

## AV FORMATS & MEDIA INFORMATION

### ESSENTIAL INFORMATION

A Concierge team member will assist with the A.V operations on the day of the service.

Video presentations should be a maximum of 5 minutes duration for a 45 minute single chapel service. **If more time is required, we recommend a double chapel booking (90 minutes).** This can be requested via your Funeral Director at additional cost. Services that exceed scheduled time limits will incur a fee.

**Live Streaming option should be booked through your Funeral Director, who will also provide you with the URL/Invite viewing link.**

One copy of the service recording will be provided on USB at the conclusion of the service. (Additional USB copies are available at a nominal cost).

### COMPATIBLE A.V. FORMATS

- ✓ VIDEO  
.mp4 or .wmv: (Aspect 16:9) - with Music attached (preferred)
- ✓ AUDIO  
.mp3: (Recommended Audio bitrate: 192kbps or 320kbps)
- ✗ UNSUPPORTED FORMATS/MEDIA:  
CD's/ DVD's/Blu-Ray, PDF files, Spotify & YouTube links, PowerPoint

### PROVIDING MEDIA FILES FOR TESTING PRIOR TO THE SERVICE



We require your Photo Tributes, Music and any other Media at least 48 business hours prior to the service. We also prefer that you send the files to us electronically via [www.WeTransfer.com](http://www.WeTransfer.com) (See information below).

To test Media in person, please call our office and ask to be transferred to our Concierge Team Ph: **(02) 9625 8066**. Please note: Testing can only occur when both a Chapel & Concierge are available at the appointment time. **Testing Hours: 8.30am - 3.30pm (Mon - Fri).**

### SENDING MEDIA FILES ELECTRONICALLY



We recommend [www.WeTransfer.com](http://www.WeTransfer.com) (No account is required to send files up to 2GB in size) This is a relatively simple process by following the on-screen steps on the WeTransfer homepage.

**In the message box, please include the following information:**

1. **Name of the Deceased (person)**
2. **Date & Time of the Service**
3. **Your name & mobile number / any additional information**

**Send to: [concierge@pinegrovecrem.com.au](mailto:concierge@pinegrovecrem.com.au)**

Please also provide instruction on exact timing of each music item - example: entrance song, reflection song, final/exit song etc. On the day of the service, please bring a backup of your media on USB.

Whilst every effort will be made to play each music and/or media item successfully on the day, occasionally unforeseen technical issues can occur resulting in the unsuccessful playing of item/s. Pinegrove Memorial Park takes no responsibility for and will not be held liable whereby media is incompatible, media was not provided within recommended timeframe, platforms being temporarily unavailable due to technical issues, any reason outside of our control, such as: network dropouts, chapel screen outage, audio visual problems and syncing issues.