



The Live Premiere at the Venue

A Guide to Guaranteeing Venue Compatibility *Ensuring Your Tribute Plays Perfectly on the Day*

This guide contains essential information about venue audio-visual systems, testing procedures, and technical specifications. Please share it with anyone responsible for playing your tribute.

⚠️ WHY THIS MATTERS

Your tribute is the emotional centerpiece of your event. After all the care taken in creating it, the final critical step is ensuring it plays flawlessly on the day. This is not a step to skip.

Timeless Tributes will always confirm the audio-visual capabilities of your venue and provide detailed instructions for day-before testing and day-of playback. If any uncertainty remains, we will provide a highly compatible HD version for the premiere, with higher-definition versions available in your Legacy Vault the following day.

📄 WHAT WE NEED TO KNOW

To guarantee perfect playback, we gather the following information about your venue. This is the most important technical information you can provide:

Essential Venue Information

Question	Why It Matters
What is the display system? (TV, projector, professional AV)	Different systems have different connection requirements
What wired and wireless inputs are available? (HDMI, USB, VGA, etc.)	Determines how we can connect
What is the maximum resolution supported? (HD/1080p, 4K, etc.)	Ensures we send the optimal file quality
Is there a dedicated technician on-site?	Know who to contact for setup assistance

Our Venue AV Capability Questionnaire collects all this information in detail. You can access it here: [Link to Venue Questionnaire] or your tribute consultant will reach out directly.

💾 THE GOLDEN RULE: ALWAYS HAVE A BACKUP

While we provide a private streaming link for convenience, we never rely solely on venue internet. Internet connections can be unreliable, and buffering during a live tribute is simply not acceptable.



The Live Premiere at the Venue

We will always provide:

- A downloadable high-quality video file (MP4 format)
- Compatible with direct playback from USB drive or laptop
- Optimized for the venue's confirmed capabilities

✔ **THE CRITICAL TEST: DAY BEFORE YOUR EVENT**

If we have not received confirmed venue specifications from you or your venue technician, you **MUST** test the final tribute file at the venue the day before the service.

Day-Before Testing Checklist

- Bring your laptop AND a USB drive containing the tribute file
- Connect to the venue's AV system using the intended method (HDMI, USB direct, etc.)
- Play the ENTIRE tribute from start to finish
- Verify picture fills the screen correctly (no black bars, no cropping)
- Verify audio plays clearly through the venue's sound system
- Test at the volume level intended for the service
- Walk to the back of the room to confirm audio reaches all areas
- Test your backup method as well (USB direct if using laptop, or vice versa)
- Note any issues and contact us immediately if problems arise

Download our one-page Day-Before Venue Checklist here: [\[Link to PDF\]](#)

🔧 **TECHNICAL SUPPORT LEVELS BY PACKAGE**

Different packages include different levels of technical support:

Essential Package

- Written technical guide
- Email and phone support during business hours

Silver, Gold & Platinum Packages

- Written technical guide
- Email support
- Pre-service consultation with venue technician (scheduled in advance)
- Day-of-service emergency phone support for the venue on the day

👤 **VIDEO FORMAT GUIDE (FOR TECHNICIANS)**

You don't need to understand these technical details—we handle everything. We provide this information for transparency and for any interested venue technicians.

All Timeless Tributes videos are rendered with these specifications for maximum compatibility. Our Standard Specifications are:



The Live Premiere at the Venue

Element	Specification
Container	MP4
Video Codec	H.264 High Profile
Frame Rate	25/50 fps progressive (compatible with 50Hz refresh rates)
Aspect Ratio	16:9 Widescreen
Audio	44100 Hz, 16 Bit, Stereo, MPEG AAC (minimum 224 Kbps)

The table below is a reference for video resolution and file sizes:

Resolution	Size	Frame Rate	Bitrate	MB per minute	GB per 10 minutes
HD	1920x1080	25 or 50	14 Mbps	95 MB	0.95 GB
2K	2560x1440	25 or 50	20 Mbps	135 MB	1.35 GB
4K	3840x2160	25 or 50	40 Mbps	270 MB	2.70 GB

Higher packages (Gold/Platinum) may include a secondary 4K file with optional 5.1 surround sound for archival quality in your Legacy Vault. However, the primary playback file will always be the highly compatible 1080p version unless the venue has confirmed 4K capability.

Need Something Different?

There are many other formats available, but compatibility is our primary concern. If you would like a different format for the premiere or for your Legacy Vault—perhaps for a specific professional AV system—please let us know and we will accommodate.

STREAMING VS. LOCAL PLAYBACK

Method	Reliability	When to Use
USB direct to TV	Excellent	TVs with USB port; simplest option
Laptop + HDMI	Excellent	Most flexible; works with any display
Streaming link	Variable	Backup only; depends on internet quality

The Live Premiere at the Venue



Our recommendation: Always use a wired connection (USB or HDMI) for the live premiere. Save the streaming link as a backup.

FOR VENUE TECHNICIANS

If you are the technical contact for this venue, thank you for your critical role in ensuring this tribute plays perfectly.

What We Need From You

1. Complete our Venue AV Capability Questionnaire (link in your invitation email)
2. Be available for a brief consultation (for Silver+ packages)
3. Conduct a day-before test using the provided checklist
4. Be on-site during the service to manage playback

What We Provide You

- The final tribute file in the optimal format for your system
- A backup file in a secondary format
- Clear written instructions
- Direct phone support on the day (for Silver+ packages)

TROUBLESHOOTING QUICK REFERENCE

Issue	Likely Solution
No picture	Check HDMI cable connections; verify correct input selected
No sound	Check volume; verify audio output settings; check external sound system
Picture but no sound	Audio may be routing to different output; check settings
Video stutters	File may be too large for system; switch to lower resolution
Black bars on sides	Aspect ratio mismatch; check display settings
File won't play	Format not supported; use our backup MP4 file
Streaming buffering	Switch to local playback from USB/laptop

The Live Premiere at the Venue



EMERGENCY SUPPORT

If something isn't working right on the day:

Call our emergency support line: TBC

Email (monitored urgently): support@timelesstributes.au

We can help with:

- Last-minute troubleshooting
- Alternative file delivery
- Remote guidance for venue technicians

OUR PROMISE TO YOU

We will deliver a tribute file that is optimized for both stunning quality and reliable playback on the vast majority of systems. By working with us to provide venue details and completing the day-before test, you guarantee a flawless experience for everyone gathered.

The technology should fade away, leaving only the emotion. That's our commitment to you.

DOWNLOADS & RESOURCES

- [Venue AV Capability Questionnaire] – Complete this to give us your venue's specifications
- [Day-Before Venue Checklist (PDF)] – One-page guide for your venue test