Video:

Q: How many videos can you upload?
A: Video uploads are unlimited. We recommend that you upload between 3-5 videos, if you do more than that it will make your page very long and hard to read.

Q: Why type of link is needed for the video?
A: Any link to a video will work. Examples are YouTube or Vimeo. If linking to a video file we recommend MP4 format.

Q: Will MP4 file work for videos?
A: Yes, we recommend that videos be streamed in MP4 format.

Q: Can you show what a video will look like to attendees?
A:

Q: Are these just links or actual video can be posted?
A: These are links to videos.

Q: In the file section I was informed we are only allowed three video upload for this section. Is this correct?
A: No, you can have unlimited but we recommend 3 and 5 max.

Q: Is live video open to public on the booth page or for 1:1 conversations?
A: During open exhibit hours all attendees can click the "Enter Virtual Tradeshow Booth" button to access your company's live "Zoom meeting" interface. This is the area where you can offer live product demos, general discussions, or customer education. This is open to all attendees and companies are not able to regulate who views these presentations. However, each booth staff member may request one-on-one private meetings with attendees that are only available by invitation. Please note: One-on-One meetings are scheduled through each participant's Attendee Profile and not through the company virtual booth.

Q: Video files are only viewable in the virtual booth not the company homepage, is that right?
A: Yes, video files are only viewable on the company virtual booth page.

Files/Brochures:

Q: Is there a limit on the number of files and brochures that can be uploaded?
A: No.

Q: Is there a limitation on the file size?
A: You can upload any file up to 2 GB.

Q: Can we add text to describe what the links are within the product brochures or video links?
A: Yes. Under Files you can add the Display Name.

Q: Is the only way to get a brochure in your booth to have it as a URL, Can it be uploaded as well?
A: You can upload files under "Files" tab.

Q: If you attach files where do they appear?
A: They are viewable on the company virtual exhibit home page.

Leads:

Q: Will the lead info include email?
A: Yes, the leads will include email address.

Q: Will we get an automatic email when we receive a lead or visit?
A: No, you will not be automatically notified when an attendee visits your booth. You can view the list information and download the lead data.

Visits:

Q: We don't get email addresses for just booth visits. You said something about reaching out to people with multiple visits... how to do that without an email address?
A: If you have a person that you would like to interact with from your visit list, you will need to search for them in the "attendee profiles" section. There you can schedule a meeting with them or send them a private message. Once you connect you can transfer contact information.
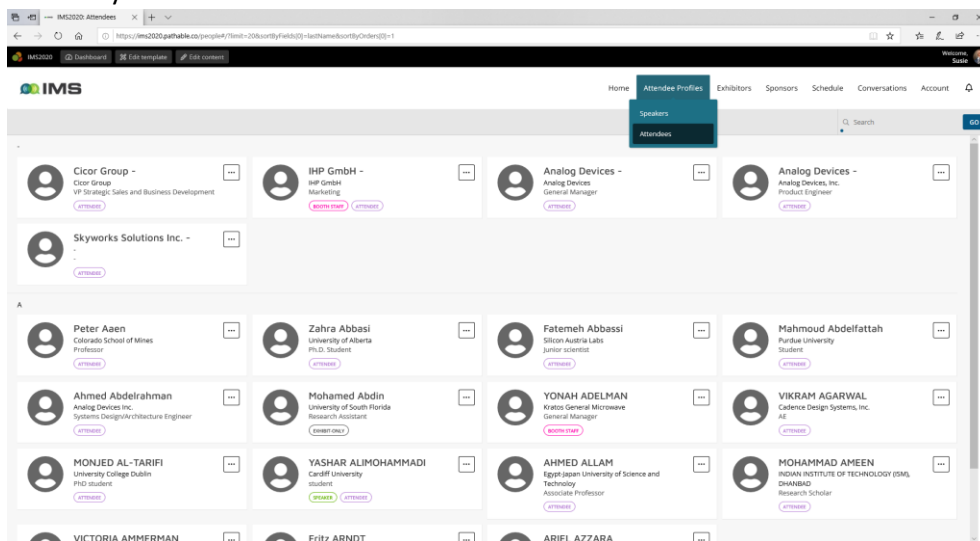
Poll:

Q: Can you see who completed the poll and their information? Or will it be more of a blind poll?
A: Polls are blind. You will only see the results of the poll.

