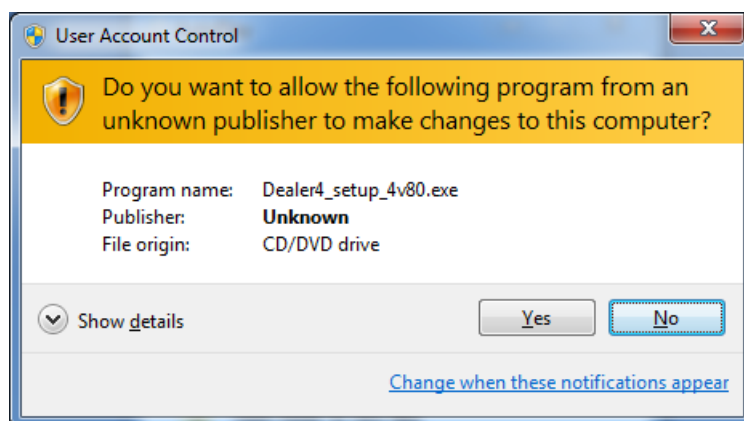
This installation instruction is a step-by-step guide on how to install the Dealer4 software on a PC. The description and screenshots are for Windows7 but are also applicable for Windows Vista as the installation procedures are identical – only the visual appearance of the screenshots can be different for Windows Vista.

This instruction is for Dealer4 PC software version 4.80 or later.

Software installation should be done from an Administrator account.

USB drivers installation is included in the PC software installation and separate installation of the USB drivers is not required.

During installation process the following screen can appear:



This is standard Windows User Account Control warning – when it appears - click Yes to continue installation



It is recommended to install the software **before** connecting the Dealer4 machine to the computer. Failure to do so may result in incorrect USB driver installation and the machine may not work properly.



Dealer4 machine uses Silicon Laboratories (Silabs) USB communication chip. This chip is called a USBXpress Device. All USB drivers and support software are provided by Silabs therefore sometimes it is possible to find reference to such device in the system. This is normal.

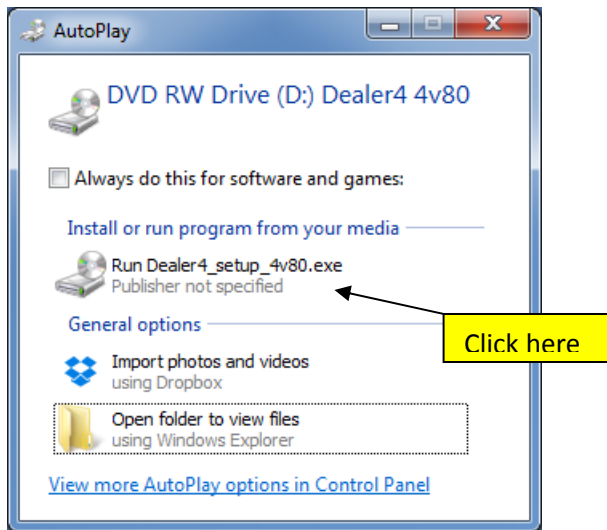


This instruction refers to installation file Dealer4_setup_4v80.exe which is the current version of the software at the time when these instructions were written. Any future updates will have file name updated according to the future version numbers.

2 Installation from CD

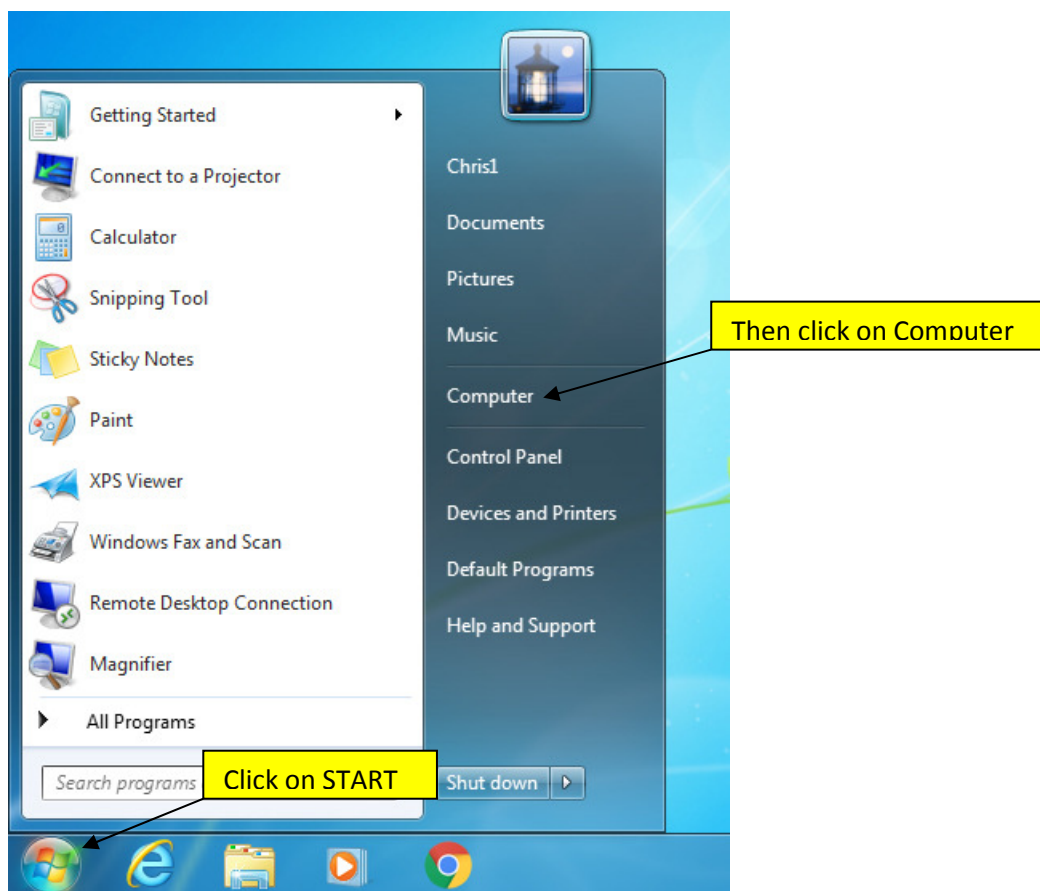
1. Insert CD – the installation wizard will start automatically – then go to point 2.

In some cases, depending on your computer settings, the following screen may appear:

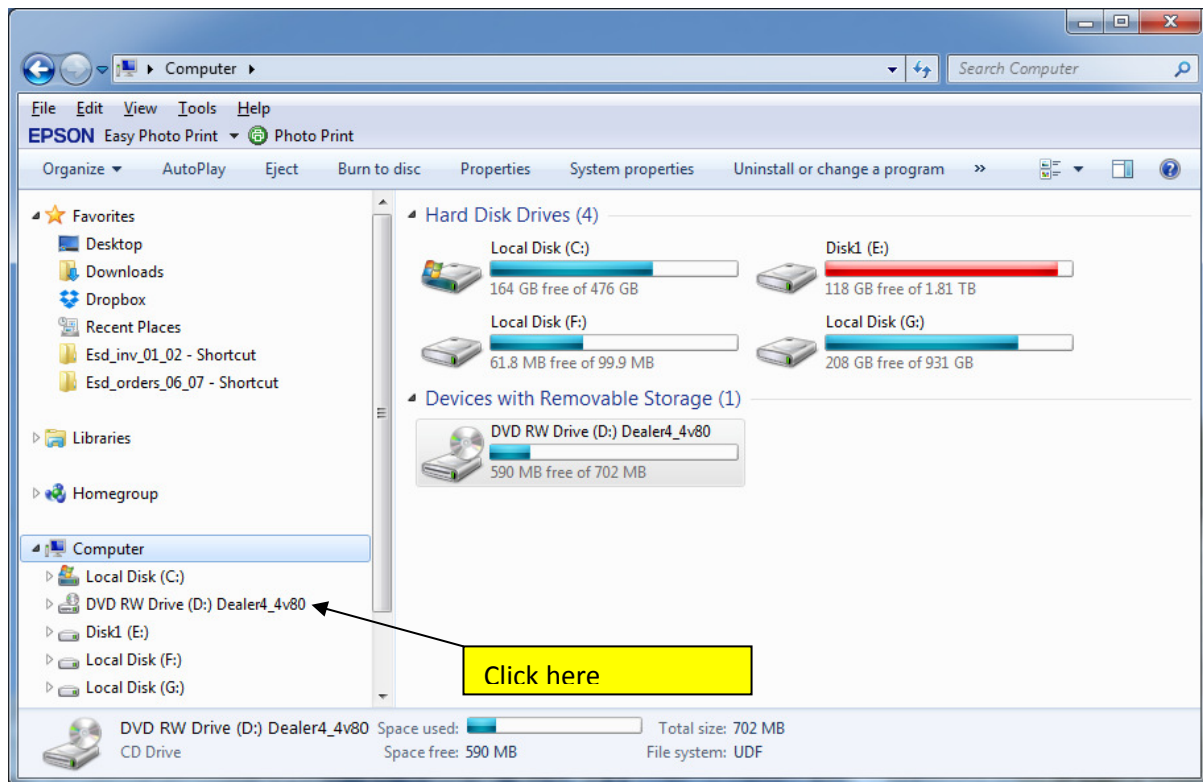


Click on Run Dealer4_setup_4v80.exe – the installation will start – then go to point 2.

