

Wi-Fi Troubleshooting Tips

Are you having trouble with BUYiQ? Most of the time the issue isn't with BUYiQ at all, but with the Wi-Fi network in your store or your BUYiQ device. We recommend that you speak with your Internet Service Provider (ISP) for assistance and questions concerning your Wi-Fi network. Use the following questions from our Customer Service team in the meantime to help determine whether the issue might be with BUYiQ or with the Wi-Fi network.

[Are you able to load BUYiQ on other devices connected to the same Wi-Fi network?](#)

If so, the issue is likely with your device and/or its connection to your Wi-Fi network.

[Can you load BUYiQ on a computer by going to \[buyiq.geniuscentral.com\]\(http://buyiq.geniuscentral.com\)?](#)

If so, then BUYiQ is working correctly and the issue is likely with your Wi-Fi network or your device.

[Are you able to load BUYiQ if you use your cell data instead of the store's Wi-Fi?](#)

If so, the issue is probably with the Wi-Fi network or with your device's connection.

If you're still having trouble with your Wi-Fi network, here are a few additional tips:*

- Make sure you have up-to-date hardware.
- Keep your router out in the open or mount it high on a wall for the best possible coverage.
- Consult with your ISP about adding access points throughout the store to increase the range.
- Reboot the router regularly.
- Make sure you have a secure line for your internal operations and a separate one for guests.
- Run a speed test on your device to check your Wi-Fi speeds. An internet search will provide several options for the test. Google Chrome, Google Play, and Apple's App Store all have great options available. Most tests will tell you if your Wi-Fi is fast or slow.
- Ask your ISP how many IP addresses, or devices, can be connected to your network at once and increase your bandwidth if necessary.
- Reduce additional traffic on your secured line by ensuring that other programs or users are not downloading or streaming large amounts of data while BUYiQ is in use.

For more detailed assistance, we suggest you call your ISP. They can help diagnose any issues you may have, and can provide consultation to improve the Wi-Fi network throughout your store. Please see our **BUYiQ Troubleshooting Guide** for assistance with device issues. For additional questions, please contact our Customer Service team at CustomerService@GeniusCentral.com or call **1.800.360.2231**.

**These tips come from various online sources, as well as from our Customer Service team. For more customized Wi-Fi service, please contact your ISP for assistance.*