

# Owner's manual

BridgeSorter<sup>®</sup>, Duplimate<sup>®</sup> and HandyDup<sup>®</sup>

## Unpacking

Check that you have got:

- The machine
- USB cable
- BOS package CD

and:

### BridgeSorter

- Power adapter

### Duplimate

- Power cable
- Dust cover

## Installation

1. DupSoft will be installed automatically when you insert the CD. Our recommendation is that you confirm the default values and install the complete package.

2. Connect the computer and the Dealing Machine (DM) to an *earth grounded* power outlet (this is important also for the function) (220/240 50Hz or 110-120V 60Hz doesn't matter.)

3. Start BOS.

4. Start (run) DupSoft from BOS. Fill in machine type, club name and the preferred settings in the dialogs that appear at the first start.

5. Start a duplication (Alt + S) with the DM switched on and connected with the communication cable.

6. The installation is completed and you can duplicate other events than "Demo" when the DM has duplicated one (1) board.

You can probably skip the following two sections, if you are an experienced Windows user; i.e. you can go straight to the headline "*Dealing Methods*".



## The Screen-layout

**Copies** indicate how many of each board that will be duplicated. Asterisk (\*) = indefinite number.

**All copies before switch** means that all copies of a deal will be duplicated before the deal is changed. You should tick this box if the boards are sorted with all number 1 in one pile, board 2 is another pile, etc.

**Reversed order** means that the board no. set under "To board" will be the first to be duplicated.

**Indices type** is only used with the BridgeSorter where it will be necessary to indicate if e.g. Dutch or French indices are to be recognized.

**Auto board no.** can be used when the board no. is indicated on an extra sticker on the back of the boards.

**Sealed** (default) means that the deals are invisible and not possible to view, manipulate or print.

**Show** displays the cards on the screen. Once you have shown the cards, you cannot seal the file again; but you can **suppress cards from the screen** (Ctrl + H).

**Edit** enables you to manipulate the deals in various ways. This is not recommended at tournaments and you should not have Edit enabled during duplication.

**Start makable** should be ticked if you follow our recommendation to let the makable contracts appear on the hand records.

**Deal & duplicate** enables duplication.

**Import deals** Note that dlm files can be imported by double-clicking on the file BEFORE BOS and DupSoft have been opened. The event name will then be taken from the source file.

.dup, .dlm, .lin and .pbn files can be imported into DupSoft, so long as no deal has been created or selected. You can use *Batchconverter* as an inbetween step if the source file would be in another format.

**Hand Dealing** means that the DM will NOT shuffle, only deal in the same way as you would deal by hand. The deals can be duplicated, analysed, printed, etc. once they have been (hand) dealt by the machine.

**Reading** means that you can read [played] deals into the system so that they can be analysed, printed, etc. Useful e.g. when the boards in a team match have been dealt at the table.

**Restricted dealing** is useful for creating deals with certain criteria.

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DupSoft's main interface consists of four elements (from top to bottom):

- i. Dropdown menus.
- ii. Toolbar.
- iii. The [deal] display area.
- iv. Statusbar.

## THE DROPDOWN MENUES

### FILE

#### Print

You can select another layout if you would not be happy with the outcome of the default print layout; i.e. what comes up when you type Ctrl + P, or click the printer icon.

You can change an existing layout, or create your own, via the *Edit* and *New* buttons in the print dialog. Click on the ? mark in the dialog to find detailed advice.

#### Export deal

The program that you run (start) from BOS will get the same deals as you see in DupSoft automatically. You are advised to use BOS *export* and *subscribe* functions if the deals need to be transferred to another PC (e.g. the PC used for scoring). DupSoft's export function puts copies of the deal files on the Desktop from where you have to send them manually.

#### Makable

You need to command makable manually if you have modified deals in Edit mode.

### EDIT

This option requires that you have selected Edit in SETTINGS. See the inbuilt Help for advice.

### VIEW

Hide deals (Ctrl + H) has the same effect as *Suppress deals from screen* in SETTINGS.

### SYSTEM

#### Ownership settings

You can change the settings that you entered at installation here.

#### Default document settings

The default settings will come up in the Settings dialog every time you create a new event.

#### Information messages

We recommend that all warnings are enabled (ticked).