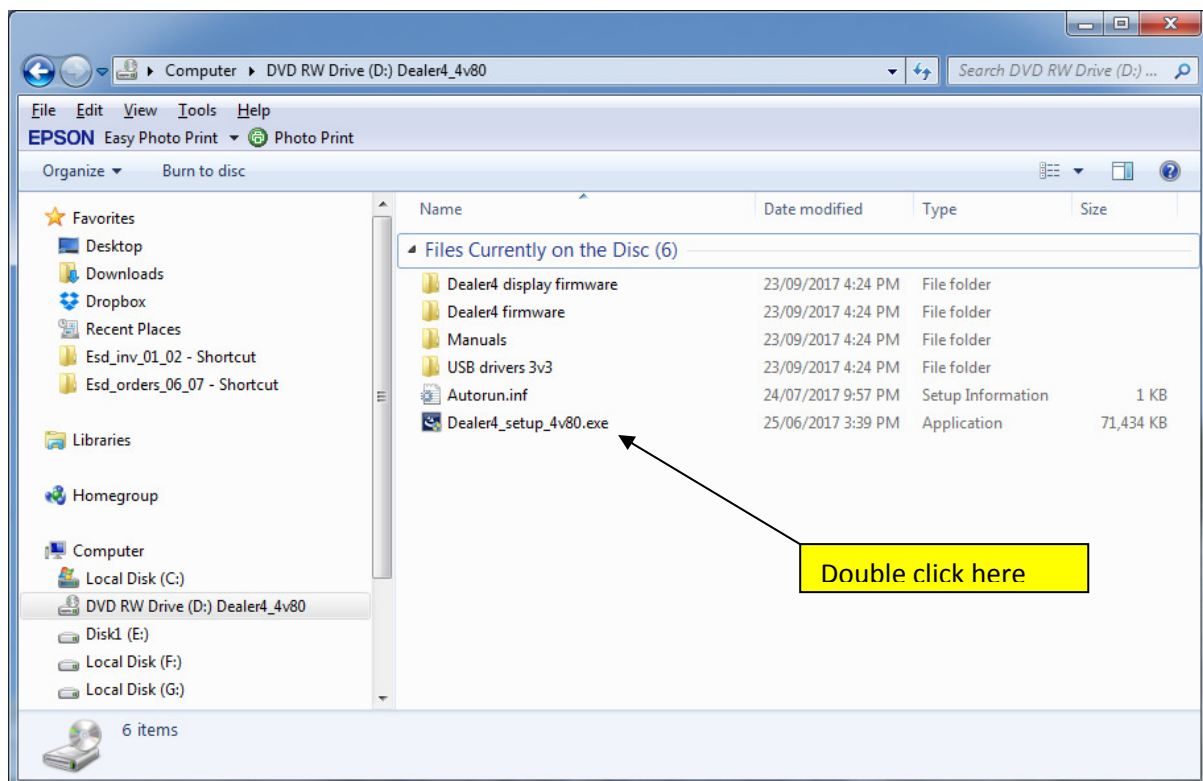
If installation does not run automatically – click START and then Computer :



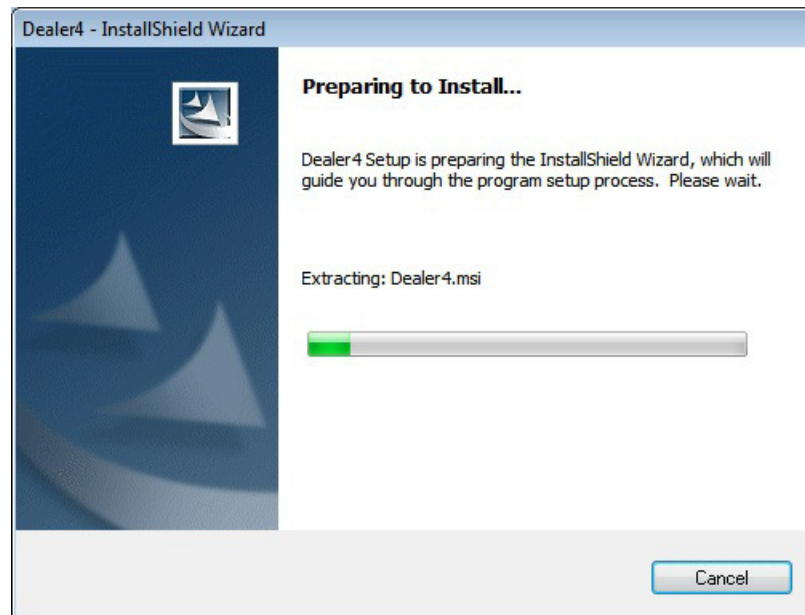
On the next screen on the left panel click on your CD or DVD drive tab:



Then double click on the right panel on Dealer4_setup_4v80.exe file:

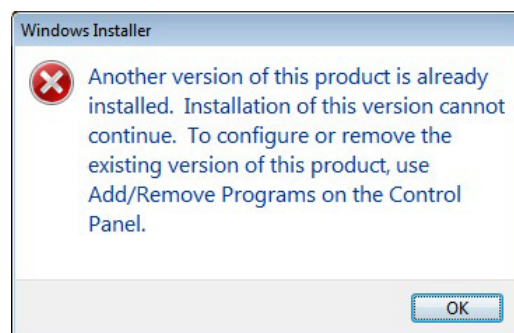


2. Installation will then begin:

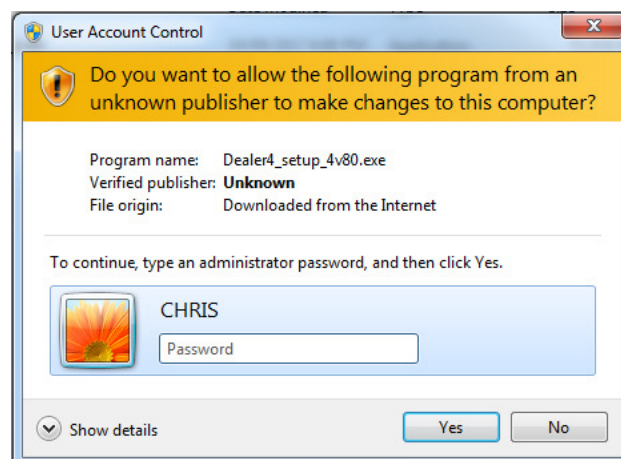


3. If everything is OK next screen will appear – see step 4.
However, at this point two possible errors may occur:

Error 1 - If the following message appears you will have to uninstall any previous versions of the Dealer4 Software. Go to chapter 5.1



