

Frequently Asked Questions - Show Management

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 commercial 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 from the loading dock.
- Exhibitors, show management and customers may use their own equipment, including but not limited to carts, dollies, luggagecarriers 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

Computers

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

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

I am bringing computers, monitors, printers into the building. We are using them for registration, show management offices, and show management booths. Is my IT staff permitted 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 computer components and any required low voltage power supply equipment for non-public use. Public use computers and tablets such as exhibiting booth space and meeting rooms would require show labor (electricians) to install and dismantle.

Computer equipment and related equipment (RFID, beacons, attendee tracking, etc.) provided by a 3rd party vendor requires electrical labor for installation and dismantle. Any/all cabling associated with the equipment will be installed by electricians.

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

- Show management may install personal and company owned computers for registration and show management licensed areas.
- Rental and 3rd party computers/tablets would require install and dismantle by show labor (electricians).

Internet

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

- Wireless internet access is available for purchase in all meeting rooms, exhibit halls and ballrooms. Is there free wireless internet at the convention center?
- Complementary/free wireless is provided on all concourses, Grand Hall, and Overlook Cate 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 our Utilities department; 215-418-2190 or exhibitorservices@paconvention.com. The Event Technology Department will coordinate the installation of your initial drop.

I have a radio station 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, and 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 (excluding framed signs and one-meter boards or larger).
- Show management and customers may place pop-up retractable signage (excluding frames 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 to the PCC. Will they be permitted to set up?

- Show labor (stagehand) will setup and operate sound and lighting for musical presentations such as DJs except when presentations use 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 microphones are needed, show labor will be required. If the recording will be used for a show or program, show labor will be required.

Can I setup 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 setup in a meeting room would require show labor (stagehand) for setup, 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 setup unless they are using rented equipment.
- If rented equipment is used, they will need show labor to unload and setup. In most cases a band will not need show labor unless they have AV 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:

- Audience Response
- Videography
- Third party recording companies
- Any media or network coverage
- DJ's
- Hearing impaired equipment
- Translation booths
- Teleprompters
- Live streaming
- Outside entertainment or bands
- Traveling staff
- Spyderoperations
- RFID