Technical Support

Before contacting technical support please refer to the online knowledge base and F.A.Q. at www.chproducts.com/retail/tech_support.htm. It contains a comprehensive trouble shooting section that is updated regularly by our technical support staff and may solve your problem.

To get the most efficient support from out staff, we recommend that you do a little research on your computer system so that your ready for the questions our technicians may ask you. The following should be some of the things to look into before contacting us:

What kind of computer do you have? (Speed, brand, chip set, OS version)
What kind and how many adapters are you using?
What software\game are you experiencing issues with?
How many and what kind of other controllers are you using?
What software from CH Products have you installed?

You can contact CH Products at the areas listed below

Web Address	www.chproducts.com/retail/tech_support.html
Email Form	www.chproducts.com/retail/form.html
Phone	760-598-7833
FTP Files	ftp.chproducts.com
	CH Products 970 Park Center Drive Vista, CA 92081

Warranty

The CH Pro Pedals USB™ is warranted to the original purchaser to be free from defects in materials and workmanship for a period of two(2) years from date of purchase. During this warranty period CH PRODUCTS will, at it's option, repair or replace, at no charge, any component determined to be defective.

The liability under this warranty is limited to the repair or replacement of the defect or defective part(s) at our factory, and does not include shipping expenses.

This warranty does not apply if, in the opinion of CH PRODUCTS, the unit has been damaged by accident, abuse, improper usage, or as a result of modification or service by anyone or anything other than CH PRODUCTS.

NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF SALABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CH PRODUCTS IS NOT RESPONSIBLE FOR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may have additional rights which vary from state to state.

To obtain warranty services contact CH PRODUCTS at 760-598-7833 to receive an RMA (Return Merchandise Authorization) Number and shipping instructions. The enclosed software is made available and without warranties of ANY kind. All warranty claims made on CH PRODUCTS relating to defects which may be present are expressly excluded where this is legally permissible.

CH PRODUCTS assumes no liability for the correctness, precision, or currency of the software or it's accompanying documentation, nor for the suitability of the software for a specific purpose for normal market quality.

The risk relating to usability of the running characteristics and the accompanying hardware lies with the user of the software. CH PRODUCTS shall not be liable for functional capability in a multiple users association, content, or performance of the software. The user shall bear all costs for correction of defects, costs for maintenance, repair or improvement and not CH PRODUCTS, it's dealers, distributors, representatives, or employees.

CH PRODUCTS Pro Pedals USB™

QUICK START: HOW TO INSTALL THE PRO PEDALS USB

Introduction

Congratulations on your purchase of the CH Pro Pedals USB! These high quality pedals are designed to look and function like actual flight pedals found in many aircraft. In addition to aircraft pedals, the pedals can also be used to function as gas and brake pedals for car simulations. The Pro Pedals USB are designed and manufactured in the U.S.A. with the strict standards you have come to expect from CH Products. The USB interface coupled with the high quality design of CH Products guarantee enjoyment for years to come.

Windows 98\ME Installation

Requirements

IBM Compatible PC running Windows 98, 98 SE, ME, 2000, or XP
One open USB port (one additional port for each additional USB device)
USB compatible software
Direct X 7.0a or later.

1. With the computer booted up fully to the Windows desktop, plug the USB Pro Pedals into an open USB port.
2. A New Hardware Detection window should appear.
3. Select *Search for the Best Driver (recommended)* then click *Next**
4. Click Next again*
5. It may now ask for you to insert your Windows CD. Place your Windows CD in your CD drive and click *OK* (If it says it can not find a certain file Click *Browse*. Point it to the folder on your Windows CD called Win98 or Win 9X then click *OK*)*
6. Now click *Finish**
7. To check if your pedals have been successfully installed click *Start* then *Settings* then *Control Panel*. Inside *Control Panel* open *Gaming Options*(may be called *Game Controllers* in some versions of Windows)
8. Your pedals should be listed under controllers as "CH Pro Pedals USB" and their status should be "OK"
9. Select the pedals by clicking on them. Now click on *Properties*. You should now be in a test screen for the pedals. Move the pedals around to make sure they are communicating with the computer.
10. Now leave the pedals neutral. Looking at the test screen a cross hair should be in the upper left hand corner of a white box. There should also be a red box that is half full to the right of the white box with the cross hairs.
11. Your CH USB Pro Pedals are now successfully installed
    *These may not appear in Windows ME