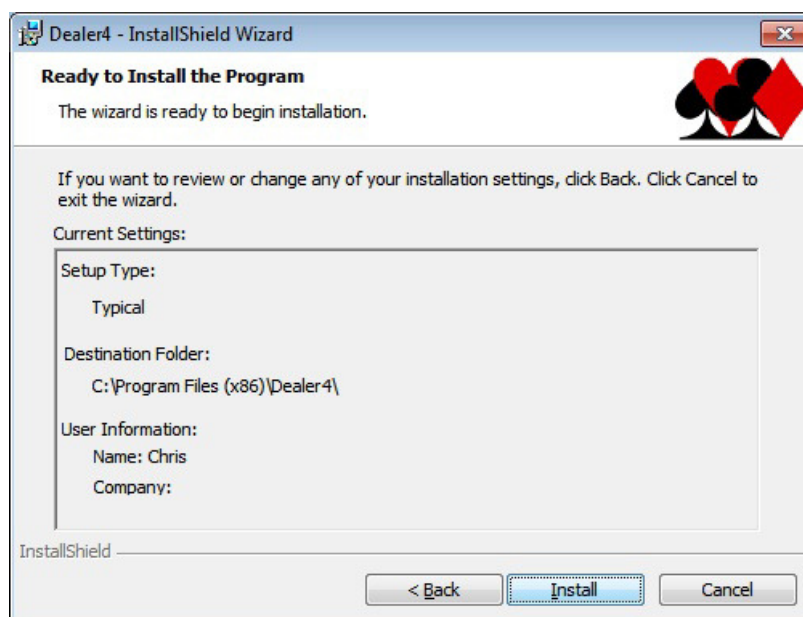
Error 2 - The following error means you are not logged in as an Administrator and are trying to install software from the User account. Windows will automatically attempt to enable administrator privileges if the administrator password is provided. In this case installation can continue normally:



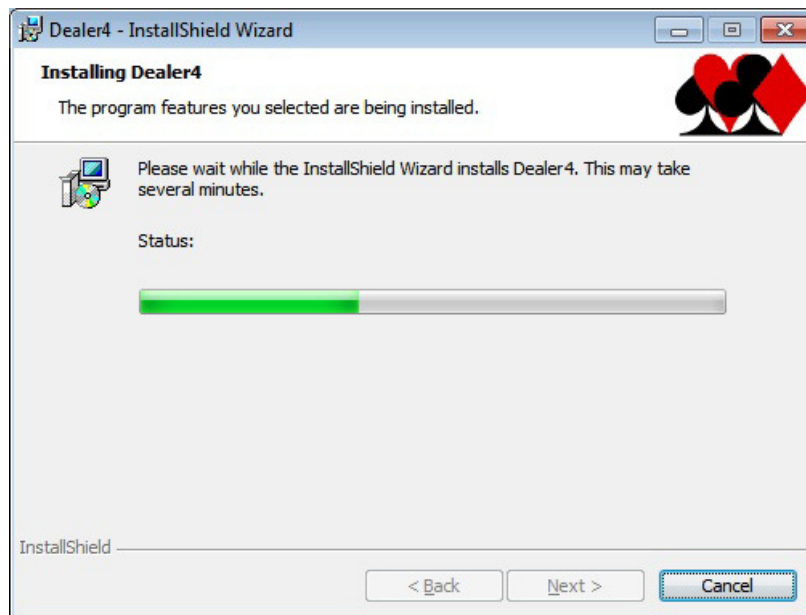
4. Setup will now begin with the following screen. Click “Next”:



5. Click “Install” on the next screen:



6. Setup will now install the Dealer4 Software

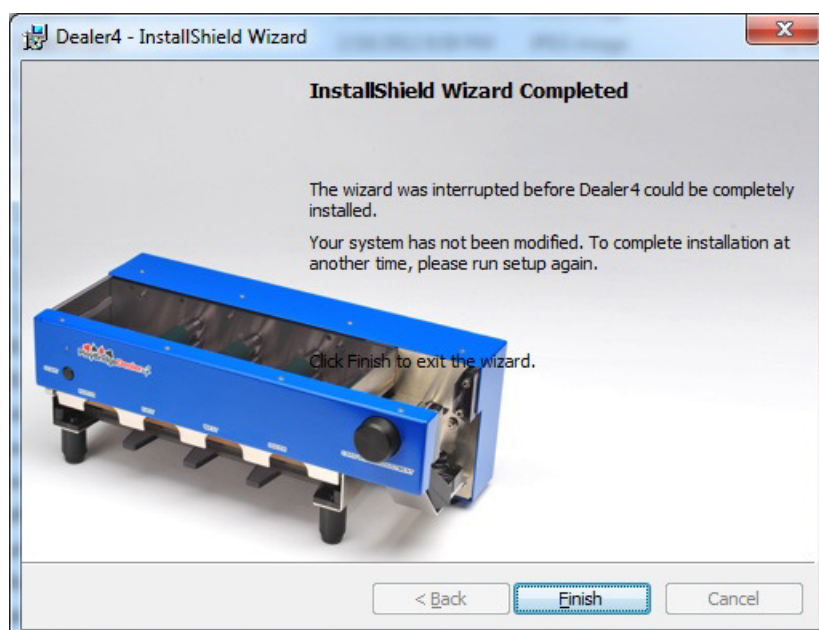


At this point following error can happen:



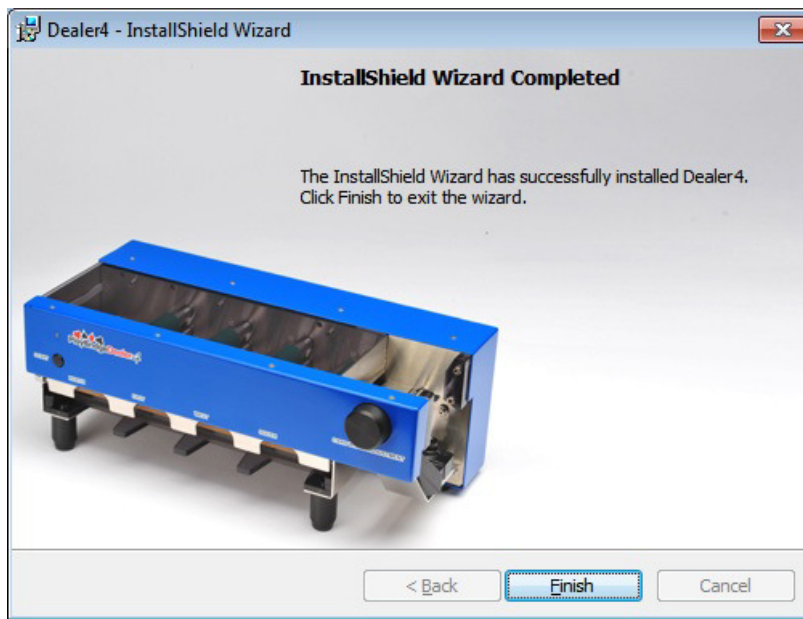
This error happens only when updating from version 4.34 or earlier. This is because of a bug in the previous version. At this point the previous version is uninstalled but installation of the new version cannot continue automatically. Click OK.

Next screen will inform that current installation was not finished successfully:

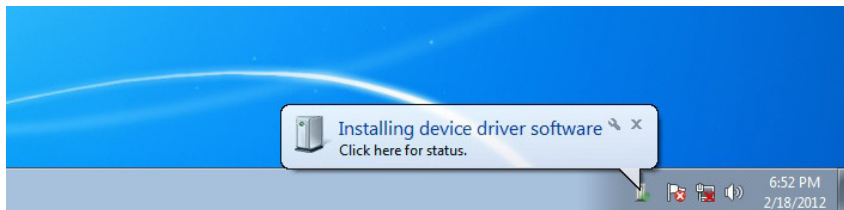


Click “Finish” to close current installation and run it again (go to step 1). This time the installation will run correctly.

7. Click Finish when Setup is completed.



8. Now it is time to connect machine for the first time. Connect the machine using the USB cable provided to any USB port available on the computer. Following message may appear on the right bottom corner of the screen:



Then follow by the next message:



This will complete the installation process and the Dealer4 is ready to use.



Above messages about driver installation appear only once – when machine is connected to the computer for the first time. The messages maybe hard to notice as they can quickly disappear from the screen.



If the software is started before a machine is connected, the USB driver installation can be incomplete and error 12.0 (USB driver not installed) can occur.

3 Installing or Updating from the web

The current version of the Dealer4 software is published on the manufacturer's website www.dealer4.com or distributor website www.playbridgedealer4.com

On these websites all software updates, manuals and instruction and other technical information can be found.

