

Technical Support

Before contacting technical support please refer to the online FAQ page on the CH Products website at www.chproducts.com/13-29602-Simulation-Consumer-FAQ-.php. This page contains the most frequently asked questions on the CH Products Game Controllers, is updated regularly and may answer your questions.

To get the most efficient support from our staff, please be ready to provide the following information:

- 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 version of the Control Manager have you installed?

You can contact CH Products through one of the following:

Email support	support@chproducts.com
Phone support	1-760-598-7833 (Monday - Friday, business hours only)
Support files	ftp://ftp.chproducts.com/pub/CHProducts_Game_Controller_Files/
Community Forum	www.ch-hangar.com
CH Products 970 Park Center Drive Vista, CA 92081	

Warranty

The CH Products Game Controller 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 its option, repair or replace, at no charge, any component determined to be defective. This is a factory warranty only. Please contact the original point of purchase to acquire information on refunds / exchanges.

The liability under this warranty is limited to the repair or replacement of the defect or defective part(s) at our factory, and may 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 other than CH PRODUCTS. Opening your CH device will void your warranty.

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 for an RMA (Return Merchandise Authorization) Number and shipping instructions. The enclosed software is made available 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 its 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, its dealers, distributors, representatives, or employees.

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CH Products Installation

QUICK START: How to install your new USB Game Controller

Introduction

Congratulations on the purchase of your new **CH Products** device! Designed and manufactured in the USA with the same strict quality standards you have come to expect from CH Products, we are confident that you'll find it to be one of the most durable and precise controllers you have ever owned.

Requirements

Your CH device is plug-and-play capable, so software installation is NOT required. However, installing our advanced *Control Manager* programming software (*PC compatible only*) will enable you to completely experience all of your device features.

- IBM Compatible PC running Windows® XP, Vista, 7, 8, 8.1 and Mac® OSX *
- One open USB port (one additional port for each additional USB device)
- USB compatible software
- Direct X 7.0a or later

* These devices use the basic drivers by OSX, therefore functionality is limited.

Windows XP & VISTA Installation

1. You will need to have administrator rights to install USB devices in Win XP Pro.
2. With the computer fully booted up to the Windows Desktop, plug in the CH Game Controller.
3. Windows will recognize the device 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 Windows drivers for your device.
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 your device listed with a status of "OK". For Vista, on the left side of Control Panel window, click on the text that says "Classic" or "Classic View", so you'll see all the icons in the Control Panel.
8. Click on the device and select Properties. You should now be in a test screen for the device. Move the controller around to make sure it is communicating with the computer.
9. Now leave the controller in neutral. Looking at the test screen, a cross hair should be in the middle of a white box. When the test window appears, move the handle / buttons / levers, etc. to check for full range of movement. In Vista, click on the name of the product and click properties.
10. Your CH Products Game Controller is now successfully installed.

* In Windows XP, Game Controllers is located in Start> Control Panels> Game Controllers (also may be listed under Devices and Printers).

Windows 7

1. You will need to have administrator rights to install USB devices in Windows 7
2. With the computer fully booted up to the Windows Desktop, plug in your CH Game Controller.
3. Windows 7 will then display a small pop up information bubble in your taskbar at the bottom right of your screen telling you that it is installing device driver software as Windows finds the correct drivers for your device.
4. Once Windows 7 has installed the required drivers it will display another information bubble telling you 'Your device is ready to use' 'Device driver software installed correctly'.
5. To check the device has been installed properly go to the 'Devices and printers' options in your Control Panel from your Start menu on your desktop.*
6. You should now see your device listed, right click on the device and select 'Game controller settings' and a 'Game Controllers' pop up window will open.
7. Highlight your device and click the 'Properties' button located above the 'OK' button.
8. In the test screen you will now see a cross in the middle of a white box which displays your device axis and also rows of buttons your device might have. Pressing buttons on your device will light the red circles that identify your devices buttons.
9. You can now close this window down as your CH Products Game Controller is now successfully installed.

Windows 8 Installation

1. You will need to have administrator rights to install USB devices in Windows 8
2. With the computer fully booted go to your desktop by using the link on your Start screen.
3. Plug in your CH controller and Windows 8 will display a new window in the taskbar entitled 'Device Setup' this will show a green progress bar as Windows finds the correct drivers for your device.
4. Once Windows has found and installed the drivers you can then check that the device has been installed properly by using the 'Devices and Printers' options in your Control Panel. To access your Control Panel go to the 'All Apps' view from your start menu and under the heading 'Windows System' you will find the 'Control Panel' icon. Alternatively press the Windows key and X together to bring up a small pop up window and select Control Panel from the list.
5. You should now see your device listed, right click on the device and select 'Game Controller settings' and a 'Game Controllers' pop up window will open.
6. Highlight your device and click the 'Properties' button located above the 'OK' button.
7. In the test screen you will now see a cross in the middle of a white box which displays your device axis and also rows of buttons your device might have. Pressing buttons on your device will light the red circles that identify your devices buttons.
8. You can now close this window down as your CH Products Game Controller is now successfully installed.

Windows 8.1 Installation

1. You will need to have administrator rights to install USB devices in Windows 8.1.
2. Plug in your CH Controller and Left click on the circled white downwards pointing arrow in the lower left hand corner of the screen.
3. The "Apps" screen will appear.
4. Find and left click on the "Devices and Printers" icon.
5. Under the "Devices" section on screen your CH USB controller should be listed with a game pad icon.
6. RIGHT click the CH USB Controller and select "Game Controller Settings"
7. You should now be able to calibrate your CH Products device.
8. In the test screen you will now see a cross in the middle of a white box which displays your device axis and also rows of buttons your device might have. Pressing buttons on your device will light the red circles that identify your devices buttons.
9. You can now close this window down as your CH Products Game Controller is now successfully installed.

* In Windows 7 & 8, Game Controllers is located in
Start> Control Panels> Devices and Printers)

Mac / X-Plane Installation

- Go to http://wiki.x-plane.com/Chapter_3:_Initial_Flight_Setup for assistance setting up your controllers in X-Plane.

PC Troubleshooting

The connector does not fit into the USB slot.

- Make sure the connector is 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 CH device is not recognized when plugged in.

- Unplug the controller and plug it back in.
- Plug the controller 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 they are not, contact your computer manufacturer.

The device 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 that the controller is properly calibrated when you test it in Windows Gaming Options.