# Smart Room Audit

### Rapid Assessment for Modern Meeting, Training, and Telehealth Spaces

This Smart Room Audit is designed to help facility, IT, and operations leaders quickly identify the biggest friction points in their rooms and prioritize upgrades that actually matter to users.

Use this checklist to walk one room at a time. Answer the questions honestly based on how the room behaves on a normal day – not how it works on a good day when your best tech is in the room.

At the end, you'll have a simple score across five pillars and a short list of changes that can turn your rooms into reliable assets instead of constant support tickets.

**Who this is for**

• Senior living and healthcare facilities
• Professional services and SMB offices
• Nonprofits, education, and faith-based organizations that rely on video meetings, training, or virtual visits

**How to use this audit**

1. Pick a single room and schedule 15–20 minutes.
2. Run through each pillar and mark each question as Yes / No / Needs Work.
3. For each pillar, count the number of No / Needs Work answers – that is your risk level.
4. Use the summary page to decide which rooms need attention first.

# Quick Score Summary

Rate each pillar for this room on a scale of 1–5 based on your answers:

**1–2:** High Risk – this pillar regularly causes failed or frustrating meetings.
**3:** Adequate – it works most of the time, but people still need help or workarounds.
**4–5:** Advantage – this pillar feels smooth and dependable for everyday users.

Use the table below for a quick snapshot of the room.

**Room Name:** _____ **Date:** _____

**Pillar** ................................................ **Score (1–5)**
Room Experience & Usability ............................. ـ____
Audio & Acoustics ............................................. ـ____
Video & Displays ............................................... ـ____
Connectivity & Reliability .................................... ـ____
Security, Monitoring & Support .......................... ـ____

**Top 3 Issues You Noticed**
1. _____
2. _____
3. _____

# Pillar 1 – Room Experience & Usability

A smart room should be easy enough for a first-time user to start a meeting in under 60 seconds without calling for help. Use this section to evaluate how the room feels for non-technical staff and guests.

■ There is a single, obvious way to start a meeting (one main control point).

■ Clear, printed instructions are visible in the room for how to start, join, and end a meeting.

■ The room interface uses simple language (no vendor jargon or cryptic labels).

■ Most staff can operate the room without calling IT or a power user.

■ Cable clutter is minimal; users are not hunting for the right adapter or input.

■ The room layout makes sense: presenter can see both local participants and remote attendees.

■ Accessibility is considered (seating, controls, and displays work for mobility and vision needs).

■ A simple reset or reboot process is documented and accessible if something goes wrong.

**Pillar 1 Notes / Pain Points**

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# Pillar 2 – Audio & Acoustics

If people cannot hear clearly, the meeting fails – even if everything else looks good. This section focuses on intelligibility, echo, and how forgiving the room is when real people use it.

■ People on the far end can hear everyone in the room without straining or asking for repeats.

■ Microphones are positioned appropriately for the room size (not just a laptop mic on the table).

■ There is no noticeable echo, reverb, or "boomy" sound during normal conversation.

■ HVAC, hallway, or equipment noise does not overpower speech in the room.

■ Speakers are placed to provide even coverage to all seats, not just the front row.

■ Volume controls are easy to find and adjust without distorting the sound.

■ There is no regular feedback (squealing) when the system is in use.

■ For telehealth or sensitive meetings, sound privacy is adequate for confidentiality.

**Pillar 2 Notes / Pain Points**

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## Pillar 3 – Video & Displays

Video should make it easy to see faces, read content, and keep remote participants engaged. This section helps you evaluate camera placement, display sizing, and overall visual quality.

■ The main display is large enough that people in the back row can read shared content comfortably.

■ The camera framing shows the people speaking, not just the table or ceiling.

■ Lighting on faces is adequate – people are not silhouetted or washed out by windows or fixtures.

■ The camera does not frequently get blocked by people walking or by open doors.

■ Switching between content sources (laptop, in-room PC, document camera, etc.) is simple.

■ There is a clear way to present both slides and remote participants at the same time when needed.

■ The display resolution is appropriate for the content being shown (no fuzzy text or scaling issues).

■ For telehealth, the camera angle and lighting support professional, clinical interactions.

**Pillar 3 Notes / Pain Points**

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# Pillar 4 – Connectivity & Reliability

Smart rooms depend on stable connectivity and predictable behavior. This section looks at network, power, and how resilient the room is when something unexpected happens.

■ The room's primary devices (codec, in-room PC, conferencing bar) are on wired network connections.

■ Wi■Fi in the room is strong and reliable for guests and presenters.

■ Meetings do not regularly drop due to network issues or device disconnects.

■ Critical components are protected by surge protection and, where appropriate, battery backup (UPS).

■ Firmware and software for key devices are updated on a regular, controlled schedule.

■ There is a documented point of contact or process when something in the room stops working.

■ Common platforms used by your teams (Teams, Zoom, Meet, etc.) are fully supported in this room.

■ There is a simple way to test the room before important executive, family, or telehealth sessions.

**Pillar 4 Notes / Pain Points**

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# Pillar 5 – Security, Monitoring & Support

Finally, a room is only truly "smart" if it can be monitored, supported, and secured without constant on-site intervention. This section covers visibility, access control, and long-term support.

■ Only authorized staff can change core room settings or log into admin interfaces.

■ Shared credentials for conferencing platforms or PCs are managed and rotated appropriately.

■ There is a way to monitor room health or get notified when devices go offline.

■ Support staff can remote into key systems when needed (with appropriate safeguards).

■ Equipment is labeled clearly enough that a technician can identify devices without guesswork.

■ Vendors, models, and serial numbers are documented for the room's core equipment.

■ There is a defined support window or SLA for issues in this room (even if informal).

■ End users know who to contact and what information to provide when reporting a problem.

**Pillar 5 Notes / Pain Points**

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# Interpreting Your Results & Next Steps

After you have completed all five pillars for a room, transfer your 1–5 scores to the summary table and review the pattern:

**If any pillar scores 1–2:** This is a high■risk area. Rooms in this state often generate complaints, missed or failed meetings, and frustrated staff or families.
**If most pillars score 3:** The room works, but it is fragile. A small change (staff turnover, new platform, added use cases) can expose weaknesses.
**If pillars score 4–5:** This room is an asset. Focus on maintaining standards here and using it as a model for other rooms.

**Prioritize rooms** where:
• Leadership, residents, patients, or key clients regularly participate in sessions.
• Telehealth, training, or remote collaboration is mission■critical.
• Staff are frequently asking for help or avoiding the room entirely.

**How CalLord Unified Technologies can help**

CalLord designs and manages smart room projects for organizations that need reliable, human■friendly rooms without building a full in■house AV team. Typical engagements include:

• Room■by■room assessment and upgrade roadmap
• Design of standardized room types your teams can trust
• Vendor■neutral equipment recommendations matched to your budget
• Coordination with installers and IT to keep projects on track

If you would like a complimentary review of this audit and a short call to identify your top 2–3 quick wins, you can reach us at:

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Together, we can turn your smart rooms into quiet, dependable infrastructure that supports your people every day.