

Registration Guide

To help you plan for your Registration requirements and set up we have prepared a detailed pack identifying the services we offer and a few example scenarios for you to consider when deciding your registration set up at Olympia London. We are happy to design a bespoke solution if your requirements are not met by the below.

Please contact the Sales Team on 020 7598 2400 for further information.

Networking and Infrastructure Services

Wired Internet Connection

- Our eForce engineers will install all Cat5e cable with an RJ45 termination at the requested locations to deliver the bandwidth ordered.
- We offer either Public or Private IP addresses. In the case of static IPs, we are able to allocate you some and send them in advance so you are able to configure your equipment accordingly (If you are unaware of what you should be using, stick with Private IPs by default, these are automatically allocated).
- Each cable is tested and labelled with eForce tape and stand name/number (see below)
- A Hub/Switch can also be used to split the connection between devices (**Figure 2**)

Note: Please be aware that is against venue policy to plug this cable into a router and create your own wireless network.



Tape Colour Key:

	VLAN
	WiFi Zone
	Internet
	Analogue Line

Wired VLAN

- We provide hard-wired VLANs in different locations to connect multiple stands or areas onto the same network regardless of the location within the venue (**Figure 3**).
- The cable is tested and labelled with eForce tape and stand name/number.

Wireless Network (WiFi Zone)

- A private wireless network where multiple devices can connect at the same time.
- Both the 2.4 GHz and 5 GHz frequencies are broadcast enabled unless otherwise requested. We are able to turn either frequency off as per your requirements (**Figure 4**).

Wired to Wireless VLAN

- This service enables both hard wired and wireless connections within the same network to communicate with each other (**Figure 5**).
- An example of when this may be required is within a WiFi Zone where a specific device cannot connect to the Wireless Access Point and needs a cable instead. The Wireless VLAN cable will allow the device to connect to the network and connect to the other wireless devices.

Wireless Security

- In keeping with industry standards, we provide WPA2 secured WiFi connections for all our WiFi offerings.
- The password used for any requested Wireless networks must be a minimum of 8 characters consisting of letters and numbers only (No symbols are permitted)

Other Services

- WiFi Username & Password for a single device
- A Hub to connect multiple wired devices
- Device Whitelisting. If Device MAC addresses are sent to us beforehand, we can whitelist the devices on our network. This is useful for legacy devices and ones which do not have a web browser to click our venue terms and conditions. Examples of such devices may be PDQs and Printers

Mixing Services

Depending on your requirements, your setup will differ. To deliver you with the best possible solution for your events, we offer the ability to mix all these different services together to ensure your event runs smoothly.

Registration set up Examples:

Order #1: One Wired Internet Connection and multiple Wired VLANs:

(Figure 3) This set up works if using more than one kiosk in the Olympia Grand Registration or if using multiple registration points in the venue.

- Both the Wired Internet Connection and one Wired VLAN cable will be plugged into a WiFi disabled Router.
- This will enable all devices connected to the Wired VLAN cables to receive a shared Internet connection.
- The rest of the Wired VLANs may be placed anywhere else within the venue as required.

