

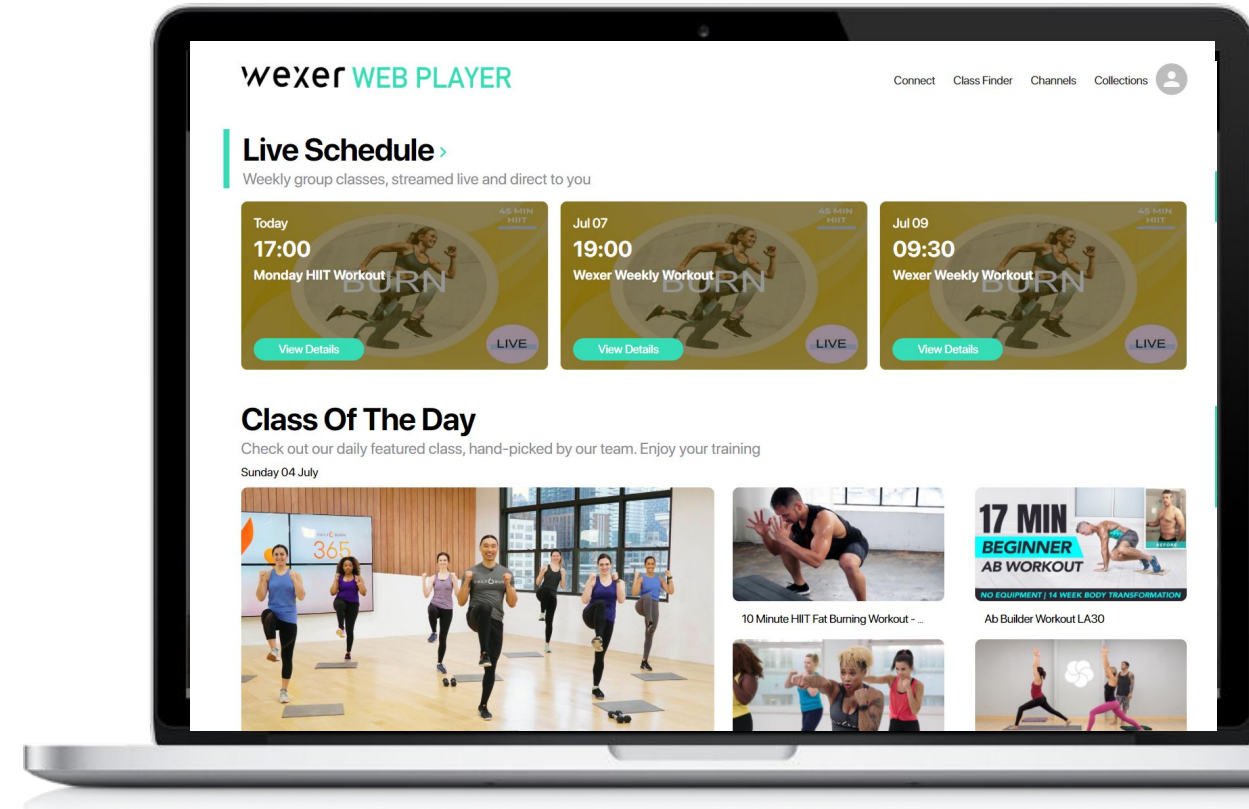
wexer

FITNESS ANYWHERE

*SIMULATED
LIVE ON WEB
PLAYER*



1. *What is Simulated Live & when to use it*
2. *General Technical Guidelines*
3. *Video Guidelines*
4. *Step by step guide*
 - *Login*
 - *Create an Event*
 - *Event lock window*
 - *Updating an event*
 - *Replacing a video*
 - *Deleting an event*
5. *Support*

