

## Axelo Inc - BAT Game Controller

### Frequently Asked Questions (FAQ)

#### **Q1. What should I have ready before I dial Customer Service?**

A1. Please be ready to provide us information on your computer specification, window operating system, title and version of the game. Please be in front of your computer ready to provide us additional information.

Before calling support, Please run DXDIAG (Use Start Menu > Run > type DXDIAG or in Windows Vista type DXDIAG in the search box at the bottom of the Start Menu) and click "Save All Information". Be ready to attach the file it saves to an email to send to us - this contains valuable system information which can help us troubleshoot your issues (and it may solve bugs for other users as well).

#### **Q2. How do I download new PC game configuration information?**

A2. Please consult the downloads area of our website at

<http://axelo-service.assembla.com/spaces/axelo-service/documents>

#### **Q3. How do I install a PC game configuration?**

A3. In general, look for Controls options in your game of choice and if we have documentation, follow those instructions. If our drivers support a game, please download the appropriate file from our downloads area -

<http://axelo-service.assembla.com/spaces/axelo-service/documents>