



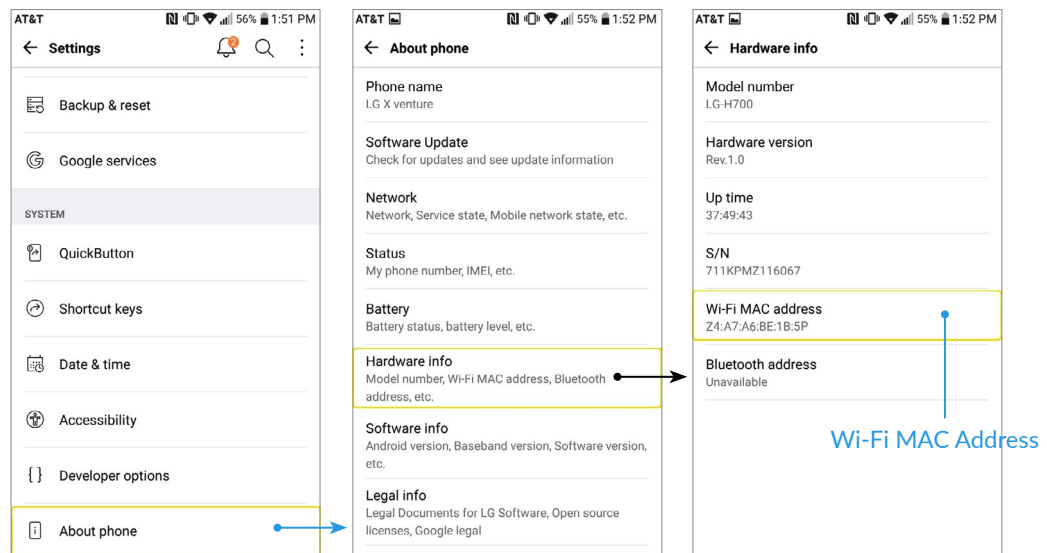
Making Devices Managed

Because you will be using your hotel's Wi-Fi network to access the Quore mobile app, you will want to set up your smartphone or tablet as a managed device with your internet service provider. Setting your device as managed will enable you to bypass the hotel Wi-Fi splash page (the page which asks you to accept terms and conditions before allowing you access to the browser). This will ensure a more reliable internet connection.

As a manager, we recommend collecting all of the Wi-Fi MAC Addresses on the devices that will be using Quore before calling the internet service provider. Below we explain how to locate the Wi-Fi MAC Address on Android and Apple devices. We have also provided a worksheet to help you gather the Wi-Fi MAC Addresses before calling your internet service provider.

To Locate the Wi-Fi MAC Address on Android

1. Locate the Wi-Fi MAC Address in your Settings app. This location may vary depending on the type of Android device, please check with your device provider if you need assistance locating the MAC Address.



2. Once you have the Wi-Fi MAC Address, write it down because you will need to read it to the internet service provider when you call.

Things to Ask Your Internet Service Provider

The following suggestions will help you to optimize your devices to use Quore. Once you have collected the Wi-Fi MAC Addresses, read them to your internet service provider, and make sure they are set for permanent access as opposed to temporary access. When contacting your internet service provider, you may need to speak with your account manager to make these changes.

If you have any questions, please reach out to our support team at +1 (877) 974-9774 or support@quore.com.

Max Out the Bandwidth

Ask your internet service provider to give you the “maximum allowable bandwidth” on your devices. Low bandwidth will cause the app to run slower and can delay important push notifications.

Go Low on the Repeater

The repeater speed determines the amount of time it takes to connect from one access point to another. Ask your internet service provider to set your repeater speed as low as possible. We generally recommend a repeater speed of 2-3 seconds. A longer repeater speed can cause the device to time out and may cause you to lose your internet connection altogether.

Wireless, Not Wired

Double check that devices are set up for the Wireless (or WAN - Wireless Area Network), not Wired (LAN - Land Area Network) network.

