User Guide
Version 1

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CHAPTER 1
Assembly and Set Up

1.1 VISIA DELUXE SOLUTION — UNPACKING AND ASSEMBLY

The VISIA Deluxe Solution includes the Canfield Facial Imaging Booth, mobile imaging cart and VISIA application software. (See page 1-7, 1.2 VISIA Analysis System — Unpacking and Assembly, for unpacking and assembly instructions for the VISIA Desktop Solution or VISIA Analysis System.)

Ensure that you received all the items specified in your order. If components are missing or damaged, call Canfield Imaging Systems at 1-800-815-4330.

When you unpack a deluxe system you will find:

- **Canfield Facial Imaging Booth** (with chin cup and headrest assemblies installed)

- VISIA User Guide with
  - Laminated VISIA Quick Start Guide
  - CD with VISIA application software
  - Gray card used for white balancing the camera (located inside the VISIA User Guide)

- Extra fluorescent bulb
A separate box contains:

- Optiplex compact computer
- External tape back-up drive and blank tape (in the same box as computer)
- Flat panel monitor
- Printer
- Adjustable posing stool

**Mobile Imaging Cart** packaged with:

- The monitor arm box containing:
  - Monitor arm
  - Cable cover
  - Metal spacer and nut
  - Wrench
- Pre-assembled to cart:
  - Compact keyboard and mouse
  - External modem
  - Cables and power supply
Attaching Components to the Cart

The mobile imaging cart comes assembled and wired. You will need to attach the supplied components to the cart and plug them in.

1. Unpack the monitor arm, align the screws with the two holes on the mobile imaging cart top, and insert.

2. From below the table, slide the metal spacer over the two monitor arm screws. Tighten the nut over the longer screw with the supplied wrench.

3. Locate the cables extending up through the top of the cart. Place the two longest cables into the cable cover (supplied with the monitor arm) and snap it onto the underside of the monitor arm.
4 Unpack the monitor. Align the post on the back of the monitor with the hole in the top of the monitor arm and slide it in.

5 Attach the two long cables to the back of the monitor.

⚠️ NOTE: The monitor arm is keyed in place and is not designed to swivel at the cart top; only the top section of the arm is designed to swivel. Attempting to twist the bottom will damage the cart and could result in it losing some stability.

6 Attach the computer to the cart:

- Unpack the computer.
- Make sure the keyboard shelf is fully extended.
- Locate the bracket for attaching the computer which is on the underside of the mobile imaging cart.
- Hold the computer close to the underside of the table and slightly forward of the silver bracket.
- Align the slots.
- Pushing on the black bracket attached to the computer (as shown in the photo at left), slide it into the silver bracket on the cart.
• When the locking tab appears through the hole in the silver bracket, push it up with your thumb and finish sliding the unit in.

7 Position the Canfield Facial Imaging Booth on the mobile imaging cart aligning the holes in the base of the imaging booth with the holes in the top of the cart. From below, fasten the booth to the cart through the pre-drilled holes using the four 2-inch screws provided. **Be sure the booth is securely fastened to the cart.**

8 Locate the three shorter cables extending through the top of the cart—the ones not plugged into the monitor. Plug the AC power cord into the socket on the back of the imaging booth. (The other end of the power cord is already plugged into the power strip on the cart.)

9 Insert the USB cable into the USB connector on the back of the imaging booth.

10 Insert the RS232 serial cable into the RS232 connector on the back of the imaging booth.
10 Set the printer on the printer shelf and plug in the USB and power cables.

11 Set the tape back up drive into the shelf below the printer and plug in the two cables.

12 The modem is already assembled to the cart, below the printer. Plug the phone cord from the modem into a telephone jack.

13 Plug each cable into its appropriate socket on the back of the computer. For the USB plugs you can use any of the 4 USB sockets. The mouse and keyboard sockets are color coded to the PS/2 connectors. The monitor, booth, and power supply should be plugged into their matching sockets.

Continue to page 1-12, 1.4 Launching a New System.
1.2 VISIA ANALYSIS SYSTEM — UNPACKING AND ASSEMBLY

The VISIA Analysis System includes a Canfield Facial Imaging Booth and VISIA application software. If you purchased the VISIA Desktop Solution, a computer, flat panel monitor and printer will also be included.

Ensure that you received all the items specified in your order. If components are missing or damaged, call Canfield Imaging Systems at 1-800-815-4330.

Unpacking the Canfield Facial Imaging Booth

The VISIA Analysis System includes:

- Canfield Facial Imaging Booth (with chin cup and headrest assemblies installed)
- AC power cord for the facial imaging booth
- PC connection (USB and RS232 serial cables)
- Extra fluorescent bulb
- VISIA User Guide with
  - Laminated VISIA Quick Start Guide
  - CD with VISIA application software
  - Gray card used for white balancing the camera (located inside the VISIA User Guide)
Unpacking the Computer, Monitor and Printer

**Note:** Skip this step if you did not order these items from Canfield Imaging Systems.

Unpack and set up the computer, monitor and printer that came with the system according to the manufacturer’s instructions for those devices.

Assembling the Canfield Facial Imaging Booth
(without optional cart)

**NOTE:** If you are using a computer that was not supplied by Canfield Imaging Systems along with the VISIA system, then install the VISIA software **before** you connect the facial imaging booth to your computer. (See the next section, *1.3 Software Installation.*)

1. Set the facial imaging booth on a stand or table that is an appropriate height for clients to approach the system comfortably. We recommend a 36 to 42 inch table height, assuming an adjustable stool will be used.

2. Plug the AC power cord into the socket on the back of the unit. Connect the other end of the AC power cord to a grounded outlet. A surge suppressor (not supplied) is recommended to protect the computer from voltage spikes that might damage it.

3. Insert the USB cable shipped with the unit into the USB connector on the back of the unit. Plug the other end of the USB cable into one of the USB sockets on the computer used with the system.

4. Insert the RS232 serial cable shipped with the unit into the RS232 connector on the back of the unit. Plug the other end of the RS232 cable into the RS232 socket on the computer used with the system.
1.3 SOFTWARE INSTALLATION

Note: If you purchased the complete VISIA system (Deluxe or Desktop Solution), you can skip this section. The software is already loaded on complete VISIA systems (which consist of a Canfield Facial Imaging Booth, computer, monitor and printer).

You are only required to follow these installation instructions if you are using a computer that was not supplied by Canfield Imaging Systems along with the VISIA system.

Minimum system requirements Before installing the software on a computer not supplied by Canfield Imaging Systems, ensure that it can properly run the VISIA application. It should meet the following minimum specifications:

- Pentium 4 processor (2.0 GHz or faster)
- Windows XP Professional
- 512MB of RAM
- CD-ROM Drive
- 1024x768 display with 24-bit color or better
- Free disk space:
  Minimum: 10 GB
  Recommended: 40 GB
  Note that 1 GB is required for storage of each 100 client photos.
Installing the VISIA System Alignment Data File

A custom system alignment procedure was performed at the factory for this facial imaging booth. It is important that this calibration file be stored on the computer that will be used with the booth. To copy this file onto your computer either before or after you load the VISIA application software, please follow these directions:

1. Insert the VISIA “Alignment Data File” CD into your computer’s CD-ROM drive.
2. Double click on the single file displayed on the CD (VISIA Initial Alignment file – xxxxxx.reg).
3. Click YES when prompted: “Are you sure that you want to add the information in file name to the registry?”
4. Click OK when the message “Information in file name has been successfully entered in to the registry.”
5. Remove the CD.

Installing the VISIA Application Software

Expect the software installation process to take approximately 15 to 20 minutes.