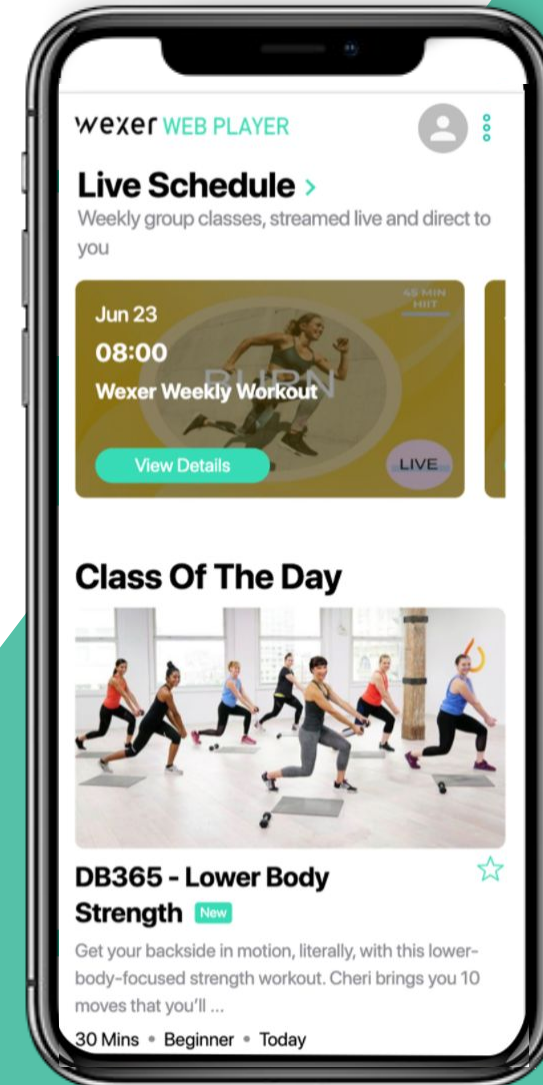


Understanding Simulated Live:

Simulated Live is designed to give a 'Feels Like Live' experience but with the benefits of pre recording and scheduling the class to begin at the appropriate time.

A few fundamental items that will support your use of Simulated Live:

- Personalisation of your Web Player with your star instructors pre-recorded classes, at home as well as in the club.
- Timetable these classes to run any time of the day without the concern of internet connectivity issues, (they are not streamed, so will always play when scheduled).
- Build habits and continuity for your members, whether in the club or at home. Replicating a live timetable experience.
- These classes are easy to upload, tag with the relevant information, equipment, exercise level and style.
- The classes will be available to members to play on demand after the 'live' class has taken place.



General Technical Guidelines

- Recommended browsers: Chrome, 'New' Edge, Firefox
- Recommended connection speed for uploading is 10Mbps or higher
- Max 5 concurrent uploads
- Access is based on a generic email address which won't be deactivated if people leave the role/company
- There is one user access role
- For password reset, please contact Wexer

wexer WEB PLAYER

[Connect](#) [Class Finder](#) [Channels](#) [Collections](#) 

Live Schedule >

Weekly group classes, streamed live and direct to you



Class Of The Day

Check out our daily featured class, hand-picked by our team. Enjoy your training

Tuesday 13 July



20 Minute Kettlebell New

Follow along with Kate whilst she takes you through this kettlebell workout. Please ensure you sufficiently warm up before th...

23 Mins • Intermediate • Today



Fight Boxing #1



Six Pack Slider Shred LA30



Black Fire: OTM Air Force Style



25-Minute Deep Stretch Yoga Flow

Video Guidelines

When creating your videos there are a few criteria to keep in mind:

