A brief guide for Funeral Directors

Music

Overview
Music is often at the heart of any funeral service and many families make very personal choices. At Obitus we fully understand the importance of ensuring every family’s choice of music is delivered and ready for every funeral service.

Three Options

Our Music Library
Music which is already in our extensive library, including hymns, classical and other popular tracks.

Digital Purchases
Most new music requests we are available to purchase from digital sources, meaning we can download it and add it to our library straight away.

Physical Purchases
Sometimes the only legal source we find must be physically posted to us – if we estimate the delivery date will be too close or later than the funeral, we will advise you and ask for an alternative choice – the earlier you order the more chance we have of ensuring we get all music in time.

Ordering Process
1. Browse the extensive library on our website. You can listen to 30-second samples of all our music and also see the lyrics to popular hymns.
2. Music must be ordered at least two working days before the funeral, but the earlier the better as if we need to purchase music on CD or Vinyl we need to allow adequate time for it to arrive at our office.
3. You will receive a confirmation email that we have received your order and you can view its progress on your dashboard. We will contact you with any questions, and you will receive an email when the music is ready at the crematorium.

If you have any further questions or comments regarding this service, please call Antonia, Jo or Tom: 03333 447 440
What if I can’t find the music I’m looking for?
If the music your client has requested does not appear to be on our database you can still send the request through to us with as much information as possible (an album title can be useful) and our team will try to locate a version that we can buy.

What does ‘Available on request’ mean?
Sometimes you may see tracks in our library that are labelled ‘Available on request’. This means that we have the track in our big library, but it is not yet tested. You can request it as normal and we test it before it gets sent to the crematorium.

Can I use a piece of music we have found on YouTube?
No. YouTube is a great for listening to personal music, but it’s not a legal source of music for our library. We operate our service under strict licensing conditions. A lot of music on YouTube was not put there legally, and some has never been commercially released by the artist. Many of the tracks on YouTube are also incorrectly labelled, so the actual song name is different, or they’re sung by a different artist.

Amazon Digital, Google Play and iTunes are a much better place to search for music as we can provide any track available for download from these sites.

Can I send you a track that the family have recorded themselves?
Yes. If the family have a song, reading or recording that they have personally created, they can email this to us as an audio file and we can send it to the crematorium. Please ensure you provide us with the audio files as soon as possible. We require a minimum of 48 hours prior to the service to ensure we have time to convert, check and send this to the crematorium for you. These recordings are deleted after the service. For licensing reasons, we cannot accept any commercially released audio files.

The family have the music recorded on a CD, can they take it to the crematorium?
We would always recommend using the Obitus music library wherever possible as the music recordings are fully tested. The process is designed to minimise the risk of human error by automating as much of the playback as possible and ensuring a consistency of the audio levels and quality of the track. If we cannot legally purchase music before the funeral, but the family have it on CD, please speak to your local crematorium as they may accept a CD.

Can I make same day alterations?
We cannot access the music system whilst it’s in use at the crematorium. If you have an unavoidable situation where the music has to be changed on the day of the service, you must contact the crematorium directly, who will make any changes at their discretion.
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Visual Tributes

Overview
Visual Tributes offer something unique to each service and allow friends and family to remember the life of the deceased through emotive imagery and music. Demand for digital Visual Tributes within the chapel has grown quickly in recent years. Whereas in the past families would often place a simple photo at the front of the chapel, more and more chapels now have large display screens to play family photos or videos.

Five Options

Single Photo  One photo shown throughout the service or at a time of your choosing. These are a great alternative to a printed photo as they can be easily seen by the entire congregation.

Simple Slideshow  Up to 25 photos with a basic fade transition; played on a loop throughout or at a time of your choosing.

Professional Photo Tribute  Up to 25 photos professionally edited into a moving video, timed to one piece of music of the family’s choice; played once, usually during reflection.

Family Supplied Video  Any video, produced by the family. If music or audio is required this must be included in the video by the family otherwise it will play in silence.

Physical Copies  Tribute copies are supplied on DVD, USB or Blu-ray, in a customised presentation case.

Ordering Process
1. You can order via the website – www.obitus.com – or by calling us: 03333 447 440
2. We will email you log in details so that you or the family can upload the photos or videos they want us to use. We must receive all content at least 2 working days before the funeral.
3. Our professional editors will create the chosen Visual Tribute and send it to the crematorium ready to be shown on display screens in the chapel.

If you have any further questions or comments regarding this service, please call Antonia, Jo or Tom: 03333 447 440
Can I have accompanying music with a Simple Slideshow?
Yes, music can be played independently whilst the Simple Slideshow is being displayed. However, the photos and music are not directly linked with this option and therefore they may start or end at slightly different times. If you want the photos and music perfectly timed, please select a Professional Photo Tribute.

