Organiser Internet & Wi-Fi Guide

Choosing what's right for you, from our range of IT and internet connectivity services & solutions.

At the NEC, we fully understand how increasingly important connectivity is to our Organisers. To help you enjoy a great NEC experience we have put together a helpful guide about the range of services and solutions to suit your varying needs, and to make connectivity easy and convenient for you.

Planning is the key to success.

It's essential to get your connectivity organised well ahead of your event, so you're sure you are getting the service you want and need. It also ensures that any potential questions, issues or problems can be answered in advance – leaving you free to focus on business at your event, rather than worrying about IT. This guide will help you consider your options and make an informed decision about which service to choose. Once you have made your choice, or if you would like some further advice or assistance, simply contact our specialist Venue Services Team.

Venue Services Team

📞 0121 767 3253

✉️ eventorder-support@necgroup.co.uk

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We look forward to hearing from you.

nec Birmingham

FREE CUSTOMER WI-FI

The NEC provides a free 5Mb Wi-Fi service across the venue for basic browsing needs, accessible using any compatible device, such as smart phone, laptop or tablet.

✅ DO'S

Ideal for browsing the web, checking emails or using social networks. Wi-Fi performance can vary depending on demand, usage and environment and so can be heavily affected by:

- Other wireless signals in the area and within the hall, including Bluetooth and radios.
- Any physical barriers such as canopies, furniture and rigging.
- Interference from electrical devices.
- Any casing around the connected device (particularly metal cases).

❌ DON'TS

As Wi-Fi performance can vary it's not advisable for Organisers where the connection is integral to the operation of your event. However, if the types of devices you are using mean that Wi-Fi is your only connectivity option – for instance, iPads – please contact your Production Manager, who can talk you through your options.

📶 UNAUTHORISED WIRELESS ROUTERS

Unauthorised wireless routers: why and how they cause problems. Organisers and Exhibitors are asked, wherever possible, to not bring in their own wireless routers. There are very good reasons for this.

Unauthorised routers compete with the NEC's own wireless system, and with other unauthorised routers. This can cause the whole system to become saturated, so all the wireless networks are unable to work efficiently and ultimately affect the venue's free Wi-Fi service.

Before considering bringing in your own wireless router, please speak to our Production team first as once you're onsite the team will only be able to support with equipment they've provided. The NEC however doesn't supply wireless routers so, if you have no other choice than to bring one in, please follow the below guidelines carefully – to protect not just yourself, but also all other wireless users including your exhibitors, visitors and customers.

- Don't offer open Wi-Fi access, as your bandwidth will be used up by other devices, leading to slow internet speed.
- Adjust the router to the lowest power setting, if possible, so it does not interfere with the rest of the show.
- If your router has multiple broadcast options and only one is needed, please disable the others.
- Ensure you hide your SSID (Service Set Identifier) meaning only the devices you specify can connect to the SSID.

CELLULAR MOBILE NETWORK

The NEC has coverage across all the mobile networks, but has no control over their performance or capacity, which is reliant on the network operator (EE, Vodafone, O2, Three etc) themselves.

In a busy exhibition environment, the network infrastructure can become saturated by the sheer volume of users and usage. When that happens, mobile devices may be unable to take payments (on GPRS Devices) make and receive calls, texts or data. As you've probably experienced, this is a common problem across all venues where large crowds gather, from shows to sporting arenas.

All in all, the NEC are unable to absolutely guarantee connectivity through Cellular Mobile Network, as is the case with any large venue. That's why we recommend that a hard wired, cabled connection is used wherever possible. Book yours well in advance – to ensure that we can provide one – and you'll have complete peace of mind about remaining connected throughout your event.

HARD-WIRED INTERNET

A hard-wired connection, installed by the NEC and delivered to your area on a dedicated cable, is the only way to guarantee fast, reliable connectivity.

The volume of traffic or users on this service has no impact on your dedicated connection – making it the most advisable choice if you wish to connect to office systems, use web-based displays or make transactions.

WHAT WE OFFER

- Delivered to your area on a dedicated Cat5e ethernet cable.
- A range of speeds to suit your requirements.
- As standard we provide DHCP via the connection.
- Additional devices can be connected to this service.

Speak to Venue Services about hard-wired connectivity options and to discuss any extra services you may be looking for.

👍 Recommended