



<b>Priority Level: Low — Useful Information</b>		
<b>Attention:</b>	All Service Personnel	<b>Bulletin:</b> SB-048 <b>Date:</b> 11/23/2011
<b>Products:</b>	All Current Products	
<b>Issue:</b>	Turn off Power before Connecting Game Dongle	

**Symptom:** In some cases, when a user connects or disconnects the USB Game Dongle with the system computer powered on, the Game Dongle is damaged and becomes unusable.

**Cause and Solution:** As a precaution, GLOBAL VR recommends that you always turn off the system computer before connecting or disconnecting the game dongle.



USB Game Dongle

If you need assistance, please contact GLOBAL VR Service at **408.597.3437** or **techsupport@globalvr.com**.