Owner's manual

Unpacking

Check that you have got:
• Power adapter
• The machine
• Board no. stickers up to 32

Android/iOS smartphone

Windows/MacOS PC

Android/iOS tablet

Commander

You need an app, Duplimapp, running on a phone, tablet or computer to govern the dealing machine. There are different apps for different systems.

Android

GET IT ON Google Play

Apple devices

Download on the App Store

Kindle

Available at amazon apps

Duplimapp for Windows

Download for PC

Start of the system

0. Remove any inserted USB sticks.
1. Connect the Dealing Machine (DM) to power.
2. Install the Duplimapp. See Quick start guide for advice.
3. Start Duplimapp when the green power lamp gives steady (not blinking) light.
4. Select "New" event.
5. Fill the hopper with decks.
6. Leave the To-From etc. settings as they are and insert an empty board into the machine to check that you can duplicate a board.

You can probably skip the next sections and go straight to the headline "Avoiding Problems" if you are an experienced Software user.

The screen-layout

The interface (the screen layout) consists of two elements:
i. Header alt. footer.
ii. Main section.

HEADER & FOOTER
The options listed below will appear in the header and/or footer depending on if the screen is in landscape or portrait view.

Home
The Home icon leads to the Home screen where you can create a new event or open an existing.

Connected to
The connected machine's type and serial no. is displayed on the Home Screen. This info is crucial when there are more than one machine in operation. The connected network is shown at the WiFi icon.

The vertical dots
The three vertical dots lead to the System and Varia screen from where you can reach all options in the system.

?-button
You can have the situation explained by clicking the ?-mark button in the situation hat you have problems to understand.

> HELP!
> Note that you can click the List all help pages button on any help page to display a list of all help pages. You can also study the help here: https://www.duplimapp.com/Help/

The Home screen

The first thing you need to do is to select the source of the deals. You can create a new set of (randomly dealt) deals or "Resume last" if you are not finished with the last used. It is also possible to retrieve an older event on file.

Deal settings

You will come to the Deal Settings screen once you have selected an event.

FROM-TO
Enter the range of the boards that you want to duplicate. Note that you should not enter 32-1 but 1-32 and select Descending if you want to start with the last board in the set.

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DESCENDING
Descending order means that the "To board" will be the first to be duplicated.

BOARDS' ORDER
Boards' order requires that the board no. is indicated on an extra sticker on the back of the boards. Note that you should always (i.e. also when the number is on the back of the boards) select Ascending/Descending if you want to have the boards duplicated in numerical order. The numbers on the back of the boards will then be used to check that the boards are duplicated in numerical order.

COPIES TOTALLY
You should enter the total number of copies if you want the system to keep track of that; and an asterisk (or zero) otherwise.

COPIES BEFORE SWITCH
Copies before switch means that all copies (i.e. the entered number of copies) will be duplicated before the deal number is changed. You should only tick this box if the boards are sorted with all number 1 in one pile, board #2 in another pile, etc.

SHOW
Show NOT ticked means that the deals will be invisible and not possible to manipulate.

Makeable
Makable should only be ticked if you for some reason want to see this information while duplicating.

System & varia (3 dots)

You can reach the System & varia screen by clicking the three (vertical) dots icon.

ABOUT
The first section tells you how many duplicates you have duplicated and if the system is up to date.

DEALING SETTINGS
You are advised to enter your standard settings here so that they will come up by default every time you create a new event.

Note that changed settings in this dialog will not affect the ongoing duplication session's settings. You can click the Home button and select Resume last used if you need to change the ongoing event's settings.

DESIGNS (BridgeSorter only)
You will need to select the design that you currently use if you are running a BridgeSorter. Click and hold clicked (ctrl-click on computers) to study a preview of the design.

Most designs can also be studied in advance by clicking the links on the help page.

You will need to "Teach" the design of your cards to the machine if the layout in use would not be available.

