CHOWIS
YOUR CHOICE OF DIAGNOSIS

DS Viso
Dermosmart

Dermobella Skin 2 EVO

Full Manual

DERMOBELLÄ
Professional

| Total Analysis | Quick Analysis |

| Temperature | Humidity | UV Index | Location |
| 35°C | 93% | 1.73 | Las Vegas |

Version 3.8.0

CONTENTS
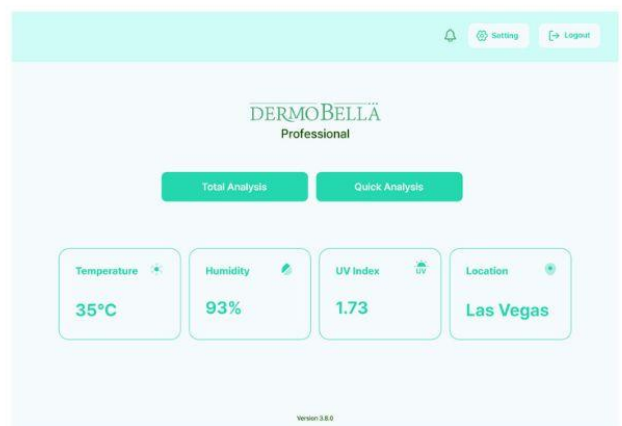
CONTENTS

CONTENTS

CONTENTS

DEVICE OVERVIEW

1. Battery Level Indicator
2. USB Port
3. Label
4. LED Indicator
5. Camera Capture Button
6. On/Off Button
7. 20x Lens
8. Moisture Sensor
9. Charging Pin
10. Charging Pin Holder

PACKAGE INCLUSION

Dermosmart Device

DS Viso User Manual

USB – C (Type C) Cable

Cleaning Cloth

Sebum Paper -2 pack
50 pieces per pack

Keratin Paper- 1pack
150 pieces per pack

SAFETY PRECAUTIONS

Please make sure to read these instructions in the manual carefully before using the device for safety and proper use.

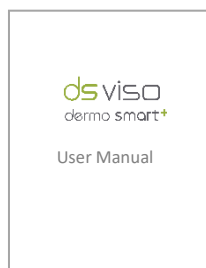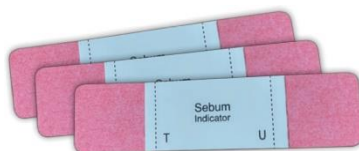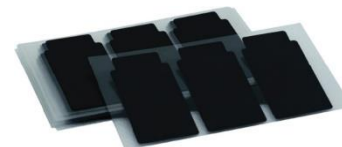### Do NOT touch or insert any items into the optical unit/lens.

Putting foreign substances inside the optical unit or touching the inner part of the lenscan affect image quality causing the images to become blurred or unclear. In case there is dust on the lens, use the provided air blower to remove it. Also, do NOT put fingers or hands or other substances into the optical unit/lens. Potential damage can occur to the handset if attempted.

Do NOT look directly into the light of the optical unit.

The optical unit has multiple LEDS which can emit high brightness. Do not look into thelight directly to prevent damaging the eyesight.

In case the handset feels hot to touch, temporarily stop using the handset.

When the handset is turned on for long hours or is being charged, the temperature ofthe handset may increase. If this is the case, then briefly turn the power o and stop using the handset until it cools down.

You must only use the provided accessories with the device.

Accessories and chargers are provided along with the device set. Make sure to only use them to secure compatibility and safety. Using unauthorized accessories mayaffect the performance and cause breakdown. In this case, the warranty cannot be applied, and you cannot receive any guaranteed service.

Do NOT use the handset while charging.

The USB charger (separate purchase available) can cause static in case the handset is used while being charged. It can also affect the analysis result. Therefore, please refrain from using the handset while charging.

Do NOT let conductive materials/substances come into contact with the chargersocket or the sensor of the handset.

Do NOT let conductive material (scrap medal, lead etc.) come into contact or get inside of the sensor or the charger socket of the handset. If something seems wrong,stop using the handset and inquire at the retailer or customer support center.

Use the device at temperatures between 5c° ~ 40c°.

Proper storage is required for the device. Potential damage can occur on the handsetsuch as errors or abnormal battery discharge incase the handset is used or stored in too hot or too cold places.

Place the device in a dry location, away from moisture or humidity.

Do NOT touch the device with wet hands or use it in a humid environment.

Refrain from using the device during periods of severe weather which includethunder and/or lightning.

Please refrain from using the device and unplug the power under severe thunder andlightning. A lightning strike can cause damage or breakdown of the device. Also, please be careful not to get it in contact with material with electric current.

Do not disassemble the handset

Do not disassemble the handset. It will have an impact to the entire Diagnosis System and thewarranty will not be applied and it will be voided automatically.

Additionally, if any components, such as the battery or PCB are changed without prior consultation from Chowis office, accurate diagnosis might not be possible.

Do not clean the handset with any chemical substances.

Do not wash or clean the handset with any chemical substances such as alcohol,benzene, thinner, detergent etc. It can cause damage or breakdown to the handset.

The handset may cause interference with other handsets

CHARGING

- LED Indicator on the backside of device, will display the Battery Level.

- When the device is **on** and connected to the charging cable,the Last LED will blink with red indicating device charging successfully. When the device is **off** and connected to the charging cable, the indicator will turn to red indicating device charging successfully

Red light blinks even if the device is turned off.

SAFETY PRECAUTIONS

- The diagnostic device takes round 2-3 hours to charge fully and can be used for about 3 to 4 hours continuously after a full charge.

- **Frequent Usage:**

  For frequent use, extend the sleep mode on the diagnostic device to avoid reconnecting to Wi-Fi every time you use it. Periodically check that the device stays charged.

- **Infrequent usage**

  1.When continuous charging is possible:
  Use the diagnostic device without any conditions. But if you prefer not to keep it on all the time, turning it off after use is recommended, even if it means waiting 30-60 seconds to reconnect before the next use.

  2.When continuous charging is not possible:
  If continuous charging isn't an option, especially on mobile or when a charger is not nearby, it's recommended to turn off the diagnostic device immediately after use.

  Continuous Charging: Keep the device cradle plugged in to ensure it remains charged at all times.

- **Turning on the Analyzer**
1. Hold the power button for 6 seconds.
2. The LED indicator will blink blue initially.
3. The LED will turn green, indicating the analyzer is ready to use.

- **Turning off the Analyzer**
1. Hold the power button for 6 seconds.
2. The green LED light will turn off.
3. Release the button.

HOW TO INSTALL

INSTALLING THE DERMOBELLA SKIN 2 APP

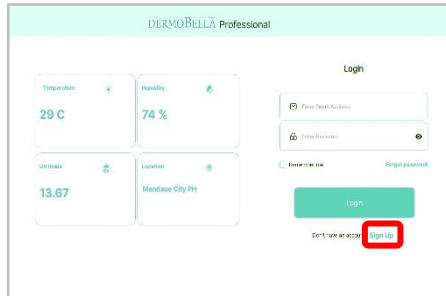1. Launch Google Play Store or Appstore and search "Chowis" or "Dermobella Skin 2 EVO"

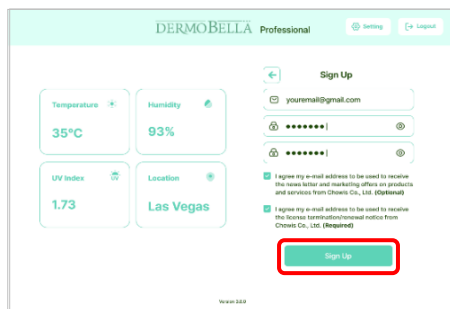2. Select **DermoBella Skin 2 EVO** app and tap install.

SIGN UP ACCOUNT

1. Open the **"DermoBella Skin 2 EVO"** app

2. Tap **"Sign Up"** to create an account.

3. Type the e-mail address and password you want to use, and accept the required terms and conditions, then click the **"Sign Up"** button.
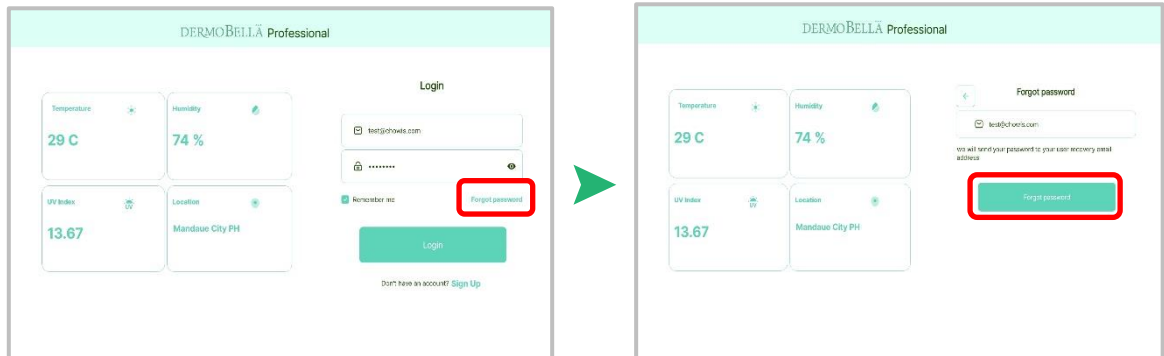

4. Once registration is successful, a verification email will be sent to your registered email address.

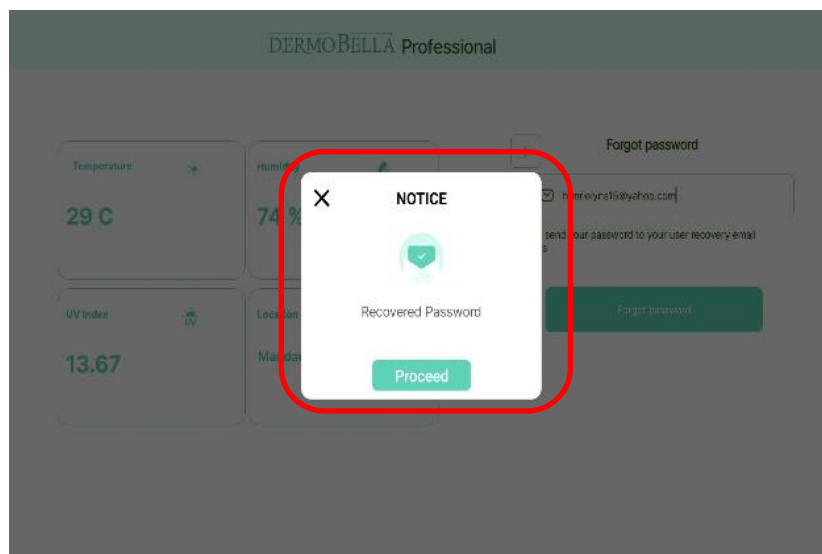5. Open email from **CHOWIS SERVICE** and click the **"CONFIRM"** button to verify your email.

2
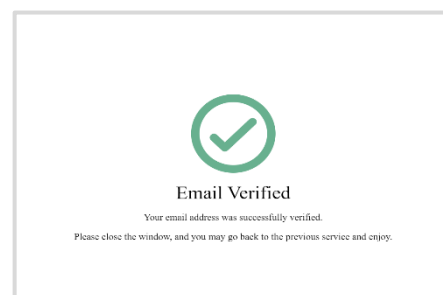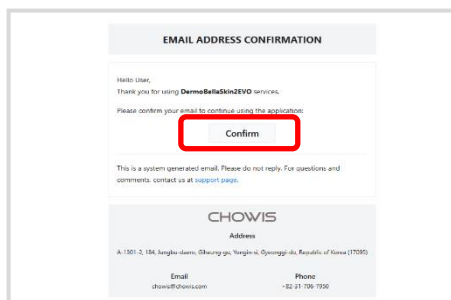
HOW TO SIGN UP

FORGOT PASSWORD

1. Open DermoBella Skin 2 app.
2. Tap the **"Forgot Password?"** and type the recovery email address, then tap the **"Forgot Password"** button.
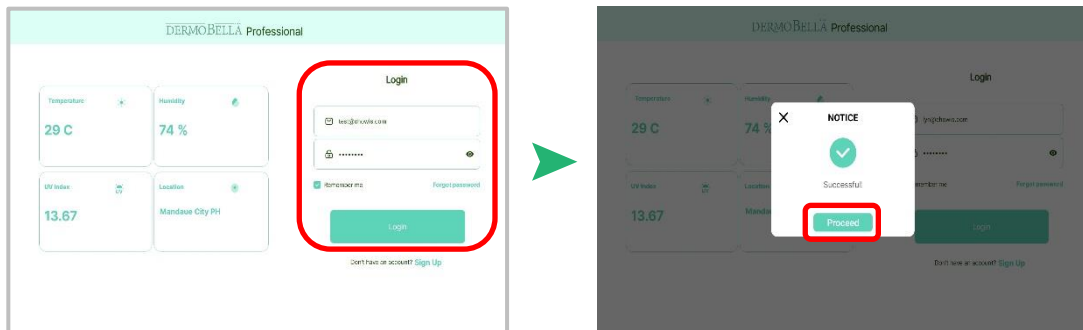

3. A new temporary password will be sent to your recovery email address.

LOGIN ACCOUNT

1. Open DermoBella Skin 2 app.
2. Login to your account and tap the **"Login"** button to log in to the app, then tap the **"Proceed"** button to continue.

DEVICE ACTIVATION

1. After the Login is successful, scan the Device QR code or the Paper QR Code to activate the device. This will scan the optic number and register the Wi-Fi no. (SSID no.)
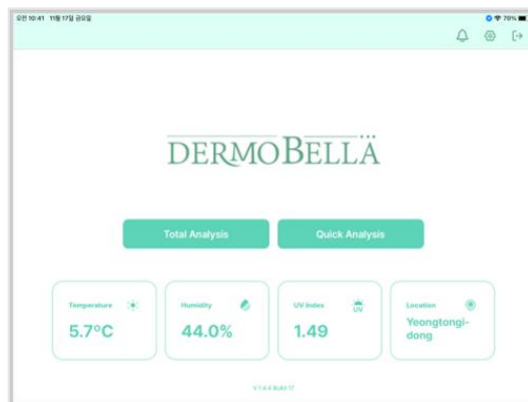

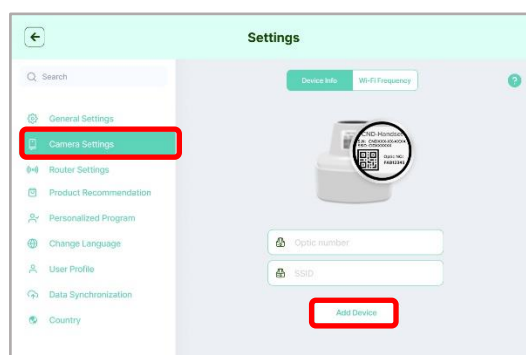2. Or you can press "Manual Input" to manually input the Optic Number and Wi-Fi no. (SSID no.) of the device and press **"Activate".**
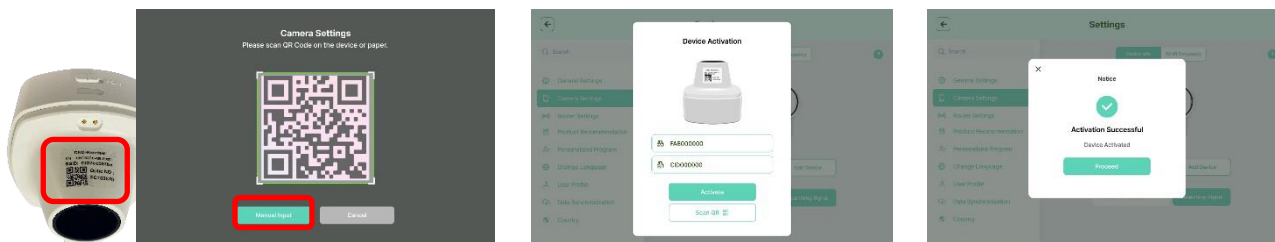
INITIAL SETTING

