

My SideWinder joystick is not working

If your SideWinder Force Feedback Pro joystick does not appear to be working, the first thing to check is the state of the green LED on the base of the joystick. This LED can indicate a problem with the connections between the joystick and the game port and also with the power connection to the AC adapter.

Depending on the state of the LED, click the appropriate button below.

{button ,JI(``,`swfftrbLEDlit`)} The LED is lit

{button ,JI(``,`swfftrbLEDblinking`)} The LED is blinking

{button ,JI(``,`swfftrbLEDout`)} The LED is unlit

LED is lit

The lit LED indicates that the joystick is properly connected to the game port and also to the AC adapter. With connections correctly made, you can proceed with a test of joystick operation.

What do you want to do next?

```
{button ,Jl('^',`swfftrbCPanelTest')}    Test the operation of the joystick  
{button ,Exit() }    Quit the Troubleshooter
```

LED is blinking

The blinking LED indicates that the joystick is not properly connected with the AC adapter to an ac wall outlet. It is also possible that the wall outlet has no power.

Connect the AC adapter to an AC outlet that you know is working, verify that the LED lights without blinking, and try your joystick again.

{button ,Exit()} Quit the Troubleshooter

LED is not lit

The unlit LED indicates that the joystick is not properly connected to the game port on your sound card.


Connect the joystick cable firmly to the 15-pin game port on your sound card, verify that the LED lights, and try your joystick again.

{button ,Exit()} Quit the Troubleshooter

Test the basic functions of the joystick

The Game Device Control Panel provides a way for you to check the buttons and movement of your SideWinder Force Feedback Pro joystick to see if they are operating correctly with your computer.

To test the stick and buttons of your joystick

- 1 Click here  to open the Game Device Control Panel.
- 2 In the list of game devices in the **Controller** column, select the SideWinder Force Feedback joystick, and then click **Properties**.
- 3 Click the **Test** tab and press the hat switch or button on your SideWinder joystick. If the corresponding light on the screen lights up when you press a joystick button, then that button is working correctly.
- 4 You can further test your joystick by moving the handle and observing that the image in the **Handle Movement** window traces the movement.

Does the joystick perform as described above?

{button ,Jl(`',`swfftrbCPanelForce')} Yes

{button ,Jl(`',`swfftrbRunSetup')} No

{button ,Exit()} Quit the Troubleshooter

Run setup for the SideWinder Force Feedback Pro

Since your joystick is connected properly, but didn't perform correctly when you tested it, you should run the **Setup** for the SideWinder Force Feedback Pro again to insure that all software is correctly installed on your machine.

Insert the CD in the CD-ROM drive and follow the setup instructions given in the Getting Started booklet to reinstall the SideWinder Force Feedback Pro software.

What do want to do next?

{button ,Jl(`',`swfftrbMultGPorts')}} I've reinstalled the SideWinder Force Feedback Pro Setup program again and my joystick still does not test properly

{button ,Exit()}} Quit the Troubleshooter

Multiple Game Ports

It is possible that your computer is equipped with more than one game port. To check for multiple game ports, examine the back of your computer for one or more adapters that have 15-pin game ports mounted on them. If you have an adapter that contains two 15-pin game ports, you'll probably need to remove this card from your computer for your MIDI/gameport on your sound card to work.

If you have only one game port and reinstalling the SideWinder software doesn't allow your joystick to work, you'll need to contact Technical Support for assistance. See **Product Information and Technical Support** for information on how to contact Microsoft Technical Support.

{button ,Exit()} Quit the Troubleshooter

Test the forces of the joystick

The Windows Control Panel also provides a way for you to check the force feedback operation of your SideWinder Force Feedback Pro to see if your joystick and the MIDI interface are operating correctly.

To test the forces of your SideWinder joystick

- 1 Click the **Test Forces** tab
- 2 Grasp the joystick handle and press several buttons on your joystick that correspond to the type of forces you want to feel. If the joystick movement matches the type of force you choose, then the force feedback feature of your joystick is working correctly.

Does the joystick move in your hand when you press a button?

{button ,JI(`',`swfftrbQuit')} Yes

{button ,JI(`',`ID_MIDI_GAMEPORT_TROUBLESHOOTING')} No

Conditions that can affect the operation of your SideWinder Force Feedback Pro

Since your SideWinder Force Feedback Pro joystick and the software are working correctly, the lack of forces when playing your game is most likely caused by:

- Your game not being force feedback enabled.
- An incorrect setting or option choice in your game.

To solve either of these problems, you can review the manual that came with your game, taking note of any special instructions that pertain to enabling force feedback. Also, you may need to reinstall your game, paying particular attention to any selections that have to do with the type of sound card in your system and other choices that could affect installation of the force feedback feature.