DIAGNOSTICS
You can verify that the system works as it should with the Diagnostics utility. Click the ?-button on the Diagnostics screen for detailed explanation of the options.

EXPORT
The deals are exported in .dlm format. You can convert the .dlm to other formats with Jannersten's free of charge BOS package.

You can either insert a USB memory stick in the machine and have the deals copied to that, or have them downloaded to your device.

HANDRECORDS
We suggest that you use the default layout at your first usage of the Handrecords option. You can either insert a USB memory stick in the machine and have the resulting .pdf copied to that, or have the .pdf file directly downloaded to your device.

You can, if you would not be happy with the default layout, Edit the default layout, or select another. You can create new layouts. Click the ? button on the Handrecords page for detailed advice.

HARDWARE SETTINGS
You can set the mechanical speed of the machine. Note that you should not set a higher speed than needed. That is to say, you should only increase the sorting speed if you have to wait for the machine to finish.

Barcode type (Duplimate only)
Original means that the barcode reaches the edge of the card and Short means that it does not. Large is good for cards with giant indices.

Barcode recognition (Duplimate only)
Fast can be used if/when conditions are good. Normal is better if you have stops while using Fast. Elaborate can be used if you get "Card not recognised" and/or "Card already dealt" while using Normal settings.

IMPORT
Files in the .dlm, dup or pbn format can be imported into the system. You can convert deals in other formats with Jannersten's free of charge BOS package. The imported file's settings can be changed after importation and boards duplicated as usual.

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LANGUAGE

You can change from English to your preferred language. Please contact support if you want to add a language, or suggest better wording of the existing.

TYPE OF CARDS

Note that the Type of cards setting will ONLY affect how the cards indices, compass directions, etc will be represented on the duplication screen and handrecords.

The rank and suit indications can be set independently of the general language setting, which is useful for e.g. a Spanish club playing with English cards.

MANAGE ARCHIVE

The Manage archive option makes it possible to move and remove events by clicking event(s) in the list.

The Clear All option is a fast way to move all old events but the current to the Archive. The .dlm files will not be trashed but moved to the "Removed" section. The recommendation is to use the [Clear] All except recent option every now and then.

Note that "all events" means all expect Removed. To retrieve a removed event you need to use the Manage archive option in System.

Trash

Trashing means what it says but [Trash] "All" means trashing all events except the current. The recommendation is to use the [Trash] Only removed option and to use Clear every now and then to get played events out of sight.

Click the ?-button in the Clear archive dialog for a more detailed explanation.

MESSAGES

Ticked indicates that the message will be shown. Not ticked message that it will be suppressed. Just click the message that you want to appear/disappear.

REPORT PROBLEM

You should use this option if you come across a problem that you cannot overcome with the advice found in the inbuilt Help.

Direct upload

Download means that a .zip containing the report will be copied to your Downloads folder. You can alternatively have your report copied to a USB flash drive inserted into the machine.

TEACH

When you teach a design it is important to follow the instructions on the screens that appear. See further the inbuilt Help.

WIFI SETUP

The machine will by default set up a hotspot. This means that it creates a network with a name based on its machine type and machine number, e.g. BridgeSorter1234. When connecting to the hotspot you should "forget" (or at least deselect the "connect automatically" option on) other networks within range.

Change network setting

The alternative to hotspot is to connect both the machine and your device to your own network. (It is not recommended to use third party networks.)

Click the "Change network" button and select the desired network in the list that appears. Click the "Other network" button in case your network would be hidden. See further the inbuilt Help for detailed advice.

After a change of network

Note that you will need to power off the machine and start everything (including the app) from scratch to connect to the newly set network. Remember to change your device's network setting to the new network before you start the app anew!

UPDATE SYSTEM

It is very important that the machine is powered during the update process. So, please crosscheck that the machine is properly connected before starting upgrade.

