

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 our staff, we recommend that you do a little research on your computer system so that you are 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 Flight Sim Yoke 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 its 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 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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QUICK START: How to Install the CH Flight Sim Yoke

Introduction

Congratulations on your purchase of the CH Flight Sim Yoke USB! We are confident that you'll find it to be one of the most durable and precise joysticks you have ever owned. It was designed and manufactured in the U.S.A. with the same strict quality standards you have come to expect from CH Products. So get ready and strap yourself in, for you are about to experience a whole new level of controller realism.

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.

Windows 98/ME Installation

1. With the computer booted up fully to the Windows desktop, plug the USB Flight Sim Yoke 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 Win 98 or Win 9X then click OK)*
6. Now click Finish*
7. To check if your yoke has 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 Yoke should be listed under controllers as "CH Flight Sim Yoke USB" and its connection status should be "OK"
9. Select the yoke by clicking on it. Now click on Properties. You should now be in a test screen for the stick. Move the yoke around to make sure the axis are communicating with the computer. Now press the buttons. They should also be communicating with the computer.
10. Now leave the yoke neutral. Looking at the test screen a cross hair should be in the center of a white box. There should also be three red boxes to the right of this white box. These are your throttle, propeller, and mixture controls. Move the levers on the yoke to check full range of motion.
11. Your CH Flight Sim Yoke is now successfully installed

*These may not appear in Windows ME

Windows XP\2000 Installation

1. You will need to have administrator rights to install all USB devices in Win XP Pro or Windows 2000
2. With the computer fully booted up into the Windows desktop plug in the Flight Sim Yoke USB.
3. Windows will recognize the yoke 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 yoke
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 Flight Sim Yoke USB" with a status of "OK".
8. Click on the stick and select Properties. You should now be in a test screen for the yoke. Move the yoke around to make sure it is communicating with the computer.
9. Now leave the yoke neutral. Looking at the test screen a cross hair should be in the middle of a white box. There should also be three red boxes to the right of the white box. These are the throttle ,propeller, and mixture axis for the yoke. Move the levers to check for full range of movement.
10. Your CH Flight Sim Yoke USB is 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

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 Flight Sim Yoke USB
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 Flight Yoke should already work as needed. If it does 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 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 Flight Sim Yoke USB is not recognized when plugged in.


- Unplug the yoke and plug it back in.
- Plug the yoke 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 Yoke 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 yoke is properly calibrated when you test it in Windows Gaming Options there will be a box with a cross hair in the center and a three red bars to the right of the box for the lever axis.

Macintosh 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 Flight Sim Yoke is 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 you're 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.