1. Login to the Dermobella application.

2. Click on **"Settings"**.

3. Go to **"Camera Settings"**.

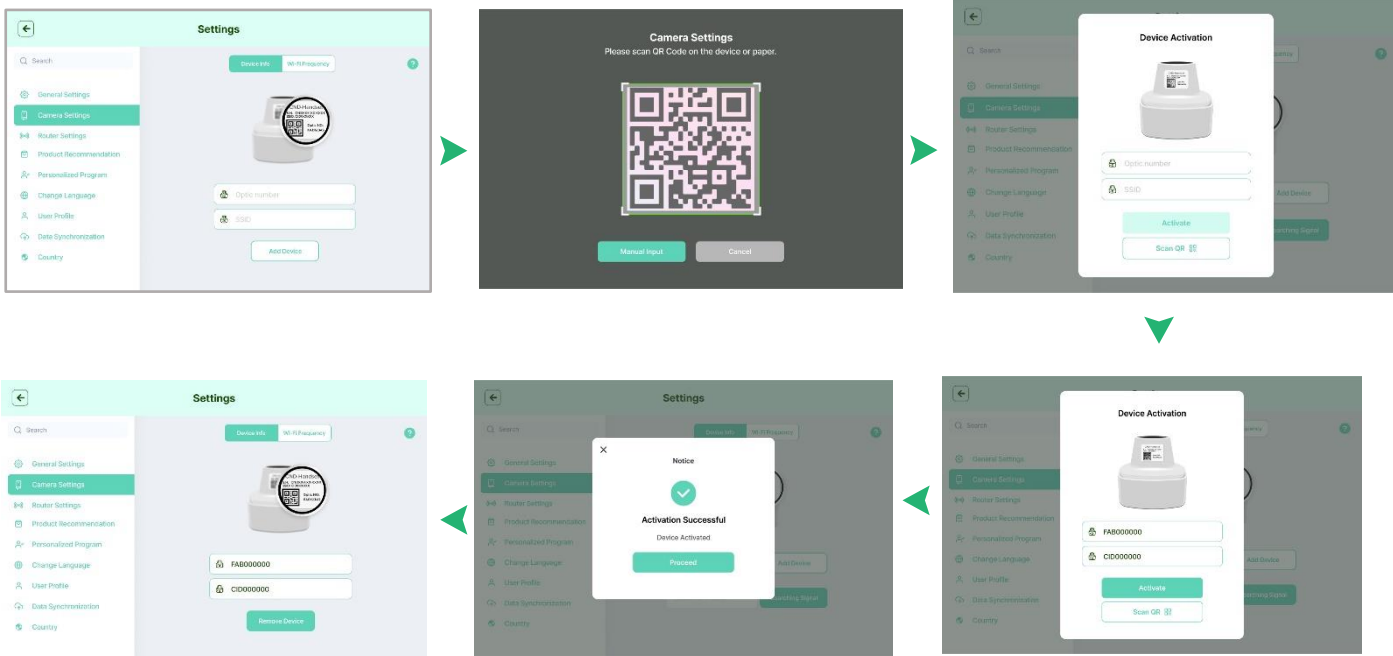4. Scan the QR code. **The optic no. and Wi-Fi no. (SSID no.)** will be registered**.**

5. You can manually also enter the **optic no. and Wi-Fi no. (SSID no.).**

Note:

*   The device is turned on.
*   Connection Indicator: If the analyzer successfully connects to the tablet, the LED light will turn blue.

SELECT MODE OF ANALYSIS

Three options are provided on the main screen – Total Analysis, Quick Analysis and Try Demo.

TOTAL ANALYSIS

When selected, this option allows you to input specific details of the customer to register including name, age, and gender, and save all information for the next and succeeding analysis sessions.

QUICK ANALYSIS

Quick Analysis is an option without specific customer registration. The diagnosis process is the same as total diagnosis, but customer data management is not available and data will not be saved including images and results.

TRY DEMO

Test the image capture and analysis flow without customer registration or viewing results.
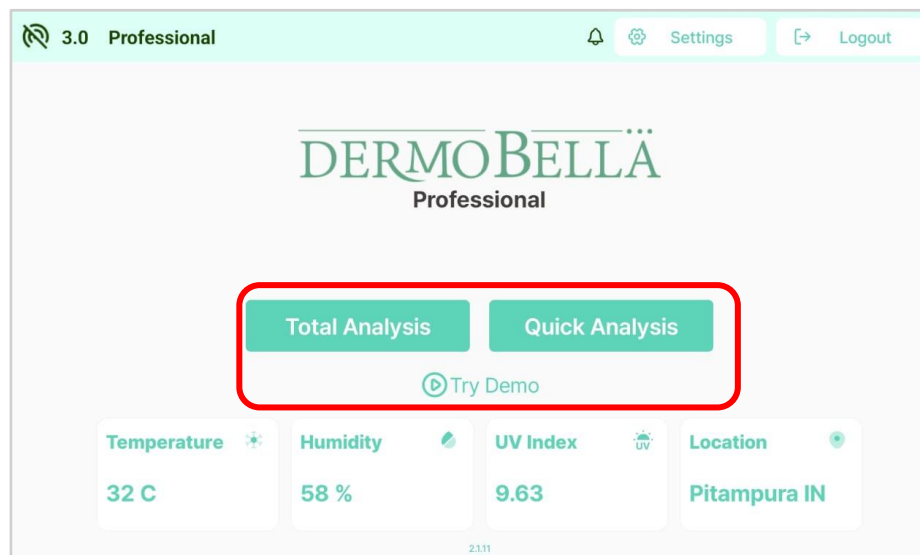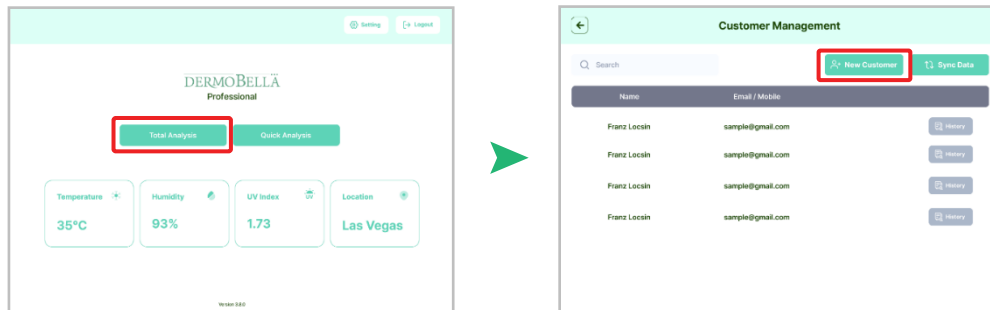
ANALYSIS FLOW

TOTAL ANALYSIS

NEW CUSTOMER

1. Press **TOTAL ANALYSIS** from the main screen and select **NEW CUSOMER.**

2. Fill in all the required fields marked with (*). After completing the form, check and agree to the "Personal Information Policy" and "Data Transfer" at the bottom and press the **"Save"** button.

ANALYSIS FLOW
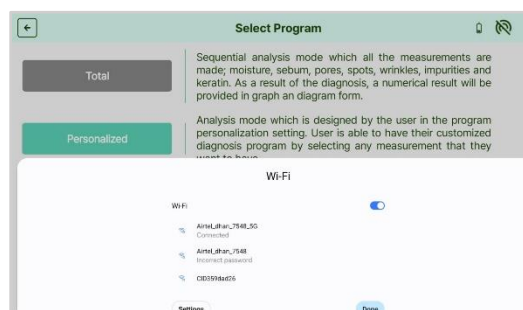
TOTAL ANALYSIS

DEVICE CONNECTION (Device Mode)

1. Before Selecting a program when starting the diagnosis, a pop-up will appear asking you to connect with the device in cased of saved SSID No. (Wi-Fi no.).

2. Press 'Connect' to proceed with the connection.

3. For iOS devices, simply press "Connect" to enable the analysis program.
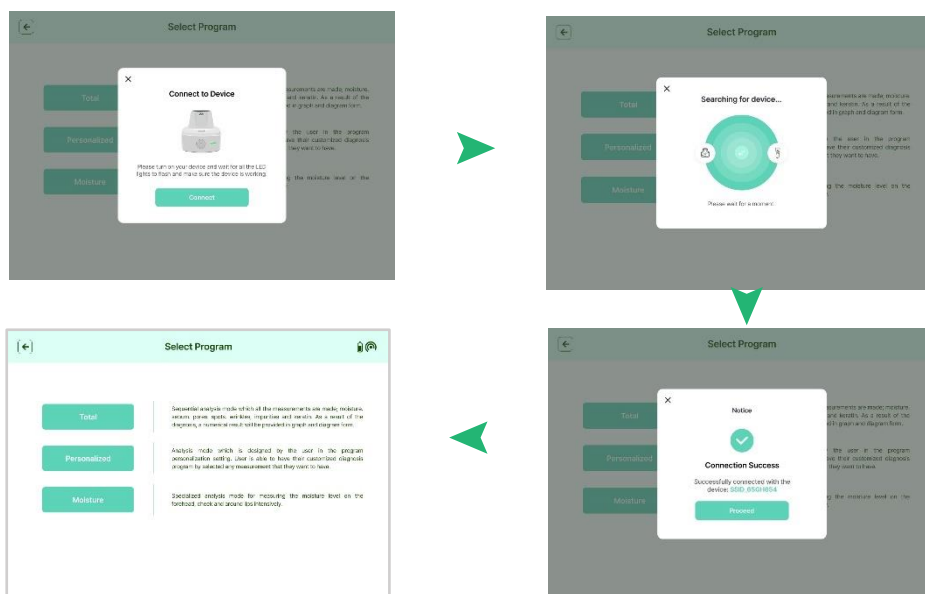

4. For Android devices, a Wi-Fi list will appear at the bottom of the screen for first- time users. Select the device SSID (Wi-Fi no.) and enter the password: 1234567890.

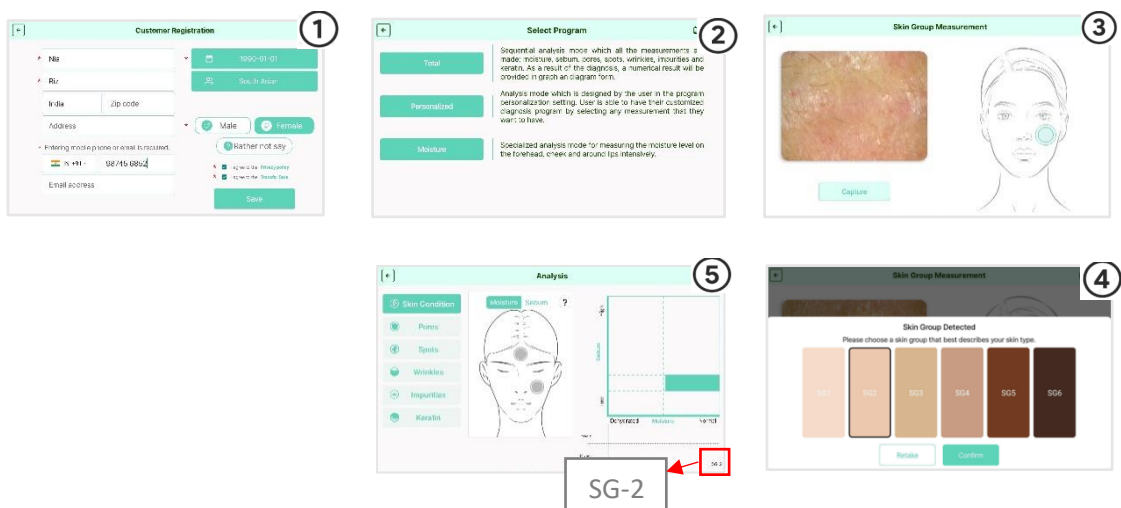# ANALYSIS FLOW

AUTO + MANUAL FLOW

1. After adding the customer record, select the program "**Total Analysis**."
2. The app will ask you to capture a skin image for automatic Skin Group detection.
3. Place the lens on the cheek area to capture the image accurately.
4. The Skin Group will be assigned automatically; you can adjust it using the color chart if necessary.
5. The Skin Color Group can be edited later under CRM.
6. You can retake the image if needed, then click "Proceed" to view the Analysis page.
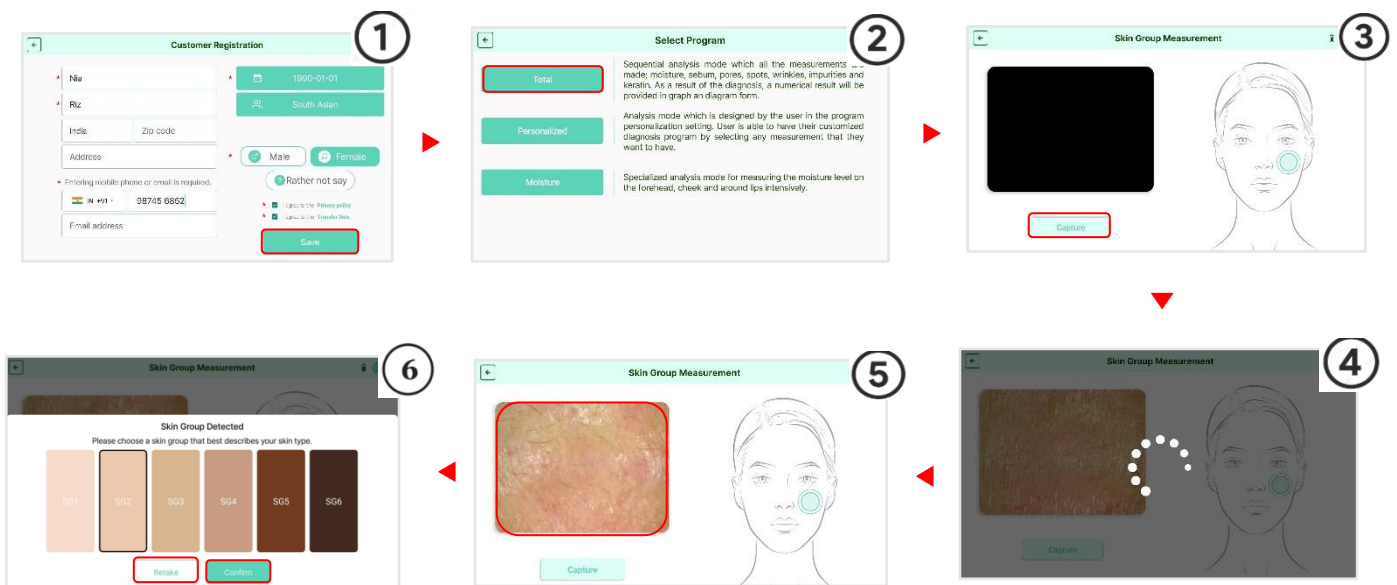
SELECT PROGRAM

1. TOTAL – Total analysis mode in which all the measurements are moisture, sebum, pores, spots, wrinkles, impurities, and keratin. As a result of the diagnosis, a numerical result will be provided as a graph and diagram.
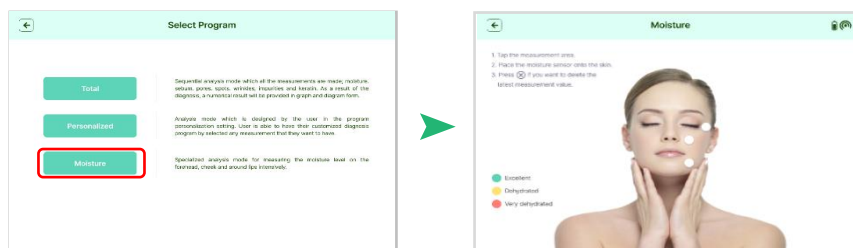
2. PERSONALIZED – Analysis mode which is designed by the user in the program personalization setting. User can have their customized diagnosis programs by selecting any measurement that they want to have.
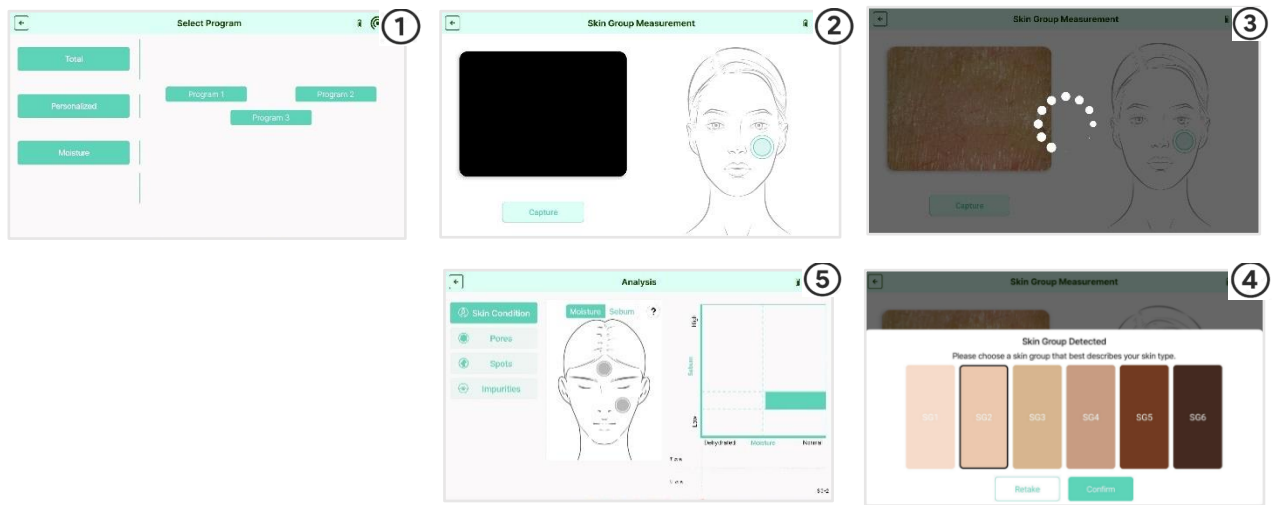
3. MOISTURE – Specialized analysis mode for measuring the moisture level on the forehead, cheek, and around lips intensively.