Duplicating

1. We recommend that you have four decks, plus a fifth deck from the board to be duplicated, in the hopper at start.

2. Make it a habit to organize the boards in the order they shall be duplicated BEFORE you start the duplication.

3. Put the cards from the first board to be duplicated in the hopper and insert the board into the machine.

4. You can insert the next board to be duplicated after successful duplication.

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 from the board GENTLY into the hopper and hold the board ready for insertion).

Note that the boards are easy to close by pushing just inside the edge. See further the video clip found on the web site.

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Error messages

Click the ?-button if you need detailed information about a

IMPORTANT NOTE 1

Duplicate with at least three decks in the hopper. Make sure that the cards are not curled.

The cards should preferably be flat or slightly concave (i.e. the way the players tend to bend them).

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message.

DO NOT EVEN THINK OF CORRECTING THE DEALT CARDS IN THE BOARD when you have got an error message as that could result in a fouled board. It is both faster and safer to let the machine re-do the board after an error.

CARD ALREADY DEALT
You are given the choice between putting distributed cards back in the BOTTOM of the hopper or Flush. Flush means that the machine will put 52 cards in the board. In both cases you have to re-do the board.

SHORT DECK?
This message will appear when you have a short deck. That is to say, a (probably misplaced) card is missing. You are given the same choice as at a Card already dealt.

CARD NOT RECOGNIZED
There is something wrong with the card if the same problem occurs with the same card repeatedly. Replace the card (or rotate it so that the other edge will be read).

You can Flush or Exit (see above) but you can also Continue after a Card not recognized stop.

Mute
You can mute a message with a loudspeaker icon by clicking the icon. You will see a confirmation that the message has been muted.

Enable sound
Similarly you can enable a muted message by clicking a crossed over sound icon. This will lead to the Sound enabled message.

Avoiding problems

Dogeared cards and wharped decks can lead to poor feeding of the cards. It might be necessary to flex the decks to get the cards sufficiently flat.

Stained cards and cards with worn off print that are not recognized should be replaced.

Support

You will get instant advice on the problem in question, when you click on the ?-button in the error message that is displayed on the screen.

You can get personal advice if you send a Report Problem to support@duplimate.com when the event that you need help with is active.

Warranties

We only want happy customers and therefore offer a unique "No Excuse" warranty. The rules are simple: You can within 12 months after purchase 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 to us within the stipulated time limit (see below). The machine must be complete with its accessories and not damaged when it is returned for refund. Remember to pack it as well as when you got it!

MACHINE GUARANTEE
The Machine Guarantee covers repair/replacement of faulty parts and/or incorrect manufacturing within 60 months. Note that this guarantee does not cover cleaning that you are expected to do yourself, or shipping costs for sending the machine back to us. See further the "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 for maintenace or repair. The freight to us must be paid from your end, however, unless otherwise is agreed in writing with Jannersten in advance.

We will pay the costs for returning the machine to you when we, within the "No Excuse" warranty period, have corrected a fault that is covered by the Machine Guarantee. The return freight has to be paid by you in all other cases.

IMPORTANT NOTE 2

Do NOT use any detergents, oil or spray on or in the machine as this can damage the equipment!

DAILY MAINTENANCE

We do not expect you to do "daily mainte-nance" every day, but when needed. The machine will indicate when you need to act.

