



## Installation Guide for Dealer4 Software for Windows XP ver: 1.2.

1	General information .....	2
2	Installation from CD .....	3
3	Installing or Updating from the web .....	8
4	Uninstalling the Software .....	10
4.1	PC Software uninstalling .....	10
4.2	Uninstalling USB drivers. ....	12
5	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 30.03.2012 – updated installation instructions to software version 4.40  
- added manual USB driver installation section

# 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 XP.

This instruction is for Dealer4 PC software version 4.40 or later.

Software installation should be done from an Administrator account.

From version 4.40 USB drivers installation is included in the PC software installation and separate installation of the USB drivers is no longer required.



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



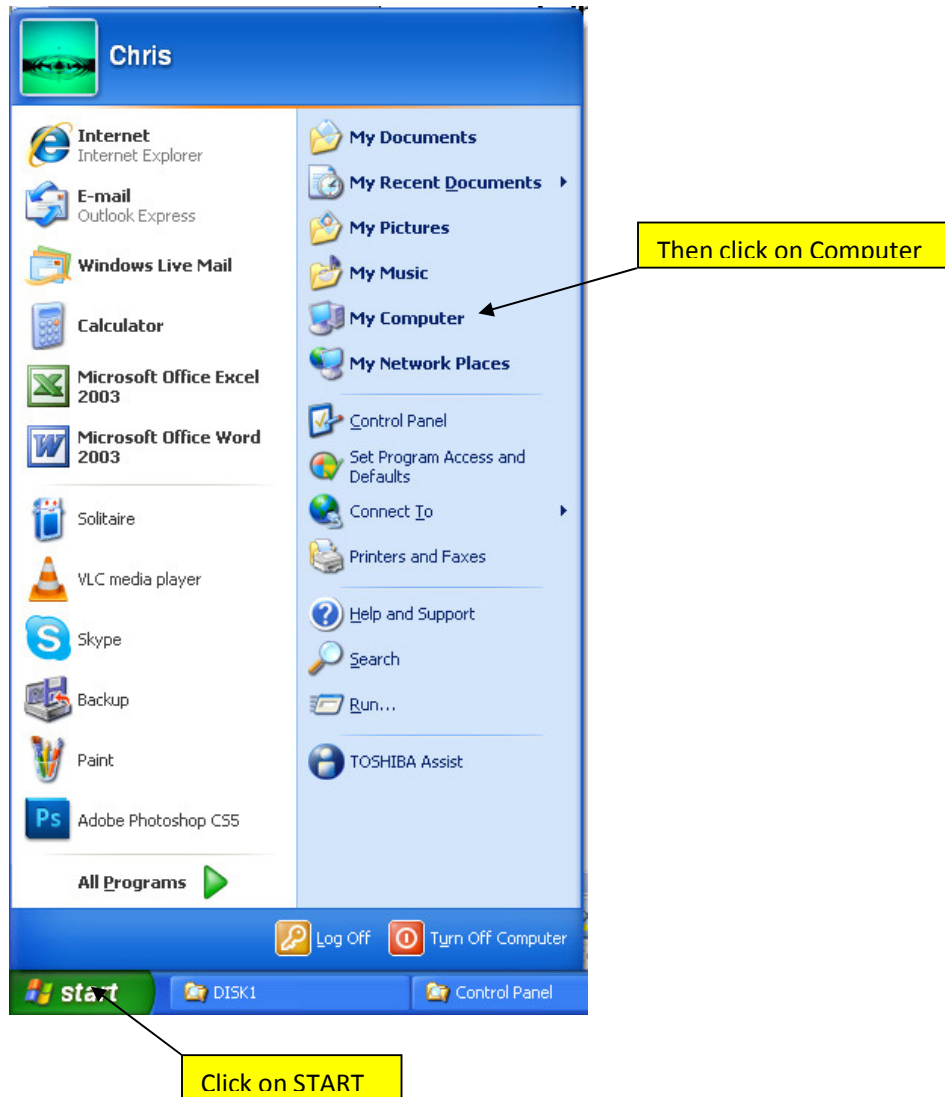
Dealer4 machine uses Silicon Laboratories (Silabs) USB communication chip. This chip is called a USBXpress Device. All USB drivers and support software are provided by Silabs therefore sometimes it is possible to find reference to such device in the system. This is normal.



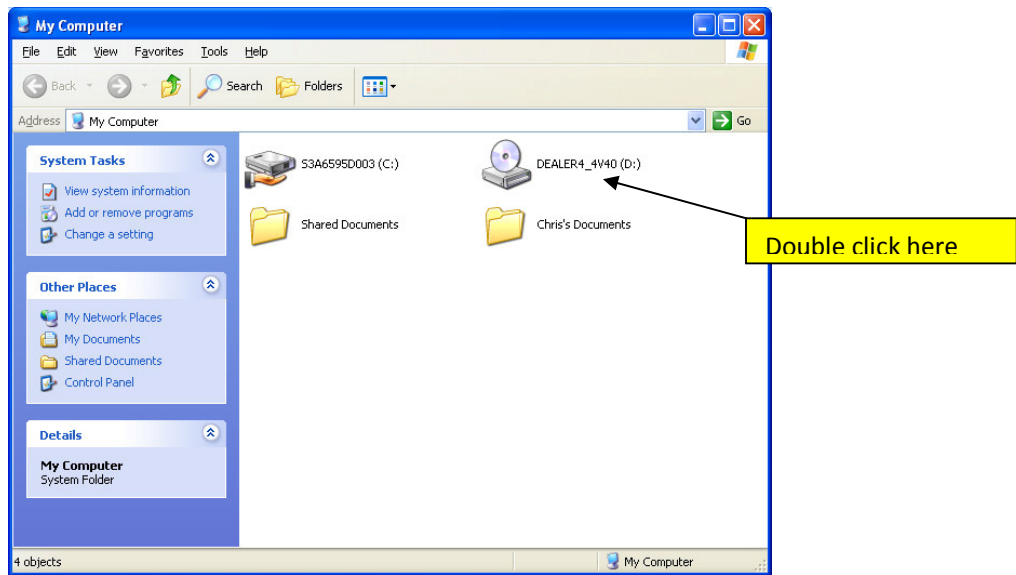
This instruction refers to installation file Dealer4\_setup\_4v40.exe which is the current version of the software at the time when these instructions were written. Any future updates will have file name updated according to the future version numbers.

