



AERO INDIA 2021 (VIRTUAL)

The Runway to a Billion Opportunities

3 - 5 February 2021

Frequently Asked Questions

Virtual Exhibitor Related Queries

1. What are the salient features of the Aero India 2021 Virtual Exhibition?

Salient features of Aero India 2021 Virtual Exhibition include facility to set up Virtual Exhibition Stall with the following broad features:

- Showcase Company capabilities through banners / virtual pop-ups and Corporate Video
- Showcase Products & Services Offered by Company through product details, product brochure, product image, product videos and Social Media links
- Facility to interact with the virtual visitors through Video Connect / Chat / SMS & eMail
- Facility to track details of virtual visitors who visited your stall
- Facility to schedule Virtual B2B Meetings with Business Visitors
- Facility to participate in Aero India Conferences.
- Facility for virtual visitors to drop their visiting card with message

2. What are the benefits extended to a Virtual Exhibitor?

Virtual Exhibitors can set up their Virtual Stall, engage in B2B Meeting with Business Visitors and attend various Aero India Conferences and Other Live Programmes.

3. If I register as an 'Virtual Exhibitor', can I schedule meeting or interact with the stall visitors/end users i.e MoD or Armed Forces officials / OEMs?

Yes, visitors can track the Business Visitors and Officials visiting their stall and interact with them through email, SMS, Text Chat or Video Chat subject. Exhibitors will also get details of all

Business Visitors visiting the exhibition through the B2B Lounge and reach out to potential business visitors and invite them to visit the stall or engage in a B2B Meeting.

4. What are the tools available on the platform for scheduling the meetings?

Exhibitors have access to instant text chat, SMS, Email and Video Chat facilities to engage with the business visitors. A meeting scheduler facility to seek one to one meeting with potential visitors / exhibitors is also available on the platform.

5. What is the participation fee structure for a ‘Virtual Exhibitor’?

Participation fee for booking virtual stalls is given below:

Existing exhibitors and Visitors in the Physical Format

a) Complimentary

Exhibitors in Virtual format

a) Foreign Exhibitors- USD 1250 + GST

b) Indian Exhibitors (MSME) - INR 20,000/- +GST

c) Indian Exhibitors (Non MSMEs) INR 40,000/- +GST

Please click here to [book your stall](#) at Aero India Virtual Exhibition

6. Can we get a discount on the participation fee?

No discount is offered.

7. Can a Tax Invoice be raised for making the payment towards my participation?

Yes, the Defence Exhibition Organisation will issue the Tax Invoice to paid participants.

8. When do I get the Tax Invoice for the payment made?

Defence Exhibition Organisation will issue the Tax Invoice to paid participants on receipt of the payment.

9. Does a Physical Exhibitor who is already registered for Aero India need to pay separately for the Virtual Exhibition?

No, virtual stalls are given free of cost to Physical Exhibitors at the Aero India venue.

10. What are the timings for Virtual Exhibition?

While virtual exhibition is open 24 X 7, visitors are requested visit the Exhibition during the Officials Visiting Hours of the Exhibition to ensure Exhibitors are available in the Virtual Stalls to interact with the visitors.

11. Do I need to be online 24x7 if I exhibit?

While it is important to be online during the official exhibition hours of Aero India, exhibitors may choose to be online to cater to the business visitors visiting the virtual exhibition during off-hours of the Aero India Physical Exhibition.

12. How do I setup my Virtual Booth?

Setting up of a Virtual Stall is very easy. Exhibitors can select a Virtual Stall Design of their choice from various options available on the platform and upload the details to set up their stalls. A detailed video on how to set up a Virtual Booth at the Aero India Virtual Platform is available at <https://youtu.be/yfC3rfNKhw0>

13. What are the requirements for setting up the Virtual Booth?

After successful registration the exhibitors will be provided with a User ID and Password to Log in to the platform. The video on [how to set up your stall at Aero India Virtual Exhibition](#) will give you step by step instructions for setting up of your stall.

14. What are the specifications for uploading the Product Image, Standee, Banner, Logo, Video etc.?

Platform provides different stall designs for the exhibitors to select from the portal. Each stall design has different resolutions for Product Image, Standee, Banner, Logo to be uploaded on the portal. Please go through [the tutorial video](#) to know more.

15. How do I run my corporate/ product video on this virtual platform?

There is a facility available to upload your corporate video and product video in your stall on the platform. Please go through the [Tutorial Video](#) for more information.

