Technical Support

Before contacting technical support please refer to the CH Products Retail Web site. 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 you're 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 Mon-Fri 8AM - 4PM PST.
FTP Files	ftp.chproducts.com
	CH Products **970 Park Center Drive** **Vista, CA 92081**

Warranty

The CH Throttle Quadrant USB^{TM} 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.

Throttle Quadrant USB^{TM}

Introduction

Congratulations on your purchase of the CH Throttle Quadrant USB! We are confident that you'll find it to be one of the most durable and precise controllers 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.

Note: You may notice two blue knobs in the box with your Quadrant. The Black, red, and blue knobs on the top of the Throttle levers can be pulled off and interchanged so you can mix and match them for any kind of aircraft you wish to simulate.

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 Quadrant 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 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 Quadrant 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 Throttle Quadrant should be listed under controllers as "CH Throttle Quadrant USB" and its connection status should be "OK".
9. Select the Quadrant by clicking on it. Now click on "Properties". You should now be in a test screen for the device. Move the levers back and fourth to make sure the axis are communicating with the computer. Now press the buttons. They should also be communicating with the computer.
10. Your CH Throttle Quadrant USB 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 USB devices in Win XP Pro or Windows 2000.
2. With the computer fully booted up into the Windows desktop plug in the Throttle Quadrant USB.
3. Windows will recognize the Quadrant 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 Throttle Quadrant.
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 Control Panel. In the Control Panel go to Game Controllers or Gaming Options.
*Note: XP Users Game Controllers may be listed under "Printers and other Hardware" category in the Control Panel
7. In Gaming Options under Controllers you should see listed "CH Throttle Quadrant USB" with a status of "OK".
8. Click on the Quadrant listing and select "Properties". You should now be in a test screen for the Throttle Quadrant. Move the levers on the Throttle Quadrant to make sure it is communicating with the computer and to check for full range of movement.
9. Your CH Throttle Quadrant USB is now successfully installed.

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 (not needed in OSX)

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 Throttle Quadrant 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 Quadrant 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 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 Throttle Quadrant USB is not recognized when plugged in.
 - Unplug the Throttle Quadrant and plug it back in.
 - Plug the Throttle Quadrant 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 Throttle Quadrant will not calibrate properly.
 - Download and install the current version of CH Control Manager from www.chproducts.com/retail and use the built in device calibrator.

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 Throttle Quadrant is not recognized when plugged in.
 - Verify that you have Input Sprockets 1.7 or later installed (OS 8.6 - 9.1 only).
 - Verify that you have all applicable 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.