

Frequently Asked Questions

Watch the Herbalife Broadband Network (HBN) anytime from the comfort and convenience of your personal computer. We've pulled out all the stops with HBN on-line to give you rich, compelling content to educate, motivate and inspire you **24 hours a day!**

Below is a list of the frequently asked questions to get you connected and open the vault of HBN programming available for you!

Q1. How do I access HBN via the Internet?

A. Simply go to www.myherbalife.com, navigate to HBN and click on the link to watch HBN.

Q2. What kind of Internet connection is required?

A. HBN is designed for all users; therefore the minimum requirement is a low band (dial-up) connection.

Q3. What do I need to view HBN?

A: Your computer must meet the following requirements to successfully view HBN:

- Microsoft Windows 98(SE), 2000, XP, ME
- Macintosh OSX
- Internet Explorer 6.0 or higher
- Safari for Macintosh
- Windows Media Player 9 or higher
- Flash 7.0.25 or higher
- Cookies must be enabled for the HBN sites.



Q4. Why is the video image in the video player sometimes large and sometimes small?

A. HBN will play (stream) in varying speeds to give both low bandwidth (dial-up) and high bandwidth (cable, DSL, T1) viewers the best possible video experience. A small video image within the media window is low band and a large video image which fills the media window is high band.

Q5. What streaming speeds does HBN use?

A. HBN uses two types of on-line streaming media; when you click to watch HBN the system will automatically determine your internet speed and play the video in the best speed for your connection:

- Windows Media Player = low speed at 37K and high band at 200K.
- Flash = low speed at 37K and high band at 200K.

Q6. How do I change between low band and high band speeds?

A. To change between speeds you use the toggle buttons within the player controls under the media window where the video is playing. This gives you the option to change speeds between low band (dial-up) and high band (cable, DSL, T1) video in order to choose the best video stream for your computer.

Q7. Where can I find the large HBN library of award-winning videos?

A. Like the channels on a television set, we have created a library of topics where the videos are stored for you to "view on demand". These channels are located below the player controls and media window. By clicking on the topic of your choice, you will reveal all of the programs in that category. Eight programs at a time will be presented in thumbnail format. You have the choice to click on any of these videos or use the display bar to navigate through more available videos in that channel.

Q8. Can I email a video to another Distributor?

A. Yes, you have the power to send any video to a number of email addresses. Simply click on the "envelope" to open the send video feature and share your favorite program.

For a quick video overview of HBN, log-on to HBN and watch the February 2007 HBN Welcome Message & Tutorial.

Available 24 hours a day, 7 days per week, HBN is your online training tool and network for success!