

Satellite Equipment Information for the Stake Technology Specialist

August 24, 2017

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

Fill in the information requested below.

Keep this document near the satellite receiver.

You will need the information if you call for technical assistance.

Building property number (available from the facilities manager): _____

Satellite receiver information (most buildings have only one receiver)

Receiver UA number:¹ _____ Language channel numbers:² _____

Receiver UA number: _____ Language channel numbers: _____

1. The UA number is found on a sticker on the back of the receiver.

2. Languages are tied to the channel numbers displayed on the front of the receiver.

General Information

Satellite receivers are preprogrammed. No adjustments are necessary. Languages are tied to the channel numbers displayed on the front of the receiver. Available languages vary by location. For information about the languages and corresponding channels available in your area, contact the Global Service Center or the assigned administrative office (see “Technical Assistance” later in this document).

A detailed broadcast schedule will be available from your bishop or branch president; your stake, mission, or district president; or mh.tech.lds.org approximately four weeks before each event. General broadcast support information is also available at this website. The assigned administrative office can provide assistance if this information is not available in your language.

Connect a television monitor to the satellite receiver at the receiver location, either permanently or before each broadcast. Call for technical assistance if necessary. *Keep the monitor attached and turned on throughout the broadcast. You will need it if you call for technical assistance.*

Locate the telephone that is nearest to the satellite receiver location. If you experience technical difficulties during a broadcast, you will need to call for assistance *from the satellite receiver location.*

Preparing for Each Satellite Broadcast

One Week before the Broadcast

The Church satellite system is continuously available for testing. *Check the satellite equipment installed at the meetinghouse at least one week before each scheduled broadcast* to allow time for any repairs or adjustments that might be necessary. Verify that the correct languages are being received and that they are available in the rooms where people will view the broadcast in that language. If you have questions, contact the Global Service Center or the assigned administrative office (see “Technical Assistance” later in this document).

Have a Backup Plan

Have backup equipment in place before the broadcast in case there are problems with the satellite system. For example, in some areas internet streaming may be a backup to the satellite system, or audio-only transmission by telephone line may be available with the satellite broadcast. Details about internet streaming and audio-only transmission by telephone are available from the Global Service Center or the assigned administrative office.

An internet stream can be received on a computer. The video output can be connected to a video projector or television set, and the audio output can be connected to the chapel sound system. For more information, go to mhtech.lds.org and search for **streaming or downloading broadcasts**.

An audio-only transmission by telephone can be connected to the chapel sound system. Set up the audio adapter or place a speakerphone near a microphone, and then connect to the telephone number provided by the Global Service Center or administrative office. If you use a speakerphone and a microphone, you might want to cover them with a coat or pillow to minimize feedback and surrounding noise.

Set Up Early

A video and audio system test is available for approximately one hour before each satellite broadcast. The audio portion of the test periodically identifies the language of the specific channel.

Do the following:

1. Turn on the monitor at the satellite receiver location. Verify that you are receiving the video and audio system test.
2. Set up the equipment used in the chapel, such as a video projector or television set. Verify that video and audio are working.
3. Set the chapel sound system to a comfortable listening level (a full chapel will require a higher setting).
4. Set up equipment in other viewing areas as needed, such as television sets for other languages or closed-captioning.* Verify that video and audio are working.
5. Verify that the correct languages are being received.
6. Adjust lighting in all viewing areas to allow for good picture quality and note taking.

*Closed-caption decoding is a function of the television set.

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If you will be using internet streaming as a backup to the satellite system, set up the streaming computer before the broadcast begins. Connect the computer to the web address for the stream. Then if the satellite system fails, you can switch quickly to the internet stream, minimizing interruption of the program. You can get the web address from your bishop or stake president, or from the Global Service Center or the assigned administrative office (see “Technical Assistance” later in this document).

If you will be streaming the broadcast, use Technology Manager (tm.lds.org) to disable Wi-Fi in the building. This will maximize the bandwidth available for streaming. If you need assistance, contact the Global Service Center or the assigned administrative office (see “Technical Assistance” later in this document).

After Each Satellite Broadcast

Do the following:

1. Turn off and store the equipment.
2. Turn off the sound system in the chapel and other viewing areas.
3. Leave the satellite receiver turned on if the meetinghouse power is stable.
4. Note any technical or equipment problems that happened during the broadcast.
5. Contact the facilities management group and report the problems.
6. Complete the Broadcast Postevent Survey on mhtech.lds.org if the survey is available in your language.

Technical Assistance

In North and South America, the Global Service Center is available 24 hours a day, 7 days a week. Outside of North and South America, technical assistance is available from the assigned administrative office at least one hour before each satellite broadcast.

During a Broadcast

If you experience technical difficulties during either a broadcast or a video and audio system test, call the telephone number listed below for assistance in your country or area. *Call from the satellite receiver location.*

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In North and South America, call the Global Service Center at:

- **1-855-LDS-HELP (1-855-537-4357)** (United States and Canada, toll free)
- Your country's toll-free number (Mexico, Central America, and South America):

Get your country's toll-free Global Service Center number from the Support and Help section of mhtech.lds.org.

- 1-801-240-4357

Outside North and South America, call the assigned administrative office:

Administrative office phone number (available from the stake clerk):

Before or after a Broadcast

If you have questions about the satellite, video, or audio equipment installed at the meetinghouse, or if there are technical issues that are not urgent, go to mhtech.lds.org for assistance. If your language is not available on this website, the assigned administrative office can provide assistance. In North and South America, you may also email the Global Service Center at GlobalServiceCenter@ldschurch.org.