



Audio visual presentations (music and video) for memorial services at Eastern Suburbs Memorial Park must be sent using *Dropbox*.

Before you upload your files, please consider the following:

- **Video presentations should be 5 minutes or less for a 45 minute single service**

If more time is required, it is highly encouraged to book a double time slot (90 minute) service through your Funeral Director for minimal extra cost. Additional fees occur for services that run past the allocated service time.

- **Files are final and are clearly labelled**

Ensure all files are clearly marked with reference to the service (see following notes) and the completed presentation is labelled as FINAL.

Refrain from sending multiple versions as this can create confusion.

- **Allocate one person to provide all files for the memorial service**

This keeps the process simpler and you will know that we have all of your files saved for the right service.

- **Allow at least 48 hours for us to check your files**

We have a Concierge in place who will check the files. They will respond to you via email and will let you know if there are any issues with the file types etc.

- **Please use Dropbox only for your files**

Please do not send any video presentations and/or music to our general administration email address (as they may be lost). We want to make sure the service runs smoothly for family and loved ones.

Note, we do not accept files provided on USB sticks, CD or DVD.

Please do not send any video presentations and/or music to the Administration email address (as they may be lost). We want to make sure the service runs smoothly for family and loved ones. We can support you through each step to submit your files. To ensure accurate communication, we ask that there be only one (1) presentation contact person per service.

After service audio visual

If you require AV for your after-funeral function on-site, please contact Celeste Catering who will be able to assist you with your AV enquiries. Please call

(02) 9889 8455 or email **bookings@celestecatering.com.au**

Celeste
CATERING

There may be situations where technical difficulties may occur and presentations and/or music may not be played. While every effort will be made to ensure that they can be played, all media must be sent in 48 hours prior to the service date.

Metropolitan Memorial Parks takes no responsibility for and will not be held liable for the service/media platforms being temporarily unavailable due to technical reasons outside of our control, such as: network dropouts, chapel screen outage, audio visual problems and syncing issues.

Acceptable file types

AUDIO/MUSIC	VIDEO
<ul style="list-style-type: none"> ✓ .mp3 files (preferred) ✓ .mp4 files ✓ Windows Media Audio .wma files 	<ul style="list-style-type: none"> ✓ .mp4 video files in widescreen display aspect ratio 16:9, with music attached (preferred). You can use iMovie or Google Slides to export video into .mp4. ✓ Windows Media Video .wmv files ✓ PowerPoint Slideshow .ppt files (Avoid if possible due to possibility of undesirable file changes. Save/ export your PowerPoint to an .mp4 file.) ✓ Standard Definition, 720p files are encouraged. ✗ High Definition (4k) video is not supported.

Limitations

UNAVAILABLE FORMATS

- ✗ Media streaming services such as Spotify or Apple Music
- ✗ High Definition (4k) video is not supported
- ✗ Blu-Ray, CD, DVD or PDF files
- ✗ YouTube links

We are unable to create presentations prior to a service due to time constraints. For network security reasons, laptops, iPods and iPads cannot be connected directly to our system.

We cannot accept individual photos except for a single image to be used as a title screen. All photos must be in a presentation, i.e. .mp4 video, Windows Media Video (.wmv), and music must be attached.

We are unable to source music for you. Music may be sourced via friends/family or your Funeral Director.

1. **SIGN IN** or create a Dropbox account www.dropbox.com/home
2. **CREATE A NEW FOLDER** and name it with service information
(in the order shown):
Memorial Park, Name of deceased, Date of service (dd/mm/yyyy), Chapel name, Time of service
eg: *Eastern Suburbs Memorial Park, John Smith, 09/11/2021, South Chapel, 900am.*

3. **UPLOAD ALL FINAL MEDIA FILES into your new Dropbox folder**
(do not upload to your PC) and name the files accordingly eg:

- a) Entry music
- b) Video presentation
- c) Exit music

Note that video files should be smaller than 500MB

(choose standard definition when creating your video, .mp4 preferred).

Ensure all files are clearly marked and are final

(sending multiple copies can create a lot of confusion).

4. SHARE YOUR FILES

Once all files have uploaded to your new Dropbox folder, 'single click' on the folder and a Share button will appear to the right of the file.

Click the Share button and a pop-up window will appear.

Enter our Concierge email address:

For Eastern Suburbs Memorial Park concierge.esmp@mmplm.com.au

Enter your details:

- a) Your contact phone number (preferably mobile)
- b) Full name of your deceased loved one
- c) The date of the service e.g. 09/09/2021

THEN CLICK SEND

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5. The Concierge team will receive notification advising that files have been received and will download the files for testing.
 6. Once tested, Concierge will confirm via email advising that the files have been successfully received and tested. This normally takes 24 hours.
**Please note: Files submitted Friday afternoon, weekends, or public holidays may not be contacted until the next business day.*