Live Booth and Exhibit Hours:
Q: Is the link to our booth only live during exhibit hours? Or will it be live before the event starts?
A: Attendees are able to access to your virtual booth at any time between Aug 4 and Sept 30. However, access to the "Virtual Tradeshow Booth" live Zoom feature will only be available during open exhibit hours. Video links, product brochures and files will be available at all times. In addition, the chat feature will be open for the duration of the event.

Q: What time zone for the show hours?
A: Pacific Daylight Time (PDT)

Q: Are live booth staff required? How will they be notified there is a chat person in booth?
A: You are not required to staff the booth but it is recommended so that you can have interaction with the attendees that do visit your booth. Unfortunately, you will not be notified if an attendee enters your booth and there is not staff at the booth at that time.

Q: Can we link people to our booth from pre-show emails? Can someone see our booth outside of live hours?
A: Because access is restricted to registered attendees, you can't link directly to an exhibit booth through pre-show emails. You can link to the registration page or the IMS Home page for the attendees to register then encourage them visit your booth.

Q: When an attendee enters your virtual tradeshow booth are they live on video can talk to them?
A: The attendee will need to click on the "Enter Virtual Tradeshow Booth" button. Once they enter the virtual tradeshow, they will automatically join the live Zoom meeting during the live exhibit hours. While on the Zoom platform attendees and booth staff can see each other and converse similarly to typical Zoom meetings.

Q: All team booth exhibit members need to enter the Virtual Tradeshow booth during the show times so they can assist with visitors?
A: No, not all booth staff need to join at the same time. However, it is recommended that you have staff manning the virtual booth during show times.

Q: What happens if booth staff member is busy on a one-on-one video and a second visitor wants to live video? What will happen and how do we capture that lead?
A: You will be able to see who visits your booth. However, the system does not capture those who actually enter the virtual tradeshow. You will only see who visited the booth.

Q: What are the exhibit hours and time zone?
A: 09:00 to 13:00 **PDT** (Europe focused)
   13:00 to 17:30 **PDT** (US focused)
   17:30 to 21:00 **PDT** (Asia focused)

Q: Can you post a message for a period where the booth might not be covered?
A: Yes, you can change the messaging in the description to say "Booth not staffed at this time".

Q: Can you explain the live video better?
A: When an attendees clicks on the "Enter Virtual Tradeshow Booth" it will launch the attendee's Zoom app and they will enter the live Zoom meeting. In this Zoom meeting, exhibitors and attendees can engage in live conversation. You must have a staff member live hosting the meeting for attendees to join.

Q: What's the difference between the exhibitor description page and the "Enter Virtual Tradeshow" booth? It seems like most of the info that would be in the booth is on the description page?
A: The landing page is where all of the company information is and where attendees can read about your company. The

"Enter Virtual Tradeshow Booth" is where booth staff members and attendees will go to have a live interaction during the live exhibit dates.

Q: The "virtual booth" is where our live video window is, correct?
A: Yes, when you click on the "Enter Virtual Tradeshow Booth" you will start a live Zoom meeting.

Booth Staff:

Q: How can I personalize (with pictures etc.) the booth staff members?
A: Each person (booth staff) will receive an email with a personalized link. They will then need to create (claim) their account and account by entering their email address and creating a password. Once completed they will be able to edit their profile. This is where they would upload a photo.

Q: Is there a limit to booth staff?
A: No.

Q: Is there some training/instructions I can send to my booth staff? They don't need to see this stuff about set-up, they just need training on staffing during live hours.
A: We're working on a video and will make it available soon.

Q: We will have different booth duty people for the different time zones. Can we also put it in a schedule when different booth staff will be when available?
A: Yes, we recommend you use the "Description" field for your messaging.

Q: If you have 4 staff members available can all have 4 different conversations? Can all people hear including other visitors hear your conversation?
A: No, the virtual tradeshow is public. If you would like to have private conversations, these will need to be scheduled as one-on-one meetings.

Q: Only one staffer in the booth?
A: You can have multiple staff in your booth at any given time.

Q: We have multi applications so we won't know the attendee questions, should we have multiple staffers just on standby?
A: Yes, I would recommend that you have booth staff on standby

Q: How does other booth staff register and have an account?
A: Registration is done through the IMS website: https://reg.mpassociates.com/reglive/register.aspx?confid=300. The primary contact must add all booth staff to your virtual booth. Booth staff emails with the link to the site will be going out next week. You can contact exhibits@mpassociates.com and request access if you don't want for the mass email to be sent.

