

# How to Troubleshoot AiCure Device Internet Connection Issues

**Q. My participant's AiCure device is having trouble connecting to the internet to upload their doses/questionnaires. What steps can I take to troubleshoot this?**

**A.** The Patient Connect app is designed to work seamlessly without an internet connection. All data will be stored on the device until the next time the app opened while the device has a good internet connection. But if the participant is having trouble connecting their device to the internet, you can try the following steps to troubleshoot:

1. Check the device to make sure there is a 4G signal or Wi-Fi connection
2. If there is no 4G: ask the patient if she/he can easily place the device (and keep it plugged in) in a location where a strong network connection is available, e.g., by a window
  - AiCure devices in the US are connected to either Twilio or Verizon
  - AiCure devices outside of the US are connected to Deutsche Telekom or similar networks
3. If the patient is still unable to connect to a 4G signal: ask if they can connect to Wi-Fi. Please follow the [How do I connect to Wi-Fi?](#) knowledge article if needed.