Windows XP\2000 Installation

1. You will need to have administrator rights to install USB devices in Win XP Pro or Windows 2000
2. With the computer fully booted up into the Windows desktop plug in the pedals.
3. Windows will recognize the pedals and a help bubble will appear in the bottom right hand side of the screen announcing it has *Found New Hardware*
4. Windows will now search for and install the correct drivers for your pedals
5. The bubble should now state that your hardware is installed properly and is ready to be used.
6. To check for proper installation in Windows* Click *Start* then *Settings* then *Control Panel*. In the *Control Panel* go to *Game Controllers* or *Gaming Options*.
7. In *Gaming Options* under *Controllers* you should see listed "CH Pro Pedals USB" with a status of "OK".
8. Click on the pedals and select Properties. You should now be in a test screen for the pedals. Move the pedals around to make sure the are communicating with the computer.
9. Now leave the pedals neutral. Looking at the test screen a cross hair should be in the upper left hand corner of a white box. There should also be a red box that is half full to the right of the white box with the cross hairs.
10. Your CH USB Pro Pedals are now successfully installed
        *To get to Game Controllers in XP Click Start then Control Panels and Game Controllers will be in here. (It may be listed under Printers and other Hardware in the Control Panel)

Macintosh Installation

Requirements
        Power PC Macintosh running OS 8.6 or later
        One open USB port (one additional USB port for each additional USB device)
        Input Sprockets 1.7 or later
        Input Sprockets compatible software

Note: OS 9 comes preinstalled with Input Sprockets 1.7. However, you can get the most current Input Sprockets from Apple's web site if you are experiencing any problems with Input Sprockets on your system. OSX no longer uses Input Sprockets for native OSX Software. Native OSX software will have joystick setups built into the software's own setup options. Contact Apple for more information on Input Sprockets Installation.

1. With the Mac booted up to the desktop plug in the Pedals
2. Macintosh's OS will automatically register that a device has been plugged in and will install all necessary drivers
3. In most Mac software the rudder pedals should already work as rudders. If they do not, they can be setup in the software's controller configuration area. For more information refer to the software's instruction manual.

PC Troubleshooting

The connector does not fit into the USB slot.
 - Make sure the connector it not upside down.
 - Make sure the connector is in the right Slot. USB Ports are usually marked with a symbol that looks like this:
The Pro Pedals USB are not recognized when plugged in.
 - Unplug the pedals and plug them back in.
 - Plug the pedals into a different USB Port.
 - Make sure your USB port is enabled in your system's BIOS and that you are running Windows 98 or later.
 - Make sure you are running Direct X 7.0a or later.
 - Check that your USB ports are installed and recognized by Windows in the Device Manager. If it is not contact your computer manufacturer.
The Pedals will not calibrate properly.
 - Download and install the CH Control Manager from www.chproducts.com and use the built in device calibrator. You will know when the pedals are properly calibrated when you test them in Windows Gaming Options there will be a box with a cross hair in the upper left corner and a half full red bar to the left of the box.

Macintosh Troubleshooting

The connector does not fit into the USB slot.
 - Make sure the connector it not upside down.
 - Make sure the connector is in the right Slot. USB Ports are usually marked with a symbol that looks like this:
The Pro Pedals are not recognized when plugged in.
 - Verify that you have Input Sprockets 1.7 or later installed.
 - Verify that you have all applicable ROM updates from the Apple Software Update web site.
 - Verify that the game\software your playing is Input Sprockets compatible or in some cases for OSX, that the game\software has joystick support. Refer to the game\software's manual for more information.