## 2 Installation from CD

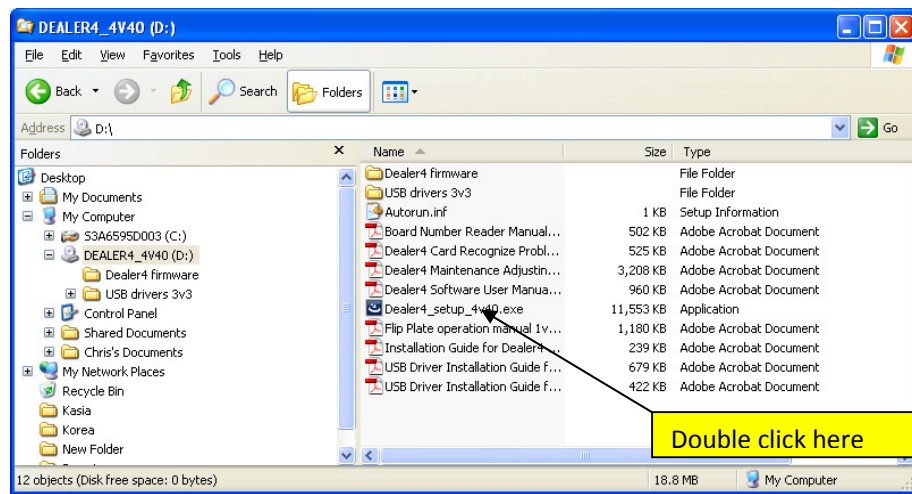
1. Insert CD – installation wizard should start automatically – go to point 2.  
If installation does not run automatically – click START and then Computer :



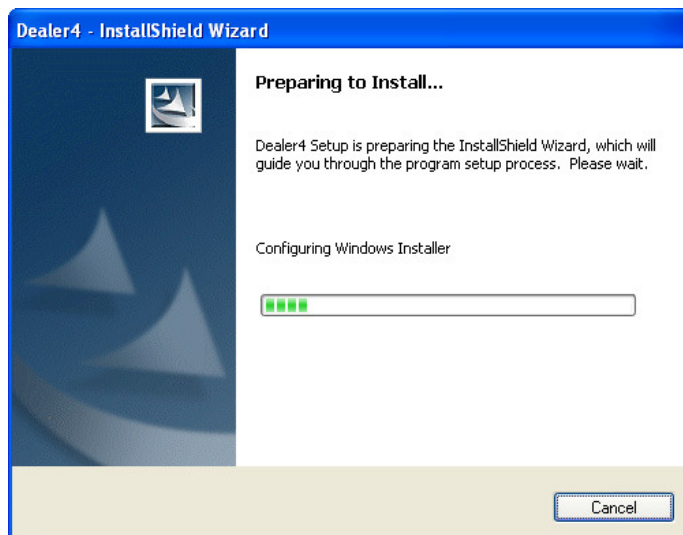
On the next screen double click on your CD or DVD drive icon:



Then double click on the right panel on Dealer4\_setup\_4v40.exe file



2. Installation will then begin

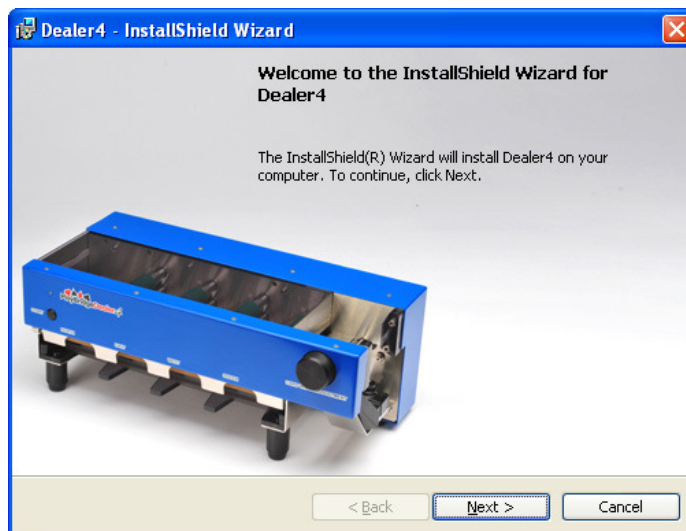


3. If everything is OK next screen will appear – go to step 4. But at this point one possible error can happened:

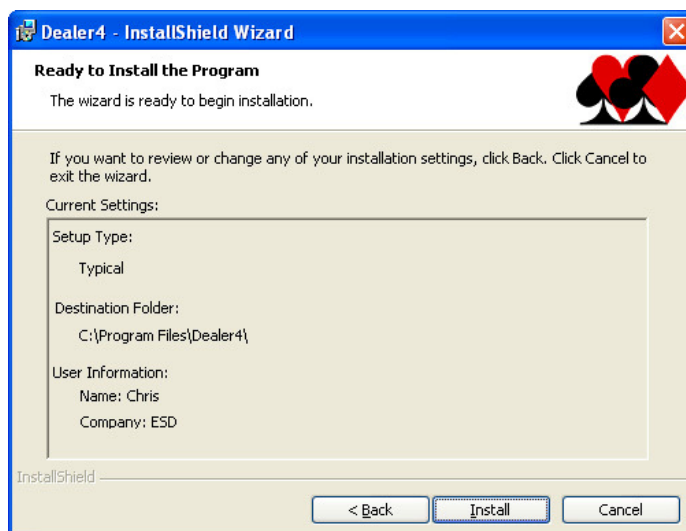
Error 1 - If the following message appears you will have to uninstall any previous versions of the Dealer4 Software. Go to chapter 4.1



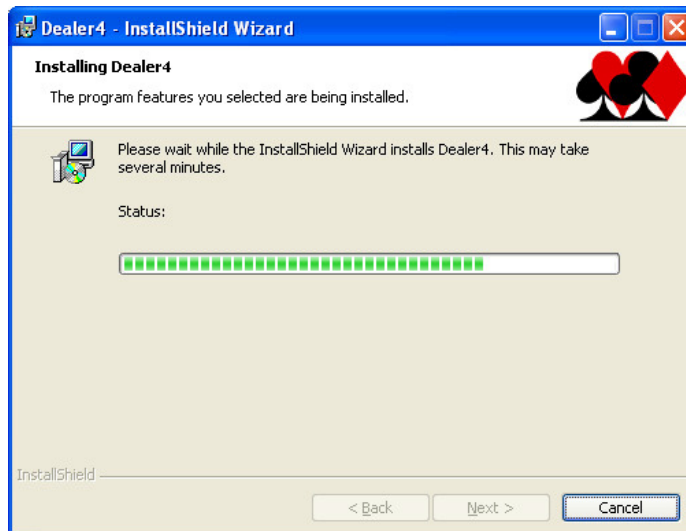
4. Setup will now being with the following screen. Click "Next"



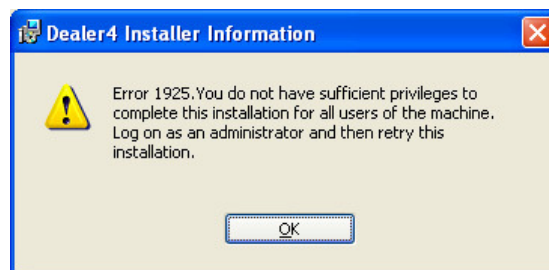
5. Click "Install" on the next screen:



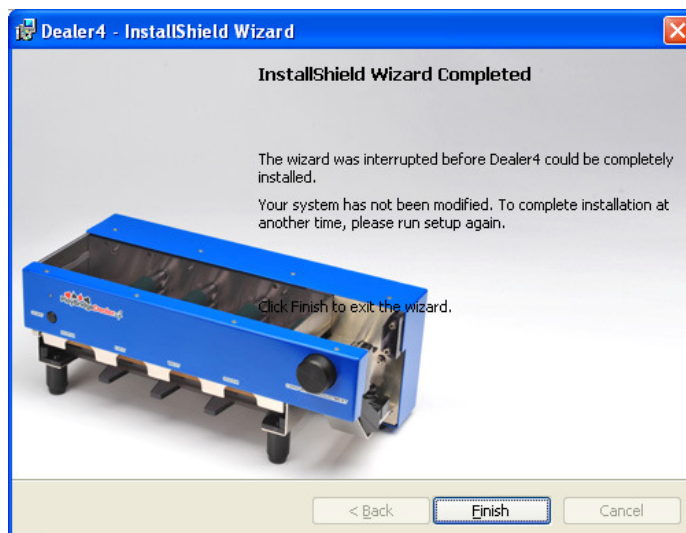
6. Setup will now install the Dealer4 Software



At this point following error can happen:

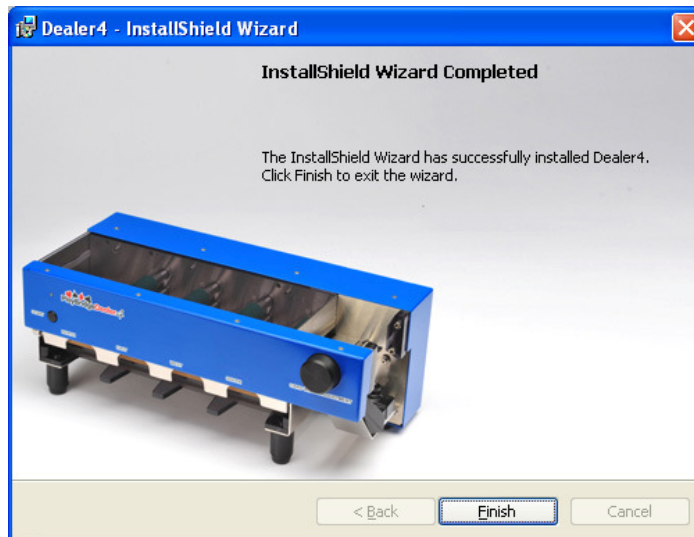


This error means that you try to install the software from user account without required administrator privileges. Dealer4 software requires to be installed from administrator account. Next screen will inform that current installation was not finished successfully.

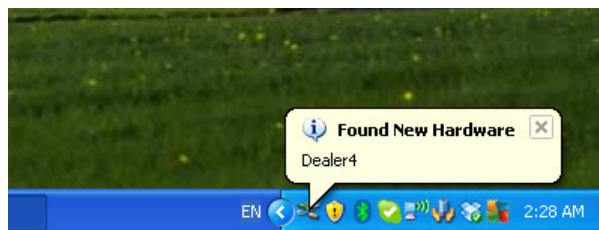


Click "Finish" to close current installation switch account to the administrator and run installation again (go to point 1).

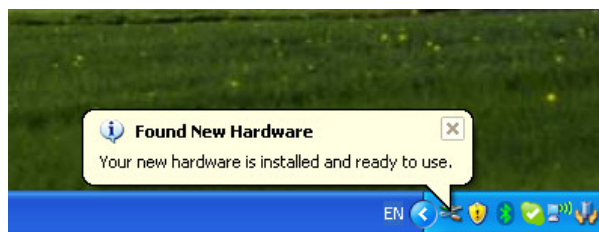
- Click Finish when Setup is completed.



- 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 messages 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 – during first machine connection to the computer. The messages maybe hard to notice as they can quickly disappear from the screen.



If 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](http://www.dealer4.com)

On this website all software updates, manuals and instruction and other technical information can be found.

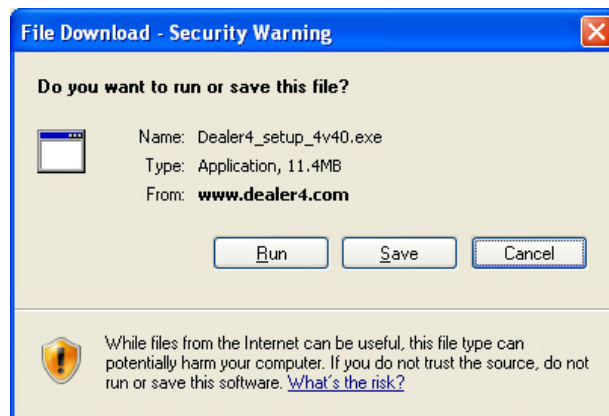
To download the latest version of the PC software go to

[http://www.dealer4.com/PC\\_software.htm](http://www.dealer4.com/PC_software.htm)

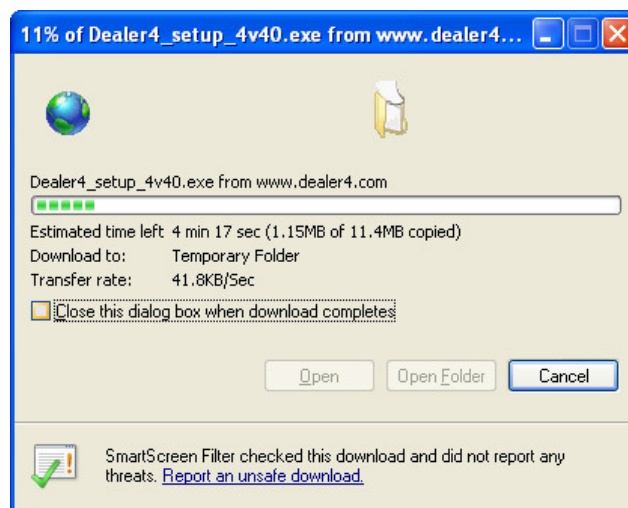
Then click on "Dealer4 PC Software".

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 screen 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 chapter2 point2.