Q: Can you go back to where you add the people pics?
A: Individuals would need to upload their photos through their profile.

Q: What does a booth duty staff member need to do to go on duty?
A: Be available on in the Virtual Exhibit via Zoom and chat with attendees, show demos etc. Booth staff can also monitor the "visits" and contact those visitors for one-on-one meetings.

Chat:

Q: Can we delete chat messages that we don't want others to see?
A: No, this is public everyone will see the chat window.

Q: Can multiple chats be happening at the same time?
A: Yes. But it will be in the same chat window.

Q: Can you clarify please.... "Chats" are text like this message, correct? Those we can multiple at once. Virtual trade show booth pop out windows are live videos, correct? One at a time?
A: Yes, chats are similar to a text or email – Yes, the "Enter Virtual Tradeshow Booth" is pop out are live meetings.

Q: Can you reconfigure the chat so that they're private unless we determine otherwise?
A: No, this cannot be reconfigured. However, you can use the 1-1 chat/meeting feature instead for private chats.

Q: Will open chats last day to day?
A: Yes, Chats in the booth with last the entire length of the event cycle and are viewed by all. They cannot be deleted.

Q: If one booth staffer is engaged in a chat, what do the other staffers see?
A: If the booth staffer is in the same virtual exhibit, they will be part of the meeting.

Q: How many chats messages will appear, do they roll off?
A: Chats roll up with the newest at the bottom.

Q: Will we be able to download the chat messages, afterwards?
A: Chats are not downloadable. However, the user can copy and paste from the chat window.

Custom Options:
Q: Can you customize the locations of where things appear in the booth. For example, could we move the video links above the Facebook details?
A: Unfortunately, the site is not customizable in that way.

Zoom:
Q: Do we need our booth attendees to have the Zoom client installed on their computer?
A: Yes, you will need to have your staff install the free version of the zoom software.

Q: How will the Zoom feature show up in the live booth?
A: During the live portion of the event your staff can host live sessions where you can have interactions with the attendees. These can be meetings, demos, Q&A, etc. There cannot be multiple live zoom meetings at one time in the virtual booth, it would be one meeting. If you would like to hold separate meetings, these will need to be scheduled as one-on-one meetings. There is no limit on the number of staff members conducting one-on-one meetings.

Q: Does every staff member need a zoom account?
A: Yes, you will need to install the free Zoom client for account access.

MISC:
Q: Are booths listed in Alphabetical order? Is there any preference to how "booths" are listed?
A: Booths are listed in alphabetical order. Users may scroll the list, use the search bar, or click on the letter corresponding to the first letter in the company to locate participating vendors.

Q: Can we link to personal booths for preshow emails or other promotions?
A: Unfortunately, exhibitors can't use links directly to their virtual booths in external emails. It is recommended to link to the portal at https://ims2020.pathable.co, or to the IMS registration page at https://ims-ieee.org/registration-travel/registration-information. Each booth does have a unique URL that can be referenced in "one-to-one" correspondence but it is only accessible from within the virtual event.

Q: Can you send the link to reporters/attendees ahead of time?
A: No, registered media will have advance access to the site. Exhibitors will be making changes to content right up to the opening and may not be ready for media to view it.

Q: How do we invite people to the booth?
A: Attendees must be registered in order to view the virtual exhibit. In order to invite attendees to your booth we recommend linking to the portal at https://ims2020.pathable.co, or to the IMS registration page at https://ims-

ieee.org/registration-travel/registration-information. Each booth does have a unique URL that can be referenced in "one-to-one" correspondence but it is only accessible from within the virtual event.

