

Attendee and Exhibitor Wireless Options

Complimentary Access (Public Spaces ONLY)

Wireless Network - Free DC Convention WiFi

802.11g/n, 2.4Ghz frequency with a rate limit of 128k upload/256k download capability. Basic service designed for checking email and surfing the web. **Due to the known interference issues with 2.4Ghz devices only limited support can be offered for this service.**

Guests can connect to our complimentary wireless in the following seating areas:

Grand Lobby, Concourse A, Concourse B, Metro Entrance, L St Entrance near 156 and 140, across from 143C, Uptown Cafe and Downtown Cafe, 2nd and 3rd floor Wing seating areas.

Wired Access - Laptop Link - Complimentary Hard Wire Connections

Available outside Meeting Room 103 with 16 hard-wired connections for users who prefer a wired connection.

General Access - Attendee/Guest (Public Spaces & Meeting Rooms ONLY)

Wireless Network - Instant Internet - \$24.95/day

802.11g/n, 2.4Ghz frequency with a rate limit of 384k upload/768k download capability. Basic service designed for checking email and surfing the web. It is not recommended for presenters due to speed limitations and limited capabilities. **Due to the known interference issues with 2.4Ghz devices only limited support can be offered for this service.**

Advanced Access - Exhibitor/Presenter (Available Throughout Facility)

Exhibitor Internet - \$16.95/hour or \$99.95/day

802.11a/n, 5Ghz with a rate limit of 1Mb upload/1Mb download capability. Advanced service designed for remote desktop, general demonstration of websites, checking email, surfing the web, large file transfers or a more robust connection for general presentations. This service offers a more stable operating frequency at 5Ghz and is the recommended service for any device capable of connecting to this service.

Smart City Washington does NOT recommend the use of Wireless Services for any event critical service. While the Exhibitor Internet connection speeds are more robust, the inherent vulnerability of wireless stills needs to be considered when selecting which type of internet service is needed for a specific need. For critical internet requirements, please contact our local customer service team for additional options.

Wireless Internet ~ Tips to Keep you Connected

Smart City Washington offers 802.11g/a/n wireless services throughout the Walter E. Washington Convention Center.

Can I use this service on multiple devices?

No. Wireless accounts are device specific and cannot be transferred between multiple devices. You must purchase one account per device.

What do I need to get connected?

You will need a device equipped with 802.11g/a/n wireless and a web browser such as Internet Explorer, Safari or Firefox. Simply configure your device for wireless access and launch your web browser to get started!

How do I configure my Wireless Connection?

1. View Network Connections - disable your Ethernet, Local, or Wired Network Connection by right clicking on it and selecting disable.
2. View Available Wireless Networks
 - o Select the Wireless Network in your wireless configuration utility to “**Exhibitor Internet, Instant Internet or Convention WiFi**” depending on which service you wish to use.
 - o We do not recommend using automatic settings or using the network name “ANY” or “Free WiFi”. For your security, please select one of our building sponsored networks.
3. If necessary, be sure to set your TCP/IP properties to “Obtain an IP address automatically” (DHCP).
4. If requested, choose infrastructure mode rather than ad-hoc mode.
5. Turn off any encryption (WEP).
6. At the time of purchase you will create a username and password, we suggest you use your email address as your username and a simple password that you can remember to make it easier to log back into your account.
 - o Daily accounts are per a 24 hour period, example 8am to 8am
 - o Hourly accounts are per clock hour, example 8am to 8:59am

Should I be concerned about interference or reliability issues?

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 and is limited on the amount of support that can be provided in that instance.

Smart City does NOT recommend wireless service for event critical services such as presentations or product demonstrations.

What if I have service issues?

Should you have questions, please contact our local team at 202-249-3800. Please note that only the Daily Exhibitor Internet Wireless Service includes on-site support or configuration assistance.

****This document does not cover your Cellular Wireless Service questions. For cellular voice or data service issues, please contact your carrier directly. Cellular Services are NOT blocked in any way within the facility.**