16. What is the minimum internet bandwidth requirement to participate remotely?

A minimum bandwidth of 2 Mbps is fine for normal usage. However, to cater to heavy rush during the exhibition hours, a 10 Mbps internet connection is recommended.

17. What is the process of registration for a Virtual Exhibitor?

Please submit your interest to participate in the Virtual Exhibition at <https://aeroindiavirtual.in/Login.aspx?EventId=AEROINDIA>. On acceptance of your request by competent authority, you will be given a confirmation mail along with link to submit the Exhibition Fee. On successful payment of the fee, you will get your User ID and Password to login to the platform and set up your stall.

18. How many complimentary login IDs do we get if we register as a Virtual Exhibitor?

Each Virtual Exhibitor is provided with 5 Complimentary Logins besides the Booth Coordinator.

19. If I am a Virtual Exhibitor, do I also get access to Physical Exhibition?

No. For visiting the Physical Exhibition at Aero India Venue, a separate business visitor ticket to be purchased from the Aero India Website - <https://aeroindia.gov.in/>

20. Do I need to configure my profile after registration on the Aero India Virtual Platform?

It is important to configure your profile on the Aero India Virtual Platform to enable other delegates to understand your profile and request for B2B Meetings.

21. How to configure my profile?

You can configure your personal profile, photograph, Sectors of Interest and B2B Meeting Objective etc. under the Profile Tab located below the Photo Icon on the right top corner after you login.

22. Is there an option for the Virtual Exhibitors to download the Customer database, who have visited their booth?

Yes, exhibitors can keep track of the visitors visiting their stall and download their contact details for further communication.

23. What is the role of a Booth Representative?

Booth Representative is responsible to keep track of visitors visiting their stall and interact with them if the visitor would like to interact. Booth representatives have access to the Visitor Analysis Page located under the Photo Icon on the top right corner of the page after login.

24. As a Booth representative, can I make any changes in my booth?

No, only the designated booth coordinators can make changes in your booth.

25. Who has the editing rights to make changes in the booth?

Only the booth coordinator has the right to make changes in the booth.

26. What are the eligibility criteria for a company to exhibit?

The company must have product / services related to the Defence and Aerospace Sector.

27. How many products can an exhibitor display?

Exhibitors can upload up to 50 products on the platform.

28. Is it possible to do a live streaming of my factory/ office / product assembly line etc. at my Virtual Booth? If yes, what are the technical requirements?

Yes, exhibitors can do live streaming of their choice through the Video Section available on the stall. To do the same, exhibitors may live stream the video to streaming channels like YouTube / Vimeo and embed the video on the stall.

29. Whom should I reach out to in case of any technical issue/query?

Please contact the email to amit.kumar@cii.in / vikas.rai@cii.in / priyanka.mishra@sidm.in

30. How do I invite my customers at the booth?

All visitors have to register themselves as a visitor on the platform. Exhibitors may register their customers on the platform to enable them to visit the virtual exhibition.

31.If my customers are not registered at the virtual platform, Can I get a direct link to invite them at my booth without going through the registration process and payment gateway?

No. All visitors have to register themselves as a visitor on the platform. Exhibitors may register their customers on the platform to enable them to visit the virtual exhibition.

32.What are the charges for additional passes / login?

Fee for Virtual Visitors are as follows:

- a) Indian Nationals - INR 100/- (Inclusive GST)
- b) Foreign Nationals – USD 10 (Inclusive GST)
- c) Complimentary for Govt Officials, Service Personnel, Defence Attaches

There will not be any registration fee for Officials from the MoD, Armed Forces, DRDO and other Defence Establishments.

33.Is it possible to design my own booth with my creative team? If yes, what is the process and requirements?

Yes, exhibitors can design their own booth and embed them on the platform. Please contact the Technical Team for Assistance.

34.Can an Exhibitor upload their company brochure / promotional material in the ‘Resource Centre’?

No. Only Official Communications are published on the Resource Centre.

35.What are the criteria for placing the virtual exhibitors in separate halls?

All Virtual Exhibitors are located in Virtual Exhibition Hall, while Exhibitors who are having their stall at the Aero India Exhibition Venue are located in the corresponding Virtual Hall on the platform.

Virtual Visitors Related Queries

36.If I register as an ‘Virtual Business Visitor’, can I schedule meeting or interact exhibitors, MoD or Armed Forces officials?

Yes, as a Virtual Business Visitor you will get access to other exhibitors and business visitors on the platform through the Virtual B2B Lounge.

37.What is the participation fee structure for a ‘Virtual Business Visitor’?

