
HOW IT WORKS?

1.1 What is iTRAIN, and what products do you sell?

iTRAIN combines the experienced queuing of Hollywood personal trainers utilizing the hottest music entertainment in one package. Workouts are delivered directly to your MP3 player!

These are audio files and each workout has the trainer's voice providing step by step instructions with music in the background guiding and motivating throughout your workout session. The exercise instructions are available via video and PDF format. The PDF format instructions can be downloaded to your computer and display the positions and directions on how to perform the movements.

1.2 How will iTRAIN help me?

iTRAIN: is the answer to weight loss

iTRAIN: keeps you going longer and stronger

iTRAIN: Best variety, Best instruction, Best voices

iTRAIN: is the answer to transportable fitness

iTRAIN: is fun and makes time fly

iTRAIN: is the best music to run, climb, dance, cycle, lift and stretch

1.3 Who is iTRAIN for?

iTRAIN is for everyone and every level. Each of our trainers gives you step by step guidance, technique, and safety tips to get you through your workout. If you are a new student in the area of yoga, we advise you to purchase iSTRETCH 1/2 before moving to iSTRETCH 2/3 or iSTRETCH Combination. All other workouts are created for all levels.

1.4 I prefer to use the elliptical machine, do you have a workout for it?

iCLIMB is a good workout for the elliptical.

1.5 Can I workout with iTRAIN if pregnant?

We don't recommend it, but you could if you consult your physician before trying any exercise program and if he/she agrees. You could do iCLIMB 20Min, iCYCLE 20Min, iSCULPT Traditional and iSCULPT Ballet. Please read all cautionary material. Please keep your heart rate below 140 with all cardio exercises. We advise using a heart rate monitor. Please avoid abdominal work if uncomfortable laying on your back.

1.6 How does the pricing work?

iTRAIN offers three plans to accommodate our members needs.

* The A La Carte plan allows you to purchase any workout whenever you like paying the listed price tag, which usually ranges from \$0.99 USD to \$11.99 USD.

* The Monthly Motivator plan, is a subscription plan and you will be charged \$9.99 USD every month and gives you 3 credits a month to be used towards a download of any workout under any price tag. Credits are valid for 90 days.

* The Resolutions Package is a yearly plan and gives you great savings. The cost is \$79.99 a year and gives you 3 credits every month for 12 months (1 credit = 1 program or workout so basically \$2.22 USD a download). Credits are valid for 90 days.

1.7 Do you have Gift Certificates?

Gift Certificates can be purchased directly from our website with the choices of \$ 25, \$50 or \$100 USD amount. The recipient can redeem it at <http://www.itrain.com/RedeemGift.php> by entering the code provided via email. Please note that new users will require registering in order to redeem the certificate.

2. What do I need to know?

2.1 What do I need to get started?

You need a computer, an internet connection (broadband recommended) and a MP3 player. However, if you don't own an mp3 player, you can download the workouts to your computer and either play from it directly or burn into a cd and use with a walkman.

2.2 What if I am not good with computers?

Read carefully all the FAQ (Frequently Asked Questions) and every page of the website. Then if you still have Questions, you can contact customer service using the "Contact Us" link.

2.3 Is the iTRAIN site secured?

Yes, all transactions are SSL secured by Geotrust (<http://www.geotrust.com>).

iTRAIN uses the Secure Sockets Layer security standards. SSL encodes your personal information (such as your password, address and phone number, or your credit card number) so that it is available only to you and the itrain.com team who will help make sure your personal training experience goes smoothly.

2.4 I am located outside of the US, can I register to iTRAIN?

Yes, iTRAIN allows international access from every country. The final transaction is made in USD but a currency converter on

the checkout page can provide you an estimate.

2.5 When contacting Customer Service, what do I need to specify?

- a. Which purchase plan are you on? (Ala Carte, Monthly Motivator, Yearly Resolution)
- b. What's the email address associated to your account?
- c. Which operating system are you using? (Windows XP, Mac OS, etc.)
- d. Which internet browser are you using? (Internet Explorer, Safari, Netscape, etc.)

2.6 When I click the little speakers next to the workouts to sample them, nothing happens.

Try waiting a little bit. Depending on your system configuration, it may take some time.