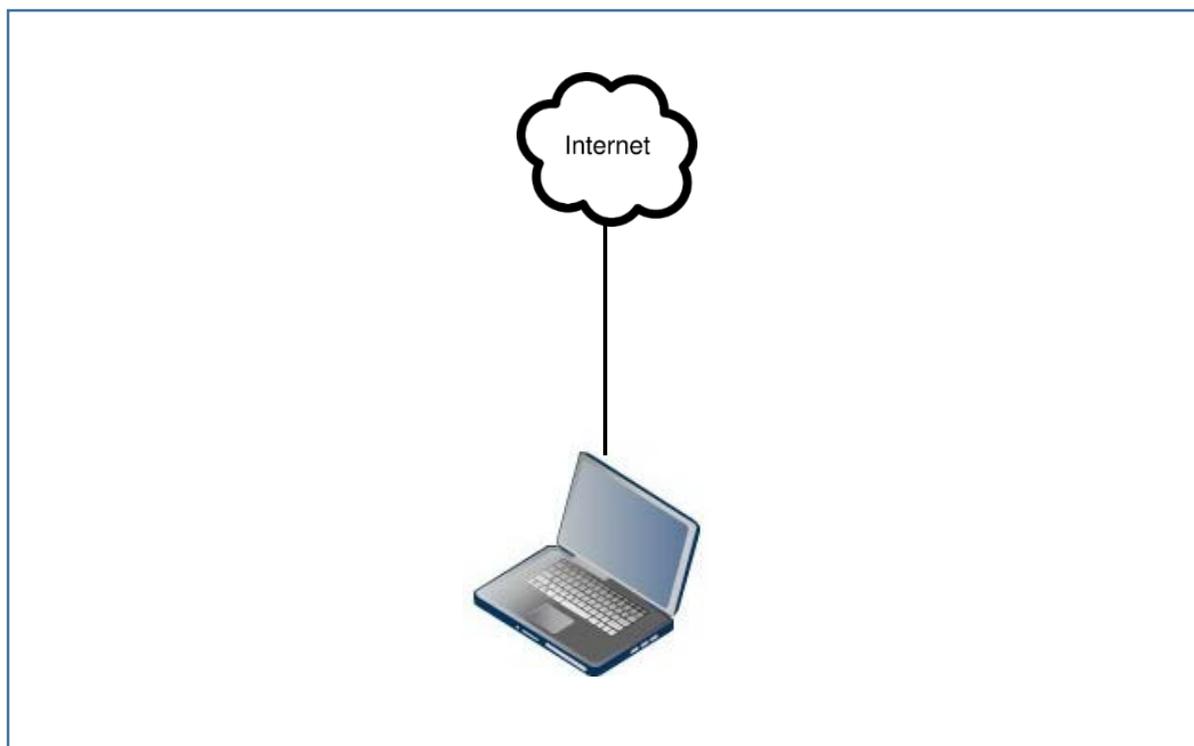
Note: No one connection will have a dedicated amount of bandwidth allocated. It will be shared between all VLANs

Order #2: One (or more) Wired VLAN and a Wireless Network:

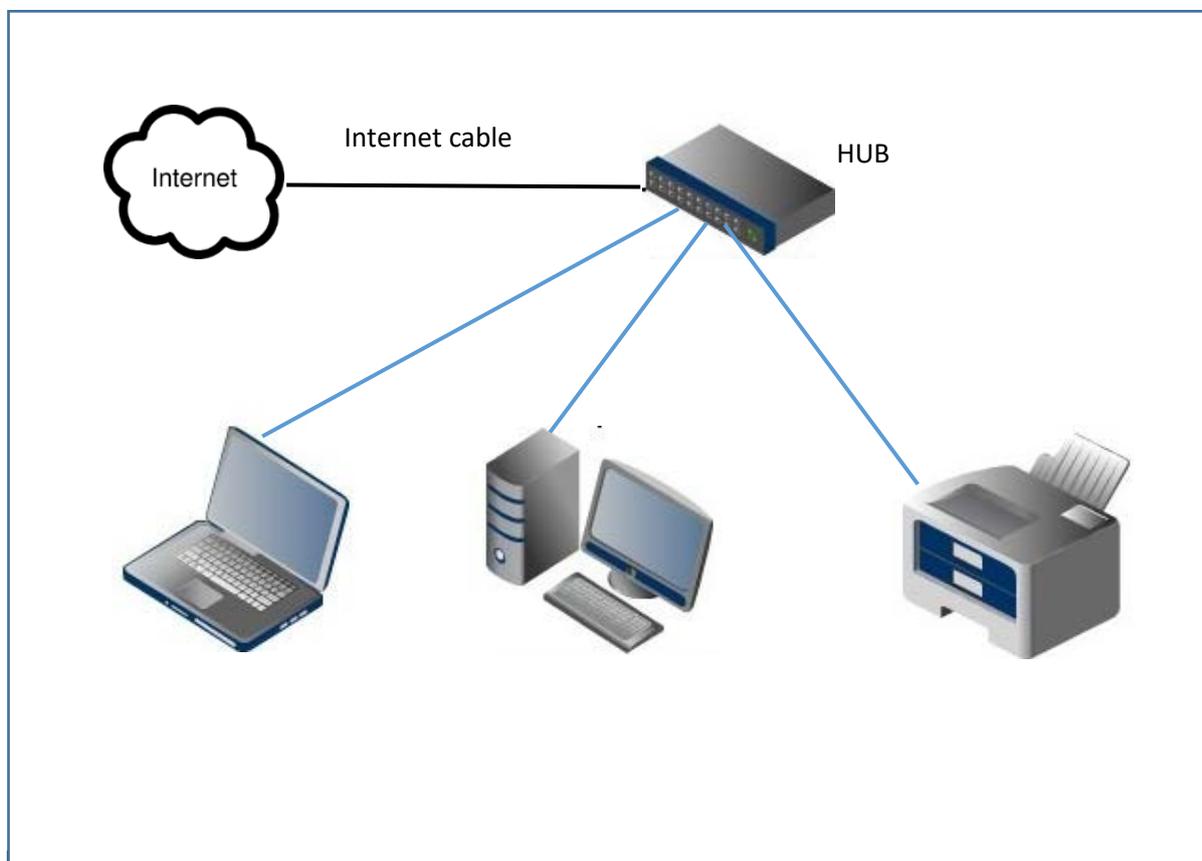
This set up is suitable if using a variety of equipment such as Payment machines, iPads and Printers