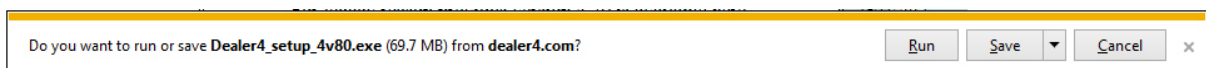
To download the latest version of the PC software, go to

http://www.dealer4.com/PC_software.htm

Then click on "Dealer4 PC Software".

It is also possible to find the software setup file by navigating to the Support - Software Updates page from the home page.

On the file download confirmation click "Run". The setup file can be also saved on the PC hard drive and run later (click "Save")



The setup file will be downloaded:



After the download has finished – installation will start and will be the same as described from chapter 2 point 2.



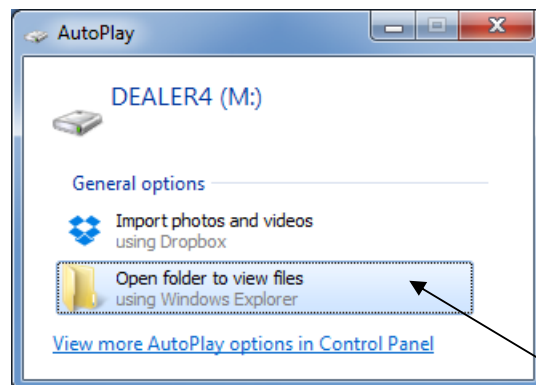
The above screenshots come from Internet Explorer 11. For other web browsers they can look different but the principle of downloading and running the setup file will be the same.

4 Installing from USB Flash Drive

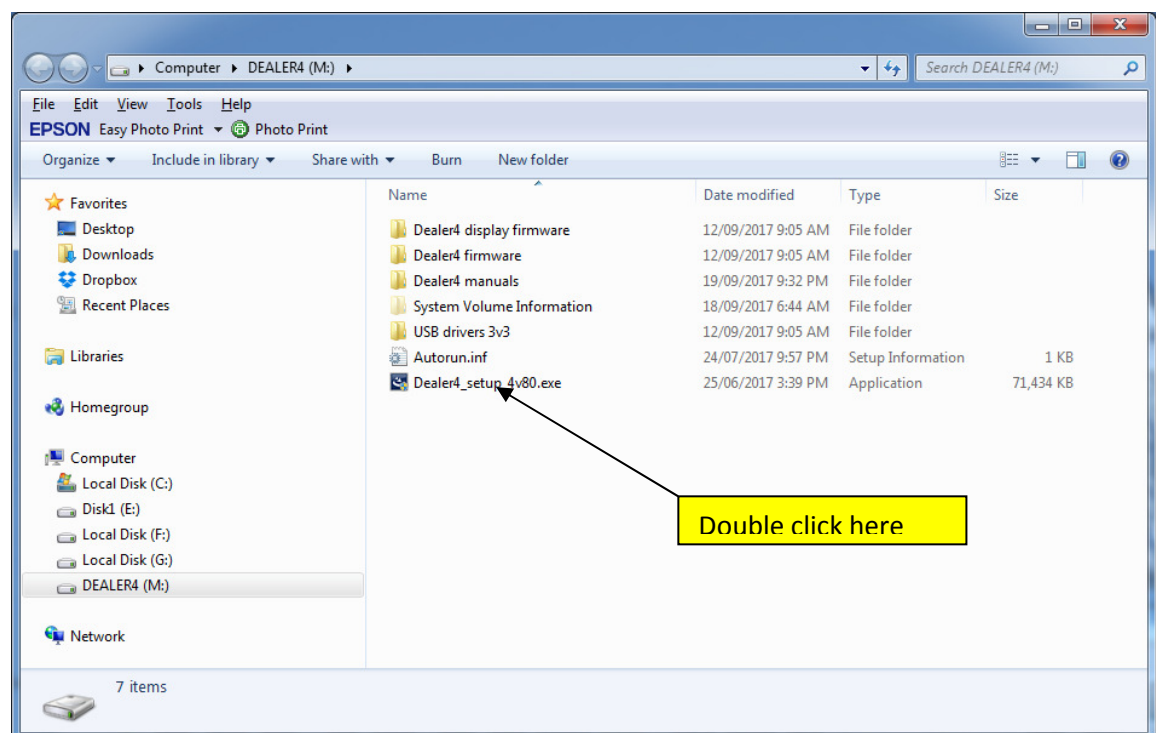
Because CD-ROM drives are not always present in some modern computers, especially laptops, from March 2018 all new Dealer4 machines are supplied with software on the USB Flash Drive instead of CD-ROM disc.



To install software from USB Flash Drive insert the USB connector into a USB port on the computer. The following window should appear:



Click on "Open folder to view files":



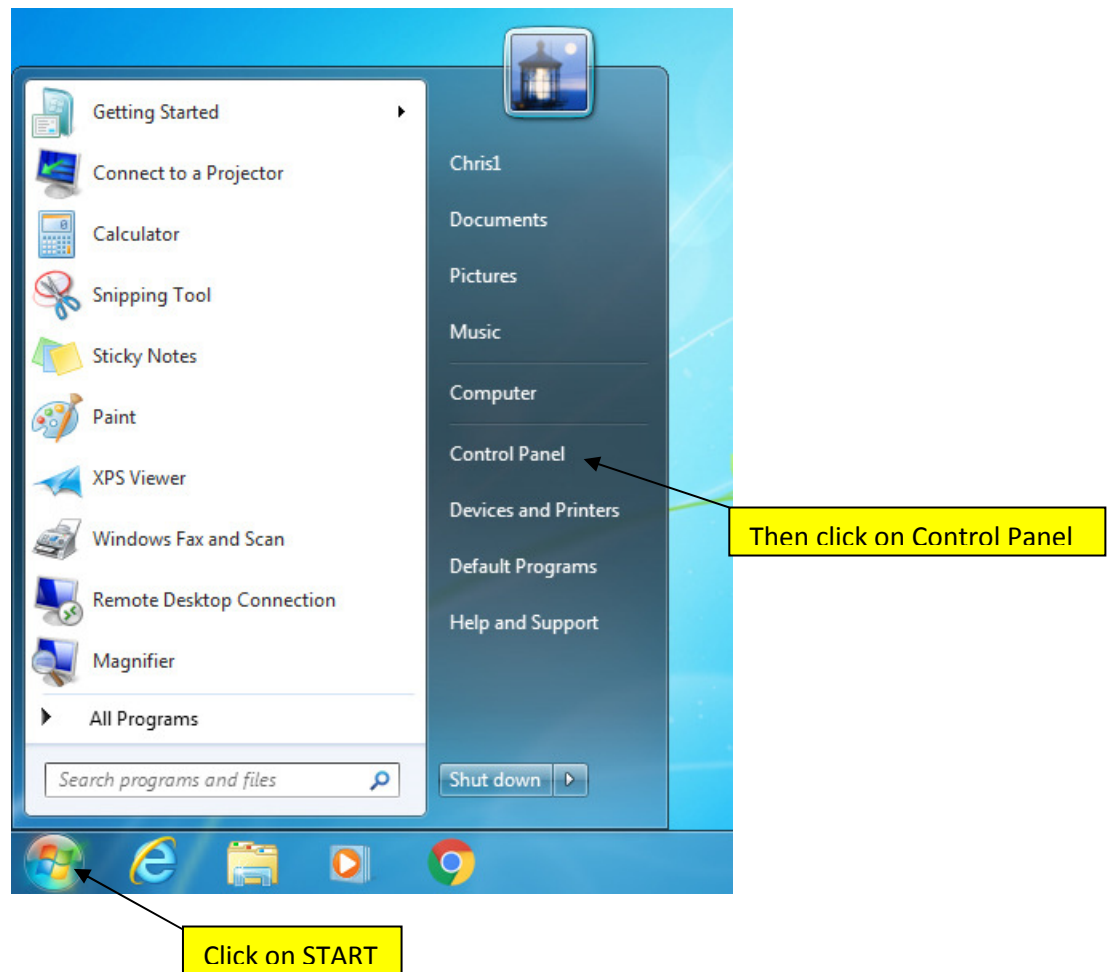
Double click on Dealer4_setup_4v80.exe to start installation. Go to chapter 2 step 2.

