

GUIDE TO LIVESTREAMING LES MILLS WORKOUTS

This guide is to help you deliver quality livestream workouts. The advice draws on our trials of livestreaming workouts through lockdown. [Visit our FAQs for additional support.](#)



WHY LIVESTREAMING?

Livestreaming allows you to stream Les Mills workouts to your members at home. Your club can either set up a streaming 'studio', or you can stream directly from your home.

Livestream workouts give members a way to stay fit and stay connected while they are not able to attend live classes. A successful livestream includes five key factors:

1. Connectivity
2. Looks
3. Instruction
4. Music
5. Engagement

ABOUT LIVESTREAMING

Licensed Les Mills clubs can now livestream Les Mills classes to their members with a certified instructor. We believe that livestreaming will continue to be popular as clubs begin to reopen, so want to help our clubs and instructors get set up to be successful in this channel.

We understand that not all instructors are currently working for a Les Mills licensed club, so the royalty-free releases made available as an interim solution when clubs closed in March, will be continue to be available for use until clubs are fully open.

If your club would like to livestream Les Mills classes, they can do so on a livestream platform of their choice provided the necessary music licenses are in place with their local performing rights societies. If your club requires you to use cover music, you can access the cover music files for most of our programs from Q1 2020. These are available for no additional charge if you have purchased the original release, via the releases page on the Instructor Portal from 1 July 2020.

Do's and Don'ts of livestreaming

Do work with your club on the best location and method for livestreaming classes.

Do download the cover music from the Instructor Portal if you need to use that for livestream classes (your club will be able to confirm which license they have for livestreaming). Once you have done this step it will also be available in your Releases App.

Do have multiple tests with your technology to work out any issues.

Do take a look at the tips from Bas Hollander and Rachel Newsham on successful livestreams. They are available [here](#) and [here](#).

Do engage with your participants via chat or a Q&A at the end, to help increase the connection with them

Do comply with the terms and conditions that apply to [livestreaming found here](#)

Do comply with any other requirements from your club, e.g. on class size number.

Don't livestream on your own, livestreaming regular Les Mills releases needs to be done on behalf of a licensed club.

Don't livestream any program you are not certified in, or that the club doesn't have a Les Mills license for.

Don't record or save your livestream classes to be watched later. If recorded workouts are made available online, we may report them to be taken down by the platform.

Get Connected

- A livestream needs good connectivity. You should aim for minimal to no buffering, no dips in audio or video quality, and no delay in the conversation between you and your participants. Here are some tips from our own testing to ensure your connectivity is top quality:
- Use a cable to connect your computer to your Internet modem. Try not to rely on a Wi-Fi connection. Use an Ethernet cable to connect your computer straight to your modem. This will ensure the fastest and most stable internet connection possible.
- Close everything else on your computer. Hosting a livestream uses plenty of computer power. Close all other windows, programs and in-progress downloads on your computer. Disconnect all other devices connected to your internet to minimise buffering.
- Test everything first. Livestreaming can require a number of moving parts – a computer, a mic, speakers, internet connection, music supply etc. Before every livestream you should test every element separately, and then test them again together. If you need to swap out an element, make sure to test the whole set up again before your next livestream.

Make it look and sound professional

- Get a good webcam. The camera built into your laptop may not be the best available to you. Check out our recommended setup further in this guide for options that suit you.
- Create enough space. Find a suitable place for you to work out and be clear with your participants on how much space is required for your workout. When livestreaming, ensure there is enough clear space to exercise safely.
- Stay in frame. Make sure your setup allows for you to keep an eye on the visual stream. Your head and feet need to stay in the camera shot throughout the work out. Think about your positioning before your start, especially when jumping or laying down for burpees etc. If you come close to the camera/computer to read any chat in the livestream, make sure your head stays in camera shot. Keep all distractions out of the camera frame at all times.

GOOD CLEAR INSTRUCTIONS

A livestream group fitness workout is only as good as your instruction. Here are some tips to help you communicate clearly:

- Test your microphone levels. Projecting in a gym is different from your living room. Record your test calls to monitor your volume levels. Depending on your setup and any echo in the room, you can turn your mic volume up or down to give your members the best experience.
- Give extra Instruction and cueing. Remember that your members will be working out alone, rather than in a group. Without people around them all doing the same moves, they need extra guidance and motivation from you.
- Choose a microphone to fit the program. Your mic setup may be different to the one used in a gym. It might rub against clothing or it might even fall off. Make sure you test working out with your mic to check it stays in place.