1. CARD SENSORS

The machine will in some cases tell which sensor is blocked. Anyhow: clean all sensors while you are at it. See the video instruction for how to clean.
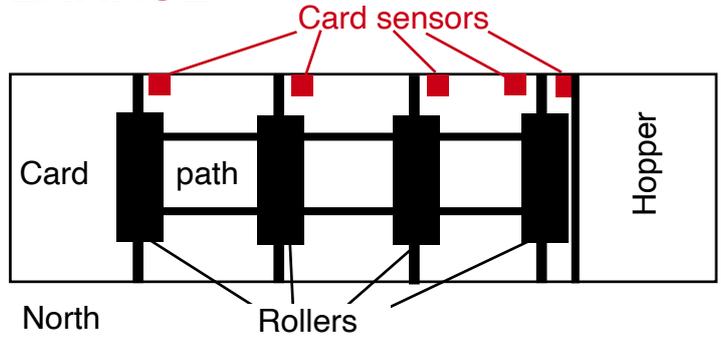
The counters are numbered in the same way as the cards move from the hopper to the slots. i.e. in the cards' direction.
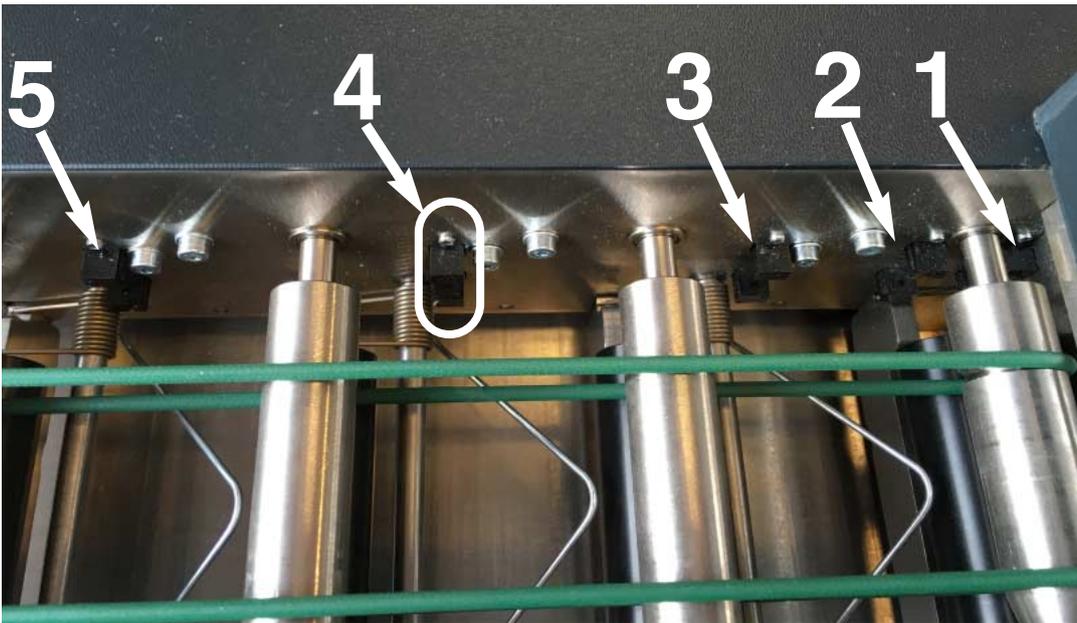
The 1st sensor is close to the hopper and easily missed if you do not know that it sits there.
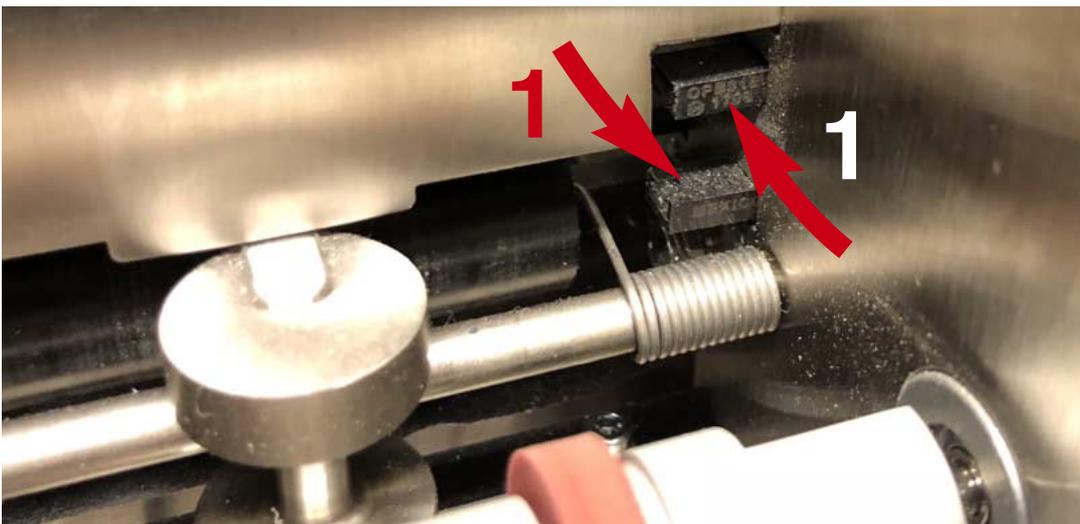
We recommend that you use a child type of (soft) tooth brush if you do not have access to (high pressure) compressed air.

