



## **Programs freezing or glitching?**

Our programs have been thoroughly used and tested on many different tablets/computers. They have been built to be as reliable and stable as possible. To date, when issues have been seen it has always been with the device trying to process the apps OR with the internet connection (specifically for our therapy programs).

We have set up adaptive servers to be able to handle as much data traffic as needed and have not had any faults or downtime since setting them up in January of 2020.

If you are seeing issues, please use the following options to trouble shoot the device and/or the app installation.

- 1) Reboot the device showing issues
  - a. Apple recommend their devices be rebooted daily
  - b. Prior to using a program, if you reboot the device it will increase the likelihood no issues will be seen
- 2) Clear up more memory on the device (removing unnecessary apps and data)
- 3) Uninstall the app, reboot the device, and reinstall the app
- 4) Hard reset the device (if applicable for that device)
- 5) Move the device closer to the wifi router for a better signal
- 6) Run a restore of the device (if applicable)
- 7) Perhaps use an alternative device

If you are having continued issues, please do reach out to us at [info@acousticpioneer.com](mailto:info@acousticpioneer.com) and we will look more deeply into things for you.