Note

It is also possible that your computer is equipped with a sound card that requires a certain multimedia setting for single-mode DMA. This may be the case if operation of your joystick was sluggish or intermittent when playing your force feedback game. You can check this setting and continue with the troubleshooter.


What do you want to do?

{button ,Jl(`',`swfftrbCheckDMA')} Check the multimedia setting for my sound card.

{button ,Exit()} Quit the Troubleshooter.

Check for single-mode DMA

If the response of your joystick seems sluggish or intermittent, or even stops responding, while playing your game, especially with music playing, you may have a sound card that needs the following setting:

- 1 Click here  to open the Multimedia Properties window.
- 2 Click the **Advanced** tab.
- 3 In the **Multimedia devices** window, double-click **Audio Devices**.
- 4 Select the listed audio device, click **Properties**, then click **Settings**.
- 5 If there is a **Use single-mode DMA** check box, select it.
- 6 Click **OK**.

What do you want to do next?


{button ,JI(`,`ID_MIDI_GAMEPORT_TROUBLESHOOTING') } Continue with the Troubleshooter.

{button ,Exit()} Quit the Troubleshooter.

Troubleshooting the MIDI/Game Port

Even though your SideWinder Force Feedback Pro operates normally in the non-force feedback mode, you'll still need to check the [MIDI section](#) of your game port, since *it is essential* to force feedback operation.

Any time you alter your computer's configuration it's a good idea to back up any critical information contained on your hard drive.

Click here  for information on backing up your system in Windows.

What do you want to do next?

[{button ,JI\(`',`Overview'\)}](#) See a quick guide to MIDI port troubleshooting.

[{button ,JI\(`',`swfftrblCheckForMIDIPort'\)}](#) Troubleshoot the MIDI port step-by-step.

The SideWinder Force Feedback joystick communicates with your computer through the MIDI (Musical Instrument Digital Interface) section of your sound card's game port. The force feedback feature of your game, and also the Test Forces feature in the Game Controller Properties, rely on correct operation of the MIDI port.

The external MIDI port is usually enabled when your sound card is installed, but in some instances it may not be. This Troubleshooter guides you through the process of enabling your system's external MIDI port.

About MIDI port troubleshooting

When your sound card doesn't have the correct driver installed or is configured improperly, the MIDI port, and consequently force feedback, will not work. You can use the Control Panel and the Device Manager to check and change the following items yourself, or you can follow the steps in the Troubleshooter (recommended) by clicking the button below:


- Check for an enabled MIDI port on your sound card.
- Troubleshoot the MIDI port by:
 - 1 Changing the Resource Settings for your sound card, turning the automatic settings either on or off.
 - 2 Manually changing the settings by choosing a new Basic Configuration for your sound card. Some sound cards require that the Basic Configuration setting be set to a particular value.
 - 3 Making sure that another device is not conflicting with your sound card. If it is, identifying an unused resource and assigning it to the device that is causing the conflict.

{button ,JI(`',`swfftrb|CheckForMIDIPort')} If you want to use the Troubleshooter to check your MIDI port, click here.

{button ,CW(` Main')} Quit the Troubleshooter.

Check for an enabled MIDI port

The MIDI port contained on your sound card must be enabled in order for force feedback to work. Check to make sure your MIDI port is enabled:

- 1 Click here  to open the Multimedia Properties window.
- 2 Click the **MIDI** tab.
- 3 In the **MIDI output/Single instrument** window, make sure there is a MIDI port listed, such as MIDI for External MIDI Port, MIDI for MPU 401, MIDI for SoundBlaster, and so on.

If there is no MIDI port listed, no MIDI port is enabled and you'll need to install the correct driver for your sound card and then test the forces again. You can usually install the correct driver in either of two ways:



- Reinstall the sound card software from your original CD or disks.
- Download the latest driver from your sound card manufacturer's BBS or web site.

After installing new sound card drivers, consult your original sound card manual or any instructions that accompanied the new drivers for enabling the external MIDI/game port. If such information is not available, use the subsequent steps in this Troubleshooter, but be aware that sound cards differ and the following procedure may not exactly match the steps necessary for your system.

{button ,JI(' ', `Start_Device_Manager`)} If you have an enabled MIDI port, click here to continue with the Troubleshooter.

