

Frequently Asked Questions-Show Management 100

Percent Customer-Focused. Cost Effective

Loading and Unloading

If I drive to the Pennsylvania Convention Center (PCC), will I be permitted to unload my car?

- Yes, Exhibitors, Show Management and Customers may unload their Personally Owned Vehicle ("POV") from a designated area at the Convention Center, but not the loading dock. An Exhibitor's booth size is irrelevant when unloading a POV. Facility management will designate areas where Exhibitors, Show Management and Customers may load and unload. Exhibitors, Show Management and Customers may make as many trips as necessary to unload a POV, however they must make every effort to load and unload POVs quickly and remove the POV from the site. Exhibitors can then work in their booths after the vehicle is removed. Exhibitors, Show Management and Customers may use their own equipment, including but not limited to carts, dollies, luggage carriers and 2-4-wheel hand trucks. No motorized or hydraulic devices will be allowed. Exhibitors, Show Management and Customers will not be provided any equipment (dollies, hand truck, etc.) to unload POVs. However, Show Labor Workers may provide cart service to Exhibitors, Show Management and Customers who request assistance loading up freight in a cart and delivering it from a POV to the booth.

Computers

We own our registration computers; can my staff set them up ourselves?

- All registration computers must be unpacked & set up by electricians. After set up if they are not **Third-Party Computers**, they may be removed daily and reconnected in the morning by your staff. At the close of show electricians would be required to disconnect and pack your equipment. Exception; Show Management may install 1 or 2 personally owned laptops with a fulltime employee for registering guests or attendees.

I am bringing many computers, monitors, printers and such items into the building. We are using them for registration, show management offices, cyber café and show management booths. Is my IT staff allowed to come in and set up my computers?

- Exhibitors and Show Managements fulltime employees of their company and may set up and connect computers, tablets and all computer components and any required low voltage power supply equipment for **non-public use (600 sq ft or less Booth space)**. This right shall apply to computers, tablets and computer components that are owned by the Exhibitors and Show Management that are not supplied by a rental company or third party. (All registration computers shall be unpacked, set and re-packed by electricians. Except: One to two personally-owned registration computers may be set by show management with full time staff.) Public use computer and tablets, such as cyber cafes, exhibiting booth space and meeting rooms, would require the use of Labor to Install and dismantle.

We own our own Tablets and we will use a wireless connection at registration. Do we need electricians to set up our workstations?

- All registration computers are considered public use. This includes tablets and any new or emerging technological devices.

Can we set up our own computers in our show office?

- Show management may set up personally owned computers and tablets in non-public work areas such as offices. Rental and third-party computers/Tablets would require set up and removal by electricians.

Internet

Is wireless internet available in all areas of the center?

- The Pennsylvania Convention Center can provide wireless internet access in all meeting rooms, exhibit halls, ballrooms, the Grand Hall, the Broad Street Atrium and all concourses and foyer spaces. The applicable charges associated with wireless internet access can be discussed with a member of our Show Services department.

Is there free wireless internet at the center?

- Complimentary/free wireless is provided on all concourses and in the Overlook Café area. We support 802.11 dual band: a, b, g, and n protocols.

Can my attendees purchase wireless through your network?

- Currently, attendees cannot purchase wireless on an individual basis through our wireless network.

Frequently Asked Questions-Show Management (continued)

How many devices does a wireless access point support in a meeting rooms?

- Each access point can support up to 100 devices. Many of our meeting rooms have multiple access points.

If I order a hard line for internet access, is it secure? Will I be on a shared network?

- If you order a hardline it is secure and exclusive to you. We provide secure bandwidth with no network sharing.

Is labor additional for internet or telecom services?

- No, labor is inclusive for internet and telecom services.

Who runs additional data cabling?

- The installation of additional data cabling is handled through Utilities at 215-418-2190 or utilities@paconvention.com. The Show Services Department will coordinate the installation of your initial drop only.

I have a radio that requires an ISDN line. Is this something you can provide?

- If the radio station cannot use an internet or phone line to facilitate their live broadcast, then an ISDN circuit would need to be ordered through Verizon or a local telephone carrier. The carrier would install the line in our MDF and our technicians would extend the line to the requested location. Please note there is a cost associated with extending an ISDN line.

Volunteers

What can our volunteers do?

- Volunteers may register and direct attendees, exhibitors and guests throughout the PCC. They may stuff giveaway bags and carry them to registration.

Signage

Can we, as show management, place our own signs?

- Any full-time employee of show management may place, move and/or remove all easels and signs.

Product

Can we open boxes and place our own literature in meeting rooms and our work area?

- Show management may open boxes, stock shelves, distribute literature excluding the movement of product and literature in bulk.

Audio Visual

I have an event with a DJ coming into the PCC. Will they be permitted to set up?

- A D.J. is permitted to unload their own equipment providing they do not have a commercial vehicle. They can set their personally owned computer. If any additional equipment is needed such as lighting or elaborate mixers, etc. labor will be needed please consult with contractor services. If they are using a third-party A/V company or rental equipment they would need to secure labor for set up.

I have an event at the PCC which will be recorded, what rules pertain to videotaping?

- One (1) Full time staff of show management may record their event with a personally owned, self-contained camera. Media camera personnel may record short news clips with a self-contained camera without labor. However, if external lighting, cabling or mics are needed, labor will be required. If the recording will be used for a show or program, labor will be required.

I am recording my session with a small video camera set on my fixed tripod. Will I need to hire labor?

- This would be permitted if the tripod will not be moved during your recording and no panning or adjustments take place.

Frequently Asked Questions-Show Management (continued)

Can I set up my personally owned screen and laptop for a demonstration?

- Yes, you may setup your tripod screen and computer on the show floor in a booth space 600 sq. ft. or less, however a fast fold screen will require labor.
- AV equipment to be set up in a meeting room would require Stagehand labor for set up, removal and operating of equipment .
- Any sound systems such as microphones, mixers, etc. will require labor.

We have a band performing at our event, will labor be required?

- The band may unload their instruments providing it is not a commercial vehicle. They will not require labor to set up unless they are using rented equipment. If so, they will need labor to unload and set up. In most cases a band will not need labor unless they have A/V and lighting needs.

What other needs shall I discuss with my Contractor Services Manager?

- The following is a list of AV assignments that should be discussed with the Contractor Services Manager assigned to your event::
 - 1) Audience Response-Turning point
 - 2) Videography
 - 3) Third party recording companies
 - 4) Any media or network coverage
 - 5) DJ's
 - 6) Hearing impaired equipment
 - 7) Translation booths
 - 8) Teleprompters
 - 9) Live streaming
 - 10) Outside entertainment or bands
 - 11) Traveling staff intentions
 - 12) Spyder operations