

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

1	Gen	eral information	2
2	Insta	allation from CD	3
3	Insta	alling or Updating from the web	8
4	Unir	nstalling the Software	10
	4.1	PC Software uninstalling	10
	4.2	Uninstalling USB drivers.	12
5	Man	ual 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 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 :

Chris		ĺ
Internet Internet E-mail Outlook Express Image: Windows Live Mail Image: Calculator Image: Calculator Image: Microsoft Office Excel Image: Other Construction Image: Calculator Image: Calculator	My Documents My Recent Documents My Recent Documents My Pictures My Music My Computer My Network Places Control Panel	Then cl
Solitaire	Set Program Access and Defaults Connect <u>Io</u> Printers and Faxes	
Skype Backup V Paint	<u>Help and Support</u> <u>Search</u> <u>Run</u> TOSHIBA Assist	
Adobe Photoshop CS5		
fj start 🕞 DISKI	Log Off O Tyrn Off 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

Dealer4 - InstallShield Wizard					
	Preparing to Install				
	Dealer4 Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.				
	Configuring Windows Installer				
	Cancel				

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:

🖁 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\Dealer4\
User Information:
Name: Chris
Company: ESD
) InstallShield
< <u>B</u> ack Install Cancel

6. Setup will now install the Dealer4 Software

😼 Dealer4	- InstallShield Wizard
Installing The prog	Dealer4 Image: specific test of
1 6	Please wait while the InstallShield Wizard installs Dealer4. This may take several minutes.
InstallShield -	< Back Next > Cancel

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).

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")

File Download - Security Warning
Do you want to run or save this file?
Name: Dealer4_setup_4v40.exe Type: Application, 11.4MB From: www.dealer4.com <u>R</u> un <u>S</u> ave Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>

The setup file will be downloaded

11% of Dealer4_setup_4v40.exe from www.dealer4 🔳 🗖 🗙			
) (j			
Dealer4_setup_4v40.exe from www.dealer4.com			
Estimated time left 4 min 17 sec (1.15MB of 11.4MB copied) Download to: Temporary Folder Transfer rate: 41.8KB/Sec			
Close this dialog box when download completes			
Open Folder Cancel			
SmartScreen Filter checked this download and did not report any threats. <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:

Chris		
Internet Internet Internet E-mail Outlook E-mail Outlook Image: Calculator Imag	Wy Documents My Recent Documents My Pictures My Music My Computer My Network Places Control Panel Set Program Access and Defaults Connect Io Printers and Faxes Help and Support Search Run TOSHIBA Assist	Then click on Control Pane
💈 start 💭 DISK1	Log Off 💽 Tyrn Off Computer	

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.

🐻 Add or Re	emo	ve Programs					
C <u>h</u> ange or Remove Programs	~	Currently installed programs:	Show up <u>d</u> ates	<u>S</u> ort by:	Name Jize Size	02.77mb 1.16MB	> <
Add New		Code Composer Studio v3.3 Compatibility Pack for the 2007 Office system (B) Conexant HD Audio			Size Size Size	635.00MB 76.12MB 0.97MB	
		GUTEPDF Writer 2.6 Gealer4 Company			Size	9.52MB	
		Groupbox Groupbox	Click here		Size	20,10MD	
Set Pr <u>o</u> gram Access and Defaults	~	HDAUDIO Soft Data Fax Modem with SmartCP High Definition Audio Driver Deckade - KB888111			Size	0.96MB	~

4. Then click on "Remove":

🐞 Add or Rem	e Programs						
	Currently installed	programs:		Show up <u>d</u> ates	Sort by: Name		*
Change or Remove	CD/DVD Drive	Acoustic Silencer			Jize	02.77MD	^
Programs	Code Compose	r Studio v3.3			Size	635.00MB	
	🔡 Compatibility Pa	ack for the 2007 Office system	n		Size	76.12MB	
Add <u>N</u> ew Programs	💻 Conexant HD A	udio			Size	0.97MB	
	👸 CutePDF Write	r 2.6					
	🗶 Dealer4				Size	<u>9.52MB</u>	
Add/Remove	<u>Click here for s</u>	upport information.			Used	frequently	
Components					Last Used On	27/03/2012	
	To remove this	program from your computer,	, click Remove.			Remove	
	💝 Dropbox				Size	26.16MB	
Set Program Access and	🛃 DSP/BIOS 5.31	.02.08					
Defaults		JD. Soviac Dviatov Uninctall		ck here			~