TRY DEMO ANALYSIS

Try Demo : Guidelines for the Test Analysis

- Click Try Demo on the main page, then Connect to the device's SSID (Wifi-no.).
- The demo flow will start—click to **Proceed**, and the skin group detection page will appear.
- Place the analyzer on the skin, capture, and confirm to start measurement.
- You can adjust it if needed, then click confirm to start capturing measurements.
- Capture one image for each measurement, and the analyzed image will be displayed afterward.
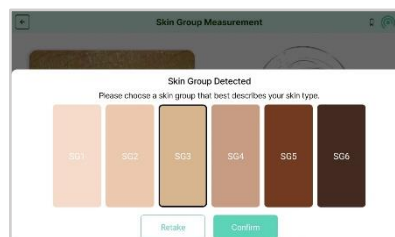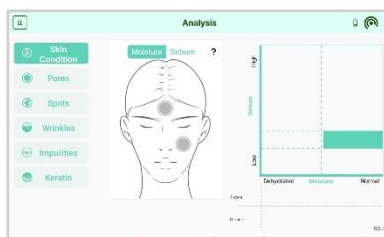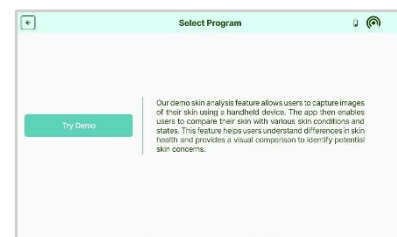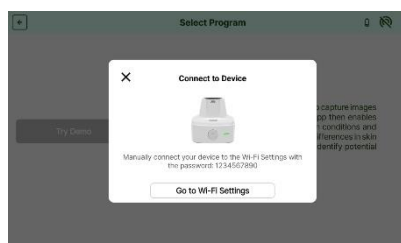
- Use the compare feature, 3D viewing or , or delete icons as to delete the captured image.
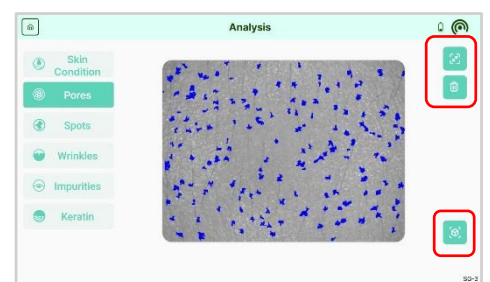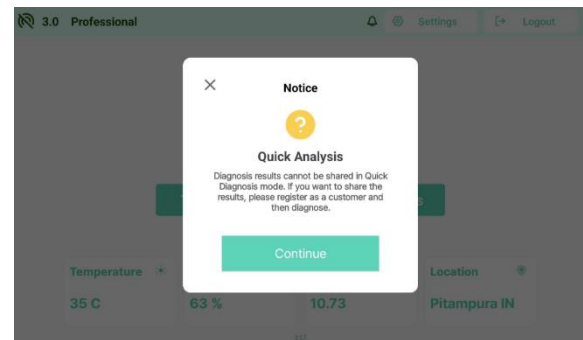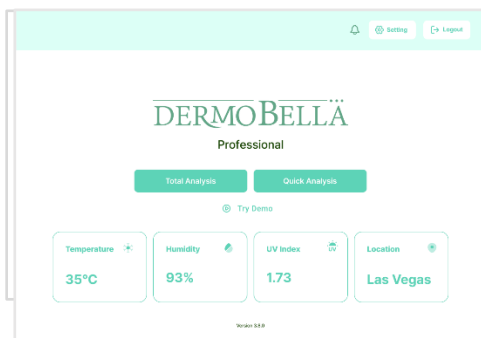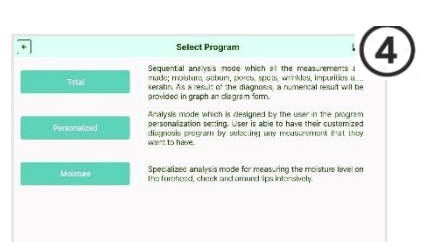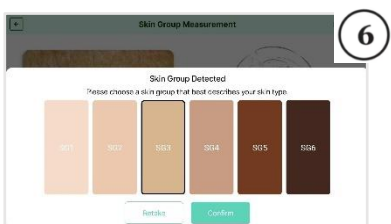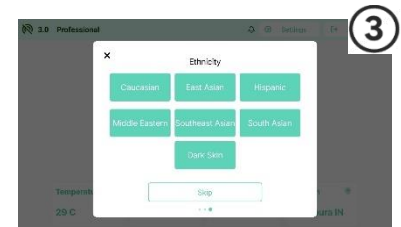
QUICK ANALYSIS

The Quick Analysis is an option without specific customer registration. The diagnosis process is the same as Total Analysis, but customer data management is unavailable, and data will not be saved that includes images and results.

1. Select **"Quick Analysis".**
2. Please read the "NOTICE" pop up to be advised of what to expect on "QUICK ANALYSIS" feature

3. Choose Gender, Birthdate and Ethnicity
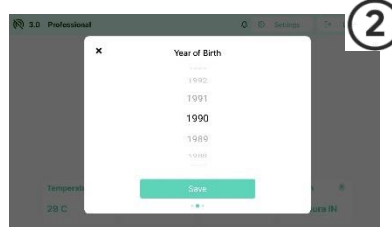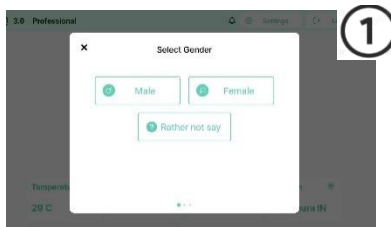
MOISTURE PROGRAM

1. Proceed to Select Program after selecting an existing Customer in TotalDiagnosis or directly select Quick Analysis.
2. Tap on the **"Moisture"** button to measure Moisture alone.
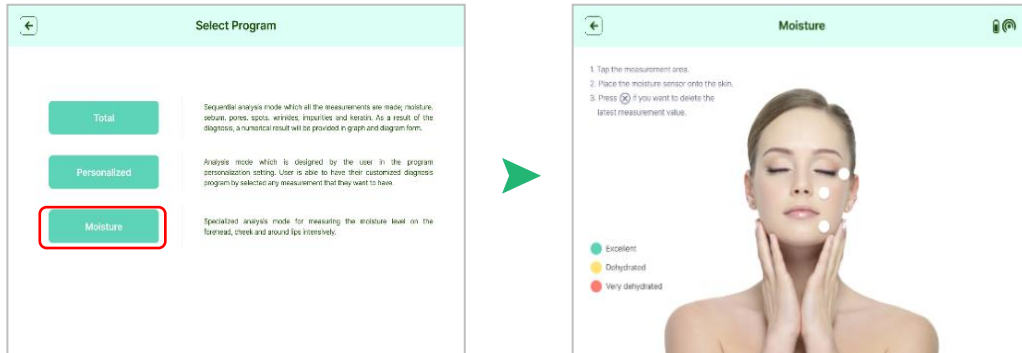
3. Place the moisture sensor onto the skin based on the selected area on the screen and press the capture button.
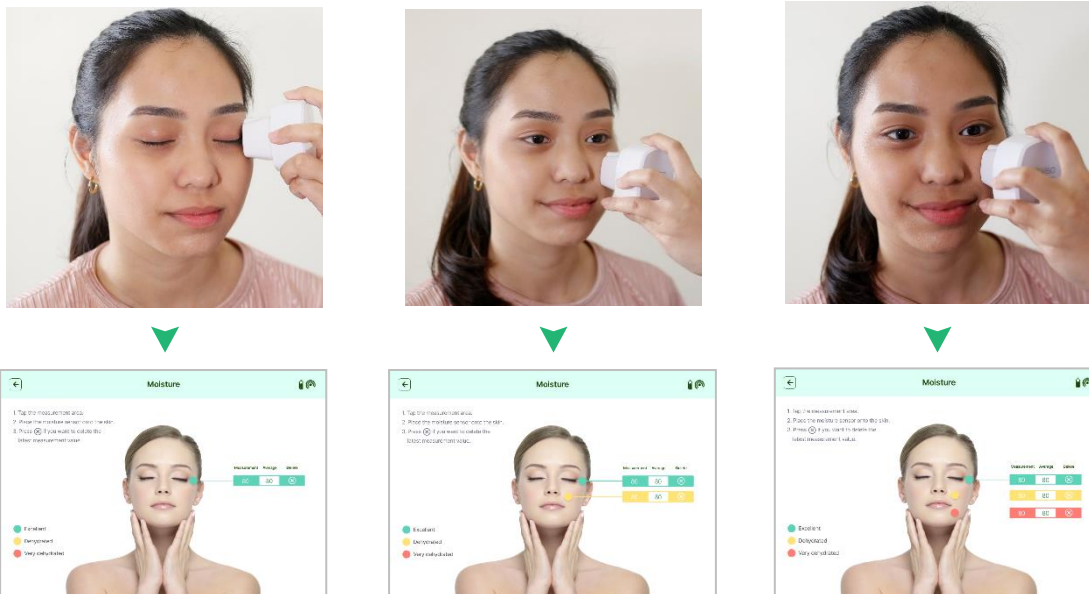
Note: Press if you want to delete the latest measurement value. Moisture results in the Moisture program will not be saved.

TOTAL PROGRAM

MOISTURE MEASUREMENT

1. Proceed to Select Program after selecting an existing Customer in **TotalAnalysis**. Tap the **"Total"** button.

2. Select one spot between T Zone and U Zone on the screen (see images below). Place the moisture sensor of the device on the area where to be measured. Press the **Camera** button.
   Note: Please, do not remove the camera from the face until the result appears on graph of the app screen.
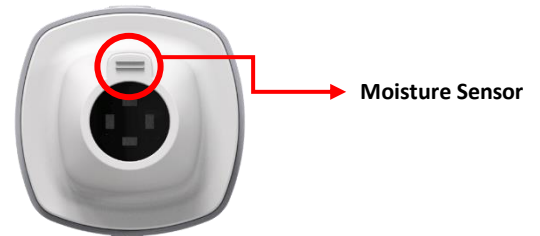
   Moisture Sensor

3. For moisture measurement, locate the moisture sensor in T and U zone, and press the **Camera** button to take the measurement.

T-Zone
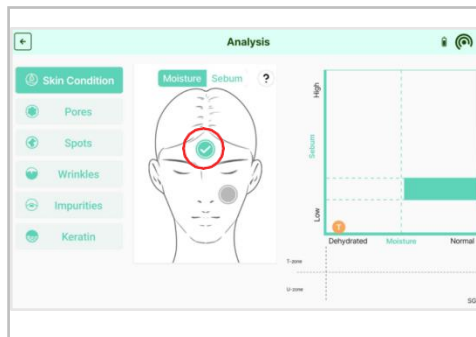
U-Zone

ANALYSIS FLOW

TOTAL PROGRAM

SEBUM MEASUREMENT

1. Press the pink part of the sebum paper at the T and U zone as written on the sebum paper gently for about 3 seconds. Then, take the sebum paper images with the device. (Please refer to the image below)
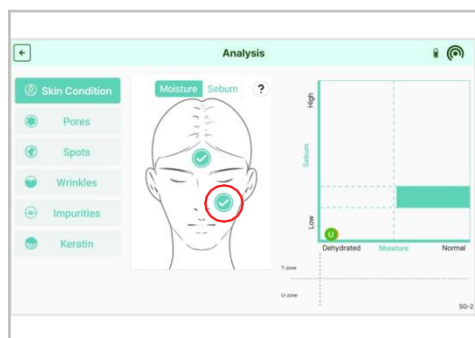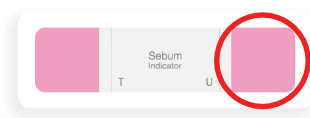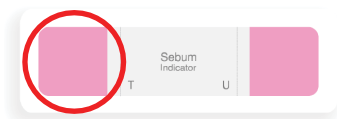

2. Capture T-zone on Sebum indicator to measure.
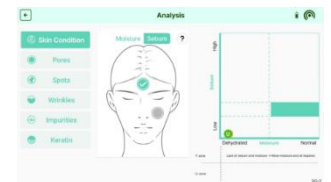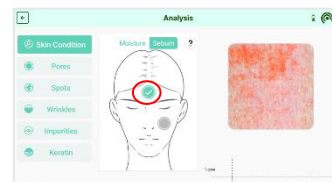
3. Capture U-zone on Sebum indicator to measure.
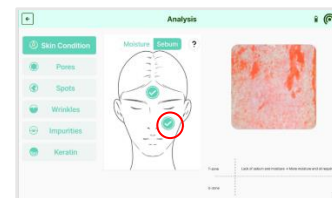
4. To obtain the skin conditions result, moisture, and oil measurements on the T and U zone must be done properly.

TOTAL PROGRAM

DIAGNOSIS

Take pictures by categories. Multiple photos can be taken and saved for each category as shown at the bottom of the screen.

NOTE: 5 is the maximum number of images that can be taken per measurement.

PORES

1. Select "PORES" from the left side.
2. Place the handset on your desired facial area for measurement.
3. Once ready, press the "CAPTURE" button of the handset.

Move to the next measurement on the left side when done.
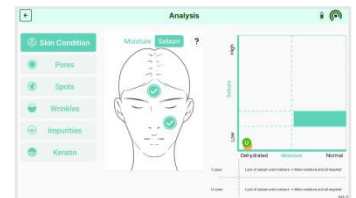
SPOTS

1. Select "SPOTS" from the left side.
2. Place the handset on your desired facial area for measurement.
3. Once ready, press the "CAPTURE" button of the handset.

Move to the next measurement on the left side when done.

WRINKLES

1. Select "WRINKLES" from the left side.
2. Place the handset at the end of the crow's feet (lines that surround the outer edgeof the eye) and adjust the position so that it is the starting point of each picture
3. Once ready, press the "CAPTURE" button of the handset

Move to the next measurement on the left side when done.
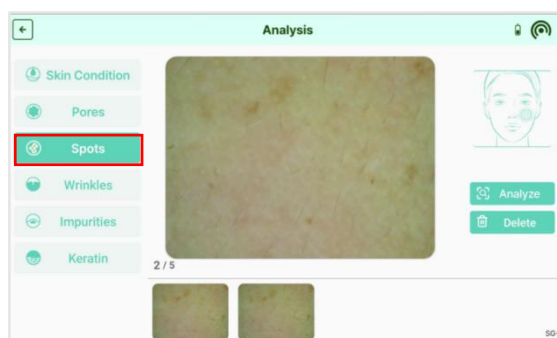
IMPURITIES

1. Select "IMPURITIES" from the left side.
2. Place the handset on your desired facial area for measurement.
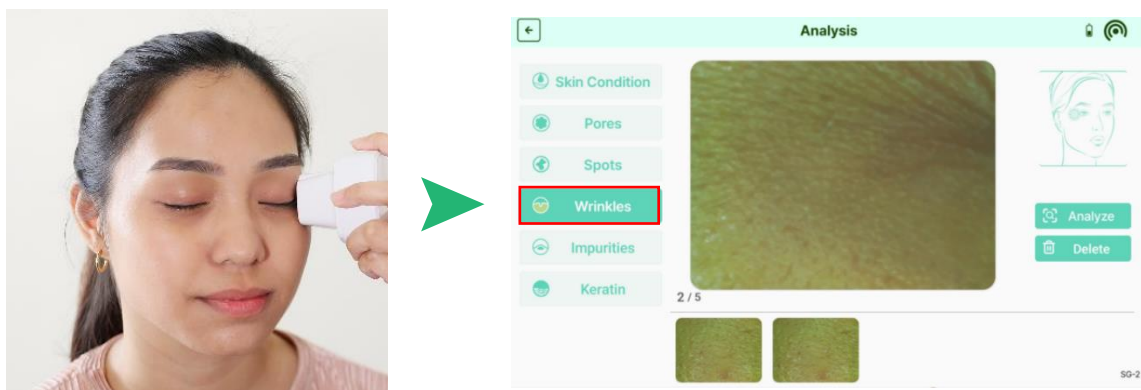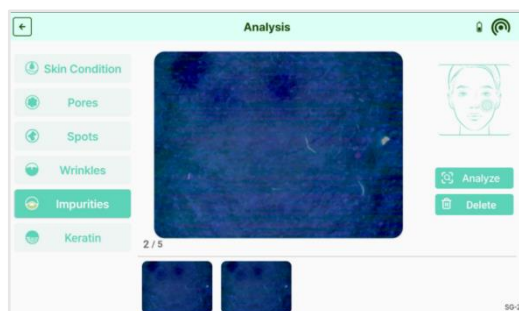3. Once ready, press the "CAPTURE" button of the handset.