IT'S ALL ABOUT THE MUSIC

A key part of any good workout is the music. Here are some tips to ensure your members get the best beats:

- Use two music streams. We've found through testing that trying to livestream the music when it is only playing in the room leads to a poor quality experience. The best setup involves streaming the music through the livestreaming software (using 'Share computer audio' setting), and having the music play separately to you, either to Bluetooth headphones, or quietly in the room so only you can hear it. Further information can be found in the 'Recommended Platform' section of this guide.
- Use the correct music. You may only livestream Les Mills classes on behalf of a licensed club. Each club is responsible for obtaining the necessary music licenses from the local PRO to livestream classes. Cover music is available to all clubs for livestreaming and if your club tells you to use cover music, the audio files will be available for no additional charge if you have purchased an original release kit (from Q1 2020). These can be accessed from the Instructor Portal. If you think anyone might be breaching music licensing restrictions, please contact [your local Les Mills team](#).
- Programs. Livestreaming releases start from Q1 2020, and cover music will only be available from that quarter for BODYBALANCE™, BODYPUMP™, BODYCOMBAT™, BODYATTACK™, CXWORX™, RPM™, SH'BAM™ and BODYSTEP. For BORN TO MOVE releases, you can only use 2-3 and 4-5 age groups for livestreaming.
- Practice. A release will feel a bit different to teach with the cover music, so make sure to practice with it to identify any new music cues. As you get more cover music you can create a playlist of different releases within the same program, just as you would for a live class.
- Test your sound levels. Similar to testing your mic levels, you want to balance the music so it's loud enough to inspire your members, but not so loud that it drowns out your instruction. Make some test recordings and alter the volume on your music player software on your computer until you get the right balance.
- No recordings. You may not record or save your livestream classes. If recorded workouts are made available online, we may report them to be taken down by the platform.

BE ENGAGING

You may not physically be with your members in a livestream, but there are tools available to ensure they're engaged and wanting more. Here's some tips to give your members the best experience:

- Utilise two-way chat. Depending on your chosen livestream software, you can use the stream like a two-way call. Having a set up like this enables live conversations with your members, greatly improving connection and their workout experience. They can ask questions, or simply chat before and after the workout to create a sense of community. Let the members turn their own videos on for an even better experience. You will get more energy to teach if you can see your members, and you can offer corrective or encouraging instruction.
- Host a Q&A. One of the most successful parts of our livestreams is the Question and Answer session at the end of the workout. This gives members a chance to ask questions and get useful answers, or listen to other answers too. We recommend running short Question and Answer sessions either using two-way audio or the chat function in your livestream software.

For more tips, check out this video from Bas Hollander:
<https://youtu.be/03iczfi7VB8>

You can also read about Rachel Newsham's introduction to livestreaming at:
<https://www.lesmills.com/instructors/instructor-news/rachael-newsham-live-stream-workout/>

For more tips on livestreaming, [check out our Instructor Livestreaming Tips overview](#).

RECOMMENDED LIVESTREAM PLATFORM

Les Mills has run trials of multiple livestreaming software providers to determine which option creates the best experience for a group fitness workout. We recommend using [Zoom](#) for Livestream classes.

Zoom is easy to set up and use for both you as Instructors and members. It allows for a good quality audio and visual experience and enables the important engagement and security capabilities.

In this section, you will find out how to:

- How to get set up with Zoom
- Schedule a class
- Use chat features
- Get the best quality music
- Keep your class secure.

GET A ZOOM ACCOUNT

Multiple account options are available for Zoom. Each option provides different functions such as extra member slots, reporting, branding, and administration. The available options [can be found here](#). At a high level, the plans are:

Plan	Price	Features
Basic	\$0 1 Instructor	<ul style="list-style-type: none">• Up to 100 Member slots per class• Maximum of 40 minutes per meeting
Pro	USD\$14.99 / month / host up to 10 Instructors	<ul style="list-style-type: none">• Up to 100 Member slots per class (more can be purchased)• Maximum of 24 hours per meeting• Role permissions available – Owner/Admin/Instructor• Reporting available
Business	USD\$19.99 / month / host 10+ Instructors	<ul style="list-style-type: none">• Up to 300 Member slots per class• Admin Dashboard• Vanity URL and branding• SSO available
Enterprise	USD\$19.99 / month / host 100+ Instructors	<ul style="list-style-type: none">• Up to 500 Member slots per class• Dedicated Customer Success Manager• Business Reviews

The above pricing may change, so please check www.zoom.us/pricing. The Recommended Zoom account depends on the number of Instructors you will have livestreaming at your club. After selecting a plan, follow the onscreen steps to setup your account.

