

## Troubleshooting the dealing machine (PlayBridgeDealer4)

1. The cards are not dealt when the empty board is inserted: Ans.
  - (a) Check to see that the board is fully inserted. Pull it out and re-insert.
  - (b) Push the 'Start' button. It may be that the automatic deal option has been turned off.
  - (c) Check to see if there is any 'prompt' on the computer screen, such as 'wrong board', 'unable to read' or 'card recognition' issue. If wrong board, insert the proper board. If recognition issue, pull out the deck and make sure that the first card is placed face-down. If so, then do a quick shuffle and re-insert the deck. See also below.
2. The prompt reports a 'communication error'. Ans.
  - (a) Make sure that all cable connections are secure. If necessary, unplug the computer/dealing machine cable and re-insert at both ends.
  - (b) If the cable connection is secure, try to re-start the dealing at the board where the error was first reported.
  - (c) Turn off and then turn on the dealing machine.
  - (d) If all else fails, reboot the computer. This may need to be repeated. The password requested is [\_\_\_\_\_].
3. The prompt reports dealing problem, such as 'card feeding error'.
  - (a) Turn the deck 180°, and re-try, hitting 'continue'.
  - (b) Make sure that all cards have cleared the wire directing the card to a particular direction (East or North, e.g.).
  - (c) Check the main roller beneath the decks. Clean if necessary, and try again.
  - (d) Try a different deck.
4. The prompt reports a 'card recognition' error.
  - (a) Remove the card and place it further into the same deck.
  - (b) Check to be sure that the 'eye' of the machine is clean, using the compressed air.
  - (c) Examine the card to see if it is defective in any way.
  - (d) Remove all of the cards from the board, shuffle, and redeal.
  - (e) Replace the deck.
5. Miscellaneous 'solutions'
  - (a) if the hand has been nearly dealt, simply note which cards remain and place them where the screen shows that they belong, making sure that the 'missing' cards (the ones successfully dealt are bolder; the ones not yet dealt are dim) correspond to the ones reported undealt. Then use the 'next' feature to deal the next board.
  - (b) Be sure that your boards are in proper sequence. The 'board recognition' feature may be turned off, in which case the machine will deal to the board inserted, whether it is in proper sequence or not.

- (c) Watch to avoid having two decks of the same color in the hopper; it makes handling card reorientation very challenging if not impossible.
- (d) Watch to be sure that the cards have fallen into the destined slot; sometimes they get hung up and when you pull out the board, you get to play 'pick up'!