

# MyHerbalife Video Library (HBN)

Herbalife Programming is committed to providing rich, compelling content to educate, motivate and inspire you and your organization 24-hours a day!

Programming you can't get anywhere else in the world!

## Frequently Asked Questions

### 1. Accessibility & Requirements

#### 1-Q1. How do I access the MyHerbalife Video Library via the Internet?

**1-A1.** Log on to <http://www.myherbalife.com> and select your country. Depending on your country, navigate to the **"THE BASICS"** section or to the **"HBN"** section of your site to view the videos. Click on the links to view videos.

Example 1



Example 2



Example 3





# MyHerbalife Video Library (HBN)

## Frequently Asked Questions

### 1-Q2: What kind of Internet connection is required to view videos from the MyHerbalife Video Library?

**1-A2:** The MyHerbalife Video Library is designed for all users. The minimum requirement is a dial-up connection (56 Kbps), but we recommend upgrading to a higher downstream Internet connection of 384 Kbps or higher for an optimal viewing experience. Please contact your local Internet Service Provider (ISP) for more information on how to upgrade your Internet connection.

### 1-Q3: What streaming speeds does the MyHerbalife Video Library use?

**1-A3.** The MyHerbalife Video Library will automatically detect your Internet connection speed and will play the videos in either low quality or high quality depending on your speed.

### 1-Q4: Why is the video image in the video player sometimes large and sometimes small?

**1-A4.** A small video image with a black border within the media window is a low quality video and a large video image which fills the media window is high quality video. This will display depending on your Internet connection. To manually change between the two different qualities, use the toggle buttons within the player controls beneath the media window where the video is playing.





# MyHerbalife Video Library (HBN) Frequently Asked Questions

## 1-Q5: What are the system requirements to view videos from the MyHerbalife Video Library?

**1-A5:** For the optimal experience in viewing videos from the MyHerbalife Video Library, we recommend the following system requirements:

Requirements	PC Users	MAC Users
Operating System:	Windows XP or Vista	Macintosh OS X
System Memory:	1 GB or RAM	1GB of RAM
Internet Browser:	Internet Explorer 7 or Firefox 3.0	Safari 3.0 or Firefox 3.0
Media Player:	Windows Media Player 10 or Adobe Flash Player 10	Adobe Flash Player 10
Cookies Enabled:	Yes	Yes

## 1-Q6: I have an older computer. Can I still watch the videos from the MyHerbalife Video Library?

**1-A6:** Yes. You can watch videos on an older PC computer running on Windows 98 Second Edition or Windows 2000 as long as the computer has Internet Explorer 6 and Widows Media Player 9 installed.

# MyHerbalife Video Library (HBN) Frequently Asked Questions

## 2. Channel Navigation

**2-Q1: How can I navigate through the videos within the MyHerbalife Video Library?**

**2-A1:** 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 (VOD). 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 with thumbnail image. You have the choice to click on any of these videos or use the display bar to navigate through additional videos in that channel.





# MyHerbalife Video Library (HBN) Frequently Asked Questions

## 2-Q2: How do I know what video programs are in each channel?

**2-A2:** Please refer to the channel listing below for assistance. This shows the types of programs associated with each channel.

MyHerbalife Video Library - Channel Listing & Program Types	
CHANNEL / SUB-CHANNELS	Video Programs Types
<b>WHAT'S NEW</b>	Up to 16 of the latest videos added in the week.
<b>TOP 10 VIDEOS</b>	The top 10 videos receiving hits and being viewed in the library.
<b>ANNOUNCEMENTS</b>	
BUSINESS HIGHLIGHTS	Quarterly and Yearly Business Highlights.
COMPANY MESSAGES	Michael O. Johnson Messages and Corporate Announcements.
KICKOFF SHOWS	Lists Monthly Worldwide & Regional Kickoff Shows as well as Monthly Recognition Scrolls.
<b>TRAINING PROGRAMS</b>	
BUSINESS METHODS	Business Trainings, Videos on the 3 Rs, Business Methods including Use- Wear-Talk, Nutrition Clubs, Personalize Your Plan and Total Plan.
IN THE MIX	Short segments on products, the Herbalife business, sports, nutrition and training.
PERSONAL DEVELOPMENT	Jim Rohn Trainings and Motivational Trainings.
PRODUCT	Product Trainings, Product Q&A's, Product Launches, and Product Promotions.
<b>SUCCESS STORIES</b>	
FOUNDER'S CIRCLE	Founder's Circle Profiles
CHAIRMAN'S CLUB	Chairman's Club Profiles
PRESIDENT'S TEAM	President's Team Profiles
DREAM PROFILES	Dream Profiles
<b>EVENTS &amp; PROMOTIONS</b>	
EVENT & PROMOTION PROMOS	Upcoming Event Promotions as well as Vacation and Promotion Announcements.
EVENT HIGHLIGHTS	Event Highlights and Event Qualification Highlights such as the Active World Team Experience.
OPPORTUNITY MEETINGS (HOM)	Recorded Herbalife Opportunity Meetings.
<b>HERBALIFE IN ACTION</b>	
IN THE SPORTS	Herbalife in Action Highlights, Triathlon Highlights, Tour of California Highlights and other Sports Highlights.
IN THE COMMUNITY	Herbalife Family Foundation Highlights, Volunteer Day and branding videos.
IN THE NEWS	TV spots and Commercials.