1. Insert the VISIA CD into the CD-ROM drive
   - If the set-up program does not start automatically, access the CD-ROM drive using MY COMPUTER from the Windows desktop and click the setup.exe program.
2. When the WELCOME TO THE INSTALLSHIELD window is displayed, click NEXT.
3. Accept the software licensing agreement by clicking NEXT.
4 Follow the on-screen instructions to install the software. (You will be given the option of installing the software in a directory other than the default location specified by the program, if you so desire.)

5 The first time you run the software you will see a message asking to begin database set up. Click YES. (If you click NO, the system will not operate).

Uninstalling the VISIA Software

The VISIA software can be uninstalled using the Add/Remove Programs function within the Control Panel available within Windows.

1 Click START

2 Select SETTINGS, CONTROL PANEL

3 Click the ADD/REMOVE PROGRAMS icon

4 Select the VISIA software from the list of programs.

It is recommended that you back up your data before uninstalling software (see Appendix B).
1.4 LAUNCHING A NEW SYSTEM

Initializing the VISIA system for the first time involves configuring required settings and selecting the options that you will use during regular operation. This section will guide you through each step of this process:

1. Initial System Start-up
2. Adjusting White Balance
3. Setting Session Options
4. Choosing Print Options
5. Database Management Settings
6. Selecting Scheduling Options
7. Setting Booth Lighting Options

You can also refer to these instructions whenever you want to change any of these initial settings.

Step 1: Initial System Start-Up

Before turning on the power for the Canfield Facial Imaging Booth, be sure that you have:

- Completely assembled the booth
- Loaded the VISIA application onto your computer (if required—see page 1-9)
- Connected the USB cable and RS 232 serial cable between the Canfield Facial Imaging Booth and your computer
- Connected the booth and computer to a power source.
2 Locate the On/Off switch on the back of the Canfield Facial Imaging Booth and turn the unit on.

- Once the facial imaging booth is on, you may also hear sounds from within the booth as the camera and optical filters are automatically adjusted.

- The fluorescent lights inside the facial imaging booth should come on. If they do not, check the AC power connection. If they still do not work, call technical support at 1-800-815-4330.

3 Turn the computer on. Double-click the **VISIA** icon to start the software.

**Note:** Always turn the booth on before starting the VISIA software. If the software is activated before the booth is on, the computer will not be able to “find” the camera in the system.

### Step 2: Adjusting the White Balance

White balancing the system ensures that the camera is properly set for the exact lighting conditions within the facial imaging booth. Since the computer controls the camera’s operations, the procedure that you’ll follow depends on the system you are using.

**If you are using your own computer:** You must adjust the white-balance settings before any other operations are permitted. Failure to make this adjustment will terminate the application software. Follow the instructions shown in the section, *Making the White Balance Adjustment*.

**If you received a complete system from Canfield:** The White Balance was set at the factory and no adjustment is required at this time. However, you will see a screen
providing you with the option of readjusting the white balance settings.

- If you wish to readjust the white balance, follow the steps in the following section, Making the White Balance Adjustment.

- If you do not wish to readjust the white balance, click NEXT and skip to Step 3, Setting Session Options.

Making the White-Balance Adjustment

1 Click YES when the White Balance screen is displayed.

2 Locate the gray card (used for white balancing) that was shipped with the system (in the VISIA User Guide).

   - **Note:** When handling the card, avoid smudging its surface. Always store it in a clean, protected space.
3 Click YES on the screen that asks if you have the white balance card.

4 Move the headrest to the center of the booth opening by:
   - Locating the button on the upper part of the rear of the headrest bar
   - While pushing the button in, move it toward the center position.

5 Hang the card on the small pin on the back of the headrest. Be sure that the gray side faces the inside of the facial imaging booth, as shown:

6 When the card is properly positioned, click PROCEED. The screen at left will appear when the white balance settings have been adjusted successfully.

7 Click PROCEED to complete the procedure.
Making Regular White-Balance Adjustments  The camera and computer will remember the white balance settings. However, electronics are sensitive to their environment and may drift slightly over time. To ensure optimal results, the system will remind you to adjust the white balance weekly. We encourage you to adjust the white balance daily if the system will undergo frequent usage throughout the course of a business day.

Step 3: Setting Session Options

This screen allows you to define the types of pictures you will take and the type of data that will be displayed in a client session.

View  In the View menu box, select which image will be taken in each session: a left view, a front view, or a right view of the face. LEFT FACE is the default (recommended) setting. Front view will only capture the image of the client—no analysis is available for front view.
Lighting  In the Lighting menu box, select whether a single image will be taken under the special fluorescent lighting of the Canfield Facial Imaging Booth (Standard) or whether two pictures will be taken in each session (Standard and UV). The UV photo is taken with a flash and special UV filter and is required to detect UV Spots and Porphyrins data.

System Configuration:

- **Allow Changes**  If you do not wish to allow individual operators to change these settings during a particular session, uncheck **ALLOW CHANGES to turn off** this capability.

- **Enable Client ID field**  If you wish to assign an alpha-numeric identifier to each client, check **ENABLE CLIENT ID FIELD to turn on** this capability.

Data Display  Select how the client data will be displayed from three choices:

- **Show Percentiles**  This lets the client see how her percentile scores compare to those of a similar sex, age and skin type (which can include ethnic background.) For example, “Your Pores score is better than 78% of women your age and skin type.” (Not currently available for men or UV images.)

- **Show Feature Counts**  Displays the actual number of each feature detected within the mask area.

- **Show Absolute Scores**  Absolute scores are intended to be used for comparative purposes. They represent the fractional area of the particular skin features found in the image relative to the area that is masked.
When you have finished making the desired changes to Session Options, click **NEXT** to set Print Options for VISIA.

**Step 4: Choosing Print Options**

VISIA enables you to provide printed reports to clients in various preformatted styles. Actual thumbnails of each report may be found in *Chapter 2, Printed Reports and Templates*.

The Print Options screen enables you to determine which style(s) of report a VISIA operator can print during a client session. The default setting allows the operator to choose from all of the available styles at print time. If this meets your needs, you do not have to select any print options.

If you want to limit which reports will be available to be printed, uncheck the box next to the name of the template(s) which you want to make unavailable.

**Print Preview** Certain aspects of each report, such as the session date or type of photo or graph, can be customized at the time of printing (see *2.3 Report Templates and Samples*). To enable this capability, the **ENABLE PRINT PREVIEW** box should be checked.

When you have completed your Print Options selections, click **NEXT** to continue the set-up process.

**Note:** At a later date, Canfield Imaging Systems will offer a custom template development service for ordering reports of your own design at a nominal fee. Contact Canfield Imaging Systems for additional information.
**Step 5: Database Management**

This tab allows you to delete individual client sessions or entire client records from your database.

1. From the DATABASE MANAGEMENT screen click **DELETE CLIENTS/SESSIONS** to display the LOOK UP CLIENT screen:

   ![Look Up Client Screen]

2. Enter the name (or partial name) of the client you wish to delete, or click **LOOK UP CLIENT** to see all of the clients in your database and select a client from that list.

   ![Client List Screen]
3 If you wish to delete all of the records for this client click DELETE CLIENT. (You will be given an opportunity to confirm your selection.)

⚠️ THIS CANNOT BE UNDONE.

4 Or, double click on a client’s name (or select a client and click NEXT) to see the session log for that client.

![Session Log Example]

5 From there you can select a single session and click DELETE SESSION. Or you can delete all of the records for this client by clicking DELETE CLIENT. (You will be given an opportunity to confirm your selection.)

⚠️ Deletion of client sessions or entire records CANNOT BE UNDONE.

