P90X® App for iPhone® and Android™ – FAQ

GETTING STARTED

1.) Does the P90X App for iPhone and Android replace the P90X, P90X2®, and P90X3™ DVD systems, or does it complement them?

The P90X App works in conjunction with the P90X, P90X2, and P90X3 DVD systems. You'll get personalized tools for planning and tracking your workouts and progress right on your phone. Don't have P90X, P90X2, or P90X3? Get them at P90X.com, P90X2.com, P90X3.com, or in the Beachbody® Store in the "More" tab of the app.

2.) Can I automatically add the entire P90X, P90X2, or P90X3 workout schedule to my P90X App calendar?

Yes. Just tap on "Start a Program" from the Bring It screen, or go to "My Programs" from the Flyout Navigation (Android) or Calendar screen (iPhone) and select the program you want—P90X Classic, Lean, or Doubles. P90X2 tracking works by phase. Select the phase you plan to start—Phase 1, Phase 2, Phase 3, or Recovery. For P90X3, select the Classic, Lean, Doubles, or Mass schedule. After making your choice, select the day you'd like to start and the time of day you'd like to work out. If you are doing P90X2, you should complete the phases in order.

3.) Can I schedule non-P90X workouts?

Yes, you can schedule non-P90X workouts such as swimming, climbing, running, and more. Just go to your Calendar day view, and tap "Add Workout."

4.) How do I create a profile and add photos?

Tap on the "Profile" listing on the navigation flyout. From there, you can tap on the different fields to enter your name, measurements, and add photos. To add photos, tap on the camera icon to take a photo using your phone's camera or to select an existing photo to use from your device. You'll be able to compare your "before" and "after" pictures side by side to see your progress.

WORKING OUT

5.) How do I start a workout?

From the Bring It screen, you can either tap "Start a Program" to schedule a 90-day program or "Work Out Now" for an individual workout. You can also schedule workouts from the Calendar screen. When you get to the Workout Details screen, you can choose "Track Workout" if you're working out with your P90X DVDs, or "Purchase Guided Workout" if you're away from your DVDs.

6.)   What's a P90X Guided Workout?

P90X Guided Workouts are cued versions of the P90X workouts, designed specifically for your smartphone and available for purchase through the app. They feature timed video demonstrations for every move, tips on form, and audio guidance from P90X trainer Tony Horton. You can take the Fit Test and try the Ab Ripper X Guided Workout for FREE!

7.)   How do I purchase Guided Workouts?

Tap on the "P90X Directory" on the navigation flyout of the screen to view and purchase Guided Workouts, or you can purchase them from the Workout Details screen for each individual workout as noted above. Guided Workouts are not available for P90X2 or P90X3.

8.)   I deleted and reinstalled my P90X App—now I don't have the Guided Workouts. Do I have to pay for them again?

No, you don't have to pay for the Guided Workouts twice. As long as you enter the same ID you used to pay for them the first time, you'll be able to install them again at no additional charge. Go to the "Workout Detail" screen or the "Directory" tab, then tap the Guided Workout item (either individual or bundle) that you purchased previously. "You've already purchased this workout. Tap OK to download it again for free." Tap OK to re-download the Guided Workout(s). You will not be charged a second time for this re-download, since it is associated with your iTunes® or Google Play™ ID.

Note: Beachbody recommends connection to a Wi-Fi network while downloading Guided Workouts.

9.)   I backed up and restored my P90X App. How do I restore the Guided Workouts I previously purchased?

On starting the P90X App after restoring from backup, you should be prompted to re-download Guided Workouts. If you choose to defer re-downloading until later, simply visit the "Directory" tab, and tap on the bundle or individual product you previously downloaded.

Note: Beachbody recommends connection to a Wi-Fi network while downloading Guided Workouts.

10.)   Why isn't there tracking for the P90X Plyometrics, Yoga X, X Stretch, Core Synergistics, and Ab Ripper X workouts, or the P90X2 Plyocide, X2 Recovery + Mobility, X2 Yoga, and X2 Ab Ripper workouts?

Tracking is only included for workouts that require the participant to record the amount of weight or repetitions completed.

11.)   What equipment do I need for P90X2?

Although there is an equipment-free option in every workout, having a pull-up bar, stability ball, 2 to 4 medicine balls, dumbbells, a resistance band, a foam roller, and a chair or plyo box will enhance the P90X2 experience.

RECOGNITION AND PRIZES

12.)   Is there recognition for completing the P90X workouts?

Yes! As you go through the P90X program, you'll pass important milestones such as taking the Fit Test, achieving 50% of your goal, graduating the program, and many more. For each of these accomplishments, you'll get P90X achievement badges that signify how much you rock. You can also share these achievements with your friends via Facebook®, Twitter®, and email to show off your "ripped and rewarded" status.

13.)   How do I become a P90X graduate?

Complete the 90 days of the scheduled P90X workouts, and you'll be a P90X graduate! You'll still want to log non-P90X workouts, but they won't count toward your P90X graduation.

SOUND

14.)   How do I turn the audio on or off in a Guided Workout?