Move to the next measurement on the left side when done.

KERATIN

1. Select "KERATIN" from the left side.
2. Prepare provided accessory - Keratin tape

3. Peel off the transparent film, and the sticky part of black
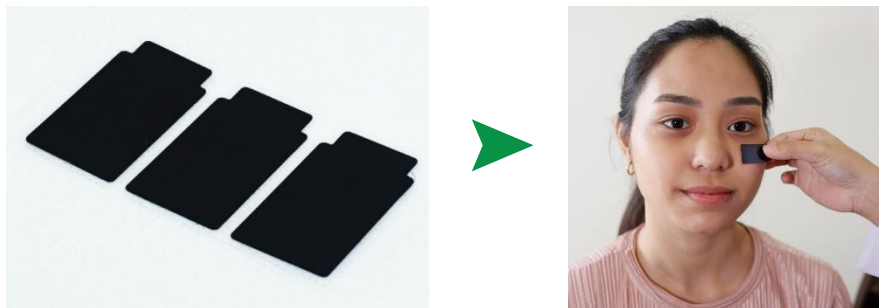
tape goes to the face. Press the tape onto the skin for about 3 seconds, enough to collect dead skin cells from facial skin

4. Remove the black sticker from the face and place it to the Camera of the analyzer.
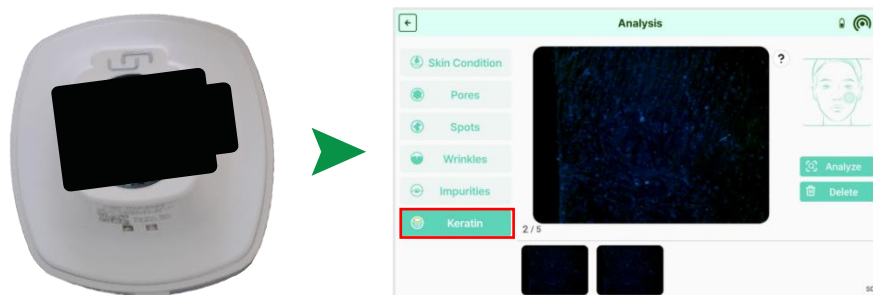
5. Once ready, press the "CAPTURE" button of the handset.

OTHER FUNCTION

1. **DELETE**: Select the image you want to delete. Selected images will show on the screen and then press the "**DELETE**" button

2. After taking all the images you want from all the skin parameters click **"Analyze"** on the right side of the app. (Note: once analyze process has been selected, you cannot go back to the image capture page)
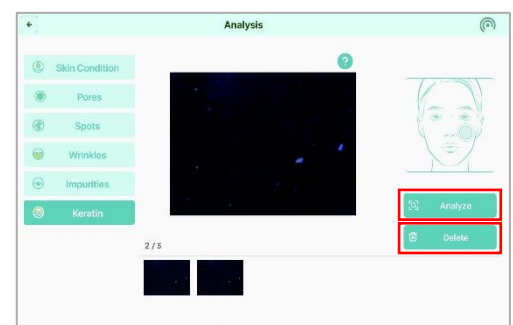
TOTAL PROGRAM

ANALYSIS

1. After all images are captured, press on "**Analyze**" to allow system to analyze all images captures for each measurement.
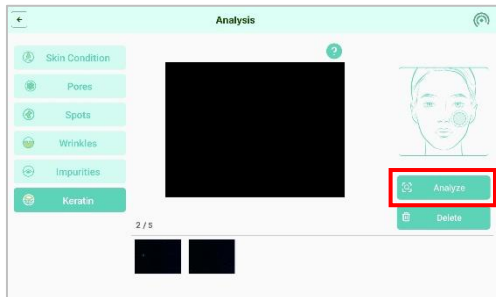
2. After analysis of images is done, a Questionnaire Page will display on the app. Skipping the questions to proceed with diagnosis is possible by pressing **"Skip Questionnaire"** button on the button of the page.
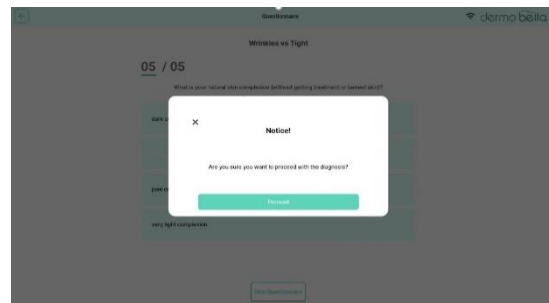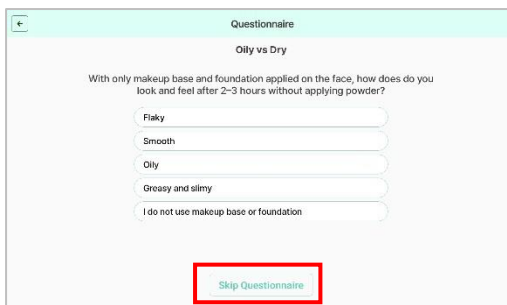
3. It may take few seconds for each image to analyze. Once the process is done, all the categories are done with the analysis process.

Please note that if you choose to **"SKIP QUESTIONNAIRE,"** the analysis will solely rely on the captured images and will not incorporate the results from the questionnaire.

RESULTS

ANALYSIS RESULTS REVIEW

PORES RESULTS

- Show Results

i. Results indicate individual image score

ii. The Average score may differ from the Results score as it represents the overall score for all captured images of a specific skin parameter

iii. The Average per Age denotes the standard average score for the patient's age group

- Compare images with sample guidelines provided by the application.

- View 3D image result.

RESULTS

ANALYSIS RESULTS REVIEW

SPOTS RESULTS

- Detected Spots

    1. **YELLOW**: for light brown spots
    2. **ORANGE**: for brown spots
    3. **GREEN**: for dark spots
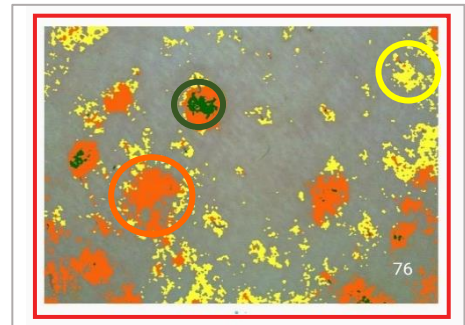
- Show Results

    i. Results indicate individual image score

   ii. The Average score may differ from the Results score as it represents

       the overall score for all captured images of a specific skin parameter

  iii. The Average per Age denotes the standard average score for
       the patient's age group

- Compare images with sample guidelines provided by the application
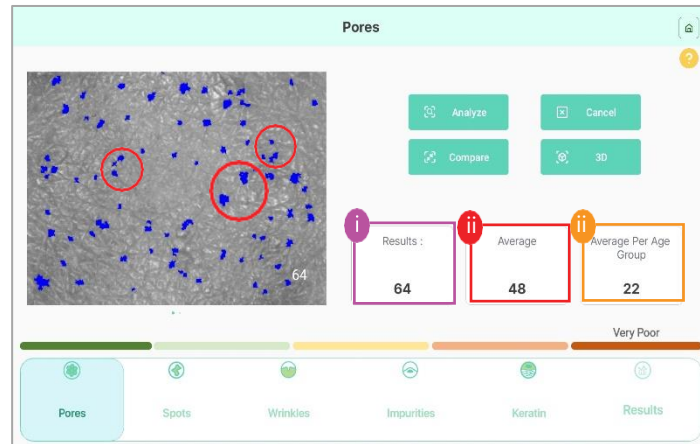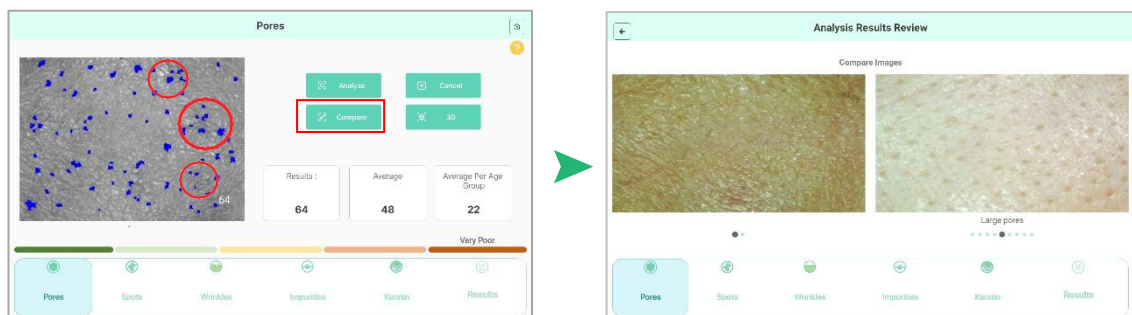
RESULTS

ANALYSIS RESULTS REVIEW
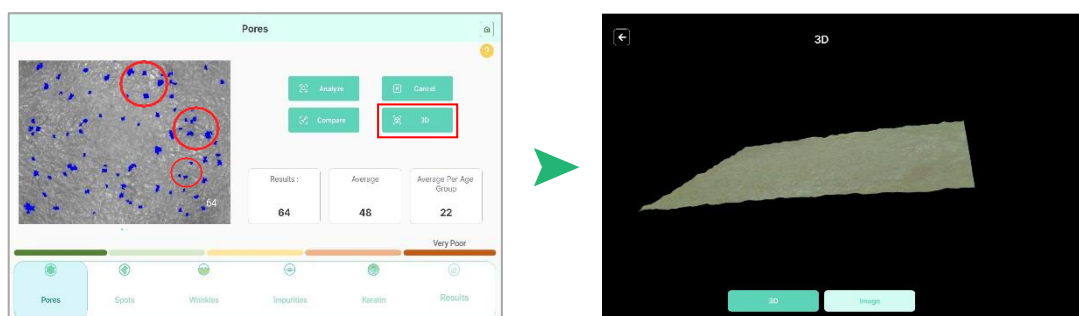
WRINKLES RESULTS

- Show Results

i. Results indicate individual image score

ii. The Average score may differ from the Results score as it represents the overall score for all captured images of a specific skin parameter

iii. The Average per Age denotes the standard average score for the patient's age group

- Compare images with sample guidelines provided by the application.


- View 3D image result.

RESULTS

- The **Detail** option displays the Wrinkles Detailed Results **of Ultra-Fine Wrinkles, Fine Wrinkles, Deep Wrinkles, and Very Deep Wrinkles**.
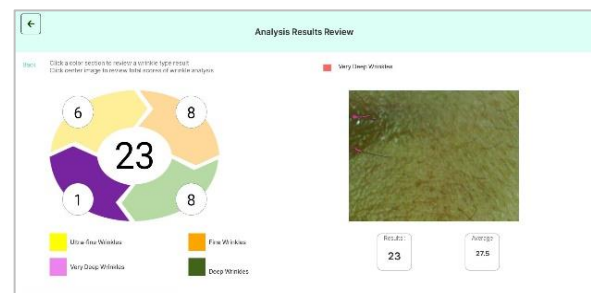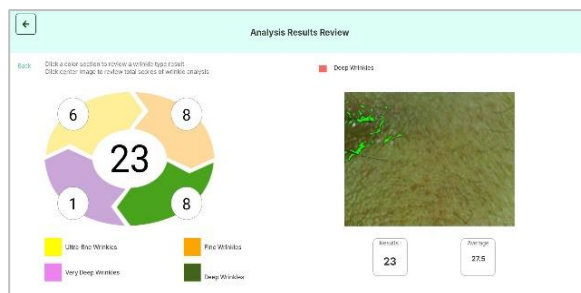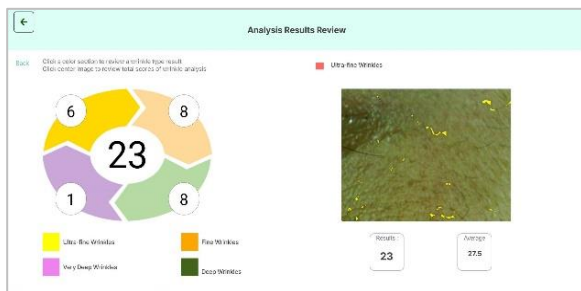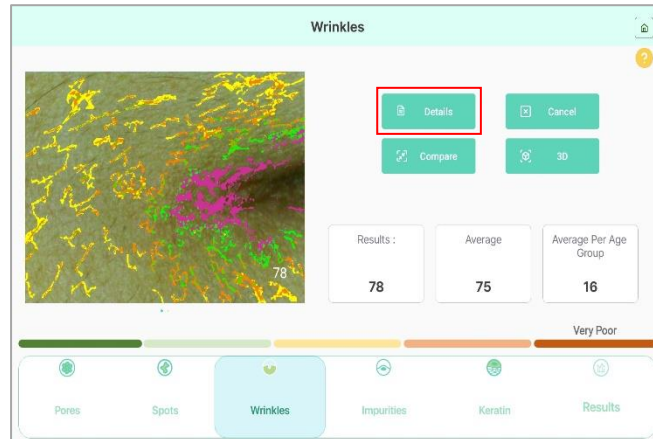
RESULTS

ANALYSIS RESULTS REVIEW

IMPURITIES RESULTS

- Detected Porphyrins

  1. **RED**: represents inflammatory porphyrins
  2. **BLUE**: is for other non-inflammatory porphyrins, such as exceeded sebum, dead cells, dust and etc.
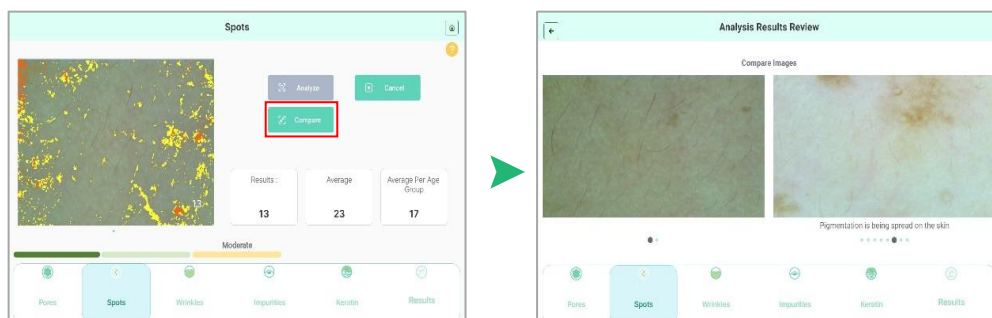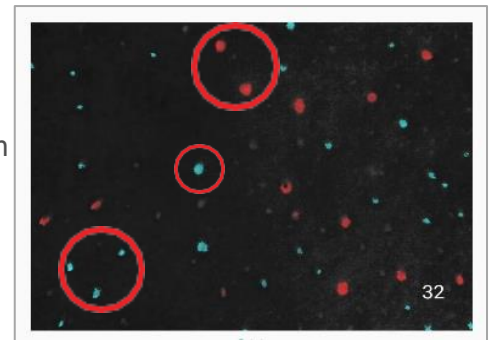

- Show Results
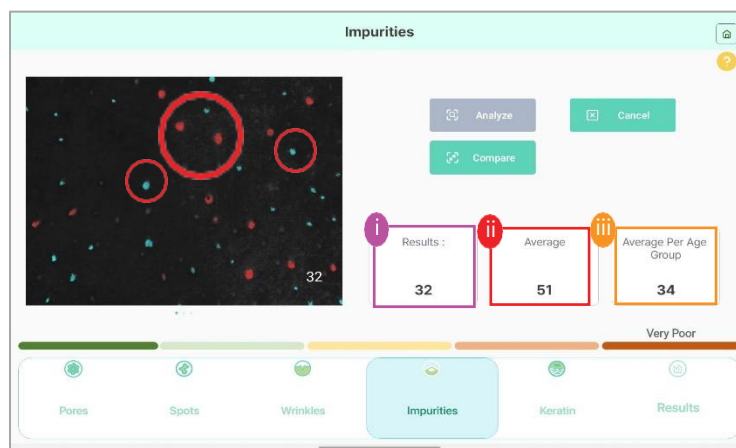
i. Results indicate individual image score

ii. The Average score may differ from the Results score as it represents the overall score for all captured images of a specific skin parameter

iii. The Average per Age denotes the standard average score for the patient's age group