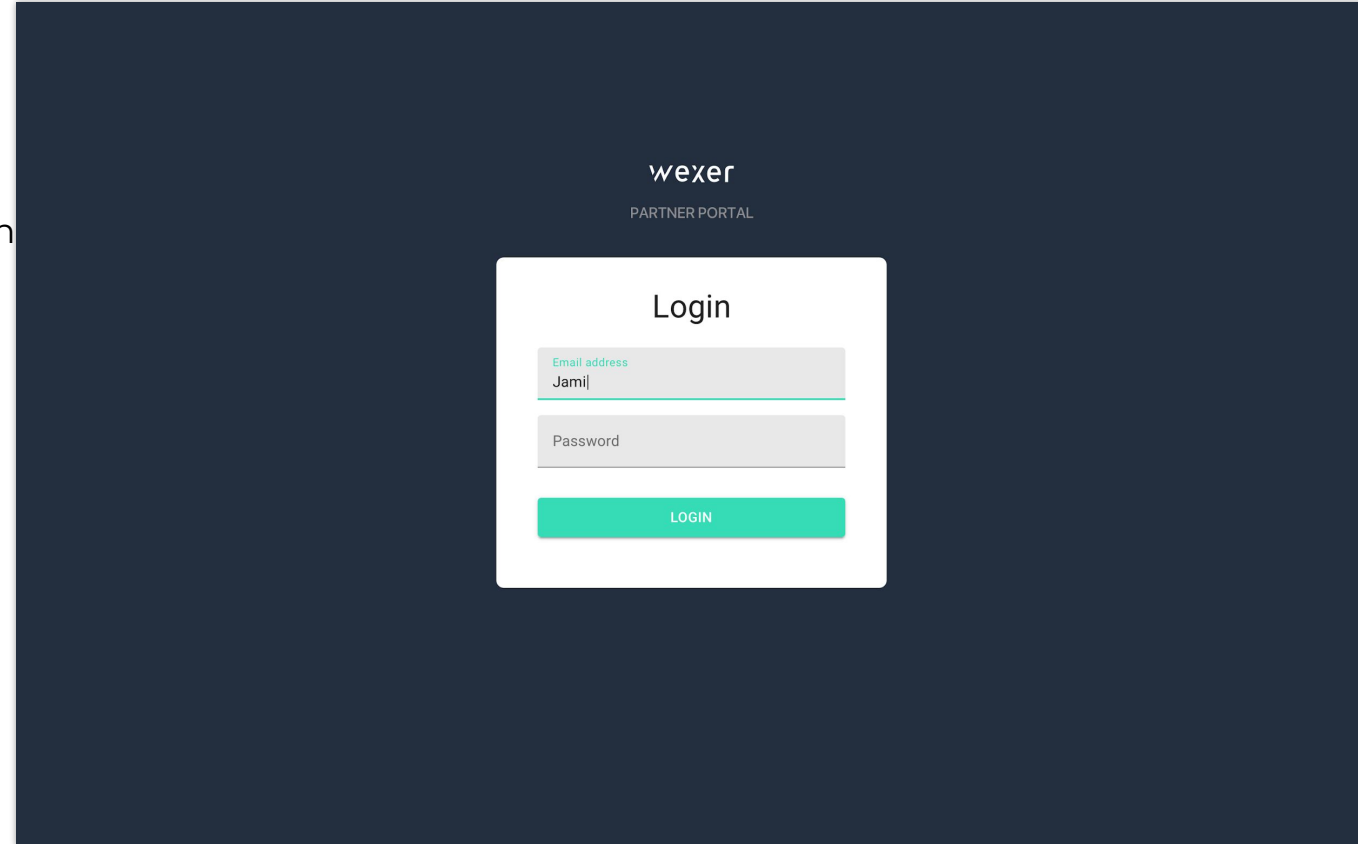
- .mp4 file format only
- Record in landscape format
- Video duration cannot be longer than 90 minutes
- Encoded video outputs:
 - 1920x1080 @ 4500 Kbps
 - 1280x720 @ 3000 Kbps
 - 960x540 @ 2000 Kbps
 - 640x360 @ 1000 Kbps
- Encoded video audio quality is 128 Kbps
- Source video files with higher resolution, bitrate and audio bitrate will be encoded to fit the above formats



Step by Step Guide

1. LOG INTO WEXER PORTAL

- Navigate to partner.wexer.com
- Login using the email address and password that has been provided
- You will land on the portal homepage



The screenshot shows the WEXER Partner Portal login interface. At the top, the 'wexer' logo is displayed above the text 'PARTNER PORTAL'. Below this, a white login box is centered on a dark blue background. The box is titled 'Login' and contains two input fields: 'Email address' with the text 'Jami' and 'Password'. A teal 'LOGIN' button is positioned at the bottom of the box.