- A Private Wireless Network is made with your own Network Name (SSID) and Password
- All devices with wireless capabilities can be connected as such. (where needed we are able to whitelist devices when given the mac address)
- The Wired to Wireless VLAN will be used for devices unable to connect via Wireless and will be able to communicate with the rest of the wireless devices as normal **(Figure 5)**
- Both 2.4 GHz and 5 GHz frequencies are broadcasted unless you may request us to disable either of them.

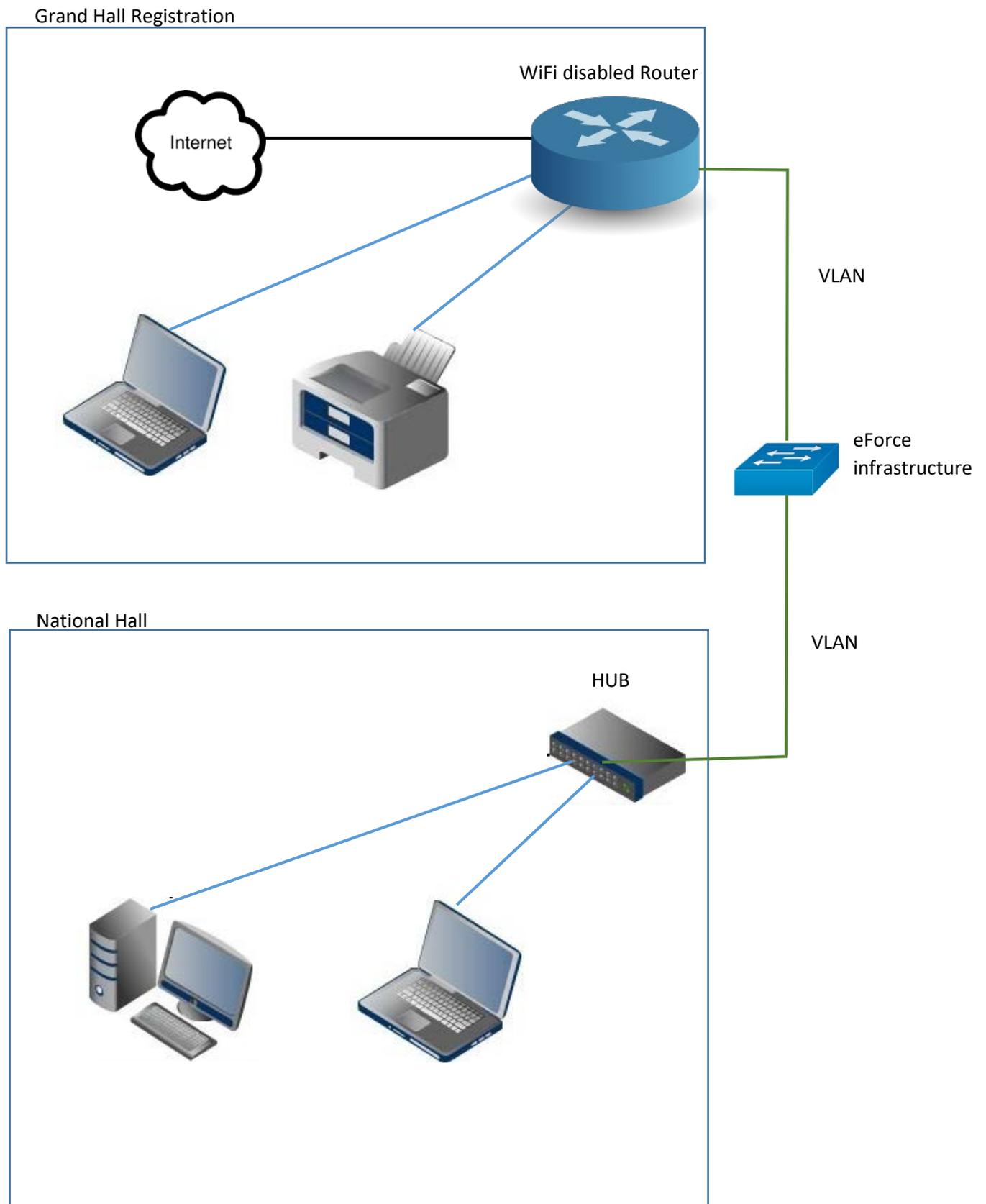
(Figure 1) A Wired Internet Connection



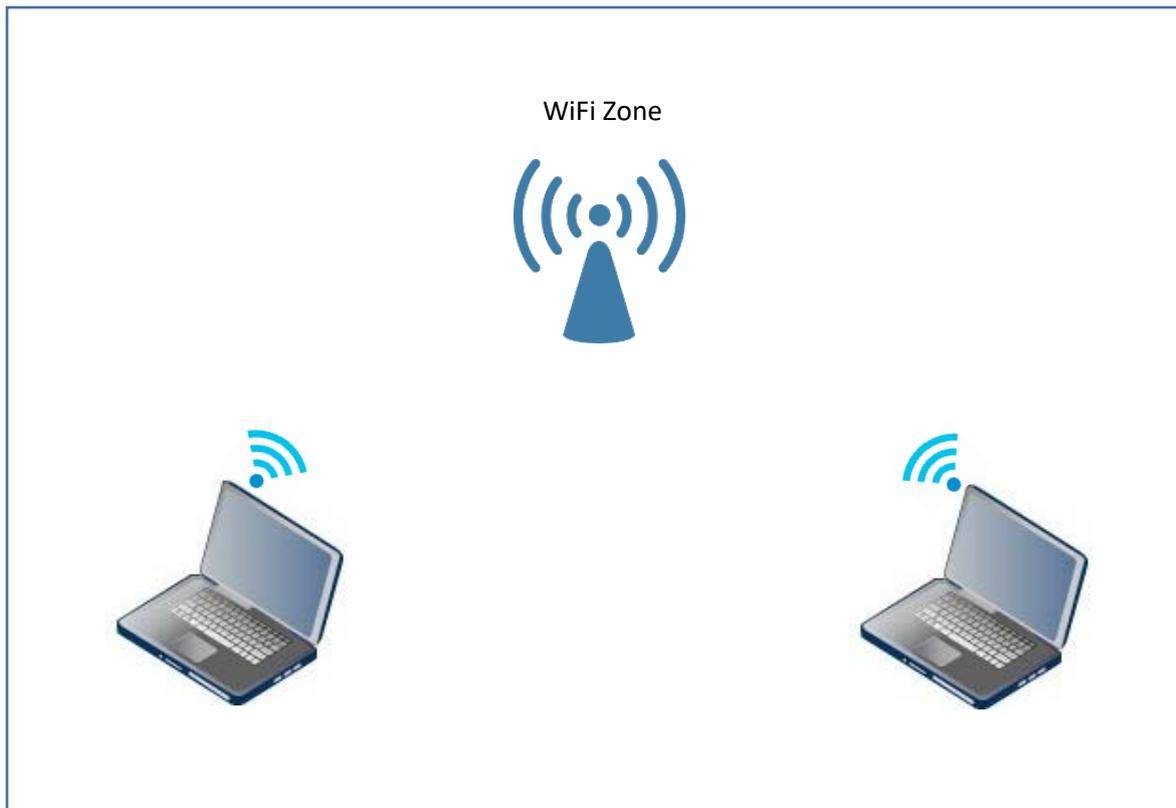
(Figure 2) A Wired Internet Connection with a Switch/Hub