2.7 Are the programs audio or video programs?

The iTRAIN workouts are audio only programs at the moment.

2.8 I don't have Hi-speed internet, can I download iTRAIN with dial-up?

Sure you can, it will just take more time.

2.9 Do I need a specific MP3 player to enjoy iTRAIN programs?

iTRAIN programs are compatible with any MP3 player.

2.10 I only have a computer with software that can play MP3 files. I don't have a portable player. Is it enough to listen to iTRAIN programs?

Absolutely! Just download and save the workouts on your computer. Now, turn up the volume and workout!

2.11 I received a promotional code. Where do I enter?

Select the workouts you desire to download, click the "Checkout" link enter the code in the "Promotional Code" box and the deduction will be applied during the checkout process.

2.12 I am trying to checkout but a message keeps popping up saying "invalid XML". What can I do?

Please login to iTRAIN, click on "My Account" link and then "Billing information". Re-enter the billing information making sure all fields are entered with the correct information. Wait 24 hours between each try.

2.13 What is the "6 Week Body Makeover Program"?

It is a sound nutritional guide to shedding those unwanted pounds and inches. Grace has created a 3 Phase weight loss program that will change your body in just 6 weeks. It includes a 2 week quick fix weight loss guide, a 4 week steady state weight loss program and lastly a maintenance guide to keeping off the weight. Included are food lists, guidelines and combinations of iTRAIN programs in order to achieve fastest results. If you follow this program closely, you are guaranteed to see results in just 6 weeks.

2.14 How do I access the "6 week Body Makeover Program"?

The program is readily available under the iTRAIN Diets Selection. Click on "Workout Programs", "More iTRAIN Programs and iTRAIN Diets."

3. Password issues

3.1 How do I get my password?

Your password is sent once you are registered. Please allow a couple of hours to receive your email.

3.2 Can I change my password?

Yes, your password can be changed by login in to iTRAIN, click on "My Account" link and then "Password".

3.3 I have registered but I did not receive an email with the password?

Contact Customer Service by using the "Contact Us" link. Please make sure the iTRAIN email DoNotReply@itrain.com is not set up to go to your junk mail folder. You should do the same with customerservice@itrain.com

4. Credits and workout questions

4.1 How to purchase & find workouts?

Login to your account, select "Workout Programs", choose your Workout from the selection, click the "Buy" button. After selecting all the workouts you wish to purchase, click the "Check Out" link located at the top of the page and that will take you through the Checkout process.

Make sure the Workout(s) listed are the ones you desire to purchase then click the "Check Out" button. Please follow the prompts until landing at the receipt page. Congratulations! You have successfully purchase your workout!

Click on "My Downloads" link located at the top of the page and the workouts that you purchased will be listed and ready to be downloaded.

4.2 How often do you change/update the workouts?

Workouts are updated every month, usually in the first few days. In the current workout page, you will always see the last set

of workouts (Set 4 is Mar-06, Set5 is Apr-06, etc.)

4.3 Where do I find my Credits?

Your monthly credits can be viewed and accessed at the "Check Out" page.

4.4 How do I use my credits?

Credits are used towards the purchase of workouts and it will be redeemed during the check out process. If you have more workouts than credits available in your account, credits will be applied towards the most expensive workouts first, so you will be charged only for the least expensive ones. Please keep in mind that a credit will expire after 90 days.

4.5 Are visuals and description files available?

Yes, PDF or video instructions are provided for the more complex workouts. Please make sure adobe acrobat reader is installed on your computer in order to view the files. Instructions can only be accessed after your purchase is completed.

4.6 I have too many old iTRAIN programs, and my mp3 player is getting full. How do I make room for new programs?

Open the software managing your mp3 player. Select the iTRAIN files you don't need and delete them. You might be prompted with a dialog box asking you if you only want to remove the program from the library only or want to delete it from your disk drive as well. Answer the Question and press OK. Synchronize your mp3 player to actually delete the files from the handheld device. You now should have

5. Technical Support Corner

MAC Users

5.1 Downloading workouts on OSX using IE browser

Please try the following steps when downloading: Log in to iTRAIN and go to "My downloads". Hold the CTRL key on your keyboard at the same time you click the link to download. Select "Download link to a disk" option. New window opens that allows selecting a location to save the file. Suggest saving to "desktop" and click OK. Download will commence.