DOWNLOAD ZOOM

As an Instructor, you need to download the Zoom app on your computer for the best livestreaming experience. Club members can either watch livestreams using a web browser or by download the app. Members can join the livestream by setting up a free account with Zoom, or anonymously by just entering their name (which is displayed to the Instructor and other Members).

Follow the steps below to download the Zoom App.

Step	Description
1.	Head to https://zoom.us/download
2.	Click Download below "Zoom Client for Meetings".

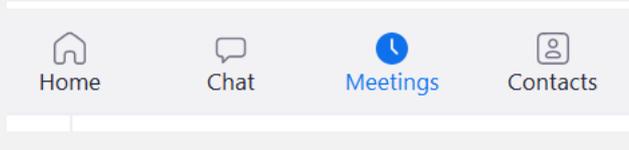


3.	Your download will start automatically.
4.	Once the download has completed, open the Zoom Installer application.
5.	The Zoom App will open. Login with your account details and you're ready to go.

SCHEDULE A LIVESTREAM

Your members need to know in advance that a livestream is coming soon. The best way to do this in Zoom is to create one, or more, scheduled meetings. Scheduled meetings can be set up by instructors via individual logins, or by your club via an admin login, depending on your club's Zoom account. Follow the steps below to schedule a meeting.

Step	Description
1.	After logging in to the Zoom App, click Schedule.
2.	Add the name of your workout to the topic field, e.g. LES MILLS BODYPUMP with Jane Doe.
3.	Select the livestream date, time, and duration. If the livestream is going to be recurring, click Recurring Meeting.
4.	Choose a Meeting ID option <ul style="list-style-type: none"> Generate Automatically is the most secure option, creating a different URL each time, however members will need to enter a different Zoom ID each time Personal Meeting ID is slightly less secure as the Meeting ID will not change; however members will not need to enter different codes for different classes with the same Instructor
5.	Choose a Password. Members will need to enter this to access the Livestream securely. You may wish to have an Instructor-specific or a club-wide password.
6.	Choose default video settings. You should switch the Host setting to on. Only switch the Participant setting to on if you are running a two-way group fitness class.
7.	Select the calendar you use. You can automatically send a calendar invite with the livestream information shortly.
8.	Open and modify the Advanced Options. <ul style="list-style-type: none"> Enable 'Waiting Room' allows the Instructor to manually let eligible members of their choice into the livestream one-by-one Enable 'Join Before Host' allows members who are early to the livestream to chat to each other before the Instructor begins the class 'Mute Participants Upon Entry' keeps latecomers from distracting the workout when they join. You want to have this on if you are running a one-way group fitness class. You will want to have this off if you are allowing members to join before the host.
9.	Hit 'Schedule A Meeting Invite' and your chosen calendar will open, and you are able to send the invite on. Alternatively, you can share the link to the livestream (and password) in your own scheduler. <ul style="list-style-type: none"> Remember to click 'recurring' in the meeting invite if you are scheduling a recurring livestream.
10.	You can view all upcoming livestreams in the Meetings tab of the Zoom App. You will start your Livestreams from this page.



ENGAGEMENT ON ZOOM

During a livestream, you can run it one-way or two-way. One-way allows for you to run a class without any direct verbal interaction with members (you can still read and reacting to chat messages from members). Two-way allows for you to see and hear members, and the members to see and hear each other. The steps below outline the functionality available for one-way and two-way livestreams.