Q: Do you have a view of what content looks like in the booth? Also, is there sample of a complete well-done booth?
A:
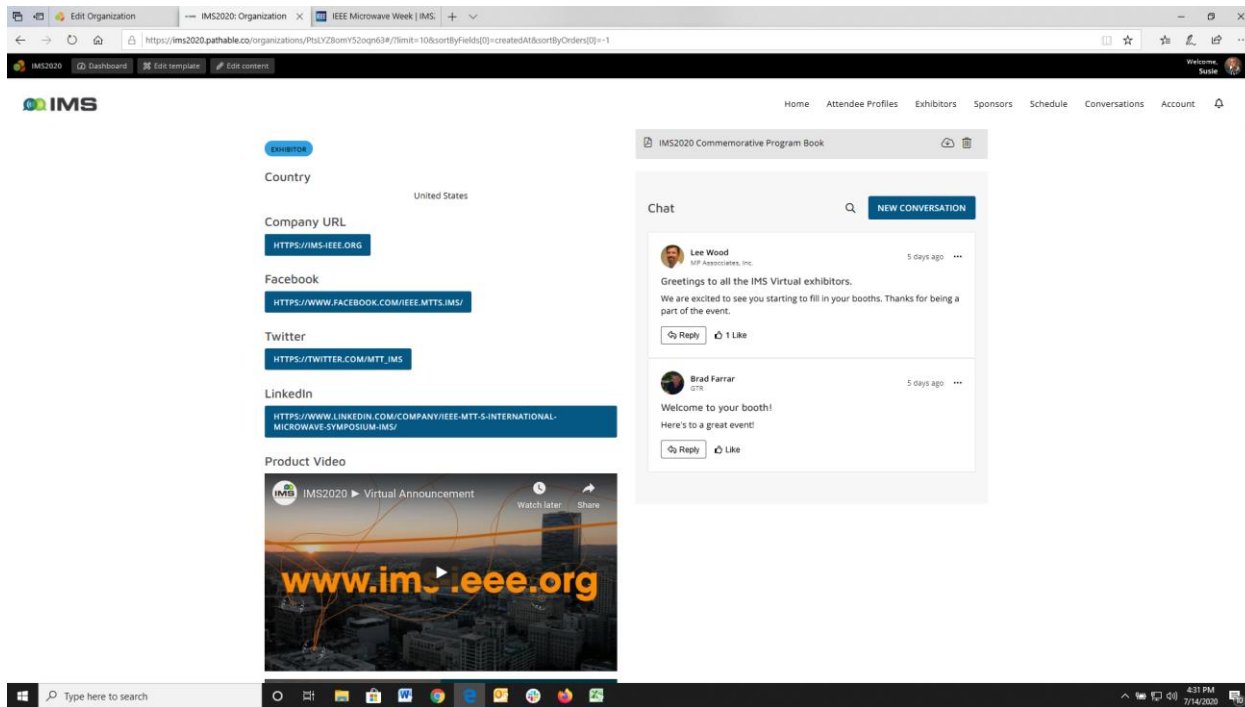
Q: Where is it pulling the schedule from?
A: The schedule is pulling from database of submitted papers, panels, MicroApps, and Industry Workshops.

Q: We were supposed to be part of a 5G Booth will this be sectioned this way virtually as well?
A: Unfortunately, the pavilions (5G, University, and Start-up) that are normally a part of the physical trade show are not feasible with the virtual event. All participating companies will have their own virtual exhibit.

Q: How will the exhibit hall be promoted during the show?
A: Push notifications, email reminders, home page notices, ads, banner on the program pages?

Q: Are partner communities reflected in the virtual exhibit?
A: Partner Communities are not formally organized in the virtual exhibition. Exhibitors are encouraged to cross-promote to their partner using the uploaded documents, listings in the description section, sharing information about partner ecosystems in the product link

Q: If you click on a person does that bring up their email address or video?
A: No, you will not see an email address or video. If you go to the attendee link and click on a person you will be linked to their profile page. On that page you will see the information that person has made available. From the person's page you may send a message using the "Send Message" feature or request a meeting using the "Schedule Meeting" function.

Q: What is fee for non-members to attend the show?
A: The fee schedule is as follows:

Rates in USD	MTT Member	IEEE Member	Non-Member	MTT Student Member	IEEE Student Member	Student Non-Member
Virtual Technical Conference	Free	$200	$350	Free	$100	$250

Virtual Exhibition Only	Free	Free	Free	Free	Free	Free

Q: Will GTR be available the days of show?
A: Yes, GTR tech support is available by email at imssupport@gtrnow.com, you can also send them an email from the virtual environment as well.

Q: Will there be a booth staff training session for those working the booths?
A: Yes, IMS/GTR is in the process of developing a booth staff training program. Details will be announced soon.