- Compare images with sample guidelines provided by the application.
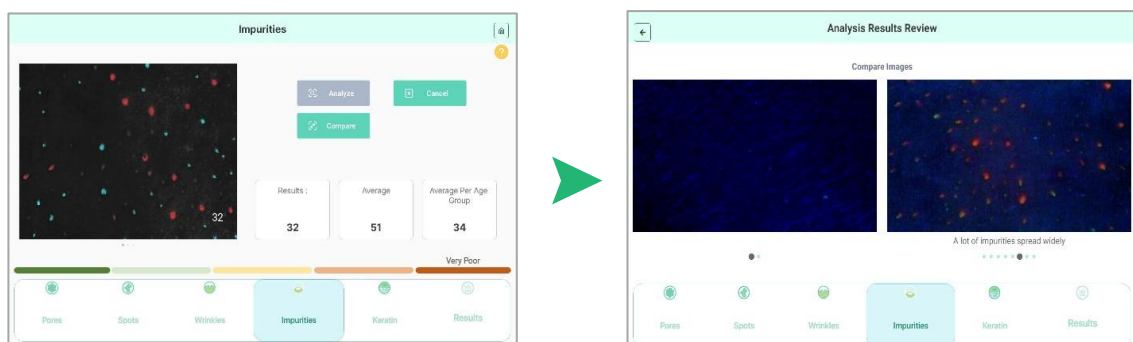
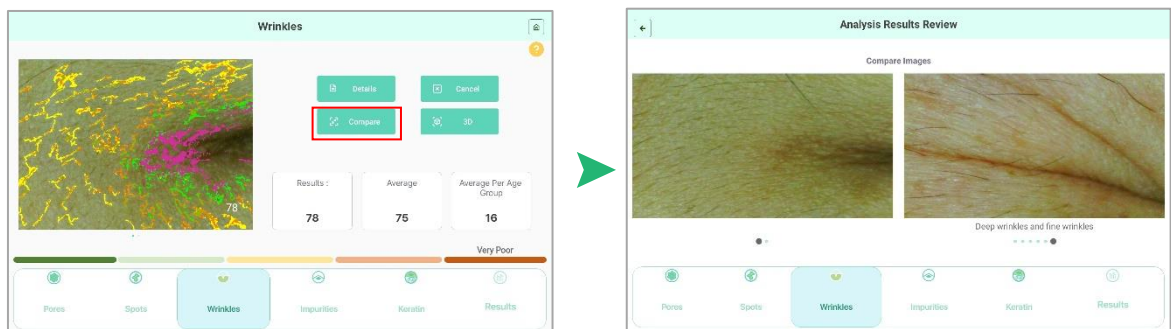# RESULTS

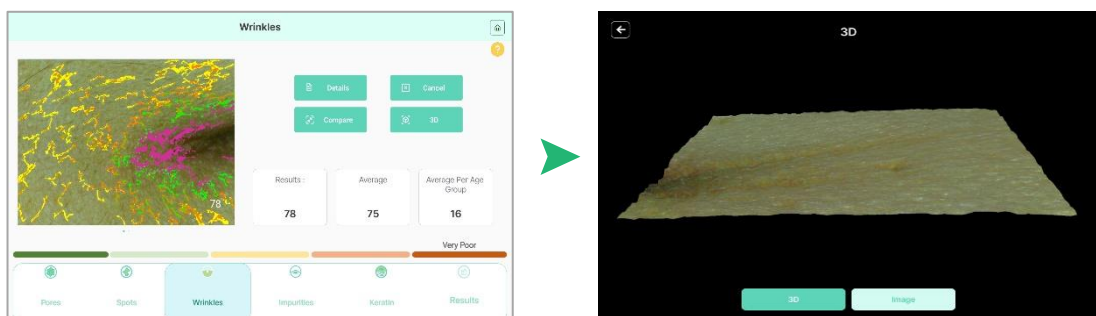## ANALYSIS RESULTS REVIEW

KERATIN RESULTS

- Show Results

i. Results indicate individual image score

ii. The Average score may differ from the Results score as it represents the overall score for all captured images of a specific skin parameter

iii. The Average per Age denotes the standard average score for the patient's age group

- Compare images with sample guidelines provided by the application.

OVERALL RESULTS

- Tap **'RESULTS'** after the analysis is completed, all the analyzed results are shown in numbers, bars, and diagrams.
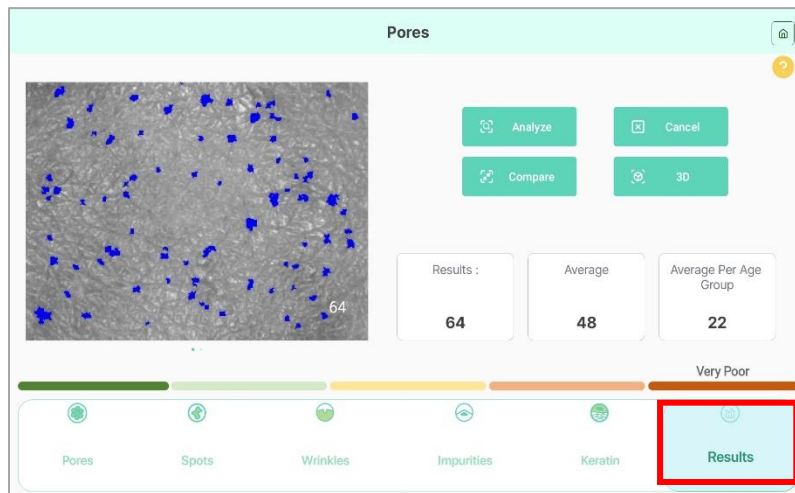
- Results Page

SEBUM AND HYDRATION GRAPH

Customer & analysis time information

Skin Condition result: There are six possible outputs, which is **Very Dry, Dry, Normal, Combination, Oily, Very Oily**

Focus area to take care of

T T-ZONE (Forehead Area)

U U-ZONE (Cheek Area)

GREEN area, represent normal skin conditions or balance between sebum and moisture

This vertical line represents the sebum level of the skin. The upper end of the line signifies a **HIGH** sebum level, while the lower end, indicates a **LOW** sebum level.

The horizontal line corresponds to the skin's moisture level. The point closer to the left end indicates **Dehydration**, while the right end point, indicates a **Normal** Moisture

RESULTS

OVERALL RESULTS

SPIDER GRAPH
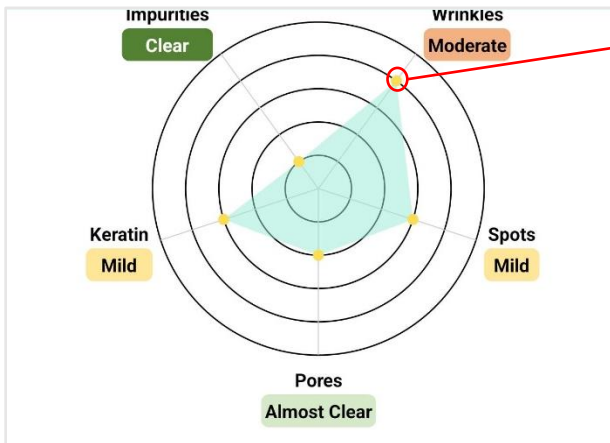
DOT INDICATOR

When the dot indicator for a specific measurement is positioned closer to the center of the graph, it signifies a favorable skin condition. This suggests that the skin measurement is well within a healthy range. If it is positioned further away from the center, it indicates that more attention to care is required.

COMMENTS SECTION

To leave a comment on the results page for customer management or future reference, press **'Comment'** from the Diagnosis Result screen and type the necessary comment (max char = 499), and then **'Save'.**

Note: Comments function is only for temporary saving, after logout comments will be deleted.
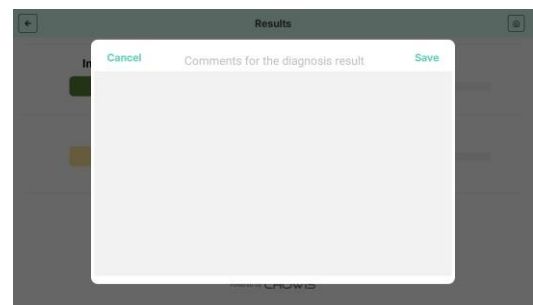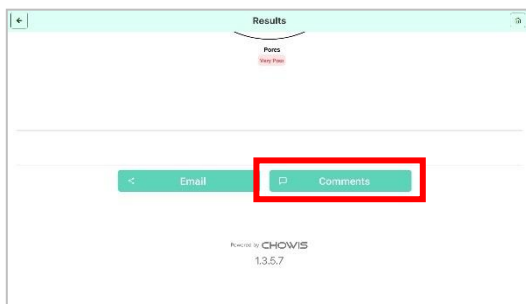
RESULTS

SHARE RESULTS

Save the diagnosis result and photos to the 'to be sent mailbox to send theemail report to customers.

1.   Tap '**SHARE RESULTS** at the bottom of the result screen to share the results then, type the recipient's email address
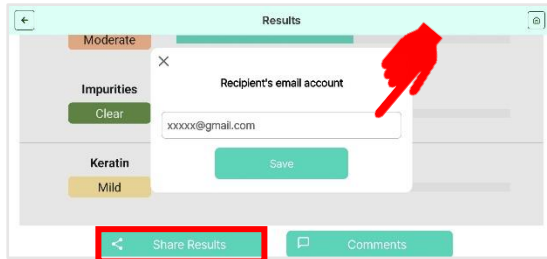
2.   Select whether to **send the results now or maybe later**. Click on **Proceed** to go back to main screen.
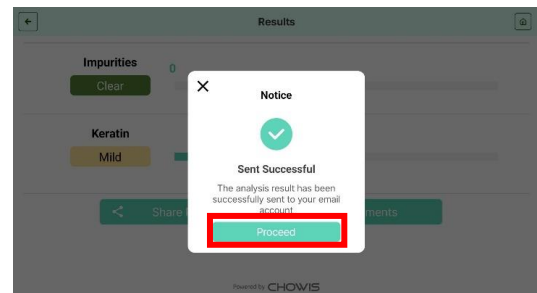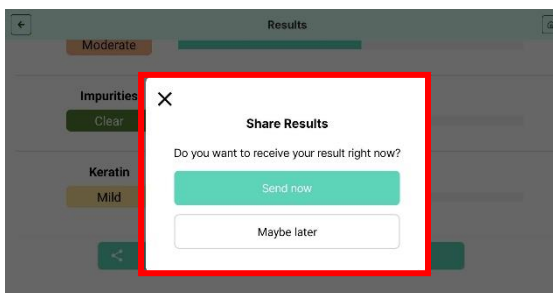
RESULTS

UPLOADING DATA TO CLOUD

Upon successful result sharing, a prompt will pop up, giving you the option to upload the locally stored data to the cloud. Selecting the **YES** button confirms an immediate upload to the cloud, whereas clicking **CANCEL** does not prevent data upload but instead defers it temporarily.

When selecting option "share result now", it will proceed with data uploading to cloud first. Please, make sure it successfully done, otherwise, email will not be sent.
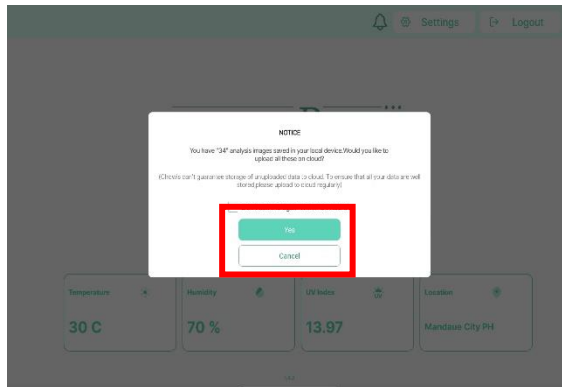
NOTE: To successfully upload data to the cloud and to share the result via email, you must be connected to the internet
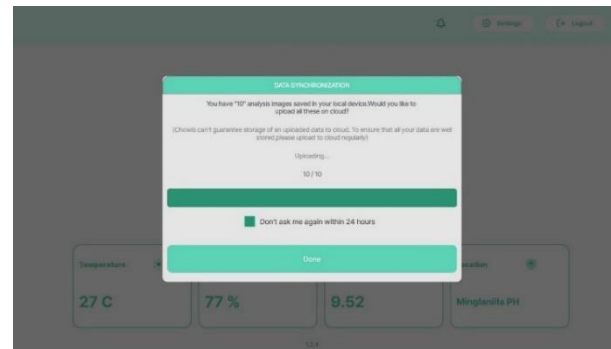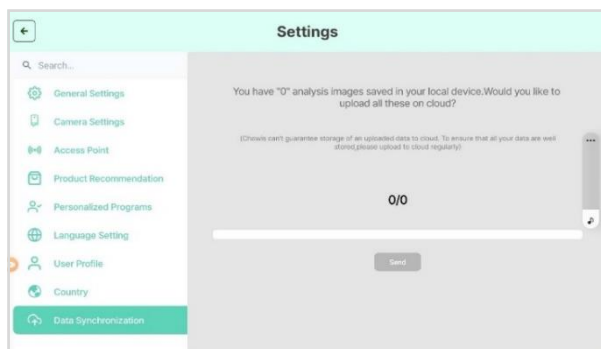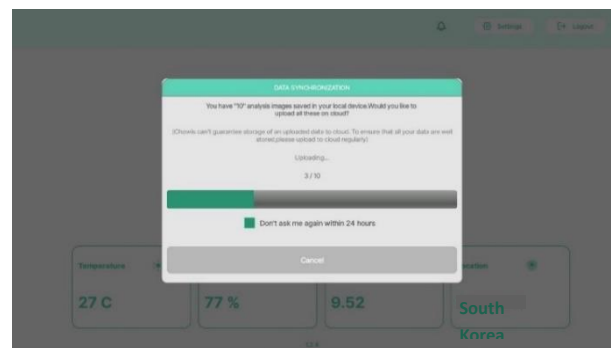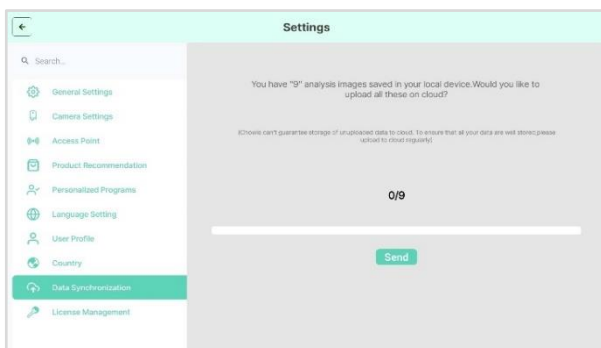
CUSTOMER MANAGEMENT

MANAGE CUSTOMER

1. Tap **"TOTAL ANALYSIS"** from the main screen and type the name, email address, or mobile no. of the customer on the search bar. The corresponding result will be listed.
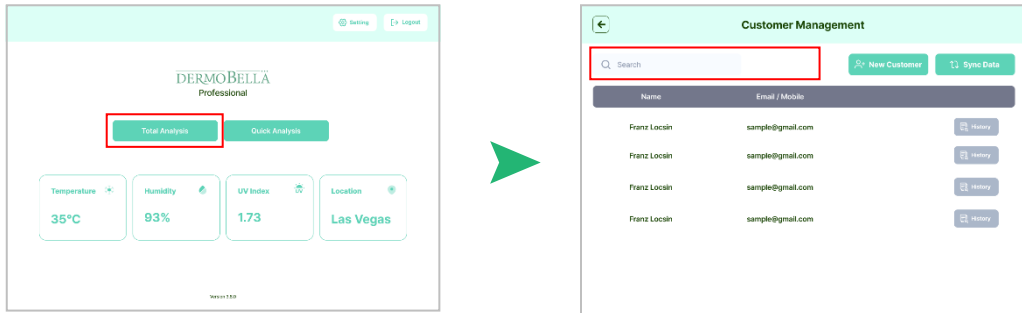
2. Select the customer you want to check and tap the **HISTORY** button to see all the records such as personal information, diagnostic history, images, and more.

3. Just do a long press to the customer's name to choose from the option- Analyze, Edit Customer (to modify information), and Delete Customer (to remove the customer from the list)
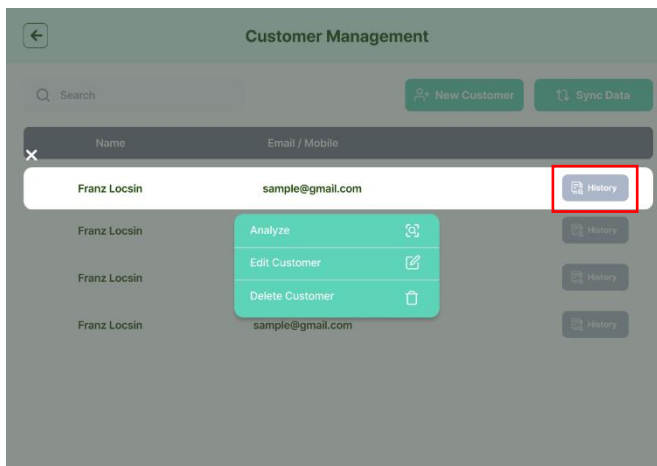
NOTE: It requires an internet connection for saving edited customer information or delete the customer.