While in the Guided Workout, tap on the "speaker" icon. From there, you can turn off the chimes, as well as Tony's audio guidance.

15.)   Can I listen to music while I use the P90X App?

Sure. Just turn on the music on your device, and then launch the P90X App.

TEAM BEACHBODY®

16.)   Do my workouts sync with my Team Beachbody workouts?

Yes, if you've logged in as a Team Beachbody member, your P90X, P90X2, and P90X3 workouts will sync with your Team Beachbody account, unless Auto Sync in the Settings tab has been set to "Off." If "Show Status" is set to "On" in Settings, when you start your Guided Workout on the P90X App, your status will show up as "working out" to other users in the Team Beachbody SuperGym®.

17.) **If I'm outside my network coverage area, can I turn off the Team Beachbody Auto Sync feature to reduce extra charges?**

Yes. Go to "More," then "Settings," and set Auto Sync to "Off."

18.) **What if I want to clear my Team Beachbody account and all stored related data from my P90X App?**

Go to "More," then "Settings." Under "Team Beachbody," tap on "Sign in" to enter your email and password, and connect your P90X App to your Team Beachbody account. To disconnect your Team Beachbody account from the app, go to Settings and tap "Clear Data."

WARNING: Resetting your device account erases all local data from the app. Although tracking and body measurements are stored in your Team Beachbody account, nutritional logs and photos are not. Please save any photos you wish to keep to your phone's album before resetting the device through the P90X app.

TROUBLESHOOTING

19.) **The Guided Workout I purchased didn't completely download.**

Your download may be paused. To resume a paused download, navigate to the "Directory" tab at the bottom of the P90X App screen. Tap on a Guided Workout that is labeled "Pause" and click the "Resume" button to restart your download(s).

20.) **The P90X App won't run on my device.**
The P90X App has been optimized to run on the iPhone 3GS, iPhone 4, iPhone 4S, iPhone 5, and iPod Touch® Gen 4 devices. It also runs in 2x mode on the iPad® and iPad 2.

Older iOS devices may exhibit slower tap response times. Make sure you're running the latest iOS. The P90X App for iPhone is optimized to run on iOS 4.3 and later. Update your iOS to the latest release from Apple® for the best P90X experience.

The P90X Android app has been developed to officially support the modern devices most popular with our user community.

21.) **I've updated my OS, and I'm running a compatible device, but I'm still having problems.**

a. Try force-quitting, then restarting the app. To do this, first make sure the P90X App is running on the screen. For iOS 6 and iOS 7, double tap the home button, then tap on the

app icon and close the app.
For Android, go to Settings > Applications > Manage Applications > Tap Force Stop.

b. As a last resort, you may delete and reinstall the app. CAUTION! If you have entered data into the app which you wish to keep, deleting will lose all your data, unless it has been synched with a TeamBeachbody.com account. If you do not wish to lose your Team Beachbody data, before deleting, set up a Team Beachbody account on the web, then navigate to the settings tab in your P90X App and sign in with your Team Beachbody account. Signing up for Team Beachbody is free. Only one current P90X program can be synched to Team Beachbody. Check to make sure that your current P90X program schedule shows up completely in the TeamBeachbody.com web interface before deleting your app.

To delete and reinstall the P90X App:

On Android, go to Settings > Applications > Manage Applications > Uninstall

On iOS 6 and iOS 7, hold your finger down on the "desktop" screen and tap the "X" next to the App.

Once you have deleted the P90X App, you may reinstall by visiting the iTunes App Store or Google Play Store on your device. If you use the same ID that was used to purchase the app previously, either app store will restore the app free of charge. To download guided workouts previously purchased, use the same ID, and select the option to purchase the guided workout. An alert will appear, saying that the workout was previously purchased, and give you an option to restore it free of charge.

If you continue to have problems, please contact Customer Service at MobileCS@Beachbody.com.

MORE HELP

22.) **I found a bug in the P90X App.**

We're always looking to improve our app. Please send an email to MobileCS@Beachbody.com so we can report this to our tech team and get it fixed.

23.) **Need more help?**

You can reach Beachbody Customer Service at MobileCS@Beachbody.com.

COACH-SPECIFIC FAQ

24.) **Where should I send my prospects?**

If your customer/prospect is already a Team Beachbody member, you can send them directly to the App Store or Google Play.

If you would like them to join Team Beachbody before buying the app, send them to www.teambeachbody.com/workout-routines/p90x-app-for-iphone.

There, they can click through to join and then to purchase the app. MAKE SURE your customer includes your Coach repID and/or username during signup, so you get credit for any resulting sales.

25.) **Do I need to sign in to Team Beachbody in the app?**

YES. It is critical for all Team Beachbody members and Coaches to sign in with their Team Beachbody email and password. If you don't sign in, you will not get member pricing or be able to sync your workout schedule and tracking data with the SuperGym.

IMPORTANT: In addition, if your customers do not sign in, you will NOT get commission on their Guided Workout purchases or other purchases in the Team Beachbody Mobile Store.