

AV SETUP GUIDE

**for Events,
Meetings,
Conferences,
and Classrooms**



Best Practices & Procedures



AV Setup Guide
for Events, Meetings,
Conferences, and Classrooms

Best Practices and Procedures



© 2007-2008 by InfoComm International®
All rights reserved.
Printed in the United States of America
Second printing May 2008

About InfoComm International

InfoComm International is the trade association of the professional audiovisual and information communications industries. Established in 1939, the association's 4,400 members include manufacturers, systems integrators, dealers and distributors, independent consultants, programmers, rental and staging companies, end-users and multimedia professionals from more than 70 countries. InfoComm International is the leading resource for AV market intelligence and news. Its training and education programs, along with its Certified Technology Specialist (CTS®) and Certified Audiovisual Solutions Provider (CAVSP®) credentials, set a standard of excellence for AV professionals. InfoComm International is the founder of InfoComm, the largest annual conference and exhibition for AV buyers and sellers worldwide, and also co-sponsors the Integrated Systems events in Europe, Russia, China, and Asia. Additional information is available at www.infocomm.org.

No part of this manual may be used, reproduced, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without prior agreement and written permission from InfoComm International.

The contents of this manual are subject to revision without notice due to continued progress in methodology, design, installation, and manufacturing in the audiovisual industry.

This material is sold as is, without warranty of any kind, respecting the contents of this manual, including but not limited to implied warranties for this manual's quality, performance, merchantability, or fitness for any particular purpose. InfoComm International shall not be liable to the purchaser or any other entity with respect to any liability, loss, or damage caused directly or indirectly by this manual.

InfoComm International
11242 Waples Mill Rd.
Suite 200
Fairfax, VA 22030

Tel.: +1.703.273.7200 or
Tel.: 1.800.659.7469 (USA/Canada toll-free)
Fax: +1.703.278.8082
E-mail: customerservice@infocomm.org
Web: www.infocomm.org;
www.infocommshow.org

Reader's Comments

AV Setup Guide for Events, Meetings, Conferences, and Classrooms

Your Name:

Company Name:

Daytime Phone:

E-mail:

Today's Date:

How do you use this setup guide?

What is the most useful aspect of this setup guide?

How clear is the information in the setup guide?

What changes do you think might improve this setup guide?

Please use the other side for additional comments. Be sure to include specific chapter and page references for specific suggestions and/or corrections.

Thank you for your comments.

Please send to: Education Department
InfoComm International
11242 Waples Mill Road
Suite 200
Fairfax, VA 22030

Fax: +1 703.278.8082
support@infocommacademy.org

Table of Contents

Getting Started	
How to Use This Guide.....	7
Safety First	7
Customer Service and the AV Technician8
Signal Flow.....	12
Operations	
Loading/Unloading a Truck.....	14
Setting Up a Folding Screen.....	20
Installing Pipe and Drape	24
Dressing Cable.....	28
Striking a Room.....	30
Audio	
Microphones.....	32
Mixers.....	36
Audio Reinforcement.....	38
Visual	
Multimedia Projector.....	40
Flat Panel Display	42
Overhead Projector	44
Laptop to Projector	46
Two Laptops to a Projector.....	48
Laptop to Two Projectors.....	50
Video Source to a Projector.....	54
Computer Settings	
Computer Display Resolution	56
Computer Screen/Power Saver	58
Toggling Computer Display	60
Troubleshooting	
Troubleshooting Procedures	62
There is No Sound	66
CD/DVD Won't Play.....	68
Microphone Won't Work	70
I Hear Feedback	72
I Cannot Connect to the Internet	74
Projector Keeps Turning Off.....	76
Appendix	
Quick Connector Guide	78
Crash Kit.....	85
Bibliography	86

This is a preview of "ICedu-AVSG08". [Click here to purchase the full version from the ANSI store.](#)

Getting Started

Welcome

InfoComm International is pleased to offer this reference manual, *AV Setup Guide for Events, Meetings, Conferences, and Classrooms*. The setup guide is designed to provide step-by-step procedures and proper techniques, illustrated with color photos to help you on your way. InfoComm has long espoused open discussion on best practices and welcomes your input via the Reader's Comments form included in this reference.

You may also send comments to: support@infocommacademy.org.

How to Use this Guide

This guide is designed primarily for those who are new to setting up audiovisual equipment for live events. It is useful for rental or staging technicians, technology managers, meeting planners, salespersons, and anyone needing a refresher on industry best practices.

To benefit the most from this guide, Infocomm recommends that it be utilized as an orientation tool and incorporated into your organization's existing training or mentoring program. Additionally, consider storing a guide in tool kits, warehouse loading docks, or trucks.

Safety First

InfoComm International® emphasizes the importance of using the safest setup and installation methods possible. However, InfoComm International does not warrant the safety or efficacy of any procedures, methods, or practices contained herein.

This information is general in nature and intended for training purposes only. Actual performances of activities described in this manual require compliance with all applicable operations procedures under the direction of qualified personnel.

Fully adhere to national, regional, and local safety regulations. References in this manual to patented or proprietary devices do not constitute a recommendation for their use.

Getting Started

Customer Service and the AV Technician

As a live event technician, you are often asked to show customers how to use equipment, coordinate your efforts with other event staff, and meet the needs of your customers. To be effective in this industry, you must have both strong technical skills and equally strong customer service skills.

Your customers work next to you, forward phone calls to you, and ask for your assistance every day. In one way or another, everyone is your customer – meaning everyone deserves good service from you.



Excellent customer service is a sign of true professionalism. Professionalism takes thoughtful consideration, so be mindful of it in every customer interaction you have. Remember that positive body language and how you interact non-verbally with the client is very important. Ultimately, your customers will have more confidence in your abilities and you will enhance the reputation of your company.

Demonstrating your professionalism by providing good service includes:

- Following rules of etiquette
- Understanding ethical service
- Utilizing effective communication skills
- Handling difficult situations properly

Etiquette in Customer Service

It is easy to feel invisible to customers when you are hidden behind large stacks of equipment, but customers are paying attention to you before, during, and after the event. Your appearance and manners determine the way customers perceive you.

Here are some ways to convey your competency, reliability, honesty, and sincerity to the customer:

Signs of Active Listening

- Stop what you are doing and look at the person speaking to you.
- If you are wearing mirrored sunglasses, remove them so the person can see your eyes.
- If you understand what they are saying, convey that to your customer by nodding your head.
- Don't interrupt; listen until the customer has stopped talking.