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 the Convention Center loading dock area, 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, 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. Exhibitors, Show Management and Customers who request assistance loading up freight in a cart and delivering it from a POV to the booth must use labor to assist.

Computers

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

- All registration computers and printers must be unpacked & set up by electricians. After set up, 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 several 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, Show Management and Customers may set up and connect computers and all computer components and any required low voltage power supply equipment for **non-public use**. This right shall apply to computers and computer components that are owned by the Exhibitors, Show Management and/or Customers that are not supplied by a rental company. (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 computers, such as cyber cafes and meeting rooms, are set by a composite crew of electricians and stagehands.

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

- All registration computers including iPads are considered public use and equipment must be unpacked and set up by electricians. This includes iPads and any new or emerging technological devices.
- Public use iPads are installed by a composite crew of electricians and stagehands on a 1 to 1 ratio.

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

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

Internet

Is there free wireless internet at the center?

- Complimentary/free wireless is provided on all concourses, the Grand Hall and in the Overlook Café area. We support 802.11 2.4Ghz and 5Ghz frequency bands with a, b, g, n and ac protocols.

Is wireless internet available in all areas of the center?

- The Pennsylvania Convention Center can provide wireless internet access in all meeting areas. The applicable charges associated with wireless internet access can be discussed with a member of our Show Services department.

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?

- We use Xirrus Hi-Density Access Points (AP). We have sized our AP count based on the capacities of the room.

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

- We offer both private and public internet access. Pricing and services can be discussed with our Show Services department at 215-418-4800.

Is labor additional for internet or telecom services?

- Labor is included for the initial internet or telecom services. If you are using a switch or router, there may be additional data cabling costs.

Who runs additional data cabling?

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

I'm doing a radio broadcast 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. Show management may also place up to (6) pop up 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

Are there any AV services exclusive to the PCC?

- There are two services exclusive to the PCC:
  - The Michael A. Nutter Theatre AV equipment. The projection, audio and stage lighting equipment installed in the Michael A. Nutter Theater is exclusively operated and ordered through the PCC Show Services Department. An outside AV vendor can hire the in-house AV team to provide labor and to operate the equipment. Your contracted AV vendor can place AV equipment in the room and not use the installed equipment.

  - Use of house sound patches. House sound patches are exclusively rented through the Show Services Department and is cost effective whereas no external speaker systems are needed both for meeting rooms and ballrooms. Stagehand labor will set equipment.

Frequently Asked Questions-Show Management (continued)

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, D.J. coffin and speakers. Equipment such as lighting or elaborate mixers, etc. labor will be needed please consult with contractor services. If using a 3rd 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?

- 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.

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

- Yes, you may setup your tripod screen and computer, however a fast fold screen will require labor.
- 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.

Rigging:

Is rigging exclusive to the PCC?

- The PCC is the exclusive provider of rigging services for all areas in the facility. Rigging is defined as attaching motorized hoists/truss to the building structure.

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