### HELP

You should choose on-line help (tick this alternative in HELP SETTINGS) if your computer is connected to the Internet (as this will give you up to date help).

If you need more help than you get from the help texts, please email support via the ABOUT dialog. This is crucial if you have a problem with the machine as support needs the (automatically generated) log file to give you good advice.

### DUPLICATION

**Auto duplication** should be your choice except in special cases.

When you need an extra copy of a certain board, **Single duplication** is to prefer.

### OWNER & HARDWARE SETTINGS

**Scorers** is set if you do not have a DM but the BridgeTab scoring system.

**Duplimate** requires that you fill in the number of the unit.

**BridgeScorer and HandyDup** are self explanatory.

#### Stop card

Stop card = a joker that separates the decks. This is only recommended when all decks have the same back design and you are unexperienced (or if you get frequent error messages). Our standard recommendation is that you should duplicate without stop cards, but use the "rodd" rule to separate the decks; i.e. put red decks in *odd* boards and blue (or green) in even numbered boards.

#### DECK sorted in chronological order

If you must duplicate non-bar-coded cards (not recommended because the output will not be cross checked by the machine unless the cards are bar-coded) the order of the cards must be: Spade Ace, King, Queen...2, Heart Ace, King...2, Diamond Ace, King...2, Club Ace, King...2. That is to say, the first card that the machine shall pick up must be the deuce of clubs and the last card (on top of the deck) the Ace of Spades.

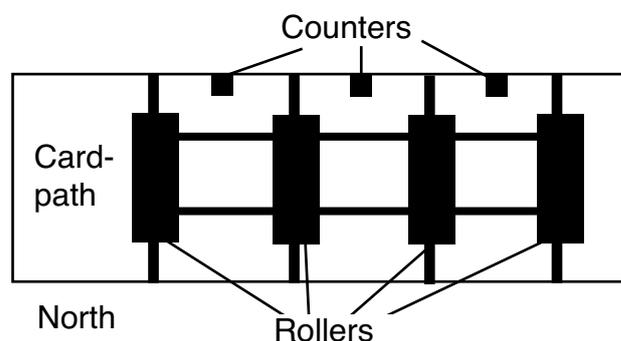
### HARDWARE DIAGNOSTICS

This is a utility that checks all functions in the DM machine. First of all you need to establish communication. You can use the options (one after another) that appear once communication has been established to pin-point the problem.

#### Stand alone test function for Duplimate no. <1500

Switch off the power to the Duplimate if you cannot establish communication. Then fill the hopper with at least two decks of cards. Put a card into the last counter in the card-path.

Switch on the power to the Duplimate *while holding* the card in the last counter until the Duplimate stops (after approx. 3 secs). Insert a board and the Duplimate should sort the deck in suits. All functions are verified except the communication with the PC.



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## THE TOOLBAR

The toolbar is a quicker alternative to the dropdown menus. The fastest is, however, to use the keyboard shortcuts as shown to the right-hand side in the menus. Alt+A is, for example, the fastest way to start the duplication and Ctrl+P is useful for printing.

## THE DISPLAY AREA

The deals and the dialog boxes will appear in this area.

## THE STATUS BAR

The status bar has two purposes:

- i. It explains the icons in the toolbar. (Point at any symbol and read the explanation in the status bar.)
- ii. It tells the status of the duplication process.

## Dealing method

DupSoft's *BigDeal* is considered to be the ultimate dealing method. BigDeal uses a very sophisticated dealing algorithm and in the DupSoft version the operator's speed is used as the random factor.

## For a Class

The main difference between the deals for a class and those for a tournament is that the latter should not be known to anybody before game start, whereas you must have control over what your class is doing. You can:

- i. Import the deals.
- ii. Create hands to your liking.
- iii. Read deals from boards into the system.
- iv. Type the deals from e.g. a textbook.

### i. Import

Importing is only possible so long as there are no deals in the event. The fastest method is to close BOS (or not open it) and simply double click on a .dlm file. Alternatively you can open an event that does not contain any deals and select *Import* in SETTINGS. The source file can either be dragged into the message box that appears, or located with standard Windows (browse) methods.

You can use Batchconverter if the source file would be in another format than .dup, .dlm or .lin.

### ii. Restricted dealing

Restricted dealing generates deals meeting certain criteria.

