

## **Your Online TIPS guide for getting around the Internet.**

### **Q: What is a “connection timed out” error?**

**A:** *This error message appears when a web site takes too long to respond to your requests for information. If a site takes longer to answer your clicks than your browser will allow, or if you’ve been inactive for an extended period of time online, you may see this error. Simply try clicking again or log on again later.*

### **Q: What’s a “browser?”**

**A:** *A web browser (or internet browser) is a program that allows you to access and explore the internet. The most popular browsers, Internet Explorer and Netscape, are offered by different companies but work the same way. Both come free with your computer, so it’s your choice to download the latest versions and use whichever you like better. You can download the latest versions of Internet Explorer in the “Download” area of Microsoft.com, and Netscape can be downloaded at Netscape.com.*

### **Q: Do I need to update my browser?**

**A:** *For best results—yes. Browser makers are always adding new features and capabilities to help you get the most from the internet, so it’s a good idea to download the latest version every 6 to 12 months. To update your browser, click “Update Browser” or “Software Update” on your toolbar. You’ll automatically be taken to your browser’s home site where you can download the latest upgrades for free.*

*For Windows Internet Explorer you can click on the “Tools” menu and choose “Windows Update”. This will not only update the Explorer, but will also update the Windows system with any new Windows Update Software like security and system updates which are free!*

**“See the following page for more commonly asked questions and their answers!”**

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### **Q: What is a URL?**

**A:** A URL (or “Uniform Resource Locator”) identifies a web site’s “address” on the internet. For example, when you type the URL “[www.Herbalife.com](http://www.Herbalife.com).” into your browser, you’re taken to the homepage address of Herbalife.com on the world wide web.

### **Q: What are PDF Files?**

**A:** PDF (or “Portable Document Format”) is the internet’s standard format for transferring and displaying documents files. Everything from Word docs to Excel files and complicated graphics can be converted to “PDF” by a program called Adobe Acrobat. Acrobat is a powerful application that preserves fonts, formatting, colors and graphics for consistent viewing and printing from computer to computer. All you need to display and print PDFs is a free program called Adobe Acrobat Reader. Because PDFs are common on the web, you should go to [www.Adobe.com](http://www.Adobe.com) to download a free copy of Acrobat Reader if you don’t already have one.

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### **Q: What is Adobe Acrobat Reader?**

**A:** Adobe Acrobat Reader is the standard program for displaying and printing PDF files. Most document information on Herbalife.com and other web sites is stored in PDF format, so we recommend downloading a copy of Acrobat Reader for free at [www.adobe.com](http://www.adobe.com) if you don't already have it.

### **Q: How do I get Adobe Acrobat Reader?**

If you don't have Adobe Acrobat Reader installed on your computer, go to <http://www.adobe.com/products/acrobat/readstep2.html> and follow the simple instructions to download your free copy.

### **Q: Why does it take so long for some PDF's and web pages to open?**

**A:** Depending on the speed of your internet connection and the size of the files you're accessing, it can take anywhere from a few seconds to a few minutes to download a document or web page. If you're connecting to the internet with a dial-up modem, it will take even longer to view and download files than if you're using high-speed connections like cable modems or DSL. Also, If the page you're accessing has complicated graphics or images, it will also take longer to download.

### **Q: What is "streaming"?**

**A:** "Streaming" is a process that allows web sites to start playing large video and audio files quickly instead of waiting for them to fully download. You're able to watch or listen immediately as the data continuously arrives in a "stream" onto you computer.

### **Q: What is "buffering"?**

**A:** "Buffering" is the process used when a media file is being loaded onto your computer for streaming. The file is stored on the computer at a faster rate than it can be played therefore allows to be stored as memory without backing up or overloading the player.

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## Your Online TIPS guide for getting around the Internet.

### Q: What is Real Player?

**A:** Real Player is a program that plays streaming video and audio files. Although Real Player does not come installed on most computers, you can download it for free at [www.real.com](http://www.real.com).

### Q: What is Windows Media Player?

**A:** Like Real Player, Windows Media Player is a popular program for viewing and listening to media on your computer. Pre-installed with Windows on most computers, Media Player allows you to play the valuable video and audio files located on the Herbalife family of web sites.