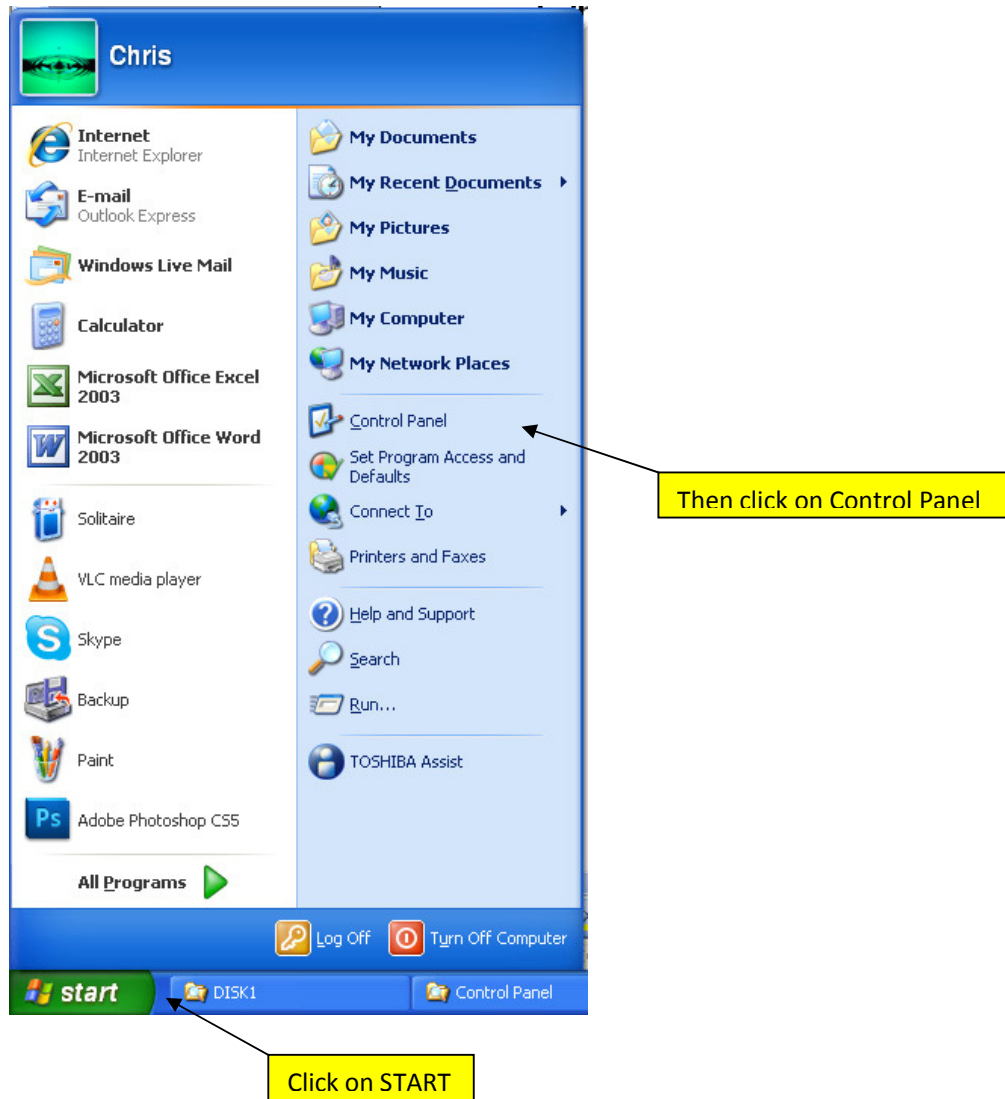
The above screenshots comes from Internet Explorer 8. For other web browsers they can look different but the principle of downloading and running the setup file will be the same.

## 4 Uninstalling the Software.

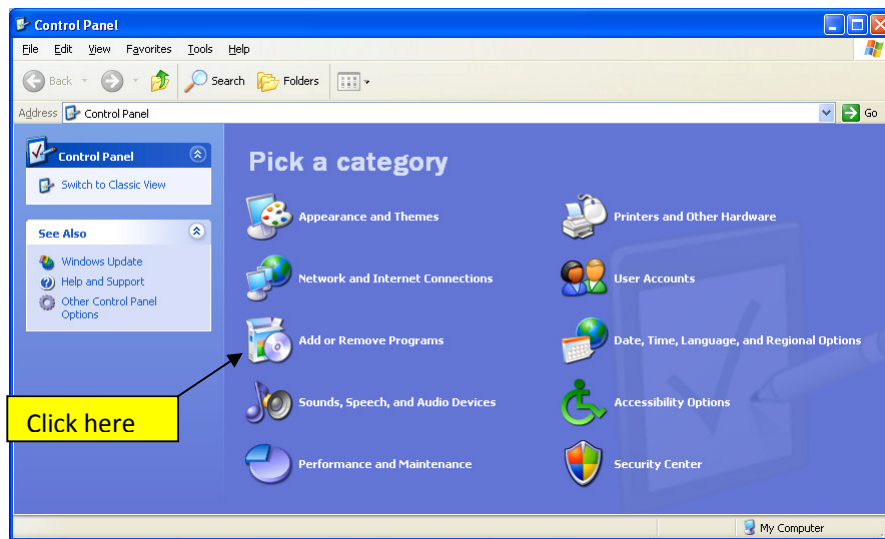
Uninstalling the software should be performed when removing Dealer4 software from the computer is required or during the software update process. To uninstall Dealer4 software please do the following:

### 4.1 PC Software uninstalling

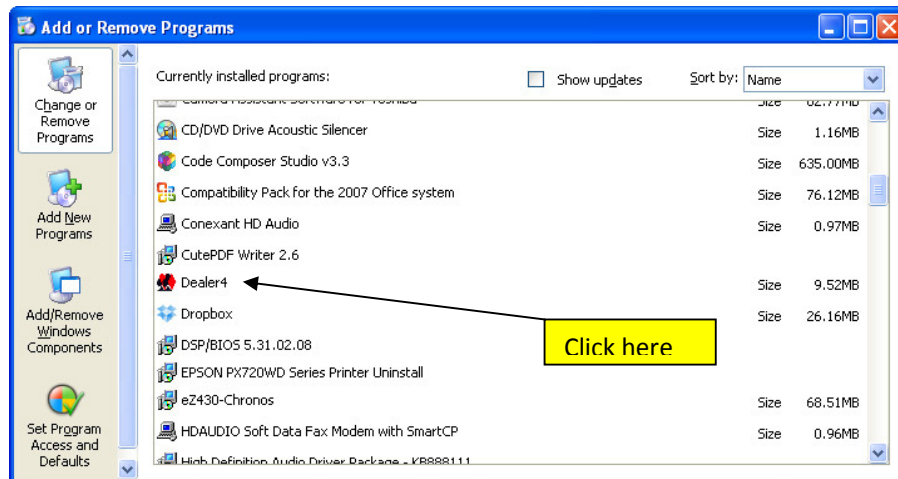
1. Click on START and then click on Control Panel:



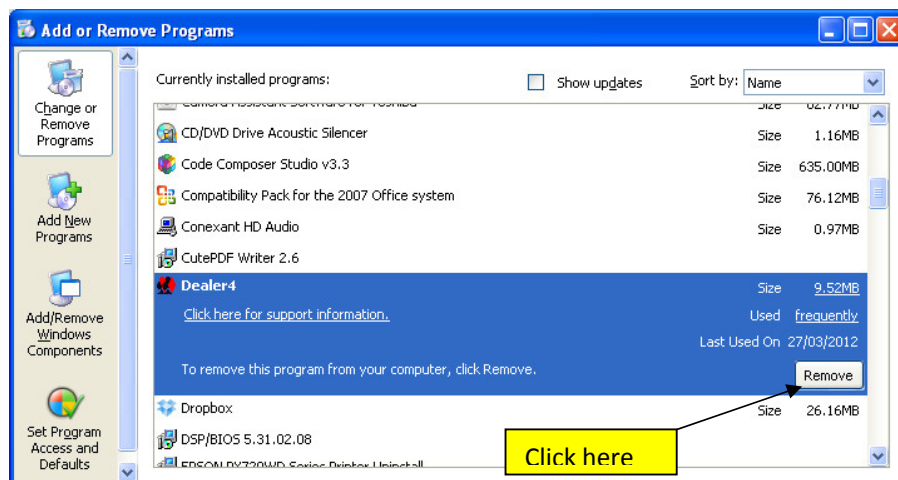
2. On the next screen click on "Add or Remove Programs":



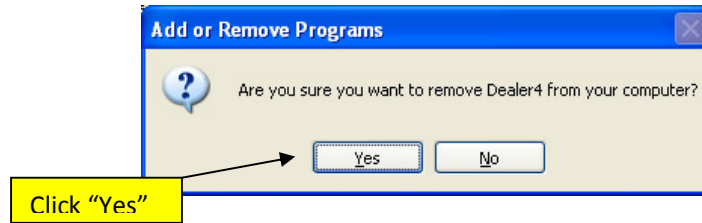
3. List of the installed programs will appear. Find Dealer4 software and click on it. On the typical computer it can be long list it may be required to scroll down to find the Dealer4 program.



4. Then click on "Remove":



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

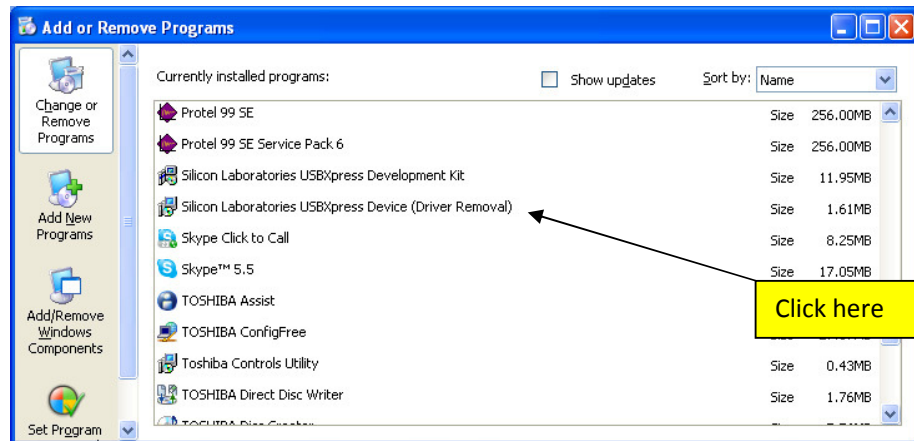


- When the uninstalling process is completed the Dealer4 program will disappear from the program list.

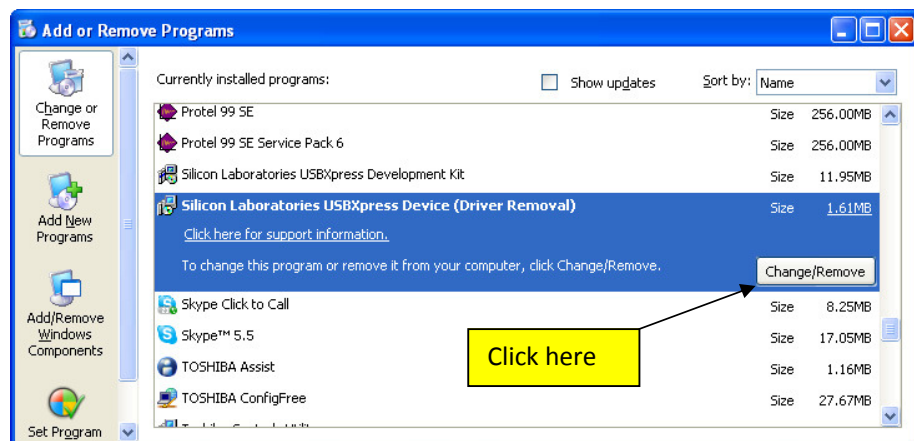
## 4.2 Uninstalling USB drivers.

To uninstall USB drivers it is required to do steps 1 and 2 as described in chapter 4.1

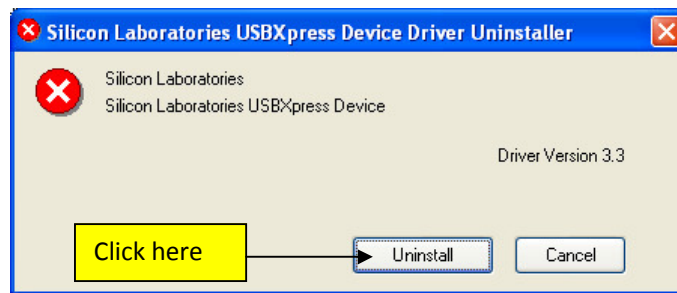
- Then on the program list screen find and click on Silicon Laboratories USBXpress Device (Driver Removal)



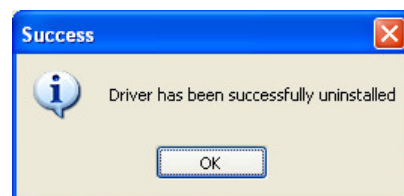
- Then click on "Change/Remove"



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

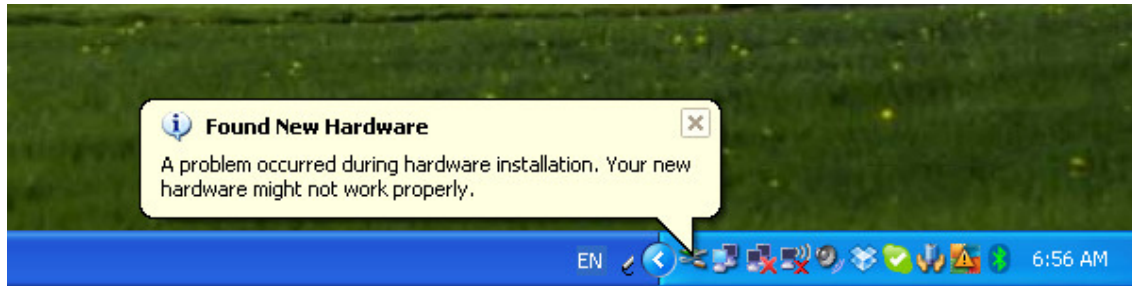


4. After successful uninstallation following confirmation will appear:



## 5 Manual USB drivers installation

In very rare situations after correct program installation and after machine connection 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 with Communication Errors when the software “Deal” or “Maintenance” functions have been selected:



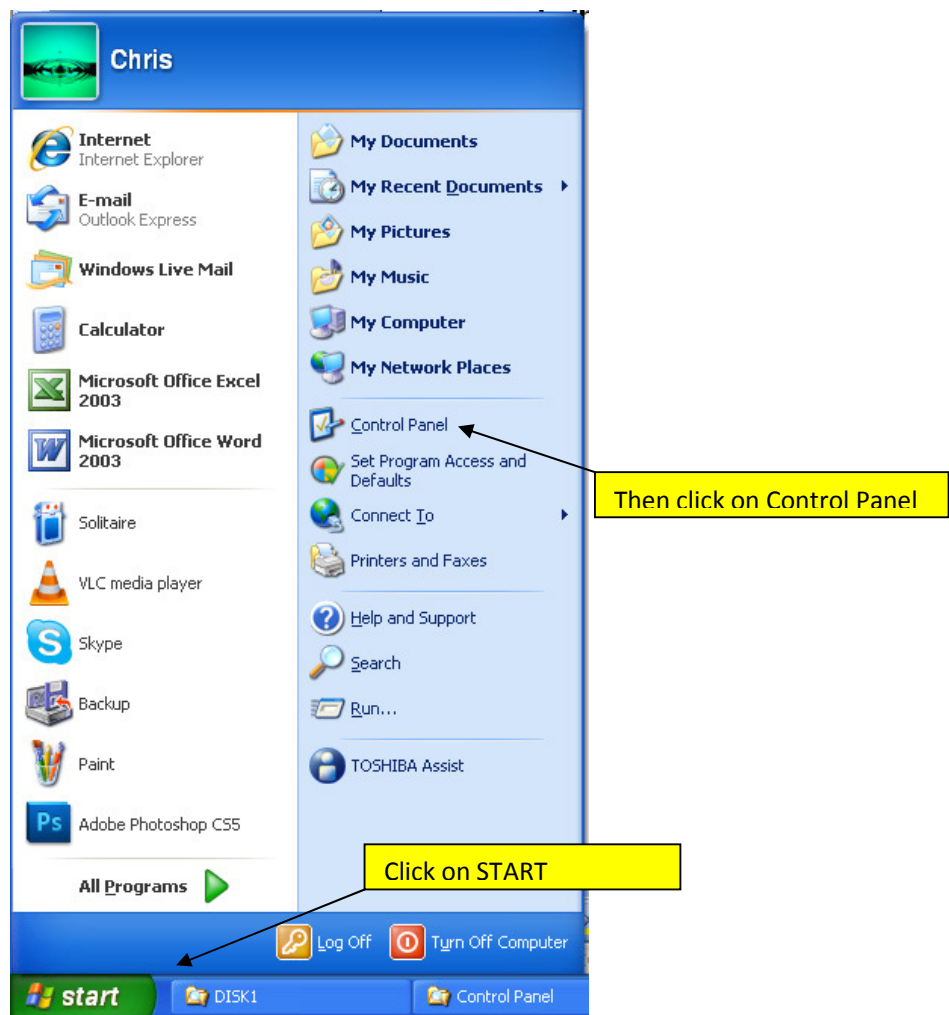
Or standard communication error (255.1):



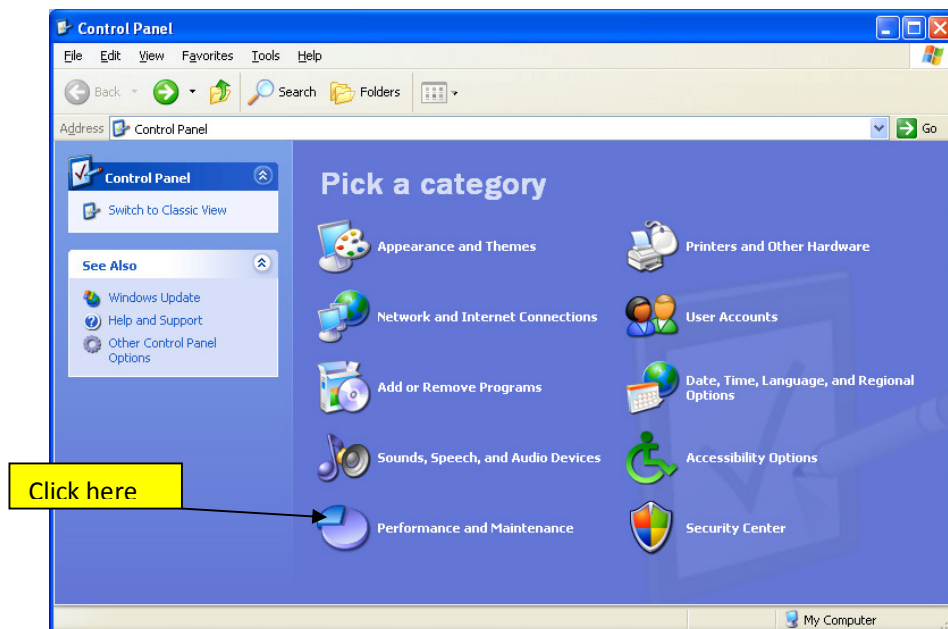
To resolve this problem, uninstall and install software again. If this does not help manual USB driver installation maybe required.

Firstly it is necessary to make sure that the problem is because of incorrect drivers being installed.

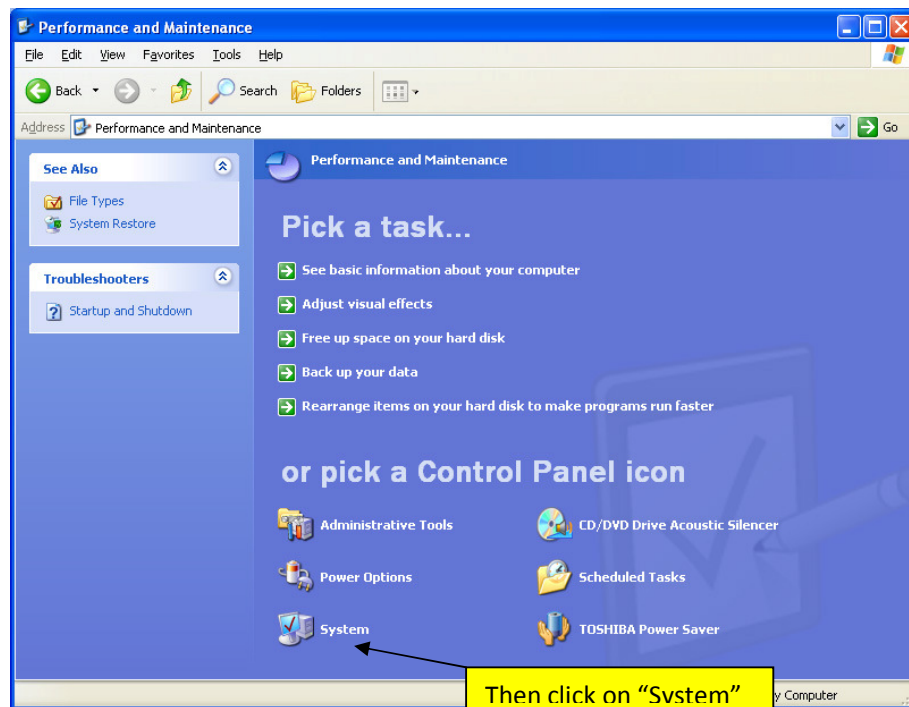
1. Connect machine to the computer, click on START and then on Control Panel:



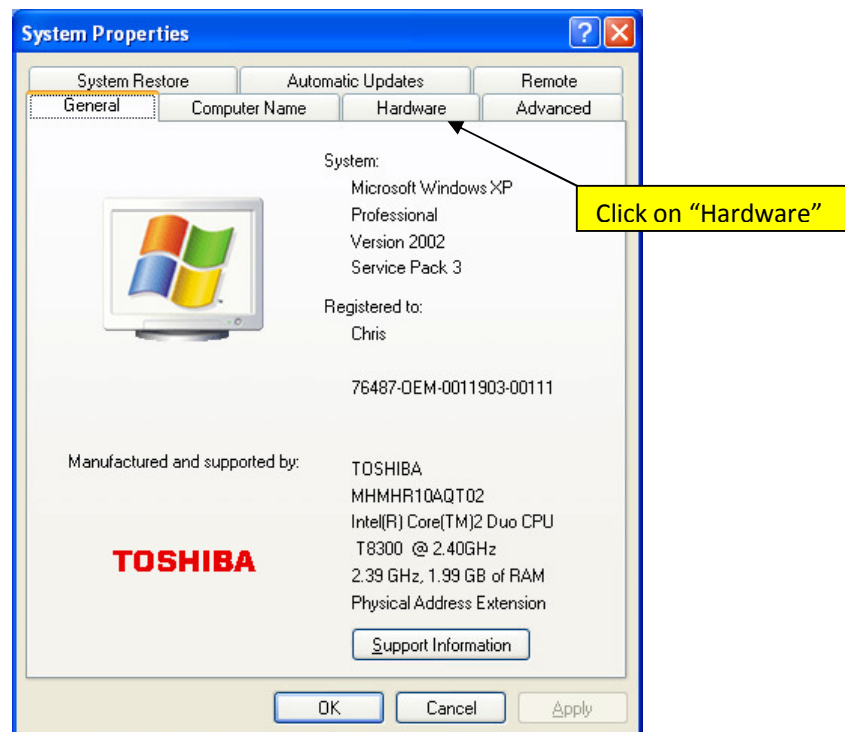
2. Then on the next screen click on “Performance and Maintenance”



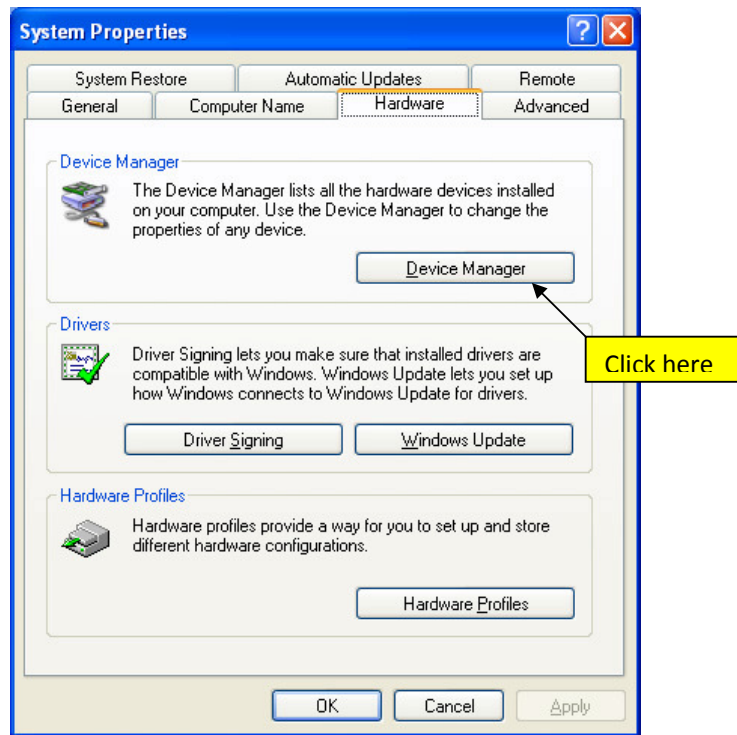
3. Then on the next screen click on “System”



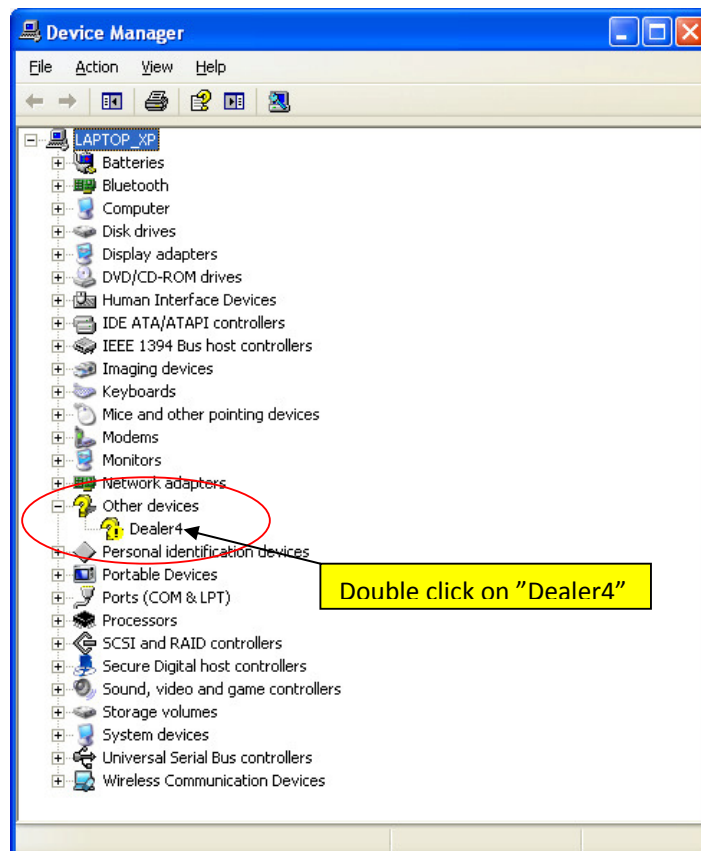
4. On the next screen click on “Hardware”



