

# Chapel requirements for Audio Visual



The Palmdale Group has modern audio visual systems in all our chapels which will be operated by a chapel attendant on the day of the funeral service.

Video, PowerPoint and music files can be played through either a CD player, DVD player or on an Apple MacBook Pro, using either Windows Media Player, QuickTime or Apple iTunes.

We strongly recommend you book a time at the appropriate location to test your audio/visual, to ensure there are no issues on the day of the funeral service. Testing at least the day prior will allow time for any amendments you might like to make.

**Please call the number below to make an appointment for testing:**

Erina Heights Chapel (Creightons Funeral Service only)	4324 1533
Greenway Chapel & Memorial Gardens	4369 2013
Palmdale Lawn Cemetery & Memorial Park	4362 1203

The below formats are compatible with our audio visual systems:

**Music:** CD, MP3, MP4, WMA

**Slideshow (with music embedded):**

PowerPoint Presentation (recommended) MOV, MP4, WMA

Please use a USB if possible to store and present your audio/visual.



A list of individual JPEGs will not be accepted.



Laptops will not be allowed to be plugged in to our audio/visual system.

# Chapel requirements for Dropbox



Should it not be possible to test in person, we will accept your files for testing via Dropbox. To assist you with the process, please use the following step-by-step guide.

1. Sign in or create a Dropbox account:  
[www.dropbox.com/home](http://www.dropbox.com/home)
  2. Create a new folder and name it as follows:  
[Name of Service], [Date of service dd/mm/yyyy], [Chapel name] [Time of service] e.g. John Smith, 09/09/2021, Rose Chapel, 9:00am.
  3. Upload all final media files that you wish to share into your new Dropbox folder (do not upload to your PC) and name the files accordingly e.g.
    - Entry music • Video presentation • Exit musicNote that video files should be smaller than 500mb (choose standard definition when creating your video, .mp4 preferred), not individual JPEGS. Ensure all files are clearly marked and your completed Video presentation you are using for the service is labelled as FINAL.  
  
Refrain from sending over multiple versions as this can add to confusion.
  4. 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.
  5. Click the Share button and a pop-up window will appear.
  6. Enter the email address:  
[bookings@palmdalegroup.com.au](mailto:bookings@palmdalegroup.com.au)  
to submit your presentation via Dropbox, include:
    - a) Your contact phone number (preferably mobile)
    - b) Full name of your deceased loved one
    - c) The date of the service e.g. 09/09/2021Click Send.
  7. Staff will receive notification advising that files have been received.
  8. Staff will then download the files for testing.
  9. Once tested, we will send a return email, advising that the files have been successfully received and tested.
- \*Please note: Files submitted Friday afternoon, weekends, or public holidays may not be contacted until the next business day.**
10. On the day of the service, please bring all your files on USB as a back-up.