

# Installation Guide for Dealer4 Software for Windows 7 and Vista ver: 1.2.

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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 xx.03.2012 – updated installation instructions to software version 4.40 - update screenshots to Windows 7

- 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 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 4.40 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.

During installation process the following screen can appear:

😗 Use	r Account Control		
٢		to allow the following program from an blisher to make changes to this computer?	
Program name: Publisher: File origin:		Dealer4_setup_4v40.exe <b>Unknown</b> Removable media on this computer	
Show <u>d</u> etails		<u>Y</u> es No	
Change when these notifications			

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 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 Sillabs therefore sometimes it is possible to find reference to such

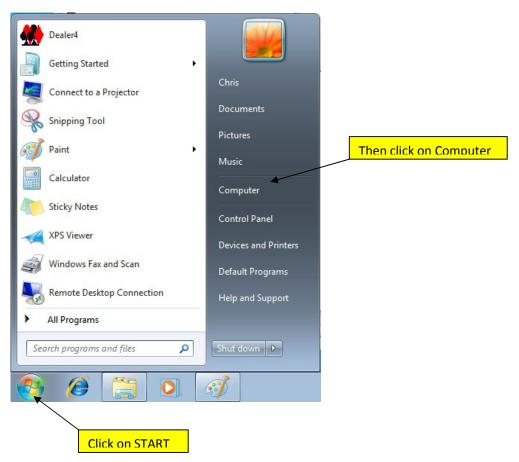
device in the system. This is normal.



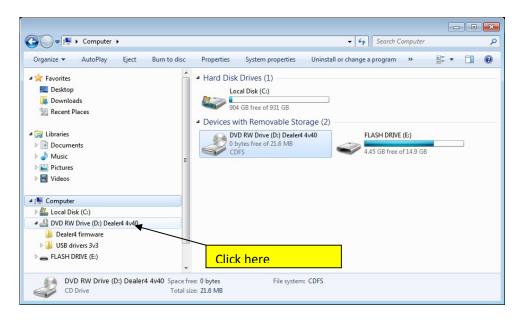
This instruction refers to installation file Dealer4\_setup\_4v40.exe which is the current version of the software at the time when these instructions were written. Any future updates will have file name updated according to the future version numbers.

## 2 Installation from CD

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



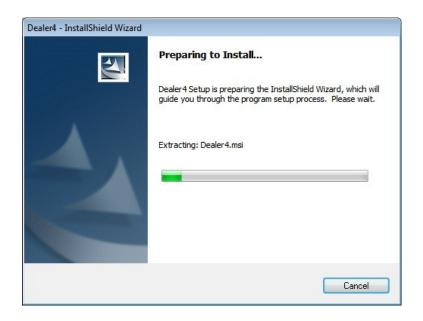
On the next screen on the left panel click on your CD or DVD drive tab:



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

Organize 🔻 Burn to disc					
✓ ★ Favorites ■ Desktop	Â	Name Files Currently on the Disc (12)	Date modified	Туре	Size
Downloads		<ul> <li>Dealer4 firmware</li> <li>USB drivers 3v3</li> </ul>	2/18/2012 1:34 PM 2/18/2012 1:34 PM	File folder File folder	
<ul> <li>↓ Libraries</li> <li>↓ Documents</li> <li>↓ Music</li> <li>↓ Pictures</li> <li>↓ Videos</li> <li>↓ Computer</li> </ul>	Е	<ul> <li>Autorun</li> <li>Board Number Reader Manual 1v2.pdf</li> <li>Dealerd Card Recognize Problems Manua</li> <li>Dealerd Maintenance Adjusting and Clea</li> <li>Dealerd Software User Manual 1v0.pdf</li> <li>Dealerd setup 4v40</li> <li>Flip Plate operation manual 1v1.pdf</li> <li>Installation Guide for Dealerd Firmware u</li> </ul>	11/25/2009 1:26 PM 10/9/2009 3:39 PM 4/7/2008 3:03 PM 5/1/2008 7:53 PM 5/10/2008 10:43 PM 9/4/2011 8:35 PM 3/30/2008 2:20 PM 3/30/2008 2:25 PM	Setup Information PDF File PDF File PDF File PDF File PDF File PDF File PDF File	1 502 525 3,208 960 12,941 1,180 239
<ul> <li>▷ ▲ Local Disk (C:)</li> <li>▲ DVD RW Drive (D:) Dealer4 4v40</li> <li>➡ Dealer4 firmware</li> <li>▶ ■ USB drivers 3v3</li> <li>▶ ■ FLASH DRIVE (E:)</li> </ul>		Installation Guide for Dealer4 Software D	3/30/2008 2:25 PM 5/20/2008 2:24 PM	PDF File PDF File DIe click her	1,474 388

2. Installation will then begin



3. If everything is OK next screen will appear – see step 4. But at this point two possible errors 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



