



















FAQs

- Course Completion Number Disclaimer Pop-up Message:
 - To access Modulated Music albums, a Trained Therapeutic Listening Provider Number is necessary.

 To access Fine Tuning Music albums, an Advanced Therapeutic Listening Provider Number is required.

- A device must have the ability to download an App from the Google Play Store in order to access the TL App.
- A device <u>requires</u> Wi-Fi or Data access to download the free TL App and any album purchases.
- A device <u>does not require</u> Wi-Fi or Data access to listen to purchased albums. "Airplane Mode" is recommended to avoid distraction during listening times.
- To access an album on multiple devices, the device must be signed into the same Google Play account that the album was originally purchased under.
- The number of devices a Google Play account can be connected to is determined by Google Play; however, they typically allow up to 10 devices for an account to be signed into simultaneously.
- Album purchases are considered In-App purchases, which are not allowed as shareable items within a Google Play Family Library.
- Google Play considers rentals as one-time subscriptions, which are not allowed to be shared/synced between devices, regardless of login credentials.
- Albums are not transferrable between Android and Apple devices.
- Android Tablets and Smart Phones are compatible with Therapeutic Listening headphones.
- Albums are set to shuffle automatically within the app.
- Tech Tips:
 - Ensure your device and the TL App are updated to the most current versions.
 - \odot Uninstall and reinstall the TL app to refresh the app.
 - Full purchases will be restored automatically.
 - Further Troubleshooting:
 - Go to https://vitallinks.com/support/contact/contact-us/ and select "Therapeutic Listening App" as your Submission Topic.