HOW TO WATCH PILATES V @ HOME

Getting Ready!

- Recommended props to build your home studio can be found on our **@ Home Hub**
- You can also grab a fresh playlist of your choosing and stream in the background from a Google Home, Alexa, or other device on our **@ Home Hub**
- Ensure your wifi is strong enough to livestream or playback videos. We're streaming in full 1080O HD, and the video player will adjust/downgrade quality if needed based on your wifi strength.

YOU <u>MUST</u> HAVE THE FOLLOWING EMAIL NOTIFICATIONS TURNED ON BEFORE BOOKING:

- *"You're scheduled for a class, course, or appointment"*
- *"A staff member posts a note in a class, course, or appointment for you"*

To turn on email notifications, sign into your Pilates V account (computer), click "Notifications" then "Settings" and scroll down to the notifications listed above and ensure the "Email" option is turned on.

Viewing the Schedule & Booking Classes:

- No different than our regular in-studio classes! Open our Mobile App, OR visit https://pilatesv.pike13.com
- WE RECOMMEND BOOKING ON A DESKTOP COMPUTER. **MOBILE BOOKINGS DO NOT CURRENTLY TRIGGER EMAILS AFTER BOOKING.**
- There is now a filter to select "Online" as your location
- Purchase and book classes as normal!

After Booking:

- If you've turned on your email above and booked on the desktop, you will receive an email that includes a link and password to access the class. **You will need this info to access the class at the scheduled time.**

- The specific login information for your class is available in a few places:
    - Shown on the Enrollment Confirmation Email you'll receive after booking (recommended you turn these on if you have them turned off)
    - On the desktop, shown on the Upcoming Visit details page from your dashboard (click on the visit and scroll to the bottom). **YOU CANNOT VIEW THIS DETAIL ON THE MOBILE APP, BUT A MOBILE BROWSER DOES WORK!**

- Shown on the <u>Visit Reminder Email</u> sent 24-hours ahead of time (if you have these turned on)

Joining a Class:

- Visit the custom link provided at time of sign up, enter the password provided and your Pilates V account email address (classes will only work with your email + the provided password).

- You will see a countdown/note/Pilates V logo if class hasn't started yet, get ready! Once the instructor goes live you'll see the video go live!

- You may want to refresh the page if you're a few minutes past the start time just in case you see no video!

- You can go full screen with a mobile device (smartphone or tablet) or with a laptop computer!

Technical Issues

While we are not able to troubleshoot individual technical issues, here are some helpful tips to keep in mind:

- Live streams may need a few mins to connect on the instructors side. Expect some silence when they first connect.

- Frequent "buffering" (aka pausing) during the stream can occur when the viewer's Internet bandwidth does not support playback of the selected video quality. If you are an @ Home Unlimited member, when you watch the replay of this video you'll be able to reduce the video quality in the quality menu (little gear icon).

- You can test your bandwidth speed at <u>https://testmy.net/download</u>
    - If your bandwidth is 7mbps or higher, use 1080p during playback; anything lower than 7mpbs should use 360p or 720p

TECHNICAL REQUIREMENTS
System Requirements for viewing, browsing, and apps

While the player may work on older setups using, we strongly recommend keeping your system as up to date as possible. Browsers and operating systems are constantly releasing bug fixes, security updates, and improvements, and it's our responsibility to keep up with them as well. Using the latest browser version can always help to prevent weirdness with Vimeo and the Interwebs at large.

Supported browsers — playback

We support playback in browsers that can decode H.264 videos in an HTML5 player. Due to rising security vulnerabilities, Vimeo no longer supports Flash. If you're using an older browser, system, or website, you'll need to upgrade to continue watching Vimeo videos.
Here is a list of our supported browsers/versions:
- Chrome 30+ (has automatic updates)
- Firefox 27+ (has automatic updates)*

- Internet Explorer 11*
- Microsoft Edge
- Safari 9+

*H.264 video is only supported in Firefox for Windows 7 and later. Firefox versions on Windows XP are no longer supported for playback.

*Older versions of Internet Explorer (IE 10, 9, 8, etc) that lack support for the TLS 1.2 protocol and HTML5 cannot be used to play Vimeo videos. As of January 12, 2016, Microsoft has stopped releasing updates to older versions of IE. (Microsoft's official statement on IE support can be found here)

Supported operating systems — playback
The player operates in a wide range of operating systems, but we can only guarantee full functionality on systems that are still being supported by their proprietors.
Microsoft has ended support for Windows XP and Windows Vista.

The earliest version of MacOS still receiving extended support from Apple is Sierra (v. 10.12.6), and support for it is rumored to end in September 2019. Earlier versions of MacOS (El Capitan, Yosemite, Mavericks, etc) are not supported.

Mobile/Tablets
- Android (Lollipop) version 5.0+
- iOS version 9.3.5+

⚠ Blackberry and Windows phone users: You may still able to view videos on devices that support HTML5; however, we do not test out our player in these environments and thus cannot guarantee support.

Similar to uploaded videos, playback for live events is supported on any setup that supports H.264 videos, HTML5, and Media Source (specifically required for our adaptive streaming system). Please see our supported systems for playback above, with the following exceptions:
- Internet Explorer 11 on Windows 7 and earlier is not supported for Vimeo Live
- The Samsung Internet browser (all versions) is also not supported for Vimeo Live. We recommend

Internet Connection Requirements (playback)

We require minimum *stable* download speeds of **500 kbps or faster** in order to view our lowest quality, SD 240p. Since bandwidth tends to fluctuate for a number of unforeseen variables, we always recommend you use a dedicated Internet line of **5 Mbps or faster** to stream and download high quality videos on the Internet. For optimal performance, a hardwired connection via Ethernet is best**,** but if you prefer to use WiFi, be sure that your router is configured correctly and that your network is not being shared with other devices (this can limit the starting speeds you pay your ISP for).

Not sure what speeds your device is receiving? Visit https://testmy.net/download (on mobile or desktop) for an estimate. We recommend performing this test a few times since bandwidth can change.