

What to review after AV handover

Meeting Room Performance Checklist

Meeting rooms are used every day, often by different teams, visitors and senior leaders. They need to be simple to use, easy to support and reliable when it matters.

This checklist helps you review what should be in place after handover, so the room does not just work on day one, but keeps working over time.

Post-handover checklist

1. Handover and documentation

- Has the room been commissioned and tested?
- Is there a clear equipment list?
- Are room guides or operating notes available?
- Is warranty information documented?
- Are support contacts clear?
- Are system diagrams or project records available where needed?
- Does the internal team know where this information is stored?

2. User readiness

- Have users been shown how to use the room?
- Are simple room instructions available?
- Are reception, executive assistants or floor support teams briefed where relevant?
- Is there guidance for common actions such as joining a meeting, sharing content or adjusting audio?
- Is there a clear process for reporting problems?
- Are users confident using the room without technical support in the room?

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3. Support model

- Who provides first-line support?
- Who escalates technical issues?
- Is remote support available?
- Are response times defined for important rooms?
- Are recurring issues reviewed?
- Is there a different support path for boardrooms, training spaces or client-facing rooms?
- Does everyone know who owns the room after handover?

4. Maintenance

- Are preventative checks scheduled?
- Are high-use rooms checked more often?
- Are firmware and software updates managed?
- Are microphones, cameras, displays and control panels checked regularly?
- Are physical room issues included in room checks?
- Are support tickets reviewed before maintenance visits?
- Is ageing equipment being tracked?

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5. Data and reporting

- Can device health be monitored?
- Can room usage be reviewed?
- Are recurring faults visible?
- Is room performance reviewed regularly?
- Are reports being used to make decisions, not just stored?
- Is anyone looking at patterns across rooms, sites or room types?
- Can the team identify which rooms need the most support?

6. Lifecycle planning

- Is equipment age tracked?
- Are warranties and support periods recorded?
- Are replacement dates planned?
- Are upgrade recommendations linked to room usage and business need?
- Is there a budget pathway for future changes?
- Are high-risk rooms reviewed before equipment fails?
- Is there a plan for scaling support across multiple rooms or sites?

Meeting rooms should not only work on day one. They should keep working over time.

Need support?

If you are reviewing meeting room performance across one site or multiple locations, Pro AV Solutions can help assess your current setup, support model, maintenance needs and future upgrade planning.

Book a session with our
AVCare Team