



BEST  
PRACTICES  
FOR VIEWING  
PLYOJAM  
ONLINE  
CLASSES



PLYOJAM<sup>®</sup> | DANCE POWERED  
BY PLYOMETRICS

# We are so happy you are a part of our Online Membership!



This guide has been created to help you have the best possible experience with our online workouts! We know technical difficulties can be a real DRAG so we're here to help!

# Internet Service Provider

The quality of your playback experience is largely dependent on how your ISP (Internet Service Provider) or mobile provider connects to Vimeo's playback servers. Keep in mind that your overall Internet speed can vary depending on many factors, including but not limited to: time of day, WiFi performance, other devices/ users utilizing your connection, and the strength of the signal provided by your ISP.



# Best Practices for Video Playback

The following table shows the minimum speeds required for each playback quality. You may want to call your internet provider and ask about your bandwidth:

QUALITY	REQUIRED MINIMUM BANDWIDTH
360p	1 Mbps
720p	3 Mbps
1080p	7 Mbps

**All PlyoJam workout videos are 720p.** When a video plays in lower than expected quality, it's likely because your Internet speed (bandwidth) or computer processing speed cannot support higher quality playback. You can manually force a particular quality by selecting the gear icon in the lower right corner of the player. (However, this may result in frequent buffering if the bandwidth does not meet the required minimum outlined above.)



# Try an Online Speed Test



## Online Speed Tests

Speed tests can give you a general sense of the download speeds you're receiving from your Internet provider, but it's important to note that the servers used in the speed test are different from those used by other services. The actual speeds being received by your device may differ. This is because speed tests are designed to ping the closest server to your location, while other servers may be further and more utilized.

As a best practice, we recommend avoiding Flash based speed tests and using trusted HTML5 tests like <https://testmy.net/download> to get a general estimate of the speeds you're receiving from your Internet Provider. If you expect higher bandwidth than what's being reported, we recommend getting in touch with your Internet Provider for more information.

# Videos Buffering?



Frequent buffering can occur when the viewer's Internet bandwidth does not support playback of the selected video quality. Try switching to "Auto" in the quality menu (the default), if available. If "Auto" is not available, switch to one of the lower quality options. If your video still fails to start, check your estimated bandwidth [here](#).



# HOW TO VIEW THE WORKOUTS

**Stream Videos Using a Browser - You can do this on your smart phone, tablet, laptop, desktop or smart TV.**

Make sure your device is connected to Wi-Fi and you have the most up-to-date version to keep it running faster and smoother. Head to the browser you normally use to view websites and go to PlyoJam.com, login and have fun!

**Mirror your iPhone or iPad - click [HERE](#) for directions.**

**Use an HDMI Cable - Click [HERE](#) for directions.**

**Use Chromecast - Click [HERE](#) for directions.**

