Duplimate questionnaire

Please fill out this form if you for some reason cannot use the Report problem function that you find in the DupSoft program

KEY DATA

#	Hardware/software	Remark/Requested info
1.1	Machine no	1.1.1 ☐ Using USB-RS232 adapter
1.2	Machine firmware	See the About dialog
1.3	DupSoft version	See the About dialog

NO CARD DEALT

#	Problem	Requested info
2.1 ☐	Bands do not move in 3 sec at power on	2.1.1 ☐ Nothing happens 2.1.2 ☐ Other (specify) ....
2.2 ☐	No green light on the machine panel	2.2.1 ☐ Green light on the inside of the machine

<52 CARDS AT STOP

#	Problem	Requested info
3.1 ☐	Card jam	3.1.1 ☐ Cards have jammed 3.1.2 ☐ No card jam, all cards go to N 3.1.3 ☐ No cards distributed
3.2 ☐	Read error	3.2.1 ☐ All cards go to N
3.3 ☐	Invalid barcode	3.3.1 ☐ Always same card
3.4 ☐	Card already dealt	3.4.1 ☐ Specify which card was misread as what card...
3.5 ☐	Counter out of range	3.5.1 ☐ Count in msg = cards in board 3.5.2 ☐ Count in msg < cards in board
3.6 ☐	Board out of position	3.6.1 ☐ Only dark coloured boards 3.6.2 ☐ Does not help to hold board in its inner pos.

52 CARDS AT STOP

#	Problem	Requested info
4.1 ☐	Counter out of range	3.5.1 ☐ Count in msg = cards in board 3.5.2 ☐ Count in msg < cards in board

>52 CARDS AT STOP

#	Problem	Requested info
5.1 ☐	No message	5.1.1 ☐ Machine has to be powered off
5.2 ☐	Card jam	
5.3 ☐	Counter out of range	5.3.1 ☐ Always stop after 53 cards
5.4 ☐	Card already dealt	5.4.1 ☐ Always at the 53rd card

3.3/3.4 READ-ERROR REPORT

Please fill in this form if you get invalid barcode and/or card already dealt messages on various cards and therefore cannot fill in 3.3.1 and 3.4.1 respectively. When you get a bar-code error, tick one box and report which card that was misread.

	Error message (on the screen)	The last card dealt to North was
1	☐ Invalid bar-code ☐ Card already dealt. Card..................	
2	☐ Invalid bar-code ☐ Card already dealt. Card..................	
3	☐ Invalid bar-code ☐ Card already dealt. Card..................	
4	☐ Invalid bar-code ☐ Card already dealt. Card..................	
5	☐ Invalid bar-code ☐ Card already dealt. Card..................	
6	☐ Invalid bar-code ☐ Card already dealt. Card..................	
7	☐ Invalid bar-code ☐ Card already dealt. Card..................	
8	☐ Invalid bar-code ☐ Card already dealt. Card..................	
9	☐ Invalid bar-code ☐ Card already dealt. Card..................	
10	☐ Invalid bar-code ☐ Card already dealt. Card..................	

#	Remark/Remedy/Reference
2.1	See no_power.pdf
2.2	No remedy if no other problem (lamp is broken); Otherwise see no_power.pdf
3.1.1	Mechanical problem; card_jam.pdf
3.1.2	Reader disconnected or dead; reader_problems.pdf
3.1.3	ULN/watchdog probably faulty; nothing_happens.pdf
3.2.1	Reader faulty or covered with dirt; reader_problems.pdf
3.3	Replace card if 3.3.1 ticked; reader_problems.pdf
3.4	Check the deck; reader_problems.pdf
3.5.1	Probably mechanical problem; counters.pdf
3.5.2	A card has passed the reader undetected; reader_problems.pdf
3.6.1	The board switch is damaged or missing; board_switch.pdf
3.6.2	Probably dirt covering the sensors; board_switch.pdf
4.1.1	Probably mechanical problem; counters.pdf
4.1.2	A card has passed the reader undetected; reader_problems.pdf
5.1.1	Try to replace eprom, then contact support
5.2	See card_jam.pdf
5.3	Try to shade the machine, then contact support
5.3.1	A card has passed the reader undetected; reader_problems.pdf
5.4.1	Either put a joker between decks, or deselect "stop card" in hardware settings (html)