EXHIBIT SERVICES

FAQ – EXHIBITOR TECHNOLOGY SERVICES

WI-FI WAS PURCHASED FOR MY BOOTH ONLINE, HOW DO I GET MY ACCESS CODE?

Once payment is confirmed, an access code is sent to the email address on the order. Please check your email or ask the person who ordered the service to send you the code. The Vancouver Convention Centre Exhibitor Service Desk is open during set up; they will also have a copy of the access code

I PURCHASED ENHANCED EXHIBITOR WI-FI BUT I CAN'T SEE THE NETWORK ON MY DEVICE.

The Vancouver Convention Centre Wi-Fi standards support 802.11 g/a/n on the 5 Ghz band. It is possible that your device operates at 2.4Ghz only. The 2.4Ghz spectrum is subject to a lot of interference and does not operate well in busy environments with a lot of people. We recommend that you get a 5Ghz USB Wi-Fi adapter. We have a few USB adapters that we can loan for the event on a first come first served basis. Please visit the service desk or call 778-331-7777 for details.

MY WI-FI ACCESS CODE DOES NOT WORK.

There could be multiple reasons for this:

- Single use access codes will activate one unique device and cannot be transferred to another device.
- Multiuser access codes will activate the number of unique devices that had been ordered, once the limit has been reached, additional devices cannot use the code.
- Check to make sure the code has not been activated by someone else on your team.
- Ensure you are connecting to the correct network. If using enhanced access codes please use Enhanced_Exibitor_Network
- Ensure you have correctly entered the 6 character alphanumeric code

CAN I BRING MY OWN WI-FI HUB OR HOT SPOT?

No. Customer provided wireless hubs, hot spots, access points, Mi-Fi and like devices are prohibited in all areas of the venue. The radio channels interfere with the building system and this will affect the internet performance level for everyone. Furthermore, many third party AP's operate at very high power over multiple channels creating a Radio Frequency (RF) spectrum mess. If you have a hub please turn it off and order a wireless access code.

Please note: Hard-wired internet is recommended for anything deemed "mission critical".

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I HAVE A CREDIT CARD TERMINAL – WHAT DO I NEED TO CONNECT IT?

There are many different point of sale systems; some require hard-wired internet or wireless internet and some operate via cellular network. Check the specs of your particular device to find out what your terminal requires. If wireless is required check to see if your device has a browser – if it does, you can use an enhanced exhibitor access code. If your device does not have a browser, you will need to order a private wireless network with a custom SSID and password.

DOES THE VCC BLOCK CELLULAR DEVICES?

No, cellular devices are not blocked. Reception can be congested resulting in low service levels when there are a lot of people and devices in one area.

WHAT IS THE DIFFERENCE BETWEEN SHARED AND DEDICATED HARD-WIRED INTERNET?

Shared internet services is delivered using DHCP, the bandwidth is shared with as many other users who have ordered this service and is suitable for static images, browsing and light business applications. A public static IP address is not available with the shared service. Dedicated hard-wired internet, starting at a guaranteed 30Mbps symmetrical, is delivered using DHCP, public Static IP addresses are available upon request. Dedicated services are suitable for streaming video content, audio or large file downloads. Please ensure you have accounted for all devices connecting to the network and the appropriate number of switches are ordered. Customer provided switches, hubs, access points or the like are not permitted.

IS MY HARD-WIRED INTERNET STATIC OR DHCP?

Services are delivered using DHCP. A public static IP address is available, by request, with the dedicated internet service.

DO I NEED TO ORDER A SWITCH?

Yes, if you have more than one device connected to the internet you will need to order a switch. We do not allow outside switches or routers on our network as they are a security risk and the leading cause of “point of failure”. They often have un-wanted and expected settings left over from other events, quite often come with Wi-Fi which we do not allow and needs to be turned off which is something that not all clients on-site know how to do. Also, if there is a problem we cannot troubleshoot past the customer’s equipment.

MY BOOTH HAS CARPET, WHERE WILL THE HARD-WIRED INTERNET BE LOCATED?

Services are installed at the back of the booth. If you would like installation elsewhere, you will need to submit a floor plan with your cabling diagram to your

online order no later than 7 business days before the move-in date of your event. The diagram must include your main drop location as well as specific measurements for each network location

WHEN CAN I TEST MY HARD-WIRED CONNECTION?

Most of the time cables are laid after the floor marking and prior to the carpet install. Time-lines for each exhibit space can vary, please ensure you have included a floor plan with your internet order to avoid any delays.

WHAT IS BANDWIDTH AND HOW DO I KNOW HOW MUCH I NEED?

Bandwidth is the size of the “pipe” that data can traverse. The bigger the bandwidth, the faster data can be transferred. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

I NEED TO ACCESS MY COMPANY’S NETWORK USING VPN WHILE EXHIBITING, WHAT DO I NEED TO ORDER?

If you need to connect remotely to your company’s network using a Virtual Private Network with authentication information (passwords, tokens etc) you can do so with either the shared or dedicated hard-wired service. Please confirm with your IT department for the use of DHCP or public IP address requirements and order the appropriate service.

CAN VCC PROVIDE TECHNICAL SUPPORT FOR MY DEVICES AND EQUIPMENT?

We will ensure the service you have purchased is functioning as it should but we are unable to troubleshoot directly on your device. Please contact your IT department or system administrator for assistance.

CAN I CONTACT TECHNOLOGY SERVICES, ON-SITE, DIRECTLY?

Yes, please call 778-331 7777 and give them your name, booth name, booth number and any pertinent information specific to your issue.

CAN I DO VIDEO CONFERENCING OR WEB-CASTING FROM AN EXHIBIT BOOTH?

Video and web-casting applications on the show floor is normally a challenge because of the high background noise levels. Exhibitors will need to take careful consideration of the space, and potentially physical barriers for noise mitigation along with microphones that have strong noise management features. A dedicated, vs. a shared, internet will be required to ensure the quality of the video is maintained.

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FAQ – EXHIBITOR TECHNOLOGY SERVICES

DO YOUR VIRTUAL PRESENCE ROBOTS WORK ON THE EXHIBIT FLOOR?

Yes, our Beam Virtual Presence Robots work throughout the facility. If you want to move from the exhibit floor to a meeting room there are elevators available, and you will need a human escort to move them in and out of the elevators and push the floor buttons.