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## On keeping our devices disconnected from the internet

Fully Loaded Electronics specializes in providing video game consoles, tablets, and their accessories and security options for use in public spaces such as hospitals. We've been trusted by hundreds of organizations over the past 12 years because of our process of installing software and mitigating access to internet/unwanted content.

Fully Loaded Electronics can restrict internet access and capabilities for some devices, and for other devices relies on our clients' network settings.

**Xbox:** We enable parental controls and require a passkey for purchases and changing settings. We disable the ability to create new accounts as well as access to the Xbox's internet browser. We then have a "loopback plug" that we insert into the ethernet port to make the Xbox believe it is connected.

**PS4:** We enable parental controls and require a passkey for purchases. We disable the ability to create new accounts as well as access to the PS4's internet browser. We then change the home screen to only show content that is supposed to be played.

**Nintendo Switch:** We enable parental controls. We disable the ability to create and delete accounts and require a passkey for purchases. The Switch has an "Airplane mode" that we can enable, but this setting is easily toggleable.

**iPad:** We enable parental controls and require a password for purchases. We disable access to the Safari browser, web search, and installing of apps.

**Kindle:** We enable parental controls, which disables internet access.

**Oculus VR:** We uninstall the Oculus browser and require a PIN to purchase content.

In addition to these settings (as well as cases where we cannot/don't change internet settings), we provide a warranty card with the serial number and MAC address for each system. We supply these so they can be logged by the client's IT department to put on their network's block list. If a PIN or password is requested for an action on a system, we only release that information to client employees.

If for any reason a client or their patron(s) are able to access internet or change device settings and content, we have knowledgeable staff in house that can provide tech support via phone or email 5 days a week.