VIEW RECORD

COMPARE ANALYSIS RECORDS

1. Select the name of the customer you are looking for, then press **"History"** button. You can view all the saved diagnosis results according to dates.
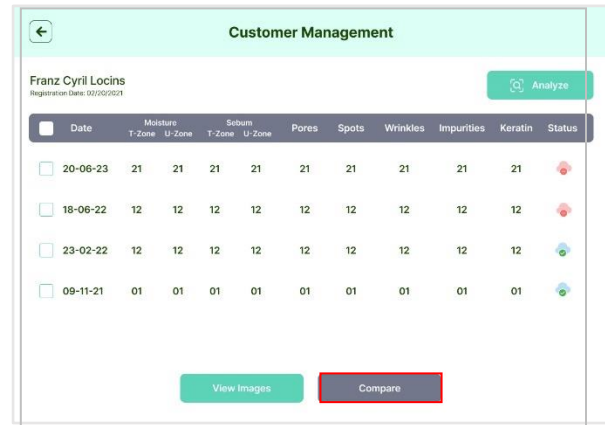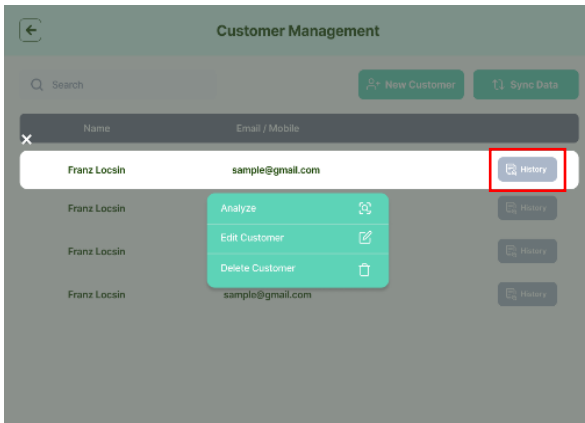
2. From the list of diagnosis results, check the data you would like to compare and press **'COMPARE'.** The data comparison will be shown in the line diagram below.
3. You can also select specific measurement to compare. Example: Moisture

VIEW RECORD

VIEW IMAGES

1. Choose the analysis result that you would like to view the images, and tap the **"VIEW IMAGES"** from the Diagnosis record.
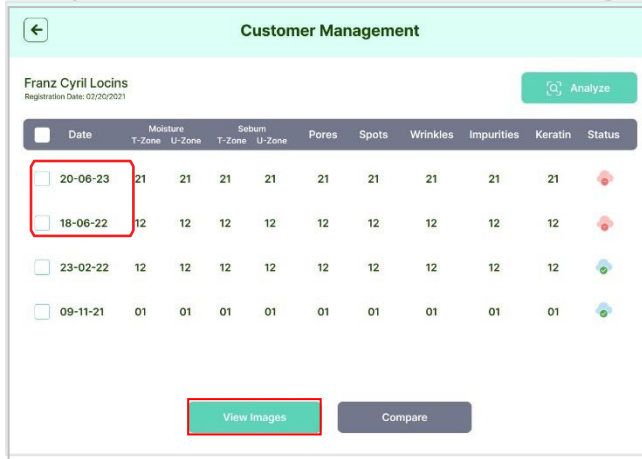
2. Choose 2, 4, or 6 images to compare and selected images will be compared as below (depends on 2, 4, or 6 selections). Tap **"Preview"** to view the image on a larger scale.
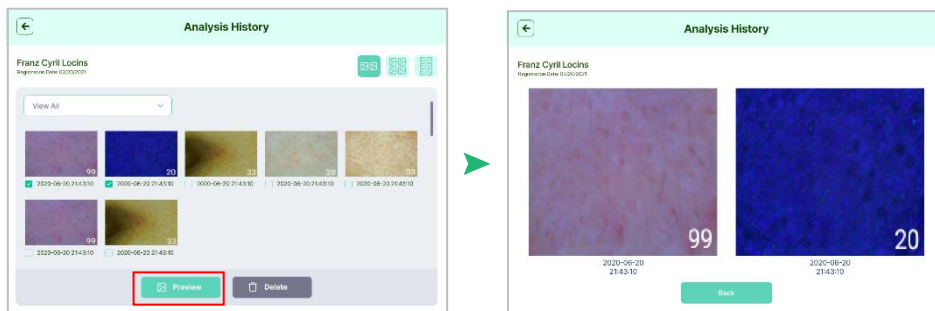
3. If you wish to delete an image, select an image then tap **"Delete"** to proceed.
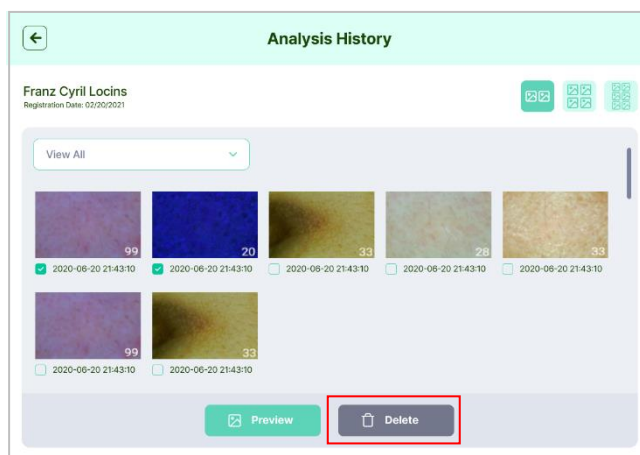
VIEW RECORD

PREVIOUS ANALYSIS RESULTS

1. From the Dashboard, click the Total Analysis. Select the name of the customer, then tap the **"History"** button.
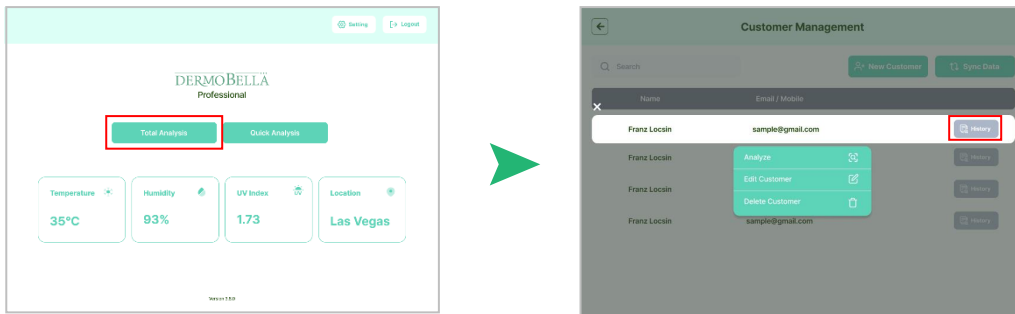
2. After tapping the History button, you will proceed to the Customer's Management History where the dates and scores of the analysis is displayed. Select and long press the desired analysis record. Click the **"View Results"** button.
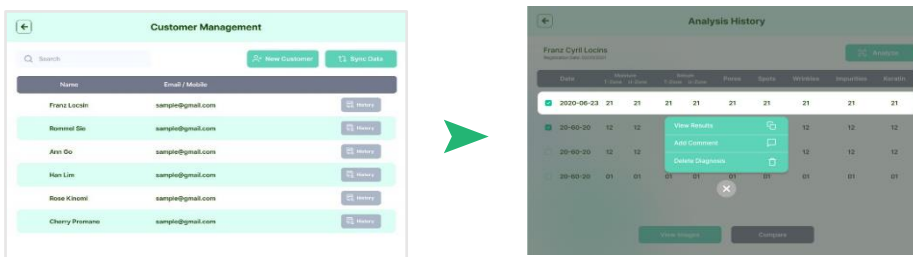
3. View Results screen will be displayed to view previous analysis results.

SETTINGS

GENERAL SETTINGS

You can customize the background, enable/disable options and set up security.

General Options

1. Background Setting – Tap the "**Search**" icon and choose an image in your gallery. Recommended size 568 x 320px. Tap **"Save Changes"** after uploading.
2. Skin Age – This feature is disabled by default. If enabled, the overall result's page will show the SKIN AGE of the patient based on the result of the analysis of their skin.
3. Sebum Mode-You can choose the sebum analysis mode with or without the sebum indicator, as needed.
4. Sleep Mode Timer – This will let you change the skin analyzer idle or sleep mode time.
5. Questionnaire – If this option is enabled, the questionnaires will be displayed after pressing on the Analyze button. If disabled, captured images will be analyzed and it will automatically present the overall results.
6. Environmental Dashboard – Temperature, Humidity, UV index, and Location will be displayed on the screen if enabled. These 4 will be hidden when selecting Disable.
7. Analysis Mode Selection -   It feature lets you choose between three modes for skin group selection: Auto + Manual (default), Auto, and Manual. Auto + Manual adjusts the group after a cheek capture, Auto assigns it automatically, and Manual lets you pick using a color chart .
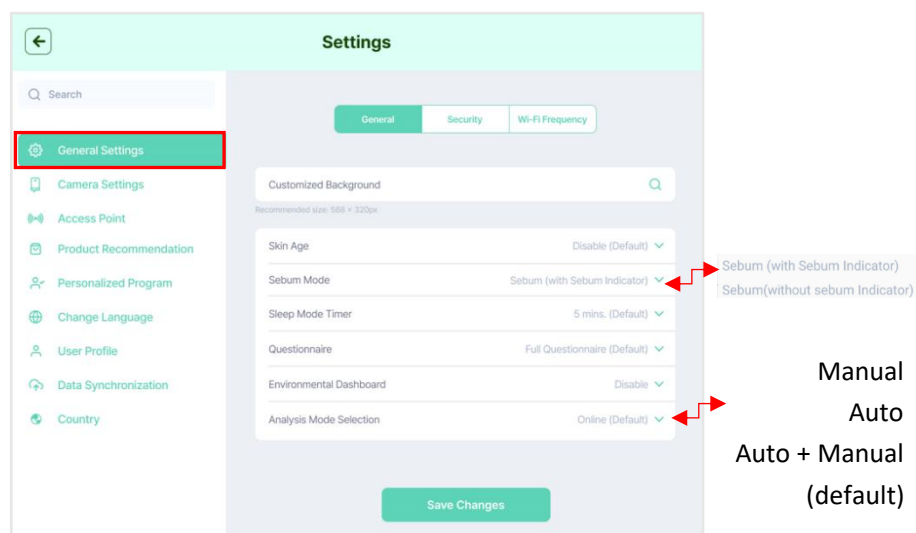
SETTINGS

ANALYSIS MODE SELECTION:

Auto + Manual Group Selection: Place the lens on the cheek to capture the image, which will automatically assign a skin group. You can adjust it with the color chart or edit it later in CRM if needed.
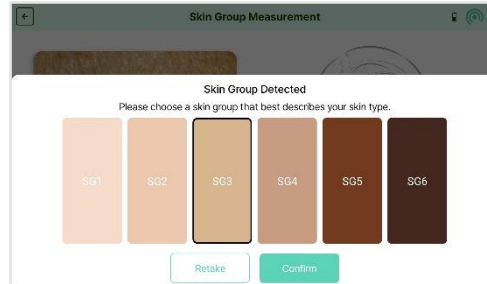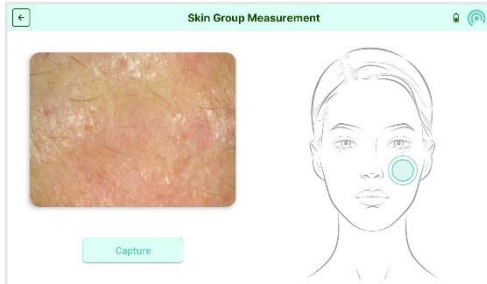
Auto Group Selection: In Auto Mode, the app detects the skin group automatically when you capture an image from the cheek. Click Proceed, and you can edit the skin group later in CRM if needed.
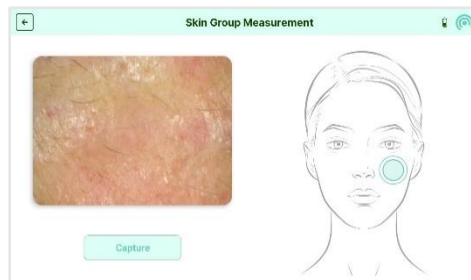
Manual Group Selection: Select "Manual" mode, enter customer details, and start the skin analysis. Then, click "Total Analysis," choose the skin group from the color chart, and adjust it later in CRM if needed.
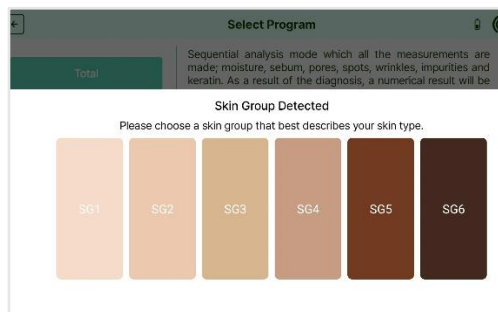
WI-FI Frequency

Wi-Fi Frequency can be set to 5.0 GHz for faster connection of the device.

1. Device must be set up and should be connected to the app prior to switching to 5.0 GHZ.

2. Once switch is successful, the SSID (Wi-fi signal of analyzer) from the WI-FI settings should have a 5G at the end of it. (ex: CID000011-5G)
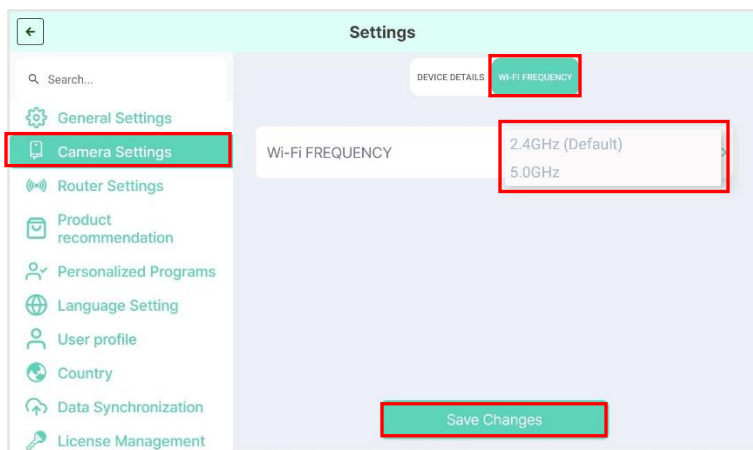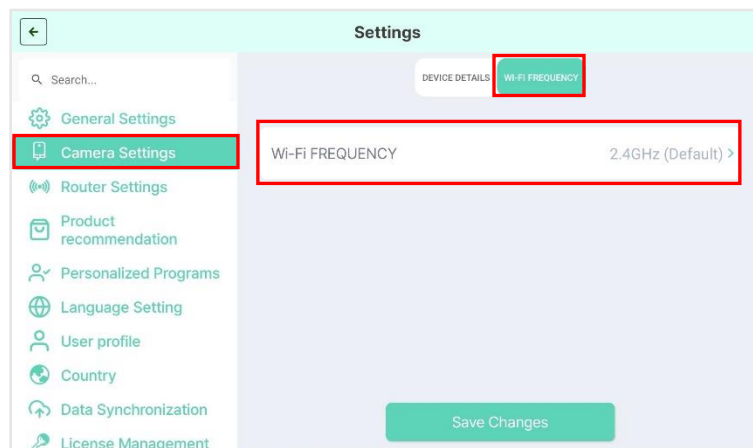
NOTE: This feature is only available for device model - DermoSmart Viso+

CAMERA SETTING

The camera setting is where you can set up the Optic Number of your device.