6 Click BACK to return to the client list or EXIT to return to the DATABASE MANAGEMENT screen.
Step 6: Selecting Scheduling Options

This tab allows you to enable appointment scheduling. You can also export calendar data into the calendar application of your choosing (such as Microsoft Outlook).

Enable Appointment Scheduling  Select this check box to enable the tracking of scheduled appointments.

Export Schedule Data  Selecting this feature enables you to export future appointments into a separate calendar program. Note that the exporting begins with today’s appointments.

1  Click **EXPORT SCHEDULE DATA**.

2  When the **SAVE AS** window is displayed, enter the directory and file name where you would like this information to be saved.

3  Then import the file that you saved into your calendar program.
Step 7: Setting Booth Lighting Options

From within this tab, you may select your preference for stand-by interior lighting when the booth is not in use. The options are:

- **HIGH**: All lights (top and sides) are on (default).
- **MEDIUM**: The two side lights are on.
- **LOW**: Only the top light is lit.
- **OFF**: No lights are on.

Exiting Set Up

When you’ve completed setting up your VISIA options, you can:

- Click the VISIA logo in the top left corner of the screen to go to the VISIA Home screen.
- When the last set-up screen is reached, clicking NEXT displays the VISIA Home screen.
Making Subsequent Setting Changes

To view your selections or change any of the Set Up options at any time:

- Click the VISIA logo in the top left corner of the screen to go to the VISIA Home screen.
- Click SET UP to view all of the set up options.
- Click any tab to view your selections or make additional changes.
2.1 REPORT OVERVIEW

The following six report styles are available from VISIA. Each report generates a single page of output that is presented either in portrait or landscape mode, depending upon its design.
<table>
<thead>
<tr>
<th>Report Name</th>
<th>Presentation Mode</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Analysis Results with Thumbnail Photos</td>
<td>Portrait or Landscape</td>
<td>Thumbnail photo-oriented summary of results for all six skin features, with overview of how to interpret the results, and personalized session notes.</td>
</tr>
<tr>
<td>Progress Trends</td>
<td>Portrait</td>
<td>Line graph summary of results for all six skin features showing trends over time, with standard photo and personalized session notes.</td>
</tr>
<tr>
<td>Tabular Overview of Analysis Results with Selected Photo</td>
<td>Portrait</td>
<td>Standard photo with tabular summary of results, overview of how to interpret the results, and personalized session notes.</td>
</tr>
<tr>
<td>Display or Compare Two Skin Feature Results</td>
<td>Portrait or Landscape</td>
<td>Two photo images (standard and UV) along with tabular summary of results, overview of how to interpret the results, and personalized session notes.</td>
</tr>
<tr>
<td>Graphical Overview of Analysis Results</td>
<td>Portrait</td>
<td>Bar graph summary of results for current session, with overview of how to interpret the results, and personalized session notes.</td>
</tr>
<tr>
<td>Comparison to Norm Graphs</td>
<td>Portrait</td>
<td>Comparison to norm summary of results for four skin features, with standard photo and personalized session notes.</td>
</tr>
</tbody>
</table>
2.2 CUSTOMIZING A REPORT

Each report is based upon a pattern in a template that is stored in the VISIA system’s print template folder located at C:\PROGRAM FILES\VISIA\PRINT TEMPLATES.

The following objects can be customized and automatically printed as part of the reports. These objects are placed in predefined areas on the printed page as described in the following table and shown in the subsequent report template samples.

<table>
<thead>
<tr>
<th>Customizable Field</th>
<th>Description</th>
<th>File Type</th>
<th>Path Name</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>practice name and/or doctor’s name(s)</td>
<td>text</td>
<td>C:/Program Files/VISIA/Print Templates/report name/office.txt</td>
<td>[Type your office name here]</td>
</tr>
<tr>
<td>Address</td>
<td>address and phone number</td>
<td>text</td>
<td>C:/Program Files/VISIA/Print Templates/report name/address.txt</td>
<td>[Type your . . . here]</td>
</tr>
<tr>
<td>Logo</td>
<td>VISIA logo or graphic of your choosing</td>
<td>image</td>
<td>C:/Program Files/VISIA/Print Templates/report name/logo.bmp</td>
<td>VISIA logo</td>
</tr>
<tr>
<td>Title</td>
<td>title of printed report</td>
<td>text</td>
<td>C:/Program Files/VISIA/Print Templates/report name/title.txt</td>
<td>Complexion Analysis Report</td>
</tr>
<tr>
<td>Results Summary</td>
<td>general comments regarding interpretation of results</td>
<td>text</td>
<td>C:/Program Files/VISIA/Print Templates/report name/genre and data display option comments.txt</td>
<td>general explanation of scores for this style data display</td>
</tr>
</tbody>
</table>
Use the file name specified to access the desired file and make the desired changes. Images and text may be added or edited by launching the appropriate application for modifying images (Paint) or text (Notepad). You may do this outside of the VISIA application or by hitting the “WINDOWS” key and “D” to minimize the VISIA application. **NOTE:** Each report template has its own folder and its own .txt and .bmp files. If you want your changes to appear in all of the report styles, you must copy the altered files into each report folder.

**Comments**
The general explanations of scores are in six different text files representing each gender and each of the three Data Display options (absolute score, feature count and percentile). Each of these files ends with “Comments.txt”. For example, if you have selected Absolute Scores for your style of data display in “Session Options” set up, and your client is female, then your report will print the contents of the file, “Female Absolute Score Comments.txt” in the space allotted for results summary.

**Letterhead**
You can print each portrait mode report on your own letterhead by leaving the top portion blank. To do this you must delete or rename certain files in the Print Template folder for the report you wish to print. Delete or rename:

- Address.txt
- Office.txt
- Topline.bmp *(image file for the line above address)*

Alternatively, you can generate reports with your own name or practice name and your own address and phone numbers by customizing the Address.txt and Office.txt files for the report(s) you plan to print.
Example: Customizing a Report Template

In this example, we are customizing the report template, *Overview of Analysis Results with Thumbnail Photos* in portrait mode.

1. From within Windows Explorer, view the directory: C:/Program Files/VISIA/Print Templates/Overview of Analysis Results with Thumbnail Photos (Portrait), where “Overview of Analysis Results with Thumbnail Photos (Portrait)” was substituted for *report name*.

2. The following files are displayed:
   - Address.txt
   - Bottomline.bmp
   - Female Absolute Score Comments.txt
   - Female Feature Count Comments.txt
   - Female Percentile Comments.txt
   - Logo.bmp
   - Male Absolute Score Comments.txt
   - Male Feature Count Comments.txt
   - Male Percentile Comments.txt
   - Office.txt
   - Title.txt
   - Topline.bmp

3. To include our office information, we would open the Office.txt file and the Address.txt file using Notepad, make the appropriate changes, and save the files. **Do not change the file name or location.** Similarly, we could change the logo from VISIA to another graphic through use of Paint.

4. Once completed, all *Overview of Analysis Results with Thumbnail Photos (Portrait)* reports generated would include the customized information.
VISIA Print Template Set-up Utility

To add your office information to *ALL* of the report templates or create blank space for your letterhead on *ALL* of the report templates, use the Print Template Setup utility.

1. From Windows Explorer select START/PROGRAMS/CANFIELD CLINICAL SYSTEMS/VISIA/VISIA PRINT TEMPLATE SETUP.

2. To print portrait mode reports on your own letterhead, check the “Use letterhead” option box. Nothing will print in the top two inches of the report to allow your preprinted letterhead to appear.

3. To print your office information on each report type your office name, address, and telephone number in the appropriate fields. Each field is intended to be a single line and will be auto-placed on the report. (If you use multiple lines for your address, the office info may crowd the other pre-formatted images and text.)

