

Wireless FAQ's

1. How do I set up wireless for my group?

- The Guest Services Manager (GSM) working on your event will be able to schedule wireless setup during the planning process. Your GSM will need to know how many attendees you are expecting. As your event approaches, your GSM will provide you with a network name and password to share with your attendees.

2. Can I set up my own wireless hotspot for my event?

- Due to the extensive coverage provided by Meydenbauer Center, customer-provided access points are discouraged for use within the facility. Individual “hotspots” delivered through cellular providers are one of the leading sources of interference that can impact the quality of the service. We strongly encourage event management to support this message and we have resources available to assist you if needed.

3. What's the password for my group?

- Your Guest Services Manager will provide you with your customized network name and password at least three business days in advance of the event. We encourage you to email this information to your attendees at that time. Ask your Guest Services Manager for a sample email to distribute to your attendees with instructions on connecting. They can also provide you with a template for a password card to hand out at registration if needed.

4. What do you mean by “final guarantee?”

- In order for us to deliver service to your group, we require that you notify us of your final guaranteed attendance no later than 12:00 Noon, three business days prior to your event. This number will be considered your final guarantee, which cannot be reduced. The guaranteed attendance for your food services will match the guaranteed attendance for wireless.

5. How do the attendees get connected to the wireless on site?

- The attendees will first need to connect to a wireless network as they normally would. Once they are connected to your event's network, they will need to open their web browser. Once they open their browser, they will be redirected to a custom splash page for their event. They will need to enter the password provided by your Guest Services Manager on this screen. From here, they can begin web surfing, checking emails, etc.

6. Is wireless available building wide or only within the meeting room we have rented?

- Meydenbauer Center offers building wide coverage, but the system antennas will be targeted in the areas your guests are most likely to use. If you have rented the entire building, the connection will spread throughout. If you have only rented one or two meeting rooms, the connection will be strongest inside those meeting rooms and the surrounding lobby areas.

7. I'm not able to get connected to the wireless. How do I fix it?

- There are a few common issues that can prevent you from getting connected to a wireless system. To troubleshoot, try the following:

- 1. Make sure your wireless radio is on.** Most laptops have a switch or function key that can turn the wireless radio on or off. Enable the switch and check for wireless connections.
- 2. Make sure you are connected to the proper network.** There are often several different events in house with their own wireless networks. Make sure you are connecting to the network specifically designated for your event.
- 3. Double check the password.** All Meydenbauer Center Wi-Fi networks are encrypted and require a password or credit card authorization before you can connect to the network. Please note that passwords are case sensitive.
- 4. Ensure you only have one device connected.** Please note that your credit card authorization is tied to the device you made the purchase from and cannot be transferred to other devices.

8. Can my speakers use the wireless for their presentation?

- Meydenbauer Center does NOT recommend wireless services for mission critical services such as product presentation or demonstrations. For demonstrations or to present products and other mission critical activity via the internet, we recommend that meeting planners purchase hardwired services.

9. What if I need a faster access speed than 3 Mbps?

- If the data requirements for your event attendees are high, or if simultaneous interactive data transmission is a desired element of your event, Meydenbauer Center may be able to configure a more robust custom wireless network to accommodate your needs. Please speak with your Guest Services Manager for additional information.

10. Is there free wireless anywhere in the building?

- Meydenbauer Center has a small wireless hotspot on the Level 2 balcony. Please note that connectivity is limited to this area and includes access speeds up to 256Kbps.

11. I only want wireless available for my registration team (or vendors). What is the cost of this?

- We offer two complimentary wireless connections at registration for each event. If you require additional connections, we are happy to set up a small network for your registration team or vendors. These will be billed at the same rate as the “Get Wi-Fi” network, which is \$9.95 per connection.

12. Can I use the free wireless at registration for my credit card machine?

- Meydenbauer Center does NOT recommend wireless services for business purposes. For mission critical activity via the Internet, we recommend that meeting planners purchase hardwired services.

13. Who can answer my additional questions about wireless?

- If your question was not answered here, you can reach one of our Guest Services Managers during normal business hours at 425-637-1020 or sales@meydenbauer.com.