

# Smart City Networks

## Washington DC Guest Wireless Options & FAQ

**COMPLEMENTARY WIRELESS**  
**FREE DC CONVENTION WIFI**

**\*FREE\***

**256K UP/DOWN**  
**802.11G/N**  
**2.4GHz**

**10 MINUTE IDLE**  
**TIMEOUT**

**AVAILABLE IN PUBLIC**  
**SPACE ONLY**

**STANDARD WIRELESS**

**INSTANT INTERNET**

**\$12.95 PER DAY**

**768K UP/DOWN**  
**802.11G/N**  
**2.4GHz**

**10 MINUTE IDLE**  
**TIMEOUT**

**AVAILABLE IN PUBLIC**  
**SPACE & MEETING**  
**ROOMS**

**PREMIUM WIRELESS**

**EXHIBITOR INTERNET**

**\$79.99 PER DAY**  
**\$159.99 3 DAYS**  
**\$239.99 5 DAYS**

**1 MB UP/DOWN**  
**802.11A**  
**5GHz**

**30 MINUTE IDLE**  
**TIMEOUT**

**AVAILABLE IN ALL**  
**FACILITY AREAS**

### What do I need to get connected?

You will need a device equipped with 802.11g/a/n wireless and a web browser. These links can help you identify what your computer's capabilities are; Click for: [Windows PC](#); Click for: [Mac](#). If you are in need of an adapter for a laptop to enable use of our Exhibitor Internet Premium network, they are available for the sale price of \$50 at our Exhibitor Service Desk or by calling (202) 249-3800.

### How do I configure my Wireless Connection once onsite?

1. View Network Connections - we recommend you disable your Ethernet, Local, or Wired Network Connection
2. View Available Wireless Networks
  - o Select your desired "**Wireless Network**" from the list of *Available Wireless Networks*
  - o We do not recommend using automatic settings or using the network name "ANY" or "Free WiFi".
  - o 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. Daily accounts are per a 24 hour period, example 8am to 8am

### Can I use this service on multiple devices?

Wireless accounts are device specific and can only be connected to one device at a time. If you wish to share an account between multiple devices, the active device can be logged off by going to <http://hotspot.smartcity.com/logout>.

### Should I be concerned about interference or reliability issues?

Yes. Wireless service is inherently vulnerable to interference from other wireless devices that transmit similar frequency. 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 registration, presentations or product demonstrations.**

### What if I have service issues?

**Please contact our customer support team at (202) 249-3800.**



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.