### iii. Read deals

DupSoft's read function is useful if you need to register deals that are (only) found in boards.

Note that if you first tick *Deal & Duplicate* in SETTINGS, and then switch to *Read* mode, you risk to end up with a mix of computer dealt hands and registered (read) hands.

a. Reading a **whole set**. If you need to import a whole set of hand-dealt deals, you should first select *Reading* in SETTINGS, then run the *Auto Cycle*.

b. Reading a **single deal**. This option is useful when you need to read a fouled board into the system, (to get the fouled board printed in the handrecords). First switch to *Reading* in SETTINGS, then select the command single duplication (Alt+S).

### iv. Edit

You can modify a deal by typing, dragging, or sending, one or several cards to another hand.



You will find a more detailed description on how to edit the deals in DupSoft's inbuilt *Help*.

## Duplimating

1. Switch on the power.
2. Put at least two packs of cards in the hopper at the DM's far right end. (One deck if you use a HandyDup.)
3. Make it a habit to organize the boards in the order they shall be duplicated BEFORE you start the duplication.
4. Put the cards from the first board to be duplicated in the hopper and insert the board in the machine.
5. You can insert the next board to be duplicated after successful duplication. Otherwise, see headline "*Error messages*".
6. When you have duplicated the last board in the set, you will get the question: *Do another set?* If you for some reason have come out of pace with the machine (i.e. you have boards left, while the machine says that you are finished), we recommend that you re-duplicate the whole set as this will be both quicker and safer than trying to correct the error(s).

### TIP FOR TOP

Top performance (maximum boards per hour) is reached by keeping the machine busy most of the time. This can be done in the following way:

- i. As soon as the machine stops, take out the duplicated board with one hand and insert the next with the other.
- ii. While the machine is working: Close the duplicated board and make the next one ready (put the cards in the next board GENTLY into the hopper, open the board, and hold it ready for insertion).

See further the video clip found at [www.duplimate.com](http://www.duplimate.com).

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## Error messages

### No communication

If you get *No communication* message, please check:

- That the power is on.
- That the Communication cable is properly connected.
- That you have the correct selection in **HARDWARE SETTING**.

If the problem persists, restart the DM, then restart DupSoft.

### No board

The DM won't start until you have inserted a board.

### Card already dealt

If you turn the top card in North's slot face up and it is a spade queen (as indicated in the msg-box) you should check the other cards in the board.

If the last card dealt to North was not the card indicated on the screen (♠Q), or if you cannot find two spade queens in the pack, you have had a misread. If you have several misreads, see *Avoiding problems*.

In any case you should **NOT EVEN THINK OF CORRECTING THE DUPLICATE YOURSELF** when you have got an error message as this could result in a fouled board.

### Re-try

Put the distributed cards back in the *bottom* of the hopper **BEFORE** clicking re-try.

### Exit

You will leave the Auto duplication mode with this choice. Again: put any misduplicated cards back in the bottom of the hopper.

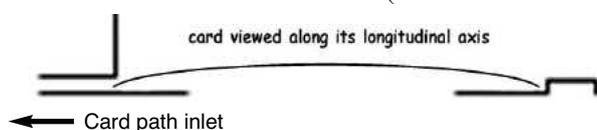
### Card was not recognized

Put the distributed cards back in the hopper and try again. If the same problem occurs with the same card, there is something wrong with that card. Replace the card (or turn it so that the other edge will be read next time).

If you get this error message frequently and/or with different cards involved, see *Avoiding problems*.

### IMPORTANT NOTE 1

Avoid to duplicate the last deck in the hopper and make sure that the cards are not convex (seen from the faces).



You should give convex cards a push in the center so that they become flat or slightly concave.

## Avoiding problems

When we designed the DM, we had to make some assumptions. For example that the cards should be reasonably flat and not curled like corn flakes. Ideally they should be slightly concave as shown in the Important Note 1.