Can I order more than one Tribute per service?
Yes, we can supply multiple tributes. If you require more than one, please call us to order: 03333 447 440

Can I have more than 25 photos?
Yes, you can have as many photos as you like. Additional photos are charged in batches of 25. For a Professional Photo Tribute, where the photos are set to music, please consider that if there are too many photos they will flash across the screen quite quickly (the average piece of music is around 3 mins 30 secs long, so with 25 photos, each would show for 8 seconds, which is a comfortable pace).

I have created a slide show in PowerPoint, can I use that as a “Family Supplied” Tribute?
No. Unfortunately, we have found that PowerPoint presentations often play unreliably and so we have agreed with crematorium management not to accept them. Family Supplied tributes need to be in an MP4 video file format.

Can I see a preview of the Tribute?
No. Unfortunately, given the time required to create and convert the Tribute into the correct format we are unable to provide previews. However, the example Visual Tributes on our website should give you an idea of what to expect.

Can I email across the photos?
We have found that sending photos by email does not always guarantee we receive them all, and also many email accounts limit the number of photos that can be sent in one go. Therefore we will only accept email photos in special circumstances. Full instructions on how to easily upload photos to us are provided when ordering.

Can I just bring the photos to the crematorium on a memory stick?
No. Unfortunately, memory sticks aren’t always reliable, so our system doesn’t play them. For speed and reliability all photos and videos must be uploaded to our website so we can test and send them to the crematorium in advance.

Who will invoice us?
All pricing is set by the crematorium and media products will be included on their invoice.

If you have any further questions or comments regarding this service, please call Antonia, Jo or Tom: 03333 447 440
Overview
Webcasts are a popular choice for families who have friends and relatives that are unable to say ‘goodbye’ in person or who want to be able to watch the service again at a later date. The funeral is captured by one or more cameras discreetly located at the back of the chapel and is available to view live online at the time of the service or again at a more convenient time. Physical copies are also available on DVD, Blu-ray or USB stick.

Three Options
Live Webcast  A high-quality Webcast from a camera discreetly located at the back of the chapel, viewed live online via our easy-to-use, password-protected website

Live + 28-day Watch Again  Same as a Live Webcast, plus the service can also be watched again on our website for a further 28 days

Physical Copy  A higher-quality recording of the Webcast supplied on a DVD, Blu-ray or USB stick, in a customised presentation case

Ordering Process
1. You can order via the website – www.obitus.com – or by calling us: 03333 447 440

2. For Live Webcasts and 28-day Watch Again, a username and password for our website will be emailed for you to forward to your family. The Watch Again service normally becomes available at around 5:30pm, two working days after the service.

3. Physical Copies can be ordered either before or after the service has taken place. Once processed they are sent to the crematorium via Royal Mail, where they will be available for either yourself or a family member to collect.

If you have any further questions or comments regarding this service, please call Antonia, Jo or Tom: 03333 447 440
Does a Live Webcast work from anywhere in the world?
Yes, our Live Webcast can be watched in almost all countries worldwide. The United Arab Emirates (UAE) does not allow live streaming and we occasionally find customers in some countries, particularly Australia and New Zealand, have difficulties watching Live Webcasts due to their local service provider. In all cases we can still offer a 28-day Watch Again service, or a physical copy on DVD, Blu-ray or USB stick.

Will the DVD and Blu-rays play anywhere in the world?
Yes, our DVDs and Blu-rays are not region-specific so will work anywhere.

Do I need to do anything after placing a Live Webcast order?
Once an order is placed you will be emailed the log in details - simply forward this any family or friends who need access. The live webcast will start a few minutes before the scheduled start time of the service and end a few minutes after the scheduled end time of the service.

If funerals are not running to schedule on the day, crematorium staff will let us know and we can adjust the viewing window accordingly. We do encourage families to log in as soon as they receive the details. There is a test webcast so they can check everything is working right at their end.

Can I make a same day order if someone is not able to make the funeral last minute?
Yes. It is often possible to arrange a webcast even at the last minute. Please call us on 03333 447 440 to arrange a last-minute order. However, we do always recommend ordering before the funeral to ensure availability.

Why does it take up to 2 working days for the 28-day Watch Again to become available?
The 2 working days is required to allow time for us to retrieve the video from site, edit it and put it back on the website. The time this takes also depends on the speed of the internet at the crematorium.

Can I order a 28-day Watch Again or a Physical Copy after the service has happened?
Yes. We record most funeral services just in case and hold on to the video for up to a month after the service. We always double-check we still have the footage before finally confirming the order. However, we do always recommend ordering before the funeral to ensure availability.

Who will invoice us?
All pricing is set by the crematorium and media products will be included on their invoice.