1. Go to **Settings > Camera Settings** to add or remove device. Tap the Optic Number bar to proceed.
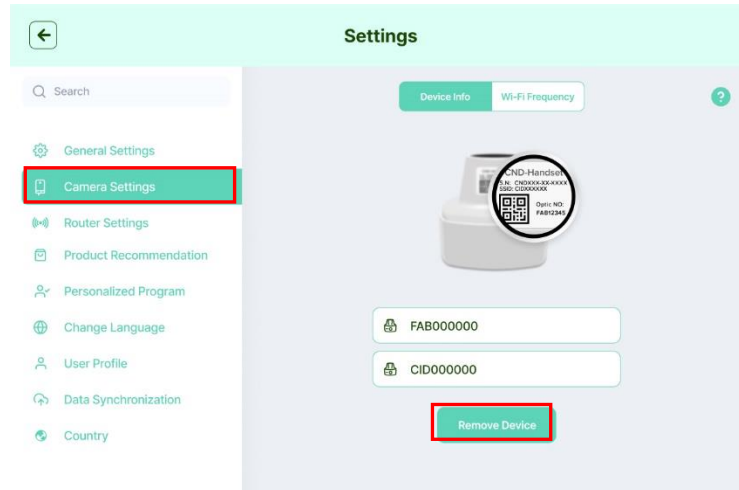
2. Scan the QR code on the device or paper to automatically register or enter manually input the optic number of your device.
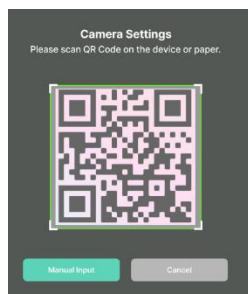
NOTE: This operation requires an internet connection to proceed.

CAMERA SETTING: ETHNICITY ENABLE/DISABLE:

3. Under "Camera settings", select "General". Enable or disable default settings for Ethnicity skin age as needed.
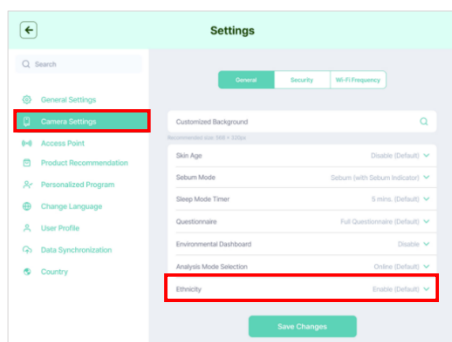
- **ROUTER SETTING**

Go to Settings >Router Settings. Click on 'Connect'.

1. Select your internet's Wi-Fi router and click on it.

2. Enter your Wi-Fi router password. Then, click on **'Proceed '**.

3. Window pops up to connect to device; click on **'Connect'**.

4. The Wi-Fi router **set-up is completed**.

SETTINGS

ROUTER SETTINGS

- <u>**ROUTER SETTING (RESET TO DIRECT MODE)**</u>

1. Go to **'Router Settings'.**

2. Click on **'Reset'.**

3. While switching back connection, reset the device by pressing the capture button for 10 secs until red light comes.

4. Window pops-up stating Reset SSID successful.

5. The Router Settings will be reset.

PRODUCT RECOMMENDATION

You can set up products you would like to recommend based on the diagnosis result.

1.   Go to **Settings** > **Product Recommendation.** Tap the ⊞ icon to
      "Add Product". Tap **Product Mode**, then, scroll up and down to select.
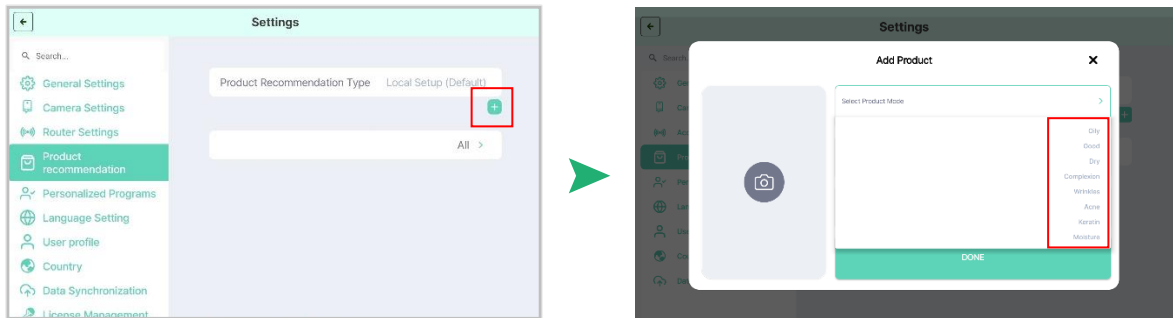
2.   After selecting a Product Mode, press on the CAMERA icon to upload a
      product image from the device's local storage (ALBUM/GALLERY).
      Choose the desired product image to proceed.
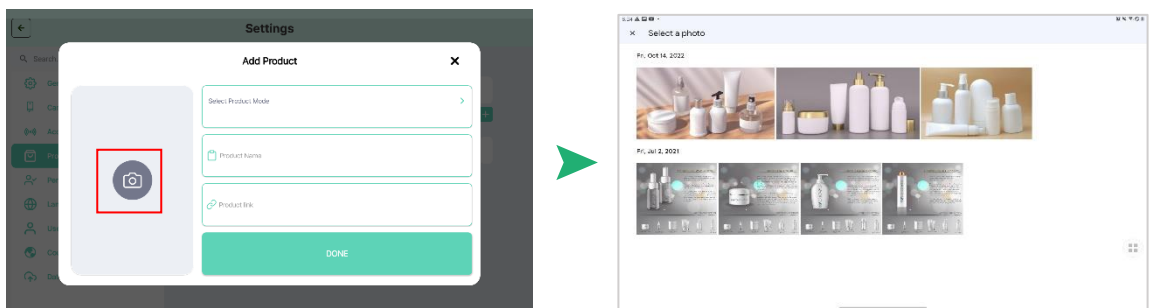
3.   Ensure that there is a "**Product Mode"** selected then type in the
      "Product Name"
4.   Input **"Product Link" (**optional**),** and press **DONE**
5.   Uploaded product will appear by pressing measurement name on pie-
      chart, on the result page
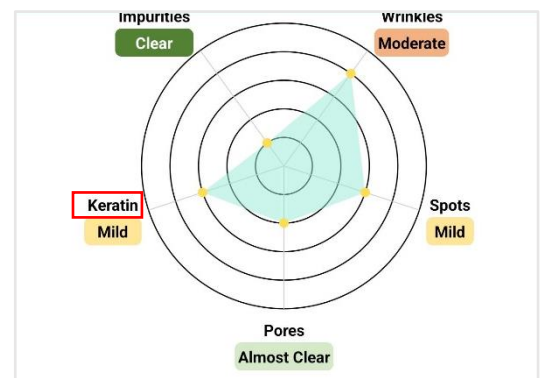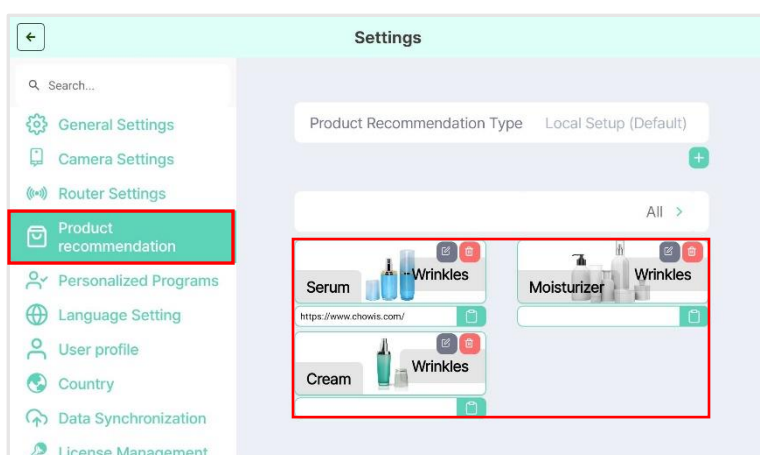
PERSONALIZED PROGRAMS

Personalized programs is an analysis mode where you can have your customized diagnosis program by selecting any measurement you want to have.

1. Go to the **"Settings"**. Select the **"Personalized Program"** on the right screen. Tap the Program bar to view the list of programs created.
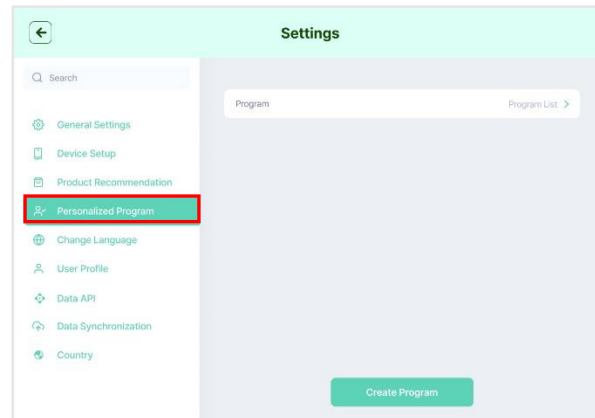
2. Tap the **"Create Program"** button, enter the name of your program and select the measurements you want to include then **'Create Program'.**
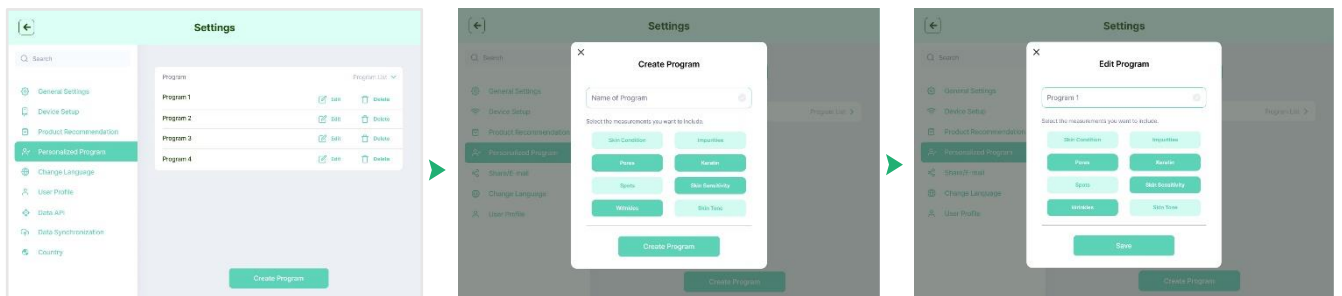
LANGUAGE SETTINGS

You can choose and change the language of the application.

1. Go to **Settings > Change Language**. Tap the Language bar and scroll up and down to select the Language you prefer. Then, press **"Save"**.
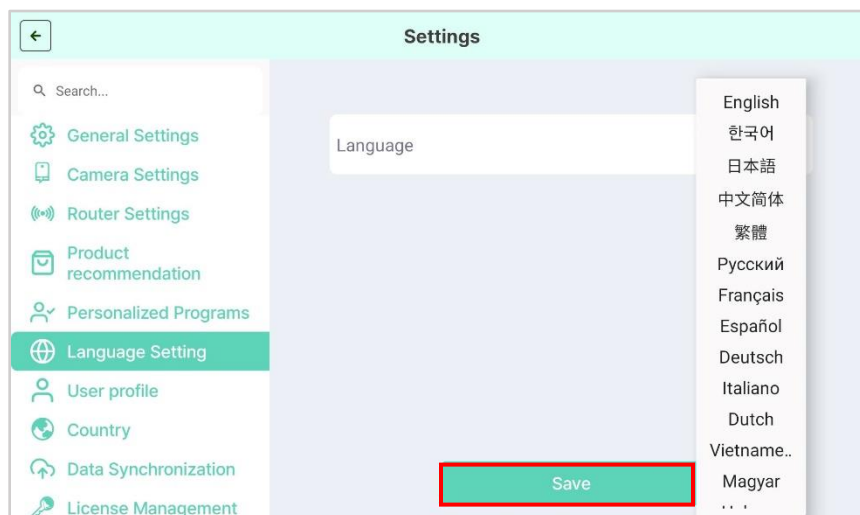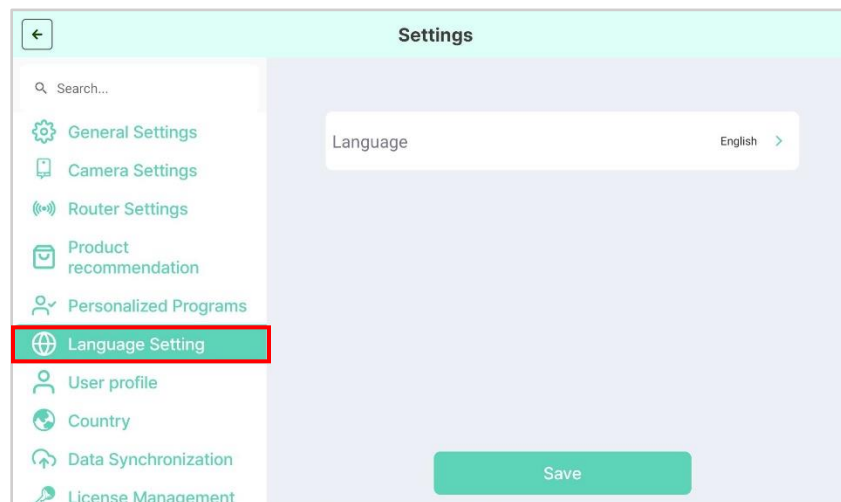
USER PROFILE

You can find and update the User Information, Device Details, and Change Password.

CHANGE PASSWORD

1. Go to **Settings** > **User Profile.** Tap the **"Change Password"** button.
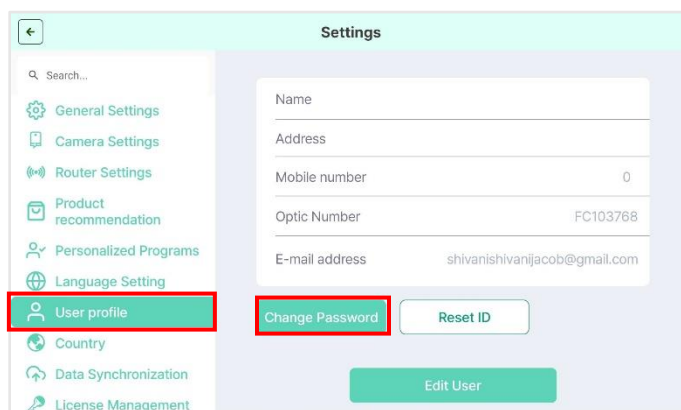
2. Enter your Old Password and New Password and press save. After successful password change, please, login again with your new password.
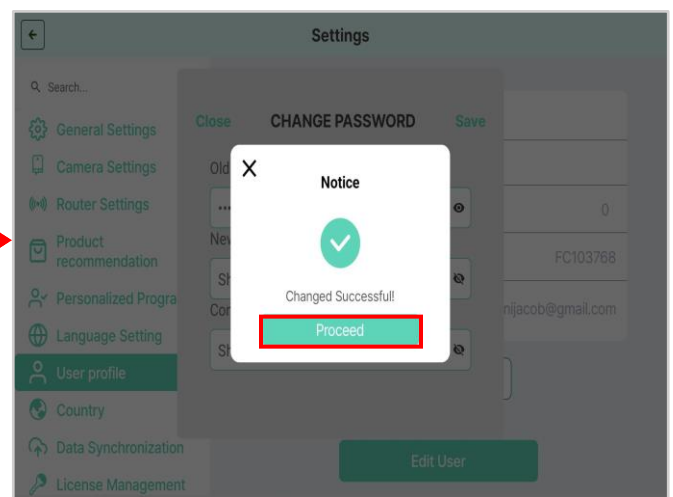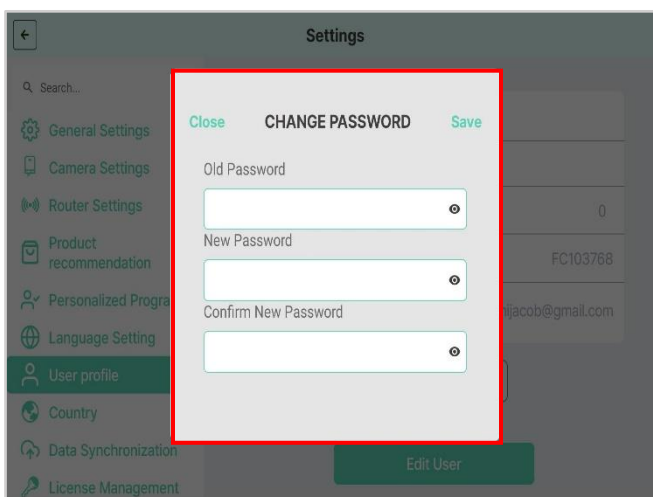
RESET ID (Changing email that is used for login)

1.   Go to **Settings** > **User Profile.** Tap the **"Reset ID"** button.
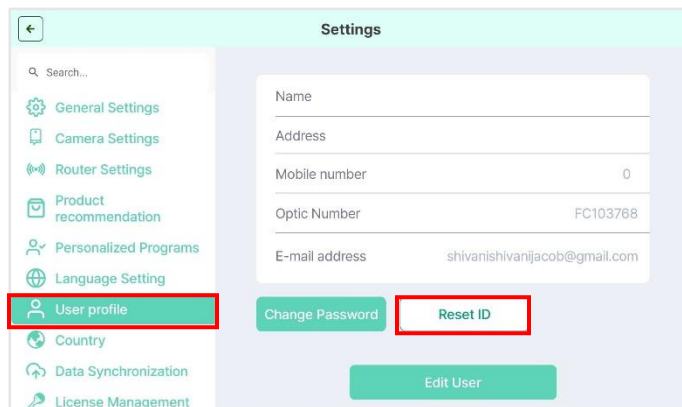
2.   To proceed with Email Reset, complete the STEP 1 by filling out the necessary information as shown on the image below. Once done, press on **Proceed**

3.   For STEP 2, review all the information on the screen, especially the new email address. Once ready, press on **CONFIRM** button to complete USER ID Reset

NOTE: This operation requires an internet connection to proceed.
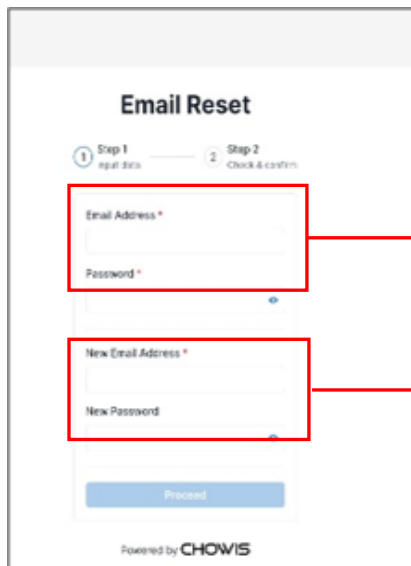
Input the existing log in email and password

Input the new email that you wish to register and create a new password and click on **Proceed**.
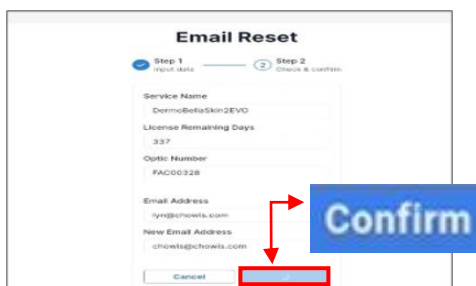
Review all the information on the screen, especially the new email address and press **CONFIRM** button.