Member Management

Function	Steps
Manage the Waiting Room	<ul style="list-style-type: none"> If you have enabled the Waiting Room when setting up your livestream, you will see the list of members in the Waiting Room by navigating to the Participants tab in the Zoom navigation bar  <ul style="list-style-type: none"> To allow a Member into the livestream, hover over their name and click Admit. To stop a member from joining the livestream, hover over their name and click Remove.
Remove members from livestream	<ul style="list-style-type: none"> In the Participants tab, hover over their name and click More

	<ul style="list-style-type: none"> Click Remove to take them out of the Livestream Click Report to take them out and share the details of their inappropriate behaviour with Zoom.
Lock Meeting	<ul style="list-style-type: none"> Once all expected members have joined the livestream, click the 'Ellipsis' in the Participants tab. Click Lock Meeting. No other members will be able to join unless you manually unlock the meeting by following the same steps in reverse.
End Livestream	<ul style="list-style-type: none"> Once your workout has finished, click End in the bottom right corner of the livestream window.

Chat

Function	Steps
Open Chat	<ul style="list-style-type: none"> Click the Chat tab in the Zoom navigation bar The Chat Window opens to the right of the livestream window Chat from members will appear at the top of this window.
Write a message	<ul style="list-style-type: none"> Enter your message in the field at the bottom of the Chat window Hit enter to post your message Use the dropdown at the top of this field to select who you want to message You can message to the group, or directly to a member.
Save the Chat Transcript	<ul style="list-style-type: none"> You can save the Chat Transcript by clicking the Ellipsis icon in the message field and selecting Save Chat. The Transcript will be saved to your computer.
Restrict Chat	<ul style="list-style-type: none"> Click the Ellipsis in the message window to choose whether members can chat to the Instructor only, allow private messages, or restrict Chat entirely.

Audio

Function	Steps
View Mute Status	<ul style="list-style-type: none"> Click the Participants tab in the Zoom navigation bar to view the members in the livestream The Microphone icon next to each member's name will indicate whether they are muted.
Mute/Unmute Members	<ul style="list-style-type: none"> To mute a specific member, hover over their name and click mute To mute everyone, click Mute All below the participant list. You can then add an additional restriction to stop members from unmuting themselves during the class To unmute a member, hover over their name and click Ask to unmute. The member will receive a notification asking them to unmute.

Video

Function	Steps
Show/Hide members camera feed	<ul style="list-style-type: none"> If you want your members to show themselves, click the participants tab, hover over their name and click Ask to Start Video. The Member will receive a notification asking them to turn on their video To turn off a member's camera feed, hover over their name and click Stop Video. Their video will stop immediately.

Security

While you are livestreaming, it is important to keep the stream as secure as possible. To ensure a positive experience for both Instructors and members, you don't want any unexpected guests entering your livestream class and causing a disruption. Zoom has several tools available to ensure your livestream is kept secure.

Function	Steps
Waiting Room	<ul style="list-style-type: none"> The Waiting Room ensures that you have direct control over who is let into the livestream. It can be set up when the livestream is scheduled or set up once the livestream has started by clicking on the Security tab of the Zoom navigation bar You can review the names of members in the Waiting Room and allow eligible members in one-by-one.
Lock Meeting	<ul style="list-style-type: none"> Once the workout has started, or you have all expected members in the livestream, you can lock the meeting. Locking the meeting stops any more people from joining the livestream. This is useful if you do not have the Waiting Room function enabled.
Change IDs	<ul style="list-style-type: none"> When setting up a recurring livestream or booking multiple meetings, you can choose whether to generate different IDs each time or use the Instructor's personal ID Generating new IDs will ensure only invited members for the specific livestream are able to join it, rather than anyone with the ID.

Adding a Password	<ul style="list-style-type: none"> When setting up a Livestream, you can add a password which the member must enter. This ensures that even if a non-member has the meeting ID, they are unable to access the livestream.
Restrictions	<ul style="list-style-type: none"> During the livestream, you can alter the member restrictions in the security tab The restrictions can stop members from unmuting or sharing their video etc.

RECOMMENDED SET UP

There is a huge range of equipment that can be used for livestreaming, and it can be hard to know what you need to use. We have done a range of tests at Les Mills and have come up with some suggestions that might work for your club.

What equipment you and your club chooses will be based on where you are livestreaming from, what budget is available and how comfortable you are with technology. But don't worry, getting set up for a livestream doesn't have to be difficult!

