



Dealer4



Dealer4 PC Software Installation for Windows 8 ver: 1.3

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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 28.02.2018 - updated installation instructions to software version 4.80

- add installation from memory stick

- update screen shots and details to Windows 8

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 Windows 8 and 8.1.

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

Software installation should be done from an Administrator account.

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



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.

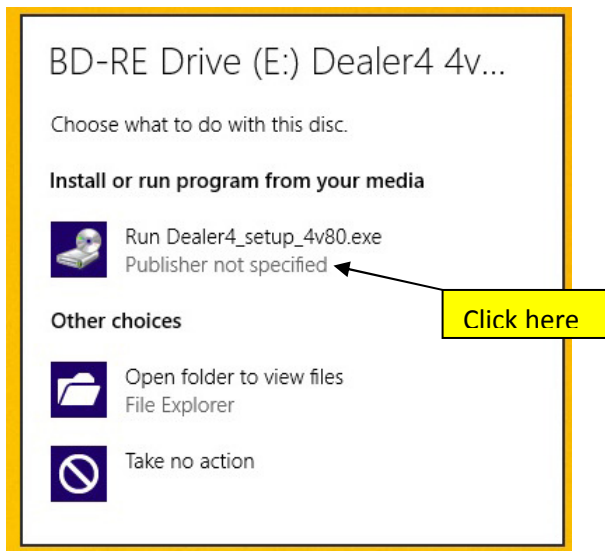


This instruction refers to installation file Dealer4_setup_4v80.exe which is the current version of the software at the time when these instructions were written. Any future updates will have file name updated according to the future version numbers.

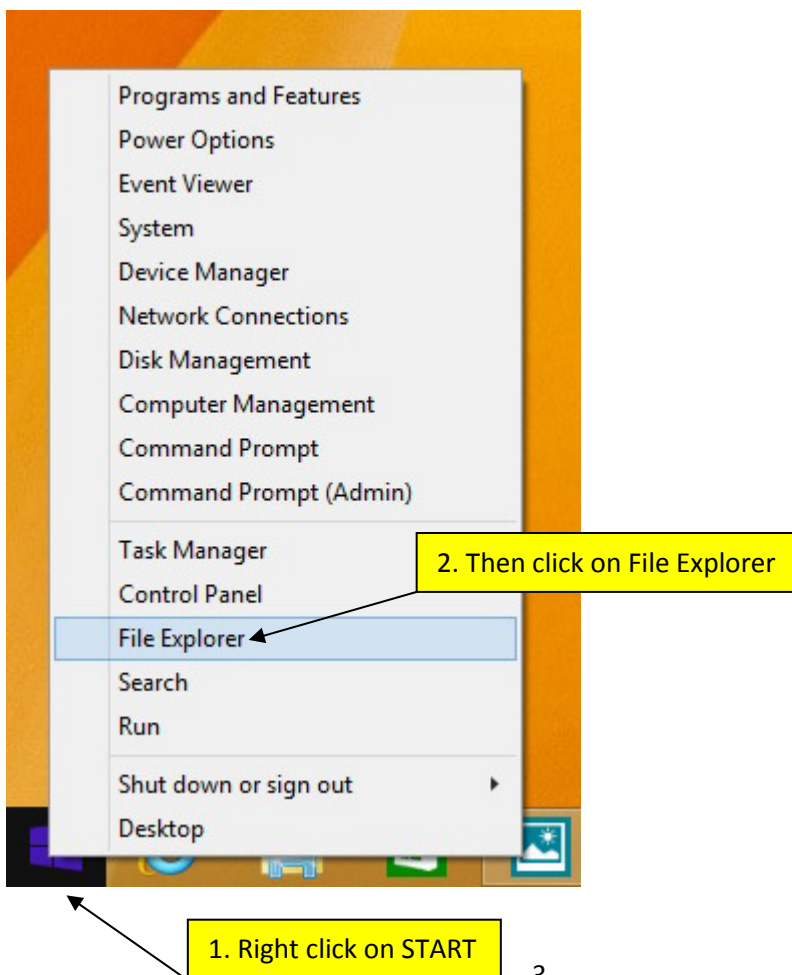
2 Installation from CD

1. Insert CD – if installation wizard starts automatically then go to point 2.

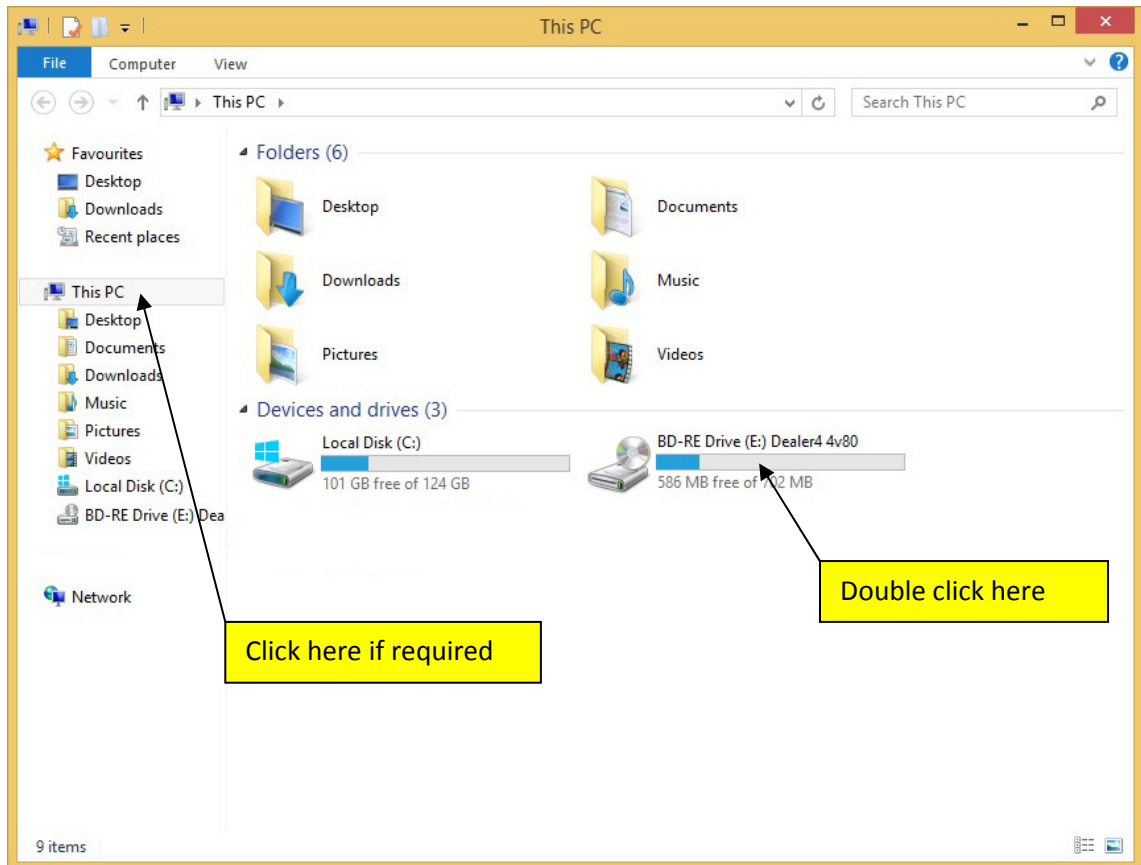
In some cases, depending on your computer settings, the following screen may appear. Click on Run Dealer4_setup_4v80.exe – the installation will start – then go to point 2.



If installation does not run automatically – right click on START and then left click on File Explorer :



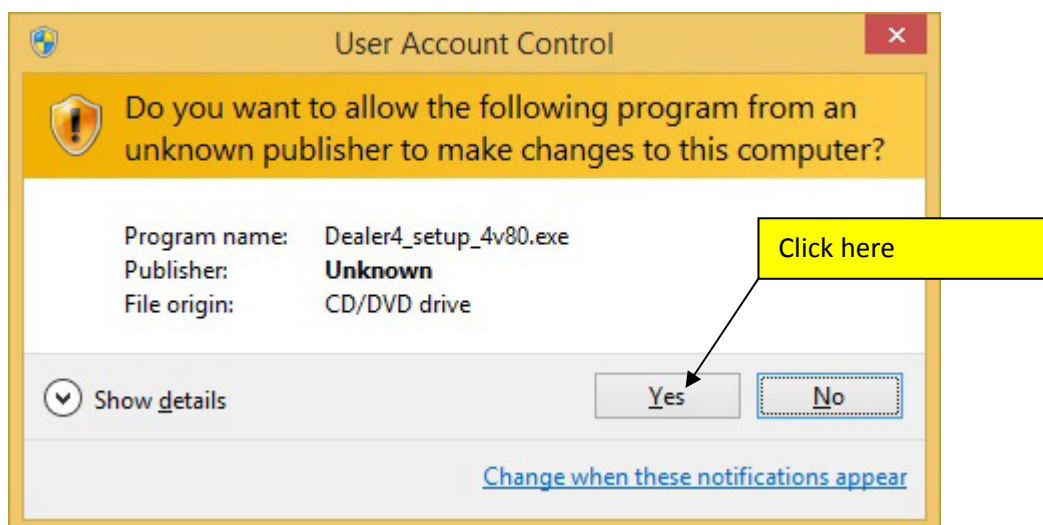
On the next screen double click on the your CD-ROM drive icon. If CD-ROM icon is not visible on the right panel click first on This PC:



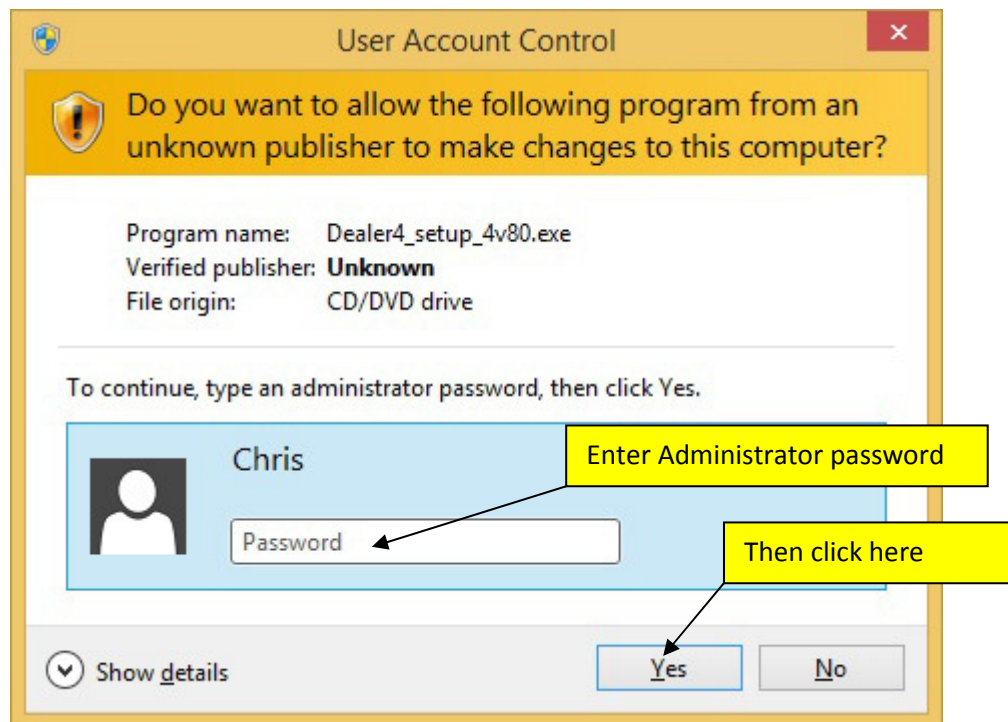
If installation does not begin automatically – double click on Dealer4_setup_4v80.exe on the next screen.

2. Next, one of two possible windows will appear.

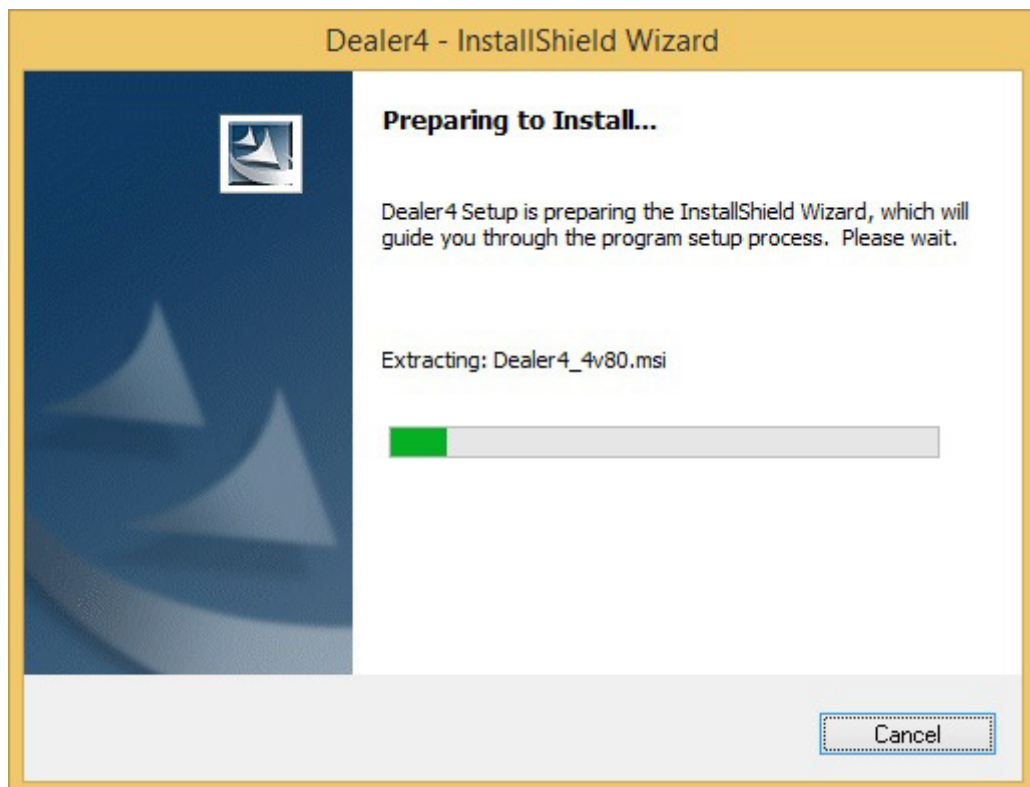
First option is standard User Account Control confirmation – click Yes to continue:



Second option 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:



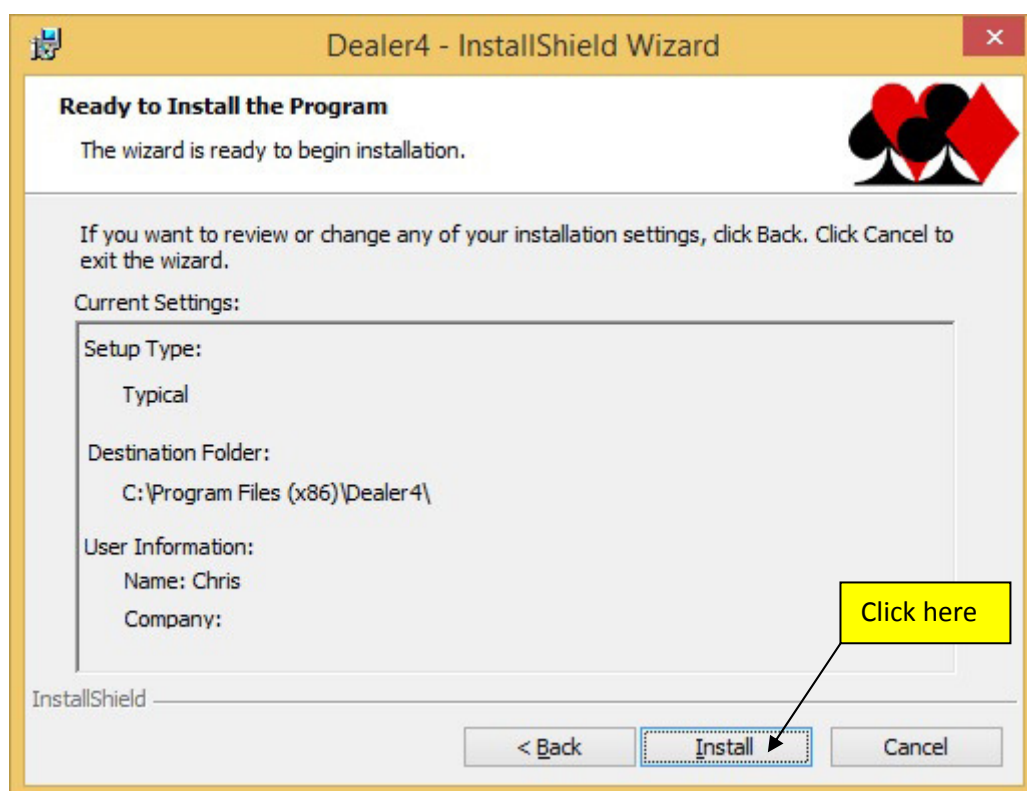
3. Installation will then begin:



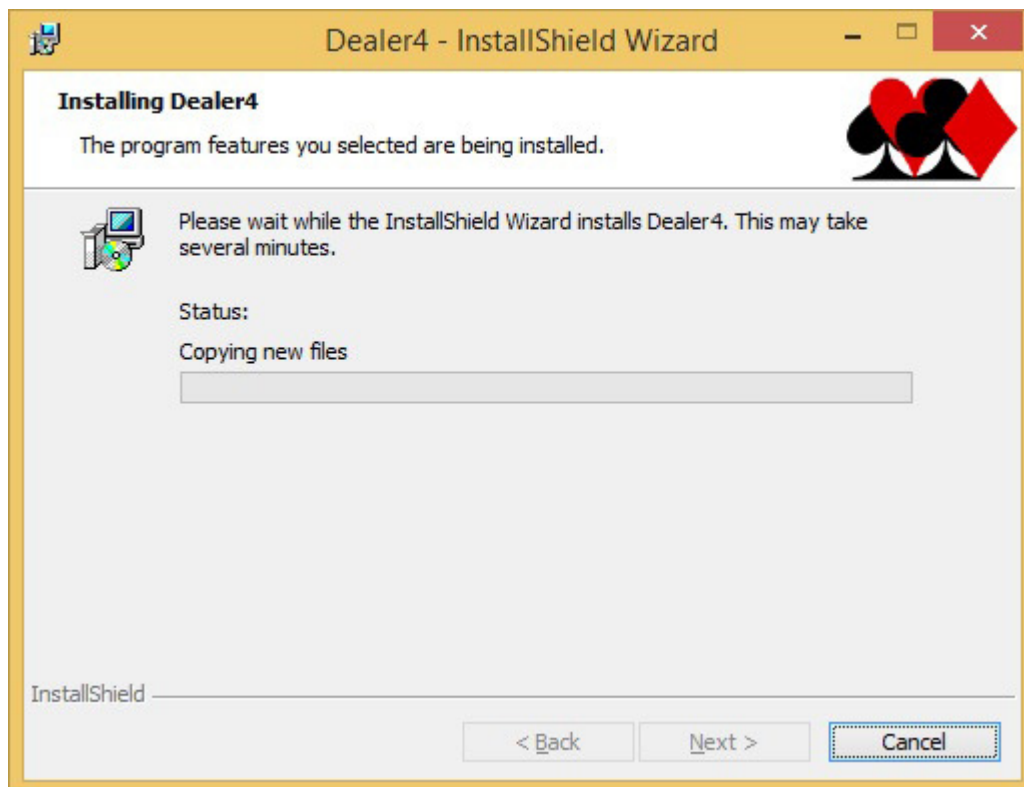
4. Setup will now be with the following screen. Click “Next”:



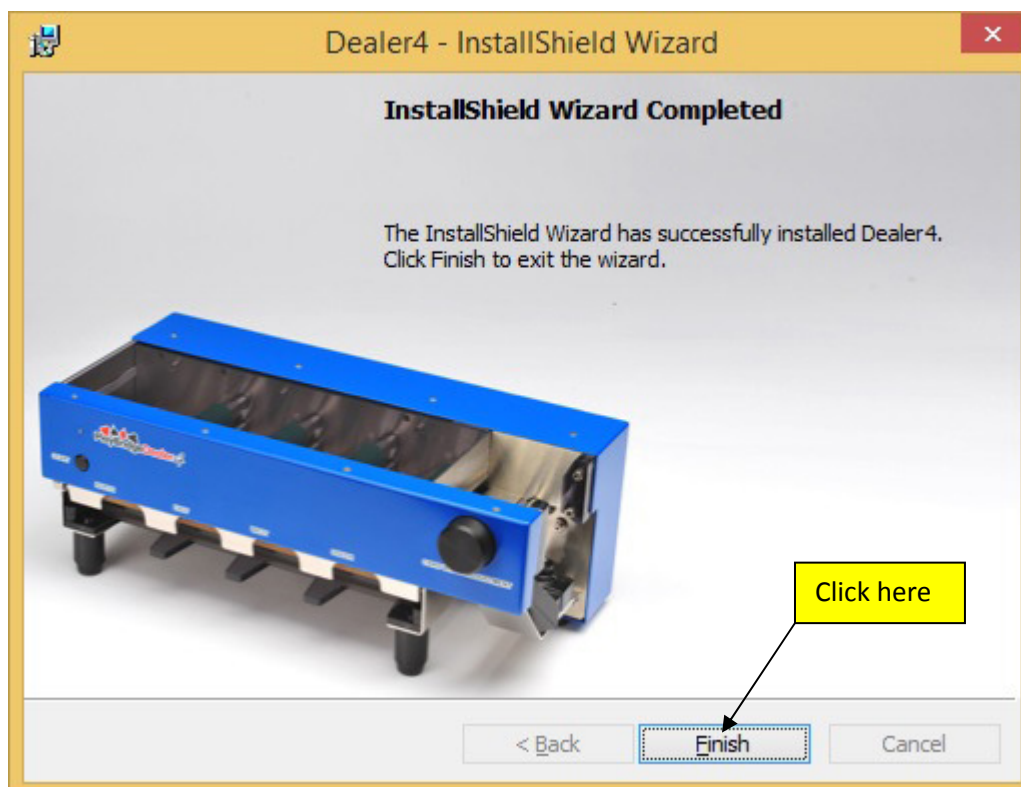
5. Click “Install” on the next screen:



Setup will now install the Dealer4 Software:



6. Click Finish when Setup is completed:



7. 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. Windows will finish USB drivers installation and Dealer4 is ready to use.



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

All software updates, manuals and instruction and other technical information can be found on these websites.

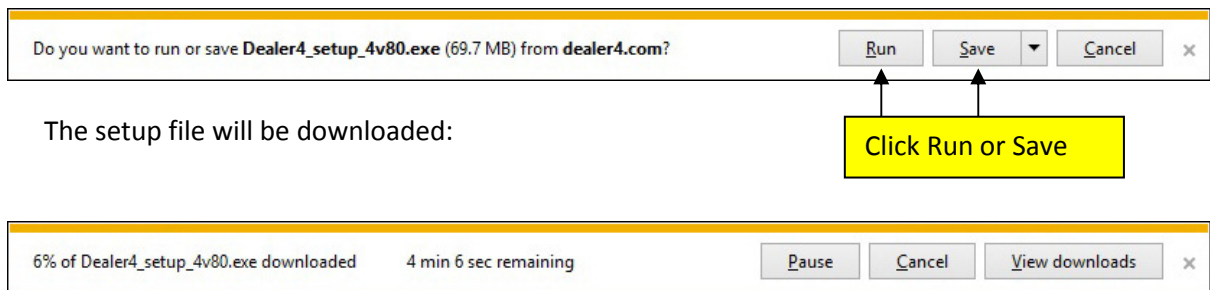
To download the latest version of the PC software go to:

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"):



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



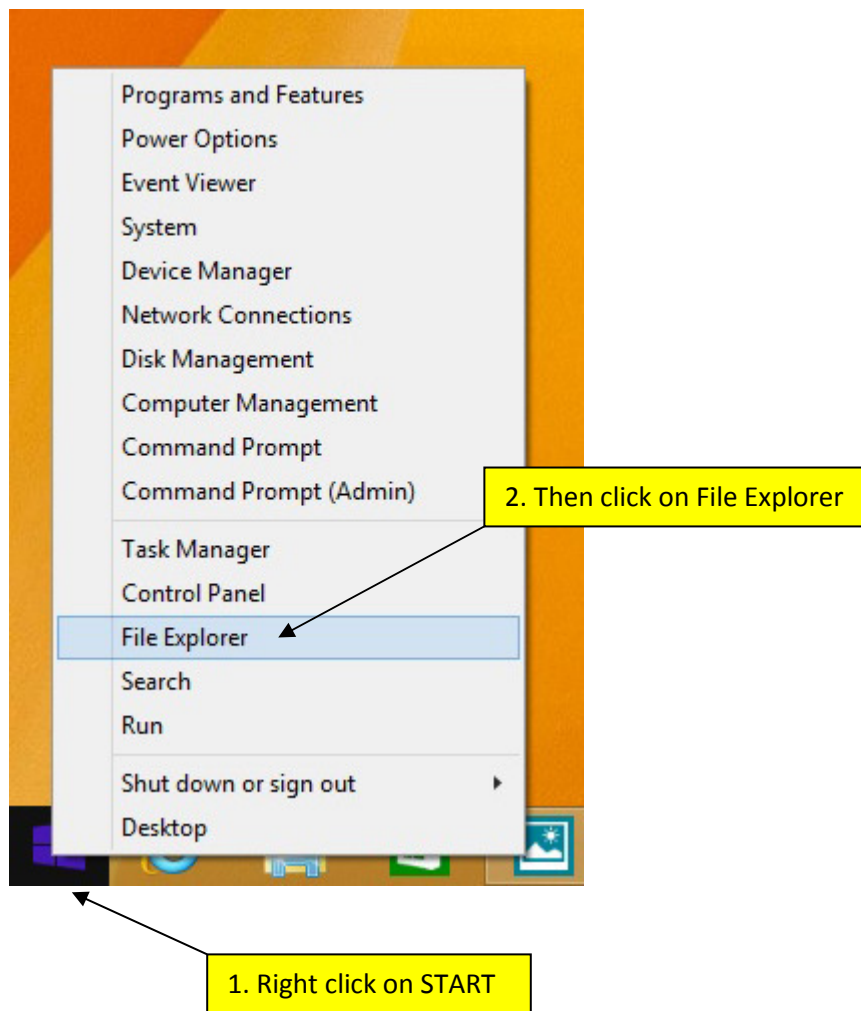
The above screenshots come from Internet Explorer 11. Other web browsers may look different but the principle of downloading and running the setup file will be the same.