Open the Device Manager

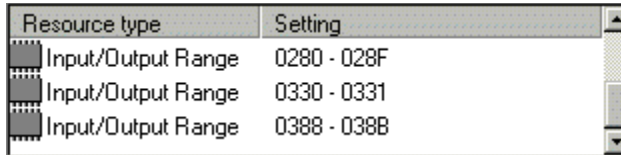
If your MIDI port is enabled, the next step is to open the Device Manager so you can check MIDI port configuration settings:

- 1 Click here  to open the Device Manager.
- 2 Make sure **View Devices By Type** is selected.
- 3 Scroll down the list to **Sound, video and game controllers**, and then click the  to display the list of controllers connected to your computer.
- 4 Click the controller entry in the list that identifies your sound card. For example, Creative Labs Sound Blaster 16. Note that this is an example; your sound card's name can be quite different.
Do **not** click the **Gameport Joystick** entry; this is not related to the external MIDI port.
- 6 Click **Properties** to open the Properties dialog box.

{button ,JI(`,`Configure_MIDI_Port') } Click here to continue.

Configure the MIDI port

- 1 Click the **Resources** tab.
- 2 Scroll down the **Resource settings** list until you see a listing for **Input/Output Range**. There may be one or more entries, and will look somewhat like the following example.



Resource type	Setting
Input/Output Range	0280 - 028F
Input/Output Range	0330 - 0331
Input/Output Range	0388 - 038B

In order for the external MIDI port to operate, there must be one Resource type entry in the list with a **Setting** value of **0330 - 0331**. (In the example above, the **Setting 0330 - 0331** is present, so the external MIDI port is enabled.)

Are the required values present in *your* list of Resource settings?

{button ,JI(`,`Find_Configuration')}` No, the Input/Output Range values listed for my sound card do not include these values.

{button ,JI(`,`Configuration_Complete')}` Yes, the values listed above do match the values listed for my sound card.


Find a configuration that enables the MIDI port

Make a note all the Resource settings in the list in case you need to restore them later.

If the **Use automatic settings** box is not checked, select it and then click **OK**. Windows will attempt to configure your sound card for all available resources. It may be necessary to restart Windows in order to complete the process.

{button ,JI(`,`Check_Settings') } Click here to continue.

Check new configuration settings

- 1 If the Device Manager is no longer open, click here  to view **Device Manager**.
- 2 Make sure **View Devices By Type** is selected.
- 3 Once again, scroll down to the **Sound, video and game controllers** entry, click on the name of your sound card, and look for the necessary **Resource setting**.

Again, look for the values **0330 - 0331**.

Are the required values present in *your* list of Resource settings?

{button ,Jl('', `Try_Basic_Configurations')}` No, none of the four values listed above match the Input/Output Range values listed for my sound card.


{button ,Jl('', `Configuration_Complete')}` Yes, one of the values listed above does match one of the values listed for my sound card.

Try new basic configuration

- 1 Deselect the **Use automatic settings** check box.
- 2 Select **Basic configuration 0000** from the **Setting based on** list box.
Check the **Resource settings** list again to see if the necessary Resource type and Setting are now listed there. Again, look for the values **0330 - 0331**.
- 3 If none of the values match, then select the next configuration setting in the **Setting based on** list, such as 0001, 0002, and so on.
- 4 Repeat this process until you find a Resource type and Setting that contains the required values.

Close the Device Manager and click here {button ,JI(`',`swfftrbCPanelTest')} to go back and test the operation of the joystick

If you find the proper Resource type and Setting, but it results in a device conflict message appearing in the **Conflicting device list**, then start the Windows Hardware Conflict Troubleshooter topic.

Click here  to display that topic.

If none of the Basic configurations have the necessary Resource type and Setting, then your sound card does not have an external MIDI port that is compatible with this product. In this case, you may need to purchase a compatible sound card before you can use the SideWinder Force Feedback Pro.

Note

Refer to the Readme file for the SideWinder Force Feedback Pro for information on special setup for sound cards, incompatible sound cards, and related information. To access the readme file, located on the **Start** menu, point to **Programs**, then to **Microsoft Hardware**, then to **SideWinder Game Devices**, then to **SideWinder Game Device Readme**, and **SideWinder Force Feedback Pro**.

Configuration complete

Because the required Resource settings match the settings for your sound card, your sound card should now be configured properly.

Close the Device Manager and click here {button ,JI(`,`swfftrbCPanelTest')} to go back and test the operation of the joystick.

Click here to {button ,Exit()} quit the Troubleshooter

If you still encounter problems, your sound card may not be compatible with the SideWinder Force Feedback Pro.

Note

Refer to the Readme file for the SideWinder Force Feedback Pro for information on special setup for sound cards, incompatible sound cards, and related information. To access the readme file, located on the **Start** menu, point to **Programs**, then to **Microsoft Hardware**, then to **SideWinder Game Devices**, then to **SideWinder Game Device Readme**, and **SideWinder Force Feedback Pro**.