4. If you want to change the title that appears on each report, type it in the Report Title field.

5. Click SAVE to apply your changes to all of the report templates, or CANCEL to exit the utility without saving any changes.

### 2.3 REPORT TEMPLATES AND SAMPLES

The following pages display available report templates, along with a sample report generated using that template. Each template shows the objects that can be customized during set-up for that report type (office, address, logo, report title, comments), the graphs and images that may be selected at print time, and the fields that are automatically filled from the current session.
Overview of Analysis Results with Thumbnail Photos

portrait mode

Thumbnail photo-oriented summary of results for all six skin features, with overview of how to interpret the results, and personalized session notes.
Overview of Analysis Results with Thumbnail Photos

**landscape mode**

Thumbnail photo-oriented summary of results for all six skin features, with overview of how to interpret the results, and personalized session notes.
Progress Trends

Line graph summary of results for all six features showing trends over time, with selectable photo and personalized session notes.
Tabular Overview of Analysis Results with Selected Photo

Tabular summary of results with the option to select one photo image (standard or UV unprocessed or one of six skin-feature-analysis results), along with personalized session notes.

SELECTABLE OPTIONS:
- Standard photo — unprocessed (default)
- UV photo — unprocessed
- Wrinkles image
- Evenness image
- Pores image
- Spots image
- Porphyrins image

SESSION OPTIONS:
- any session stored in the database
- (today’s session is default)

NOTES FROM END SESSION FIELD

AUTOGRAPHIC NOTICE
- "Today’s Date:" [CURRENT DATE]
- "Next Appointment:" (from session)
Display or Compare Two Skin Feature Results

portrait mode

Two selectable photos for either the same or different sessions, along with a tabular summary of results for the first photo, overview of how to interpret the results, and personalized session notes.

SELECTABLE OPTIONS:
- Standard photo — unprocessed (default)
- UV photo — unprocessed
- Wrinkles image
- Evenness image
- Pores image
- Spots image
- UV Spots image
- Porphyrins image

SESSION OPTIONS:
- Any session stored in the database
- (Today’s session is default)

“VARIABLE IMAGE”

SELECTABLE OPTIONS:
- Standard photo — unprocessed (default)
- UV photo — unprocessed
- Wrinkles image
- Evenness image
- Pores image
- Spots image
- UV Spots image
- Porphyrins image

SESSION OPTIONS:
- Any session stored in the database
- (Today’s session is default)

“ANALYSIS RESULTS”

TABLE OF 6 SCORES

SELECTABLE OPTIONS:
- Standard photo — unprocessed (default)
- UV photo — unprocessed
- Wrinkles image
- Evenness image
- Pores image
- Spots image
- UV Spots image
- Porphyrins image

SESSION OPTIONS:
- Any session stored in the database
- (Today’s session is default)

Copyright notice

“Today’s Date:” [CURRENT DATE]

“Next Appointment” (from session)
Display or Compare Two Skin Feature Results

*landscape mode*

Two selectable photos for either the same or different sessions, along with a tabular summary of results for the first photo, overview of how to interpret the results, and personalized session notes.

**Selectable options via drop-down menu at time of printing**

**Customizable fields** (see page 2-3)

**Automatically filled from chosen session**

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**VISIA User Guide** 2-12
Graphical Overview of Analysis Results

A graphical summary of results, with overview of how to interpret the results, and personalized session notes.

Graph Options:
- Absolute Bar (default)
- Relative Bar
- Percentile Curve
- Progress Trend

Session Options:
- any session stored in the database (today’s session is default)

*Absolute Bar graph and Progress Trend graph will show Feature Counts, Absolute Scores or Percentiles according to the Data Display format previously selected in “Session Options” set up.

*Personalized notes for” [NAME OF CLIENT]:

“Today’s Date:” [CURRENT DATE]
“Next Appointment:” (from session)
Comparison to Norm Graphs

Comparison to norm summary of results for four skin features, with selectable photo and personalized session notes.

**VARIABLE IMAGE**
- IMAGE OPTIONS:
  - Standard photo — unprocessed (default)
  - UV photo — unprocessed
  - Wrinkles image
  - Evenness image
  - Pores image
  - UV Spots image
  - Porphyrins image

**SESSION OPTIONS:**
- any session stored in the database (today’s session is default)

**SELECTABLE OPTIONS via drop-down menu at time of printing**

**CUSTOMIZABLE FIELDS**
(see page 2-3)

**AUTOMATICALLY FILLED from chosen session**
3.1 INTRODUCTION

The VISIA System consists of the Canfield Facial Imaging Booth and the VISIA software. By familiarizing yourself with the major components of the system before you begin operating it, you will ensure that you produce the best results.

The Canfield Facial Imaging Booth is a self-contained imaging unit that creates a carefully designed environment for facial imaging under controlled lighting conditions. The facial imaging booth includes:

A chin cup used to control the positioning of the client’s face. The chin cup is designed to move into three positions:

- Right-facing for images of the left side of the face (recommended, default)
- Front-facing for images of the front of the face
- Left-facing for images of the right side of the face.
To move the chin cup:

1. Grab the cup like you would hold a computer mouse
2. Push in the button at the rear of the chin cup to release the slide mechanism
3. Then slide the cup to the desired position.

To remove the chin cup (for cleaning or other reasons):

1. Slide the cup to the left, beyond the position for left-facing images
2. Lift and rotate to remove the chin cup from the top rail assembly.

A headrest controls the position of the forehead and can be moved to the same three positions as the chin cup. On the back of the headrest is a small pin used to hang the gray card used to white-balance the system (see Adjusting the White Balance, page 1-13).

To move the headrest:

1. Pinch the release button near the upper rear of the headrest bar.
2. Slide the headrest into one of three positions while pinching the release button.

Specially designed fluorescent lights. The lights provide the exact illumination needed for optimum photographic results. Replacements should only be ordered from Canfield Imaging Systems. See the Maintenance section of this document (page 8-2) for instructions on accessing the lights.
A protective camera lens with special filtering features. The lens is located inside the facial imaging booth, directly in front of the camera. If this lens is ever damaged or scratched, a replacement can be ordered from Canfield Imaging Systems.

The connection panel at the rear of the facial imaging booth provides connections for the AC power cord, the USB and RS 232 serial cables that attach to the computer, and the booth’s On/Off switch.

VISIA Software When used together with the Canfield Facial Imaging Booth, the VISIA software allows you to capture and store various images using standard lighting and UV flash.

After capturing left- or right-view images of the client’s face, the software allows you to isolate, or “mask,” a specific area of interest. The software then performs an extensive analysis of this area to determine skin features, such as pores, wrinkles, evenness, spots, porphyrins, and UV spots.

In addition, the software can compare a woman’s skin to a database of others of the same age, sex and skin type. Note that comparison data is not currently available for either male clients or UV images (porphyrins and UV spots), but is planned for later release.

While you can capture images of the front of a client’s face, it cannot be masked or analyzed. There is currently no data available for comparison purposes.
3.2 STARTING THE VISIA SYSTEM

1 Turn the power on using the On/Off switch on the connection panel on the back of the facial imaging booth.

   • Always turn the booth on before launching the VISIA software. This enables the software to locate the other system components.

   • You may hear noise as the camera and optical filters are automatically adjusted. The fluorescent lights inside the booth should light up in about 10 seconds.

   • If the lights do not come on, check the AC power connection. If they still do not work, contact technical support at 1-800-815-4330.