### Q: What's the difference between Real Player and Media Player?

**A:** When it comes to playing video and audio files, Media Player and Real Player do about the same job. Although Real Player requires a visit to an outside site for download, Microsoft includes Media Player for free with Windows. To view HBN programming, you'll need at least Media Player 9. If you don't already have it, you can download it for free when you access HBN, or get it at

<http://www.microsoft.com/windows/windowsmedia/download/default.asp>

### Q: Does Windows Media Player work on a Mac?

**A:** Yes. If you have the MAC "OSX" operating system with Windows Media Player 9, you can view Herbalife video and audio files on your MAC.

### Q. What are the system requirements to view HBN successfully?

**A.** To view HBN your computer system must be Windows 98SE or higher with a dial-up internet connection as the minimum. Windows Media Player 9 and Macromedia Flash Player 5 or higher versions must be installed. Unfortunately Windows Media Player 9 does not support the Windows NT operating system and therefore HBN. Additionally speakers are required to hear the audio from the programs!

### Q: What is Macromedia Flash Player?

**A:** Think of Flash as a 'window' that is displayed within the HTML (internet) environment. It is an application on your computer, which allows you to view animations and graphics with a controllable structure. Most new computers come with flash installed.

\*\* HBN requires Flash 5 or higher to view parts of HBN, if you do not have it installed on your computer you can download it for free.

<http://www.macromedia.com/downloads/>

# Internet Glossary

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## Hit

A “hit” is the delivery of a web page element after that page has been requested by your click. When you count all the elements on a single web page, from graphics to words and media, a single page can generate many hits at once. That’s why today, hits aren’t used to measure a web-page popularity as they once were. Now, we count overall page requests to measure traffic.

## Domain Name

A domain name is a unique internet address, or URL, of a web site. More technically, it’s the common, plain-text name (like “Herbalife.com”) that corresponds to a computer’s numeric IP (internet protocol) address. No two sites have the same domain name, but each computer, business or person can register and create web sites for as many unique domain names as they choose.

## Home Page

The Home Page is the main page of a web site, and the first page that appears when you enter a domain name in your browser. Just like the cover of a book or front page of a newspaper, the home page is the starting point for deeper navigation and exploration.

## HTTP

HTTP (or, “Hypertext Transfer Protocol”) is the universal set of communication rules that the internet uses to exchange information among machines. Most simply, HTTP defines web addresses by telling servers exactly what to send to users who click links or request URLs.

***“See the following page for more frequently used Internet terms!”***

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### ISP

ISP stands for “Internet Service Provider.” An ISP a business or institution that provides equipment and services for connecting users to the internet. Examples of today’s popular ISPs include America Online (AOL), EarthLink and Netzero.

### Internet

The internet is a global network, or “web,” of interconnected computers. Also known as the “world wide web” (WWW), the internet includes every linked computer around the world that people use to share information, send email, view **web sites**, do business and much more.

### Intranet

An intranet is a “mini internet” designed for a closed community of users. Often used within companies and organizations to share information quickly and easily, intranets are a powerful way for internal groups to share secure, instant access to programs, files and services. Although intranets may not actually be located on the web, they’re design is similar. Just like the web, their strength comes from shared resources that can be drawn upon by a number networked computers.

### IP Address

An IP (“Internet Protocol”) Address is a unique number code that identifies a computer on the internet. Consisting of 4 numeric segments separated by “dots” (for example, 165.113.245.2), an IP address is assigned to every machine connected to the internet.

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Tips

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### Modem

A modem is a device that connects a computer to the internet over a standard telephone line. By translating the flow of digital information into audible tones, modems allow computers to speak and listen to one another in real time.

### LAN

A LAN (Local Area Network) is a closed computer network limited to serving a specific physical area, often within the same office or building.

### Server

A server is the host computer or software on a network that stores data and responds to requests for information. The server computer or software package “serves up” information when requested by client software that’s running on the other computers in the network.

### WWW

The World Wide Web is the vast network of computers around the world that are linked together to allow the sharing of information, e-mail, surfing and chatting. When people talk about surfing the net, they often mean looking at sites on this multi-media hyperlinked database. The Web combines text, pictures, sound, and animation—and lets you move around with a click of your mouse in no time at all!