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

😗 User	Account Control	×
٢	Do you want to allow the following program from an unknown publisher to make changes to this computer	?
	Program name: setup.exe Verified publisher: <b>Unknown</b> File origin: Removable media on this computer	
To co	ontinue, type an administrator password, and then click Yes. Chris Password	
🕑 Sh	now <u>d</u> etails <u>Y</u> es <u>N</u> o	

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



5. Click "Install" on the next screen:

Dealer4 - InstallShield Wizard
Ready to Install the Program The wizard is ready to begin installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard. Current Settings:
Setup Type:
Typical
Destination Folder:
C:\Program Files (x86)\Dealer4\
User Information:
Name: Chris
Company:
J stallShield
< <u>B</u> ack Install Cancel

6. Setup will now install the Dealer4 Software

🛃 Dealer4 -	InstallShield Wizard	
Installing The prog	<b>Dealer4</b> gram features you selected are being installed.	
1 P	Please wait while the InstallShield Wizard installs Dealer4 several minutes. Status:	. This may take
InstallShield -	( <u> </u>	ct > Cancel

At this point following error can happen:



This error happens only during 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 point 1). Next time 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 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 <u>www.dealer4.com</u>

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

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")

Do you want to run or save this file?				
	Name: Dealer4_setup_4v40.exe			
	Type: Application, 11.7MB			
	From: www.dealer4.com			
	Run Save Cancel			
	While files from the Internet can be useful, this file type can			

The setup file will be downloaded

()	_setup_4v40.exe from www.dealer4.com 💶 💻
-	_4v40.exe from www.dealer4.com eft: 13 sec (3.58MB of 11.7MB copied) Temporary Folder 597KB/Sec
Close this di	alog box when download completes           Open         Open         Cancel
	Screen Filter checked this download and did not report any ts. <u>Report an unsafe download.</u>

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:

Dealer4		
Getting Started		
Connect to a Projector	Chris	
Snipping Tool	Documents	
	Pictures	
🧭 Paint 🕨	Music	
Calculator		
	Computer	
5 Sticky Notes	Control Panel	
XPS Viewer		<u> </u>
Windows Fax and Scan	Devices and Printers	Then click on Control Panel
Windows Fax and Scan	Default Programs	
Remote Desktop Connection	Help and Support	
All Programs		
Search programs and files	Shut down 🕨	
<ul> <li>(a)</li> <li>(b)</li> <li>(c)</li> <li>(c)</li></ul>	Ą	
Click on START		

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



3. Uninstaller menu 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.

Control Panel	Programs      Programs and Features	✓ 4 Search	Programs and Featu	ires
Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then	click Uninstall, Change, or Repa	ir.	
off	Organize 🔻 Uninstall			= • (
	Name	Publisher	Installed On	Size
	🗶 Dealer4 🔍	ESD Technology Pty Ltd	1/6/2012	6.27 N
	Cliu	<mark>ck here</mark>		

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.

#### 4.2 Uninstalling USB drivers.

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

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

	and a second		
🕒 🔾 🗢 🕅 🕨 Control Panel 🛛	Programs      Programs and Features	Search Programs and Fee	atures .
Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then	click Uninstall, Change, or Repai	ir.
off	Organize 💌		::: • @
	Name	Publisher	Installed O
	🔀 Asmedia ASM104x USB 3.0 Host Controller Driver	Asmedia Technology	2/18/2012
	🔀 Bluetooth Win7 Suite (64)	Atheros Communications	2/18/2012
	■Intel(R) Network Connections 15.6.25.0	Intel	2/18/2012
	State Intel® HD Graphics Driver	Intel Corporation	2/18/2012
	3 Intel® Management Engine Components	Intel Corporation	2/18/2012
	🔁 Intel® Rapid Storage Technology	Intel Corporation	2/18/2012
	JMicron JMB36X Driver	JMicron Technology Corp.	2/18/2012
	marvell 91xx driver	Marvell	2/18/2012
	Silicon Laboratories USBXpress Datice (Driver Removal)	Silicon Laboratories	2/19/2012
	< m	Click he	re 👘
	Currently installed programs Total size: 18 9 programs installed	8 MB	

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

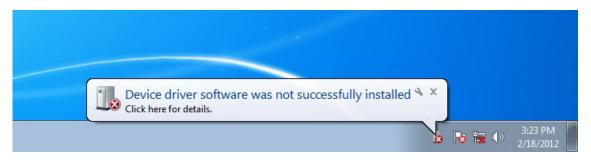


3. After successful uninstallation you have to restart your computer. Click on "Restart Now"

Microsoft Windows	
You must restart your computer to apply these changes	
Before restarting, save any open files and close all programs.	
Restart Now Restart Later	
	Click here

