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TO: Technology Specialists

FROM: Meetinghouse Technology Team

Webcast Communicator Warranty

Many users are not aware that Meetinghouse Webcast Communicator, the hardware device that makes it simple to create webcasts for stake conference or other meetings, comes with a 3-year warranty. The Webcast Receiver (which is no longer available for purchase) also carries a 3-year warranty. This warranty is provided by the manufacturer who builds the devices for the Church.

Please take advantage of the warranty coverage if you have a Communicator or Receiver that is failing. The first units were shipped in February 2009, so there are some older units that are now out of warranty. Locate the serial number on your unit(s) and compare it against [this warranty expiration list](#) to verify expiration date(s).

If your unit is not functioning properly and is still in warranty, please contact the Global Service Center (GSC) at 801-240-4357 or at globalservicecenter@ldschurch.org to begin the warranty replacement process.



If your unit is failing but is out of warranty, you have two choices:

- Purchase a new Communicator – available for \$840 USD at store.lds.org, item number 8150952. You will only be able to view and purchase the item after logging in with your LDS Account and if your calling is one authorized to purchase the Communicator.
- Use the Meetinghouse Webcast Software on a PC ([download here](#)). While some users have had success using the software on a laptop with a USB video and audio capture device, this has not proven to be the most reliable solution. A more reliable solution is to use a desktop PC with an Osprey capture card ([read more](#)).

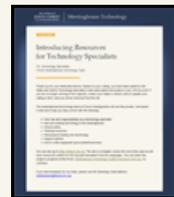
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