

Technical Support

****Before contacting Technical Support, please read the *electronic manual* 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?
- How many/what kind of gameport(s) does your system have?
- With which software are you having problems?
- Do you have any other controllers (i.e. joysticks, rudders) plugged in?

Now call CH Products technical support at 760.598.7833. Or write, mail, or e-mail, us at the following addresses:

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

Technical Support number: 760.598.7833

Web site: www.chproducts.com

Internet email form: www.chproducts.com/support/form

Online Knowledge Base <http://www.chproducts.com/fom/cache/1.html>

Warranty

The CH Pro Throttle™ 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 Throttle™ has been damaged by accident, abuse, improper usage, or as a result of service or modification by other than CH PRODUCTS.

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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 Throttle, postage prepaid, with a check for \$6.00 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.

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CH PRO THROTTLE

TM

QUICK START: HOW TO INSTALL AND PROGRAM THE CH PRO THROTTLE

Congratulations on your purchase of the CH Pro Throttle! Its authentic look, quality craftsmanship, and programmability will provide you with hours of "keyboard-free" game play. It was designed and manufactured in the U.S. with the same strict quality standards you've come to expect from CH Products.

Requirements

- IBM-compatible computer with a 286 processor or higher
- Standard gameport that supports at least two joysticks (via one port--OK)
- Standard or PS/2 type keyboard and connector
- MS-DOS 5.0 or higher with at least 500K conventional memory available

IMPORTANT: This is only a brief guide; for more information, please read the CH Pro Throttle electronic manual included with the software.

Installation

1. Turn the computer OFF.
2. Plug the CH Pro Throttle's gameport connector into the gameport behind the computer. Attach your analog joystick to the 15 pin port located on the base of the CH Pro Throttle. If you have a pair of rudder pedals, attach the CH Pro Throttle's gameport connector to the rudder pedals.
3. Unplug your keyboard and plug it into the back of the CH Pro Throttle's special keyboard pass-through connector (for PS/2 machines, use the smaller connector).
4. Plug the Pro Throttle's keyboard connector into your computer's keyboard slot.
5. Turn ON your computer and boot up into Windows.
6. Insert the CD-ROM in the CD-ROM drive and allow the CD to autorun. (If the CD does not autorun, double click on **My Computer** then open your CD-ROM drive. Double click on the setup file.
7. Follow the onscreen directions. Install the program for your CH Pro Throttle called **Speedkeys**. This file may be listed as the driver for the CH Pro Throttle.

Programming the CH Pro Throttle

All the information you need is located in the online help section of Speedkeys. To access this information, open Speedkeys and follow the onscreen instructions until you reach an area that has a picture of your throttle. On the lower-right hand corner of that particular screen you should see the button labeled **Help**. Click on this button to access the help file.

Note: The Pro Throttle will not work correctly until you read the help file for Speedkeys. This step is **mandatory** as it will educate you on the inner workings of Speedkeys and how to program templates to your CH Pro Throttle. At this point, it is recommended that you place this manual on your desk and refer to the Speedkeys help file before continuing with the instructions below.

Windows® 95/98 Setup

Before you can use the CH Pro throttle in Windows 95/98 dedicated games, you will first need to setup and calibrate it in the Windows 95/98 Game Controllers Properties menu in the following manner:

1. Make sure you have an analog controller attached to the Pro Throttle and that its driver is properly installed (refer to your joystick's manual for more information).
2. In Windows 95/98, click **Start**, **Settings** and then **Control Panel**.
3. Double-click the **Game Controllers icon** (If you do not see this icon, see the troubleshooting section below).
4. Highlight the driver for the analog joystick that is attached to the pro throttle, and select properties
5. Move the slider on the throttle back and forth in the Calibration test area. You should see movement in the third axis. If so, your throttle is ready for calibration.

You are now ready to calibrate your analog joystick and Pro Throttle.

1. Single click on the **Settings** tab, then single click on **Calibrate**. Follow the instructions provided on screen. Note that the on-screen indicators may not display the correct values during the calibration routine but should during the **T**est. Also, the buttons will not register if they are keyboard-programmed during the **T**est.
2. Click **T**est... and check for proper joystick and throttle operation. If acceptable, click **OK**, **A**pply, then **OK**.