4 Installing from USB Flash Drive

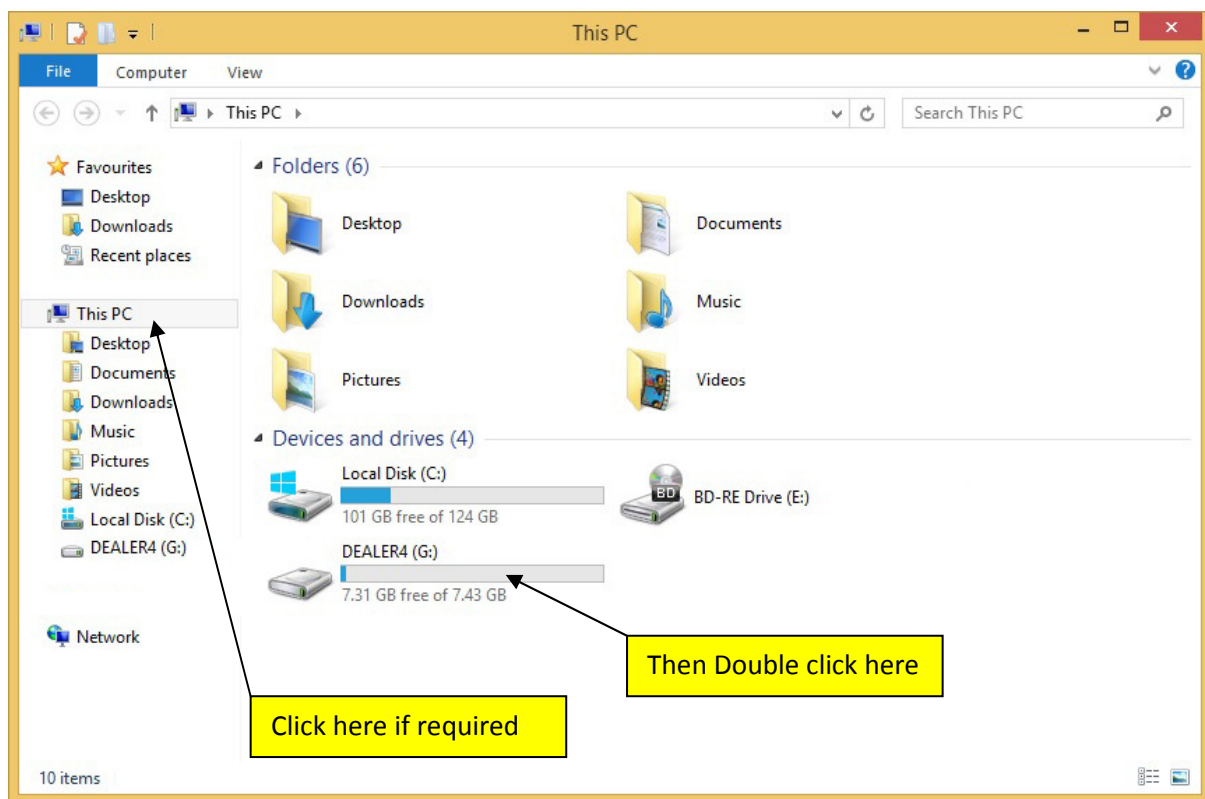
Because CD-ROM drives are not always present in some modern computers, especially laptops, from March 2018 all new Dealer4 machines are supplied with software on the USB Flash Drive instead of CD-ROM disc.



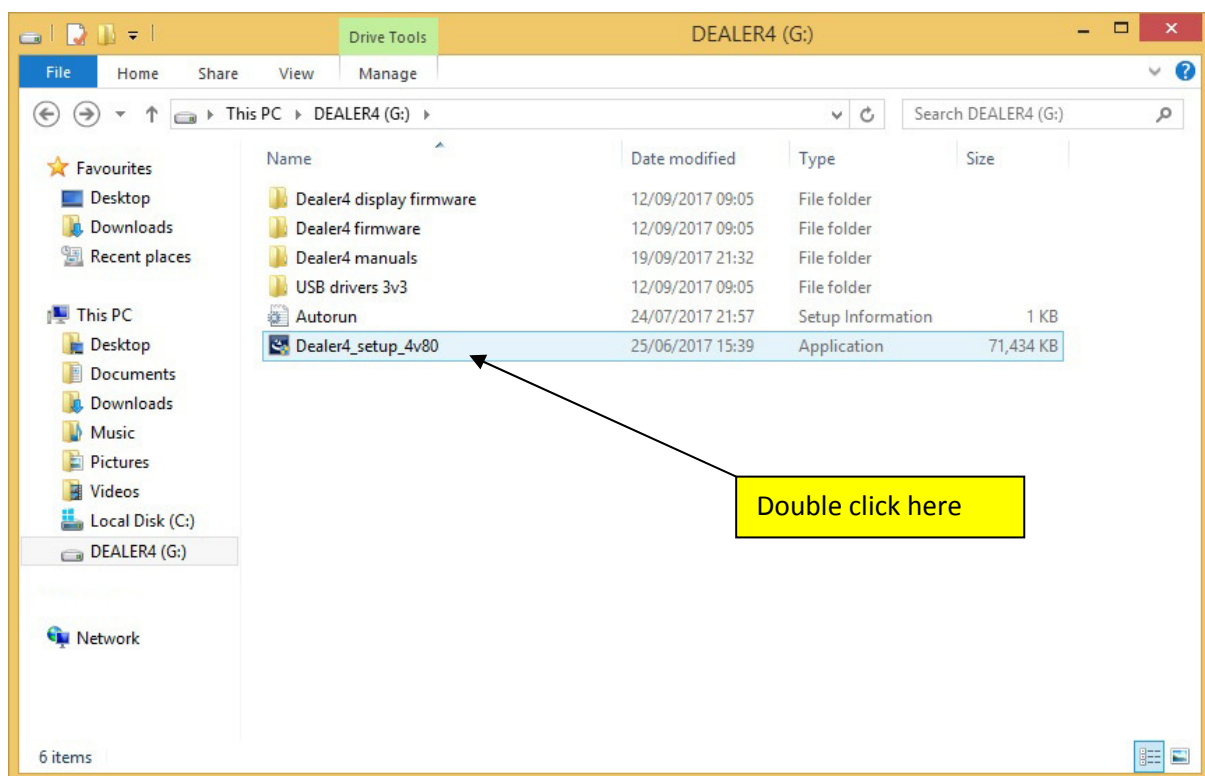
To install software from a USB Flash Drive, insert the USB connector into a USB port on the computer. Then right click on Start and left click on File Explorer:



On the next screen double click on DEALER4 drive icon. If DEALER4 icon is not visible on the right panel click first on This PC:



Double click on Dealer4_setup_4v80.exe to start installation. Go to Chapter 2 point 2.