Step by Step Guide

2. CREATE AN EVENT

- Go to “Schedule”
- Click “Add +” to add a new event

wexer

Admin

Content titles

Schedule

Scheduled Events

ADD +

<input type="checkbox"/>	↓ Day of Week	Event Title	Start Time	Class Title
<input type="checkbox"/>	Monday	Karen Yoga	13:00	Karen Yoga 26.10.2020
<input type="checkbox"/>	Monday	Morten HIIT	17:30	Morten HIIT 22
<input type="checkbox"/>	Tuesday	Cardio Burn	17:30	Morten HIIT 22

Step by Step Guide

2. CREATE AN EVENT

- Enter the event details
 - Title
 - Description
 - Date
 - Time (note the time zone displayed)
 - Cover image (must be 16:9 ratio jpg file)
- Save the event

The screenshot shows the Wexer 'Scheduled Events' form. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area has a header 'Scheduled Events' and a breadcrumb trail: '[Tenant Name] > Scheduled Events > [The Event Title]'. The form fields are arranged in two columns. The left column contains 'Title' (with a 40 character limit), 'Description' (with a 500 character limit), and 'Class Video' (with an 'Upload' link). The right column contains 'Date' (set to 'Monday 14 December'), 'Time' (with a 'UTC +5' indicator), and 'Cover (jpg)' (with a 'Select' link). A 'SAVE' button is located at the bottom right of the form.

wexer

Home

Admin

Tenants

Providers

Channels

Content titles

Schedule

Scheduled Events

[Tenant Name] > Scheduled Events > [The Event Title]

Title
The Event Title 40

Description
The event description which may flow on to more than one line. 500

Class Video
Upload

Date
Monday 14 December

The event will repeat each week and live-stream the same class video unless it is replaced.

Time
-- : -- UTC +5

Cover (jpg)
Select

SAVE

Step by Step Guide

2. CREATE AN EVENT

- After saving the event, the upload button is active
- Click upload to select a video
- Video status is shown during the video upload and encoding phase
- Please allow for enough time to upload and process the video. We recommend 4 hours or more prior to the event starting. The system will not limit creating events even though it is very close to the set start time

The screenshot displays the Wexer 'Scheduled Events' form. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area has a teal header 'Scheduled Events' and a user profile icon 'W'. Below the header is a breadcrumb trail: '[Tenant Name] > Scheduled Events > [The Event Title]'. The form contains several fields: 'Title' with the value 'The Event Title' and a character count of 40; 'Date' with the value 'Monday 14 December' and a note 'The event will repeat each week and live-stream the same class video unless it is replaced.'; 'Description' with the text 'The event description which may flow on to more than one line.' and a character count of 500; 'Time' with a UTC +5 indicator; and 'Class Video' with a progress bar showing 'Uploading... (43%)'. There is a 'Cover (jpg)' field with a 'Select' link. A 'SAVE' button is located at the bottom right of the form.

Step by Step Guide

2. CREATE AN EVENT

- An upload can be resumed in case there is an error
- This will resume to work within 7 days. If the user is not able to resume it within this time, they will need to upload again
- In case the connection drops significantly, the status will be shown as offline and the user can resume once connectivity improves
- There's a limit of 5 concurrent video uploads. If a user needs to add more, it can be done after one of the 5 earlier uploads finishes

The screenshot displays the 'Scheduled Events' form in the Wexer application. On the left is a dark sidebar with the 'wexer' logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area has a white header with the title 'Scheduled Events' and a user profile icon 'W'. Below the header is a breadcrumb trail: '[Tenant Name] > Scheduled Events > [The Event Title]'. The form itself is divided into two columns. The left column contains 'Title' (with value 'The Event Title' and a 40-character limit), 'Description' (with value 'The event description which may flow on to more than one line.' and a 500-character limit), and 'Class Video' (showing an upload progress bar for 'Uploading...(43%)'). The right column contains 'Date' (with value 'Monday 14 December'), 'Time' (with value '-- : --' and 'UTC +5'), and 'Cover (jpg)' (with a 'Select' link). A 'SAVE' button is located at the bottom right of the form.

Step by Step Guide

2. CREATE AN EVENT

- When the video uploads and encoding completes, the file status changes to “Incomplete”
- The “Add details” button becomes active
- Click on “Add details” to add video metadata

The screenshot shows the Wexer 'Scheduled Events' form. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area has a header 'Scheduled Events' and a breadcrumb trail: '[Tenant Name] > Scheduled Events > [The Event Title]'. The form fields are as follows:

Field	Value / Status
Title	The Event Title (40 characters)
Date	Monday 14 December
Description	The event description which may flow on to more than one line. (500 characters)
Class Video	Morten Yoga (Add metadata button, Incomplete status)
Cover (jpg)	Select
Time	UTC +5

A 'SAVE' button is located at the bottom right of the form.