5.2 Unable to view the "Additional Workouts" window

Safari has as default "Pop Up Blocker" on, which prevents any other windows to open. In order to unblock, and view the "Additional Workouts" window just launch Safari, click on "Safari" at the title bar and uncheck the "Block Pop Up Windows" option.

5.3 How do I get my workouts on iTunes once I downloaded from the iTRAIN website?

Adding your iTRAIN workouts to iTunes is very simple. Open iTunes, select "Add files to Library", browse to the location where your workouts (.mp3 files) were saved, select the file and click "Open". Perform the same steps until all your files are uploaded. Once all files are uploaded it should be listed under your iTunes Music library and ready to be synched to your .mp3 player (i.e. iPod).

5.4 I get an error message saying "no audio files available."

Try to download the program from the iTRAIN website again and you should see it.

5.5 I downloaded my 40 minute workout, but on iTunes it only shows 18 minutes

The download may have been interrupted. You can go back to your "My Downloads" page and re-download the workout. If you still have an issue, go back to the Workout Programs page and re-select your workout.

5.6 I downloaded my 60 minute workout and it shows only 52 minutes or I downloaded my 20 minutes workout and it shows 24 minutes?

The 20, 40 and 60 minutes are only indications on the type of workout. Sometimes it is a bit less, sometimes it is a bit more.

Windows Users

5.1 I can't download the workouts I bought.

It could be your anti-virus (i.e. some have an option to block download access). Make sure you allow iTRAIN content to be downloaded.

5.2 Getting an error "File can't be used because it can't be found".

Open iTunes. Locate the file that is listed under "Library". Select the file, Right click and select "Get Info". A dialog box appears advising that particular file can't be used because it can't be found. Would you like to locate? Click "Yes". Browse to the location where you previously saved the downloaded file. Select the file and click "OK". Connect your player and add the files to it. If you can't find the files on your computer, please log in to iTRAIN and make sure to select a location to save your download. iTrain files are usually saved by default under "My Music" or "My Received files".

5.3 How do I get my workouts on iTunes once I downloaded from the iTRAIN website?

Adding your iTRAIN workouts to iTunes is very simple. Open iTunes, select "Add files to Library", browse to the location where your workouts (.mp3 files) were saved, select the file and click "Open". Perform the same steps until all your files are uploaded. Once all files are uploaded it should be listed under your iTunes Music library and ready to be synched to your .mp3 player (i.e. iPod).

5.4 Unable to download files using AOL

Please try to use another browser in order to download the file, instead of the AOL browser. The file needs to be downloaded and saved into a location on your system before it can be played or loaded to your MP3 player. Follow these steps when downloading a workout. Login to iTRAIN, select the file from "My Downloads", right click on your mouse and select the option "Save As", select a location for the file to be saved on your system (desktop suggested). Download should start at that point.

5.5 Unable to add workouts to iTunes due to error "File not Recognized"

If you received this message, most likely the downloaded file was not automatically saved as .MP3. To fix, just select the file, right click your mouse, select "Rename" and add .MP3 at the end of the name.

5.6 I bought some workouts but I can't find them on my computer.

Very often, your internet browser does not ask you where to save downloaded files so you might not know where they are. By default on a Mac, it saves files on your desktop while on a PC using Windows, it saves them under "My Documents/My Music" or "My Documents/My Received Files". You can view the properties of your web browser and change them to prompt you where to save downloaded files.

5.7 I get an error message saying "no audio files available."

Try to download the program from the iTRAIN website again and you should see it.

5.8 I downloaded my 40 minute workout, but on iTunes it only shows 18 minutes

The download may have been interrupted. You can go back to your "My Downloads" page and re-download the workout. If you still have an issue, go back to the Workout Programs page and re-select your workout.

5.9 I downloaded my 60 minute workout and it shows only 52 minutes or I downloaded my 20 minutes workout and it shows 24 minutes?

The 20, 40 and 60 minutes are only indications on the type of workout. Sometimes it is a bit less, sometimes it is a bit more.