# MyHerbalife Video Library (HBN) Frequently Asked Questions

## 3. Download This Video

### 3-Q1: Can I download a video program to my desktop?

**3-A1:** Some of the video programs may be downloaded to your PC or MAC computer as a high quality MPEG-4 file format. If a video is available for download, it will display the “Download this video” icon below the video description. Follow the steps below.

**Step 1:** Log onto [www.myherbalife.com](http://www.myherbalife.com) (see Q1)

**Step 2:** Click on the “Download This Video” icon



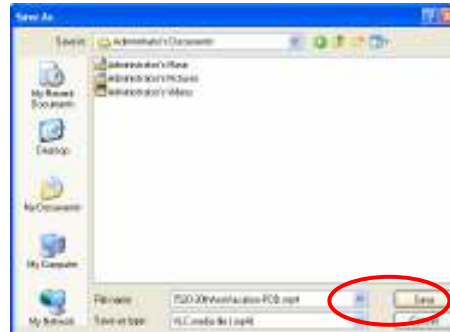
**Step 3:** Then, follow the instructions. For example, PC Users will “Right click and choose Save Target As...” and Mac Users will “Control click and choose Save Link As...”



**Step 4:** The “Save As” window will open up.

# MyHerbalife Video Library (HBN) Frequently Asked Questions

**Step 5:** Navigate to where you would like to save the video file and click the “Save” button.



### 3-Q2: How do I view the downloaded video on my PC?

**3-A2:** In order to view the download video, your computer must be equipped with an MPEG-4 video player before performing the steps below. We recommend installing Quicktime from Apple. You can find this application for free at <http://www.apple.com/downloads/>.

**Step 1:** Navigate to where you saved the video file

**Step 2:** Double click to select and launch the video

**Step 3:** The video will start to play in your MPEG-4 video Player



## MyHerbalife Video Library (HBN) Frequently Asked Questions

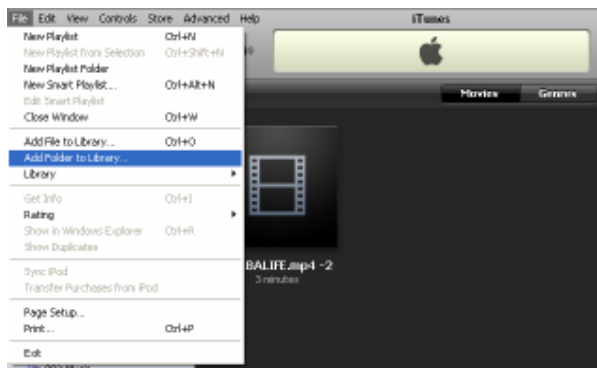
### 4. Transfer videos to iPods with iTunes

#### 4-Q1: How do I transfer a downloaded video to my video iPod?

**4-A1:** In order to transfer the downloaded video to your video iPod, your computer must be equipped with the iTunes application from Apple before performing the steps below. You can find this application for free at <http://www.apple.com/downloads/>.

**Step 1:** Open the iTunes application

**Step 2:** From the Menu bar, select "File", then "Add File to Library"



**Step 3:** The "Add to Library" box will open up. Navigate and select the downloaded video file.

**Step 4:** iTunes will then add the video file to the "Movies" section of your Library

**Step 5:** Connect your video iPod to your computer and Sync your video iPod

#### 4-Q2: Can I use other portable media players aside from video iPods to transfer the downloaded videos?

**4-A2:** Yes. You can also transfer the downloaded videos to Sony PlayStation Players (PSP), Microsoft's Zune Player, and the Sana View player from Sandisk. You will need to refer to their manual instructions for a proper file transfer.

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## 5. Send video with email

**5-Q1: Can I email a video from the MyHerbalife Video Library to a friend?**

**5-A1:** The MyHerbalife Video Library gives you the power to send any video to a number of email addresses. It's easy. Here's how:

**Step 1:** Click on the "envelope" icon below the video description.



**Step 2:** The "send video" application will open. It is important to input your email address so that the email can be sent out correctly.