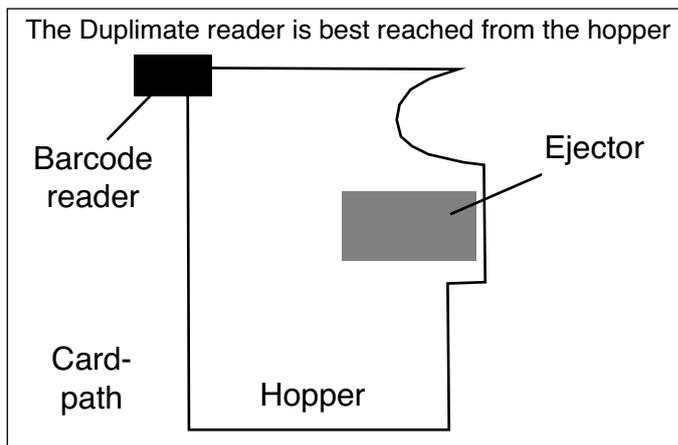
There are tolerances, of course, but to ensure a high output you should try to keep duplicating conditions as constant as possible. Generally speaking you should follow the standard recommendations for electrical equipment. That is to say, you should avoid extreme cold or heat (and direct sunlight). Extremely damp, or dusty, environments should also be avoided.

Regardless of the environment, the machine will collect dust and dirt coming with the cards. So long as you do not get any error messages, we do not expect you to do anything. But if you get error messages frequently, you will no doubt agree that something should be done.

You will avoid problems if you remove dirt and fibers from the moving parts. Isopropyl alcohol is the preferred clearing liquid. Please remember that you must **NOT USE ANY OIL** anywhere to lubricate the machine.

MESSAGE: *Card not recognized*

REMEDY: Check that the in-feed is OK = reasonably clean. Remove dirt/dust by blowing, or using a soft cloth dampened with Isopropyl alcohol.



MESSAGE: *Counters out of range*

REMEDY: If all slots in the board have got 13 cards: Blow the counters in the card-path clean with air. You can Report Problem via the Help menu if one slot constantly gets an incorrect number of cards.

If you click on the ?-mark in the error message dialogs, you will find more detailed advice on the problem in question.

The machine probably needs a more thorough cleaning if problems persist, see the service instruction found at [duplimate.com/DuplimateClub/](http://duplimate.com/DuplimateClub/) and [www.bridgesorter.com](http://www.bridgesorter.com) Library respectively.



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## The feeding bands/roller

The first two (short) bands in the Duplimate, and the blue feed roller in the BridgeSorter, are crucial for the function.

It is as with the Duplimate bands as with tires on a car. It might be possible to continue with a broken band, but you should replace it as soon as possible.

Another similarity with car tires is that they usually do not cause you any problems; but you can be sure that they will burst when you least want it. If the remaining band is worn, you should change both as a precaution.

It is not difficult to change the bands – if you know how to do it. You are strongly advised to study the instructions found via the **HARDWARE** page in DupSoft's inbuilt Help **BEFORE** getting on with the job.

The blue feed roller in the BridgeSorter need not be replaced at normal usage (but it could happen if you would use the wrong cleaning stuff). You must keep the rubber on this roller clean, however; or the friction will be insufficient. The simplest/best method is to rub it clean with a finger.

## Tools/Spare parts

The Duplimate has spare bands, tools and silicon grease in a tool compartment in the bottom of the machine.

Spare parts can be ordered from [www.bridge-shop.com](http://www.bridge-shop.com); Category *Spares for Dup*.

## Support

You should make it a habit to use the Report Problem that you find in DupSoft's Help menu when you need further advice than you find in the inbuilt help.

You may communicate your problems in any way you like, of course, but please note that if you would call, our staff will have to write an email to the technicians and you might not have the best advice. For obvious reasons it is better that you, if at all possible, communicate the relevant information directly to the technicians.

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# The boards

Please give a copy of this page to those who are to handle the boards

## LABELING

i. Make sure that you put North in the right direction. (You can **not** rotate the label 180 degrees.)

ii. You are advised to put the small number on the edge of each and all boards, as shown on the back of the sheets carrying the stickers. It is worth while to bother about this, because it will make it easier to check that the boards in a pile are complete and stacked in numerical order.



## Board number barcode

You must be careful to put the (optional) sticker showing the board number in barcode (digital) form at NORTH'S end. The indent on the stickers must match the indent on the board. (Verify that you got it right by testing the first set before continuing.)

## PREPARATIONS

You are strongly advised to organize your boards in the order that they are going to be duplicated BEFORE you start the duplication. If you for instance are going to duplicate 3x32 boards, you should verify that you have three piles 1-32 in numerical order on one side of the machine.