Step by Step Guide

2. CREATE AN EVENT

- Fill out the video metadata including all mandatory information fields
- Finish by clicking “Save”

The screenshot displays the Wexer web application interface. On the left is a dark sidebar with the 'wexer' logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area is titled 'Scheduled Events' and shows a breadcrumb trail: [Tenant Name] > Scheduled Events > [The Event Title] > Video Details. The form contains the following fields:

- Title:** Text input with a 40-character limit.
- Description:** Text input with a 500-character limit.
- Instructor Name:** Text input with a 40-character limit, marked as 'Optional'.
- Skill Level:** Dropdown menu.
- Focus Areas:** Text input with a 40-character limit, marked as 'Optional'.
- Video Language:** Dropdown menu.
- Category:** Dropdown menu.
- Sub Category:** Dropdown menu.
- Equipment:** Select dropdown.
- Intensity (RPE):** Select dropdown.
- Labels:** Text input, marked as 'Optional'.
- Video:** Video player area with a 'Replace' link below it.
- Trailer (optional):** Select dropdown.
- Cover (optional):** Select dropdown.

A 'SAVE' button is located at the bottom right of the form.

Step by Step Guide

2. CREATE AN EVENT

- The video status changes to complete, and the “Active” box is now usable
- Marking the event as active makes the event visible on the Web Player
- The event will be recurring every week on the day and time of day selected earlier, and play the same class video unless it's replaced.

The screenshot displays the 'Scheduled Events' form in the Wexer application. The left sidebar contains the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area is titled 'Scheduled Events' and shows a breadcrumb trail: [Tenant Name] > Scheduled Events > [The Event Title]. The form fields are as follows:

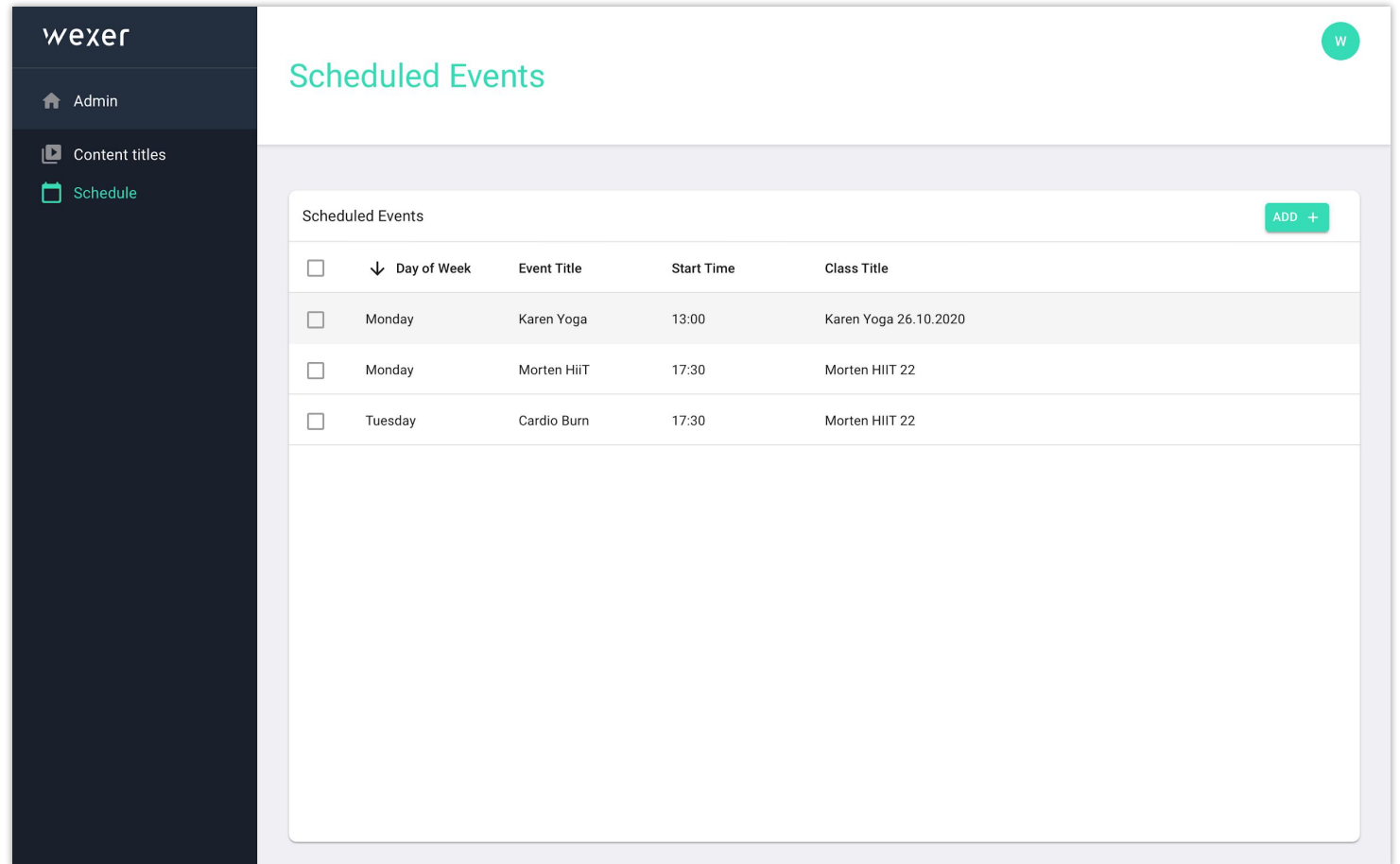
- Title:** The Event Title (40 characters)
- Description:** The event description which may flow on to more than one line. (500 characters)
- Date:** Monday 14 December
- Time:** -- : -- (UTC +5)
- Class Video:** Morten Yoga (Replace button, Complete status)
- Cover (jpg):** (Replace button)
- Active:** ☐ Active (Once activated, an event will be visible on the website.)