5 Software uninstalling.

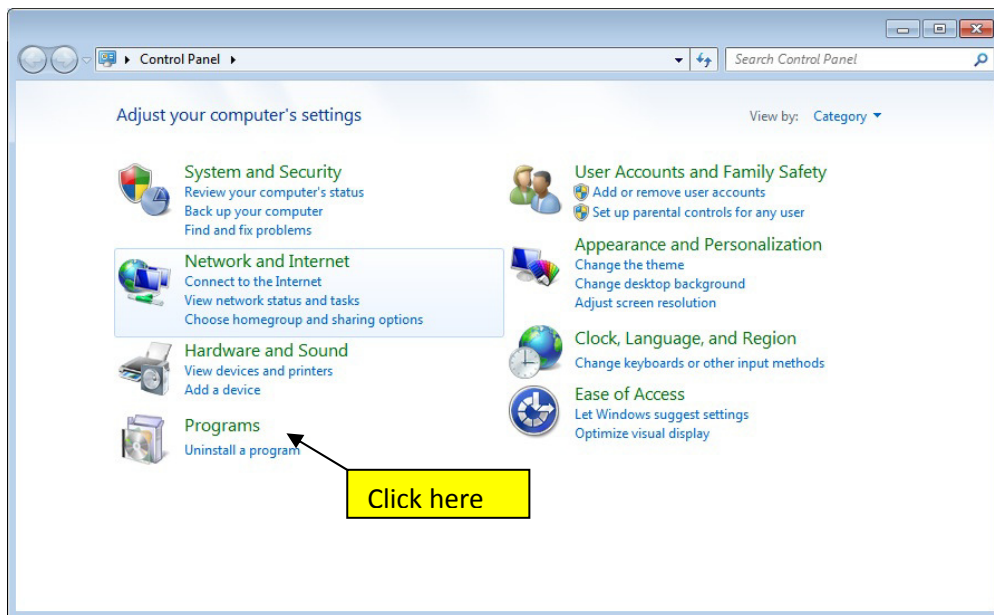
In some cases the installation of new Dealer4 Software may require the removal of older versions first. To uninstall Dealer4 software please do the following:

5.1 PC Software uninstalling

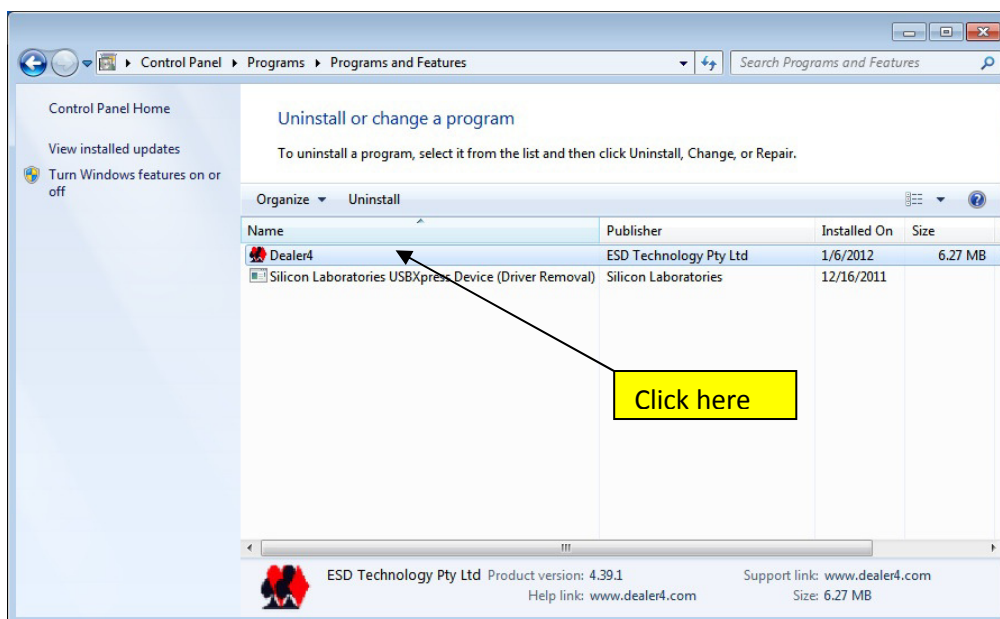
1. Click on START and then click on Control Panel:



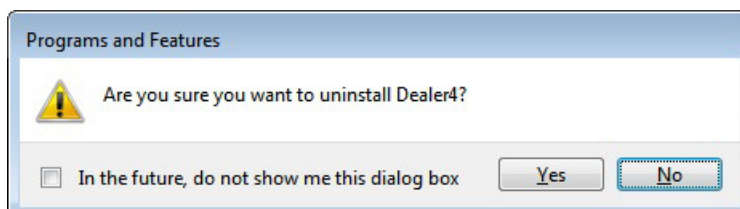
2. On the next screen click on "Uninstall a program":



3. Uninstaller menu will appear. Find Dealer4 software and click on it. On most computers this can be a long list. It may be necessary to wait for the list to load and to scroll down to find the Dealer4 program.



4. Windows will confirm if you really want to remove this program – click YES:

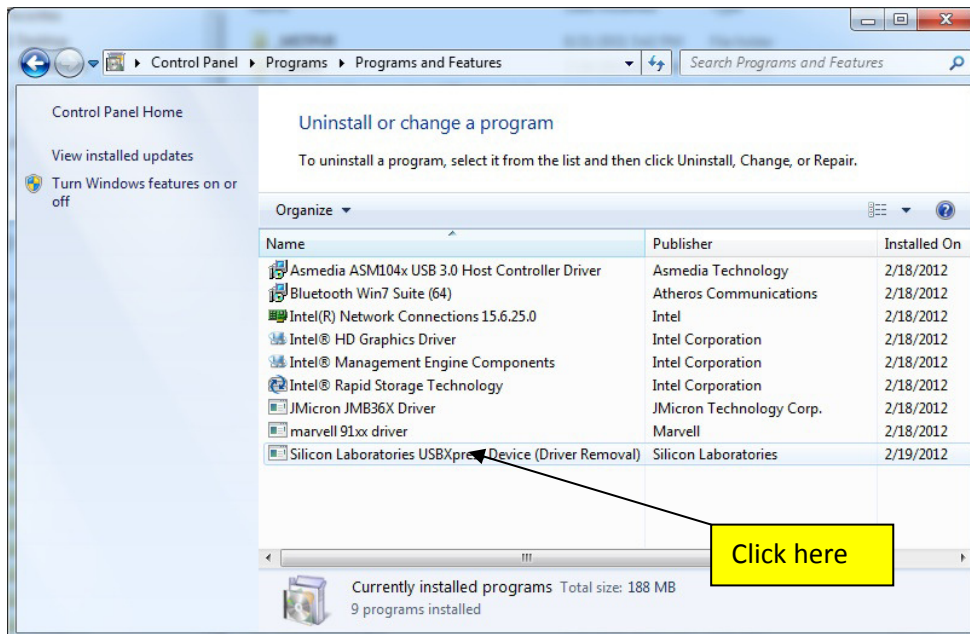


5. When the uninstalling process is completed the Dealer4 program will disappear from the program list.

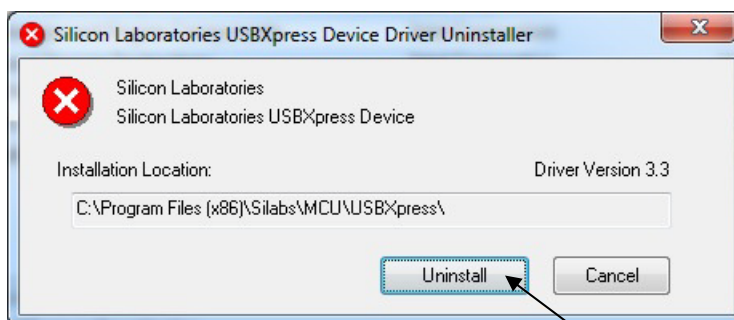
5.2 Uninstalling USB drivers.