2 Turn the computer on.

3 Double-click the VISIA icon to start the software. This displays the VISIA Home screen.

**Note:** The system tracks its own schedule for white-balance adjustments, which ensure proper operation. You may see this reminder after you log in if an adjustment is required (minimum of weekly, recommended more frequent). Simply follow the on-screen instructions.
The Home screen presents four buttons. You can select:

- **NEW CLIENT** to begin entering information and taking photos of a new client (if the system is connected and active)
- **LOOK UP CLIENT** to start a session for a returning client
- **SET UP** to change session options, adjust white balance, and access database management
- **EXIT** to leave the VISIA software.

### 3.3 NAVIGATING THE VISIA SOFTWARE

In most cases, VISIA provides a **NEXT** button to enable you to move forward through screens and a **BACK** button to redisplay the previous screen.

Alternately, you can use the **ENTER** key on your keyboard to move forward and the **ESC** key to move back.

Clicking on the **VISIA** icon in the upper-left corner always redispays the Home screen.
3.4 ADDING A NEW CLIENT

To initiate a session with a new client, click **NEW CLIENT**. This displays the screen where you enter data about the client.

- **LAST NAME** is required.
- **CLIENT ID** allows you to assign an alpha-numeric identifier to each client.
- The client’s **DATE OF BIRTH** and **SKIN TYPE** are required for analysis.
- Use the drop-down menu to select the appropriate **SKIN TYPE**. Choices include: African American, Caucasian, East Asian or Hispanic.
The client’s SKIN CONDITION can be identified as:

- Clean: Just washed prior to this session
- Fresh Make-up: If make-up was applied within one hour of the session
- Other: When neither of the other conditions applies.

If the system was set up to provide these session options, you can select:

- Left, Right or Front View
- Standard photo only or Standard and UV photos

When all fields are completed, click NEXT.

If the information you’ve entered matches an existing client, you will see an error message indicating a duplicate entry. Click OK and change the name or click LOOK UP CLIENT to find the information for this returning client. Then follow the instructions in the following section, Looking Up a Returning Client.
3.5 LOOKING UP A RETURNING CLIENT

When a client returns for a subsequent visit, you can link information from the current session to the previous sessions by clicking the LOOK UP CLIENT button on the VISIA Home screen. This screen enables you to perform a search by entering client information.

There are a variety of methods to find a client’s information. You can:

- Click LOOK UP CLIENT to see a list of all clients in the database.
- Enter partial information—such as a last or first name, or the first letter of a name—to show matching results. Entering more complete data narrows the number of matches.
- When you have completed entering your search information, click LOOK UP CLIENT.
• If the client’s data matches other clients, the system will display all of the matches that it finds. To select the correct client, click on the appropriate line and click **NEXT** (or double-click on name) to display the Welcome Back screen.

• If only one match is found, the Welcome Back screen with an image from the last session is displayed.

From the Welcome Back screen, you can:

• **Click CREATE NEW SESSION** to begin capturing images for the current session (see *Taking Client Photographs*).

• **Display images and analyses from previous sessions** by clicking **VIEW OLD SESSION**.

• **Revise information about this client** by clicking **EDIT CLIENT DATA**.

• **Click BACK** to return to the Look Up Client screen.
3.6 TAKING CLIENT PHOTOGRAPHS

**Photographing New Clients**

The client should be instructed to clean her face prior to initiating the session. This will allow the most accurate analysis of skin features.

The Take Picture screen provides a preview of the picture that will be taken by the camera along with an illustration to show the correct positioning.

1. To take a picture of the client’s left side, position the chin cup and headrest in the right-most position.

2. Instruct the client to place her chin in the center of the chin cup and position her forehead against the headrest.
   - Instruct the client to use the alignment mirror to center the position of her face.
4 When the client is positioned correctly, click 📷 TAKE PICTURE.

5 After the picture is saved in the computer, the image will be displayed. The prompt on the screen provides an opportunity to accept or retake the image.

- Click 🗸 NO if the picture is not acceptable due to improper client position, movement, or other reasons.
- If the picture is acceptable, click ✅ YES to proceed with the session.

**Taking UV Photographs of New Clients**

1 If the session involves taking both Standard and UV pictures, instruct the client to remain in *exactly the same position* for the UV picture.

- To assist with this positioning, the system superimposes the preview image of the UV picture over the Standard picture that was just taken.
• Click the scroll bar on the right side of the screen to adjust the dominance of the UV versus Standard image: To make the UV image dominant, move the scroll bar toward the top; to make the Standard image dominant, move the scroll bar toward the bottom.

2 When the client is positioned correctly, instruct her to **close her eyes**.

![Warning icon]
**WARNING:** The flash used for UV photos is extremely bright and can cause discomfort if the client’s eyes are open.

3 Once her eyes are closed, click **TAKE PICTURE** to trigger the flash and capture the image.

4 After the picture is saved in the computer, the image will be displayed. The question on the screen provides an opportunity to accept or retake the image.

• If the picture is not acceptable, click **NO**. The system will return to preview mode for another image.

**Note:** Allow one minute before retaking a picture to allow the UV flash sufficient time to recycle and receive an adequate charge. If you try to retake the picture too soon, the system will ask you to wait.

• If the picture is acceptable, click **YES** and proceed to the masking process.
Photographing Returning Clients

Taking photos of returning clients is similar to taking photos of new clients. The major difference is that the client must be positioned as close to her original image as possible. This enables the system to perform accurate comparisons against previous visits.

The client should be instructed to clean her face prior to initiating the session. This will allow the most accurate analysis of skin features.

To assist with positioning, the system superimposes the preview image from this visit over the image taken during the original visit.

1. Click the scroll bar on the right side of the screen to adjust the dominance of the old versus new image.
   - To make the current session’s image dominant, move the scroll bar toward the top
   - To make the original session’s (alignment) image dominant, move the scroll bar toward the bottom.

2. When you are satisfied that the positioning from the current session is as close to the original session as possible, click **TAKE PICTURE**.

3. After taking the picture, you will be asked if you are satisfied with the picture. Before you answer, you can use the scroll bar to fade between the photo from the current session and the photo from the original session.
   - If the picture is acceptable, click **OK**.
   - If the picture is not acceptable, click **NO**.
     The system will return to preview mode for another image.

If you are taking a UV photo as well as a standard photo, follow the same procedure.
3.7 CREATING THE MASK FOR ANALYSIS

If this is the first visit for a client, tell her that you will create a masked area on the image to tell the computer which part of the face to analyze.

On a client’s return visit, you will use the default mask created earlier to allow for more accurate comparisons from session to session. Proceed to the section, *Adjusting the Mask*.

Creating a Mask for a New Client

The system will display the image taken under the fluorescent lighting and ask you to create a mask for analysis of facial skin features. (The same mask will be used for the UV photo.)

Creating the mask is a simple process that involves following the on-screen instructions that will guide you in clicking each of the mask’s 12 points.
The following images portray the optimal positioning for each of the mask points.

1. Outer corner of eye  
2. Under center of eye  
3. Inner corner of eye  
4. Bridge of nose  
5. Lower nose  
6. Beside the nose  
7. Corner of mouth  
8. Lower middle of jaw  
9. Near ear lobe  
10. Cheekbone  
11. Lower temple  
12. Upper temple
When creating the mask, avoid clicking near the following areas:

- Scars
- Birthmarks
- Eyelashes
- Shaded areas
- Shiny areas on the nose, cheeks or temple
- Facial hair
- Smile line (crease from beside the nose to the corner of the mouth)
- Any abnormalities that occur near the mask line.

When you have finished clicking on mask point 12, the computer will automatically complete the enclosure for the mask area. This is how the completely masked picture should look.

Once the computer completes the mask, you will be able to adjust the position of each individual point and adjust the positioning of the entire mask (See Adjusting the Mask).
Masks for Returning Clients

There is no need to create a mask for a return visit. To ensure the most consistent comparison of results between sessions, the system uses the mask from the original visit for all subsequent visits. If you want to adjust the mask’s position on the image, see the section, *Adjusting the Mask*.