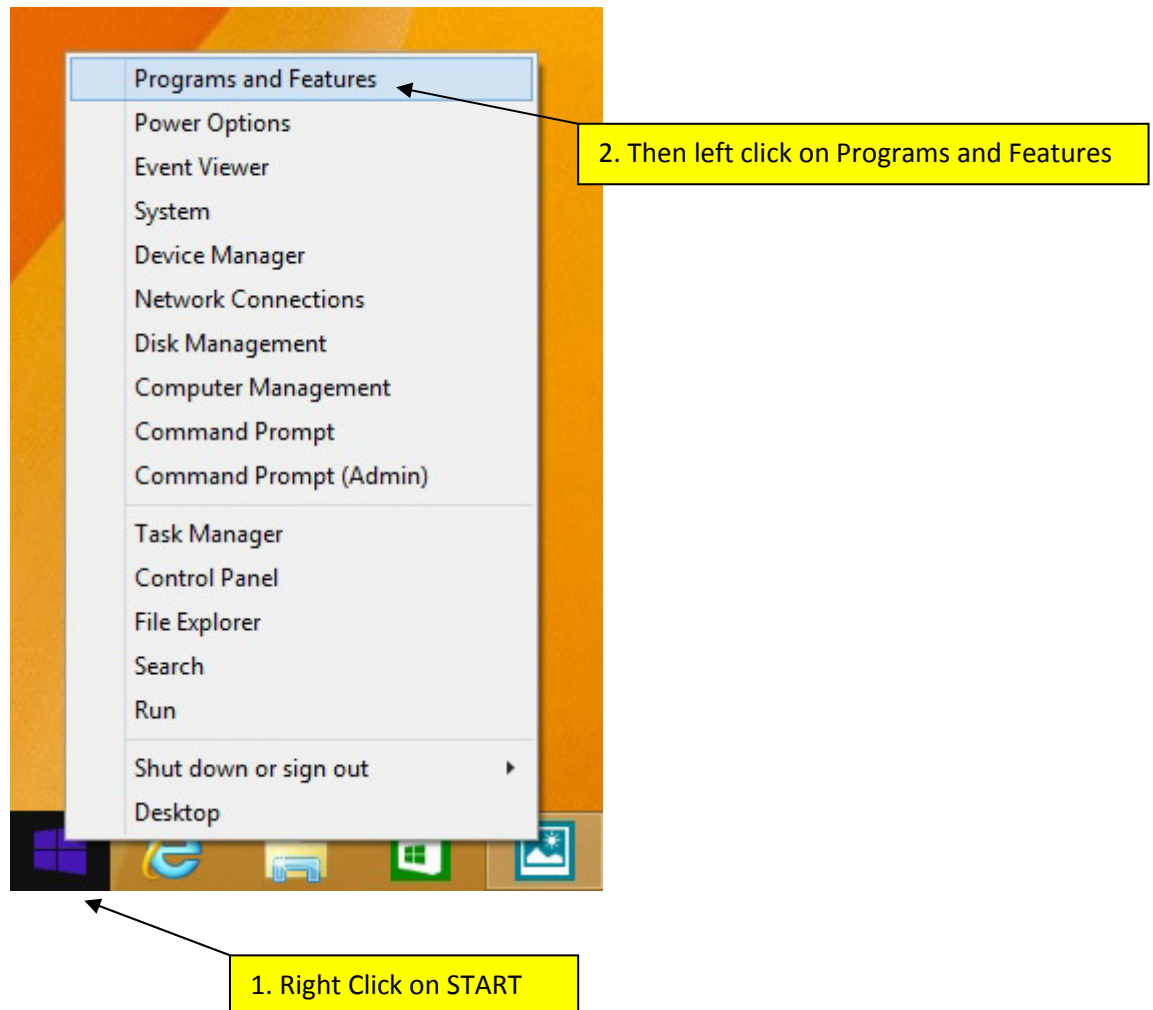


5 Software uninstalling.

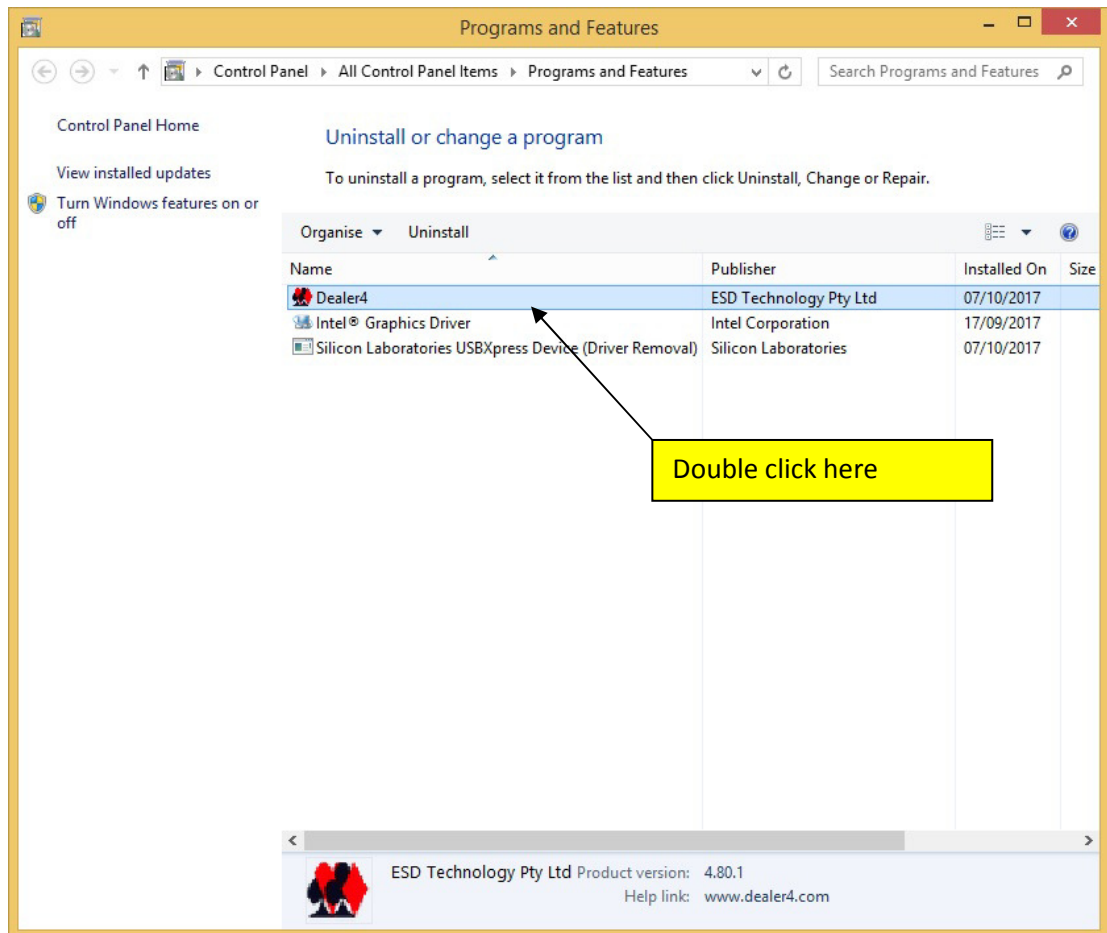
In some cases, the installation of new Dealer4 Software may require the removal of older versions first. To uninstall Dealer4 software please do the following:

5.1 PC Software uninstalling

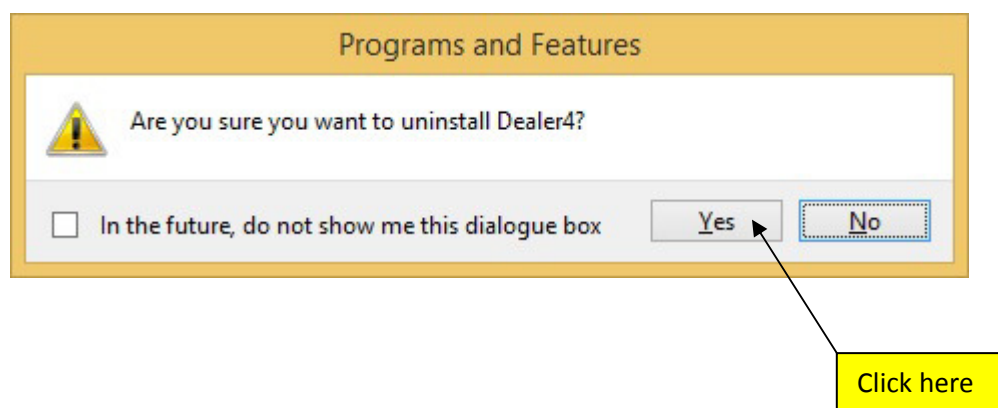
1. Right click on START and then left click on Programs and Features:



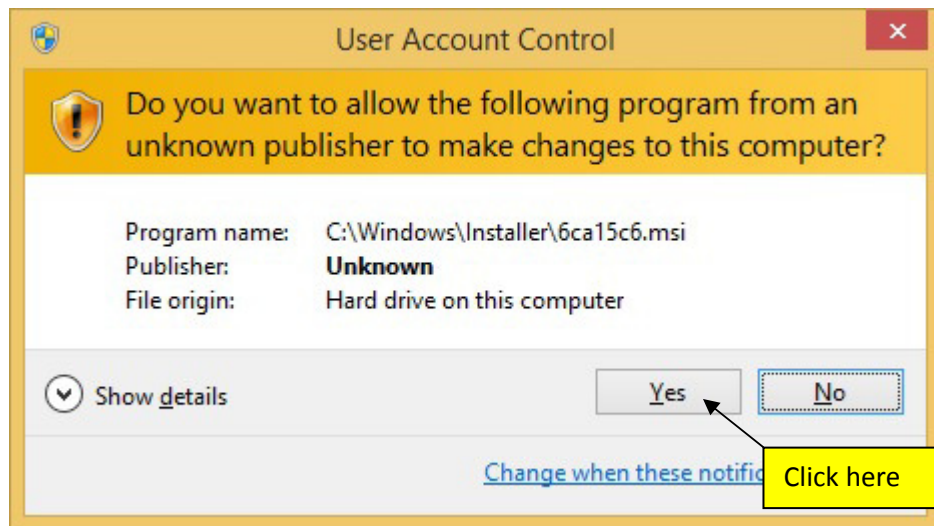
2. On the next window find Dealer4 software and click on it and then click Uninstall. On most computers this can be a long list. It may be necessary to wait for the list to load and to scroll down to find the Dealer4 program:



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



4. Then next confirmation is required:

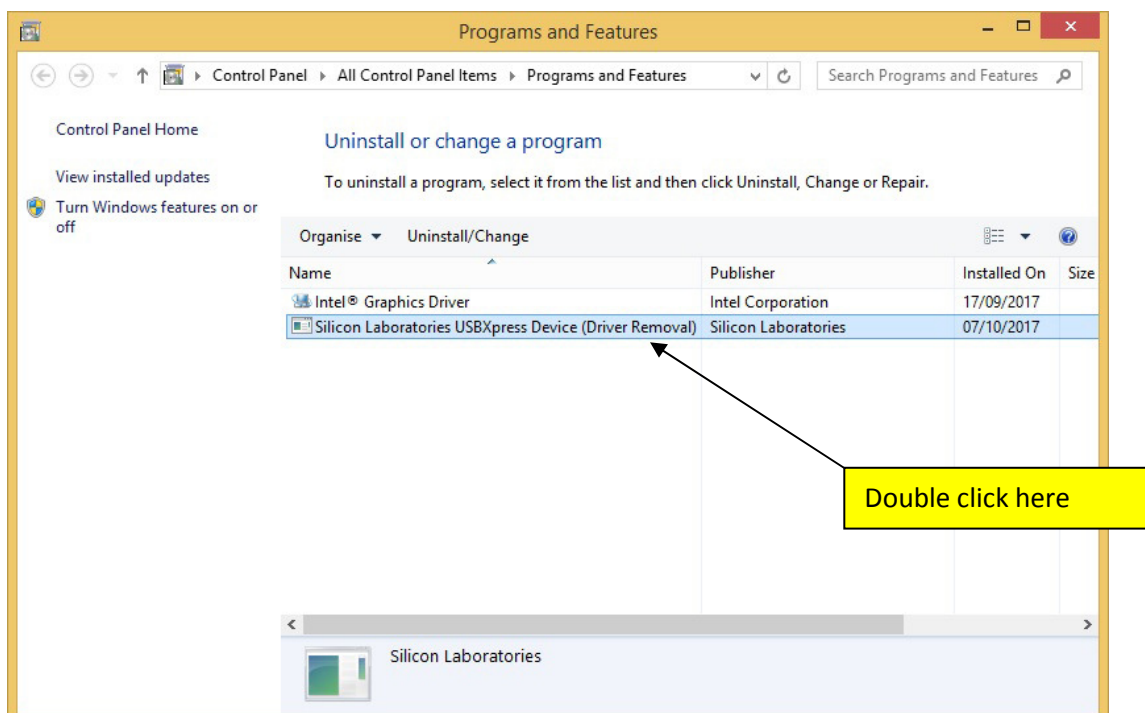


5. When the uninstalling process is completed the Dealer4 program will disappear from the program list.

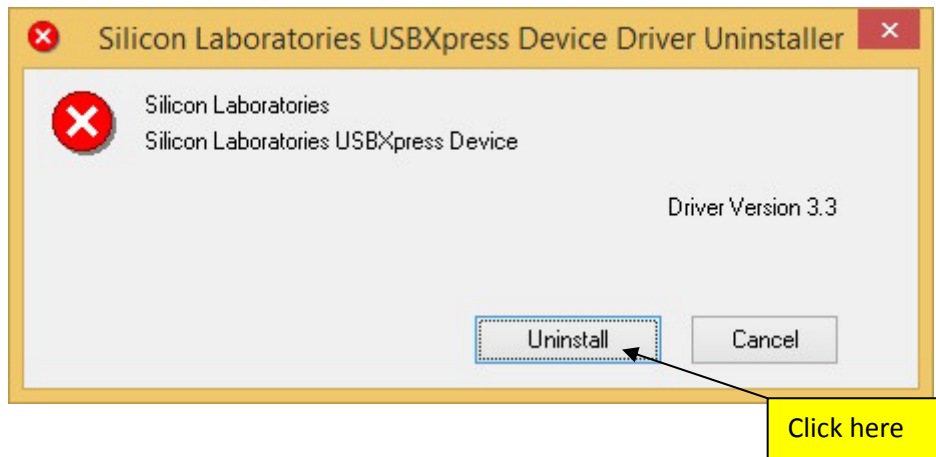
5.2 Uninstalling USB drivers.