A green 'SAVE' button is located at the bottom right of the form.

Step by Step Guide

2. CREATE AN EVENT

- Lastly, the event is also now visible on the “Scheduled events” screen



<input type="checkbox"/>	↓ Day of Week	Event Title	Start Time	Class Title
<input type="checkbox"/>	Monday	Karen Yoga	13:00	Karen Yoga 26.10.2020
<input type="checkbox"/>	Monday	Morten HIIT	17:30	Morten HIIT 22
<input type="checkbox"/>	Tuesday	Cardio Burn	17:30	Morten HIIT 22

Step by Step Guide

3. EVENT LOCK WINDOW

- During the “event lock window” it’s not possible to change the event information
- The “event lock window” is 4 hours *prior* to the event start time and 8 hours *after* the event

The screenshot displays the Wexer 'Scheduled Events' form. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area has a header 'Scheduled Events' and a breadcrumb trail: '[Tenant Name] > Scheduled Events > [The Event Title]'. The form fields include: 'Title' (The Event Title, 40 characters), 'Date' (Monday 14 December), 'Description' (The event description which may flow on to more than one line, 500 characters), 'Time' (UTC +5), 'Class Video' (Morten Yoga, with 'Replace' and 'Complete' buttons), and 'Cover (jpg)' (with a 'Replace' button). An 'Active' checkbox is present with the note: 'Once activated, an event will be visible on the website.' A green 'SAVE' button is located at the bottom right.

Step by Step Guide

4. UPDATING AN EVENT

- Any event, not currently in the lock window, can be updated/edited. Select it from the “Scheduled Events” main page
- It’s possible to update/edit:
 - Title
 - Description
 - Date
 - Time
 - Cover Image
 - Video metadata
 - Event activate state

The screenshot shows the Wexer web application interface for editing a scheduled event. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area is titled 'Scheduled Events' and features a breadcrumb trail: [Tenant Name] > Scheduled Events > [The Event Title]. The event details are organized into two columns. The left column contains fields for Title (The Event Title, 40 characters), Description (The event description which may flow on to more than one line, 500 characters), Class Video (Morten Yoga, with Replace and Complete buttons), and an Active checkbox (Once activated, an event will be visible on the website). The right column contains fields for Date (Monday 14 December, with a note: 'The event will repeat each week and live-stream the same class video unless it is replaced.'), Time (UTC +5), and Cover (jpg, with a Replace button). A green SAVE button is located at the bottom right of the form.

