



FREQUENTLY ASKED QUESTIONS

Q: Can I bring a router?

A: Routers are not permitted on our Shared Bandwidth services, but are permitted on our Dedicated Bandwidth services. You may also want to consider one of our dedicated Wireless Hotspots which will allow you to easily connect without the need for additional setup.

Q: Do you rent routers?

A: We do not rent routers, only switches. You are welcome to bring your own to connect to a Dedicated Bandwidth service. Some A/V companies offer routers to rent, or you may consider a dedicated Wireless Hotspot.

Q: What is the upload and download speed?

A: All wired and wireless services offer symmetrical upload and download speeds.

Q: How many people am I sharing the Shared Bandwidth service with and how much of that bandwidth am I going to get?

A: Shared Bandwidth services operate on the same network across the facility and are shared amongst all customers who utilize the service. If you require guaranteed speeds, we suggest a Dedicated Bandwidth service.

Q: I have several devices that will be connected via hardware on a Shared Network. What should I order?

A: Each Shared Bandwidth network comes with 1 IP address, so each additional device will need an additional IP address. Each device will also need an ethernet cable, and a switch to complete the set up. You can rent a switch and cables from Cox, but you are also welcome to bring your own.

Q: Do I need to set my IPs up before I get there?

A: All our Internet services connect via DHCP, so set up is not necessary before arriving. All devices will automatically connect if the device is set up for a DHCP IP.

Q: I need static IPs, what do I order?

A: If you need a static IP for your devices, then you'll require a Dedicated Bandwidth service. Each service has its own dedicated VLAN, and your Account Executive will be able to provide you with your IP information shortly after your order is placed.

Q: I ordered the Business Select 10 Mbps line, does that include WiFi?

A: No. Data services are hardline services. Your dedicated Account Executive will be able to help walk you through additional options if you also require a wireless connection.

Q: How many devices can I connect to Exhibitor WiFi?

A: The Exhibitor WiFi is a single device service. All pricing is per device, and the service is non-transferable, so make sure that the service is purchased on the device that needs Internet.

Q: What happens if I max out the users on the hotspot?

A: Once the maximum numbers of devices are met, others may not be able to connect. To allow new devices to connect, current devices may need to be disconnected, either by manually removing them or they will disconnect automatically when they move beyond the Hotspot range. If you need to connect more devices at once, contact your Account Executive to discuss.

Q: Can I stream on WiFi?

A: We do not recommend streaming over wireless. If you want to proceed with this option, your dedicated Account Executive will be able to help build a custom solution.

Q: Can I connect my printers to the WiFi?

A: We recommend purchasing a Dedicated Bandwidth service and building your own WiFi network with a router if you have printers that need to be connected wirelessly instead of the WiFi hotspot. Speak with your Account Executive regarding additional options.

Q: I have a credit card machine. Is there anything that I should know when submitting my order?

A: Basic voice services require a machine to dial "9". If your machine cannot be programmed to do so, we offer other direct dial voice services. Please contact your Account Executive for additional information.

Q: I have non-electrical cabling that needs to be run under my flooring. Can my EAC complete the work?

A: As set forth in the LVCC Building User Manual, Cox must lay any non-electrical cabling under flooring. That includes ethernet, coax, USB, HDMI, A/V cables and fiber. You may provide your cabling and Cox will complete the install for a labor charge. You also have the option to purchase Ethernet cabling from Cox wherein labor is included.

Q: Are there any additional labor costs?

A: Standard labor is included in the pricing of all services. Additional labor is required when you are bringing your own non-electrical cables to be run under flooring, or for outdoor delivery. Please speak to your Account Executive to determine the labor costs for your situation.

Q: I need more than a standard connection. What options do I have?

A: We offer a wide array of options spanning from Layer II connections across the facility, to direct-to-cloud services and custom bandwidth options. Your dedicated Account Executive can help you build a custom solution to meet your needs.

Q: Help, my Internet doesn't work!

A: If it is a hardline service, make sure to check that all ethernet cables and electrical cables are properly plugged in to the device and switch (if applicable).

A: For WiFi services, are you unable to connect one device or all devices? If it is only one device, then you may be operating on 2.4Ghz. All our WiFi services are broadcast at 5Ghz for optimal experience. We offer dual-band adapters that connect via USB to allow 2.4Ghz devices to connect to the network.

A: If you can see the network, but are receiving an error when entering the password, the hotspot may have reached the maximum user count.

A: If none of the above apply and you are still experiencing issues, please call 855-519-2624, option 2, and our service experts will be glad to assist.

COX BUSINESS AT THE LAS VEGAS CONVENTION CENTER

Call Toll Free: 1-855-519-2624 | Online Ordering: www.tradeshows.coxhn.net