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



6. 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)



2. Then click on "Change/Remove"

🐻 Add or Re	mov	e Programs			
Change or	~	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	256.00MB
Programs		E Protel 99 SE Service Pack 6		Size	256.00MB
		🕮 Silicon Laboratories USBXpress Development Kit		Size	11.95MB
Add <u>N</u> ew Programs		Filicon Laboratories USBXpress Device (Driver Rer Click here for support information.	noval)	Size	<u>1.61MB</u>
6		To change this program or remove it from your computer, i	click Change/Remove.	Chang	e/Remove
Add/Remove		🔝 Skype Click to Call	/	Size	8.25MB
Windows		Skype™ 5.5		Size	17.05MB 💻
Components		CIICI	<u>c nere</u>	Size	1.16MB
()		TOSHIBA ConfigFree		Size	27.67MB
Set Pr <u>o</u> gram	~				

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



4. After successful uninstallation following confirmation will appear:

Success	
(į)	Driver has been successfully uninstalled
	ОК

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):

USB Initia	alization Error 🛛 🔀
8	Cannot communicate with Dealer4 (Error: 255.1) Please check if USB cable is connected to the PC and Dealer4 If connection is OK please disconnect USB cable for a couple of seconds and connect it back Click OK to try to communicate again

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"

System Properties		? 🗙
System Restore	Automatic Updates Remote	
General Compute	r Name Hardware Advanc	ed
	System:	
	Microsoft Windows XP	
	Professional	Click on "Hardware"
	Version 2002	
	Service Pack 3	
~ .	Registered to:	
.0	Chris	
	76487-0EM-0011903-00111	
Manufactured and suppor	ted by: TOSHIBA	
	MHMHR10AQT02	
	Intel(R) Core(TM)2 Duo CPU	
TOCUIDA	T8300 @ 2.40GHz	
IUSHIBA	2.39 GHz, 1.99 GB of RAM	
	Physical Address Extension	
	Support Information	
L	OK Cancel Ap	

5. Then click on "Device Manager"

System	Restore	Automat	ic Updates	Remote	
General	Comput	er Name	Hardware	Advanced	
Device M	anager The Device Ma on your compute properties of any	nager lists all ti er. Use the De y device.	he hardware devic vice Manager to o Device M	ces installed change the fanager	
Drivers	Driver Signing la compatible with how Windows c	ets you make s Windows, Wir connects to Wi	ure that installed (ndows Update lets indows Update for	drivers are s you set up	Click her
(Hardware	Driver <u>S</u> i Profiles	gning	<u>W</u> indows	Update	
(Hardware	Driver <u>Si</u> Profiles Hardware profile different hardwa	gning es provide a w. re configuratio	<u>W</u> indows ay for you to set u ns.	Update	
[Hardware	Driver <u>Si</u> Profiles Hardware profile different hardwa	gning es provide a w. re configuratio	<u>W</u> indows ay for you to set u ns. Hardware	p and store	

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".

ealer4	Properties	?
General	Driver Details	
\diamond	Dealer4	
	Device type:	Other devices
	Manufacturer:	Unknown
	Location:	Location 0 (Dealer4)
Devid	ce status	
Топ	einstall the drivers fi	or this device, click Reinstall Driver.
		~
		Reinstall Driver
<u>D</u> evice Use th	Click here	

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.

Hardware Update Wizard		
	This wizard helps you install software for: Dealer4 What do you want the wizard to do? Install the software automatically [Recommended] Install from a list or specific location (Advanced) Click Next to continue.	ext"
	< <u>B</u> ack <u>N</u> ext > Cancel	

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

Please wait while the wizard in	stalls the software.		E.
USBXpress Device			
Ď	Ð		
SiLib.sys To C:\WINDOWS	\System32\Drivers		
	< Bacl	< <u>N</u> ext >	Cancel

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.