3.8 ADJUSTING THE MASK

Adjusting a Mask for a New Client

The completely masked picture should look like this:

You can adjust individual points on the mask to avoid specific features, shaded, or shiny areas. Do this by clicking on individual mask points and dragging them to the preferred location.
You also have the ability to move the entire masked area. Click on the ARROW buttons to move the masked area up, down, left or right. The mask can also be rotated slightly in the clockwise or counter clockwise directions by clicking the corresponding arrows. SHIFT + click on the arrows for larger increments of movement.

When you have adjusted the mask to your satisfaction and are ready to analyze the area within the mask, click ANALYZE. This will take a few minutes.

Adjusting a Mask for Returning Clients

In order to compare scores from different visits, it is important to use the same masked area. For return visits, you are not allowed to move individual mask points or change the actual shape of the mask. However, you can move the entire mask relative to the image.

Use the ARROW buttons to move the entire masked area up, down, left or right. The mask can also be rotated slightly in the clockwise or counter clockwise directions.

When you have adjusted the mask position and are ready to analyze the area within the mask, click ANALYZE. This will take a few minutes.
CHAPTER 4
Analyzing Client Data

4.1 VIEWING ANALYSIS RESULTS

After the computer completes its analysis of the image data within the masked area, it displays the Analysis Results screen.

A detailed explanation of the data will pop up when you point your cursor over a data point on any graph.
Click the individual tabs—SPOTS, PORES, WRINKLES, EVENNESS, PORPHYRINS and UV SPOTS—to display the data for that particular skin feature. Each tab shows the client’s image with the the features of that particular analysis highlighted within the masked area.

To aid in the review and discussion of this information, use the selections in the MASK OVERLAY menu box to turn the mask on, off, or make it blink.

**Data Display**

The graphical scores accompanying each picture reflect the type of data display previously selected in “Session Options” set up:

- **Feature Counts:** Displays the actual number of each feature detected within the mask area.

- **Absolute Scores:** Absolute scores are intended to be used for comparative purposes. They represent the fractional area of the particular skin features found in the image relative to the area that is masked.

- **Percentile:** This lets the client see how her percentile scores compare to those of a similar sex, age and skin type (which can include ethnic background.) For example, “Your Pores score is better than 78% of women your age and skin type.”

- **Men (all images), women (UV images):** Percentile scores are not available for men or for UV images (UV spots and porphyrins) because there is currently no comparison data available. Analysis results are limited to display of current results (Feature Counts or Absolute Scores) and comparisons against previous sessions. If Percentile is the selected data display format, Feature Count data will be substituted by default for all men’s images and for women’s UV images.
Overview  Clicking the OVERVIEW tab displays thumbnail images of all the available skin feature images along with data for each image.

When you have completed viewing the images and analysis results for each of the skin features, you can:

- Click VIEW DATA to see the results presented in a variety of bar and curve plots
- Click COMPARE RESULTS to display comparisons with a previous session (if applicable) or between two feature types from the current session
- Click END SESSION to update client information and print report(s).
- Click SELECT SESSION to return to Welcome Back screen and select a different session.
4.2 DISPLAYING THE ANALYSIS DATA

**Absolute Bar Graph** Compilation of all the graphs displayed in the View Pictures tabs. The type of data displayed depends on the Data Display format selected in “Session Options”: Feature Count, Absolute Score or Percentile. (Note: If Percentile is the selected data display format, Feature Count data will be substituted by default for men and UV images.)

If a UV photograph was taken:

- The Porphyrins score depicts the actual number of porphyrins detected within the masked area.
- The UV Spots score has two components: visible spots (blue bar), already included in the Spots analysis, and invisible spots (green bar) detected in the UV photo.
Relative Bar Graph (Currently available for women only.) Regardless of the Data Display format selected, this graph shows the actual percentile scores of the analysis output for Spots, Pores, Wrinkles, and Evenness relative to the median score. (The median score is the point at which exactly half the subjects in the database have higher scores and half have lower scores.)

If the client’s score is above the median, it is displayed as a green bar, if less than median as a red bar. The light blue area represents the normal range: 68% of the client’s peer group (i.e., one standard deviation, in statistical terminology).

The number depicted on the bar represents the client’s percentile relative to the median. (For example, in the following graph the Spots bar shows that this client falls in the 85th percentile, which is 35% above the median.)
Percentile Curve Graph (Currently available for women only.) These graphs show the relative effect of aging on a client’s score. For example, wrinkles typically increase with age. So while the client’s Absolute Score may get worse over time, the Percentile (comparison to those of a similar sex, age and skin type) may remain the same.

- The thick gray line represents the median or 50th percentile.
- The two dark blue lines on either side of the median represent approximately 68% of the client’s peer group (one standard deviation, in statistical terminology). Any score that falls within this blue shaded area is considered to be in the normal range.
- The dotted light blue lines above and below the median represent 95% of the population (two standard deviations).
The client’s absolute score is represented by a dot.

- A green dot represents better-than-average skin (score falls below the mean curve).
- A red dot represents worse-than-average skin (score falls above the mean curve). A red dot above the mean curve but within the blue shaded area represents skin that is worse than average but within the normal range.

**Progress Trend Graph**

This graph tracks a client’s progress over time using the scores from each of her stored sessions. The type of data displayed depends on the Data Display format selected in “Session Options”: Feature Count or Absolute Score. If Percentile is the selected data display format, Feature Count data will be displayed for this graph.
4.3 COMPARING RESULTS

This screen allows you to compare:

- Different skin features from the current session (default)
- Images for the same skin feature from different sessions.

If the session dates are the same, click the appropriate tab within each window to compare selected skin features.

If the session dates are different, clicking a particular tab in one window automatically selects that tab and skin feature for the other window.

To aid in the review and discussion of the information, use the selections in the MASK OVERLAY menu box to turn the mask on, off, or make it blink.
CHAPTER 5
Concluding a Client Session

5.1 OVERVIEW

Before you complete a client’s analysis and counseling session, you should:

1. Enter notes about the session and validate that the client information is correct
2. Schedule a follow-up visit, if desired
3. Print report(s)
4. End the current client session
5. End the VISIA program (optional).
5.2 ENTERING NOTES AND VALIDATING CLIENT INFORMATION

From any of the Analyzing Client Data screens (VIEW PICTURES, VIEW DATA, or COMPARE RESULTS) click END SESSION to enter notes about the session and update client information.

This screen enables you to:

1. Verify that you have all the appropriate client information.

2. Enter your diagnosis and treatment recommendations, as well as any special skin care tips.

3. Schedule of a follow-up visit. The NEXT APPOINTMENT menu box is displayed if appointment scheduling was enabled at set-up. This information is saved and can be exported to a calendar program.
5.3 PRINTING REPORTS

1 From the END SESSION screen click PRINT.

- If only one report template was selected in “Print Options” at set up, and Print Preview was not enabled at set up, the current session will be printed with default image(s) for that template.

- If multiple report templates were selected in “Print Options” at set up, you will see a list of the available report templates.

- The last report template used will be automatically highlighted. To print again in that format, click PRINT or PREVIEW, or select a different template and click PRINT or PREVIEW.

- To select more than one template, press the CONTROL or SHIFT keys (on your keyboard) while you click on the desired report template names.
If Print Preview was not enabled at set up, the current session will be printed with default image(s) for the selected template(s) (no PREVIEW button will be available).

2 If Print Preview was enabled at set up, you will see the PRINT PREVIEW screen, showing a preview of the selected template.

