

LIVE PERSONAL TRAINING

ON **FORME**

PREPARING FOR YOUR
FIRST TRAINING SESSION



01.

WHAT TYPE OF NETWORK CONNECTION SHOULD I HAVE?

The Studio can be connected either through wired or wireless connection, but for optimal performance, wired connections are recommended. We recommend download and upload speeds of at least 10 Mbps.

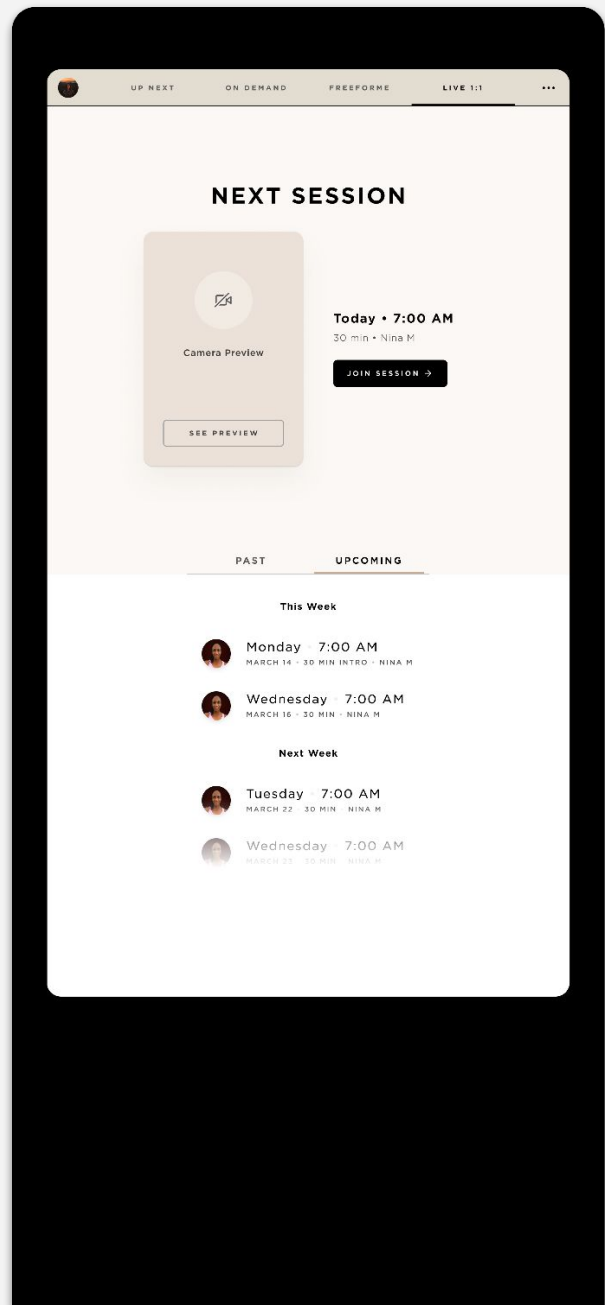
02.

HOW TO JOIN OR LEAVE YOUR SCHEDULED SESSION

Once you've scheduled your session with your trainer, you'll be able to find the upcoming session listed on your Studio by tapping on the "Live 1:1" tab on the navigation bar at the top of the screen. Under that tab, you'll see the next session, along with any upcoming sessions that have been scheduled. Tap the listed session to join.

Note: you'll only be able to join the session with your trainer 30 minutes prior to the scheduled session.

The session will officially begin once your trainer joins. If you attempt to join prior to your trainer, you will be placed into a waiting room until they begin the session.



If you need to leave the session for any reason, just tap the screen to bring up the option to end the session, and tap the "X" above "End Session." This will take you to the summary screen. You can close out of the summary screen by tapping the "X" at the top of the screen.



05.

HOW TO ADJUST THE VOLUME IN YOUR SESSION

You can easily adjust the volume in your training session by tapping the speaker icon on the top right corner of the Studio screen, which opens the volume scale. Tap anywhere along the scale to move the dot to increase or decrease the volume of the trainer's voice.

06.

OTHER THINGS TO KNOW

If you experience any issues with your session, please:

1. Pause the session by tapping the screen. Tap the screen again to rejoin the session.
2. If the issue persists, exit the session and rejoin. Exit by tapping the screen to bring up the option to end the session, and tap the "X" above "End Session." This will take you to the summary screen. You can close out of the summary screen by tapping the "X" at the top of the screen. To rejoin, tap "Join Session" under your Live 1:1 tab on the Studio.
3. If the issue still persists, restart the Studio by pressing the circular power button on the back right
3. Wait 5 seconds, then press the button again to power the Studio back on. Once restarted, navigate to the Live 1:1 tab and tap "Join Session" to join the session again.
4. Contact our Member Support team ((310) 697-8655) and we'll be happy to dig into it further.



QUESTIONS?

Our Fitness Concierge team is available to help with any questions or issues you may have:

MONDAY - FRIDAY

6 AM - 6 PM PST

SATURDAY - SUNDAY

7 AM - 3 PM PST

✉ : support@formelife.com 📱 : 310.697.8655

Strength + Love.

YOUR FRIENDS AT FORME

