Exhibit Hall Booth FAQ

Q: If we are opting not to host a live Zoom meeting, how will I know who is looking at my booth?
A: Each booth has a "Booth Check-In" button. Once an attendee submits that button, their contact information is stored and will be email to all exhibitors within 48 hours of the show closing.

Q: If I'm not doing Zoom, do I need to man my booth?
A: You do not. You will get a complete list of all leads that checked in to your booth with 48 hours of the show closing.

Q: Who all can host the virtual tradeshow zoom and what time can our various staff launch/join the call each day?
A: Anyone assigned to a booth as booth staff can host the virtual tradeshow zoom. However, exhibitors should plan on passing the Host duties to colleagues rather than closing the Zoom interface during the exhibit hours. If the Zoom interface is closed during the open exhibit hours it is very difficult to reopen it as a host (booth staff can join as attendees) and the Host functionality may be lost.

Please note that it is important the there is always be a host assigned to the zoom window in order to use the available zoom management functions (un/muting callers, etc.). Host functions may be transferred using the "Transfer Host" option. If the host is disconnected then it becomes difficult to restore the host services and some control may be lost.

Q: I entered the Zoom meeting but could not claim hosting privileges. I also could not see other members of my team that entered the meeting room. #1 How do we claim hosting privileges? #2 Can multiple staff members be present in the zoom meeting with one as the host? Ideally, we would like to be able to transfer presenter duties as with any Zoom meeting.

A: The Host can be transferred from within the Zoom interface. The host should hover over the name of the person they want to transfer host status to. Click on the right blue "More" button and select Make Host. This will transfer the host and the original host may leave the meeting.

Q: What settings can we control to prohibit beeps when people join/drop, allow other people to host, mute other attendees, disable chat feature, etc.? Will we have access to this prior to 9am on Aug 4th to adjust those settings?

A: Hosts can do most of the standard Zoom host functions including mute participants, share screens, etc. They will not be able to disable to the chat feature. It's important to transfer Host duties to other booth staff if the original host needs to exit.

Q: Is the only way that we can see if someone has entered the zoom link by looking at the number of participants?
A: A chime will sound when a person enters the zoom meeting, but it is a good idea to keep track of the number of participants to determine if a new attendee joins.

Q: Can anyone share their screen?
A: Yes. Anyone in the Zoom meeting may share their screen.

Q: Is there a way to change the background of the link from the 'Zoom' picture that shows up? A: Meeting participants may use zoom virtual backgrounds. More details on how to do that can be found here: https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background

Q: Should the staff member 'manning' the stand during the virtual event just keep the zoom meeting open for the duration in case attendees just drop in? We won't be doing a demonstration or sharing a video but just 'being there' in case of questions and information.
A: Yes. This is an excellent use of the virtual tradeshow zoom. It is ideal to use it as a "reception" desk to greet attendees and direct them to the right person for one-on-one meetings or to product information. We suggest adding a company logo, just as your in-person booth would have. If you need to step away, put up a background that says when you'll be back!

Q: If you are the host of the ZOOM virtual booth and want to open a private meeting with a customer, will it open another ZOOM meeting and keep the first one going as well?
A: Hosts can create a "breakout room" in the virtual tradeshow booth but one-on-one meetings are recommended for private meetings. The virtual tradeshow booth is most useful as a reception desk or for general information delivery that is acceptable for public viewing i.e. no propriety information should be displayed.

Q: How do attendees enter the virtual booth – are they invited? Is it only one at a time or multiple?
A: Anyone who has registered for the virtual event has access to your booth. They find the list of participating exhibitors on the "Exhibitor Listing" tab and can view/access any booth they wish. Once they are on your booth listing, they then can access the links to enter your Zoom meeting. There is no limit to the number of people in a booth at a time.

Q: Are we able to see who is on the company page and start a chat with them while they are there?
A: No, there is not a way to tell who is currently viewing your virtual booth, however, as soon as an attendee has visited your booth their name will be logged through the "Booth Check In" list. Attendees in the Virtual Tradeshow Booth Zoom meeting will be visible in real time. You will be able to see the full participant list emailed to all exhibitors no later than Tuesday, 2/2.

If you have difficulties logging in, please contact our customer support team at 774-247-4037 or at NYClinicalConference@xpressreg.net

If you experience technical issues during the conference, please contact our Tech Support Team at (877) 602-9877 or at support@ce21.com.