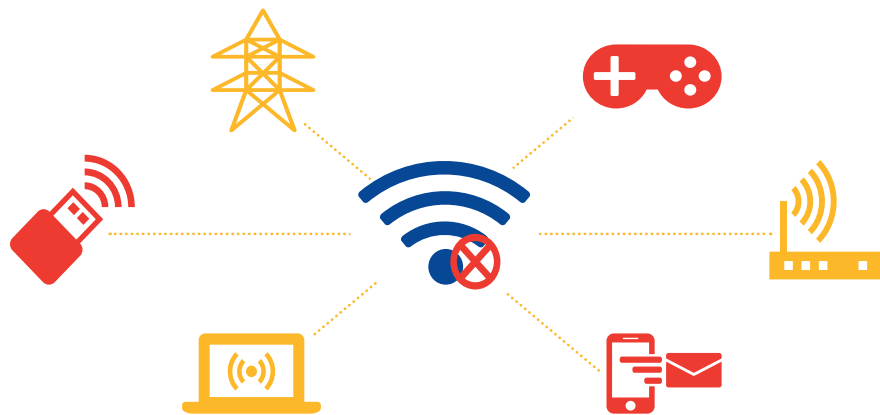# Understanding WiFi Interference

Due to recent FCC rulings regarding device containment, managing rogue devices is now more limited. At any given time on the tradeshow floor, there could be hundreds, if not thousands, of rogue devices interfering with the WiFi network. To ensure that all attendees receive the best wireless service possible, we need to work together to manage WiFi interference.

WiFi utilizes the open unlicensed wireless spectrum defined in the 802.11 standard. Unlike wireless cell phone carriers which operate on an exclusive licensed spectrum, there are many external devices that can interfere with the WiFi that is transmitted in this facility. Some well-known sources of interference commonly found on the exhibit hall floor and in meetings rooms are:

- Third party access point of all kinds
- Ad-hoc networks
- MiFi hotspots

Interference from rogue APs or other wireless devices may affect the performance of the wireless network and the attendee experience.

Please avoid using devices that may degrade the WiFi experience being provided by Smart City.

SmartCity®

Wireless Services

HAWAI'I™
CONVENTION CENTER
Where Business and Aloha Meet

Wireless Services

Exhibitor Internet

Available in Exhibit Halls only. Not available in common areas (hallway, meeting rooms, or lobby areas).

*Connectivity speeds up to 1.54Mbps up/1.54Mbps down. 5 GHz wireless frequency only

- 1 day for $79.99
- 3 day for $159.99
- 5 day for $239.99

Expectations 1.54Mbps speeds

20 seconds to download a 5mb photo

4 minutes to upload a 50mb video

Significant VOIP reliability

Instant Internet

Available in Meeting Rooms, common areas and lobby areas only. Not available in exhibit halls

*Connectivity speeds up to 768k up/768k down.

- 1 day for $12.95

Optimized for standard web browsing, social media, and email.

Complimentary WiFi

Limited to lobbies and common areas only. Connectivity speeds up to 512Kbps up/512Kbps down.

WiFi Connection Guide

- Open your browser (Internet Explorer, Firefox, Safari, or other standard browser). You should see a Smart City splash page.*

- If this is your initial purchase, enter your username (email address) and password in the area shown on the left and click BUY NOW. Follow additional prompts to complete your purchase or log-in. Refer to service options and limitations shown to the right.

- If you have already created an account and are returning for an additional session, click LOGIN.

*If you do not see the splash page when you open your browser, please refresh your browser. If you still do not see this page you may need to manually select the SSID (network name) by following your computer's procedure for viewing and selecting a wireless network. The Smart City SSIDs to look for are "Exhibitor Internet" or "Instant Internet."