To uninstall USB drivers, it is necessary to repeat steps 1 and 2 as described in chapter 5.1

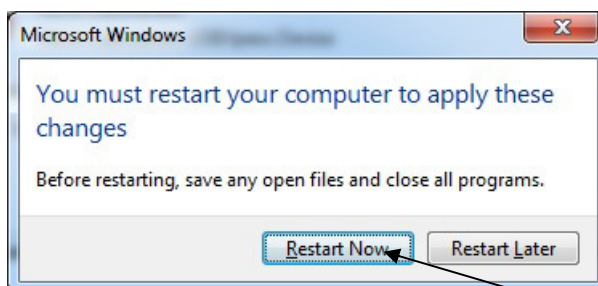
1. Then on the program list screen find and click on Silicon Laboratories USBXpress Device (Driver Removal)



2. Driver removal screen will appear. Click on "Uninstall":

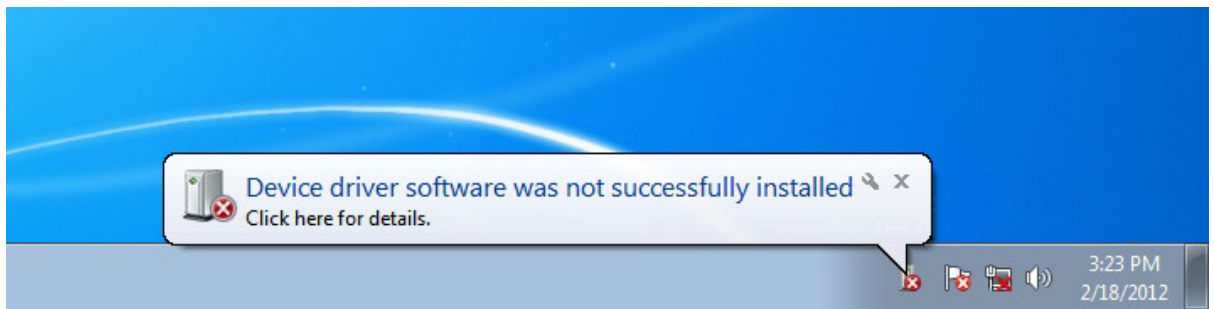


3. After successful uninstallation you have to restart your computer. Click on "Restart Now"



6 Manual USB drivers installation

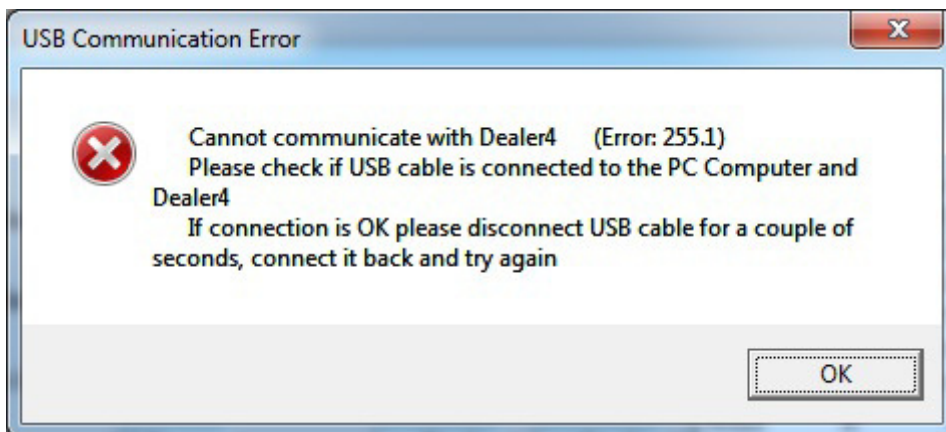
In very rare situations after correct software installation and after the machine is connected, the USB drivers may not install correctly. Typically, in such cases the following message will appear on the screen after machine has been connected for the first time:



It also will result in Communication Errors when the software "Deal" or "Maintenance" functions have been selected:

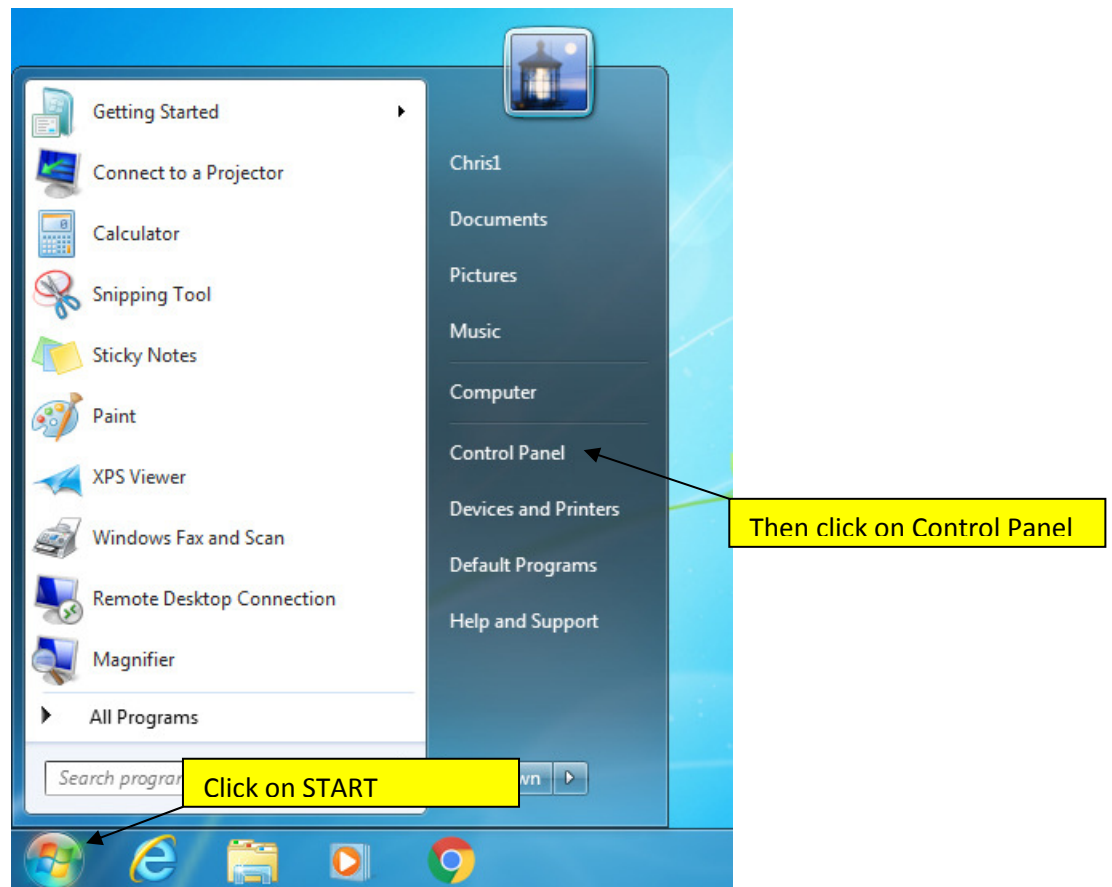


Or standard communication error (255.1):

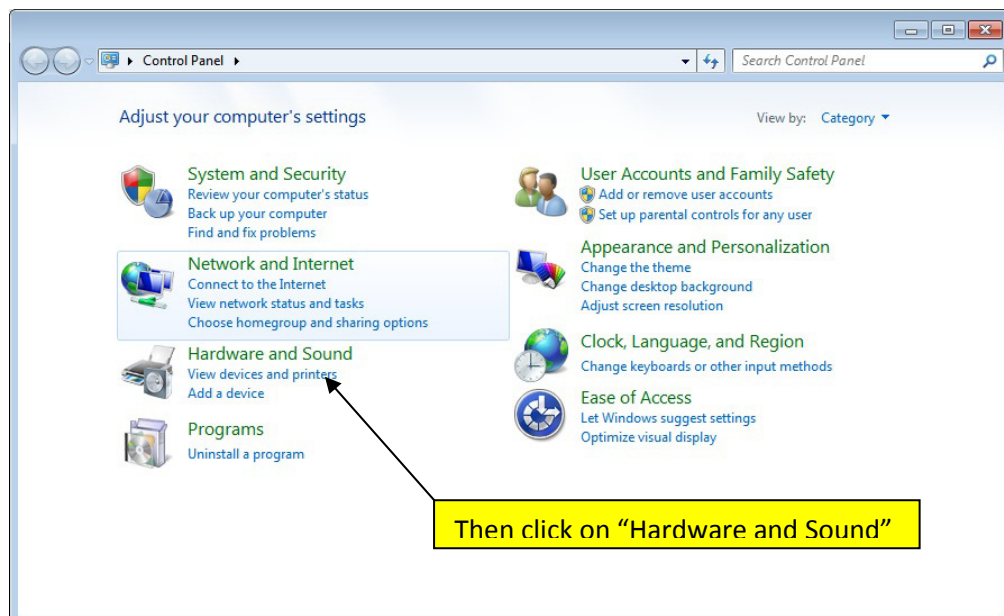


To resolve this problem, uninstall and install the software again. If this does not help manual USB driver installation maybe required. For manual driver installation please do:

