

### **WHY CAN'T I SEE THE WIRELESS NETWORK?**

At ICC Sydney, we prefer to utilise 802.11ac and 802.11n wireless networks. Otherwise referred to as the 5GHz band. The 5GHz band is proven to perform far better in public venues and high density spaces. Devices older than three years and cheaper tablets/phones sometimes do not come with a wireless radio that is 5GHz compatible. Cisco do not support the 2.4GHz band at their own events and it is referred to as 'legacy'.

### **WHAT IS 2.4 AND 5GHZ?**

This is the frequency that is used for communication. 2.4GHz is the standard used for a lot of cheaper devices, including cordless phones, baby monitors, some security cameras, and portable headphones and other Bluetooth devices. It is also used by majority of "pocket Wi-Fi" modems and routers.

### **SO WHY DOESN'T ICC SYDNEY PREFER 2.4GHZ?**

Whilst 2.4GHz has great range and compatibility and is perfectly suited to a home or small business network, there is only a certain amount of channel space in which 2.4GHz operates (3 non overlapping channels) this means that it is very susceptible to interference and collision with other wireless devices broadcasting on 2.4GHz. In a convention and exhibition environment, this is well known to cause slowness, dropouts and sometimes no service at all.

### **WHAT MAKES 5GHZ SO GREAT THEN?**

5GHz has many more wireless channels available for use than 2.4GHz does, meaning it can support a far greater number of access points without causing interference (this is what is known as 'high density', at ICC Sydney we use 23 channels). When used in a busy environment, such as an exhibition hall, the 5GHz network spectrum is the best choice for solid, reliable and speedy Wi-Fi connections for our guests.

### **MY DEVICE DOESN'T SUPPORT AC, WHAT CAN I DO?**

If your laptop/computer doesn't support 5GHz you can purchase a USB wireless dongle that will add 5GHz compatibility to your laptop. This is available from the Exhibitor Services Desk in Exhibition Centre or Customer Service Desk in Convention Centre. For phones, tablets and other mobile devices without a USB connection, you will need to consult the manufacturer to verify compatibility. The best search term is '*Insert Device Model* wireless chipset'. For guests that have purchased a Premium Wi-Fi package with a custom SSID you can request for us to enable 2.4GHz on your specific SSID along with 5GHz.

### **I NEED WI-FI IN THESE SPECIFIC AREAS.**

By design, ICC Sydney has Wi-Fi capabilities throughout the precinct, including all internal and surrounding external spaces. All Convention and Exhibition Centre meeting rooms have been designed as high-density, capable of supporting the pax counts of theatre layouts. ICC Sydney exhibition halls by design are capable of supporting 1000's of concurrent users per exhibition hall.

### **I'M EXPECTING 2-3 DEVICES OR MORE PER PERSON, CAN YOU ENHANCE THE INFRASTRUCTURE TO SUPPORT THAT?**

Yes, we are able to install additional access points into spaces where the room utilisation and client count differs from standard design. For any non-standard use of a space (such as a keynote or plenary in exhibition halls, or classroom configuration during a tech event, consultation with the ICT operations manager and ICT director is required as the additional AP layout is based on floorplan and expected usage.

### **CAN I HAVE MY OWN NETWORK NAME AND PASSWORD?**

Yes. Packages above 250 pax are able to specify the network name and password they would like. Name and password must be suitable, with the password as alphanumeric and eight characters minimum. We recommend lowercase as real world behaviour has resulted in less errors entering the password.

### **CAN I ORDER A CABLED SERVICE AND USE MY OWN WI-FI ROUTER.**

The use of external Wi-Fi routers detracts from the wireless experience of clients connected to ICC Sydney wireless infrastructure. To allow for the greatest experience of clients, attendees and exhibitors using ICC Sydney wireless infrastructure, we do not allow external wireless devices.