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Find the *CH Products Gamecard 3 Automatic* at our website: *Click HERE*

TECHNICAL SUPPORT

Before contacting Technical Support, please read the Gamecard 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, rudders) are plugged in?

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

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

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

WARRANTY

The Gamecard 3 Automatic ™ 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 Gamecard 3 Automatic™ 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 Gamecard 3 Automatic, postage prepaid, with a check for $4.00 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.

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GAMECARD 3 AUTOMATIC™

QUICK START: HOW TO INSTALL THE GAMECARD 3 AUTOMATIC

The Gamecard 3 Automatic is the most advanced game card available. It will automatically provide the correct gameport timing for your computer without requiring you to set any switches or adjust any dials. Currently, the Gamecard 3 is tested for computers running as fast as 550 MHz and is expected to operate in those running even faster!

It works like this: the Gamecard 3 software determines the speed of the I/O Bus in combination with the CPU speed of your computer and automatically programs the Gamecard 3 to generate the precise timing signals for optimum joystick operation.

The Gamecard 3 Automatic is easy to set up. It doesn't use any of your computer system's memory (RAM) because it has its own memory on board. This onboard memory is volatile--that is, its data is lost when power is turned off. Thus, it must be reprogrammed each time the power is turned on. The Gamecard 3 software automates this by inserting a command in your AUTOEXEC.BAT file that runs every time you boot your system. All this is explained in the electronic manual that is copied to your hard drive during installation.

INSTALLATION

Preparation

Before attempting to install your Gamecard 3 Automatic, please have the following handy:

- Phillips Screwdriver
- User manual for both your sound card and motherboard (or manufacturer's user manual)
- Windows NT 4, Windows 95/98, or Windows 2000 installation CD
- Contents of the Gamecard 3 Automatic package

There will be four phases of the installation: Disabling the existing gameport, hardware installation, Windows driver installation, and software installation.

Step 1. DISABLING EXISTING GAMEPORT

Note: The instructions below are *generic* instructions for disabling your existing gameport. Your motherboard or sound card may need different or additional instructions. Refer to your motherboard/ sound card user manual for more information.

1. Boot up your computer into Windows 95/98, or Windows 2000.
2. Click on **Start, Settings, Control Panel**
3. Double click on **System**
4. Single click on **Device Manager**
5. Double click on **Sound, Video, and Game Controllers**
6. Search for a listing that refers to your gameport (it may read Gameport Joystick, Joystick Device, etc)
7. Single click on the above listing and choose **Properties**
8. Place a check mark next to **Disable in this hardware profile**
9. Click **OK**

There should now be a red "X" next to this device. You are now ready for the second step.

Step 2. HARDWARE INSTALLATION

1. Turn OFF all power to the computer.
   Warning! Inserting and removing adapter cards with the power ON can cause serious damage to your computer and/or adapter cards.
2. Remove the cover from the computer (see your computer manual for assistance).
3. Remove the Gamecard 3 from its protective packaging. Be careful not to touch the gold-plated contacts at the bottom of the card. ***Notice the connectors labeled "JOYSTICK A" and "JOYSTICK B"; it is important to know the locations of these when connecting your controllers.***
4. Gently plug the Gamecard 3 Automatic into any 8- or 16-bit ISA expansion slot and secure it with the retaining-bracket screw.

Note: *It may be necessary to remove an expansion slot window cover-plate on the backside of the computer. You may also have to rock the Gamecard 3 slightly to help it slide into the expansion slot (Do not use excessive force!). Ensure that the retaining bracket lines up evenly in the back of the computer and that each 15-pin port is visibly centered on the back of the computer.*

5. Replace the computer cover and tighten down the screws.
6. Plug your game controllers into joystick port "A" of the Gamecard 3.
7. Turn your computer ON.

Step 3. WINDOWS DRIVER INSTALLATION

In this section you will need your Windows 95/98 or 2000 CD.

1. Single click on **Start, Settings,** and **Control Panel.**
2. Double click on **Add New Hardware**
3. Click on **Next** (Windows 98 users must click on **Next,** select **No, the device in not on this list,** then click **Next**)
4. Click on **No, I want to select from a list** then **Next**
5. Scroll down the "Hardware Types" list and double click on **Sound, Video, and Game Controllers**
6. In the 'Manufactures' list, scroll down and click on **Microsoft**
7. In the 'Models' list, double-click on **Gameport Joystick**
8. Click on **Next** and insert your Windows 95/98, or 2000 CD if prompted. (if you receive the "File copied is older than current…" message, click on "Keep this file…")
9. Verify that your new gameport's I/O Range is set for **201-201** or something similar
10. Click on **Finish**
11. When prompted, restart the computer.

Step 4. SOFTWARE INSTALLATION

3.5 inch floppy installation instructions

1. Boot up your computer into Windows 95/98, or Windows 2000
2. Insert the floppy disk into your floppy drive
3. Click on **Start,** then choose **Run**
4. Type: **X:SETUP** [Where 'X' is the letter of the appropriate drive].
5. Click **OK**. Follow the on screen instructions.

CD installation instructions

1. Boot up your computer into Windows 95/98, or Windows 2000
2. Insert the CD into your CD-ROM drive
3. Allow the CD to autorun. (if the CD does not autorun, double click on **My Computer**, then your CD-ROM drive.) Double click on **SETUP** and follow the on screen instructions.