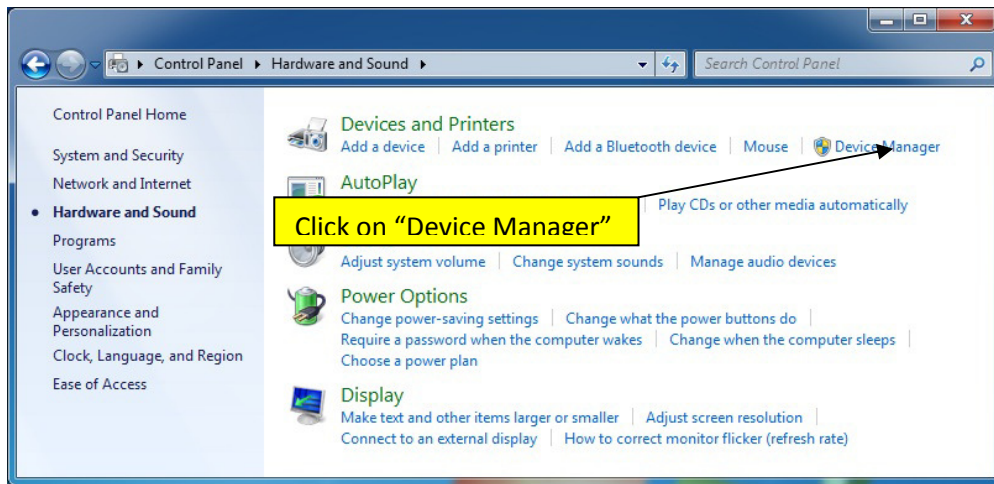
1. Connect machine to the computer, click on START and then on Control Panel:



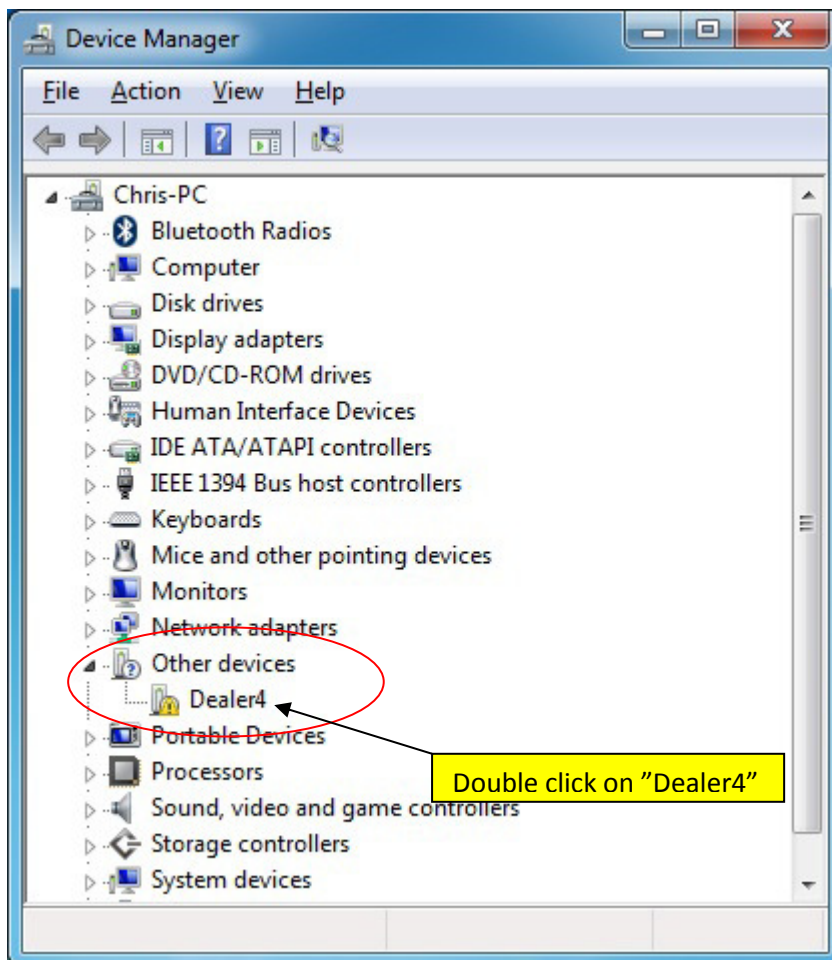
2. Then on the next screen click on "Hardware and Sound"



3. Then on the next screen click on "Device Manager"

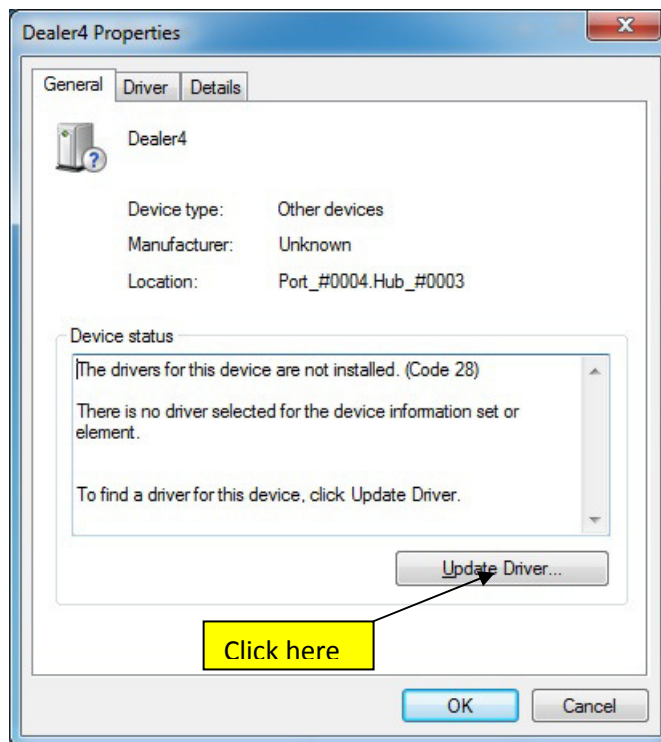


4. Device Manager screen will appear. On this screen under "Other device" Dealer4 with small yellow exclamation mark should be listed. If it is not possible to find the Dealer4 device in this list that means that another problem exists which is not related to driver installation – if this is the case refer to a Service Centre for help.

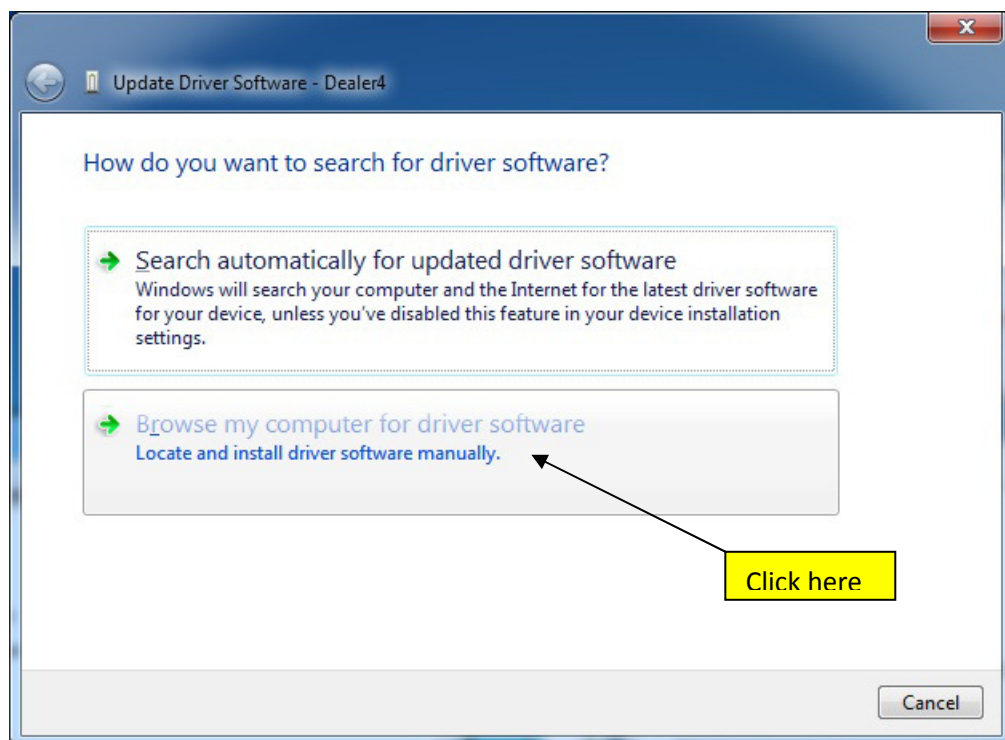


Double click on Dealer4.