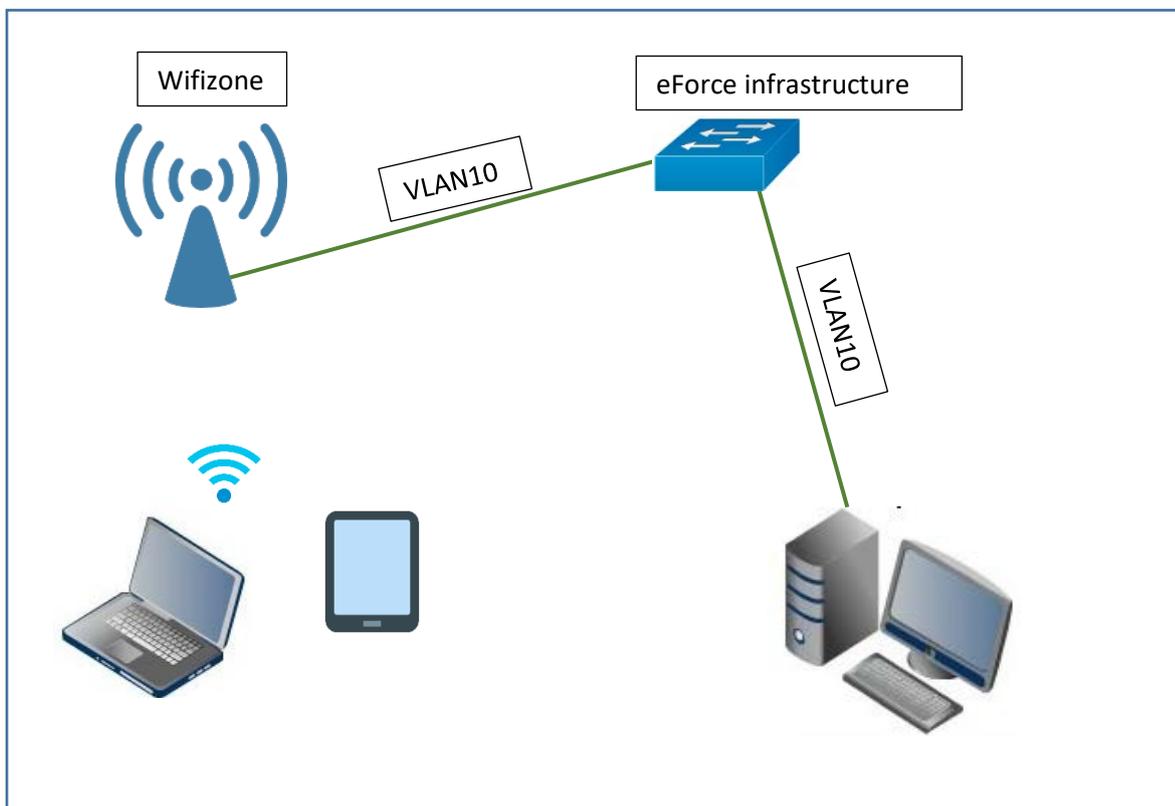
(Figure 3) A Wired Internet Drop with 2 VLANs in different location



(Figure 4) A WiFi Zone



(Figure 5) A WiFi Zone and Wired to Wireless VLAN cable (All devices in the Same Network/Subnet)



Frequently Asked Questions:

My WiFi has stopped working. What can I do?

It may be that your device has gone idle or switched to sleep mode. Try refreshing your connection by disabling and then re-enabling the WiFi on your device.

My WiFi is running slow

Is the device connected to the correct Wireless Network?

Our Free Visitor WiFi runs at 0.5Mbps. We don't recommend you rely on this network for Registration as it is not designed for crucial services.

I am on the right Network, but my connection is still running slow

Is your device running system updates in the background?

This is done automatically by your system and may be done without you knowing. Updating a device requires a great deal of bandwidth which is why the connection may seem slow. We advise you check your devices are as up to date as possible prior to coming onsite.

Check that there are no background Apps Running

Close all internet tabs apart from 1, as these may also be using the data

I am unable to input my username and password for the network 'Eforce_Wireless'

If the splash page to enter your unique Username & Password does not show up, open the web browser on your device then try to connect to any website as usual. This will redirect to the Splash Page and you will be asked to enter a Login and Password. Once done, tick your agreement to the T&Cs and click Connect.

In the case you are still having issues connecting, type in [controller.access.network](#) into your web browser. This should also bring up the Splash Page.

I am not getting any Internet on my Wired connection

Have your cables been unplugged or moved to a different port? If yes, please call us and we will connect the cables to the port they have been ordered for.

If you are using a Hub, does it have power?

Are the proxy servers activated?

I need further technical support, who can I call?

Please call the eForce Technical Support team on 020 7598 2600 for onsite assistance.