

Please keep this information near the satellite receiver.

This information replaces Satellite Operator Instructions and General Satellite Program Instructions for the Stake Technology Specialist.

Satellite Equipment Information for the Stake Technology Specialist

Please write the following information in the space provided, and have it ready when you call for technical assistance:

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

Satellite receiver numbers (from the front panel of each satellite receiver)

Receiver serial number	Language(s)
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General Information

Satellite receivers are preprogrammed. No adjustments are necessary. Languages are preprogrammed in the receivers.

Before each broadcast, connect a television monitor to the satellite receiver at the receiver location. *Keep this monitor attached throughout the broadcast. You will need it if you call for technical assistance.*

Detailed broadcast schedules for each event are available at broadcastinfo.lds.org, along with general broadcast support information. Your assigned administrative office can provide assistance if this information is not available in your language.

Preparing for a Satellite Broadcast

One Week Before

The Church satellite system is continuously available for testing. *Check the satellite equipment installed at your meetinghouse at least one week before each scheduled broadcast* to allow time for any repairs or adjustments that might be necessary.

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.

Where telephone transmission is available, set up your multiple-input audio adapter (TTAI or EJ-10 “crab box”) in case an audio backup is needed during the broadcast.

Arrive 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 the video projector. 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.

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 meeting-house power is stable.

Technical Assistance

During a Broadcast

If you experience technical difficulties during a broadcast or a video and audio system test, do the following. *Call from the satellite receiver location.*

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 or your assigned administrative office.

- 1-801-240-4357

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