Step by Step Guide

5. REPLACING A VIDEO

- As when updating/editing an event, it's possible to replace the event video
- When the event is selected, the user can click the “Replace” option
- The user can now select a new video to replace on the event

The screenshot displays the Wexer 'Scheduled Events' management interface. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area is titled 'Scheduled Events' and shows a breadcrumb path: [Tenant Name] > Scheduled Events > [The Event Title]. The event details form includes fields for Title ('The Event Title'), Date ('Monday 14 December'), Description ('The event description which may flow on to more than one line.'), and Time ('UTC +5'). The 'Class Video' section shows 'Morten Yoga' with a 'Replace' button and a 'Complete' status indicator. Below this is an 'Active' checkbox with a note: 'Once activated, an event will be visible on the website.' A 'Cover (jpg)' placeholder image is shown with a 'Replace' button underneath. A 'SAVE' button is located at the bottom right of the form.

Step by Step Guide

5. REPLACING A VIDEO

- The new file starts uploading, and once it's encoded, it “hot swaps” with the previous video

The screenshot shows the Wexer 'Scheduled Events' form. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area has a header 'Scheduled Events' and a user profile icon 'W'. Below the header is a breadcrumb trail: '[Tenant Name] > Scheduled Events > [The Event Title]'. The form contains several sections: 'Title' with the text 'The Event Title' and a character count of 40; 'Date' with the text 'Monday 14 December'; 'Description' with the text 'The event description which may flow on to more than one line.' and a character count of 500; 'Class Video' with the text 'Morten Yoga', a 'Replace' link, and a 'Complete' button; and 'Cover (jpg)' with a placeholder image, a 'Replace' link, and a 'SAVE' button at the bottom right. There is also an 'Active' checkbox with a note: 'Once activated, an event will be visible on the website.'

Step by Step Guide

5. REPLACING A VIDEO

- As when adding a video the first time, the file status is shown as “Incomplete”
- The previous metadata will remain after replacing a video, so it is **important** to update the metadata!
- Click “Add metadata” to update the video metadata and save it
- At this time, it’s also possible to edit the other event data

