

Technical Support

****Before contacting Technical Support, please read the Help file carefully. It has a more comprehensive troubleshooting section that may solve your problem.****

To get the most efficient support, we recommend that you do a little research on your computer system so you can have answers ready for the questions the technicians may ask you. Please write down answers to the following before you contact us:

- What kind of computer do you have? (Speed, brand name, etc)
- What kind/How many other adapter cards (i.e., sound card) are installed?
- With which software (specifically) are you having problems?
- What kind/How many other controllers (i.e. joysticks, yokes) are plugged in?

You can contact CH Products technical support at any of the areas listed below.

Web site:	www.chproducts.com	FTP (files)	ftp.chproducts.com
E-mail:	www.chproducts.com/ supp-form.html	Voice number:	760.598.7833
		Fax number:	760.598.2524

Mailing address: CH Products
970 Park Center Drive.
Vista, CA 92083

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 three (3) years from the 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.

The liability under this warranty is limited to the repair of and/or replacement of the defect or defective part at our factory, and does not include shipping expenses. This warranty does not apply if, in the opinion of CH PRODUCTS, the CH Pro Pedals USB™ has been damaged by accident, abuse, improper usage, or as a result of service or modification by 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." SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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

To obtain warranty services, send the CH Pro Pedals USB, postage prepaid, with a check for \$10.00 to cover shipping and handling, together with a dated proof of purchase and **RMA#** (Return Merchandise Authorization) obtained from CH PRODUCTS at 760.598.7833 to: CH PRODUCTS, 970 Park Center Dr., Vista, CA 92083.

The enclosed software is made available as is, 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 of its accompanying documentation, nor for the suitability of the software for a specific purpose or for normal market quality.

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



PRO PEDALS USB™

QUICK START: HOW TO INSTALL THE PRO PEDALS USB

Congratulations on your purchase of the CH Pro Pedals USB! These high-quality precision controllers are designed to look and feel like actual flight control rudder pedals found in many aircraft. In addition to rudder controls, the Pro Pedals USB can be used as an accelerator and brake for many racing games. The Pro Pedals USB are designed and manufactured in the U.S. with the same strict quality standards you've come to expect from CH Products. CH Products quality, coupled with the versatility of the USB port, guarantee that these pedals will provide enjoyment for years to come.

Introduction

The Pro Pedals USB are the first USB pedals of its kind that can operate in two different modes: combined mode and non-combined mode. Each mode is useful for different games, and ultimately depends on you, the end user, to decide which mode applies to which situation.

Combined mode: This mode is best used for older games before Direct X 7.0 that support the use of only one joystick. By using this mode you will be limited to CH USB devices only. USB Joysticks from other manufacturers cannot be used.

Non-combined mode: This mode is best used for games that have multiple joystick support (usually these are games created after Direct X 7.0, but there are many exceptions). By using this mode you can use the CH Pro Pedals USB with any joystick, USB or not, from any manufacturer.

Windows 98 Installation

Requirements

- IBM compatible computer: 486DX, 66Mhz or higher processor
- 16 MB of RAM
- Microsoft Windows 98
- One free USB port (one additional USB port is needed for each additional joystick)
- CH Pro Pedals USB compatible game

Installation

Step 1: Install the Pro Pedals USB software as follows

1. Place the Pro Pedals software floppy disk (included in packaging) into your floppy drive
2. Click on **Start, Run**, and type in **a:\setup.exe**
3. Follow the onscreen directions
4. After the installation has completed, click on **Start, Programs, CH Products, Pro Pedals USB, and Operation Guide**. It is very important that you read this guide before doing the installation as it includes the main set of instructions for getting your pedals and CH USB working in "combined" mode.

Step 2a: Install the Pro Pedals USB (in combined mode) as follows:

For installation instructions on how to set up the CH Pro Pedals in combined mode, please read the Operation Guide. To access the Operation Guide, click on **Start, Programs, CH Products, Pro Pedals USB, and Operation Guide**.

Step 2b: Install the Pro Pedals USB (in non-combined mode) as follows:

1. Attach the USB connector of the pedals to the USB port on your computer. USB devices can be plugged and unplugged while the computer is on. Look for the symbol shown in Figure 1.

Note: There is only one way the USB plug will fit into its USB port. Do not force the plug into its slot. Check the Troubleshooting section of this manual for more information.

2. When prompted to keep newer files, select **Yes**

Note: Because each USB port has a unique ID, this procedure may have to be performed the first time the Pro Pedals USB are attached to each USB port on the system (once per USB port).

