

 Environment, Health & Safety Office Administrative Procedures	Procedure #: EHS-03-007.4	
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TITLE: AUDIO VISUAL EQUIPMENT	Approved:	
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Laptop Reservation and Check-out Process:

- Reserve laptop/LCD projector in the AV Reservation book that is kept at the front desk, using both equipment description and ID#.
- Ask Receptionist or other front desk person to retrieve the reserved equipment from the AV closet.
- **The AV closet cannot be left open at any time.**
- Receptionist / front desk person checks that all cables, network card, etc. are in the laptop/LCD, and **then complete the sign out sheet** for the equipment that you are borrowing.
- **IT WILL BE ASSUMED THAT EVERYTHING WORKED WHEN YOU RECEIVED IT.**
- The borrower must confirm that everything is in working order by testing the equipment before going to training / meeting / other.
- The borrower should allot sufficient time to do this in case any issues are encountered that require assistance.
- If borrower encounters a problem, report the issue immediately to front desk person, and then check out another piece of equipment following the procedure below.

Returning Equipment:

- Before you leave your meeting or training session, check that all the power cords, extension cords, cables, network cards, etc. are in the equipment bags.
- After you have finished using the laptop, copy the files that you used on the equipment onto the network and clean off the laptop.
- Return the equipment to the front desk, where the front desk person will verify that the equipment is being returned with all power cords, extension cords, cables, and network cards included.
- Make sure front desk personnel updates checklist that equipment was returned.
- **YOU WILL BE RESPONSIBLE FOR ANY MISSING EQUIPMENT, CABLES, NETWORK CARDS OR UNREPORTED ISSUES ENCOUNTERED BY THE NEXT USER.**

- **At the end of each day, the receptionist checks that all equipment has been returned.**

Equipment Malfunctions:

- If equipment malfunctioned while you had it checked out, follow the appropriate procedure:
- Minor problem – an issue that occurred temporarily affecting the quality of your presentation, but did not result in system crashing:
 - Provide the front desk person with a note explaining any minor problems that occurred with the equipment.
 - Front desk person will communicate the issue to our EHS Tech Support (N52-476) and will not put the equipment back into service until all necessary repairs / adjustments are made.
- Moderately serious problem – if a problem occurred that caused a significant delay, but you were able to use the equipment:
 - Insert a brief write up of the problem in the equipment bag,
 - Alert the front desk person, and
 - Inform the EHS Tech Support Staff by sending an email to environment@mit.edu, noting the ID#.
- Major problem: if the equipment wasn't functioning:
 - Alert EHS Tech Support, using **environment@mit.edu** to describe the problem encountered, cc'ing yourself,
 - Place a copy of the problem report email in the equipment bag or taped to equipment, and
 - Deposit equipment in the Tech Support office N52-476,
 - Inform front desk person and note issue on the A V Equipment Sign - out log.

General Guidelines:

- Do not return troublesome laptop or other equipment without alerting the front desk and office tech support – this almost guarantees the next person will encounter the same problems.
- Always follow the sign in / sign out process.
- These laptops and other equipment are for business use only – they should not be checked out for personal use.
- When you check out laptops, you should not be viewing or downloading any files that are not work related and could cause issues (such as “.exe” or music files, or image files).
- Do not download any new software on the laptops – if you wish to request software to be added to laptops request through IT Consultant (Tech Support Staff).
- Clean your work files off the laptops when you are done using them.

For MIT EHS policy on equipment loss and breakage, please see Procedure: EHS-03-004.3 - Loss and Breakage of EHS/EHS Headquarters Equipment.