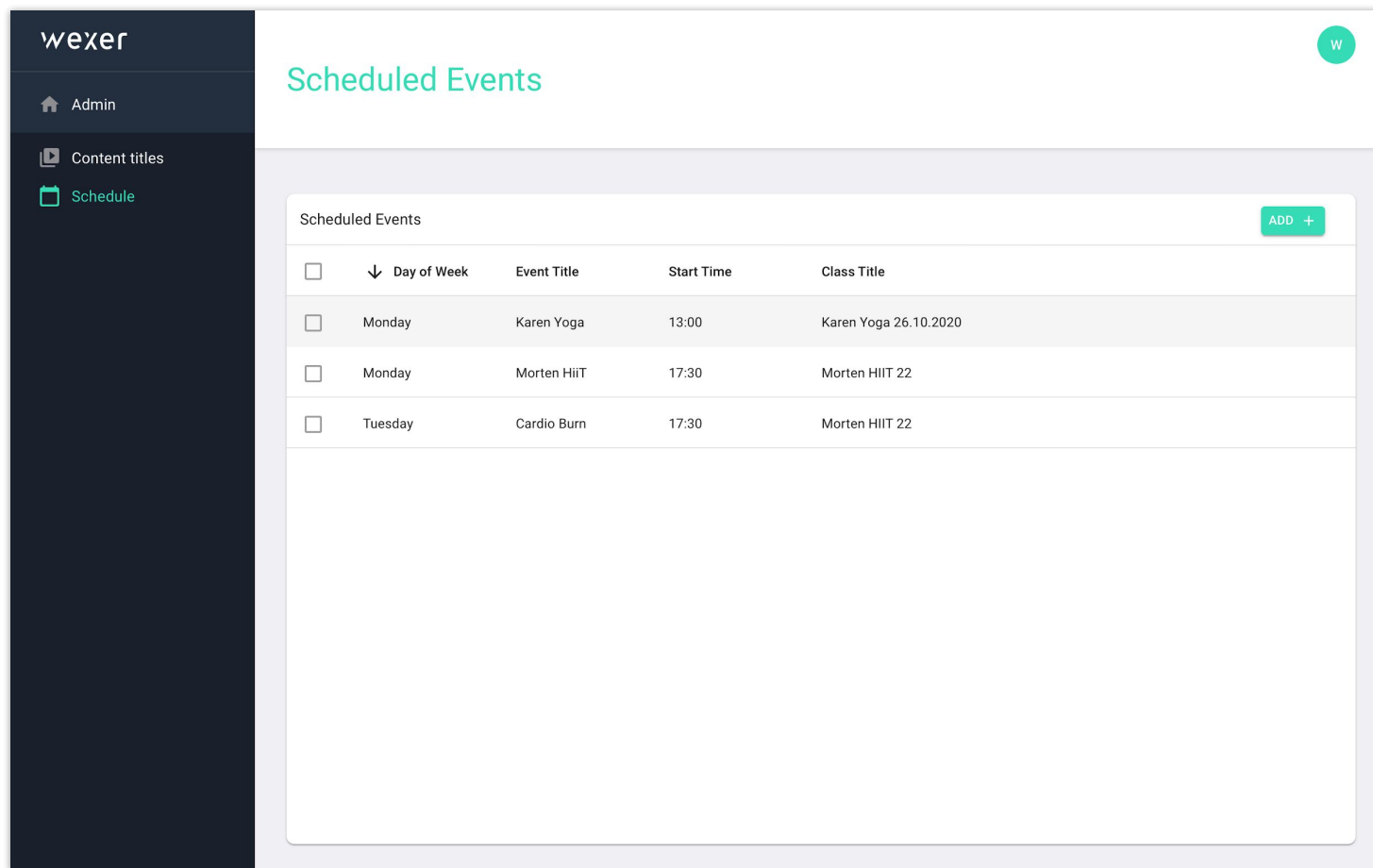
The screenshot displays the Wexer 'Scheduled Events' interface. On the left is a dark sidebar with the Wexer logo and navigation links: Home, Admin, Tenants, Providers, Channels, Content titles, and Schedule (highlighted in green). The main content area is titled 'Scheduled Events' and shows a breadcrumb path: [Tenant Name] > Scheduled Events > [The Event Title]. The form contains several fields: 'Title' (The Event Title, 40 characters), 'Date' (Monday 14 December), 'Description' (The event description which may flow on to more than one line, 500 characters), 'Time' (UTC +5), and 'Cover (jpg)' (Select). The 'Class Video' field shows 'Morten Yoga' with an 'Add metadata' link and an 'Incomplete' status indicator. A 'SAVE' button is located at the bottom right.

Field	Value	Character Count	Actions/Status
Title	The Event Title	40	
Date	Monday 14 December		
Description	The event description which may flow on to more than one line.	500	
Time	UTC +5		
Cover (jpg)	Select		
Class Video	Morten Yoga		Add metadata, Incomplete

Step by Step Guide

6. DELETING AN EVENT

- An event **cannot** be deleted during the lock window
- If the event is not locked, it can be deleted from “Scheduled Events” page
- The user can select an event to be deleted by clicking on the checkbox next to it
- The user will now see a “Delete” button on top of the Schedule Page
- When deleted, the event will be removed from the schedule page and from web player



The screenshot displays the 'Scheduled Events' interface in the Wexer application. On the left is a dark sidebar with the 'wexer' logo and navigation links for 'Admin', 'Content titles', and 'Schedule' (which is highlighted). The main content area is titled 'Scheduled Events' and features a table with the following data:

<input type="checkbox"/>	Day of Week	Event Title	Start Time	Class Title
<input type="checkbox"/>	Monday	Karen Yoga	13:00	Karen Yoga 26.10.2020
<input type="checkbox"/>	Monday	Morten HIIT	17:30	Morten HIIT 22
<input type="checkbox"/>	Tuesday	Cardio Burn	17:30	Morten HIIT 22

An 'ADD +' button is located in the top right corner of the table's container. A small green circle with the letter 'W' is visible in the top right corner of the main content area.

Wexer support



- **Reach Wexer support on ticket.wexer.com**
- **Read articles on helpcenter.wexer.com**

Welcome to Wexer's Help Center

Search the Wexer Knowledge Base

Wexer Help Center > Submit a request

Submit a request

Requester email *

Requester name *

Please type your name so we can get to know you. This also allows us to find any previous cases in order to find out the history of the club to provide better support.

Club Name *