Fee for Virtual Visitors are as follows:

- a) Indian Nationals - INR 100/- (Inclusive GST)
- b) Foreign Nationals – USD 10 (Inclusive GST)
- c) Complimentary for Govt Officials, Service Personnel, Defence Attaches

There will not be any registration fee for Officials from the MoD, Armed Forces, DRDO and other Defence Establishments.

38.Can a Tax Invoice be raised for making the payment towards my participation?

Yes, on payment DEO will issue the Tax Invoice.

39.When do I get the Tax Invoice for the payment made?

On payment of your fee, you will get the Tax Invoice on your registered email ID.

40.Does a Business Visitor who is already registered for Aero India, need to pay separately for Virtual Platform as well?

No. the Business Visitors who have purchased their ticket to visit the Aero India Exhibition at the Aero India Venue will get free access to the Virtual Platform.

41.If I am a Virtual Business Visitor, do I get access to Physical Exhibition as well?

No. Virtual Business Visitors should purchase Ticket from - <https://aeroindia.gov.in/> and follow the COVID 19 Protocol for visiting the Physical Exhibition.

42. Do I need to configure my profile after registration on the Aero India Virtual Platform?

It is important to configure your profile on the Aero India Virtual Platform to enable other delegates to understand your profile and request for B2B Meetings.

43. How to configure my profile?

You can configure your personal profile, photograph, Sectors of Interest and B2B Meeting Objective etc. under the Profile Tab located below the Photo Icon on right top corner after login.

44. Can I interact with the stall/exhibition representatives/ coordinators?

Yes, Business Visitors can interact with Virtual Stall Representatives and other B2B Delegates

45. How do I schedule my B2B / B2G meeting?

From the B2B Lounge, you can request for B2B Meetings with other participants.

46. Can I hide my details on the Virtual B2B Lounge Page?

Yes, you can control your visibility on the platform from your profile tab.

General Queries

47. What if I am registered but not received my login details?

If you have not received your User ID and Password on email. Please check the spam / junk folder of your mailbox. Alternatively, you can click on the Forgot Password Option on the Platform to retrieve your password.

48. How to change my password?

From the Profile Tab you can change your Password.

49. How can I attend a conference / seminar being organized as part of Aero India 2021?

Click on the Conference Tab and click on the 'Join Now' button against the scheduled conference

50. Will all the conferences / seminars being organized at Aero India 2021, be live streamed on the Virtual Platform?

Yes, all Aero India Conference will be live streamed on the Virtual Platform.

51. How do we participate in Q&A sessions of the conferences / seminars in the virtual mode?

You can ask question to the panelists through Q&A facility available on the Virtual Conference Auditorium.

52. If I am unable to attend any session, would it be possible to go through the session recordings?

Yes, recording of all the sessions will be available on the virtual portal.

53. What are the options available for me to network with the fellow participants/delegates of the conference?

From the B2B Lounge you can locate other participants and communicate with them through Text Chat, Video Chat, SMS or Email. There is also a facility available on the platform to make a formal B2B Meeting request with the other participant. If the other participant accepts your request, you can have your virtual meeting in a private virtual meeting room on the platform.

54. Is there any option to download the participant list?

No. As per our Privacy Policy, participant list / contact details of participants are not displayed on the platform nor available for download.

55. Will this platform also be available / be live after 5th Feb 2021? If Yes, Can I schedule my meetings and interact with the exhibitors?

The platform will be live till 28 February 2021. Yes, you can request for meeting with exhibitors during this period.

56. Is separate Login ID / password required for visiting exhibition and events after 5th Feb 2021?

No, same user ID and Password is valid.

57. Is it possible that One User ID and password can be used by multiple user?

No.

58.What is the process of registration for Government Officials (India & Foreign)/ Officials from Embassy/ Officials from Armed Forces (India & Foreign)?

Registration for Officials from Government / Embassy / Armed Forces etc. is complimentary, based on their request, organisers can provide them with free access to the platform.

59.Is there a discounted fee for Academia or Students?

No.

60.I am a retired Armed Forces Officer; Can I get a complimentary login / invite?

No.

61.Can I download the exhibitor list and their profile?

No.

62.Are you also streaming the live demonstration of the Air Show at the Virtual Platform?

Yes.

63.Can I download the recording of the sessions?

No.

64.How do I get access / download the presentations or reports of the various sessions?

Recording of the Sessions are available on the platform.

65.Whom should I contact if my queries are not listed in the above FAQs?

Please contact the helpline email to amit.kumar@cii.in / avnish.patnaik@cii.in
