

SOP Template: On-site Event Setup, Technical Support, and Troubleshooting

This SOP details **on-site event setup, technical support, and troubleshooting** processes, covering event preparation, equipment installation, audio-visual system configuration, internet and networking setup, live event monitoring, technical issue resolution, and post-event equipment teardown. The objective is to ensure seamless event execution by providing comprehensive technical assistance and prompt troubleshooting to minimize downtime and enhance overall event experience.

1. Event Preparation

1. Review the event schedule, technical requirements, and venue layout.
2. Conduct a pre-event briefing with the event coordinator and technical team.
3. Prepare an equipment checklist based on event needs (AV gear, networking, tools, etc.).
4. Test and pack all required equipment for transport.
5. Coordinate logistics for delivery and on-site setup times.

2. Equipment Installation & Venue Setup

1. Unload and verify equipment upon arrival at the event site.
2. Set up staging, seating, podiums, and tables as per the floor plan.
3. Install audio-visual equipment (projectors, screens, microphones, speakers, cameras).
4. Set up lighting rigs and control panels as required.
5. Arrange power sources and ensure all equipment is safely connected.

3. Audio-Visual System Configuration

1. Connect and test all AV components (inputs, outputs, switchers, amplifiers).
2. Calibrate sound levels for microphones and speakers.
3. Test projector alignment, screen fit, and video feeds.
4. Set up and test live streaming or recording equipment if necessary.
5. Verify all presentations and media files load correctly and are compatible.

4. Internet & Networking Setup

1. Coordinate with venue on available internet bandwidth.
2. Set up wired and wireless networks for staff, presenters, and guests.
3. Configure network security (passwords, firewalls, guest access limits).
4. Test connectivity for essential devices (streaming, POS, attendee wifi).
5. Prepare backup connection solutions (e.g., mobile hotspots).

5. Event Monitoring & Support

1. Maintain on-site presence during event for technical support.
2. Monitor AV, lighting, and networking systems in real-time.
3. Assist presenters and staff with technical operations (mic checks, laptop connections, clickers).
4. Communicate with event coordinators about any scheduling or technical updates.
5. Document any incidents or technical issues for post-event review.

6. Troubleshooting Procedures

Issue	Action Steps
No audio or microphone feedback	<ol style="list-style-type: none">1. Check device power and cable connections.2. Verify volume and mute settings on mixer and microphone.3. Replace batteries if wireless, or swap cables for wired devices.4. Test alternate input/output on AV mixer.

Issue	Action Steps
Projector/display not showing image	<ol style="list-style-type: none"> 1. Confirm source device is on and connected. 2. Check cable connections (HDMI/VGA/DisplayPort). 3. Verify projector input channel and resolution settings. 4. Test with backup cable or device if still unresolved.
Internet/network outage	<ol style="list-style-type: none"> 1. Check router/modem and switch status lights. 2. Reboot network hardware if needed. 3. Test using backup hotspot if primary network is down. 4. Contact venue IT support for persistent issues.

7. Post-Event Equipment Teardown & Reporting

1. Power off and disconnect all equipment.
2. Carefully pack and inventory all gear to prevent loss or damage.
3. Restore venue to original condition; remove all cables, tape, and debris.
4. Transport equipment back to storage or office.
5. Prepare a post-event report including technical issues, solutions, and recommendations for improvement.

8. Document Control

- **Document Owner:** Event Technical Lead
- **Last Updated:** [Insert Date]
- **Next Review:** [Insert Date]