

FREQUENTLY ASKED QUESTIONS

Q. How do you refresh the scene on the screen if my tablet disconnects when using a QR code to connect the tablet?

A: If the tablet disconnects it will automatically attempt to reconnect and refresh the scene, you don't need to do anything.

Q. How can swiping down the tablet screen in error affect the connection between the tablet and TV?

A: It will reset the site on the tablet, disconnecting the tablet from the TV. However, it will then try to reconnect to Boundless and the TV.

Q. It's taking a long time for a scene to load, what do I do?

A: We advise that you are somewhere with a **stable internet connection** and you close other applications on your device for remote calls (e.g. Teams or Zoom).

More complex scenes may take longer to load due to the amount of information in the scenes. You are able to show a relaxation scene to your patient / service user while your treatment scene loads in the background.

Q. My patient hasn't received an email appointment link prior to joining the session, what do I do?

First, check your junk or spam folder, and that the appointment was sent correctly. If the email still isn't there, you can resend the appointment link from the '**My Bookings**' section in Boundless.

Q. Who do I contact if I need to ask a question about using Boundless?

A: Please contact your **Account Manager**.