Images and graphs which can be customized at this time are highlighted with a blue box. Click on the image or graph you wish to customize. The selected image or graph becomes highlighted with a thicker pink box. Choose the desired SESSION DATE and TYPE (of image or graph), from the drop-down menus on the left side of the screen.
3 The PRINTER SETUP button is available if you choose to change the printer, printer properties, print to file, or select multiple copies. Click OK when done.

4 While in Print Preview you can navigate between multiple report templates or the pages of multi-page reports by clicking on the PREVIOUS and NEXT buttons in the lower left corner of the screen.

5 After you have made your selections, click PRINT to print the report(s).

6 After the report is printed you will be returned to the END SESSION screen. You can then click EXIT to end the session and return to the Home screen or click PRINT to print another report.
5.4 SHUTTING DOWN THE VISIA SYSTEM

From the VISIA Home screen, click EXIT.

When the Windows desktop is displayed, shut down the computer (click START, select SHUT DOWN, click the SHUT DOWN selection in the next window, and click OK).

Turn off the Canfield Facial Imaging Booth using the On/Off switch on the back of the unit.
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Potential Solution</th>
</tr>
</thead>
</table>
| Lights do not come on (in 10 seconds) when booth power is turned on    | • Ensure that the power cord is properly connected  
• Check that the bulbs are properly seated in the sockets.                                                                                                                                 |
| The camera does not take a picture                                     | • Contact Technical Support.                                                                                                                                                                            |
| Flash does not work (for UV photos)                                    | • If no error message is displayed, contact Technical Support.                                                                                                                                            |
| VISIA software appears to have locked up                               | • Processing of images and analyzing data can be lengthy operations. Be sure you allow a reasonable amount of time for completion.  
• Once a reasonable amount of time has passed, see if the system responds when you move the mouse, or if the keyboard’s Caps Lock light comes on when the Caps Lock key is pressed.  
• If the system remains unresponsive:  
  1 Turn off the Canfield Facial Imaging Booth  
  2 Re-boot the computer  
  3 Turn the booth on.  
  4 Restart the VISIA application.                                                                                                              |
<table>
<thead>
<tr>
<th>Problem</th>
<th>Potential Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>System message: “Facial imaging booth not found”</td>
<td>• Make sure that the Canfield Facial Imaging Booth is connected to the computer.</td>
</tr>
<tr>
<td></td>
<td>• Ensure that the booth’s AC power is on</td>
</tr>
<tr>
<td></td>
<td>• If the problem continues, switch the booth power off and on.</td>
</tr>
<tr>
<td>System message: “Camera not found”</td>
<td>• Exit and restart the VISIA software. If this doesn’t solve the problem then:</td>
</tr>
<tr>
<td></td>
<td>• Unplug and reconnect the USB cable (at either the booth or computer end— whichever is more accessible.)</td>
</tr>
<tr>
<td></td>
<td>• Turn the booth power off and on again.</td>
</tr>
<tr>
<td></td>
<td>• Launch the VISIA software again.</td>
</tr>
<tr>
<td>System message: “The camera has been disconnected from the computer. Please make sure the booth is turned on and connected to the computer.”</td>
<td>• Plug the USB cable from the facial imaging booth into a different USB port on your computer.</td>
</tr>
<tr>
<td>Problem</td>
<td>Potential Solution</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| System message when opening VISIA: “Connection failed”                | • Make sure the SQL server is on:  
  1. Navigate to **START / RUN**  
  2. Type “net start mssqlserver” in the edit control  
  3. Click **OK**  
  • If that doesn’t solve the problem:  
    1. Navigate to **START / SETTINGS / CONTROL PANEL**  
    2. Open **ADMINISTRATIVE TOOLS / DATA SOURCES (ODBC)**  
    3. Click on the **SYSTEM DSN** tab  
    4. Select **VISIA DATABASE** and click **CONFIGURE**  
    5. Select **(LOCAL)** in the Server drop-down list  
    6. Click **NEXT** until done                                                                                                                                               |
| VISIA images are either missing (blank) or all black                  | • Exit and restart the VISIA software.                                                                                                                                                                                                    |
| Error message warning of low system memory                            | • Exit and restart the VISIA software.                                                                                                                                                                                                    |
| System performance degraded                                           | • Exit and restart the VISIA software.                                                                                                                                                                                                    |
| Hard drive light on almost continuously                               | • Exit and restart the VISIA software.                                                                                                                                                                                                    |
Safety Precautions

- Before you begin operating the VISIA system, carefully read this manual, as well as the operating instructions relevant to other computer components.

- Always ensure that clients close their eyes when taking UV photographs.

- To prevent electrical shock, plug the VISIA system power cable into a properly grounded electrical outlet. These cables are equipped with three-prong plugs to ensure proper grounding. If you must use an extension cord, use a three-wire cable with properly grounded plugs.

- To protect the VISIA system from sudden, transient increases and decreases in electrical power, use a surge suppressor, a line conditioner, or uninterruptible power supply (UPS).

- Do not make conversions or changes to the system without the express authorization of the manufacturer since this might jeopardize the safety of the system and void the warranty.

- Operate the system only with original parts.
• Do not attempt to clean the booth using alcohol, benzene, paint thinners, or other flammable substances. Using these flammable substances near the unit’s high-voltage areas may result in a fire or electrical shock.

• Always ensure that the unit is stable and free from trip hazards, such as cables.

• Before moving the VISIA system, ensure that all cables have been disconnected.

• Do not place or spill food or liquid on the Canfield Facial Imaging Booth. If the Canfield Facial Imaging Booth gets wet, call the Technical Support.

• Always turn the unit off when changing the fluorescent light bulbs. Allow a few minutes (15 minutes or so) for cooling, since the lens covers and lights remain hot even after the power is off.

• If excessive heat or smoke is detected, turn the VISIA system off and unplug the power cord. Do not use again until you have contacted the Technical Support.
8.1 CLEANING THE CANFIELD FACIAL IMAGING BOOTH

The exterior surface of the facial imaging booth should only be cleaned with a slightly damp cloth or sponge with a mild detergent mixed with water.

⚠️ **Do not attempt to clean the Canfield Facial Imaging Booth using alcohol, benzene, paint thinners or other flammable substances. Repeated use of these flammable substances near the unit’s high-voltage areas may result in a fire or electrical shock.**

Wipe the interior booth surface with a soft cloth. If the unit has become soiled, soak a cloth in a mild detergent solution, wring it out, and wipe gently.

Remove dust from the UV flash filters (dark glass filters in front of the flash) located inside the facial imaging booth using a soft brush. Do not rub the filters with hard material, as they are very easily scratched.

Use a soft brush to remove dust from the protective lens in front of the camera.

Gently wipe the lens with a dry, soft cloth; do not rub the lens with hard material as it is easily scratched. If the lens is soiled, purchase a camera lens cleaning kit and follow the manufacturer’s instructions.
8.2 REPLACING THE FLUORESCENT BULBS

The fluorescent bulbs used in the VISIA system are designed to provide a specific lighting color within the Canfield Facial Imaging Booth. Using other bulbs will directly affect the quality of the system’s results. Only use replacement bulbs from Canfield Imaging Systems.

**NOTE:** One replacement bulb is included with the VISIA system to avoid any inconvenience until another bulb may be obtained.

**CAUTION:**

- Before replacing the bulbs, turn the unit off.
- If the unit has been running, the bulbs remain very hot. Allow a few minutes (15 minutes or so) for cooling before attempting to replace the bulbs.

**Replacing Side Bulbs**

1. Remove the diffuser lens in front of the light by slipping your finger into the space along its front edge.
2. Pull the lens away from the side of the inner liner.
3. Grab the base of the bulb gently and pull down.
4. After the bulb is free of the socket, remove it from the reflector area and dispose of it properly.
5. Insert the new bulb carefully into the reflector and push it up securely into the socket until properly seated.