## HANDLING THE BOARDS

The recommended procedure is as follows:

- i. Put the sets of boards to be duplicated on the right hand side of the machine.
- ii. Have at least two decks in the hopper when you start. A red deck at the bottom and a blue on top of it.
- iii. Open the first board to be duplicated and put the cards in the hopper.
- iv. Insert the just emptied board.
- v. Open the next board and put the cards in the hopper\*.
- vi. When the machine stops, remove the just duplicated board, close it, and put it upside down to the left hand side of the machine.
- vii. Insert the emptied board (according to v.)
- viii. Open the next board and put the cards in the hopper\*, etc.

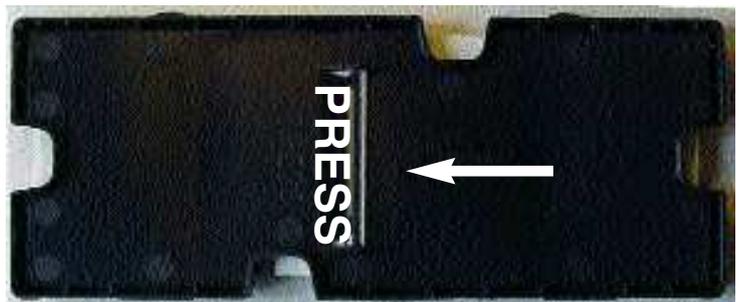
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\*The standard advice is that you should not put the cards in the hopper while the machine is working as it could disturb the duplication. Experienced duplicators do put the cards in the hopper with care while the machine is working as this saves time. If you find that you are causing read-errors by doing so, you should wait until the machine has stopped.

Note that the boards are easiest to close by pushing just inside the edge (white spots in the illustration above).

## TRAVELLERS

You are advised to instruct the players the first time you use travellers how these are inserted under the strap on the back of the boards. You will save time if you show them that they should press (where it says "PRESS"), while inserting the traveller (in the arrow's direction).



# Addendums

to BOS package

## **ADDENDUMS**

There are a number of supplementary, *gratis* software that you can download from the web. Just follow the links on [www.jannersten.com](http://www.jannersten.com).

## **CUSTOM BUILT SOFTWARE**

There are a number of custom built programs for various purposes that you can try if you do not find what you need among the freeware found on our site.

You can ask [support@bridgesorter.com](mailto:support@bridgesorter.com)/[support@duplimate.com](mailto:support@duplimate.com) to tell if they know if/where you can find such third party software. But please study what Dealmaster and the other software in the BOS package can do for you BEFORE contacting support.

# Warranties

## “NO EXCUSE” WARRANTY

We only want happy customers and therefore offer a unique “No Excuse” warranty. The rules are simple: You can claim your money back for the machine, would you not be happy with your choice. That is to say, we will refund what we charged you for the machine, if you return it within the stipulated time limit (see below). The machine must be complete with its accessories and not damaged, of course, when it is returned for refund.

## STANDARD GUARANTEE

There is also a standard guarantee. The Standard Guarantee covers repair/replacement of faulty parts and/or incorrect manufacturing. Note that the guarantee does not cover normal wear and tear. Nor does it cover cleaning that you are expected to do yourself, or shipping costs for sending the machine back to us. See further “Policy” below.

## 10 YEARS PARTS GUARANTEE

We guarantee that parts will be available for at least 10 years after purchase of a new machine.

## POLICY

Our policy is that you during the “No Excuse” warranty period may send your machine to us as many times as you like. The freight to us must be paid from your end, however, unless otherwise is agreed with Jannersten *in advance*.

We will pay the costs for shipping the machine back to you when we, within the “No Excuse” warranty period, have corrected a fault that is covered by the Standard Guarantee. The freight has to be paid from your end in all other cases.

### BridgeSorter terms

The following terms apply when you buy a BridgeSorter:

- 12 months “No Excuse” warranty.
- 60 months Standard guarantee.

### HandyDup terms

The following terms apply when you buy a HandyDup:

- 6 months “No Excuse” warranty.
- 12 months Standard Guarantee.

### Duplimate terms

The following terms apply when you buy a Duplimate:

- 12 months “No Excuse” warranty.
- 24 months Standard Guarantee.

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**Bridgeakademin**



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