Note: The Gamecard 3 is timed during boot up. It will remain timed regardless of which operating system you are running. You can manually adjust the timing by running the "VALUE.EXE" program located in the C:\GAMECARD folder or **Start> Programs> CH Products> Gamecard 3> Manually Adjust Timing**. For more information, see **Gamecard Help**.

WINDOWS 95/98 JOYSTICK SETUP

*** For more detailed instructions, please see the Windows Help file, click on the following:* ***Start> Programs> CH Products> Gamecard 3> Gamecard Help****.***

1. In Windows 95/98, click on **Start**, **Settings**, **Control Panel**.
2. Double-click on **Game Controllers** or **Joystick** (If you do not see one of these icons or cannot run it, see "Troubleshooting")
3. Click on **Add**.
4. Select your game controller's driver from the list, then click on **OK**
5. You should now see an "**OK**" status next to your game controller.
6. Click on **Properties…** then **Calibrate**
7. Follow the on-screen directions to calibrate.
   If you cannot click on 'Calibrate,' or you experience problems, see Troubleshooting."
8. When done, click on **Finished**
9. Click on the **Test** Tab to check your calibration and buttons.
10. If test is successful, close the Test Program and click on **Apply**.
11. Start up your Windows 95/98 game and enable the joystick according to its instructions (see your game manual).

TROUBLESHOOTING

⇒ *My Gamecard III Automatic will not fit into the slot inside my computer.*

Verify that the slot you are attempting to install the Gamecard III Automatic is an ISA slot. An ISA slot is typically the longest expansion slot in your computer and is also typically black. The Gamecard may require some "wiggling" to get it firmly seated in the slot. If you need to wiggle the card into place be very careful to only hold the ends of the gamecard. Never force the gamecard into its slot while holding only the middle of the card as the card may snap.

⇒ *I get the message: "Gamecard III Automatic—Card is not installed…" when the computer boots up or I run CHJOY3.EXE.*

Make sure that you have disabled all other gameports on your computer. Most sound cards are equipped with a gameport and thus it must be disabled. Contact your sound card manufacturer for procedures on disabling their gameport. If using a non-Pentium system (486's), check the multi-I/O controller card for the presence of a gameport and disable it.

⇒ *My joystick does not work in any DOS games.*

Make sure the CHJOY3 command detects and times the Gamecard 3 (see above). If so, check the joystick using the JCENTER test program located in the C:\GAMECARD folder (after running DOSSetup.exe). You should be able to see the joystick working in JCENTER. If you can't (i.e. the test fails) make sure your joystick is securely plugged into the "JOYSTICK A" port and is not broken (If possible, test the joystick on another computer). If the joystick is OK and JCENTER shows it as working, make sure you have properly selected and calibrated your joystick as described by the game's documentation.

⇒ *My joystick does not work in Windows® 95/98 dedicated games.*

Make sure your gameport is working in JCENTER first (Start> Programs> CH Products> Gamecard 3> JCENTER Test). If so, make sure that you have successfully selected and calibrated your joystick through the Windows Joystick Properties menu in the Control Panel. Finally, make sure the game itself is set up to recognize your joystick.

⇒ *The Windows95/98 Control Panel does not have an executable Joystick or Game Controllers icon or I get an error message when trying to run it.*

If Plug and Play resets the Gameport/joystick driver to the wrong Input/Output Range, then the gameport on your sound card is re-enabling itself and is not truly disabled. Contact the soundcard manufacturer for instructions on properly disabling the Plug and Play detection of gameport driver in Windows.

⇒ *When I attempt to add my Gamecard III Automatic in the Add New Hardware Control Panel I receive an error message stating that there is a conflict.*

If you receive an error message when you try to add the Gamecard III Automatic Windows Drivers (step 3 of installation) then your existing gameport is not fully disabled and you are experiencing an I/O conflict. If you have followed the instructions for disabling your gameport (Step 1) and you still receive this error message, please consult your sound card / motherboard manufacturer for more information on disabling your existing gameport.

⇒ *My Gamecard III will not work when another game controller is attached to Port B.*

Windows gameports are limited to 4 axis and 4 buttons total. Through special tweaking of drivers, many joysticks can stretch this to 10 or more buttons. The Gamecard 3 Automatic's blue port acts as a normal gameport. Unfortunately, when another controller is plugged into the second port, Windows is unable to resolve many hardware conflicts, and therefore only allows 2 axis and 2 buttons on each port.
If you would like to set your controllers for 2 axis and 2 buttons for head to head play, simply add them both in Game Controllers. They should both show with a status of OK. If so, you are now ready for head to head play.

⇒ *My Gamecard III Automatic is installed and running, but my response from my joystick is sluggish or not responsive.*

When you run JCENTER.EXE (supplied with the installation) you will have a diagnostic program that can be used to test both your gameport and your game controller. Ideally, your Jcenter responses should bounce around the 120-130 range when centered. If the numbers are not in that range, use VALUE.EXE to adjust the timing of your gamecard manually. Doing so will change the value of your gamecard's setting and make changes to your autoexec.bat file. Once your JCENTER.EXE responses are around the optimal range your sluggishness should disappear. If not, consult your game controller manufacturer for more information.

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