

ISHRS 2020 World Congress

Exhibitor FAQ

Frequently Asked

QUESTIONS

Q: What can I upload to my booth?

A: For each booth you may upload: 2 videos; 6 hyperlinks (4 on posters & 2 on kiosks), and 10 download additional download options in the form of PDF, jpeg, or mp4. The file size limit is 100mb.

Q: What Video Format is required?

A: The format needs to be mp4 and the file size limit is 1gb.

Q: What document format is required?

A: Documents should be provided as PDFs.

Q: What format is required for logos and images?

A: High resolution PNG or EPS file.

Q: Is there a time/duration limit on the videos?

A: Not a time limit, but the video file size limit is 512MB to make sure the videos do not take too long to load. If you have longer/larger videos, we can still work with files up to 1 GB, but the negative point is the videos may load slowly.

Q: Do the booth videos play full screen?

A: Yes, the videos can be full screen. Once the video starts playing, double clicking on the video will expand it.

Q: Can I instead put still images on the video screens?

A: Images on the video screens do look nice, but when they are clicked on it will give a loading bar that doesn't end because it's trying to link to a video that doesn't exist. In that regard, it does not look good and can confuse the viewer.

Q: How do we know who is currently visiting our booth?

A: You will not see who is there unless they reach out to you through the chat or question function. The ISHRS will provide a daily report each day at the end of the meeting with a list of all the attendees that visited your booth so you can conduct follow ups in the chat if you choose.

Q: How are our booth representatives visible to the attendees?

A: Nothing appears on the screen automatically to say who is currently staffing the booth. However, there is a button on the top tool bar (looks like a list or book) that displays the contacts for the booth. It shows the names and email addresses for the booth representatives.

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Q: If a doctor visits our booth and asks a question, is it a private conversation or chat that is just between the two of us or is it visible to anyone and everyone?

A: There is both a group chat and a 1 to 1 private chat option, so you will want to note by which means they are contacting you to see if it is a private conversation. There is also the question button they might use, which goes directly to your email so that is a private conversation.

Q: Can other exhibiting companies' representatives visit our booth? Will it be with our knowledge or can they be there without our knowing?

A: All exhibiting company reps can access the entire exhibit hall, so yes, they may be visiting your booths. You will not know that they are there unless they appear in the chat or ask you a question. Their name will display as attached to their login credentials. They are identifiable by profile "photo" which is their company logo surrounded by a red border and the word "exhibitor" below it and will also be listed on the daily report.

Q: How do we quote prices for our products?

A: You can do that in the chat or if you don't want everybody in the booth to see the pricing (if it's custom, private, etc.), you can ask the doctor to contact you privately using the question button which goes through to your email. Or, you can contact the doctor in a private 1 to 1 chat rather than the group chat. You can then quote pricing privately that way in a one-on-one conversation.