

Understanding dual connectivity

This page explains how dual connectivity works on your Verofy® Move, when you're connected to both Wi-Fi and GPRS.

Does the Verofy® Move automatically switch to GPRS when Wi-Fi signal is poor?

If your Wi-Fi network drops entirely (i.e., your Verofy® Move disconnects from the Wi-Fi) then the Verofy® Move will automatically connect to 4G/3G/GPRS.

If the Wi-Fi network is still up (your Verofy® Move is still showing as connected to the Wi-Fi network) but the Wi-Fi network is very slow/has no connection to broadband, then you will need to disable the Wi-Fi on your Verofy® Move to force it to disconnect and use 4G/3G/GPRS. If you need help to disable the Wi-Fi connection on your Verofy® Move, click [here](#).

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