

How to Troubleshoot Device Power/Battery Issues

Q. What can I do if my participant is having trouble charging/powering their device?

A. As with any rechargeable device, issues may arise with the battery. You can take the following steps to try to remedy it with your participant:

2. Please confirm that the patient is using the charger provided with the AiCure device (the Samsung S6/S7 charger)
3. Please confirm that the patient is using a live (active) outlet and try another outlet(s) to help ensure that the issue is not with the power source or adapter.
4. If there are still battery or charging issues:
 - **Charger not working:** If the device is taking a long time to charge or won't charge at all, the patient should obtain a new charger from one of the backup devices at the clinical site. The clinical site should request an additional charger as appropriate.
 - **Device not working:** If the device is losing full charge in less than 12 hours after charging, then the patient should obtain a replacement device at the clinical site (which should have a backup device available). The clinical site should request an additional device as appropriate.