TIMELESS TRIBUTES

Your Media Assets

A Technical Guide for Perfect Tribute Delivery

The quality of your photos, videos, and other media directly shapes the beauty of your final tribute. This guide contains everything you need to know to ensure your cherished memories reach their full potential and play flawlessly on the day.
Please share these details with anyone helping to provide these resources.

BEFORE YOU BEGIN: ONE SIMPLE STEP

For the smoothest tribute creation process, gather all of your media assets on one device. This could be a computer, tablet, or even a phone - just one central location where everything lives.

Always keep in mind that you can also:

- Nominate a co-contributor to help upload
- Talk to us about delivering files in other ways if needed

Please number all of your photos in the order you would like them to be (01, 02, 03 etc.). If you want to add a photo later between 01 and 02, rename it 01a before uploading or emailing. This may take a little time, but it saves time in the long run.

A Golden Rule - Always Send the Originals

Always send us the original, highest-quality version from your device - not a compressed version that's been texted, emailed or downloaded from social media.

Why this matters: Files shared via text, email, or social media are usually downsized and this affects the quality of your finished Timeless Tribute. A photo that looks fine on your phone screen may be too small and pixelated for a 4K cinematic experience.

Remember: This is your best opportunity to make your photos bigger, clearer, and better than they have ever been. We always enhance your media assets, but we are limited by the quality of your photos.

PART 1: PROVIDING YOUR PHOTOS

The Short Version

- Format: JPG or PNG files
- Size: Minimum 150 KB, maximum 10 MB per file
- Resolution: Higher is better

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Scanning Tips - The Gold Standard

If possible, use a flatbed scanner at 600 DPI (dots per inch) or higher. This captures every detail for our AI artists to work with.

> **DO** - scan all photos individually, not as many as you can fit in the scanner.
> **DO NOT** - save as PDF files, any image file will produce far better results.

How to scan properly:

1. Scan, don't photograph – A scanner captures flat, even light with no distortion
2. Clean gently – Wipe dust from photos and scanner glass with a soft cloth
3. Save as highest quality JPG – Choose maximum quality settings

If you can't access a scanner, it's easy to find a print and copy centre near you - and it's absolutely worth the trip.

Photographing Prints If Scanning Isn't Possible

There are dedicated phone apps such as Photomyne and Google PhotoScan that work reasonably well as a last resort. However, glare, shadows, and perspective distortion can make restoration significantly more difficult.

If you must photograph a photo, follow these guidelines:

1. Find good light – Place the photo on a flat surface in bright, even, natural light (avoid direct sun, flash, and shadows)
2. Get parallel – Hold your phone/camera directly above and perfectly parallel to the photo
3. Fill the frame – Make sure the photo fills as much of the image as possible
4. Check focus – Tap the screen to ensure the photo is sharp before capturing

What Happens Next

When you upload photos to your portal, you'll be able to:

- Add notes about each image (things to highlight, things to avoid)
- Select your Top 10 favourite photos
- Choose ONE special image for the primary holding screen
- Request specific enhancements (colourisation, animation, etc.) based on your package

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PART 2: PROVIDING VIDEOS

Formats & Orientation

We can incorporate short video clips into your tribute to add movement and emotion. Preferred Formats:

- MP4 or MOV files
- Using the H.264 codec (the standard for high-quality video)

For large files, contact us for delivery options.

A Critical Rule - Landscape Orientation

Landscape orientation (horizontal) is ALWAYS superior for widescreen TVs and projectors. Whenever possible, always film in LANDSCAPE mode. This means holding your phone sideways so the video is wider than it is tall.

Why this matters:

- Portrait (vertical) videos appear with large black bars on the sides of a TV or projector
- The image becomes dramatically smaller and loses impact
- The viewing experience feels awkward and amateur

What if you only have portrait videos?

We can reformat portrait videos, but this is a manual, time-intensive process that may incur an additional editing fee. When in doubt, film landscape!

PART 3: OTHER MEDIA ASSETS

Do you have:

- A recording of their voice?
- A favourite piece of music they loved?
- An audio message from a loved one?

Upload MP3, M4A, or WAV files. Let us know in your notes how you'd like these incorporated. You can upload all sorts of files and we can explore the best ways to use them.

QUICK REFERENCE CHECKLIST

Asset Type	Format	Size/Length	Notes
Photos	JPG, PNG	150KB - 10MB	Scan at 600DPI if possible

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Videos	MP4, MOV (H.264)	Any	Landscape ONLY for best results
Audio	MP3, M4A, WAV	Any	Voice recordings, music
Documents	PDF	Any	Letters, certificates
Links	URL	N/A	YouTube, Vimeo

PRO TIPS FOR BEST RESULTS

1. Organise first – Gather everything in one folder before uploading
2. Name thoughtfully – Clear filenames help us understand context
3. Add notes – Tell us about each photo's story and significance
4. Ask for help – If you're unsure about anything, our support team will always find a solution

NEED HELP?

Our support team is here for you: support@timelesstributes.au

Don't worry about getting it perfect - we're here to guide you through every step. When in doubt, send us what you have and we'll help figure out the rest.

REMEMBER

The care you put into gathering these assets directly shapes the beauty of your final tribute. Every restored photo, every animated moment, every carefully chosen piece of music becomes part of a legacy that will be cherished for generations.

You're not just uploading files. You're building a Timeless Tribute.