Click on Verify button on the email to complete USER ID Reset. Then, login again on the application.

SETTINGS

DATA SYNCHRONIZATION

Allows to upload and sav data or analysis on your device and cloud with regular update.
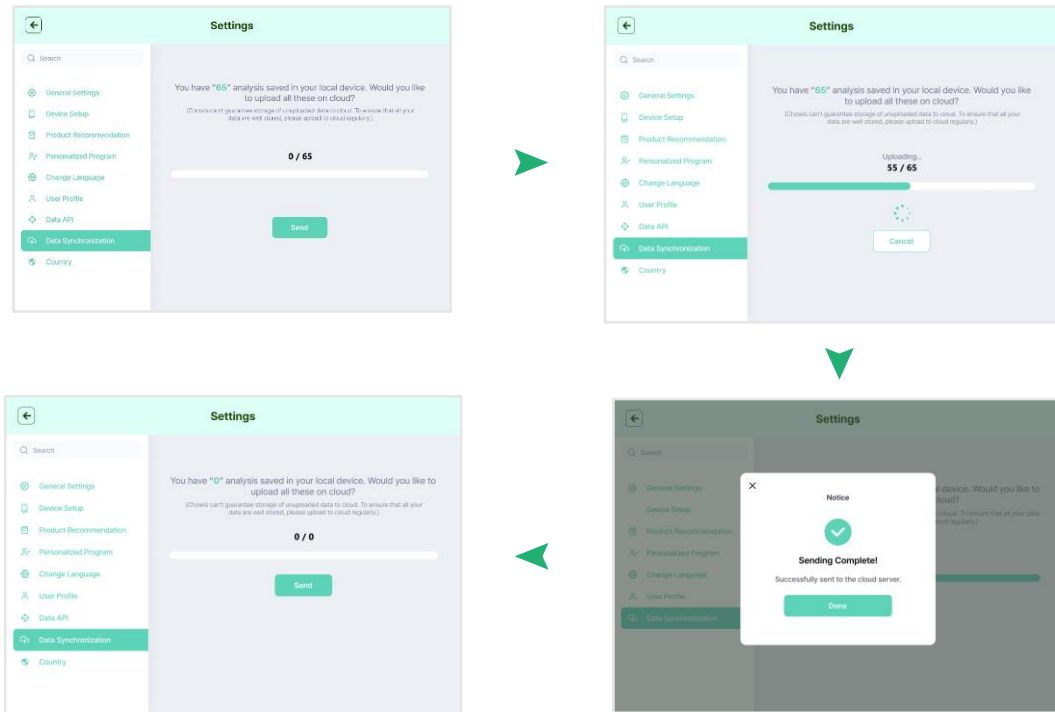
DATA SYNCHRONIZATION VIA CRM ONE BY ONE

Allows to upload and save data or analysis on your device and cloud via CRM.

1. Go to History

2. Click on red cloud icon to upload data on cloud.
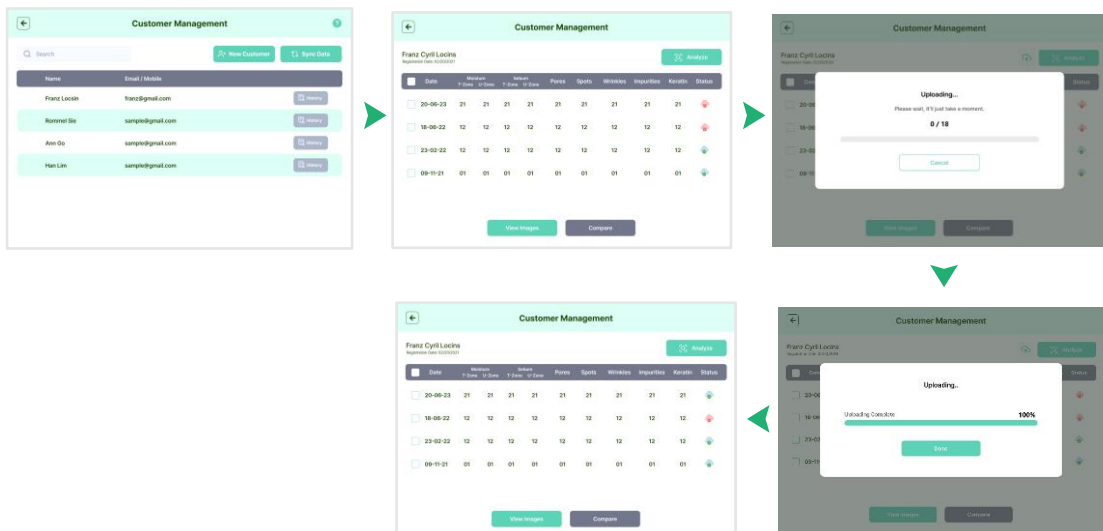
LICENSE MANAGEMENT

You can access information regarding the Activation and Expiration date of your License. This section also displays the remaining days of your active license.

Extend License – Consultant can purchase additional days to the current license in use. If your license is expired, a message will pop up when you log in, asking you to renew it.

Select the duration for the extended license in the next window and confirm.

Change License Type – Consultant can upgrade the current license to a higher one.

If original license is Expert; then display only Pro.

If the original license is Pro; then display only Expert.

NOTE: If you bought your device from an agent, you can't handle the payment.

Please reach out to the agent you purchased the device from if you need to renew the license.

FAQ
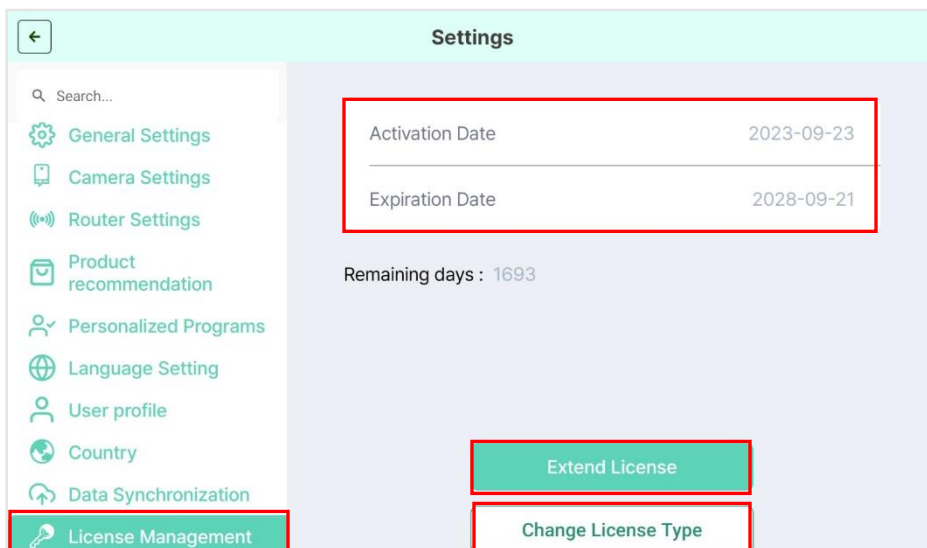
DIAGNOSIS SYSTEM IN USE

USER AND CUSTOMER REGISTRATION

Chowis' diagnostic system is linked to a unique user ID (email) and only the corresponding ID can be used. If you wish to change your ID, please, do so within the program under settings page.

When create a new account, an email will be sent from CHOWIS-SERVICE. Open email and click on the "VERIFY" button. If you have difficulty in getting email, please check your junk/spam mailbox. Without email confirmation, login is not possible.

Each user has the authority to manage their own customer list. However, this accessibility is possible only when the customer list is being synchronized and uploaded to the server. As a precautionary measure, it is advisable to perform a daily backup to ensure data security.

When creating a new account, logging in, and inputting optic number, ensure that your tablet or mobile phone is connected to the internet and not to the diagnostic device.

ACCURACY OF ANALYSIS AND COMPARISON OF BEFORE AND AFTER

Chowis' analysis system analyzes local areas. Therefore, when comparing before and after diagnosis results, accurate results can only be compared when the same position is taken.

CHARGING RELATED SCENARIO

Charge the device while it is off for fast charging. When you connect the charging cable to a device that is on, the indicator light will be red. However, if the device is off, the red indicator will not light up even during the charging process.We recommend using the provided Chowis cable for charging whenever possible. If you use a different cable, it may not perform proper charging.

DIAGNOSIS SYSTEM DOES NOT TURN ON.

If the handset is out of battery, the handset does not turn on. Please charge the handset for 2 hours. For charging method, please refer to the Charge the handset on the simple manual.

WHILE TAKING IMAGES, THE SCREEN IMAGE IS SLOW OR STOPS

This situation can occur with the interference by environment surrounding the Wi-Fi. In this case change the Wi-Fi channel of the handset. For setting method, please refer to the Change Wi-Fi Channel. Also, verify if you have enough battery left. Charging LED (4 LED displays) to show battery level, if there is less than 2 LED flashing ,then, we recommend charging first and then use it.

THE HANDSET FEELS HOT.

As the optical unit/lens part emits a lot of LED light and long periods of continuous use can cause the handset to heat up. If the heat is severe, immediately turn the handset off and stop using it until it has cooled down. If the handset is still hot even after a certain period of time has passed, please inquire at a customer support center. Also, a reason for over-heating could be when the handset is left with power switched on during charging. Always remember to turn the handset power off before charging.

SENT E-MAIL WAS NOT RECEIVED.

In order to send email, please check if you have stable internet connection and data synchronization was done, otherwise, it will not send email to customers. In order to do synchronize data, please refer to the Data Synchronization settings section.

CONNECTION BETWEEN THE ANALYZER AND TABLET

WHAT IS AN SSID?
SSID is a unified classification ID for wireless handsets. Because this handset is a wireless system and is connected to a Wi-Fi, for each handset there is a unique SSID. Please verify the SSID on the label attached at the back of the handset.

HOW DO YOU VERIFY THE CONNECTION BETWEEN THE HANDSET AND THE TABLET?

At the Wi-Fi settings screen of the tablet, if the SSID status of the handset is "Connected" and after the start of the program, if the Wi-Fi icon on the top right section of the screen is green, then it is connected normally.

THERE IS NO CHANGE IN CONNECTION STATUS BETWEEN THE HANDSET AND TABLET AFTER "SAVED".

Turn on the switch again and try to connect again manually via Wi-Fi setting of tablet. When connecting to analyzer, use the password "**1234567890**". Even if connection status saying "Connection without internet connection" appears, the actual device connection will not be affected. If you still fail to connect then, press the **CAPTURE** button for 10 seconds until LED starts to blink with red color, so analyzer will start to reset. Please wait until fully reboot and try to connect again.

THERE IS A NETWORK CONNECTION ERROR INDICATION ON THE PROGRAM SCREEN.

If there are many Wi-Fi signals or there are many wireless routers at the handset usage environment, then the connection is delayed and may not be able to

connect. Try using it by changing the Wi-Fi channel. For changing the channel method, please refer   to the Change Wi-Fi Channel.

Appendix: PROPER IMAGE CAPTURING

1. Place the camera flatly and gently onto the skin.

Too Pressed

Improper Device

Proper Device

Device not in contact with skin

2. Do not remove the device from the skin until the captured image or the score shows on the app screen

3. Give a second or two to make sure that images is well focused before pressing the device's camera button. This would ensure that the image captured is clear and not blurry
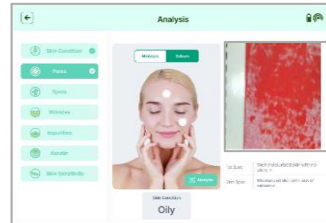
APPENDIX

EXAMPLES OF CORRECT AND INCORRECT IMAGES

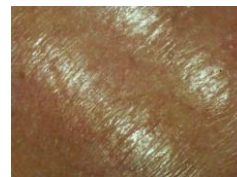**CORRECT IMAGE**
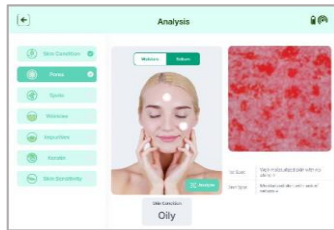
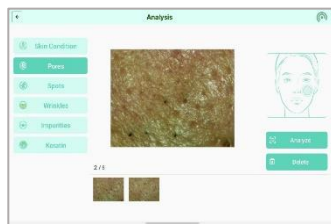**INCORRECT IMAGE**

SEBUM PAPER IMAGE

CAPTURED IMAGE SHOULD ONLY SHOW THE PINK PAPER

PORE IMAGE
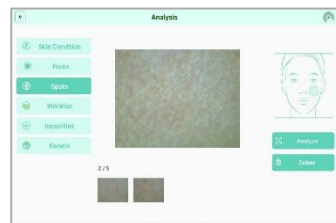

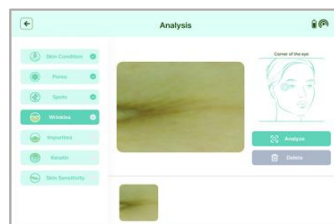CAMERA IS TOO PRESSED ONTO THE SKIN

BLURRY

SPOTS IMAGE

SHADOW SHOWING ON IMAGE, DEVICE NOT FLATLY PLACED ONTO THE SKIN
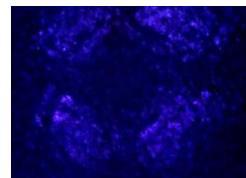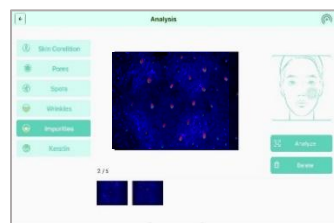
WRINKLES

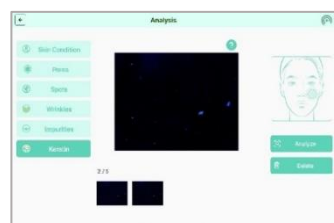VERTICAL   BLURRY   UPSIDE DOWN

IMPURITIES IMAGES IMAGE

CAMERA IS TOO PRESSED ONTO THE SKIN

KERATIN IMAGES IMAGE

KERATIN TAPE NOT PLACED PROPERLY INFRONT OF CAMERA

SPECIFICATION

SPECIFICATION

Power supply	Input: 100-240V, 50-60Hz
Support protocol	USB 2.0 | Wi-Fi
Measurements (Skin)	moisture, pores, spots, sebum, wrinkles, keratin, impurity, skin conditions
Skin measurements only	20+ LED, Easy shooting and real-time streaming transfer
Measuring method	Use measurement values from 0 to 99 score for each analysis category
Maximum size	Handset: 64 * 65.5 * 58 (mm) Stand: 69 * 65.6 * 72.5 (mm)
Weight	Handset: about 106g Stand: 226g

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