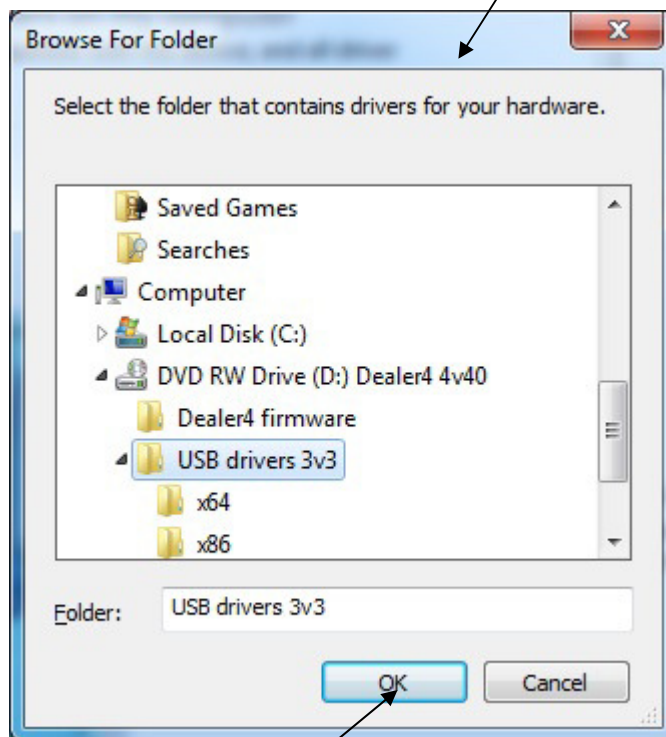
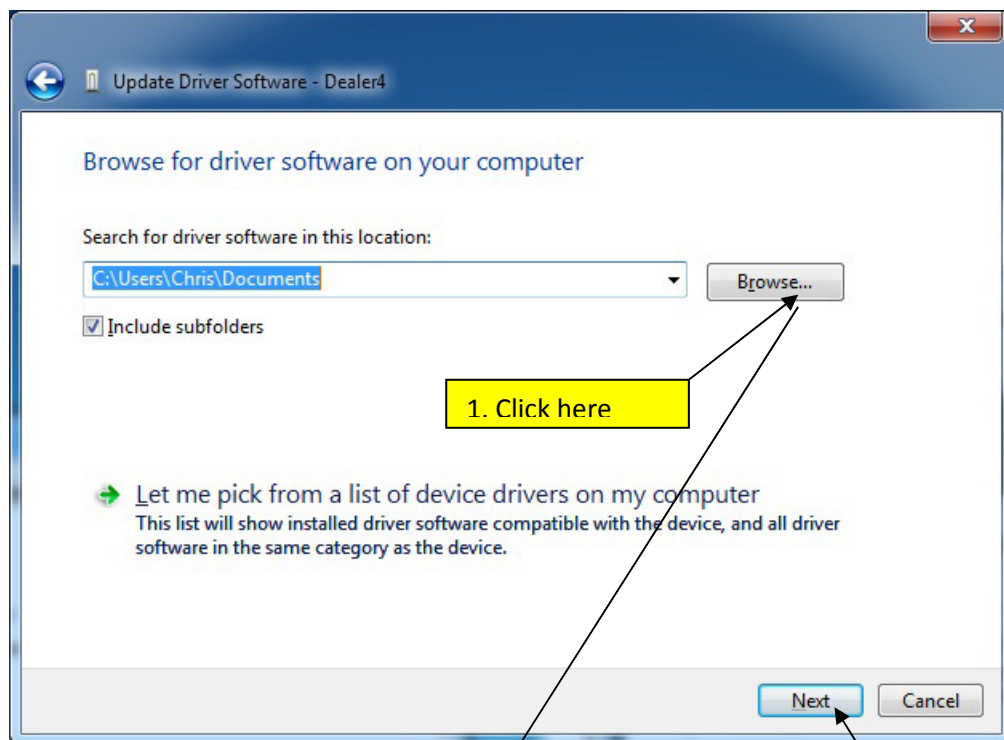
5. Dealer4 property window will appear. This screen will say that the drivers for this device are not installed. Click on Update Driver:



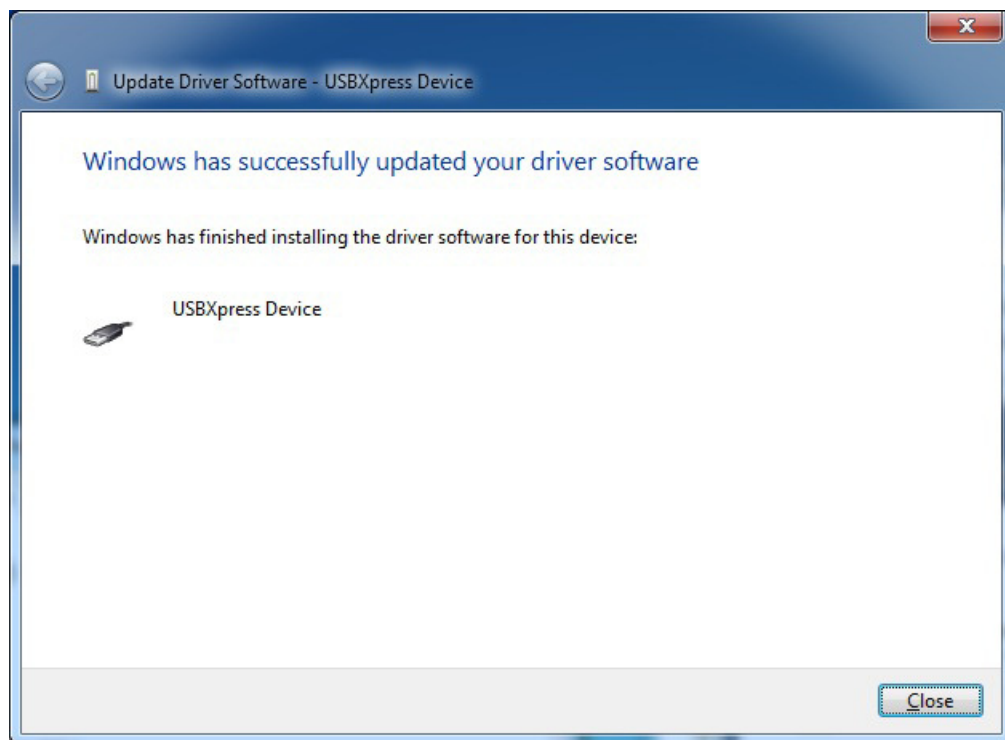
6. On the next screen click "Browse my computer for driver software"
Please be sure that your installations CD is in the CD/DVD drive or that the USB drive is inserted:



7. On the next screen choose where the USB drivers are located. Click on “Browse” then navigate to folder **D:/USB drivers 3v3** (assuming that D: is your CD/DVD drive), click OK and then click “Next”:



8. The USB drivers will now be copied and installed on the computer. After successful installation a confirmation screen will appear:



9. Now USB drivers are installed. Close all open windows and try to run machine.