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

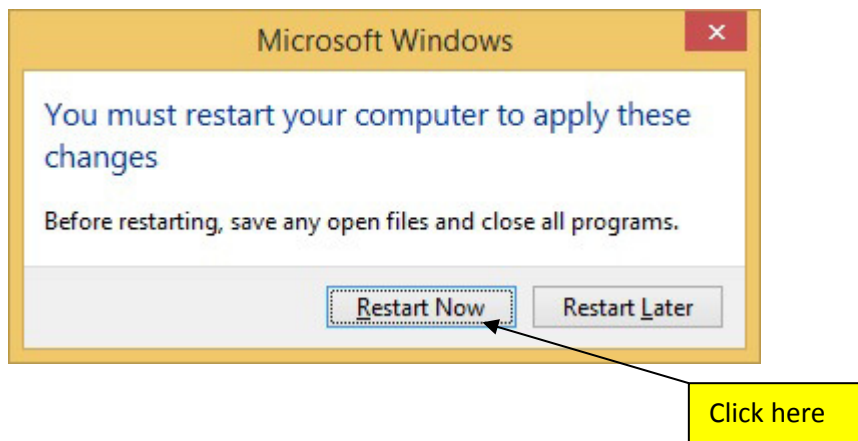
1. Then on the program list screen find and double click on Silicon Laboratories USBXpress Device (Driver Removal):



2. Driver removal screen will appear. Click on “Uninstall”:



3. After successful uninstallation you have to restart your computer. Click on “Restart Now”:

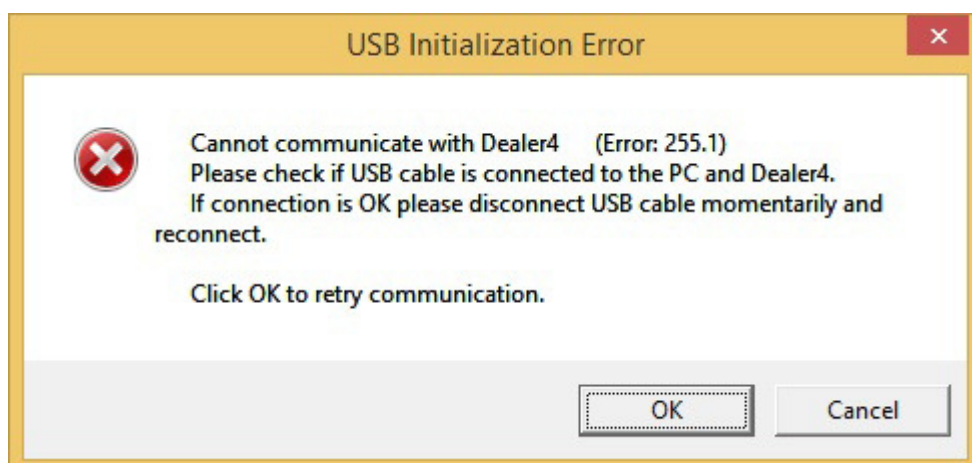


6 Manual USB drivers installation

In very rare situations after correct software installation and after the machine is connected, the USB drivers may not install correctly. It will result in Communication Errors when the software “Deal” or “Maintenance” functions have been selected:

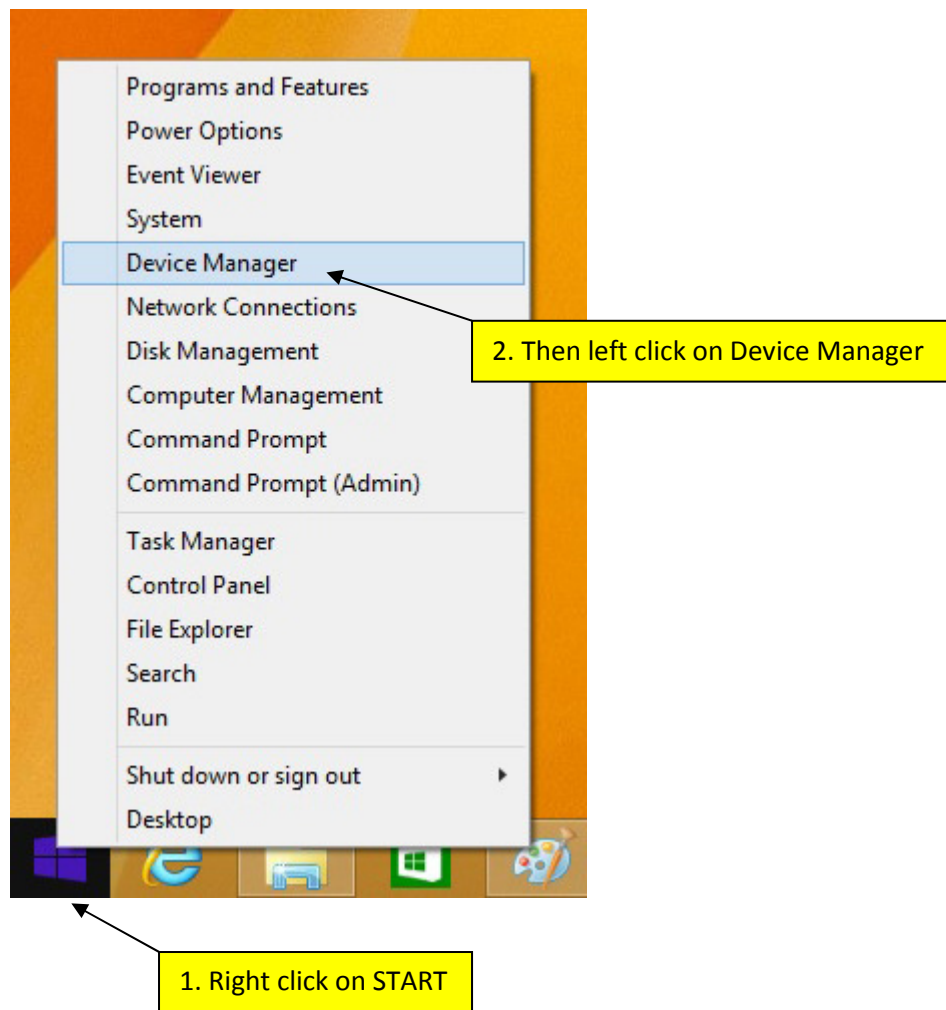


Or standard communication error (255.1):

