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, regardless of booth size and it is not a commercially registered vehicle.

- Customers may unload their Personally Owned Vehicle ("POV") from a designated area at the Convention Center, but not the loading dock.

- 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 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 permitted. Exhibitors, Show Management and Customers will not be provided equipment (dollies, hand truck, etc.) to unload POVs. Show Labor (laborers) may provide cart service to Exhibitors, Show Management and Customers who request assistance loading 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?

- Show Management may install any personal or company owned computers for registration and show management licensed areas for non-public use.

I am bringing 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?

- Exhibitor and Show Management full-time employees of their company may set up and connect computers, tablets and all computer components and any required low voltage power supply equipment for non-public use. Public use computer and tablets, such as cyber cafes, exhibiting booth space and meeting rooms, would require show labor (electricians) 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?

- Show Management may install any personal or company owned computers for registration and show management licensed areas.

- Rental and third-party computers/tablets would require set up and removal by show labor (electricians).

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

- Show Management may install any personal or company owned computers for registration and show management licensed areas.
- Rental and third-party computers/Tablets would require set up and removal by show labor (electricians).

Internet
Is wireless internet available in all areas of the center?

- Wireless internet access is available for purchase in all meeting rooms, exhibit halls and ballrooms.

Is there free wireless internet at the center?

- Complimentary/free wireless is provided on all concourses, Grand Hall and Overlook Café area.

Can my attendees purchase wireless through your network?

- Attendees cannot purchase wireless on an individual basis through our wireless network.

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

- 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.
- 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.

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, 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. 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 (excludes framed signs and one-meter boards or larger).
- Show management and customers may place pop-up retractable signage (excludes framed signs and one-meter boards or larger).

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 within their booth.

Audio Visual

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

- Show labor (stagehand) will set-up and operate sound and lighting for musical presentations such as DJs except when presentation uses house sound system

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

- 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 show labor.
- If external lighting, cabling or mics are needed, show labor will be required. If the recording will be used for a show or program, show 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.

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

- You may setup presentation equipment in your booth provided you own the equipment.
- AV equipment to be set up in a meeting room would require show labor (stagehand) for set up, removal and operation of equipment.
- Any sound systems such as microphones, mixers, etc. will require show labor (stagehand).

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

- The band may unload their instruments providing it is not a commercially registered vehicle.
- They will not require show labor to set up unless they are using rented equipment.
- If rented equipment is used, they will need show labor to unload and set up. In most cases a band will not need show 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
  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
  12) Spyder operations