## 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:

USB Commu	unication Error	<b>x</b>
8	Cannot communicate with Dealer4 USB drivers are not installed Please install USB drivers and try agair	(Error: 12.0)
		ОК

Or standard communication error (255.1):



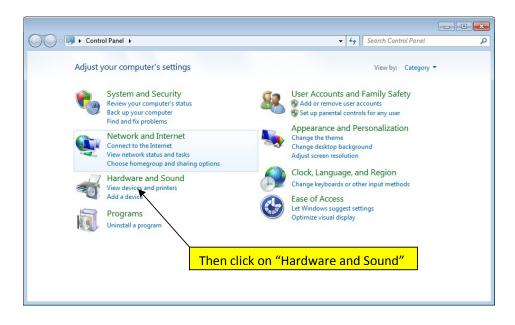
To resolve this problem, uninstall and install software again. If this does not help manual USB driver installation maybe required.

Firstly it is necessary to make sure that the problem is not because of incorrect drivers being installed.

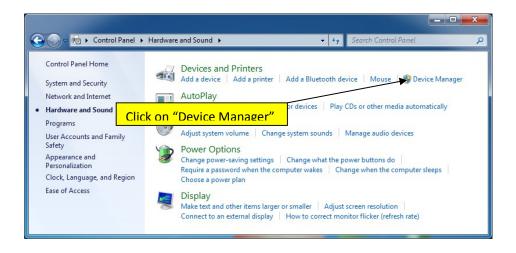
1. Connect machine to the computer, click on START and then on Control Panel:

Dealer4		
Getting Started		
Connect to a Projector	Chris	
Snipping Tool	Documents	
	Pictures	
Paint •	Music	
Calculator		
Sticky Notes	Computer	
	Control Panel	
XPS Viewer	Devices and Printers	
Windows Fax and Scan	Default Programs	Then click on Control Panel
Remote Desktop Connection	Help and Support	
All Programs		
Search programs and files	Shut down 🕨	
🎅 🤌 🔚 🔍 🖉	I III	
Click on START		

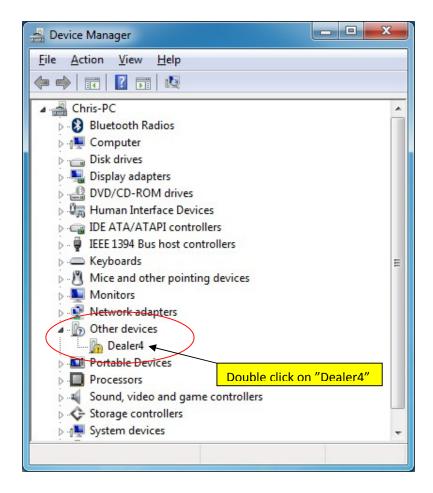
2. Then on the next screen click on "Hardware and Sound"



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.

ealer4 Pro	operties	
General	Driver Details	
1	Dealer4	
	Device type:	Other devices
	Manufacturer:	Unknown
	Location:	Port_#0004.Hub_#0003
Then	e is no driver select ent.	ce are not installed. (Code 28)
lofir	nd a driver for this o	device, click Update Driver.
		Update Driver
	Click her	e
		OK Cancel

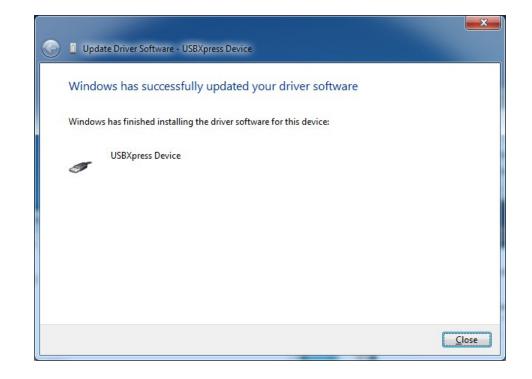
6. On the next screen click "Browse my computer for driver software" Please be sure that your installations CD is in the CD/DVD drive.

101	v do you want to search for driver software?	
<b>~</b>	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
•	B <u>r</u> owse my computer for driver software Locate and install driver software manually.	
	Click here	

 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"

Update Driver Software - Dealer4	×
Browse for driver software on your computer	
Search for driver software in this location:	
C:\Users\Chris\Documents	
☑ Include subfolders	
<ul> <li>1. Click here</li> <li>Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all d software in the same category as the device.</li> </ul>	river
	ext Cancel
Browse For Folder	3. Click here
Select the folder that contains drivers for your hardware.	
Baved Games	
Searches	
⊿ 🖳 Computer	
🕨 🖉 Local Disk (C:)	
▲ 🔮 DVD RW Drive (D:) Dealer4 4v40	
Dealer4 firmware	
USB drivers 3v3	
🍑 x64	
📕 📈 x86 📃 🔻	
Eolder: USB drivers 3v3	
OK Cancel	

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.