



Exhibitor Wireless Information

SMART CITY SERVICES

Smart City is the exclusive provider of all Internet, telecommunication and wireless service at the Orange County Convention Center. At Smart City, it is our goal to provide you with services that will enhance your overall experience when visiting our center. Please visit one of our service desks where our friendly customer service representatives will be glad to assist you with any of your communication needs.

BROADBAND WIRELESS

Smart City offers 802.11 a/b/g wireless service throughout the public areas, meeting rooms and exhibit space.

Here are some tips to help keep you connected:

WHAT DO I NEED TO GET CONNECTED?

You will need a computer, laptop or PDA equipped with a functioning 802.11 a/b/g wireless device and a web browser such as Internet Explorer, Safari or Firefox.

REMEMBER TO OPEN YOUR BROWSER

To utilize advanced services such as VPN or corporate e-mail please remember to open your browser first to complete the log-in process.

DO YOU SUPPORT VPN?

Yes. Most VPN (virtual private network) connections are supported. If your computer allows Internet remote access into a corporate network, then you may connect. If your company has a VPN, you should be able to run your VPN or secure tunnel client software. Please note that due to some corporate policies these services may be restricted or require additional support from your corporate IT professionals.

IS MY DATA SECURE?

Wireless transmissions, by their nature, can be intercepted very easily. Our network was designed for ease of use, and data is not automatically encrypted or password protected.

CAN I USE THIS SERVICE ON MULTIPLE DEVICES?

No. Wireless accounts are device specific and cannot be transferred between multiple devices.

HOW DO I CONFIGURE MY WIRELESS CONNECTION?

- Set the network name (SSID) in your wireless configuration utility to "Instant Internet". We do not recommend using automatic settings or using the network name "ANY".
- Be sure to set your TCP/IP properties to "Obtain an IP address automatically" (DHCP).
- If requested, choose Infrastructure mode rather than ad-hoc mode.
- Turn any encryption (WEP) off.
- You will need to access this service with the login and password created when you make your purchase.

CAN INTERFERENCE AFFECT MY WIRELESS CONNECTION?

Yes. Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum.

Smart City cannot guarantee that interference will not occur. Smart City does NOT recommend wireless service for mission critical services such as presentations or product demonstrations.

WHAT IF I HAVE SERVICE ISSUES?

Should you have problems please contact the Smart City help desk or call us at 888-446-6911. Please note that this service does not include on-site support or configuration assistance.