

SOP: Pre-session Technology Check and Troubleshooting

This SOP details the **pre-session technology check and troubleshooting** process, which includes verifying hardware functionality, software readiness, network connectivity, audio and video quality, and resolving common technical issues before a session. The goal is to ensure a smooth and uninterrupted virtual or in-person meeting experience by proactively identifying and addressing potential technology problems.

1. Purpose

To outline step-by-step procedures for checking and troubleshooting all relevant technology components prior to any session (virtual or in-person).

2. Scope

This SOP applies to all staff responsible for scheduling, hosting, or facilitating meetings or virtual sessions using technological equipment and platforms.

3. Pre-session Technology Check

1. Hardware Check

- Ensure laptop/desktop power is adequate or devices are plugged in.
- Check external devices (e.g., webcam, microphone, speakers, mouse, keyboard) are connected and functioning.
- Test projector/TV/monitor if used.

2. Software Readiness

- Launch required meeting application/software (e.g., Zoom, Teams, Webex) and verify it is up to date.
- Sign in with correct credentials and ensure necessary permissions are granted (microphone/camera).

3. Network Connectivity

- Verify device is connected to the appropriate Wi-Fi or wired network.
- Check network speed and stability (use online speed test if necessary).
- Have backup options ready (e.g., mobile hotspot).

4. Audio & Video Quality

- Test microphone and speakers/headphones by recording and playback or in-app device check.
- Check video feed by opening camera preview. Ensure sufficient lighting and clear image.
- Adjust camera angle and position as required.

5. Screen Sharing & Presentation Tools

- Prepare slides or materials in advance and test the screen sharing function.
- Close unnecessary applications or sensitive files.

4. Troubleshooting Common Issues

- **No Audio/Video:** Reconnect devices, check mute setting, restart application. Use device's troubleshooter.
- **Poor Connectivity:** Move closer to router, switch networks, or use wired connection. Restart router if possible.
- **Software Crashes:** Restart application or device, check for system or app updates.
- **Incompatible Devices:** Try alternate device or browser/platform as needed.
- **Contact IT Support:** Document issue and contact IT support if unresolved.

5. Documentation

- Log any technical issues and actions taken in the session report.
- Note recurring issues for future escalation to IT.

6. References

- Meeting platform user guides (e.g., Zoom, Teams)
- Company IT support contact information