

Section 3

Emergency and Malfunction Procedures

This section contains suggested procedure to solve or isolate a malfunction before contacting our support for further help.

The Pro Flight Trainer Evolution BL has been designed to be easily accessible for entry-level troubleshooting and maintenance. Make sure to follow the steps as directed in the flight manual.

Most problems, even in case of a hardware issue, will be solvable without returning the unit. We have done all our possible to spare our customer annoying border and shipment hurdle and due to back shipment, as well as the involved time and cost problems. Should it nevertheless come to a situation where the controls cannot be repaired by the customer, make sure to check with the distributor for exact steps on how to proceed. Never send a unit back without prior approval and make sure to properly pack it. Damages due to shipment will never be covered by your warranty!!!

NOTE!

Make sure to follow the exact step during maintenance procedures in order to avoid damage to the controls! Read through the procedure first, and then apply it. If at any time you don't feel sure about the next step, fill an online support request before proceeding.

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3.1 List of issues

It is important first to categorize the problem, in order to go through the right procedure. Please go through the list and try to find if your issue is listed, then follow the directions. Whenever possible, unplug all other controls equipment and leave the pro flight trainer as unique control device to avoid interference and better troubleshooting.

If your issue is not listed, fill an online support request, and we will answer as soon as possible.

Overview of issues:

| Software Issues | Chapter |
|--|---------|
| - Axis not responding, responding the opposite direction | 3.2.1 |
| - Throttle and collective not responding as expected | 3.2.2 |
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3.2 Software Issues

NOTE!

Whenever performing changes to **your software settings**, be aware that Pro Flight Trainer nor Pro Flight Trainer US doesn't take any responsibilities towards damages to your settings or computer due to the change suggested here; those suggestions are hints from our high-pilots and designers and shared in a "free to follow" basis.

3.2.1 Axis not responding, responding the opposite direction

The best way to make sure if all axis for your particular model in FSX has been assigned correctly is to switch to Virtual Cockpit View (standard Key assignment is "A" and "S" for view changes), Zoom out to at least "0.40 Zoom" (standard Key assignment is "-") or at least enough to see all Controls, make sure FSX is not in pause mode, and move the controls around, checking if everything single axis moves in the virtual cockpit when moved on the controls, if they move the right way, and seems to move the full way.

Be aware that some preinstalled helicopter in FSX and X-plane do not include true throttle axis simulation, there for this axis will never react the realistic expected way, if working at all.

If any axis doesn't move the right way, you'll need to assign them under the FSX Settings, Controls, Control axes.

Follow the guide under Section 2 for the correct procedure.

3.2.2 Throttle and collective not responding as expected

Be aware that some preinstalled helicopter in FSX and X-plane do not include true throttle axis simulation, there for this axis will never react the realistic expected way, if working at all.

To take advantage of realistic Throttle and Collective inputs, you'll have to install add-on software that provides those axes. Feel free to visit our website for suggestion on good add-on products.

3.2.3 Offset axis (out of center), delay in input

Whenever experiencing bad or imprecise input on any axis, make sure to perform a calibration procedure and to follow all steps. Usually, out of center axis are due to wrong calibration procedures.

Delay in input is usually also due to poor calibration, or low-level set sensitivity on the axes.

Make sure to double-check all settings as suggested in Section 2 of the flight manual.

Some third-party software used for advanced calibration and data input processing might affect the sensitivity off the axes. Make sure to double-check your plug-in and third party software settings.

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3.3 Hardware Issues

3.3.1 Control are not recognized by Computer

The unit should be recognized by your operating system right after you plug in the USB cable, similarly to any other USB equipment as mouse, keyboard, and etcetera.

In case you do not have any system recognition, double check the USB cable connection on the black box. It might have moved slightly during strong transport movement.

Make sure to double-check on at least 2 PC before contacting our support.

If this doesn't solve the issue, fill an online support request and we will help you out as soon as possible.

3.3.2 Jumping raw values during calibration

A Jumping value means that it is not linear. A Linear value on any axis would look like:

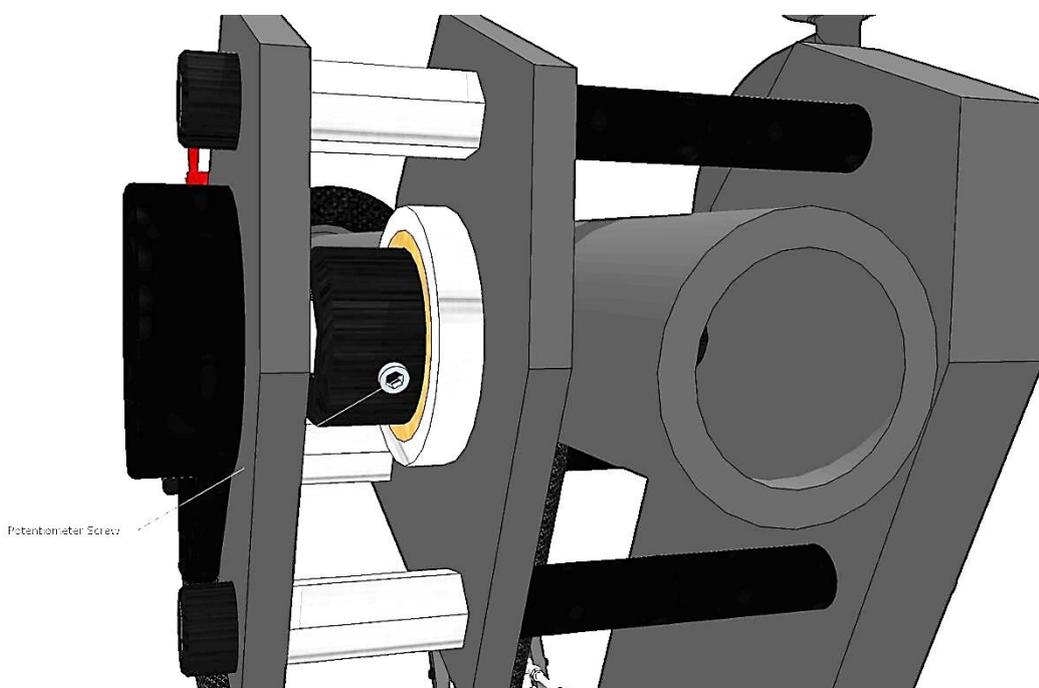
850-950-1100-1300-1500-1700 etcetera

A jumping value would look like:

850-1350-600-800-350-1500-1100-1900 etcetera

If you encounter jumping value on any axis, the fixating screw of the axis potentiometer might have become loose. Check if the screw is loose and tight it if needed.

Here a sample of the collective potentiometer socket cap screw.



3.3.3 Axis responding only on part of its range

Whenever experiencing bad or imprecise input on any axis, make sure to perform a calibration procedure and to follow all steps. Usually, out of range axis are due to inaccurate calibration procedures.

You will find the correct calibration procedure in Section 2 of the flight manual.

Some third-party software used for advanced calibration and data input processing might affect the sensitivity off the axes. Make sure to double-check your plug-in and third party software settings.

3.3.4 Friction on Axis to hard, to loose

The friction can be adjusted on all axes, except the throttle axis (twist grip). Follow the correct procedure on Section 5 of the flight manual to adjust friction

3.3.5 Push-Button not responding

Make sure to double check that the Push-Button doesn't react in the game controller properties window of the control panel. If the Button doesn't react in this properties window, you're encountering a hardware issue and need assistance from our support. Please go online and fill an online support request. We will be happy to help you out as soon as possible.

Section 2 will help you find the game controller properties window if you are not familiar with it.