

Wi-Fi and Telecom FAQs

Can I use my Cellular 3G/LTE enabled devices at The International Centre?

- Yes, data from other providers is not blocked. Please be aware that due to the superstructure of the facility there are many locations within the building where smart phones and other cellular devices may not get a strong signal from outside.
- Some visitors who have used 3G/LTE Internet connections through their cellular provider have expressed connectivity challenges. Due to the building layout, angular metal and distance to cellular providers' towers outside of the building, 3G dark spots do exist in the facility where they were not able to connect.
- It has also been observed with the use of 3G that it may work when people test during Move-In Day. However, when events begin and large volumes of people and wireless devices are in the area, their connections often drop. This is the result of human bodies absorbing signal, and an increasing number of smart phones broadcasting competing signals. Based upon this, many people choose to book their wireless service through us, as our equipment is specifically designed to handle higher densities of people and electronics.
- If you have a cellular-enabled device such as a point-of-sale credit card machine, be sure that you have contact information for their POS support, as onsite staff do not have the authority to manipulate the POS company's equipment, or telephone company's cellular towers.

There are two International Centre WiFi SSIDs, which one should I use?

- HOTSPOT-InternationalCentre connects you to the free network. Speed is set for use of simple services such as email and basic social networking. More robust demands such as video and business-required services are advised to use the paid options for much higher download capacities, greater reliability and usage area.
- INTERNATIONALCENTRE connects you to the corporate, high-speed network. Connections through here are normally purchased. If you've made arrangements through the Telecommunications team, or if you have specific login credentials provided to you from someone related to the event that you're attending, then this is where you would enter those logins and passwords.

Why would I purchase WiFi if there's already a free Hotspot?

- The complimentary WiFi is for public use, and is limited in its speed and security. The paid services have speeds 10-15 times faster than the complimentary service.
- The WiFi signal for paid services is broadcast throughout the facility, and is not restricted to the Hotspot locations.

How do I log into the free Hotspot?

- The Wi-Fi SSID "HOTSPOT-InternationalCentre" can be found in the public lobbies, Conference Centre, Aviation Ballroom, and Connector between Halls 4 and 5.

- Users access the Wi-Fi by registering with the International Centre using a Facebook account, or by completing a short form. The form asks for email address, postal code, gender and date of birth.
- Registration information is used to better understand our visitors so that we can plan future facility enhancements.

I did not purchase wireless services in advance, but would like to do so now that I'm on site. How do I order the High Speed WiFi?

- You can go onto the INTERNATIONALCENTRE SSID. It will redirect you to the portal page, where you will need to create a wireless account. Once that's done, you will need to purchase time. This can be done with either a PayPal account, or with a credit card. Pricing and duration options are listed on the portal page.
- If you are encountering difficulties purchasing WiFi, you can call (905) 678-5615, where the Telecommunications team is available during regular business hours. For certain events, staff might also be available on weekends.

Why are there two different prices for the same wireless service?

- Advance pricing is available when you purchase more than 10 business days prior to the event's move in. This will allow us to process your order and email you your login credentials prior to your arrival. This will ensure that you can get to business as soon as you arrive. Depending on the nature of your order, we can also schedule support to be onsite should it be needed. Once you are within 10 days of the first move-in date of an event, the prices return to Standard Rates. Onsite orders through our portal are at Standard Rates.

What type of wireless devices can connect to this network?

- Provided your device is 802.11 (g/n/AC Wave 2) enabled, you should be able to connect to and utilize this hotspot service.
- Older laptops using 802.11 (b) will not be able to connect on the networks.

Are there special considerations to using Wi-Fi in conferences and trade shows?

- Older laptops and other wireless devices which may work fine in a residence, can sometimes have difficulty competing for signal in very busy, high density settings such as conferences and trade shows.
 - This is usually because those devices are only designed to work on the very highly trafficked 2.4 Ghz frequency. That is one of two main frequencies used for Wi-Fi, but is also very congested because other wireless technologies also share it. Newer devices usually have the ability to run on either 2.4 Ghz, or 5 Ghz.
 - 5 Ghz is better equipped to continue functioning in environments that have a lot of other wireless devices. ***If your device's specifications say that it is 802.11 (AC) capable, or that it is dual-band, then it is designed to work on 5 Ghz, and is optimized for use in a very device-heavy environment.***
 - For those looking to boost the reception of their laptops in these environments, affordable 802.11 AC wireless USB adapters are available for purchase from electronics retailers.

My corporate laptop requires me to connect to my work VPN before I can access the Internet, what do I do now?

- Some corporate laptops/devices have settings that will not allow their user to connect to certain types of networks. We recommend that you speak to your technical support department to see if they can modify your settings and allow you to access the service.

I have a corporate laptop and am unable to log in, what can I do?

- Some corporate laptops/devices have settings that will not allow their user to connect to certain types of networks. We recommend that you speak to your technical support department to see if they can modify your settings and allow you to access the service.
- Your office may have configured a static IP address. Please check that your network IP settings are configured for DHCP so that they can get a valid address from our system. Depending on your comfort level with your equipment, you may need to contact your corporate support for instructions on how to do this.

My email program seems to have problems sending email when I'm connected to a public Wi-Fi hotspot.

- E-mail that is being sent is handled with an SMTP server. Your email settings may be set to your Internet Service Provider at home and therefore may not work when not connected to that specific ISP provider. We recommend sending email through a corporate VPN connection, browser-based web-mail, or a secure connection to your mail provider.
- SMTP port 25 is blocked due to the volume of unwanted SPAM traffic that uses it. Please contact your mail provider for an alternate Outgoing email port.

Can I access my corporate network?

- You can access your corporate network, including your company e-mail and calendar, when you have set up your device with VPN (virtual private network) client software and the necessary security credentials.

Do you have technical support available?

- Support beyond these FAQs is not available for the complimentary WiFi.
- For purchased services, the onsite Telecommunications team can assist in basic troubleshooting for connectivity issues. They can be reached by calling 905-678-5615.