**Replacing the Top Bulb**

1. Remove the diffuser lens in front of the lights by slipping your fingertip into the space in the top-center portion of the diffuser lens.
2. Gently pull the edge of the lens free from the top of the liner.
3 Grab the base of the bulb gently and pull away from the socket.

4 After the bulb is free of the socket, remove it from the reflector and dispose of it properly.

5 Insert the new bulb carefully into the reflector and push it up securely into the socket until properly seated.

### 8.3 REPLACING THE EQUIPMENT BOX

If Canfield technical support diagnoses a failure in the Canfield Facial Imaging Booth’s equipment box, the box can be removed and returned.

Our support technician will issue a Return Merchandise Authorization (RMA) number, and send a replacement unit to you within 2 business days. Upon receipt of the replacement unit, remove the entire equipment box and return it in the shipping carton that the new box came in.

⚠️ **WARNING:** The equipment box contains dangerous, high voltage circuits that support the system flash units. **DO NOT open the equipment box.**

**To remove the equipment box:**

1 **Turn off** the Canfield Facial Imaging Booth power.

2 **Unplug** the AC power cord, the USB cable, and the RS232 serial cable.

3 **Remove** the two screws at the bottom of the rear housing cover.
4 Remove the rear housing by pivoting it out slightly at the bottom, and sliding it up and away from the facial imaging booth.

5 Unscrew the top of the equipment box where it is secured to the frame.

6 Grab the handle on the back of the equipment box and pull the box straight out the back of the unit.
To install the new equipment box:

1. Align the new equipment box between the two rails near the bottom of the imaging booth and slide it straight in.

2. Push the top of the equipment box toward the inside of the booth to help align the screw holes.

3. Screw in the top screw, keeping it as centered as possible.

4. Mount the rear housing and screw in the two screws at the bottom of the rear housing cover.

5. Plug the AC power cord into the socket on the back of the unit. Connect the other end of the AC power cord to a grounded outlet. A surge suppressor (not supplied) is recommended to protect the computer from voltage spikes that might damage it.

6. Insert the USB cable shipped with the new equipment box into the USB connector on the back of the unit. Plug the other end of the USB cable into one of the USB sockets on the computer used with the system.

7. Insert the RS232 serial cable shipped with the new equipment box into the RS232 connector on the back of the unit. Plug the other end of the RS232 cable into the RS232 socket on the computer used with the system.
8 Turn on Canfield Facial Imaging Booth.

9 Turn on the computer. Double-click the VISIA icon to start the software.

10 You will be prompted to white balance your system. Follow the instructions for white balancing on page 1-14 of the VISIA User Guide.
APPENDIX A
Definitions

**Wrinkles**  Long features (within a specific area-to-perimeter ratio) that are a different intensity from their local area are identified as Wrinkles.

**Spots**  Areas that are a different color than the local area surrounding them are identified as Spots. A Spot must be in a certain size range—if it’s too small then it is probably a Pore; if it’s too large (e.g., port wine stain) then it is not really a Spot but rather part of the facial color at large. Wrinkle areas are excluded so that Spots and Wrinkles won’t ever overlap.

**Pores**  Very small areas that have much different color than their local small neighborhood are identified as Pores (similar to small Spots but it’s a different algorithm). Spots and Wrinkles are excluded from the Pore measurement.

**Evenness**  To identify Evenness, VISIA looks at color variation in the skin and finds small areas unlike their neighbors. Excludes Spots regions.

**Porphyrians**  Porphyrians are excretion of bacteria that are lodged in pores and can lead to acne. Areas that fluoresce in UV light are identified as Porphyrians.

**UV Spots**  Invisible spots which can only be detected with UV light are identified as UV Spots. Excludes visible Spots.
APPENDIX B
Data Back-up

**IMPORTANT:** Failure to properly back-up your images and client information may subject you to potential loss of data. Canfield Imaging Systems accepts no responsibility or liability for lost or damaged data.

For your own protection, we recommend that you have a routine back-up procedure in place to safeguard your images and data.

**B.1 DATA BACK-UP STRATEGY**

**Client Images**
By default, these files reside in the directory `C:\PROGRAM FILES\VISIA\PICS`.
To back up your client images copy this folder.

**Client Data**
To back up your client data you must first turn off MSSQL Server.

1. The MSSQL Server icon is in the bottom right corner of your screen: ![MSSQL Server Icon]. Right click on it and you will see this menu:

   ![MSSQL Server Menu]

   Click **MSSQLSERVER - STOP**.

2. You will see 2 warning messages; click **YES** for each.
3 Navigate to the following directory:
   C:\PROGRAM FILES\MICROSOFT SQL SERVER\MSSQL\DATA

4 Copy the following files:
   Visia Database.mdf
   Visia Database_log.ldf

5 Turn the server back on: Right click on the MSSQL Server icon and click MSSQLSERVER - START in the menu:

   ![MSSQL Server Icon]

   NOTE: To restore your backed up client data files, you must first turn off the MSSQL Server as described above.

**Program Files**

If you choose to back up all of your program files including client images, copy the entire VISIA folder:
   C:\PROGRAM FILES\VISIA.

   NOTE: If you are not certain where the images, database and program files are located for your VISIA system, contact your network administrator or Canfield technical support for assistance.

**Data back-up procedures**

In order to be effective, system back-ups must be performed on a regular basis. Should it ever become necessary to restore your system from a back-up copy, you will only be able to recover data that was entered prior to the most recent back up.

There are many options for the hardware, software, and techniques used to back-up data. We recommend you consult your network administrator or a computer specialist to determine the best approach for you.
APPENDIX C

Technical Specifications

**Power source**
- **Voltage:** 100 to 240 VAC (+/- 10%)
- **Frequency:** 50 to 60 Hz (+/- 3 Hz)
- **Current:** 3.2A (rms) for 115 VAC

**Data connections**
- USB and RS232

**Operating environment**
- **Temperature:** 60 to 90° F
- **Humidity:** 20 to 80% RH (Relative Humidity)

**Minimum system requirements to properly run the VISIA application**
- Pentium 4 processor (2.0 GHz or faster)
- Windows XP Professional
- 512MB of RAM
- CD-ROM Drive
- 1024x768 display with 24-bit color or better

Free disk space:
- Minimum: 10 GB
- Recommended: 40 GB

*Note that 1 GB is required for storage of each 100 client photos*
APPENDIX D
Support Information

Technical Support  Technical support is available at 1-800-815-4330. Hours of support are from 8:30 a.m. EST to 6:00 p.m. EST.

The following components are replaceable and may be ordered directly from Canfield Imaging Systems by calling technical support:

- Fluorescent bulbs
- Chin cup
- Headrest
- Clear glass lens protector

Warranty/Repair  A one-year warranty is provided on facial imaging booth parts, excluding fluorescent bulbs. Your warranty is automatically extended for one year if you have purchased our annual support and upgrade contract.

Should our technical support technicians determine that your unit must be returned for service, a Return Merchandise Authorization number will be assigned to you. In addition, a replacement unit and a shipping carton will be mailed to you within two business days. Information on packing and shipping will be included.

Our shipping address is: Canfield Imaging Systems
253 Passaic Avenue
Fairfield, NJ 07004-2524
Federal Communications Commission (FCC):

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

• This device may not cause harmful interference, and

• This device must accept any interference received, including interference that may cause undesired operation.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Canfield Imaging Systems may cause harmful interference, and void your authority to operate this equipment. Use of a shielded data cable is required to comply with Class B limits of the FCC Rules.