Option One: Low cost – at home

You don't need much to set up a simple livestream from home. If you follow the tips Bas Hollander shares in [his livestream set up video](#), then you can reduce the amount of equipment you need. A low cost set up at home could be:

- Zoom subscription (PRO plan recommended)
- Laptop
- Bluetooth mic
- Good quality internet connection

If the camera on your laptop isn't great quality, you can also add in an external web cam from around US\$200.

Option Two: Medium cost – in club

If you're able to access your club, and want to provide a higher quality experience for your participants, then a set up could be:

- Zoom subscription (PRO plan recommended)
- Laptop – this will need to be reasonably new
- Good quality internet connection
- Bluetooth mic or headset mic
- Audio mixer such as this [USB Compact Mixer](#).
- Existing sound system in club
- You could add on an external web cam from around US\$200 to improve picture quality or use an existing digital camera if your club has one. The Zoom Q8 camera is great value at under USD\$500.
- To best connect an external camera via HDMI, you will require the [Elgato Cam Link](#) or similar to connect to your computer.

Quality Audio: In our experience, audio quality is even more important to members than video streaming quality. If a livestream video stutters, the member can often continue as long as the audio stream quality remains high and uninterrupted.

By adding in an audio mixer, you can control the balance between microphone and music before it is connected to Zoom for streaming to your members. With an audio mixer you can control what audio is played in the room with you independently of what you send to your computer for livestream. This is the best way to get great sound audio, while keeping things simple and reliable.

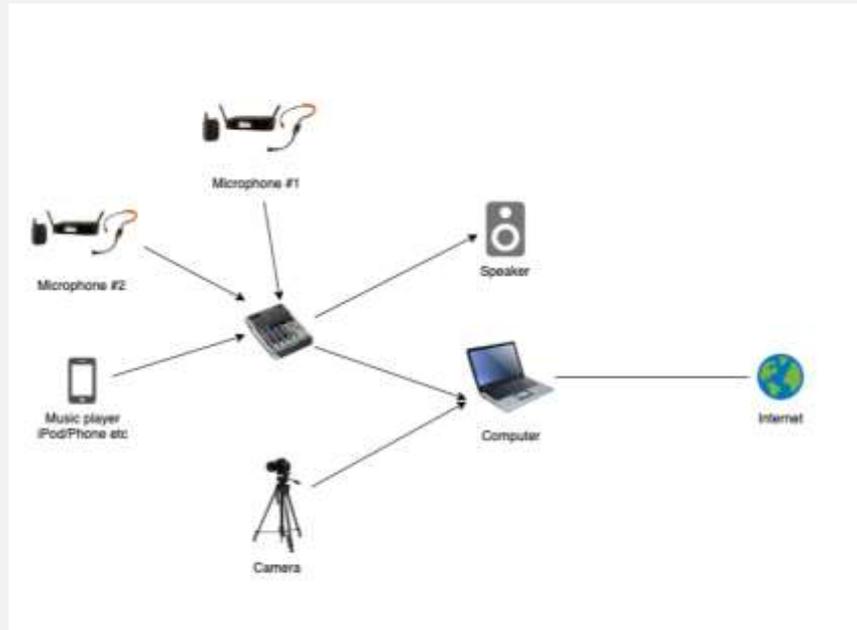
Option Three: High cost - permanent club set up

If your club is looking to make a long-term investment in livestreaming, they may want to find a space where they can set up a permanent livestreaming studio. This set up could include:

- Zoom subscription (PRO plan recommended)
- Laptop
- High quality internet connection
- Headset mics
- Audio mixer (from approx. US\$100) – see note above regarding the advantages of including an audio mixer.
- Existing sound system in club
- DSLR or high quality video camera. We tested with the Sony Alpha A7 iii which is excellent value at USD\$2,000.
- To best connect an external camera via HDMI, you will require the [Elgato Cam Link](#) or similar to connect to your computer
- Additional LED lighting
- Video production desk (USD\$1000)

The big step in this setup is in a scalable, high-quality video solution that will perform better in a wider range of lighting conditions and give more control and flexibility like interchangeable lenses. Also include a video production desk and you will unlock the power to use multiple cameras and a range of livestream production elements.

Potential set up for Option two:



Potential set up for Option three:



TIMETABLE TIPS

Your club should timetable your livestream workouts as close to your live workouts timetable as possible. You can check out some examples of [livestreaming timetables](#) that worked for us.