ON-SITE
WIRELESS SERVICES

I-X CENTER
LOCAL EXHIBITOR

NEED WIRELESS CONNECTIVITY?

Smart City Networks offers on-site wireless services for both attendees and exhibitors. Our **Complimentary Internet** is offered free of charge and is available in all public spaces and meeting rooms. Our **Exhibitor Internet** is available facility-wide on a 5 GHz wireless network, at speeds of 3 Mbps up/down per device. Depending on where you are in the facility, you may see both SSIDs (network names), but only Exhibitor Internet is supported in all areas.

EXHIBITOR INTERNET

Exhibitor Internet is available throughout the facility. Each purchase is device specific.

1 day for $49.95
3 days for $149.85
5 days for $249.75

HOW TO CONNECT TO EXHIBITOR INTERNET

1. Open Wi-Fi settings on your device and select "Exhibitor Internet".
2. First time users will be asked to create an account and select a purchase option.
3. Follow the on-screen instructions to get connected.

COMPLIMENTARY INTERNET

Complimentary Internet is a free service and is available for use in all public spaces and meeting rooms.

HOW TO CONNECT TO COMPLIMENTARY INTERNET

1. Open Wi-Fi settings on your device and select "Free Internet".
2. First time users will be asked to create an account and verify their email address to get connected.

For questions regarding on-site wireless services, please call Smart City Networks at 216-265-7104. To order any other services we provide, please visit us online at: orders.smartcitynetworks.com.

SmartCity NETWORKS®

I-X CENTER

FAQ

DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.

DO YOU OFFER INCENTIVE RATES?

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

Please Note: Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitor-provided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition **(SD)**	720x480	3.0-5.0 Mbps
High Definition **(HD)**	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition **(UHD)**	3840x2160	25 Mbps

Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

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