

# All new HBN!

## Frequently Asked Questions

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

**Q. How do I access HBN via the Internet?**

A. Simply go to [www.myherbalife.com](http://www.myherbalife.com), select your country from the drop-down menu and select HBN.

**Q. What kind of Internet connection is required?**

A. The new HBN site is designed for all users - the minimum requirement is a narrowband (dial-up modem/ISDN) connection.

**Q. Do I need any special software to view these Programs?**

A. YES. Your PC must have **Windows Media Player 9** installed for you to be able to view the HBN programs successfully. If your computer does not have Windows Media Player 9, HBN will prompt you to download the necessary files for **FREE!**

**Q. What does the 'Change Speed' button do?**

A. The Change Speed button allows you to change between the narrowband (dial-up/ISDN) and broadband (cable, DSL, T1) video in order to choose the best video stream for your computer.

**Q. Why is the video screen sometimes large and sometimes small?**

A. The HBN site creates two different types of video (broadband and narrowband) in order to give both high bandwidth (cable, DSL, T1) and low bandwidth (dial-up modem/ISDN) viewers the best possible video experience. The large screen is broadband and the small screen is narrowband.

**Q. How can I check the schedule for each month?**

A. You can view the weekly schedule by clicking on the Herbalife Leaf icon where it shows "click for schedule" (located below the main screen). To watch the 24 hour schedule, simply click on "view LIVE programs" and the programs will play in the centre screen.

**Q. Is there a way to make the main center screen larger?**

A. YES. Simply click on the symbol on the bottom edge of the Main Screen that says "Full Screen" and the program will automatically fill-up your entire computer screen. When you're finished, just click on the "Esc" key on your keyboard to return to the normal HBN layout.

**Q. Where is the HBN Library of existing programs?**

A. Like the Channels on a television set, on the upper left corner of the new HBN screen is a list of topics, where the programs are stored for viewing on demand. By clicking on the topic of your choice, you will reveal all of the programs in that category. Three programs at a time will be presented in snapshot format. Simply use the arrow to see all the programs available in the topic. Then click on the program you want to see!

**Q. Is there any way to download the programs onto my own computer?**

A. Currently this is not available. We hope to get this ability to you in the next few months which will enable you to download and save the programs of your choice.



**It's now easier than ever to view premiere programs and all your old favourites with the NEW HBN!**