If after several attempts this does not produce a good calibration, or if the **Calibrate** button is grayed out, see the Windows 95/98 troubleshooting section.

Performing a Hard Reset

Once in a while your Pro Throttle may lose a stored template or may have trouble being recognized by the Speedkeys programming software. Performing a hard reset on the Pro Throttle at this point would be necessary to return your joystick to factory condition.

To perform a hard reset on your Pro Throttle:

1. Turn the computer off completely.
2. Locate the three front gray buttons on your throttle. These buttons are typically found where your middle finger, ring finger, and pinky rest. Hold these two buttons down simultaneously.
3. Turn the computer on (while still depressing these buttons).
4. Count off 5 seconds, and then release the buttons.
5. Allow the computer to complete its boot up process.
6. To verify that the CH Pro Throttle has been properly reset, open any text editor (for example, **Notepad***) and press the flat gray button on the front face. You should receive a version number. If you did receive a version number the Pro Throttle's memory has been successfully cleared and you may proceed. If not, repeat steps 1-6.

***Notepad** can be accessed by clicking on **Start**, **Programs**, **Accessories**, and selecting **Notepad**.

Windows NT4.0/ 2000 Installation

There is no Windows NT4 or Windows 2000 support for the CH Pro Throttle. If you wish to use this device with those operating systems you will need a **dual boot** system on your computer. Once that is set up, you can program the CH Pro Throttle in Windows 95/98, then reboot into Windows NT4/ 2000 and use the device in your game. Check our website periodically for any new software updates.

Helpful Tips

Listed below are some helpful tips for getting your CH Pro Throttle to work properly. These items are listed in sequential order. If you follow these general guidelines you should be able to install your CH Pro Throttle and start playing your game with relative ease!

1. **Make sure your keyboard is a standard keyboard, and is not programmable.**
The most compatible keyboard with your CH Pro Throttle is a standard, non-programmable keyboard. Any keyboard that has programmable functions (i.e. CD volume adjustment, web access, etc) will not work, even though the programmable functions may not be activated.
2. **Read the Speedkeys help file thoroughly**
The Speedkeys help file is your main source of information on how to program and use your CH Pro Throttle. Therefore, it is in your best interest to read this help file.
3. **Before calibration, or before playing a game, make sure you have a template in your CH Pro Throttle.**
The CH Pro Throttle is a keyboard emulator. Through the special keyboard adapter the CH Pro Throttle is able to input keyboard commands to your computer in ways that are ergonomically superior. But in order for your CH Pro Throttle to do anything you must tell it what keyboard and/or joystick buttons you would like to assign. This is done through the Speedkeys programming software.
4. **In each of your templates, program the throttle axis for "external joystick". Also, program at least one joystick button to your setup for Windows Calibration purposes.**
When you set your throttle axis assignment in Speedkeys for external joystick, you are telling Speedkeys that the third axis, which normally controls the throttle, will be controlled **externally**, meaning your CH Pro Throttle.

Also, make sure at least one button in your setup is programmed for a joystick button, and not a keyboard key (see **Speedkeys help file**). When Windows requires you to "press a button to continue", you need to make sure that you are pressing the joystick button that is programmed as a joystick button, and not one programmed as a keyboard key.

5. **You will need a different template for each game that you play.**
Each game will have different keyboard assignments. For example, in one game, the letter G may raise and lower landing gear. In another game, the letter G may fire guns. In yet another game, the letter G may summon God to smite the villagers. You get the point. Therefore, each game will have its own Pro Throttle template associated with it. So, before playing your game, make sure you have the correct template loaded into your CH Pro Throttle for that particular game.
6. **Always quit out of Speedkeys**
After you have created a template in Speedkeys, you must first save the template. Afterwards, click on the button labeled **Download**. Then, to cement the changes, click on the button labeled **Quit**. Wait 3 seconds, and then launch your game. If you do not quit out of Speedkeys before going into your game, your changes may not have taken place.
7. **To test your template, use a standard text editor like Notepad**
Since your Pro Throttle emulates a keyboard, what better place to test out your keyboard assignments than a text editor like Notepad? When testing, you will get two responses for each button press. As long as the keyboard command that you programmed actually matches the output in Notepad then it will work in your game (assuming that you programmed the right keyboard command for the desired function).