

# How to Inspect AiCure Devices Upon Receipt

## Q. What should I do once I receive AiCure devices at my site?

A. Dependent upon your trial, AiCure devices and supplies may be shipped to your clinical site at the beginning of your participation in the trial. You may also receive additional devices throughout the duration of the trial as needed. Please review the devices and supplies and check against the inventory email and/or printout included with the shipment.



We recommend the following the below Device Check as soon as possible upon receipt of the devices. If there are issues or questions regarding use of the devices, or they appear to not be working properly, please submit a request with us for assistance.

1. Turn on each device (the power button may differ depending on model but is typically the smaller of all the buttons)
2. Plug in the provided charger (this confirms the charger is correct and working)
3. Turn on the device and confirm charging: there should be a lighting bolt and indication of “charging”
4. Turn on and confirm AiCure App + Settings + Messages are showing
5. Tap on the AiCure app to see if the home screen shows, with activation code (this will be used during registration)
6. Check the cellular signal to ensure it is confirming a 4G network is available (bars are showing); if needed, move to new location e.g. by window or outside until you see bars showing

7. Connect the device to Wi-Fi to improve the registration process; this can also be done by the patient/participant on the device at any time. Please refer to our How to Connect to WiFi article for instructions if needed
8. Ahead of registration we recommend leaving the device on and connected to Wi-Fi (or cellular network if Wi-Fi is unavailable) for 15 minutes. This allows any new software updates to download.

If you can get through all of these steps, the device should be in good working order. If you run into any trouble, are missing a device or accessory, or if you have questions or concerns, please submit a request with us for assistance.