Step 3: Calibrate the Pro Pedals USB as follows:

Note: Depending on your system, it **may** not be necessary to calibrate the Pro Pedals USB. You may choose to do so by following the directions below.

1. Click on **Start, Settings**, then **Control Panel**
2. Double click on **Gaming Options**. You should see either “CH Pro Pedals USB” or “HID compliant Game Controller” listed in the Controller box with an OK status.
3. Select the “Pro Pedals USB” and click on **Properties**
4. Click on **Settings**, then **Test**. Move the pedals back and forth until the crosshair settled in the upper-left hand corner and the third axis settles around the middle.

Tips and Hints:

✓ CALIBRATE both the left/right pedals (by depressing them) and rudder axis (by pushing forward on the pedals) when asked to move the device through its range of motion. The rudder axis in this case will be recognized as axis 3.

Note: During calibration, the on-screen indicators may not display the correct values during the calibration routine. This is normal.

5. When done, click on **OK**, then **OK**.

Troubleshooting

❖ **The connector doesn't fit into the USB slot.**

- Make sure the connector is not upside-down (it will only fit in one way).
- Verify that you are attaching the Pro Pedals USB plug into a USB port. Check your computer manual for more information.

❖ **The Pro Pedals USB are not recognized when plugged in.**

- Detach the USB plug and reattach it again.
- Plug it into a different USB port (if available).
- Make sure your USB port is enabled in your system's BIOS and that you are running Windows 98.
- Make sure that “Universal Serial Bus controller” appears in Device Manager. (Click on **Start, Settings, and Control Panel**. Then double click on **System**. Single click on **Device Manager** and verify that “View devices by type” is selected. From here, scan the list for Universal Serial Bus Controller. If it is not listed, contact your computer manufacturer.

❖ **The combo driver does not work correctly**

- Make sure that you have installed the “combined mode” software using the supplied floppy disk. You can also download the latest version from <http://www.chproducts.com/support/USB/combodriver.html>. If the combo driver does not work in your game but works in the Gaming Options control panel then you may not have support for a fourth axis in your game. Check your game's manual for more information.



Figure 1: The USB symbol found on the Pro Pedals USB plug and the USB connector on your computer.

Macintosh Installation

Requirements

- Power PC Macintosh
- MacOS 8.6 or later

- One free USB port (one additional USB port is needed for each additional joystick)
- Apple InputSprocket 1.7 or later
- Apple InputSprocket compatible game

Note: Apple InputSprockets provides support for using joysticks, keyboards, mice, and other input devices when playing games on your Macintosh computer. Apple MacOS 9 comes pre-installed with Apple InputSprockets 1.7.

Setting up InputSprocket 1.7+

Before using your pedals you must verify that you have InputSprockets 1.7+ installed (If you are running MacOS 9 or above you may skip this section).

To install InputSprockets 1.7:

1. Verify that all USB game controllers are disconnected.
2. Download the latest release of InputSprockets from the Apple Game Sprockets Page at: <http://developer.apple.com/games/sprockets/download.html>. (Link subject to change. Check the Apple website for more information)
3. Download the newest version of InputSprockets available.
4. Once the file is downloaded, double click to uncompress. This will create a folder containing several files.
5. From the newly created folder, drag the following three InputSprocket files to your System Folder: They will automatically be placed in the appropriate location (the Extensions folder).



HID Library



InputSprocket Extension



USB HID Driver

6. Once the files are in their proper locations, turn the computer off and re-attach all USB game controllers.

Setting up the CH Pro Pedals USB

In most Mac games and simulations the Rudder Pedals are already set up to function as Rudder Pedals.

To customize the function of the CH Pro Pedals USB, select the pedals within the ‘Controller Setup’ area within the Apple InputSprockets compatible game. Click on the popup icons to display a menu of functions. For more information, refer to the specific game's manual.

Troubleshooting

❖ **The connector doesn't fit into the USB slot.**

- Make sure the connector is not upside-down (it will only fit in one way).
- Verify that you are attaching the Pro Pedals USB plug into a USB port. Check your computer manual for more information.

❖ **The Pro Pedals USB are not recognized when plugged in.**

- Verify that you have InputSprockets 1.7 installed (refer to this instruction manual's section labeled “Setting up InputSprockets 1.7+” for more information).
- Verify that you have all applicable ROM updates from the Apple Software Update website.
- Verify that the game you are playing is InputSprockets compatible. Check the game's instruction manual for more information.