Making Devices Managed

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

Do you ever find that the Quore mobile app is not running efficiently on your device? Or you're constantly having to log in? It might be because your device is not recognized as a "managed device" by your hotel's internet service provider. 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 hotel's internet service provider. Setting your device as managed will enable you to bypass the hotel Wi-Fi splash page (the page that asks you to accept terms and conditions before allowing you access to the browser), which ensures a more reliable internet connection.
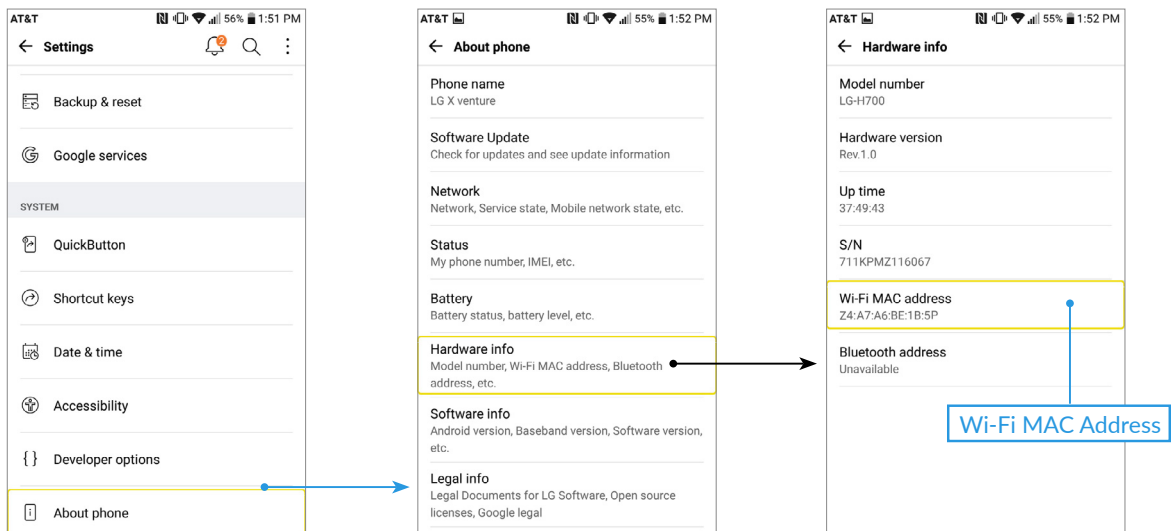
First, you will need to locate your device's Wi-Fi MAC Address. MAC stands for "Media Access Control" Address and it is a unique identification number that helps you track your device in a network. Below, we explain how to locate the Wi-Fi MAC Address on both Android and Apple devices. Your hotel manager will most likely need to contact your hotel's internet service provider to give them your device's Wi-Fi MAC Address.

Note: If you are the hotel manager, we recommend collecting all of the Wi-Fi MAC Addresses on all the devices that will be using Quore before calling the internet service provider. Each employee's device will have its own Wi-Fi MAC Address. We have also provided a worksheet to help you gather the Wi-Fi MAC Addresses before contacting your internet service provider.

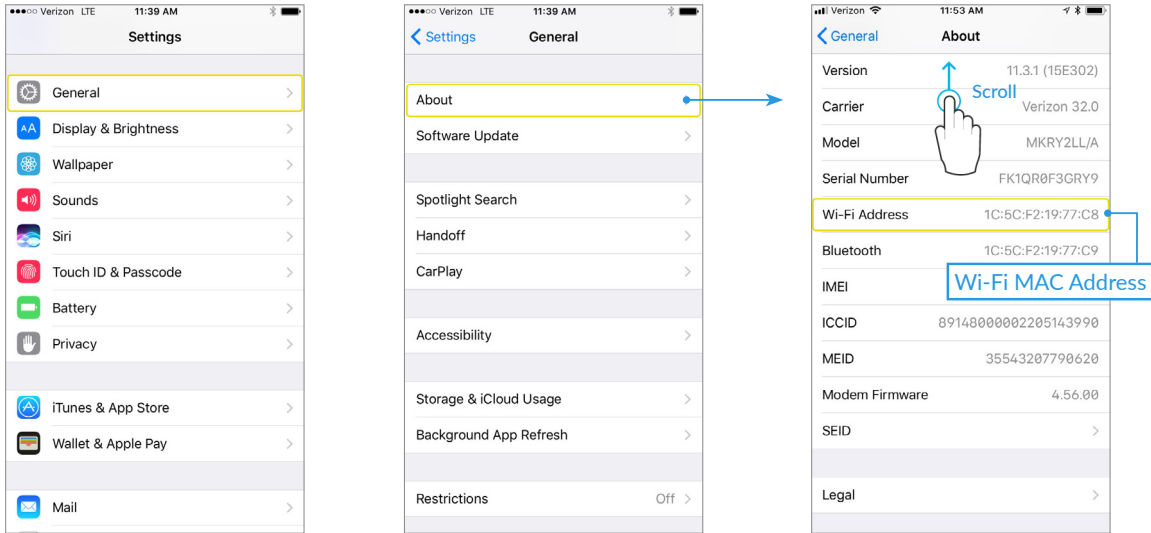## Android: Where to Locate the Wi-Fi MAC Address

These steps may slightly vary depending on the device type and software version.

1. On the Home screen, tap the Menu button and go to Settings.

2. Tap About phone or About tablet then select Hardware info or Status information.

3. Scroll down to see your Wi-Fi MAC address. Copy this address or write it down so you can provide it to your internet service provider.

4. Next, the hotel manager will need to call your hotel's internet service provider and provide them with all of the MAC Addresses.

Apple: Where To Locate the Wi-Fi MAC Address

1. Tap on the Settings icon on your device.

2. Scroll down until you see the General settings line. Tap on the line.

3. In General settings, tap on About.

4. Scroll down and locate the Wi-Fi Address line. Copy this address or write it down so you can provide it to your internet service provider.

5. Next, the hotel manager will need to call your hotel's internet service provider and provide them with all of the MAC Addresses.

NOTE: To see which operating systems Quore supports, CLICK HERE.

Things to Ask Your Internet Service Provider

Once you have collected the Wi-Fi MAC Addresses and relayed them to your internet service provider, there are a few things you can ask them that will help optimize your internet connection for devices using Quore. You may need to speak with your account manager to make these changes:

Splash Free Zone
Be clear with your internet service provider that you are attempting to bypass the guest network splash page.

Make It Permanent
Make sure your internet service provider sets you up for permanent access, as opposed to temporary access.

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.

Reminder: Keep in mind that you're only changing wireless settings, not wired.

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

Device Wi-Fi MAC Address Worksheet

Before calling the internet service provider, use this worksheet to collect the Wi-Fi MAC Addresses from the devices using Quore. Any device using the hotel Wi-Fi, including personal smartphones and tablets, must be set up as a managed device.

Device: **Wi-Fi MAC Address:**