Note that you also have to clean the upper part of the sensors.

E. OCCASIONAL MAINTENANCE

1. FEED ROLLER

You will need to clean the rubber with Isopropyl Alcohol, if it for some reason would have picked up grease (or oil).

2. CAMERA

Dust should be blown off the camera (2) if it is totally covered (=when the machine has problems to recognize the cards).

Please do not use any liquids or tools to clean the camera!
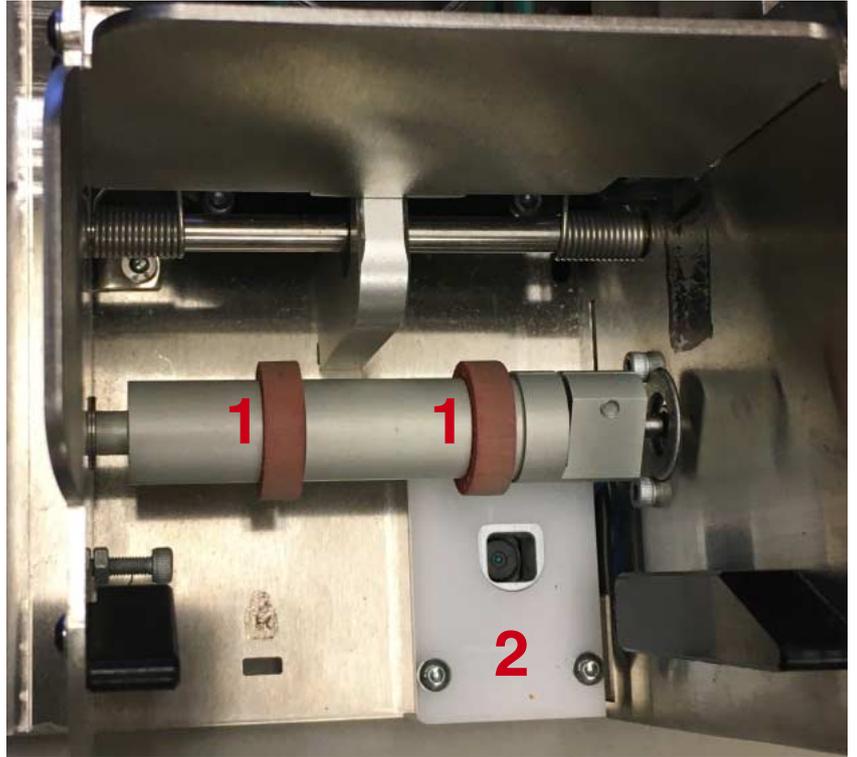
The boards

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

LABELING

i. Make sure that you orient North in the right direction. (North shall be to the left hand side when you have the hinges towards you.)

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 couple of boards in the machine before you continue.)

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 three (preferably more) decks in the hopper when you start.

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 iv.)

viii. Open the next board and put the cards in the hopper, etc.

See the video on the website for how a professional operator duplicates a set in a few minutes.