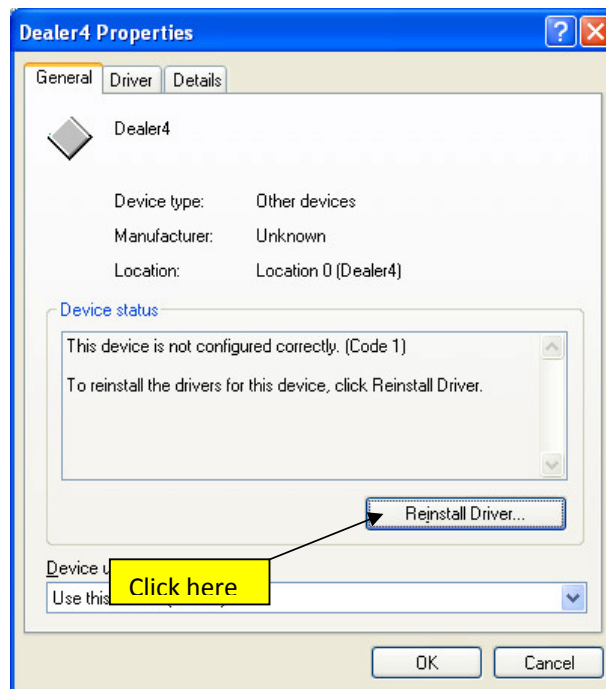
5. Then click on “Device Manager”



6. Device Manager screen will appear. On this screen under “Other device” Dealer4 with small yellow question 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.



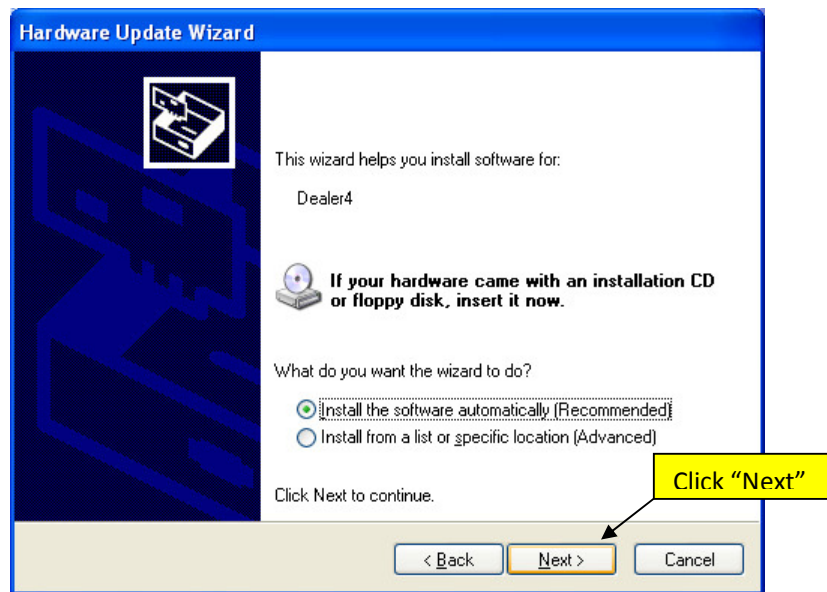
7. Dealer4 property window will appear. This screen will say that This device is not configured correctly. Click on “Reinstall Driver”.



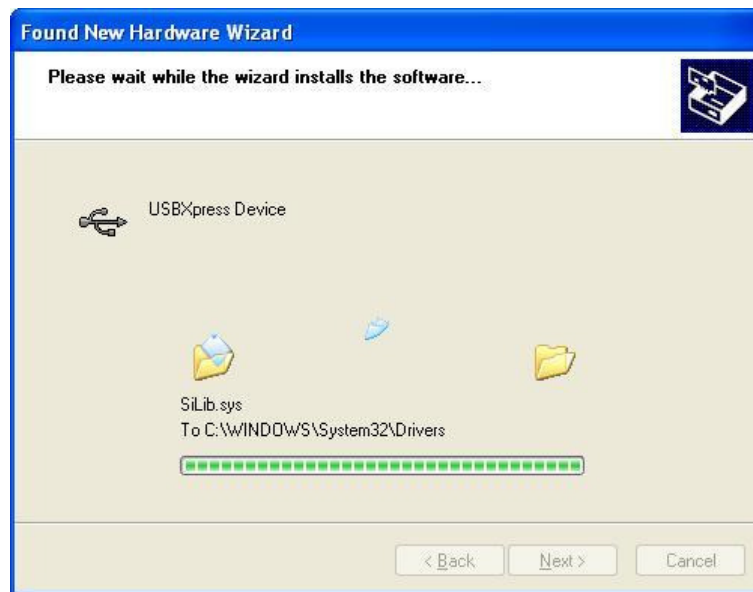
8. Standard “New Hardware Wizard” will appear. Select “No, not this time” and click “Next”.



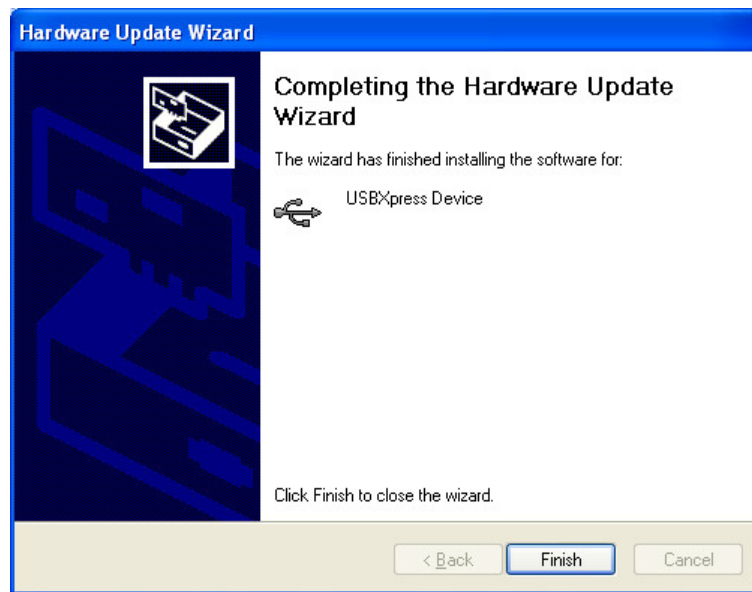
9. On the next screen please click “Next”  
Please be sure that your installations CD is in the CD/DVD drive.



10. The USB drivers will now be copied and installed on the computer



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



12. Now USB drivers are installed. Click "Finish", close all open windows and try to run machine.