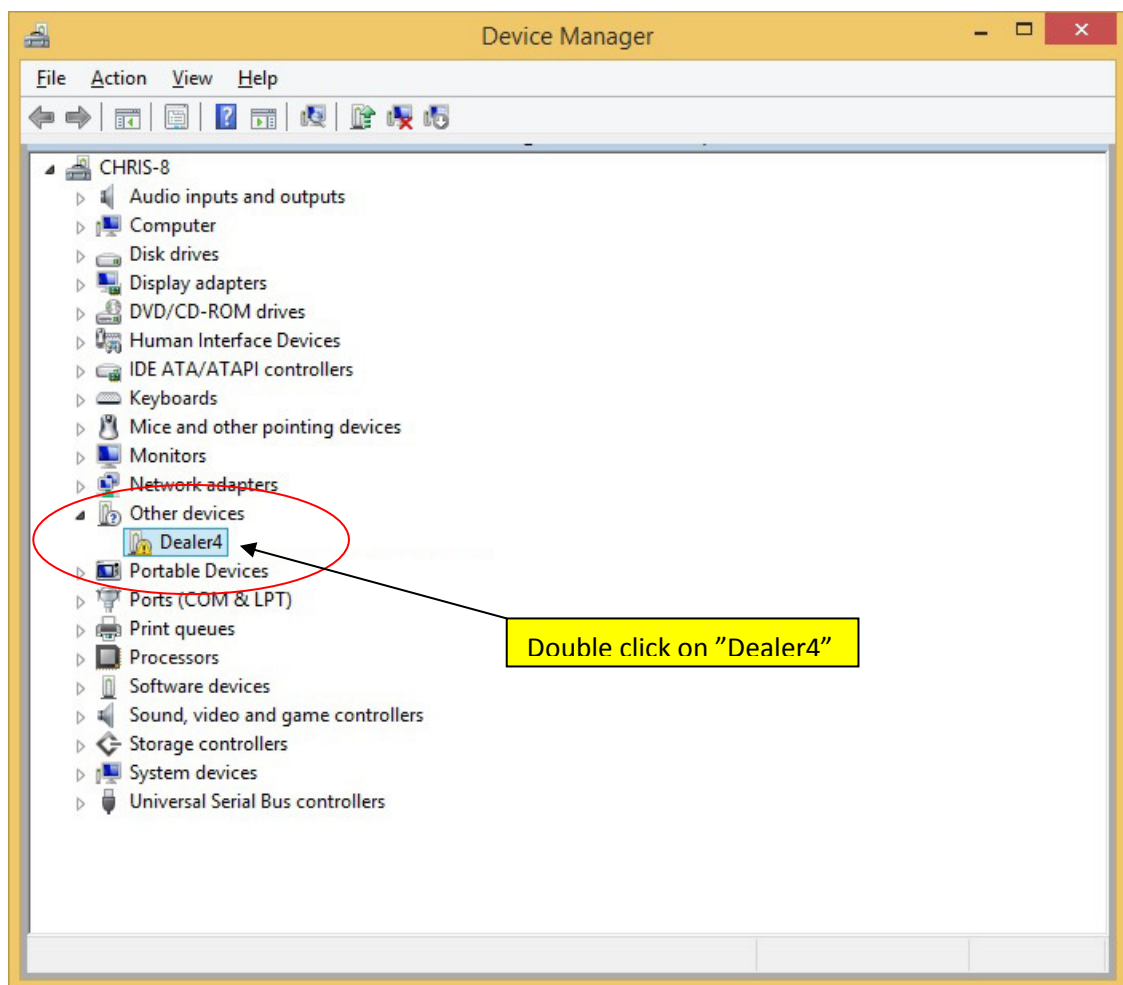


To resolve this problem, uninstall and install the software again. If this does not help manual USB driver installation maybe required. For manual driver installation please follow these instructions:

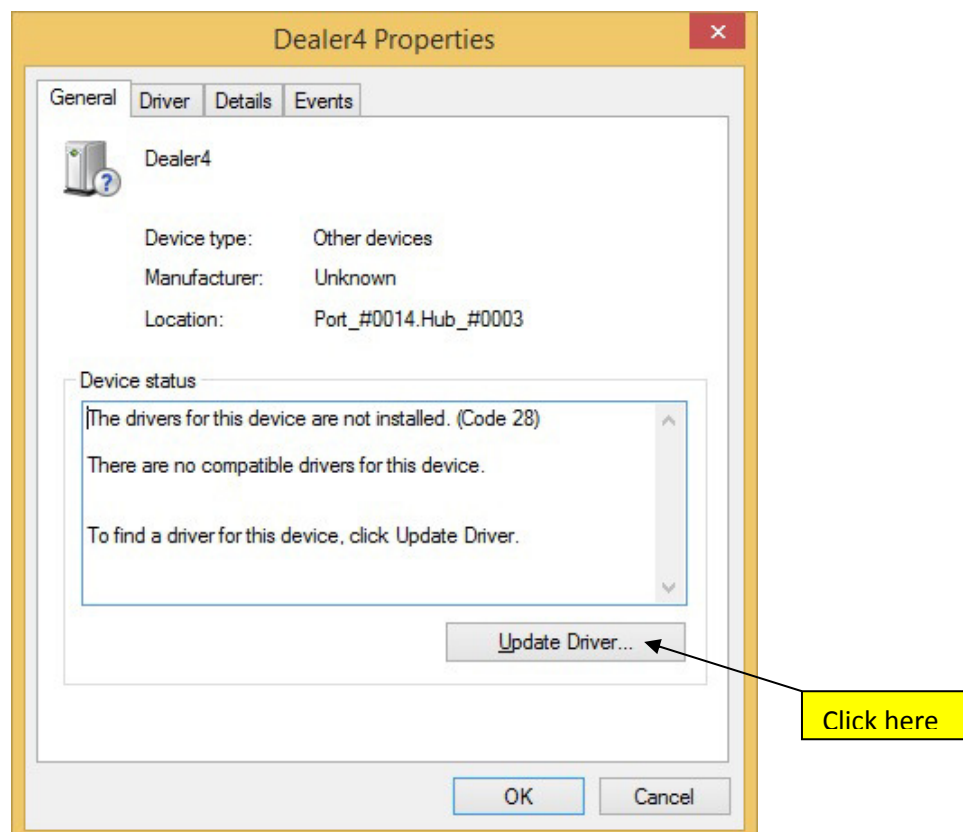
1. Connect machine to the computer, right click on START and then left click on Device Manager:



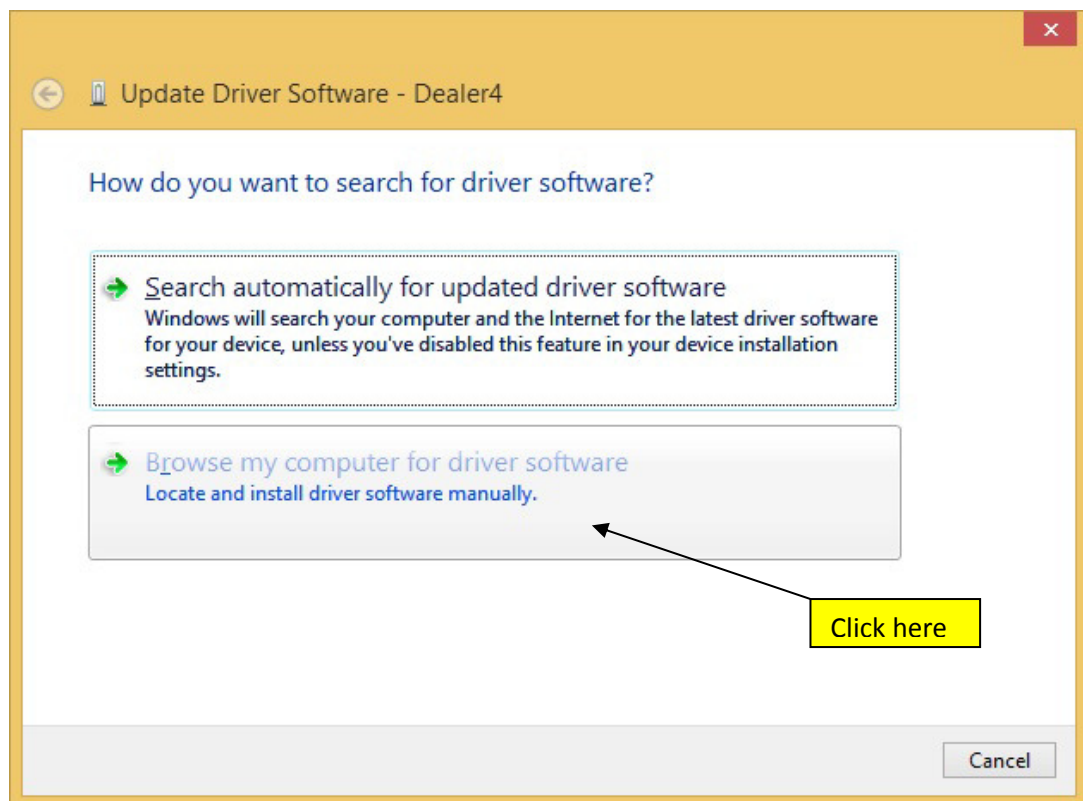
2. The Device Manager screen will appear. On this screen under “Other devices” Dealer4 with a small yellow exclamation mark should be listed. If it is not possible to find the Dealer4 device in this list that means that another problem exists which is not related to driver installation – if this is the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



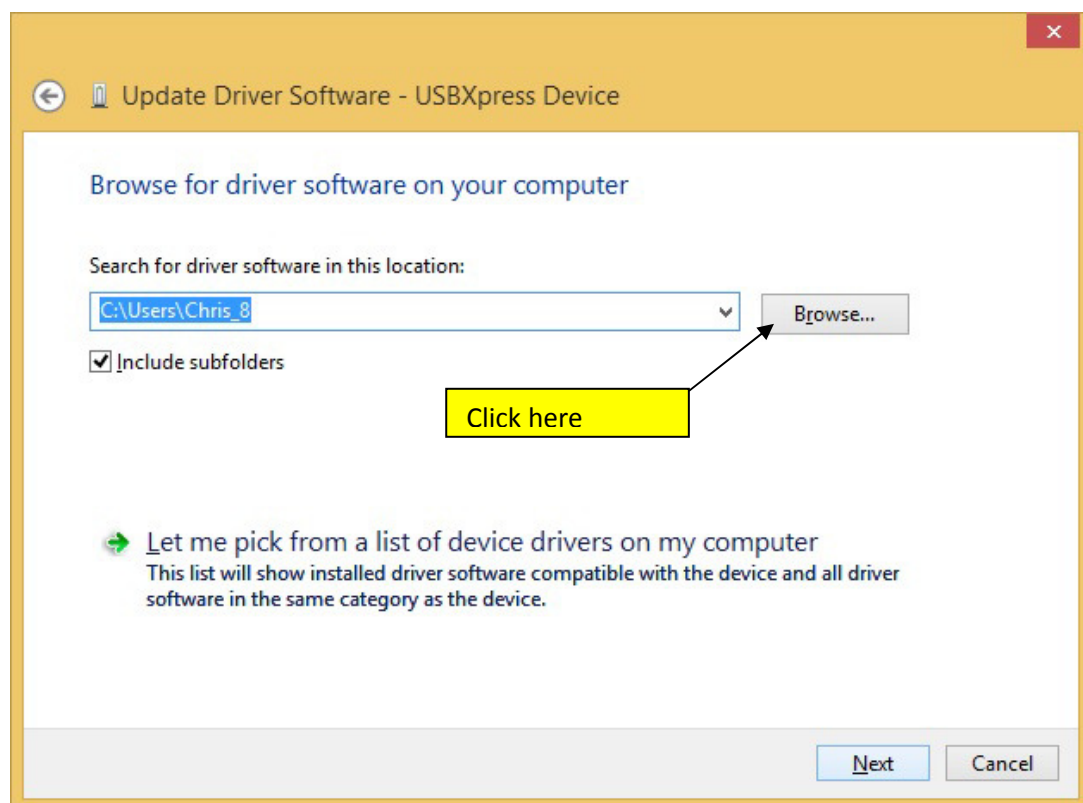
3. Dealer4 property window will appear. This screen will say that the drivers for this device are not installed. Click on Update Driver:



