

AV System Baseline Review

- List all installed AV systems
- Document age and condition
- Identify unsupported or obsolete gear
- Note system topology & signal flow
- Capture photos of every equipment location
- Document points of failure
- Determine what control systems are running and who programmed them
- Identify rooms with inconsistent hardware (highest cause of user confusion)
- Identify any warranty or applicable support contracts

Monthly Preventative Maintenance

- Check projector/LED display health
- Test audio sources & microphones
- Verify DSP and amplifier settings
- Inspect cabling for wear
- Power-cycle devices that require it
- Validate control system functionality
- Review event logs for errors
- Test network switches supporting AV-over-IP
- Confirm USB extension and camera performance
- Ensure firmware versions are up to date

AV Budget Planning

- Add preventative maintenance line items
- Include calibration and tuning
- Plan for replacements (3-7 year cycles)
- Allocate for emergency rentals
- Track aging hardware
- Budget for training users and staff
- Include annual AV system health assessments

SOP Documentation

- Power-up / power-down procedures
- Room reset procedures
- Meeting support workflow
- Troubleshooting steps
- Escalation path
- Event-day checklist
- Who maintains room scheduling panels
- Clear standards for cable labeling and storage

Inventory Control

- Tag every device
- Track location changes
- Document loaned equipment
- Track firmware versions
- Log all repairs
- Record serial numbers and warranty info
- Document which rooms have unique configurations

AV Forecasting

- Identify frequently failing components
- Track room usage patterns
- Monitor which gear is aging out
- Plan for seasonality (events, conferences)
- Track display brightness levels
- Identify rooms requiring standardization

Usage Insights

- Track peak times
- Note high-demand spaces
- Flag recurring pain points
- Document user feedback patterns
- Identify rooms frequently used for high-stakes meetings
- Monitor which features users struggle with most (BYOD, USB, cameras, etc.)

Cost Reduction Steps

- Compare rental vs upgrade costs
- Standardize room configurations
- Maintain spare kits
- Prevent duplicate purchases
- Create a single source of truth for AV documentation
- Use data-driven decisions to decommission or repurpose equipment

Essential Skills IT Staff Need

- Basic signal flow
- Microphone types & use
- Control system basics
- Room support procedures
- Equipment Scheduling
- Troubleshooting fundamentals
- AV-over-IP foundations
- Camera framing & video call optimization
- Basic gain structure adjustment & impact of room acoustics

What an AV Platform Should Provide

- Inventory tracking
- Preventative maintenance workflows
- Room profiles
- Event support tools
- Documentation storage
- Lifecycle and replacement planning
- Reporting & analytics
- User-friendly interface for non-AV experts