Quore

Wi-Fi Setup
& Connection Guide

How to seamlessly connect to Wi-Fi at your property.

Wi-Fi Setup & Connection Guide

When using Quore, a strong and reliable Wi-Fi connection is key, especially on mobile devices, including tablets. Setting up mobile devices as "managed devices" with your hotel's internet service provider (ISP) will help:

- Avoid the Wi-Fi splash page (no need to accept terms every time you connect!)
- Keep the Quore app running smoothly
- Get faster, more reliable push notifications

All Wi-Fi-enabled devices, even personal ones, should be set up with your internet provider (ISP) as managed devices. When too many devices are using the WiFi without being set up properly, it can clog the network and cause delays or connection issues, especially for Quore.

Follow this simple guide to make sure your team is ready!

Why This Matters

Even when devices are connected to the hotel Wi-Fi, performance issues due to speed and bandwidth limitations can occur, especially on repeaters. This can result in:

- Constantly getting logged out (repeater speed)
- Slower app performance (bandwidth)
- Missed or delayed push notifications (repeater speed)

By registering your mobile devices as **Managed Devices**, you'll skip the splash page and stay connected automatically.

Step 1: Collect the Wi-Fi MAC Addresses for Each Mobile Device

The **Wi-Fi MAC Address** is a unique ID number for each mobile device. You'll need to collect it for every smartphone or tablet that will use Quore. Use the **Mobile Wi-Fi Setup Worksheet** to consolidate MAC Addresses.

How to Find the Wi-Fi Mac Address   *Note: Steps may look a little different depending on your device.*

Android Devices

Settings → About Phone → Wi-Fi MAC Address
- Open **Settings**.
- Tap **About Phone** or **About Tablet** (you might need to tap **Hardware Info** or **Status**).
- Scroll down to find the **Wi-Fi MAC Address**.
- Write it down or copy it—you'll need it later!

Apple Devices

Settings → General → About → Wi-Fi Address
- Open **Settings**.
- Tap **General**.
- Tap **About**.
- Find the line that says **Wi-Fi Address**.
- Write it down or copy it.

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⚠️ **Important Device Compatibility Note**

Quore does not support Amazon Fire or Huawei devices.For the best experience, please use Apple iOS or Android devices that meet our **Mobile Device Specifications.**

Step 2: Contact Your Internet Service Provider (ISP)

Once you've collected the MAC addresses for all devices:

- Call your hotel's internet service provider.
- Tell them you want to **register these devices as managed devices.**
- Provide them with the full list of Wi-Fi MAC Addresses.

What to Say to Your ISP:

- You need **permanent, splash-free access** for these devices.
- Maximize the bandwidth for the best performance.
- Set the **repeater speed** (the hand-off time between Wi-Fi access points) to **2-3 seconds** for a more stable connection.

Tips to Help Your Internet Service Provider Help You:

Keep in mind that you're only changing wireless settings, not wired.
When you talk to your ISP, make sure to ask for:

Splash-Free Access:
Devices should connect automatically without needing to accept terms.

Permanent Setup:
Make sure device access isn't temporary — it should stay connected permanently.

Maximum Bandwidth:
Request the highest bandwidth available for these devices to ensure fast and smooth Quore performance.

Lower Repeater Speed:
Ask for a repeater speed of 2–3 seconds. This will help your devices move between Wi-Fi access points without losing connection.

Warning: A repeater speed set too high can cause problems with the Quore mobile app—users may be logged out unexpectedly, and push notifications can be delayed or not come through at all.

Need Help?
Quore Support Team
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Mobile Wi-Fi Setup Worksheet

Use this worksheet to gather the Wi-Fi MAC Addresses from all mobile devices using Quore. Any device connecting to the hotel's Wi-Fi (including personal smartphones and tablets) should be set up as a managed device for the best experience.

Setting up devices as managed is **strongly recommended** to improve connection reliability.

Device:	Wi-Fi MAC Address:
John's iPhone	4C:5D:6A:7D:F3:13