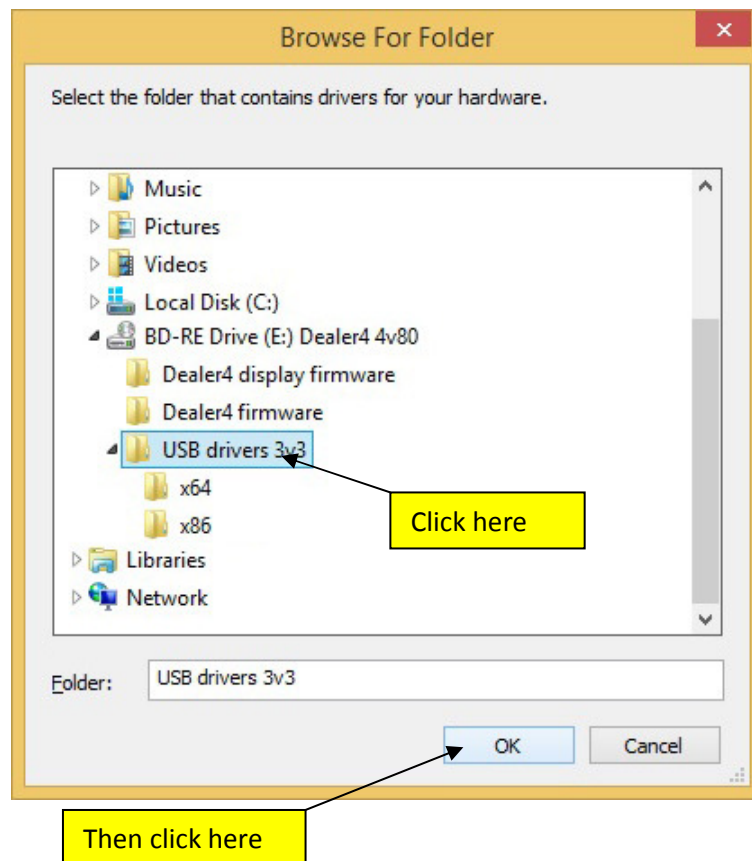
4. On the next screen click “Browse my computer for driver software”
Please be sure that your installations CD is in the CD/DVD drive or that the USB drive is inserted:



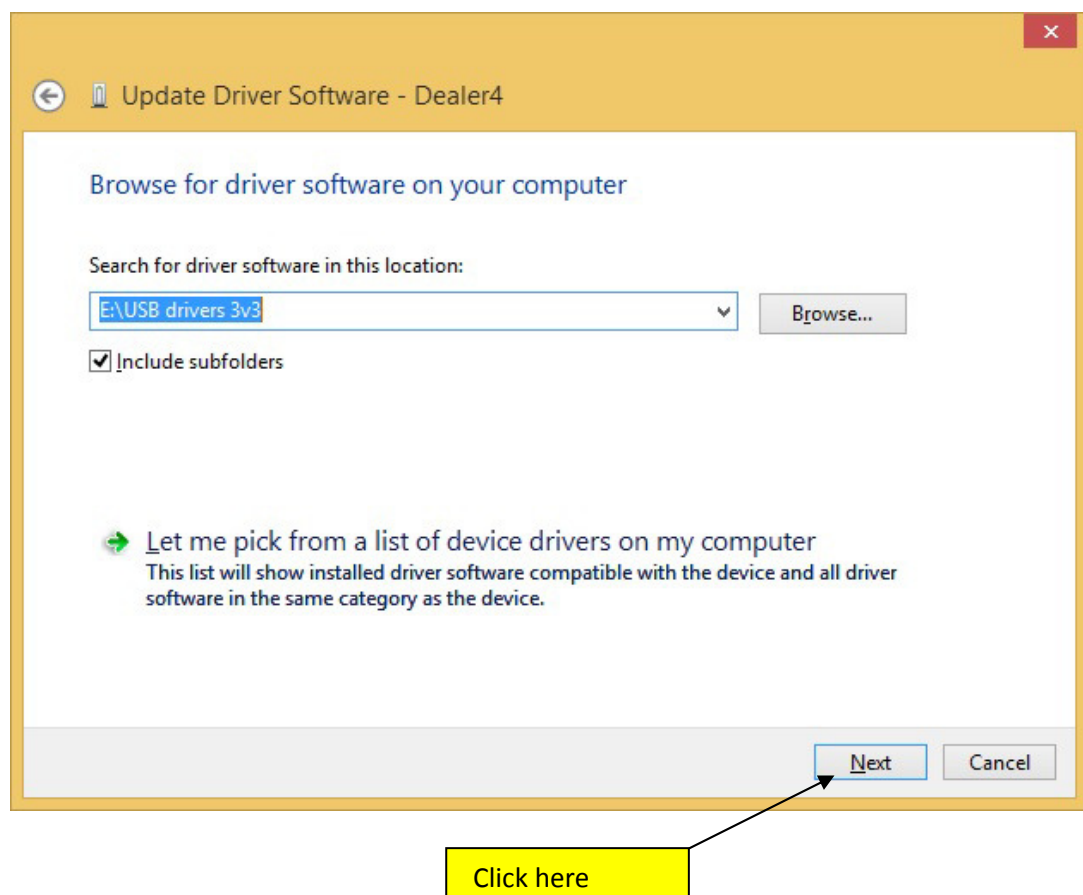
5. On the next screen choose where the USB drivers are located. Click on “Browse”:



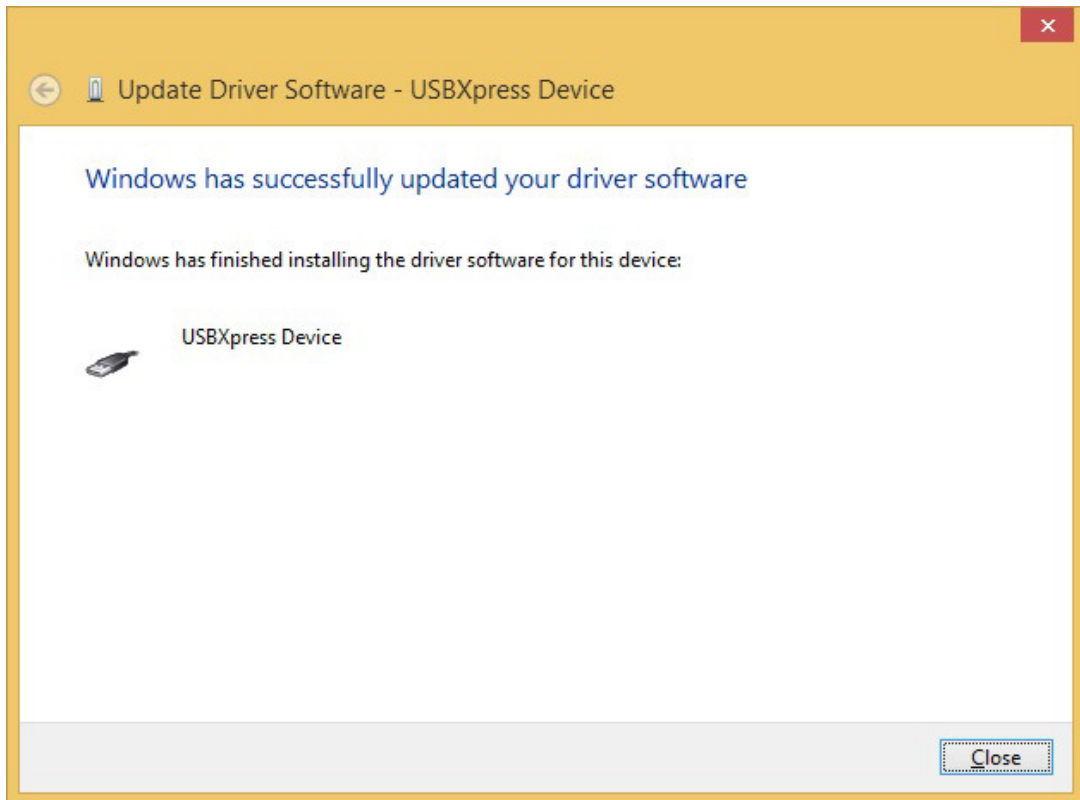
6. Then navigate to folder **E:/USB drivers 3v3** (assuming that E: is your CD/DVD drive or USB Flash), click “OK”:



7. Click “Next” to continue:



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.