



SERVICE SPECIFICATION / OPERATIONAL SYSTEMS

Audiovisual and collaboration systems

GHT-SVC-026 · Revision 1.0 · 06 September 2026 · 1 / 3

Displays, cameras, microphones, speakers, acoustics, controls, meeting platforms, accounts, network, power, lighting, furniture, and support, coordinated as one room.

Intended outcome

A room tested for starting, joining, sharing, hearing, seeing, control, common failure recovery, and remote-participant experience.

Service scope

AV and collaboration scope can include displays or projection, cameras, microphones, loudspeakers, digital signal processing, switching, room compute, user devices, control, scheduling, mounts, furniture coordination, acoustics, lighting, network, and remote management.

The room should be designed from its use cases, such as meeting, training, presentation, hybrid instruction, divisible space, public meeting, or production. Platform certification, licensing, account ownership, accessibility, and support model are part of the system.

How the system fits together

01 People and room	Use, seating, accessibility, sightlines, acoustics, lighting, furniture
02 Capture and render	Cameras, microphones, displays, projection, speakers
03 Process and control	Room compute, DSP, switching, presets, touch or button interface
04 Platform and operations	Meeting service, accounts, licensing, network, monitoring, support

Typical project triggers

- Remote participants cannot hear questions or see the active speaker or content
- Every meeting begins with adapters, remotes, or input troubleshooting
- Room accounts, licenses, firmware, and support ownership are unclear
- A remodel changes seating, lighting, acoustics, furniture, or room purpose



GHT-SVC-026 / AUDIOVISUAL AND COLLABORATION SYSTEMS

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Observe the room and meeting

Document room use, seating, participant count, platforms, content, camera framing, speech, acoustics, light, accessibility, furniture, and support incidents.

Acceptance evidence: Use-case matrix, room survey, seating and sightline notes, platform list, and representative failure stories.

02 Engineer the experience

Size and place displays, cameras, microphones and speakers; select compute, switching and control; coordinate acoustics, lighting, network, power, mounts, and furniture.

Acceptance evidence: Signal-flow diagram, device and mount plan, sightline and pickup rationale, rack/power/network schedule, and control narrative.

03 Build and commission

Install, label, update, configure, tune audio, frame cameras, program controls, establish accounts and monitoring, and create user presets.

Acceptance evidence: Labeled system, configuration backups, audio and camera settings, account-owner record, and installation photos.

04 Run real meetings

Test start, join, share, camera, microphone, content audio, remote speech, local reinforcement where used, common failure recovery, and user handoff.

Acceptance evidence: Scenario acceptance results, representative room measurements or observations, remote-participant confirmation, quick-start guide, and punch list.

Handover deliverables

- Use-case and user-journey matrix
- Signal flow, elevations, reflected device plan, and rack schedule
- Control narrative, platform/account model, and configuration backups
- Scenario-based performance and recovery acceptance evidence
- Quick-start guide, administrator documentation, asset list, and support handoff

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-026 / AUDIOVISUAL AND COLLABORATION SYSTEMS

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Room use cases, participant count, seating, platforms, and supported user devices
- Speech, content, camera framing, sightlines, accessibility, acoustics, and lighting
- Display or projection surface, mounts, furniture, pathways, power, and rack location
- Network, account, licensing, calendar, security, and remote-management requirements
- Support owner, help path, operating hours, spares, and refresh expectations

Constraints and coordination

- Acoustic treatment, lighting, shades, furniture, structure, and electrical work may require separate disciplines
- Platform certification and supported features can vary by model, software version, tenant configuration, and license
- Wireless sharing and user devices introduce compatibility, security, and support variables
- A successful bench test does not prove camera framing, speech pickup, sightlines, or usability in the finished room

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

AVIXA — Published Standards | Source review: 2026-08-20

World Wide Web Consortium — Web Content Accessibility Guidelines | Source review: 2026-08-20

National Institute of Standards and Technology — SP 800-128: Security-Focused Configuration Management | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06